Facilities
Operations

Sink building - 800 Oakland Avenue
Corner of Highland and Oakland Avenues
Hours of Operation 8am-5pm

facoperations.uncg.edu
336-334-5684  Phone
fowork@uncg.edu
What does Facilities Operations do?

- Maintain university buildings*
  - Carpentry, locksmith services, signage, maintenance, and elevator services
- Maintain university grounds
  - Landscaping, sports fields, snow removal
- Upkeep and provide vital campus utilities
  - Heating and air, power, and water
- Energy/Utility management
- Manage the university’s waste and recycling services
- Provide housekeeping services across campus*
- Process maintenance requests for building occupants
- Surplus Warehouse Services
  - Spartan Swap, surplus property

* Except Residence Halls
Customer Service Center

- Maintenance requests (work orders) can be placed online, over the phone or through email
  - facoperations.uncg.edu  336-334-5684  fowork@uncg.edu
- Corrective Maintenance
  - Lights out, temperature requests, clogged drains, building repairs, stock towel dispensers
- Special Requests
  - Hang items, construct or assembly of furniture, provide event coverage
- Please always call us if you have an emergency, a pest control issue, or an elevator problem
- **Emergencies** outside regular business hours (8am-5pm Monday-Friday; except holidays) should be called in to Campus Police at 336-334-4444
Your department will designate and request the keys you need (or you can contact the Customer Service Center)

Key requests will take 3-5 days to process

Keys can be picked up at the Sink building front desk 8am-5pm, Monday-Friday, except holidays

Bring a picture ID when you come pick up your keys
Our Standards of Comfort

- **Objective**: Maintain indoor environmental conditions that promote the productivity for energy conservation while maintaining the comfort of occupants

- Normal ranges set by the American Society of Heating, Refrigerating, and Air Conditioning Engineers
  - **Occupied Hours**
    - 69-71°F in the heating season (Winter)
    - 74-78°F in the cooling season (Summer)
  - **Unoccupied Hours**
    - 55-60°F during the heating season (Winter)
    - 80°F during the cooling season (Summer)

- Please do not use personal space heaters that have not been authorized by Facilities Operations Utilities Department
Recycling

In Copy Rooms
- Envelopes (windows are fine)
- Stamps
- Letterheads
- Manila envelopes
- Post-it notes
- Copies and Print-outs

- No Styrofoam, Paper towels, Tissues, Aluminum foil, Plastic Bags, or Plastic wrap. These items should go into a trash bin.

- Office trash and recycling containers are emptied once per week
- Centralized containers (ex: breakrooms) are emptied daily
- E-waste containers are located throughout campus

Co-Mingled
- Glass containers
- Aluminum: soda cans
- Plastic containers: beverages and yogurt cups
- Paper: magazines, newspaper, soft-back books, cartons
- Cardboard (Yes! Pizza boxes too!)
- Steel: tin cans and aerosols
- Chipboard (paper cups)

Breakrooms

Offices
Surplus Warehouse Services

- Surplus is any property owned by UNCG that is no longer needed by your department.

Daily Operating Schedule
- Surplus item pick-ups on campus 7:30am – 11:00am (or as scheduled)
- Lunch (Warehouse Closed): 11:00am – 12:00pm
- Warehouse visiting hours 12:30pm – 4:00pm (Please call before coming to visit)

Contact Information
- 2900 Oakland Avenue
- 336-315-7047 Phone
- Eric Laudenbacher; jelauden@uncg.edu
Point of Contact

Customer Service Center

- **Phone**: 336-334-5684
- **Website**: facoperations.uncg.edu
- **Email**: fowork@uncg.edu
- **Hours**: 8am-5pm Monday-Friday except holidays

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Building Contact

- Each building has one or more building contacts (a go-to person in contacting Facilities Operations)

Request Service