

**CAROLINAS COLLEGE OF HEALTH SCIENCES  
POLICY AND PROCEDURE**

**ADMINISTRATIVE**

**SUBJECT:** MAINTENANCE/REPAIR REQUEST ORDERS

**REVIEWER(S):** President\*  
Provost  
Director of Teaching, Learning and Technology

**POLICY**

In order to provide an environment that is conducive to learning and work, the College will provide for regular maintenance and repairs of the facilities, grounds and equipment. Maintenance and housekeeping services are provided through the college’s corporate services agreement with Atrium Health. Currently, Atrium Health contracts with Lincoln-Harris & Foundry to provide those services.

**PROCEDURE**

- A. Building maintenance requests
  - 1. Requests for building maintenance are processed through the president’s office.
  - 2. The president’s office will initiate a work order to communicate the request to Lincoln-Harris / Foundry, or in an emergency the business office will contact Lincoln Harris’ call center.
  - 3. The president’s office will monitor the progress on each request and follow up on items that are not handled appropriately or in a timely manner.
  
- B. Other maintenance requests
  - 1. Requests for maintenance or repair are made to the following persons:

<b>Type of maintenance or repair request</b>	<b>Responsible person(s)</b>
Computer Hardware	Atrium Health Information and Analytics Services
AV equipment	College Technology Help Desk
Microscopes/Science Lab Equipment	Appropriate program chair (e.g., General Studies, Clinical Laboratory Sciences)
Office Equipment (e.g., photocopiers)	Academic affairs office manager
Nursing Skills Lab Equipment	Nursing Learning Resource Specialist
Staff kitchen machines (e.g., coffee, water)	Administrative Assistant to President
Avenue C	Administrative Assistant to President

- 2. The responsible person will communicate the request to the proper department (as outlined in table below) per any applicable maintenance agreement.

<b>Item</b>	<b>Contracted Service Maintenance Company</b>
Xerox Machines	Atrium Health Support Center via 6.6161
OpScan Machine	NCS
SonisWeb	RJM
Microscopes (GE & MLS)	Associated Microscope
AV Equipment	Unified AV
Imaging Equipment	Source One
IV Pumps & Thermometers	Atrium Health Clinical Engineering
Telephones & Pagers	Atrium Health Communications
Mag Lock Doors & Digital Card Readers	Atrium Health Access Control

- 3. The responsible person will monitor the progress on each request and follow up on items that are not handled appropriately or in a timely manner.

C. The Maintenance/Repair Request Orders policy and procedure will be reviewed bi-annually.