

**BUILDING CARE TEAM REPORT**  
**FOCUS ON MAINTENANCE/ENGINEERING AREAS**  
**MAY 2, 2002**

In meetings held in January, February and March 2002, various maintenance and engineering issues were raised, discussed, and for the most part, resolved. The general consensus was that FM does a good job overall and only a few issues needed addressed. The following list includes those issues and what was to be done to begin to resolve them:

1. All three Care Teams felt that the crafts did not give enough notice—either that they were coming or that they had been in the office and missed someone. This was especially frustrating when a department had waited a long time to have work done and the crafts showed up without notice.

In discussion with the crafts, they said they would try harder to communicate with people, and they will use the “Courtesy Card” when they have been in a department to work and people weren’t there.

2. In meetings with the crafts, the building engineers lamented the lack of complete information when departments call in for work to be done, and a lack of knowledge of University policy, especially regarding “lockouts”.

It was agreed that running an article about the lockout policy in the ClipBoard would serve as a reminder to departments on campus, and in meetings with Coordinators, Coordinators agreed to try to give (and remind others to give) as much information as possible when work is called in.

3. The meeting with the building maintenance craftsmen centered on their concern that building occupants seem to be unaware of the amount of time and work it takes to maintain the campus and just how busy the crafts are.

To facilitate a better understanding, the next Building Coordinators’ Meeting will include a tour of Facilities Management so people can see just how work orders are processed and what goes into just one work request. After viewing the process, questions and suggestions will be welcomed.