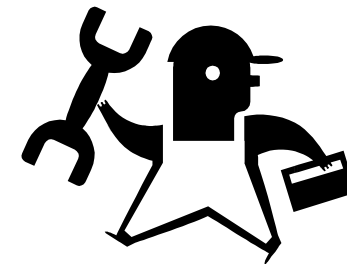


**Housing & Residential Life
Facilities**



Housing & Residential Life Facilities Office

**MIDDLE
TENNESSEE**
STATE UNIVERSITY

**Housing & Residential Life
Facilities**

Facilities Office
Smith Hall, Room 010
Murfreesboro, TN 37132
615-904-8443

**A Guide to Housing and Residential
Life Facilities Maintenance and
Custodial Services For the Residence
Halls**

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Important Notes & Numbers

Key Phone Numbers

Area Desk: Housing is divided into six areas. Each area has a 24-hour desk to assist residents. The area desk is provided to serve you, the resident.

Area I

Monohan Hall Complex	(615) 898-4159
Rutledge Hall	(615) 898-4322
Lyon Hall Complex	(615) 898-4160

Area II

Beasley, Gracy, Judd, Sims, Smith	(615)898-5044
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Area III

Corlew	(615) 898-4542
Cummings	(615) 898-4201

Area IV

Deere, Nicks	(615) 898-4202
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Area V

Womack Lane Apts./Greek Row Houses	(615) 898-2858
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Area VI

Scarlett Commons Apts.	(615) 904-8068
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Housing & Residential Life Facilities

Middle Tennessee State University
Housing & Residential Life Facilities Services
P.O. Box 6
Smith Hall—Room 010 Basement
Murfreesboro, TN 37132

Housing and Residential Life staff, will strive to...

Deliver the highest standards of safety, cleanliness, and comfort for those who live and work here.

Work each day to improve services and the residential environment now and for the future.

Build direct and satisfying relationships with customers.

Create and maintain a reputation for competent, reliable and responsive service.

Serve as advocates for facilities issues and the needs of residents.

Make our organization a good place to live and work.

Provide quality living accommodations through structured support services and enhance the university mission of student retention, academic excellence and community involvement.

High quality service does not happen by accident. It takes a special effort by each person in the service of Delivery process to make it happen.

Daniel Wynne – Assistant Director, Housing & Residential Life
for Facilities

Tim Cooper – Assistant Coordinator of Custodial Services

Pam Steiner—Secretary, Housing and Residential Life Facilities Office

We provide your Maintenance and Custodial Services

Housing and Residential Life Facilities Services Office provides routine and emergency maintenance and custodial services to MTSU residence halls and apartments.

Because many factors can affect how and when services are provided, this guide has been prepared to help you understand what you can expect in many typical situations that may arise while living on campus.

Facilities Staff

Some of our staff are based in each individual residential area. Some staff respond to calls by traveling from a central campus location. Our custodial staff can be seen on every floor of residence halls several times a day. Custodians assigned to apartments work in the public areas or clubhouses only. Maintenance staff, whether area-based or from our central staff location, will only be on floors when responding to work orders and emergencies, conducting walk through/checks, or participating in tours.

Identifying Facilities Staff

While at work, all Housing and Residential Life Facilities Office employees must carry an MTSU and Housing ID card/badge. Staff who are not provided with a uniform are required to display an ID badge at all times. Student staff members are issued Housing Facilities Uniforms which will be MTSU blue shirts or T-shirts and badge/nametag are expected to be displayed when in the residence halls. Our full-time/part-time front line service staff receive and wear MTSU Housing Facilities uniform which consists of MTSU shirt or T-shirt. For other campus service staff, and most outside contractors, a combination of standard uniforms and/or ID card/badge is expected.

Service Hours

Full maintenance and custodial services are available Monday through Friday, 8AM to 4:30PM. After hours, weekends and during vacation periods, a staff member is on-call for emergency situations. Please contact your front desk for special assistance outside of normal business hours.

30 Minute Maintenance Problem?

Housing & Residential Life Maintenance Office will respond in 30 minutes or less call (615)898-4116; Monday-Friday between the hours of 8AM and 4:30PM.



Sometimes We Have to Refer Problems to others

Our own staff responds to the vast majority of work requests we receive. Sometimes it may be necessary to redirect work to other

Housing & Residential Life Facilities

Kitchens

1. Sweep and mop floor.
2. Wipe down interior and exterior surfaces of the microwave oven.
3. Thoroughly clean the oven and range.
4. Completely wipe down and disinfect the refrigerator, including freezer compartment, and exterior surfaces.
5. Wipe down interior of cabinets and cabinet doors. Clean countertops.

Bathroom Areas

1. Clean entire tub/shower area including tile or fiberglass walls.
2. Thoroughly clean commode.
3. Wipe down entire sink and vanity, including drawers and cabinets.
4. Damp mop floors. Wash shower curtain.

The Last Step

1. Close and lock windows and doors.
2. Return your keys to the hall staff member who checks you out of your room.

Storage of Personal items

Storage space for personal items not available in the residence halls. Please feel free to store personal belongings elsewhere (friends, mini-warehouses, etc.) off campus.

Insurance Claims

Residents are encouraged to obtain private insurance covering themselves and their property. The State of Tennessee is one of many states nationally that protects itself and its workers from civil suits to recover costs and damages. Under certain circumstances, some provisions are available where an individual may attempt to file a claim. We can help you understand when you may file a claim and how to do it. Please contact your area coordinator for further information.

Checkout Preparation

Traditional Style

- 1) Clean windows and mirrors.
- 2) Wipe down all horizontal surfaces (windowsills, desks, shelves, etc.).
- 3) Sweep and clean floors.
- 4) Be sure drawers and closets are empty, and all contact paper and shelf liners are removed.
- 5) Remove tape, stickers, and other adhesive from walls, furniture, and doors.
- 6) Clean walls (especially tape marks and areas around light switches and doorknobs).
- 7) Blinds are to be hung properly and screens placed in windows.
- 8) For rooms with semi-private bathrooms, thoroughly clean tub, shower area, sink, commode, and floor.
- 9) Check to be sure all room furniture is in the room and fully assembled.
- 10) Remove all personal items such as furniture and rugs.
- 11) Bag all trash and take it to the dumpster outside the building.
- 12) Turn heat/air-conditioning units to a medium setting and set fan to low setting.
- 13) Close and lock windows.
- 14) Return your keys to the hall staff member who checks you out of your room

Apartments – All Areas of apartment

1. Clean all windows and mirrors.
2. Vacuum carpeted areas.
3. Be sure all drawers, cabinets, and closets are empty, and all contact paper and shelf liners are removed.
4. Wipe down all non-upholstered furniture.
5. Bag all trash and bring it to the nearest dumpster outside the building.
6. Remove all personal items, including furniture and rugs.

campus departments (e.g. Physical Plant, Environmental Safety, Information Services), off-campus service companies (e.g. vending machines companies, elevator maintenance contractors), or renovation contractors (e.g. for buildings that reopen after large or small renovations such as replacing a roof).

Requests referred to other service providers are coordinated and tracked through our Housing and Residential Life Facilities Office. If you have any questions about work we have referred, ask our Housing and Residential Life Facilities Office to follow up on your inquiry. It is our responsibility to contact all other campus agencies and outside contractors. By maintaining our on going relationships with these service providers, we are typically able to follow up and secure repairs within a reasonable time.

- Problems with telephones should be reported to our Housing and Residential Life Facilities Office at (615) 898-4116

Other Service Providers

For refunds for coins lost in vending or laundry machines, Students can access claim form at <http://www.mtsu.edu/our/form.php>. As the forms instructs, claims should be mailed to:

Claim for Damages
State Of Tennessee
Division of Claims Administration
502 Deaderick Street
Nashville, TN. 37243-0202
(615) 741-2734 (Phone)
(615) 532-4979 (FAX).

For clothing damaged in washers or dryers, Students can access claim form at <http://www.mtsu.edu/our/form.php>. As the forms instructs, claims should be mailed to:

Claim for Damages
State Of Tennessee
Division of Claims Administration
502 Deaderick Street
Nashville, TN. 37243-0202
(615) 741-2734 (Phone)
(615) 532-4979 (FAX)

Report cable TV problems to Telecommunication Services at (615) 898-2991 or www.mtsu.edu/itdtele.

Report computer or networking problems by calling the Resnet help desk at (615) 898-5891.
Reporting Problems: We Want YOU to Call Us!

Fires and medical emergencies should always be reported directly to Campus Police at (615) 898-2424. If you have an emergency, call 911. (please note calls from cell phones and pay phones on campus are currently answered by Murfreesboro City Policy Dispatch. If you wish to reach the MTSU Dispatch from your cell phone or MTSU campus pay phone, please call (615) 898-2424). Thefts and non-emergency police situations should be referred to the Campus police at (615) 898-2424.

Public Area Problems

Some work is held until it can be combined into a larger, more efficient project or contract. Examples include room painting, carpet replacement, and others. Do not assume that someone else has reported problems in public areas. Take the time to request work for problems you see in areas such as bathrooms, floor lounges, hallways, stairwells, lobbies and exterior doors. This is all part of your community. When requesting work for public areas, you can help us by looking for the door number (i.e.), hallway number (i.e.), or by giving the bathroom, laundry or lounge room number that is either painted on the wall next to the door or on a plastic room number sign.

Reporting Maintenance Requests

Housing and Residential Life Facilities Services Office provides a number of ways in which to report maintenance concerns. Most problems will be assessed within 24-48 hours of your reporting it to the Housing and Residential Life Facilities Office. Routine requests made after 4:30PM on Friday or during the weekend will be followed up on the next business day.

Via the Telephone 615-898-4116

Via MTSU Web Page

And, finally, please call the campus police, 898-2424, to report any crime in the residence halls. Provide them with whatever details, facts, and suspicions you have. Be as clear as you or your floor-mates can be in responsibly describing the person seen on the floor, including physical description, clothing, tools and other distinguishing features. You should also notify a hall staff member as well

As an additional security measure both the MTSU police and Housing own and use hidden closed circuit TV cameras and other surveillance devices in and around our residence halls. We have neither the desire nor the capability to be the "big brother" that watches you, but periodically surveillance is used to deter and sometimes catch possible thieves and other security threats

Check-Out/End of Semester/Year-Moving Out

Check-Out procedure letters are distributed at the end of each semester and each summer detailing what responsibilities you will have.

Move all personal belongings out of your room, return room furniture to proper position and configuration, and check out with a hall staff member no later than 24 hours after your last exam. Please sign up for a check out time with a hall staff member at least 24 hours in advance of your anticipated departure time. Each hall staff member will have a check out appointment sheet posted. If the staff member responsible for the area in which you live is not available at the time you plan to depart, you may sign up with any other hall staff member in the building.

Extensions of the checkout deadlines are not possible due to the limited period of time before new residents arrive. Please make your plans accordingly.

Be alert to information contained in flyers or newsletters announcing procedures that may be unique to a specific building or area.

Prepare your room for the checkout inspection according to the guidelines detailed by hall staff. Hall staff members will inspect your room to ensure that no damage has occurred and that the room has been cleaned in accordance with these standards. Damage assessments will be issued for any deficiencies.

Each employee shall insure that the activities of guests, visitors, and/or agents of the university for whom he or she is responsible are consistent with residence hall security policies and practices

You Are the Key to Security

Building security is a responsibility we share with each resident. Follow simple common sense and do not let people you do not know into your building, and do not try to slip into other halls without a key since it is both against housing rules and sends the message that tail-gating (following behind people not known to you) is okay.

Here is what we will do...! We have set in place five guidelines on residence hall security for our staff to know and support.

- 1) Only residents of a building, their escorted guests, authorized university personnel, and agents of the university are permitted beyond the exterior entrance doors, locked interior doors, and elevators. Employees shall take appropriate and reasonable actions to prevent access to residence halls by unauthorized individuals.
- 2) Employees who observe security breaches and policy violations should take appropriate action based on their specific observations, judgment, and assessment of the situation or problem.
- 3) Access to resident living areas is permitted only by the resident(s) assigned to occupy an individual bedroom, suite or apartment, their invited guests and visitors, and authorized staff. Employees
- 4) When working in and around residence halls, each employee shall be clearly identified as "authorized" by displaying a photo identification card name tag, or wearing a uniform.
- 5) Each employee shall insure that the activities of guests, visitors, and/or agents of the university for whom he or she is responsible are consistent with residence hall security policies and practices.

If you approach your hall and see people who appear to be our staff or other campus staff near the entrance door, do not hold the door open for them. Let them sign out entrance keys and use them.

Similarly, you should expect we would not hold exterior doors open for you since most of our staff will not be able to identify who lives where.

- 2) Or leave a message on the voice mail system.
 - A. Please speak slowly and clearly.
 - B. Leave your name and phone number
 - C. Provide the exact location of the problem (i.e., toilet clogged, Womack or Scarlett Apts. A/B side bathroom). The more detailed you are about the location and problem, the faster the response time.

Via email

1. housefac@mtsu.edu
2. Provide the following information in a legible format:
 - Name
 - Room Number
 - Phone Number
 - E-mail address
 - Building
 - Problem type (plumbing/furniture/window/door lock/light-electrical)
 - Description of problem – please provide as much detail as possible
 - Provide the exact location of the problem (i.e., toilet clogged – Womack or Scarlett apartments – A/B bathroom). The more detailed you are about the location and problem, the faster the response time.

What to Expect When You Call

We ask that you provide enough details to help our staff decide who will receive your request and to help our service staff understand as much as possible about the problem before they arrive.

We typically ask for the following:

Your name and phone number, in case we need to contact you

Your address (building and room number)

Detailed problem description

Location of the problem (building and room number) if different from your room

Even before you check into your room, our staff may have noted and reported problems. Because problems may have been previously reported, workers may arrive without prior notice to you. Call anyway if you are not sure we know about a problem.

Your Work Order Number

When you call the Housing and Residential Life Facilities Office, we will give you a work order number for each request for service that you give us. This number can be used later to check on the status of your request.

Things to Consider:

- 1) Please inform your roommate(s) and/or suitemate(s), of your call to the Maintenance Request Line. This will eliminate duplicate calls for the same problem.
- 2) Only one call or FAX is necessary to report a problem. Repeated reports for the same problem will only overload and slow down the system for responding to problems. All calls are recorded by the Caller Identification System. Please be considerate of the attendant receiving the call.
- 3) If you are calling to report a problem in a common area (i.e., kitchen, lounge, or bathroom), please leave your own name and room number in the event the maintenance worker has a question that needs to be addressed.
- 4) Due to the number of calls processed through the Housing and Residential Life Facilities Services office, attendants will not always be able to return calls concerning the status of work. Therefore, it is critical to leave a clear and accurate message so that we may follow up without having to place a return call.

Reporting Emergency Problems

Problems which require immediate attention that arise during evening and weekend hours are to be directed to your RA and/or the area desk.

Housing & Residential Life Facilities

Another good habit to develop is that of not propping open any doors, or allowing them to be propped open. While propping a door open may be convenient for students or their guests, remember that it is also convenient for a thief

When it comes to protecting items like televisions, computers, stereos, and the like, it is a good idea to keep a record of the serial numbers of these items. It is also helpful to keep pictures of these items as well. Students may also want to consider engraving these items with their initials or identification number. Engravers are available for use at the MTSU Police Station. Taking these steps can be of great help in identifying any stolen valuables.

Protecting items such as credit cards and ATM cards is relatively simple. First of all, see to it that the Personal Information Number or PIN code is not written on either of these cards. Without this code, an ATM card is worthless to a thief. It is also advisable to sign the back of these cards for added protection.

Because students will be sharing a laundry facility with several other people, the potential for having someone accidentally pick up clothes that do not belong to them is fairly high. In order to avoid this, you should make sure that you do not leave your clothes unattended in the laundry room for an extended period of time. It is also a good idea for you to mark your clothing with your initials.

If by some unfortunate circumstance you should have some of your valuables stolen, you can still take action. The first thing you should do is tell a Hall Staff Member, who can then fill out an Incident Report on the situation, and the matter will be on record with the Housing and Residential Life Office. Next, you should file a report with Campus Police. You can then give them the serial numbers and copies of the pictures that you took of your valuables. Taking the steps listed above will greatly reduce the chances of being victimized by a thief.

shall insure that their actions do not facilitate or provide access to any unauthorized individuals. When working in and around residence halls, each employee shall be clearly identified as "authorized" by displaying a photo-identification card name tag, or wearing a uniform.

Here's What You Can Do...

Turn off room lights when you leave. When studying, use your desk lamp, preferably with a fluorescent bulb, instead of the light on your ceiling. Radios, televisions, computers, and other electric devices do not need to be on when you are not in your room.

Conserve water by taking shorter showers. Keep sink faucets and shower fixtures from dripping and report those that do. Open your blinds only when necessary and see that they are closed when the sun is directly beating down on the glass. Encourage others to conserve. Every person makes a difference.

Be energy conscious – a green world is our joint responsibility. Know what you can do to conserve natural resources. Our future generations may depend on the choices we make today. Be an Energy Watcher in your area.

Recycling and the Environment

Housing and Residential Life supports the Campus Recycling Program by providing recycling bins for residents and ensuring that scrap metals are recycled. Our recycling efforts produce funds which are returned to the campus/scholarship fund.

Security and You

Living on campus today presents students with the unique opportunity to live and learn among a wide variety of peers. In an effort to make this experience a positive one for students, Housing and Residential Life takes steps to ensure that certain needs are met, among them the need for safety and security. These steps include keeping most outside doors locked 24 hours a day and making sure that a Resident Assistant is on duty in each building from 4:30PM to 8:00AM the next day.

What Can You Do?

Even though MTSU takes these precautionary steps, there is only so much that our staff can do on its own. In order to have more effective results when it comes to combating crime in the halls, it is important for residents to be empowered to take proactive steps to ensure their security. Developing simple security habits the moment students arrive on campus can head off big problems and headaches in the future. The easiest habit for students to develop is that of locking their doors and carrying their keys with them whenever they are away from their room. Students should do this even if they are only going next door. Remember that a thief does not need much time to ruin someone's day.

Housing & Residential Life Facilities

Planning and Starting Work

Now We Know Your Problem, ...What's Next?

Depending on the urgency of each problem, the Housing and Residential Life Facilities Services staff will write routine work orders, contact maintenance staff in the field, or, in certain extreme instances, contact emergency duty staff at home.

For most work, we schedule repairs between 8:00AM – 4:30PM. Our pest control contractor will always schedule in advance due to the nature of their work, and you will receive a copy of their schedule for the semester.

Except when there are extenuating circumstances which require that we schedule with a resident in advance, expect that most repair staff will arrive unannounced.

We Expect Our Staff to:

- *Knock and announce themselves as "Housing Facilities" or "Housekeeping"*
- *Identify themselves personally if asked*
- *Leave the space in the condition it was found, cleaning any mess we create*
- *Answer any questions you may have*
Provide, an "I was here" note if no one was present in the room

When We Enter Your Room

By calling in a request, you are giving implicit permission for our staff to enter your space. We do have, however, a responsibility year-round to maintain our facilities and will enter student spaces in fulfilling these duties, sometimes without notice. Every effort will be made to minimize this inconvenience. Also, we do train our staff to understand that private living spaces may only be entered for cause, almost always with a work order or in response to emergencies. There may be times when we have to enter your room but still need to return again at a later time. Staff have the "I was here" note to leave behind on your door to let you know why we were there.

Once We've Been to Your Room...

We sometimes arrive and can't find or reproduce the problem as written on the work order. Our staff member will return your request to the Housing and Residential Life Facilities Office and they will contact you. If you feel that we should still respond, please ask us to do so.

Some Services Aren't Provided...

Certain services are not provided. The Facilities office cannot provide orthopedic backboards that should be prescribed by physicians, repair personal property, or store or receive personal property shipped to the University. We also cannot remove and store university furniture that is part of your room's normal inventory of furniture.

...And Some Services Are Delayed...

We can unexpectedly run out of spare parts and supplies. Some purchases are delayed in shipment. As a rule, though, we tend to keep materials on-the-shelf to avoid such problems. Most often, work may need to be coordinated between work crews or scheduled some time in the near future to best use available staff or avoid disruptions to residents. When we know about a circumstance that will delay our work in common areas of the building, staff can use an F.Y.I. flyer to alert residents in the affected area to the nature of the problem and any delay.

...And Some Services Are Deferred...

Some repairs are deferred, and so it appears they are not corrected. This could be our choice, (we'll replace carpeting in the summer when the building is less occupied) or your choice (My room really needs painting but do not do it while I'm living in the room.) Other repairs are held until sufficient funds are accumulated. Minor damage to furniture surfaces may wait several years until we schedule a refinishing program for solid wood lacquered pieces or schedule large-scale replacement of formica desk or dresser tops.

.....But Most We Do....

We complete over 20,000 work orders a year, and several thousand jobs each summer to prepare the halls for fall opening.

Avoid flushing toilets until lines are clear to avoid trapping dirt in the flush valves, which could affect their operation. When the fire department opens hydrants as part of their annual checks, sediment can be brought along in water lines. This, too, may cause water to appear cloudy or rusty. Although there are almost always reasons water may not look perfectly clear, feel free to report suspect water to 898-4116 or 904-8443 so someone can look into each problem.

Energy Conservation

With nearly 3,000,000 gross square feet of building space and nearly 400 acres covered by miles of pedestrian and vehicular pathways, the energy needs to heat, cool, and light the academic, administrative, and student operations of the campus are inevitably large. Like a small city with staff, student, residents, and visitors on campus, most are engaged in critical or recreational activities that consume energy.

Conservation succeeds through the cooperation of two groups: the campus building managers and the users of the buildings. Building managers strive to keep their building systems operating efficiently and when funds are available, pursue energy conservation renovations to reap pay-offs in future years. Building users occupy spaces on campus for research, class work, sleeping, eating, and dozens of other pursuits. Users can assist in reducing energy usage in a number of important ways.

\$?,000,000 Annually

The daily choices all residents make do add up. Housing facilities alone uses close to \$150,000 dollars annually for steam, water and electricity! Energy conservation not only saves our environmental resources but, let's face it, it saves your money too. In residence halls, we are increasingly committed to finding and using better means to conserve or avoid energy costs. We need your help to be more successful.

Here's What We're Doing

We are now buying energy efficient fluorescent (mercury-free) light tubes. In our mechanical rooms, we are installing new master control systems which will more closely monitor consumption and allow us to make adjustments without sacrificing resident comfort. We are expanding the metering attachments on each utility system to better analyze consumption and make appropriate changes.

Much of the original pipe in the earliest residence halls is not copper but threaded iron pipe, so there is no problem with lead. Many halls do have copper supply pipes. Solder used to join the pipes contained lead through the last part of the 1980's. As soon as no-lead solder became available, maintenance groups and outside contractors switched to its use. Some believe that minute traces of lead may be released into the water even after a thin coating of oxidation forms on the joint, which prevents the release of lead. Water for drinking or cooking, should run for a minute to let the water that sat in the pipe overnight run out.

Pesticides

When pest problems require a chemical solution, certified contracted staff of entomologists and applicators select materials for their effectiveness as well as low toxicity. We use only pesticides that have been registered with the federal Environmental Protection Agency and the Tennessee Agriculture Department. Many products often require personal protection to be worn by our applicator (e.g. goggles, respirators, or gloves). You have the right to know any information we have on the specific chemicals we use prior to or after any treatment we provide. Please contact our Facilities Office at 898-4116 or 904-8443 for further information.

Products We Use

Pesticides, cleaning agents, and disinfectants are but a few products which staff use some time during each day. Our operations and work methods comply with regulations, approved by the different regulatory agencies at the federal, state, or campus level. Products used by our employees are required to be reviewed for safety reasons, and the Materials Safety Data Sheets required by law are available for supervisors and employees to use. As we receive information on regulatory changes in work methods and the use of chemicals that can affect personal or resident safety, our staff will initiate the appropriate changes to be in compliance and to assure the safety of residents and workers alike.

“Rust” in Water

When water lines break underground, the resulting repairs may cause sections of pipe or damaged valves to be removed and replaced. Soil may be introduced into the lines and may cause water to run cloudy or rusty once water service is restored. Running water in sinks or showers will help run the dirt through the lines.

What's Our Response Time Like?

Emergencies – Utilities

Almost every utility outage to an entire building can be restored within a few hours, and they usually are. However, some interruptions or combinations of problems may affect the continual supply of a utility. The outage may last into the evening hours, weekends, early mornings, or, even more rare, last over several days intermittently. When outages begin to go beyond a reasonable short time, we attempt to obtain status information from our own staff. We will try to obtain status information from the Physical Plant if a problem is with the off-campus utility companies or physical play systems. Occasionally, we are unable to receive the best status information but will pass along what we have. Please ask your Area Coordinator or Resident Director for updates, and they will let you know what we know. Some problems with water and electricity originate off-campus, and the campus must wait its turn as the public utilities respond to all their problems. When possible, notices will be posted in the halls, or passed through Residence Life to alert students to planned, scheduled outages.

All Other Emergency Services

During regular shifts and even off-hour shifts, we respond to a number of situations which threaten property or safety. Our response time will vary depending on current workload. Even during regular scheduled shifts, some delays may be experienced while workers finish enough of their current assignment to respond to an emergency call. The number of other calls waiting, the number of staff available on the shift, and other factors may affect our response time.

Routine Work

Routine requests received today are given to our shops as quickly as possible but no later than the start of the next workday. These become part of the workload each area is assigned. Our coordinators prioritize work daily so that residents receive the best, most timely services as resources permit. At the start of each semester, repairs frequently take longer due to the large volume of work requests. Toward the end of each semester, most routine problems receive a response within 2 to 3 days.

Responses to Typical Repairs

Response time for maintenance problems vary according to the nature of the problem and when the problem occurs. After the initial rush of reported problems that occur during fall opening, the following generalizations may be made.

Emergency – Emergency problems will be addressed using the next available staff, or within the same day/24 hour period.

Emergency Problems Include:

- No power*
- No heat*
- Sewer stoppages*
- No water*
- Floor Repairs*
- Person stuck in elevator*
- Electrical shock/spark*
- Windows broken*

Routine – Routine problems will normally be addressed within the week with most problems being resolved within two days.

Routine Problems Include:

- Pipe drip*
- Garbage disposal clog*
- Lighting*
- Clogged shower/tub*
- Insects in room*
- Windows stuck/jammed*
- Lock core changes*

Minor – We try to resolve our minor problems with planned work. These items may take several days or longer to repair.

Minor Problems Include:

- Missing insect screens*
- Empty Vending machines*
- Site lighting*
- Furniture aesthetic damage*
- Cracked/broken mirrors*
- Closet problems*
- Toilet paper holder*
- Loose toilet partitions*
- Ceiling tile repairs*

Housing & Residential Life Facilities

For Your Health

Asbestos

Asbestos is an insulating material commonly used nationwide through the middle of the last century. Evidence continues to support that some, if not all forms of airborne asbestos fibers, may lead to respiratory illness and cancers. Most pipe coverings in halls are made of fiberglass and pose no threat. Some of our older residence halls do have asbestos insulation, mostly on pipe elbows and around valves and other fittings. Rarely will asbestos be found in straight lengths of pipe near student room ceilings. The location of every piece of pipe insulation containing asbestos is not known. We ask that residents and staff assume all insulation on pipes should not be disturbed. For that reason, we tell residents not to suspend, drape or tape things to pipes to avoid damaging insulation. When pipe coverings are damaged report it to 898-4116 or 904-8334 immediately. Much of the floor tile in halls has been replaced with asbestos free tiles. Vinyl asbestos floor tile does exist in some student rooms and other public areas across campus. Vinyl asbestos floor tile is not considered hazardous if left in place and maintained properly by staff. Residents should not drill into floor tiles to attach anything.

Cleaners and Disinfectants

Our custodial staff is responsible for completely disinfecting all sinks, urinals, and toilets daily in common areas. Restroom are deep cleaned and disinfected at least once per week. The products and chemicals used are selected for their effectiveness as well as their ability to be used safely by our staff. Nevertheless, many products often require personal protection to be worn by our custodians (e.g. gloves, goggles, or rubber-soled boots).

Lead in Paint or in Solder on Copper Pipes

Lead pigments were used in some paints through the early 1970's. Lead has received national attention for problems in young children; most notably those who have ingested paint chips. However, the maintenance of painting surfaces containing lead is covered by various federal and state procedures to minimize exposure to persons of all ages. Not all paint used through the early 1970's contained lead pigments. In fact, almost every interior surface tested in the residence halls continues to turn up lead-free.

Media attention in recent years has also highlighted the presence of lead used in solder on copper pipes.

Insurance

MTSU Housing and Residential Life does not provide insurance for your belongings while you are in the residence halls or apartments. Check your parent's personal property insurance to make sure that it covers your belongings while you are at school. If it does not, consider purchasing renter's insurance.

Pets

While we understand the therapeutic value of a pet, the nature of on-campus living is not conducive to the needs of a pet. The only pets allowed within the residence halls or apartments are fish in aquariums no larger than a 10 gallon capacity. If an individual is found to have a pet on campus, they are considered in violation of the License Agreement, and appropriate judicial action will be taken.

Accessibility

We work with the University Disabled Student Resource Office to best meet the needs of our students with special accessibility needs. Assistive devices may be available based on an individual's needs. Several rooms/apartments on campus have been equipped for mobility impaired students. Several have been fitted with devices for the hearing impaired or for those who have vision difficulties. We are often able to retrofit student rooms, bathrooms, and most kitchen areas with fixtures that enable all residents to use our facilities equally. Changes can usually be made to fire alarm systems and our campus telephones. Strobe lights and horns are possible for many locations. Please note special needs on your application for housing, or contact our Housing and Residential Life Facilities Office at 898-4116 or 904-8443.

Vandalism, Graffiti, and Pranks

As part of a community, every resident has a responsibility to treat with respect the property provided and to respect community living expectations. Unwarranted damages and destruction of property shall not be allowed nor tolerated. Not only does the cost of repairs and replacement caused by pranks, vandalism, and graffiti eventually affect everyone's fees, it also creates a negative outlook that reflects upon everyone who allows it to continue. Residents have a responsibility and obligation as good neighbors to report negligent behavior by others so that appropriate disciplinary action and financial remuneration can be made. This is your community, and as such, vandals should not be tolerated.

Long-Term – Long Term problems can be delayed until semester breaks, next summer or programmed upgrade.

These items include:

- Large scale room/area painting
- Exterior painting
- Carpet replacement
- Sidewalk repairs
- Large scale furniture upholstery/replacement

Examples of Services Not Provided

- Orthopedic backboards
- Curtain rods & curtains in student rooms
- Mattress pads
- Installing locks on bi-fold closet or wardrobe doors
- Storage of personal property
- Removal & storage of university furniture
- Repairs to personal property
- Running new electrical service into existing rooms
- Installing additional telephone jacks

Resident Satisfaction

We Want to Hear from You!

Doing what you expect of us is our goal. We want to know how well or how poorly you think we are serving you. Your ideas and feedback are of value to us. We can learn from our mistakes, so please let us know how we are doing.

Inquiries and Complaints

Use your work order number or call to follow up on the status of work. If you believe an unacceptable period of time has elapsed before a repair has been made, call (615) 898-4116 and ask that we provide you with the status information about your request.

Complaints about the Work

Call (615) 898-4116 or (615) 904-8443 to report a problem with the work we have done. Give us the work order number for your room if you have it. Describe what we did or did not do to your satisfaction.

Complaints About Our Workers

If you feel that any of our staff treated you in an unprofessional or discourteous manner, feel free to provide details to the Office of Housing & Residential Life Facilities Services office at Box 6 or (615) 904-8443. Some behaviors are covered by campus discrimination or harassment policies. Information is available on how to process informal or formal complaints through your Area Coordinator, the Housing and Residential Life office or the various equity offices at MTSU. But it is a two-way street! We wish to protect the rights of our employees and others as well, and we will refer abusive behavior by residents to the Area Coordinators or other appropriate campus offices for review.

Selected Facilities Topics and Services Heating and Air Conditioning

Housing and Residential Life uses the following method to determine when heat will be turned on in older buildings with two pipe HVAC System (two pipe HVAC systems can provide either heated water OR chilled water to condition living spaces.) Unless unusual weather patterns occur, heat will not be activated before October 15. After October 15, the forecast will be reviewed daily. When highs are predicted to be CONSISTENTLY below 70 degrees, AND lows

CONSISTENTLY below 55 degrees, the Executive Director of Housing and Residential Life will make a request to activate the heating system. A similar procedure applies for turning on the area conditioning in the spring.

Unless unusual weather patterns occur, air conditioning will not be turned on before April 15. After April 15, the forecast will be reviewed daily. When lows are predicted to be consistently above 70 degrees, and highs consistently above 80 degrees, the Executive Director of Housing and Residential Life will make a request to activate the air conditioning system.

Tips for insuring proper operation of Heating/Air Conditioning Units:

1. Keep area below and in front of unit clear of obstructions. This will insure that air may flow through the unit and will make the unit easier to access if problems arise.

If you are not sure, ask your Area Coordinator what is appropriate. You could be charged for damages to repaint/fix walls caused by your negligence.

Bottom Line: Your room and/or apartment must be returned in the same state you received it or you will be billed for all damages beyond normal wear and tear!!

Sprinklers – Sprinklers are an important part of our fire safety program

Hanging things from sprinkler heads invites trouble. Simple horseplay and even a small amount of weight may cause major floods with damage to personal property and charges for clean up costs. Sprinkler systems are intended to deliver large volumes of water in case of fire, but they can equally deluge a space if accidentally damaged. Our sprinklers in Scarlett Commons, Beasley Hall, Corlew Hall, Cummings Hall, Gracy Hall, Judd Hall and Sims Hall put out 8 gallons of water per minute. It is, therefore, imperative that the sprinkler heads not be tampered with or used to hang personal items. Misuse may end up flooding your room and many other rooms at the same time. MTSU is not responsible for the loss you may incur as a result of someone else's negligence.

Fire Safety

MTSU Housing and Residential Life is required by law to have periodic fire drills in all of its facilities. Sometimes there are individuals who take it upon themselves to pull false alarms or cause smoke detectors to go off.

When the fire alarm sounds, you are required by law to evacuate the building, even in the event of a false alarm. All individuals are to proceed 100 feet away from the building. Only when the alarm is silenced and the "All Clear" given, by Fire Department or Housing Staff, may residents reenter the building. Interior doors in common areas, stairwells, and hallways are normally in place as added fire protection to slow the spread of any fires. Propping open of these doors for any reason should not be allowed by anyone. Additionally, it is against Federal and State laws to interfere with life and safety features. Destroying fire exit signs, fire alarm boxes, and other safety items could lead to a minimum of one year and up to a ten-year jail sentence and other fines.

Mattresses

Our mattresses are made using one of the highest flame-retardancy standards in the country. We buy one standard mattress and do not offer soft, firm, or extra firm mattresses. We have some spare mattresses at the start of each school year for exchange with those we missed in the summer that might be badly torn or stained, however, these are extremely limited.

Pests

Rooms and apartments are sprayed monthly by a local pest control service, and are fogged at least three times each year. Just like your own home, residence halls have ample harborage for small insects and mice. Too often, we are unable to trace problems to individual residents and rooms. Mice seek shelter and come into our halls just as readily as they would want to move into your basement at home.

Complaints we receive are given to our local contracted pest control service. Often, however, the life-styles of others may cause a problem in our space. Cooking in rooms, not removing trash, abandoned cardboard boxes, scraps on the floor, and a lack of general house cleaning affect your chances of "sharing an infestation." Please note that pets wanted or unwanted are not permitted for residents.

Common sense is a lethal weapon against bugs. In communal halls like ours, we will probably always have bugs; but you can help manage and control infestations by avoiding situations like those mentioned above.

The most important thing for us is to get pest control involved to verify as quickly as possible and get the student over to Health Services.

Room Painting and Wall Damage

We paint student rooms as needed, a little more frequently in apartments and bedrooms and less so in public spaces (our goal is every 2-5 years). Residents are not permitted to paint their own spaces. Whether on drywall or cinder block, the use of commercially available adhesive wall putties (such as Hold-It) virtually guarantee not to mar paint finishes or drywall surfaces and avoids possible charges for wall damages. Regular pushpins are acceptable in drywall, but in no area may residents drill into walls to attach plastic or lead wall anchors. Surprisingly, most double-sided form adhesive tapes are difficult to remove, can damage paint, and must be avoided.

2. Do not place any items on top of the units or attach any items to the circulation grills within your room, which may impede air circulation. This will insure that air may flow fully through the room.
3. Periodic filter changes are scheduled for all buildings on campus to insure the proper functioning of the unit. Please assist this operation in allowing access to the unit. Housing staff will be posting information in advance of the scheduled time for the filter change.
4. During periods of moderate weather, you may want to open your windows. Be advised that your heating and air conditioning units will not be as effective if your windows are opened. This is particularly true in warm weather during conditions of high humidity. Opening your windows in the 'cool of the morning' will flood your room with moisture saturated air, which is difficult for your HVAC system to remove. As a result, it will take several hours from the time you close your window (after it starts getting warm) for your air conditioning unit to return your room to a normal comfort level.
5. The Department does not permit installation of supplemental window air conditioning units in residence halls due to electrical load constraints.

Common Area/Bathroom Cleaning

During each normal workday, custodial staff enters common area bathrooms at least once to clean and disinfect the plumbing fixtures and shower areas. Once a week a deep cleaning is scheduled and additional tasks may be performed. A sign will be posted on each bathroom door indicating the hours when it will be closed and not available for use due to cleaning. We need to close the bathrooms to avoid injury to residents while we clean. Our cleaning generally leaves the floor wet, slippery and dangerous.



Carpet Cleaning

Dirt and stains happen, but some residents make little effort to remove them from the carpet before the stain is set into the fibers. By the time we get apartments back in the summer, many stains have become permanent. We continue to improve our resident spaces by replacing the most damaged and severely stained carpeting. This work is expensive, and the cost for having to replace carpet early due to improper care will be passed along to the apartment occupants. We expect that residents will make every effort to blot and clean up spills immediately. Some carpet cleaning products and stain removers purchased at local stores are effective if used immediately. Sometimes spills and stains may be of a sufficient magnitude to require professional treatment. If you are unable to remove a stain, we asked that you call 898-4116 any time you require assistance in cleaning the carpet. Our custodial staff section will respond and assess how to prevent further permanent staining. If necessary, we will schedule a time to clean your carpet. We hope to avoid charging residents and keep costs to a minimum by providing this type of assistance. Residents will remain responsible for replacement costs if permanent staining or other damage has occurred. We will continue to use outside contractors to replace badly stained, soiled or damaged carpeting. The cost to do this work will be passed along to the responsible resident(s).

Ceiling Tile Damage

We will continue to replace tiles as funding is available but we request that residents not hang items from ceiling tiles or throw things at ceiling tiles.

Curtain and Curtain Rods

We do not supply curtain rods or install curtain rod brackets in most rooms. While individuals have installed them in many rooms over the years, we do not respond to work order requests for repairs or new installations. New installation of permanent curtain rods, by students, may result in assessment of damage charges. Spring loaded or tension curtain rods may be used in many locations.

Elevators

Our elevators are mechanically sound and meet or exceed applicable codes. They receive high usage daily. Elevator related work orders and repairs are completed by an off campus vendor.

If an elevator stops between floors, people inside the car can use the phone in the elevator panel to directly connect to campus police (898-2424). Staff will be dispatched to assist you.

Damages and abuse by residents are the primary reasons that elevators become inoperable. When phones are damaged or taken, the elevator cannot be operated (as a safety policy), and this causes inconveniences for everyone. We are required by State Law to shut down elevators if certain problems occur. Many of these problems are due to vandalism and can be avoided. Do not hesitate to report information you have concerning those responsible for vandalism. By allowing the misdeeds of a few to go unreported, you and your fellow responsible residents will continue to be inconvenienced by elevator outages as well as sharing the collective liability charges for those repairs.

Upholstered Furniture

As with carpeting, residents need to act immediately to remove spills on upholstery before permanent staining sets in. We invite residents to call 898-4116 after having tried and failed to remove stains. If resources are available to send staff to clean your stains, then we will do so. In most instances, we will not charge for this assistance. Residents remain responsible for replacement costs if permanent staining or other damage has occurred.

Beds and other Furniture

Over \$2 million dollars has been invested in new lounge furniture, study rooms and resident room furniture during the last three years. Additional improvements continue to be scheduled as funds permit. To better manage the furniture, Housing and Residential Life maintenance and custodial staff are cooperatively monitoring public areas to assure none of the furniture is damaged or disappears. Coding of furniture items to identify those items with a specific locations is currently in progress. Residents are asked to respect public spaces by not removing the furniture and by limiting the use of food or drink to avoid spills and stains. Common area furniture is not to be removed outside its assigned areas, especially into individual rooms. Residents found moving furniture will be held responsible for State property and appropriate disciplinary action will be taken.