

Arkansas Tech University

Office of Facilities Management

Afterhours Res. Hall Callout SOP

SOP No.:	HM0002	Revision:	0
Department:	Housing Maintenance	Date:	12/7/16
Dept. Head Approval:	<i>Eric Voth</i>		
Director Approval:	<i>Brian Lasey 12-9-16</i>		

- Purpose:** This SOP defines when Housing Maintenance and Custodial Services employees respond to emergency calls outside the normal work shift, including weekends. It provides instructions indicating how Residence Life will contact FAMA for service outside the normal work shift(s).
- Scope:** For the purposes of this SOP afterhours emergency is defined as those emergency work items that occur outside 7:00am to 5:00pm Monday through Friday. Holidays and other week days when the University is closed will also follow the afterhours protocol.
- Responsibility:** Housing Maintenance Maintenance Coordinator as well as the Custodial Services Director for certain emergencies.
- Health and Safety:** All applicable standards outlined in the FAMA safety manual are in affect for all after hours work.
- Procedure:** Whether afterhours work is necessary in a Residence Hall is at the discretion of Residence Life Management staff, including custodial emergencies. When necessary they will call the following numbers in the order shown. If they do not receive response from the first call, they can call each number in order until one is answered:
 - 5.1. Residence Hall Duty Phone: 479-567-2545
 - 5.2. Maintenance Coordinator Eric Voth: 479-567-0581
 - 5.3. Skilled Tradesman Derrick Ennis: 479-692-9458
 - 5.4. Skilled Tradesman Randy Howell: 479-264-0059
 - 5.5. Skilled Tradesman Ben King: 479-264-5238
 - 5.6. Assistant Director Doug Walton: 479-284-2323
 - 5.7. Director Brian Lasey: 479-264-8847Maintenance staff will call the Custodial Director, Julie Ennis, to dispatch custodial support as necessary. If the reported emergency is of a custodial nature, they may call the Custodial Services Director initially.
- TMA Tracking:** All afterhours call outs will be tracked via a TMA work order. In the interest of time, the work order may be entered the following work shift. It's very important the times be entered correctly on the work order so the overtime charge rate is used if applicable.

7. **References:** Refer to the Office of Residence Life for their procedure discussing how and when they decide to contact afterhours maintenance.