

MEMORANDUM

TO: HLA FACULTY AND STAFF

FROM: ROB EDDY, ED ASHWORTH

DATE: 5/6/05

RE: WORK REQUEST PROCEDURE AND EXPECTATIONS

To consolidate services into one location, building deputy Eric Whitehead's new office is HGRH 1139A in the greenhouse potting room next to Dan Hahn and Rob Eddy. B108 will still be used as a shop. His phone number remains unchanged at 49-41355. Eric's schedule will be 7:00 AM to 4:00 PM effective May 16.

To clarify how work requests get done by the building deputy, here are answers to some FAQs:

WHAT ARE THE RESPONSIBILITIES OF BUILDING DEPUTY?

The building deputy (BD) maintains both the HORT building and the HGRH (greenhouse) by performing maintenance and coordinating repairs. The BD does minor repairs, installations, fabrications, moving and painting in HORT. In HGRH, the BD does minor repairs and maintenance on motorized shade curtains, evaporative cooling pads, plant growth chambers and other equipment. BD also is in charge of key distribution and departmental vehicle maintenance.

WHAT IS THE SPLIT BETWEEN BUILDINGS?

On paper, the split is 40% HGRH / 60% HORT. Large projects such as the attic clean out and remodeling, office moves, drawing-lab remodeling and laboratory moves have been significant the last three years, lessening time spent in HGRH. Our hope is to restore that balance when possible.

DOES TIME OF YEAR CHANGE PRIORITIES?

Priority of BD tasks are usually given to HORT building in summer months as we prepare for the upcoming school year, and to HGRH from February-April as we approach spring cooling season.

WHAT JOBS MUST PURDUE FACILITIES DO RATHER THAN OUR BD?

According to Hal Oliver, Zone 5 Mntc Leader, the Zone 5 team is responsible for outside areas, entrances, floors, hallways, bathrooms, heating/cooling units, mechanical rooms, ceiling tiles and doors. He recommends that we be very discretionary with what tasks we assign the building deputy to do because of safety and legal reasons. Minor plumbing repairs are okay, but absolutely no electrical work. BD can drill holes in wall for shelves

or equipment only if Facilities has checked for plumbing or electrical conduit that may be behind the wall. We know these comments come as a surprise to all of you who worked with our previous building deputy, Leon Emerson.

WHAT DOES PURDUE FACILITIES PAY FOR AND WHAT DOES THE DEPARTMENT PAY FOR?

Please read attached document that was distributed by WSLR building deputy last month. It is a good summary.

HOW LONG CAN I EXPECT A WORK REQUEST TO TAKE FOR COMPLETION?

- For quick tasks taking 20 minutes or less, Eric will either do the job then or—if he's in a task that can't be interrupted—later that day. No paperwork required.
- For tasks estimated to take longer than 20 minutes OR requiring cost of materials, a “blue sheet” work request is required. If it takes less than 2 hours, you can expect it to be done in 3 working days, depending on work load.
- If a work request takes longer than 2 hours, it will be prioritized by Eric, Rob Eddy and department head with other work requests and large projects. You will receive an email from Eric on estimated time for completion. You can appeal this decision with Rob Eddy or the department head.

WHO CAN FILL OUT A WORK REQUEST?

Filling out a “blue sheet” work request can be delegated to anyone, but must be signed by a faculty member. Rob Eddy will fill one out for you and bring it for your signature in the event that you do not have time to fill it out or delegate it. The forms are available on-line, or available in the greenhouse potting room, outside Eric's office, in the Main Office or in the Business Office.

HOW WILL I BE KEPT INFORMED OF PROGRESS?

BD will provide an update on work requests in process that will be included in the greenhouse “HGRH Update and Pesticide Notices” email. His scheduled leave dates will be posted there, also. Clerical staff will now be added to this mailing list. Also, by informal updates from the BD to you.

WHAT IF I HAVE A COMPLAINT?

If you are not satisfied with the progress of a work request and the BD's explanation of that progress, you can contact Rob Eddy. Keep in mind that Rob's job description does not change to allow for time in the HORT building evaluating and closely supervising these tasks. The BD will keep a log of time spent on tasks and is required to make notes on the work request you have turned in so that Rob can assess the situation quickly.