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

Subject: **MAINTENANCE AND REPAIR**	Original Issue Date: July 1996	Policy #: **640**
	Supersedes: March 2001	Effective Date: April 8, 2010

Committees Consulted: Office of Educational Services Dean, Administrative & Student Services	Reviewed & Approved by: College Operations College Planning	Approved by: (Signature on File) Provost

PURPOSE:

To ensure request for repairs are communicated, 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 6084/6444 and report problem
- If no response, call Telephone Office x111
- Protect life
- Protect property
- Isolate area
- Notify administration/OES.

ROUTINE REPAIR CALLS

College staff will:
- Report non/malfunctioning building systems/equipment and request for repairs to the OES (Faculty and staff can call in computer problems (226-2100) and report ticket number and problem to OES)
- Notify OES of unresolved repairs.

OES will:
- Call appropriate service to report problem and request repair

- Identify problem location as "Bldg 10-20 (College side), Room 123"
  (So that 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)

- Notify faculty/staff, if indicated, date that problem was reported/repair requested e.g.: post sign on malfunctioning toilet door

- Enter the following in the Maintenance Log Book:
  - Date repair called in
  - Person spoken to when calling in repair

Subject:
MAINTENANCE AND REPAIR

- Phone number called
- Initials of OES making the call
- Problem - 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

  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

- Ticket number for computer repairs (given by IT staff)
- Date resolved
- Follow-up required, if any

- Make arrangements to enter faculty/staff offices if room entry is required.

Staff Assistant will:
- Check Maintenance Log Book to ensure repairs have been done
- Follow-up on incomplete repairs
  (Computer repairs/light bulbs, etc., take a little longer to get fixed)
- Notify:
  - OES that repeat call was made
  - College Operations Officer of ongoing/unresolved repairs.

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

PROCEDURE DOCUMENTATION:

OES Maintenance Log
Log Sheet for Repair Persons

REFERENCES:

College Policy #623: Environmental Safety Inspection