



Customer Assistance Center - Facilities Request Form

Ticketing Guidelines:

The following guidelines must be followed when filling out a Request for Work Form. Failure to do so will be cause for return of the Request with no action taken. A Request for Work will not be considered "received" until it is properly and completely filled out.

- 1) All requests (except for grounds work) MUST indicate the room NUMBER where the work will actually be performed. If more than one room is involved, all room numbers must be given.
Examples: If something is to be delivered to a storage room in the office, the room number of the storage room should be given, NOT the room number of the office. If something is to be installed in a hallway outside a classroom, the number of the hallway should be given, NOT the number of the classroom. (In this instance, the classroom number should be indicated in the description of the work requested. For example, "Hang cork strip in hallway outside classroom #112")
- 2) If more than one task is requested, each should be submitted on a separate form. The merit and priority of each task will be considered separately. (If the same task is to be performed in more than one room, you can submit a single request, however, be sure to indicate ALL room NUMBERS. Do NOT simply write "all restrooms" or "all hallways".)
- 3) A building principal, head custodian or maintenance person MUST approve all facilities requests.
- 4) Notice of a MINIMUM of seven WORKING days is required for all non-emergency facilities requests. (An emergency would be any life-threatening situation or one that might cause serious property damage. It is NOT an emergency if you need it right away and simply forgot to ask in advance.) Technology requests will be handled according to the Technology Service Level

General Information:

Date of Request: _____ Requested by: _____

Phone #: _____ Email Address: _____

School Level Approval: _____
(Principal, Head Custodian or Maintenance Person)

Building Information:

Building Name: _____ Room #: _____

Description of the issue:

Office Information. (Please do NOT fill out this section)

Approved: _____ Priority: 1 – 2 – 3 – 4 – 5

Reason for denial: _____