

# Facilities & Business Services FAQ's

## **Facilities Contact Information:**

Address: 220 West 10<sup>th</sup> Street, Cookeville, TN 38505

Campus Box Number: 5041

Phone Number: 931-372-3227

Email Address: [facilities@tntech.edu](mailto:facilities@tntech.edu)

Website: <https://www.tntech.edu/facilities/>

Office Hours: Monday through Friday, 7:00 am to 4:30 pm

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## **Service Request:**

*Q: What is the difference between a service request and a work order?*

A: A service request is the initial request an end user makes through TMA. Once the service request is received and approved by Facilities, it is flipped into a work order.

*Q: Why do I have to submit a service request?*

A: A service request is the process used for reporting maintenance issues campus wide. This process gives Facilities all pertinent information related to location, requestors contact details, and description of issue. This process also allows requesters to receive status updates on their requests and helps Facilities personnel to use reporting options from TMA to identify repeat issues.

*Q: How long does it take for my work order to get completed?*

A: Work orders are classified by routine, emergency, and urgent.

- **Routine** works orders can take up to 30 days depending on room scheduling, parts availability, and volume of work orders. These types of work orders include, but are not limited to, key requests, surplus and paint work orders.
- **Urgent** work orders are investigated upon receipt but can take up to 7 days to fully complete. These work orders included elimination of fire, health or safety hazards that represent a high level of threat to life, health, property, or infrastructure and require hazard correction or control of the hazard to a lower level of risk as soon as possible.
- **Emergency** work orders are those that require immediate response. This includes, but are not limited to, the failure of any utility, fire protection, environmental controls, security alarms, or flooding. Facilities will address and attempt to resolve within 24 hours.

*Q: Who do I contact if an emergency occurs after hours?*

A: Contact University Police at 931-372-3234.

*Q: Who do I contact if I have questions?*

A: All questions will be directed to [facilities@tntech.edu](mailto:facilities@tntech.edu) or extension 3227. When calling/emailing about a specific service request or work order, please have that number readily available.

For any key or housing maintenance questions, email [facilities@tntech.edu](mailto:facilities@tntech.edu) or extension 3666.

*Q: Why can't I talk to a technician?*

A: All communication is requested to go through the Facilities office. Following this established chain of communication will allow technicians to respond as available and for the work order

control clerk to keep track of requests, processes, coordinate across multiple departments and make appropriate notes in the work order system.

*Q: My work order got completed but no technician was seen. How do I know the work got done?*

A: Technicians start work at 6:00 am to allow for minimal disruptions to campus schedules. If you receive a completion notice and have verified the work has not been completed, contact the Facilities office at [facilities@tnitech.edu](mailto:facilities@tnitech.edu) or extension 3227 (3666 for Residential Life work orders).

*Q: What if I cannot find my room number when submitting a service request?*

A: Please choose the closest location to the room where service is being requested and make a note in the description box of the correct location. Updates to TMA will be made accordingly.

*Q: The problem we are experiencing is not just one room. How do I ensure all areas experiencing the issues get looked at?*

A: First, determine the area affected. This could be the building, a floor, or an individual room.

- If the issue is for the building, select your building in your service request, then in the choose area # box, type B and the building option will populate.

**Choose Area #\***

- If the issue is for a floor, select your building, then in the choose area # box, type F and the floor options will populate.

**Choose Area #\***

- If the issue is varied but on the same floor, you can keep the floor option then list the specific locations in the description box. This accurate information allows our technicians to troubleshoot and repair effectively.
- If the issue is for the grounds outside the building, select your building in your service request, then in the choose area # box, type Gr and the grounds option will populate.

**Choose Area #\***

*Q: Why was I asked to schedule ahead for work to be completed in my area?*

A: Due to working around campus activities and class schedules, Facilities personnel need time to coordinate.

*Q: Why did my service request get rejected?*

A: Different factors can determine why a service request is rejected; however a rejection reason will be listed in the email response.

Service Request # 129614 has been rejected as of 05/15/2025.

Location Type: Area

Location Info: FACILITIES-104Office - 104

The action requested is as follows: I got stuff broke!

The reason for rejection is as follows: Duplicate of open work order FC-340470. Thank you.

If you have any questions, please contact Facilities at 931-372-3227. Please have your Service Request # available.

*Q: Why was part of my description removed from the service request?*

A: While we appreciate as much detail as possible clear and concise details are preferred so technicians can quickly identify what the issue is, and potential areas affected. This pertinent information will alleviate the potential for the request to get misread or have something vital missed due to excess wording. Facilities may remove portions of the request to streamline the communication process; however any information removed from the request will be added to the work order results tab by the work order control clerk.

*Q: Why did I get charged?*

A: Facilities is responsible for maintenance of campus infrastructure, however any requests for items outside of infrastructure are billable to the department. Feel free to reach out to Facilities at [facilities@tntech.edu](mailto:facilities@tntech.edu) or extension 3227 with any questions or explanations.

A list of [Regular Maintenance vs. Billable Maintenance](#) can be found on the Facilities and Business Services Request Forms page.

*Q: How do I request to get a job quoted first?*

A: Enter a service request with your billable index. When entering the description, start with "Quote First". This will alert our Work Order Control Clerk to get the request quoted and emailed to the requestor for approval prior to work being done.

*Q: How do I find out what I was billed for?*

A: Email the work order number to Facilities at [facilities@tntech.edu](mailto:facilities@tntech.edu) to request a detailed bill.

### **Surplus:**

*Q: Why can't surplus be left in hallways until picked up by Facilities?*

A: Due to egress issues and safety compliance, items cannot be left in hallways. Instead, surplus items should be clearly marked and consolidated in a room or designated storage location.

Blocking hallways, even partially, would be problematic in the event of an emergency. This also causes issues during non-emergency times for members of campus community who are visually impaired or utilizing mobility devices such as wheelchairs or crutches.

*Q: But our hallways are wide enough that putting a few things in them should not cause an egress issue.*

A: We are aware that some hallways are wider than others, but to maintain consistency and the highest level of safety to campus community, surplus in hallways will not be allowed. When a work order is received stating surplus has been left in a hallway, the requestor will receive an email with instructions to move the surplus into a room and reply to the email with the new location.

*Q: Why am I being asked to label and submit pictures of my surplus items?*

A: Label items as surplus and attaching pictures to your work request assures that the correct items are surplus.

### **Environmental Health & Safety:**

*Q: How do we request a fire extinguisher or get additional ones for our department?*

A: [Fire extinguishers](#) are provided across campus by EHS. If you feel that your area/department needs additional fire extinguishers, submit a work order with billable index to have the area assessed. If you have any questions, feel free to reach out to EHS at [ehs@tntech.edu](mailto:ehs@tntech.edu).

### **Animals:**

*Q: Animal issues (specifically bats & bees)*

A: Bats and bees are both protected species and must be handled according to state and federal guidelines. If you have a bat or bee issue inside or attached to a building, please submit a service request through the work order system.

*Q: What about issues with animals other than bats and bees?*

A: If there is an animal located within the building, please submit a service request through the work order system. Once received, a Facilities technician will review the situation and determine the best way to remove the animal from the building.

### **Heating & Cooling:**

*Q: When will the HVAC seasonal changeover for two pipe buildings take place?*

A: Please see the [Building Seasonal Change-over](#) criteria document and a list of impacted building on the Facilities & Business Services website.

*Q: We have a special event coming up, how do we get our heat/air adjusted to ensure all participants are comfortable?*

A: Please submit a service request three (3) to five (5) business days prior to event detailing your desired temperature change and start and stop time of event.

*Q: Why does the request have to be submitted three (3) to five (5) business days prior to event?*

A: The HVAC department needs time to override existing settings, monitor room temperature changes, and respond should any issues arise.

### **Keys:**

*Q: We have a new hire (whether new employee or new to your department), how do I get keys for them?*

A: Key requests will be submitted via a service request through TMA. A completed and signed key request form must be attached to the request. Key requests will not be accepted by any other submission outside of a TMA service request. [Key Request](#) and [Key Return](#) forms are located under the Request Forms section on the Facilities & Business Services website.

Any key questions can be directed to [facilities@tntech.edu](mailto:facilities@tntech.edu) or 372-3666.

*Q: We have an employee who is leaving (retiring, transferring departments, etc.), how do I give their keys to the next person?*

A: Per [TTU Policy 561 – Key Control](#), all keys must be returned to Facilities on or before the employee's last working day.

### **Vehicles & Fuel:**

*Q: We are purchasing a vehicle, what are the next steps?*

A: Once the vehicle has been delivered to campus, bring the bill of sale / invoice and title to the Facilities office. Facilities will complete all the necessary paperwork for the title transfer, license plate & any required fuel cards.

*Q: How long will it take to receive my license plate?*

A: Vehicle tags take approximately forty-five (45) days to receive.

*Q: How long will it take to receive the fuel card?*

A: Fuel cards take approximately one week to receive.

*Q: When will we be charged for the fuel we use in our vehicle?*

A: Fuel is charged to departments via IDT monthly. Fuel Cards are charged one month behind and per gallon rate is based off current OPIS pricing. All fuel receipts must be turned in to the Facilities department by the 10<sup>th</sup> of the following month. Receipts can be sent by interoffice mail (Attention: Fuel Receipts, Box 5041), emailed to facilities at [facilities@tntech.edu](mailto:facilities@tntech.edu), or hand delivered to the Facilities & Business Services office.

## **Warehouse:**

*Q: What are the Warehouse's hours of operation?*

A: The Warehouse is open Monday – Friday 7:00 am – 11:00 and 12:00 pm – 3:00 pm.  
Closed for lunch between 11:00 am – 12:00 pm.

*Q: What is the delivery address for the Warehouse?*

A: 915 North Whitney Avenue, Cookeville, TN 38505

*Q: How do I schedule a delivery get made to the Warehouse?*

A: Once you have placed your order with the vendor, contact the Warehouse at 372-6224 and supply them with the supplier's name, carrier's name and approximate size of delivery. If you are requesting the items be delivered to a secondary location, a service request with the index you would like charged is required.

*Q: When can I view surplus items?*

1. Surplus can be viewed every Tuesday 8:00 am – 11:00 am and Friday 12:00 pm – 3:00 pm.

*Q: If I find a surplus item I want, how do I get it delivered?*

A: Submit a service request including the index you would like the delivery charged to and location of delivery.