

“Facilities Maintenance, how can I help you?”

by Josh Minor, Associate Director of Facilities

This issue addresses two of the most common questions we hear from tenants living in student housing: Who do I call when there is a maintenance problem in my apartment? When will someone come to fix the problem in my apartment?

The Facilities Maintenance department serves the campus community by providing clean, safe, and welcoming surroundings conducive to living and learning. Our goal is to maintain our housing properties efficiently through careful stewardship of our resources. As a result, we are able to provide a well maintained home for our students to live in while keeping your rent as low as possible.

WHO DO I CALL WHEN THERE IS A MAINTENANCE PROBLEM IN MY APARTMENT?



Call Facilities Maintenance at 817-923-1921, ext. 2290 to report problems in your home. We have someone ready to answer your call 24 hours a day, seven days a week. The problems listed below are just a sample of what we can help with in your home.

- The water drains very slowly in my bath tub.
- The air conditioner is not cooling my apartment.
- The refrigerator is making a loud noise.
- I have a bug or rodent problem in my house.
- The key is hard to insert and turn in the lock of my front door.

Maintenance Requests

817-923-1921, ext. 2290

Call 24 hours a day, 7 days a week

WHEN WILL SOMEONE COME TO FIX THE PROBLEM IN MY APARTMENT?

The answer to this common question depends on the nature of the problem and how many workers we have on duty. The Facilities Maintenance department employs 18 full-time trade employees supplemented with about 130 part-time student workers to maintain 750 houses/apartments and nearly one million square feet of campus buildings. As a result, our work orders are serviced in order of priority rather than the order received.

We give first priority to emergency calls which could cause serious injury to someone or damage to property if not responded to immediately. The next in priority are calls which are affecting a large number of people such as a power outage in an apartment building. Most work orders which involve plumbing, heating/cooling, electrical, and appliances are serviced in the same work day in which it is reported. Routine issues such as squeaky hinges, loose weather stripping, etc. may take longer depending on work load and availability of parts. It should not take more than two work days to respond to most maintenance calls.

WHAT'S GETTING ON YOUR NERVES?

Bryan lives in a Student Village apartment. He had a problem that was getting on his nerves. A light outside his bedroom window was keeping him awake at night because it kept going off and on. He said that he could get used to the bright light in his window if it would just stay on all night. When asked if it has been reported to Facilities Maintenance, Bryan's response was no because he did not think Facilities Maintenance would do anything about it. After all, it had been this way ever since he moved in.

The Facilities Maintenance department wants to take care of the Seminary's property and provide you with a comfortable home. Most likely we do not know about a maintenance problem if it goes a long period of time without being repaired. Therefore, you can help us by reporting maintenance problems by calling 817-923-1921, ext. 2290. Please do not assume that someone else will report it.

Our electricians responded to Bryan's maintenance request and were able to make the repair by the end of the work day. They were even able to redirect the light so that it no longer shines directly into Bryan's bedroom window. We are happy to report that Bryan is not being kept awake because of the light. He now blames his sleepless nights on Greek. Sorry Bryan, we can't help you there.