MAINTENANCE PERSONNEL IN RESIDENCE HALLS AND APARTMENTS

I. Purpose

This policy outlines the conditions under which maintenance personnel may enter residential facilities to perform duties.

II. Policy

To accomplish their work, it is necessary for various maintenance personnel to enter residence halls, but it is also necessary to maintain security and accountability. No maintenance personnel are to enter any residential building except as necessary to perform assigned work. Any maintenance person who enters a building at other times and/or for other purposes shall be subject to disciplinary action and/or loss of access.

Access to building entrances and to certain interior doors shall be controlled through the card access system. Regular staff in the maintenance crew directly supervised by Residential Life shall be authorized for entry at all days and hours except staff holidays. Based on the type of trade or work performed, at the discretion of Residential Life’s Director for Housing, maintenance staff in Facilities Services shall be authorized either (1) during all days and hours or (2) during normal work hours on weekdays. Authorization for maintenance and service personnel from other campus departments or off-campus vendors shall be determined individually upon request to the Director or the Executive Director. Student maintenance staff in Residential Life, such as for cable TV and computers, shall be authorized during normal work hours on weekdays when school is in session and may be authorized at other times at the discretion of the Information Systems Manager.

Regardless of the type of employment or the type of maintenance, all maintenance personnel shall be required to follow the operating procedures below at any time when buildings are open and students are in residence.
OPERATING PROCEDURES

1. Entering the residential facility.
   a. **ALWAYS** enter through the main building entrance.
   b. Report directly to the front desk or apartment office and show your ID.
   c. It is required that any worker wear an ID badge.
   d. **YOU MUST SIGN IN THE MAINTENANCE LOG AT THE FRONT DESK** (name, department, date, time, location of work). Each technician’s name must be listed.

2. Going to the room.
   a. If the work is in a female hall and men are in the work crew, announce “man on the hall” loudly when you arrive on the floor.
   b. Go to the room and knock on the door while announcing (loud enough to be heard through the door) your name, your department, and the purpose for your visit.
      (1) If there is no answer, knock again. If there still is no answer, you may enter the room to complete the work, announcing yourself as you enter the room.
   c. If you surprise someone (they may be in the bathroom or have loud music playing):
      (1) Close the door.
      (2) Re-announce yourself.
      (3) Wait for the resident to come to the door
   d. If anything unusual happens, report it to the desk, the Residence Life Coordinator or the Custodial Supervisor of the building.

3. When the work is completed:
   a. Leave a notification of entry form in the room of the status of the work
   b. Leave the student’s room locked
   c. Return to the front desk and sign the key back in
   d. Sign yourself out in the maintenance log, and indicate if the job was completed
   e. Exit the building by way of the main entrance

4. The custodian supervisor can provide access to areas for which the front desk has no key.