

Requests for Building Construction, Repairs and Maintenance

Appendix

Procedures

Services performed by Columbia University Facilities can be initiated in the following ways, depending on the nature of the work required:

Work Requests

Call the Columbia University Facilities Service center at (212) 854-2222. The following information should be submitted for a work request:

- Description of work to be done
- Location of work
- Contact name and phone
- Special information, e.g. completion date required, estimate, etc.

All work requests are received by service coordinators who will transmit the request to the appropriate Columbia University Facilities department to perform such work. Facilities representatives evaluate the feasibility of the work and identify other departments (e.g., Real Estate, Operations, Public Safety, etc.) that may require consulting before proceeding with the work. Any special approvals necessary for a project to move forward are also identified at this point.

University Apartment Housing tenants should contact their superintendent or Director for Residential Services.

Capital Project Requests

In order to initiate any capital project, modifications to existing facilities or systems, a construction project request must be submitted. You can submit a request in the following ways:

- Via the Web at: <http://www.cuf.columbia.edu/projreq/pr.html>
- Via E-mail at fm-projectrequest@columbia.edu

The project request enables Columbia University Facilities (CUF) to:

- Identify purpose and need as well as associated goals or objectives
- Identify space for the project
- Establish project funding strategy (e.g., operating funds, gifts, debt, grants)
- Schedule desired completion date
- Consider special requirements
- Determine general scope of work

Routine Residential Apartment and Building Operations and Maintenance

Fill out a maintenance request form which can be found in the lobby or basement of building, and deposit the completed form in the locked maintenance request box located in the same area.

If you have a serious leak or other emergency, please contact your Superintendent or your Director of Residential Services at the phone number listed above during normal business hours. Generally, Superintendents are on duty from 8:00 a.m. to 4:00 p.m., Monday to Friday. After hours and on weekends, you should call the Columbia University Service Center. The Superintendent and/or appropriate repair personnel will be contacted to respond to emergencies.

Any other questions or complaints about your apartment or building including lack of heat and hot water should also be addressed to your building Superintendent or Director for Residential Services.