

Section Four: **Maintenance and Vending**

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4.1 Routine Maintenance Procedures

All routine maintenance in resident rooms should be reported by the residents using the on-line maintenance system.

4.1.1 Safety Maintenance Checks

Safety and Maintenance checks are conducted each month in the residence halls. Your RHD will set exact deadlines for you to submit your completed paperwork. During the summer months, only residence halls / houses that are occupied need to complete this process.

- **Publicize**

At least one week prior to beginning maintenance or safety checks, post publicity in your area indicating the dates you will be checking rooms.

- **Be Prepared**

Always have the following items available when checking each room:

- Safety & maintenance equipment check forms
- Incident report forms
- Damage report forms
- Note pad to list all maintenance concerns
- A black or blue ink pen.

- **Coordinate**

If the residents are not available at the time you planned to check their room, try to schedule another time when at least one resident may be available. Remember, a quality maintenance and safety check occurs when the residents are present to answer questions if they arise. If the residents are still not present upon your return, arrange the assistance of another staff member and leave a notice of entry. **Never enter a resident's room alone.** Note any questions or concerns on your note pad for later discussion with the residents.

- **Conduct the inspection**

Check the following items in each room and/or public area during Safety and Maintenance checks. All safety & maintenance concerns should be reported immediately via the online maintenance reporting system.

- Barbecue Pits and Grills in public areas

Some halls provide barbecue pits/grills for the residents use. These pits/grills are not to be used in areas such as walkways, stairwells, or porches. Students may not bring personal pits/grills. The area used should be cleaned by the responsible parties after the meal is completed. All coals should be disposed of properly. First, allow the coals to cool completely before disposing of them. Extinguish them with water then place them in a sack and dispose of the coals in the dumpster. Combustible fluids (lighter fluid, gasoline, etc.) and briquettes may not be stored in

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the building. Residents are to be fined \$50.00 per item (not to exceed \$250.00) for the 1st violation. A second violation may result in termination of their contract, a \$250.00 fine, and additional disciplinary action may be taken. Staff members found to be in violation of this policy will be fined accordingly and may be terminated. Staff members are not allowed to cook for residents. When planning a hall/house function using a grill, arrangements must be made with ARAMARK to provide a certified food handler.

- Doors and Locks
Make sure all hall, stairwell and exterior doors close properly and manually test locking mechanisms. Ask the residents if there are any problems or concerns that may affect the security of the room concerning the room and/or bedroom doors and locks. If the residents are not present, manually test the doors and locking mechanisms.
- Electrical Outlets
Check all outlets for overloaded plugs, extension cords, or wires covered by carpet. Also check for broken and exposed wires or outlets. Note condition on Safety & Maintenance Check form. If the residents are not present, make a note to return to the room to discuss any electrical hazards and concerns. Note any immediate electrical hazards and concerns and call in as soon as possible.
- Exit Signs
These should be lit at all times. Some models blink in the event of a power outage. Test to make sure these types are operating properly. Note condition on safety check form. Call in any problems or concerns as emergency maintenance as soon as possible.
- Fire Evacuation Plan
An evacuation plan should be posted on the back of the entrance door to every resident room. Make sure the route to the nearest exit is clearly marked. Note condition on safety check form. If fire evacuation plan is not posted, write down the room number on your note pad so you can return later to post a plan. Request a floor plan from your RHD.

In public areas, the plan should be posted in clear plastic wall-mounted covers. Make sure the route to the nearest exit is clearly marked. Note condition on safety check form. If fire evacuation plan is not posted, write down the location on your note pad so you can return later to post a new plan. Place a work order for a public area floor plan. If cover is damaged or missing, note problem or concern so that it can be reported and fixed.

- Fire Extinguisher
Check gauge to make sure it is fully charged and a plastic tie is intact. Note condition on safety check form.

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- Furniture
Check to make sure all furniture is sturdy and in the same condition as listed on the Room Condition Sheet. In public areas, check the furniture inventory to make sure all furniture is accounted for, sturdy, and in good condition. Report any discrepancies in inventory to your RHD.
- Lights
Check to make sure all lights are operating properly. This includes emergency lighting in public areas. Look for any cracks or other damage in the light covers. Call in any problems or concerns as emergency maintenance as soon as possible.
- Lobbies and Halls
Make sure all walkways are clear and free of any trash and potential trip hazards. Note any problem or concern on note pad. Report any graffiti or damage to bulletin boards, stairwell doors, smoke containment doors, grip-a-strips, or signage. Also, check to make sure water fountains are in proper working order.
- Mold
Check all ceilings, air vents, walls, shower/tub stalls for mold. Make a note of the specific location and report it immediately to Residence Life Maintenance. For those areas accessible to residents (shower curtains, lower area of walls, floors, etc...) the resident is responsible for cleaning the mold.
- Plumbing Fixtures
Be sure to flush the toilet and turn on all water fixtures. Look for leaks and drips around handles, faucets, base of toilet and around showerhead. Also, make sure sinks and shower basins are draining properly.

Staff should open any cabinet doors and move shower curtains that may conceal pipes.

Call in any concern during normal Residence Life Maintenance operation hours. Major problems and concerns need to be called in as emergency maintenance as soon as possible.

- Pull Stations
Make sure all are set properly and the preliminary alarm covers are not cracked or damaged. Call in any problems or concerns as emergency maintenance immediately.
- Smoke Detector
Test to make sure it is operating properly, per Residence Life Maintenance instructions provided during training. Note condition on Safety & Maintenance check form.

- Vending Machines

Check to make sure there are no leaks, wet walls, and damage to electrical cords on the machine. Check for any visual damage to machines. Note any problems and report to appropriate company via the phone number listed on machine.

- Washers & Dryers

Advise students not to overload the washing machines. Loads should be limited to 2/3 of the tub area. Quilts and thick bed spreads should be washed alone or taken to a commercial laundromat. Laundry tips are posted in laundry rooms. Ask residents to follow guidelines. Shower curtains or other vinyl/plastic items are not to be placed in the washers or dryers.

Check to make sure there are no leaks, wet walls, and damage cords on the. Check for any visual damage to machines. Note any problems and report to Residence Life Maintenance at 936-294-4474.

- Windows

Be sure to check the glass, screen and locking mechanisms for proper operation and any damage. Windows in public areas should be closed and locked.

- **Before you turn in your safety & maintenance checks:**

- Be sure that all problems and concerns have been addressed.
- Report all emergency concerns to Residence Life Maintenance.
- Document any emergency concerns via an incident report.
- Document any policy violations.
- Turn in all your completed Safety & Maintenance check forms to your RHD by given deadline.

4.1.2 Instructions for Online Maintenance

- Access the staff portal by going to <https://starrez.shsu.edu/StarRezPortalStaff/>.
- Type in your username and password.
- Choose "Maintenance Admin."
- Choose "New Job."
- Choose the room location where maintenance is needed. Choose "search." Select the specific room location where the maintenance concern is located.

- Click Next.
- Add your name under “reported by” if it does not automatically populate.
- Choose a category and item that best fits your maintenance request.
- Write a detailed description to help maintenance personnel understand the request.
- LEAVE ALL OTHER FIELDS BLANK.
- Choose “Save and Continue.”

*Note: After a work order has been submitted, please do NOT update the work order.

4.1.3 Classification of Work Orders

- **What is the difference between Routine Repairs and Emergencies?**
 - **Routine Repairs**
Are problems that do not require immediate attention – even though the student would like it to be taken care of as soon as possible.
 - Examples of **Routine Repairs** include a burned-out light bulb, broken or sticking drawers or cabinets, a/c filter changes, moving furniture, broken blinds, and rodents/pests.
 - **Emergency Repairs – Staff should check the problems BEFORE calling out maintenance. All emergency repairs should be documented via the IR system.**
Are identified as anything that requires immediate attention because if it is not remedied, serious injury or damage may result.
 - **Emergency Repairs** include broken water or gas pipes, main sewer pipe stoppage, power failure, 1st floor broken windows, any water backing up out of a drain, smoke detector beeping or malfunctioning, any potential fire or shock hazard, main entry door locks, and all air conditioner and heating problems.

REMEMBER: Document emergency maintenance requests!

4.1.4 Water “Socks” Instructions

The socks are designed to absorb water and help prevent water from entering the resident’s room and/or hallways, or at least limit the amount of water that gets into these areas. They can be used to help stop any kind of water leak from spreading. When staff are notified of a drain, toilet, or other leak that is close to overflowing, then these socks need to be used.

Place one sock across the opening of both bathroom doors on the bathroom side of the door jamb, or in an area that will stop the leak from spreading. In case of a large leak, more

than one sock may be required. The maintenance person who responds to the emergency call will dispose of the used socks.

Please store the unused socks in the RA office so they will be easily accessible for all staff members.

4.1.5 Call-Out Procedures

RAs should contact the RHD on Duty for all weekend and after hours emergency maintenance concerns, in all Residence Life facilities. **Staff should check the problems BEFORE calling out maintenance.**

4.1.6 Custodial Services

Custodial services are contracted through a private firm and are supervised by the Director for Residence Life Facilities Maintenance. The custodial staff provides day-to-day cleaning of public areas and offices Monday through Friday, except holidays. A list of expectations is on the back of the cleaning evaluation. Custodial staff will complete a thorough cleaning in August before the residence halls open for the fall semester. This should be the time when your building is cleanest. Custodial staff will do a second major cleaning at the end of the spring semester. If there are concerns regarding custodial service, the RHD will discuss these with the Assistant Director for Facilities Maintenance – Administration.

4.1.7 Maintenance Accessing Residents Rooms

Occasionally, Residence Life Maintenance personnel will need to enter a student room to make needed. The residents will need to allow access to their rooms for these personnel. Due to the large number of maintenance requests, the residents will usually not be notified in advance of these repairs. Residence Life Maintenance employees must be allowed access to resident rooms in order to complete repairs and/or routine maintenance (ex. Replacing a/c filters, batteries, etc). **Residents, who refuse service between 8:00 a.m. – 4:30 p.m. Monday thru Friday, will be charged \$50.00. Refusal of service after hours or during the weekends may result in a minimum charge of \$75.00.**

4.1.8 RLM Labor Cost

Residents causing damage or vandalism to University property will be charged at a labor rate of \$31.50 per hour during normal business hours and \$50 per hour (minimum of two hours) for all calls after 4:30 p.m. on weekdays and weekends and holidays. Student labor rate is \$10.00 per hour. In addition, the cost of any material(s) needed to replace or repair damaged property will also be billed to the student. Examples of damages or vandalism include bent or broken window blinds, broken or marred furniture, stained, burned, or torn flooring, broken or marred doors, or stopped up toilets caused by flushing anything other than toilet paper. For damage or vandalism to life safety equipment, such as fire

extinguishers, residents will be billed a minimum of \$50.00 plus the cost to repair or replace the item.

4.2 Vending Guidelines

- **Product Problems, Broken Machines**

The vending staff tries to keep a variety of products and adequate stock in their cold drink and snack machines. If you notice that demand exceeds supply for food machines, please call the number posted on the machine. Pepsi issues should be reported to Pepsi via the phone number posted on the machine.

- **Refunds**

Give the student a vending return slip to complete. The student will need to inquire with SHSU Mail Services about their reimbursement process. The phone number for refunds is 936-294-1936.

- **Recycling**

Recyclable items to be recycled should be kept in plastic container specifically designated for this purpose. Recycling areas should be kept neat and tidy at all times. It is the hall staff responsibility to make sure the recycling area does not have an overflow of items or trash.

4.3 Authorized Break Times

Employees from Residence Life Maintenance, the Custodial contractor, and Vending are allowed to take their daily breaks in the residence halls. Other on campus employees or contract employees are not to spend their breaks in the halls or houses. Below are the scheduled times and locations.

Expectations of RLM and Custodial and Vending employees during breaks:

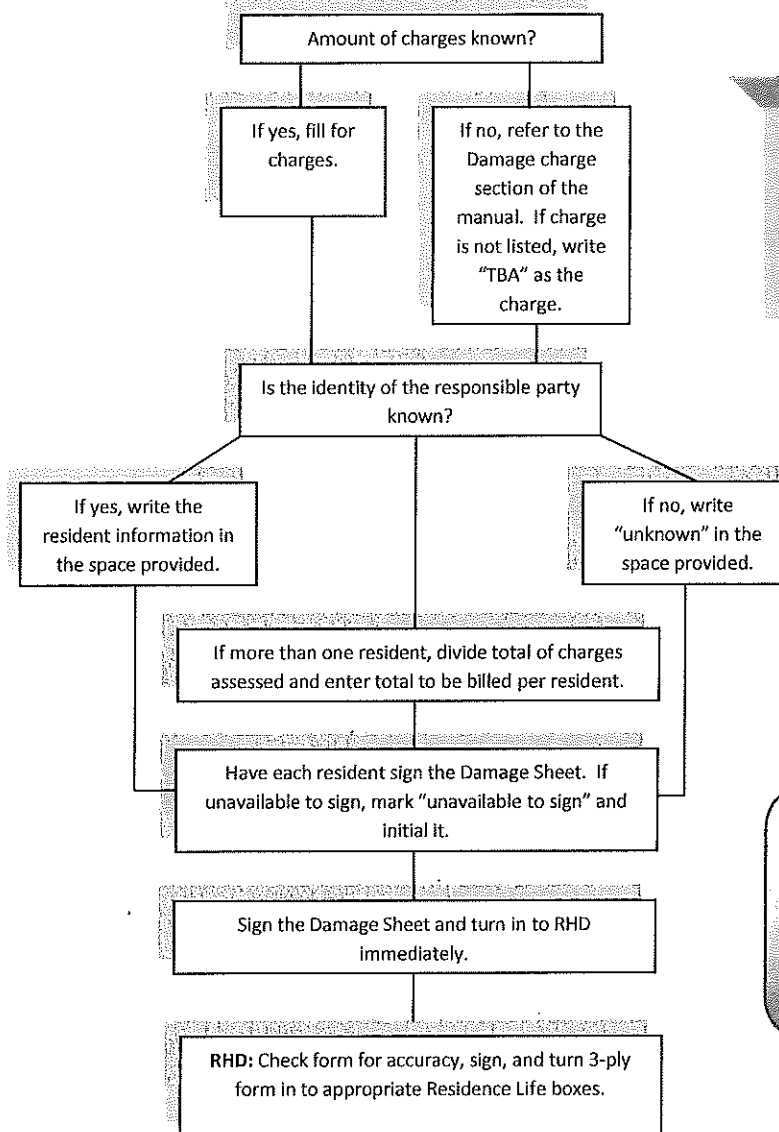
- TV should not be on just for break period.
- Employees on break should not be using any hall equipment.
- Employees should professionally associate with students.
- No sleeping is allowed any time.
- Employees on break are not allowed to use the kitchens.

Reporting concerns about employees on break:

- If a hall staff member has a concern about an employee on break, they should document the situation via the incident report system.
- The RHD for that area will alert the Director for Residence Life Facilities Maintenance to the incident report.
- The Director for Residence Life Facilities Maintenance will address and follow up on the concern with the individual employee.

4.4 Maintenance Flowcharts

4.4.1 Damage Report



Remember!
Fill out damage sheets as completely and with as much detail as possible.

**Write an
Incident
Report**

- **Administrative Charge**

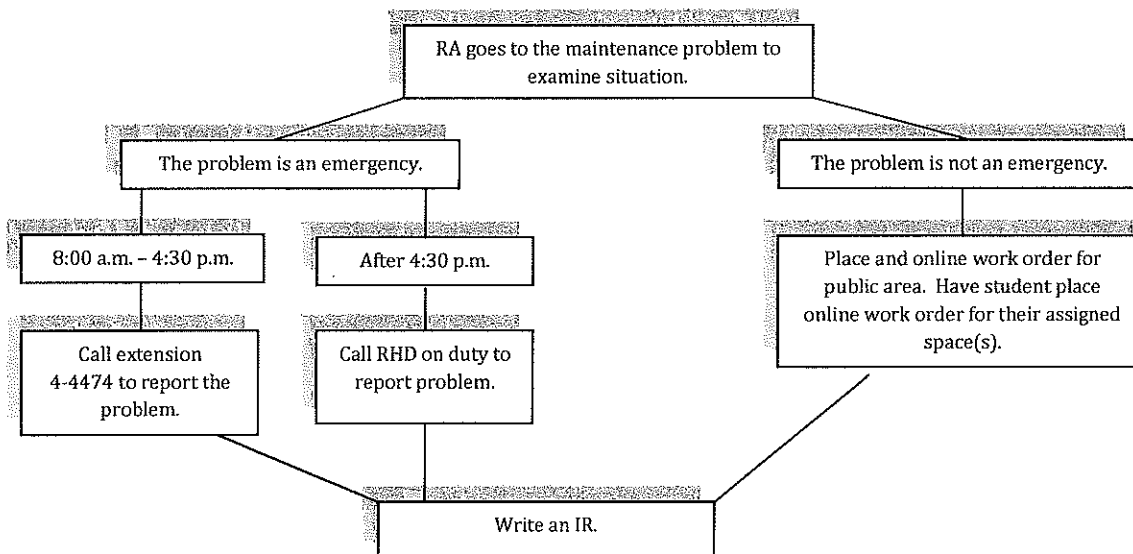
A charge resulting from a fine

- **Physical Charge**

A charge resulting from physical damage done to University property

4.4.2 Emergency Work Order

A maintenance issue that may result in damage to the building or injury to a person is considered an emergency and should be immediately called in.



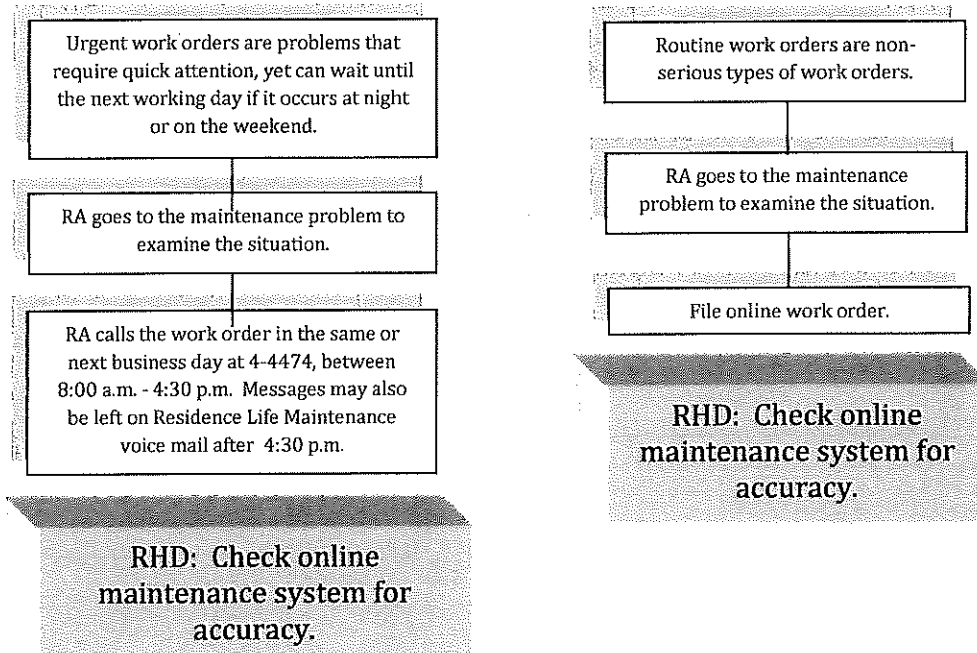
RHD – check problem, follow call-out procedures outlined in training. Follow up with staff to ensure problem is fixed. Update associate incident report.

Write an Incident Report

Examples of Emergency Maintenance Issues:

- Plumbing
 - Broken water or gas pipes (Any time you smell the presence of natural gas)
 - Sewer pipe stoppage that affects more than one room
 - Any water backing up out of a drain
 - Continually flushing commodes
- Electrical
- Power failure - Staff may not flip any tripped breakers. It must be called in as an emergency item.
- Air conditioning problems
- Leaking commodes, faucets or showers
- Commodes that will not flush
- Clogged drains
- Lock problems
- Broken windows
- Refrigerator problems
- Electrical problems
- Replace/repair smoke alarms

4.4.3 Non-Emergency Work Order

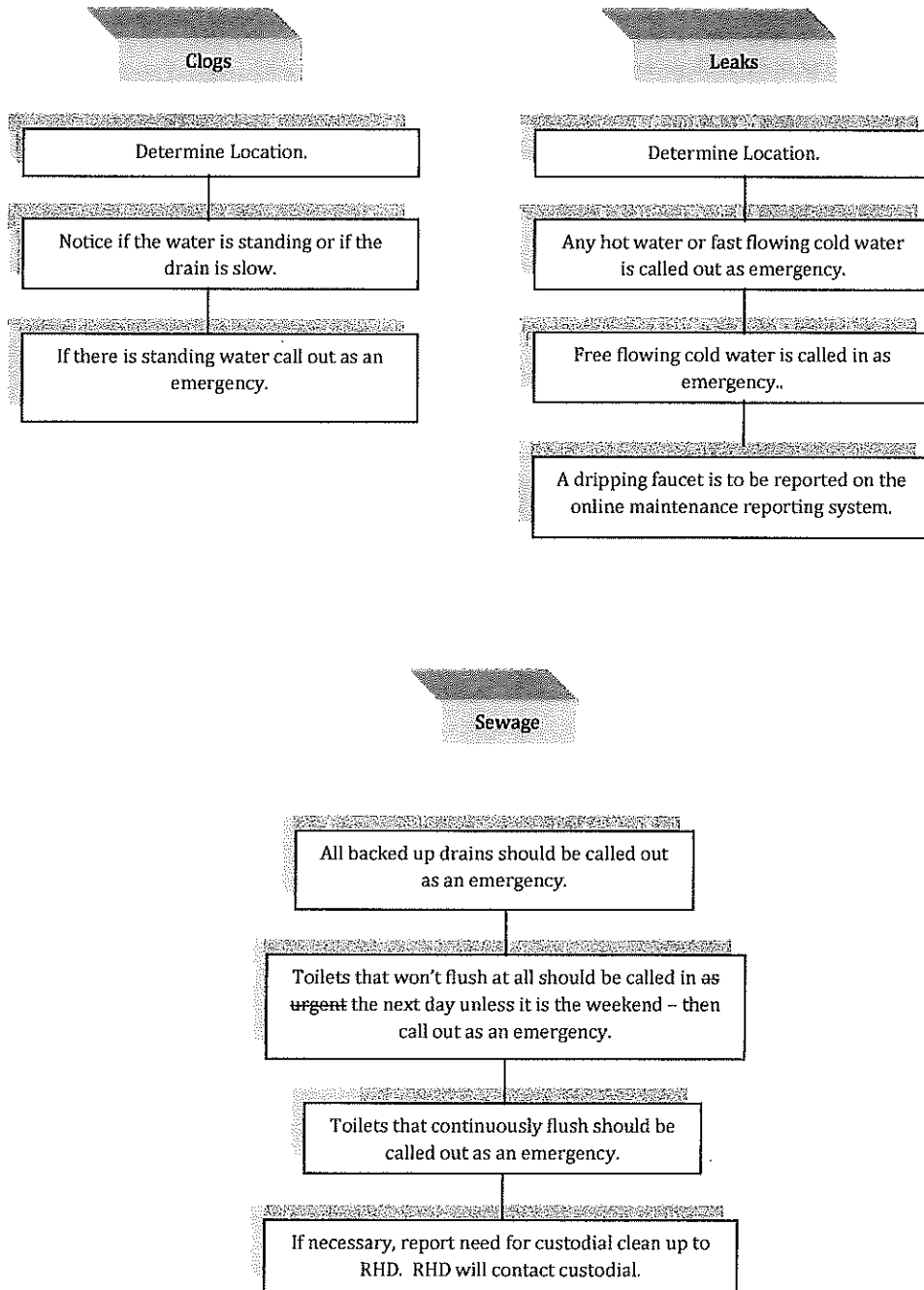


Examples of Non-Emergency WOs:

- Cracked cable outlet
- Loose drawer pull
- Closet door off track
- Light bulb burned out
- Window blind will not rise
- Dripping faucet
- Microwave problems

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4.4.4 Plumbing Repair



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4.4.5 Electrical Repair

Breakers and Outlets

Make sure the outlet is not overloaded –
address any problems with resident.

Unplug any stereos or computer
equipment.

Call out as an emergency.

Lights

If there is only one light in the room,
call out as emergency.

If there are additional lights in room,
submit a work order.

Central Air Conditioning

Check temperature with room
thermometer by placing it on the desk or
chest for approximately 3 minutes.

If the temperature is above 75 or below
68, call out as an emergency.

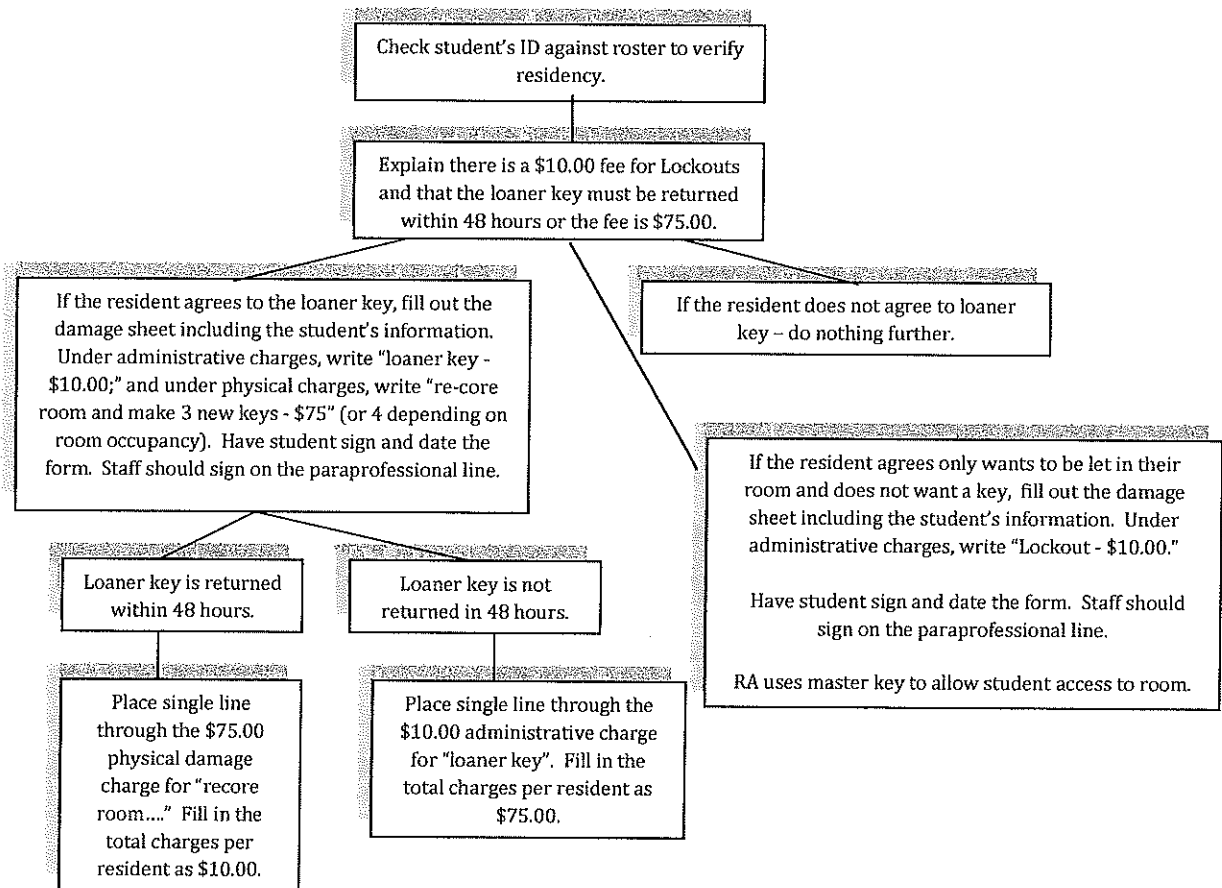
Window Units

Check that unit is being properly
operated.

If unit is not operating properly, call out
as emergency.

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4.4.6 Lockout / Re-core

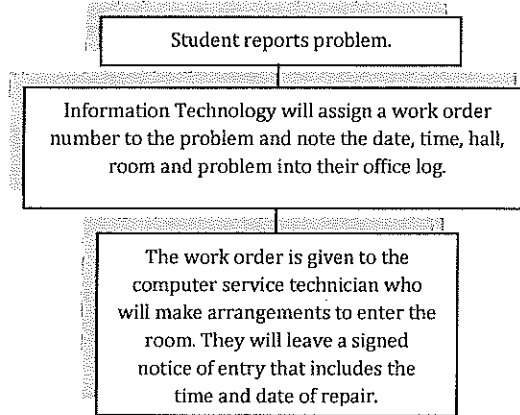


Note: If there is a question whether the key was returned within 48 hours, check the key box to see if it was turned in.

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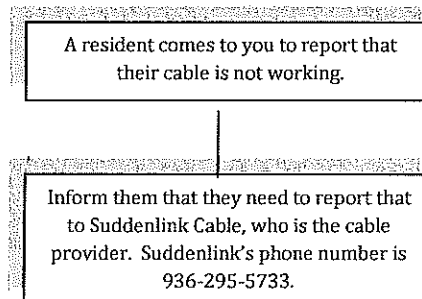
4.4.7 Internet Repair

Tell the student to report the problem to IT at 936-294-1950.



4.4.8 Cable Repair

Students must report cable problems to Suddenlink at 936-295-5733.



4.5 Maintenance FAQ

- **What University furniture is allowed in the RA rooms?**
You may have the University furniture that is provided in your room. Should you choose to bring personal furniture, you may not store the University furniture. All personal items must be removed prior to check-out. Do not swap, move or store furniture.
- **Should items on safety checks be reported to Residence Life Maintenance as well?**
Yes. The safety check paperwork is internal. Any items needing to be fixed should be reported to the Residence Life Maintenance on-line work order system.
- **Who is responsible for the upkeep and maintenance of residence hall grounds?**
If you have a concern or request, please contact Residence Life Maintenance.
- **If I have on-going maintenance problems and I am getting no response, what should I do?**
The RHD should contact the Director Residence Life Facilities and Maintenance via email and make them aware of the situation. If there is still no response, the RHD should copy all the documentation on the specific problem and give it to the Assistant Director so that they can discuss the issue further with Residence Life Maintenance. If helpful, get a department camera and attach a photograph.