

# LOS ANGELES COUNTY COLLEGE OF NURSING AND ALLIED HEALTH POLICY & PROCEDURE MANUAL

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Subject: <b>MAINTENANCE AND REPAIR</b>	Original Issue Date: July 1996	Policy #: <b>640</b>
	Supersedes: November 14, 2013	Effective Date: January 12, 2017
Individuals / Committees Consulted: Office of Educational Services Dean, Administrative & Student Services	Reviewed & Approved by: College Administrative College Planning	Approved by:  Provost, College of Nursing & Allied Health (signature on file)

## **PURPOSE:**

To ensure request for repairs are requested tracked, followed-up, and reported.

## **POLICY:**

All requests for repairs, including computers, are to be reported to Office of Educational Services (OES).

Phone numbers for the different types of repairs are listed in the OES Maintenance Log Book.

## **PROCEDURE:**

EMERGENCY (Before or after OES office hours)

- Call 6444 and report problem, if no response call 6084 (Engineer)
- If no response, call Telephone Office x111- operator
- Protect life
- Protect property
- Isolate area
- Notify administration/OES.

### ROUTINE REPAIR CALLS

College staff:

- Reports non/malfunctioning building systems/equipment and request for repairs to the OES. Faculty and staff can report by phone or on-line computer problems (409- 8000). Report ticket number and problem to OES
- Notifies OES of unresolved repairs.

OES staff:

- Reports non emergent problems using on-line LAC+USC Facility Management Repair Request System
    - Selects option: Enter A Work Request
    - Enters Repair Request:
      - Problem description
        - Be specific, include room number
- Example, specifically describe problem with doors:
- External fire door by Room #5, not closing
  - Room #5 office door not locking

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Reason for being specific:

- External doors are made of metal and are repaired by the metal shop
  - Internal doors are wood and repaired by carpenters
  - Locks with keys are repaired by the locksmith
  - Locks with card keys are repaired by electricians
  - Door push panels are repaired by the electricians
  - Doors with handles are repaired by carpenters and locksmith
  - Site of problem, location detail
    - Identifies problem location as "College of Nursing, Room 123"  
Repair persons will report to OES and sign in on "Log Sheet for Repair Persons" prior to initiating repair and OES will know that someone responded
  - Requestor name, phone number, e-mail address (Collegeofnursing@dhs.lacounty.gov)
- Notifies faculty/staff, if indicated, date that problem was reported/repair requested e.g.: post sign on malfunctioning toilet door
  - Makes arrangements to enter faculty/staff offices if room entry is required.

Staff Assistant:

- Checks On Line Facilities Maintenance Repair System and Maintenance Log Book to ensure repairs have been done
- Follows up on incomplete repairs  
(Computer repairs/light bulbs, etc., take a little longer to get fixed)
- Notifies:
  - OES that repeat call was made
  - College Operations Officer of ongoing/unresolved repairs.

OES enters status of ongoing/unresolved problems in the Maintenance Log.

**PROCEDURE DOCUMENTATION:**

OES Maintenance Log  
On Line Facilities Management Tracking Request System  
Log Sheet for Repair Persons

**REFERENCES:**

College Policy #623: Environmental Safety Inspection

**REVISION DATES:**

March 2001  
April 8, 2010  
November 14, 2013  
January 12, 2017