



Hampshire College Facilities and Grounds

Examples of what to select for a work order are as follows. This list is not exhaustive. If you have questions please contact facilities@hampshire.edu.

- **Accessibility**

- Students, must connect with OARS or Residence Life for these issues
- Employees please connect Human Resource for specific accommodations.
- Automatic Door Openers not functioning properly
- Snow clearance and winter issues after a storm

- **Carpentry and General Maintenance**

- Paint a room or office
- Hang a picture or shelf
- Report a roof leak
 - Replace ceiling tile
- Patch a hole in a wall
- Window & Door Issues

- Appliance issues/not working properly
 - Fridge
 - Stove
 - Vent Hood

- **Custodial**

- Specific custodial requests or attention to details
- Broken or empty paper product dispensers
- Raising or lowering your bed
- Standing water or spill clean up

- **Electrical**

- Lights or Outlets do not work
- Exterior lights not working or stay on during the day

- Electric heat not working, broken thermostat on unit
- Bathroom exhaust fans / light not working
- Tripped circuit breaker
- ½ power or no power to dorm room
- Broken exterior light pole
- Broken electrical devices / device plates
- Card access not working- Call CSW

- **Elevators and Wheelchair Lifts (Contracted Service)**

- Not working
- Concerns while riding

- **Event Set-Up**

- Please contact Event

- Services for all event needs.
- Event Services
413.559.5610 or email specprog@hampshire.edu
 - Tables
 - Chairs
 - Space Reservations (through AdAstra)
- **Fire Alarm, Pull Stations and Smoke Detectors**
 - Call Camus Safety and Well Being (413.559.5424)
 - Beeping
 - Missing
 - Broken
 - Loose / Hanging
- **Fire Extinguishers**
 - Call Campus Safety
 - Missing or discharged
- **Fleet Management (Campus Owned)**
 - Consultation of vehicle issues.
 - Collaboration on vehicle repairs
- **Grounds**
 - Specific mowing requests for an event

- Repeating snow or ice issues experienced across Campus
- Athletic Field maintenance
- Sidewalk, road, or parking lot maintenance
- Branches or limbs down; Hazards
- **HVAC/Mechanical**
 - Specific HVAC scheduling for Events or Performances
 - Energy Management-Temperature Control
 - Broken or missing equipment or pieces of equipment
 - Space Heater Requests must be submitted by [Residence Life](#).
 - Air Conditioning Requests must be approved by [OARS](#) and submitted by a supervisor or [Residence Life](#).
 - After business hours call CSW
- **Key and Lock**
 - Key and Lock Requests from

- approved Campus individuals only.
- Door handle loose.
- Lock functioning intermittent.
- [Residence Life](#) staff only may submit for Residences.
- All employee requests must be submitted by a building manager only.
- Submit PDF key request [HERE](#)
- Email key request to Facilities@hampshire.edu
- **Employee Requests Only-Moving resources-**
 - Office moves or removal of broken furniture
 - Office moves or large clean outs
 - Packing of belongings is NOT available.
- **Painting/Graffiti**
 - Facilities and Grounds approval is needed for color change to a space
 - Request for refreshing of paint on Campus

Cover Graffiti

● **Pest Control (Contracted**

Service, available every
Tuesday)

- Insects
- Rodents
- Reptiles
- Birds

● **Plumbing**

- Clogged or slow drains
- Hot water issues
- Leaky pipes

● **Signage**

- Event Signage
- Office door name identification (or wall)

● **Laundry (Contracted Service)**

- Please contact Residence Life to report an issue.

In the case of an emergency work order, please call Campus Safety and Wellbeing immediately and they will be in contact with the Facilities and Grounds team

- What are emergency examples of situations that are not work orders?

Burst or Frozen Pipes

- Fires
- Electrical sparks or arcing
- Felled Trees
- Major Oil Spills
- Sink hole in Sidewalk or Roadway
- Broken door and/or lock (safety issue)
- Card reader to a building that is not functional (access issue)
- Lack of hot water and/or heat, smell or signs of smoke, broken window

IT Related
413.559.5418

- helpdesk@hampshire.edu
- No wifi or internet issues
- Website or password issues
- Connecting TV and/or gaming systems to the server.
- Facilities does not process IT work requests.

