



ASUB Standard Operating Procedure – 2401

Standard Operating Procedure Synopsis

Title: **SERVICE REQUEST-MAINTENANCE AND CUSTODIAL**

Approval Date: January 19, 2022

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Responsible Officer (RO): Vice Chancellor for Finance and Administration

Standard Operating Procedures Manager (PM): Director of Physical Plant

A. Purpose and Scope

This standard operating procedure outlines the process for employees to request facility maintenance and custodial service requests. The purpose is to provide an organized structure to review and work through requests.

B. Definitions

Maintenance Service Request – An email to the Physical Plant at maintenance@asub.edu from a user, requesting assistance

Custodial Service Request – An email to the Physical Plant at custodial@asub.edu from a user, reporting cleaning concerns or issues.

C. Procedures

1. Compose an email to maintenance@asub.edu for maintenance service requests or custodial@asub.edu for custodial service requests.
2. For maintenance issues, describe the assistance needed and include campus, building, and room number or location, and the person to contact.

3. For custodial issues, describe the cleaning issue and include campus, building, and room number or location, and the person to contact.
4. Send the email.
5. A response will be provided within 48 hours of the completion of the ticket.

D. Related Information
