

Facilities Management

Frequently Asked Questions

Hours of Operation

730am-430pm Monday thru Friday

After Hours call University Police at 745-2548

1. Where is Facilities Management located?

Facilities Management is located in Parking Structure 1.

2. How do I go about reporting a problem?

Problems should be sent through our electronic work order request system, they will then be routed to the appropriate staff via a work order. For emergency issues, please call our office direct at 745-3253 during operating hours and after hours call university police at 745-2548.

3. Where do I find a Service Request?

As of March 2013, this form can now be accessed via our DFM webpage.

http://www.wku.edu/facilities/documents/service_request_2013.pdf It can now be filled out on line.

You will then need to print it and have it signed by your Department Head. This signed copy should then be sent to Facilities Management.

4. **What is the difference between a Maintenance Request and a Service Request?**

Maintenance requests are request being made for general maintenance issues, such as your light out, power plug not working etc. Emergency work requests should be called in to our office at 745-3253.

Service Requests These types of requests are the financial responsibility of the requesting departments. The resources provided to Facilities Management are allocated for the maintaining of buildings in their designed condition. Any additions or improvements that alter the existing space are considered projects and are not funded by the maintenance department. Purchases made for office furniture, office decor or department specific equipment etc., are also not funded by DFM. Examples of other types of request that would not be covered: unscheduled painting requests, etc. to request services beyond general maintenance, please send us a Service Request

5. Who do I call if I have a problem with my door lock, locked up and/or pickup and return university keys?

No longer the responsibility of the Department of Facilities Management. For lock issues/key pickups and returns, please contact Access Control under the direction of University Police effective, July 1st 2011 @ 5-5050.

6. Who do I call if I have an issue with my building/area not being cleaned, or bathrooms are out of toilet paper or paper towels?

Please report these concerns to our main office at 5-3253 and they will be directed to the appropriate personnel to take care of the issue.
