

Facilities Customer Survey FAQs

Below is a list of questions that are often asked in our annual survey, as well as the department's response. Please let us know if you have further questions!

Q: Can requestors be notified of dates/time when a work order will be done?

A: This is not a standard practice to notify the requestor of exact time and date of work, however if there is a need to contact someone prior to work being done this should be specified in the description of the work order. Also, if work is being done by our Building Maintenance team and no one is present in the area, a tag will be left with information about the work that was done.

Q: Can the crew communicate when they will be setting up events?

A: We will be working with our crews to better communicate with event requestors; however, if it is necessary for you to be present for the setup, please let us know in your event request and we will make sure you are contacted.

Q: How often is Office trash and recycling removed?

A: Office trash is never removed by the custodial crew. The black waste bins are to be emptied by the employee into a common area receptacle.

Office recycling is removed once per week. However custodians will remove recycling from blue office bins if they are left outside of the employee's office (i.e. in the hallways). Once emptied, these bins will be placed back where the custodian found them (not back into the office). Employees can dispose of recycling in common area bins as well.

Q: What options do we have for weekend cleaning services?

A: Weekend custodial coverage can be provided but will be charged to your department. Please contact Facilities-CSC@scu.edu to schedule additional coverage.

Q: Can the custodians help put chairs and other items back where they belong after cleaning?

A: Custodians are instructed to put furniture back where they found it. Custodians do not necessarily put furniture back where it is intended to be.

Q: What is included in routine office cleaning?

A:

- Emptying recycling
- Dusting (contingent on the surfaces being clear)
- Vacuum
- Clean blinds
- Remove cobwebs
- Detail vacuum on edges
- Clean Air Vents

Q: How often is vacuuming done?

A: Common areas are vacuumed every day while offices are vacuumed weekly

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Q: Who is responsible for waste during events?

A: If food is being served by Bon Appetite, they are responsible for waste removal. For events not serving food, waste is picked up at the end of the event but there is no support during the event.

Q: Lawn-mowing and leaf-blowing can be disruptive at times, what can be done about this?

A: The Landscape crew makes a concerted effort to perform these duties outside of class times, events and other noise-sensitive areas. In some cases it is just not possible, but please notify us at Facilities-CSC@scu.edu, perhaps there is an area we have overlooked or maybe class schedules have changed, sometimes we are able to make additional adjustments to our schedules.

Q: How often are Parking Lots and the Parking Structures cleaned (of waste and debris)?

A: Lots and structures are walked and cleaned at least weekly. If there is an immediate need please contact Facilities-CSC@scu.edu and it will be addressed.

Q: Why are early morning event deliveries sometimes late?

A: Our crew begins their day at 6am and it is not uncommon to have several events with the same start time first thing in the morning. Event requests are handled first come first serve. If your event has a critical set-up time (not start time), please indicate that. It is possible to eliminate any chance of delay in your setup by asking the crew to come outside of their normal work hours; however, this is considered overtime and the customer is responsible to pay such overtime.

Q: Why isn't there a more extensive inventory of event equipment? (i.e. cocktail tables, umbrellas, etc.)

A: This is 2-fold. First, there is limited storage space on campus for event equipment and second, there is not enough demand for this equipment to justify us purchasing these items.

Q: Why are changes to event requests sometimes difficult to fulfill?

A: Changes to existing requests will be honored if we have the equipment and manpower available.

Q: Why are some event setups done very early and pickups done very late?

A: The events crew has coverage from 6am – 2:30pm, Monday – Friday, if your event falls outside of those times the crew will try its best to accommodate the setup and pickup of the event within regular business hours.

Many pick-ups are requested for after 2:30pm. Typically these will always be picked up the next day; however these pick-ups will not be done until after delivering and setting up events for that day. Services done outside of regular business hours (overtime) are charged to the hosting department.