



# Building Representative Handbook

UNIVERSITY OF NORTH TEXAS  
Facilities Department



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# Welcome Letter

Dear Building Representative:

Thank you for assuming the challenging responsibility of Building Representative for your respective building(s). The program is designed to enhance two-way communication between the Facilities department and the Campus community. It provides an opportunity for department representatives to assist in resolving operational, safety, and building concerns that occupants may have.

This training manual has been created to assist you in the efforts to provide quality services to our faculty, staff, students, and visitors. You may use this information as guidance when reporting issues, requesting services, or informing everyone of the latest updates in your building. We encourage you to share with us any thoughts, ideas, or suggestions that you may have that will assist us in improving our services.

Again, thank you for your willingness to serve as a Building Representative! We truly appreciate having you as a member of the UNT Facilities Team.

Sincerely,

Work Control Team

[Work.Control@unt.edu](mailto:Work.Control@unt.edu)

940-565-2700



## What is the Building Representative Program?

The Building Representative program is an important element of the daily operations of UNT. It was created to facilitate the communication between Facilities, its partners, and building occupants. The building representative is a University employee who has a defined role in campus emergencies, disaster preparedness, and building maintenance.

UNT currently has 184 buildings (including all small areas) and 125 building representatives. This shows how essential the Building Representative Program is to the Facilities network. The person in this role should have a broad understanding of the unique needs and activities of the department(s) in their building. They also distribute important information, support programs and activities that require coordination of building operations, and act as liaisons for a number of other key functions.

There are two types of building representative: Primary and Secondary. In the event of a building system failure, or any other disaster, it may require notifying each department after working hours. Experience has shown that a minimum of two contact persons per building ensures the best response. The primary and alternate contact for the building may be called when emergencies occur.

At UNT, the Building Representative Program is managed by the Work Control supervisor. This position is responsible for updating the building representative list, organizes the quarterly Town Halls, maintains the Building Rep training manual, and delivers the Outstanding Building Representative Award every year. Questions related to the building representative functions, personnel changes or updates, should be directed to the Work Control supervisor (Kathy Neira- [Oxsormira.Neira@unt.edu](mailto:Oxsormira.Neira@unt.edu) )

## Building Representative Expectations

As a Building Representative, you are responsible for monitoring problems related to safety, security, maintenance, and energy conservation in the area you represent. Below is a list of some of the Building Rep responsibilities:

- Serve as point of contact between building occupants, students, faculty, and staff, and the Facilities Department.
- Report all building maintenance problems, especially those that pose a safety or security risk.

- Notify Work Control for anything noticed in or around the building that could be hazardous to the health and well-being of occupants.
- Distribute memorandums from Facilities, Emergency Management, Risk Management or the Police Department concerning procedures to be followed in case of emergencies like fire, tornado, etc., to all departments.
- Be available during normal business hours as well as after hours. (Primary Building Representatives may be called upon to assist in resolving building-related emergencies after-hours.)
- Encourage prompt reporting of theft, criminal incidents and noticeable crime problems and opportunities to the University Police (phone 940-565-3000 non-emergency or 911 emergency.)
- Determine and coordinate after-hours needs of individual employees and students as they relate to the needs of the University as a whole.
- Encourage reporting of weekend and after-hours emergency problems to Facilities stand-by maintenance personnel. Standby personnel can be contacted by calling 940-565-2700 for after-hours service. Any other extension called other than 2700 is not checked over the weekend. Extension 2700 is connected with our on-call service.
- Coordinate with Facilities, all utility requirements during holiday shutdowns.
- Attend the quarterly Town Halls conducted by Facilities, which include information on maintenance and operations, Campus projects, and other related topics as deemed appropriate.
- Occupants of building should contact their Building Rep with questions or concerns regarding the operation of their building.

## How to Become a Building Rep

Generally, deans, directors, or department heads appoint the building representative, and is a staff member available in the building during regular working hours. However, anyone willing to serve as a Building Rep can contact Facilities and provide the following information:

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Building: \_\_\_\_\_

Department: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Facilities will keep the person's information and notify them when a Building Rep is needed for their respective area.

## Reporting Changes

Building Representatives may notify Work Control of any changes. This includes, but is not limited to: change of name, phone number, title, moving to another building, etc. We encourage you to contact Facilities if you are leaving the University or starting a new position that forbids you from continuing to serve as a Building Rep. In this case, we suggest you recommend someone in your area that would be a good fit for the Building Representative role.

## Requesting Service

Facilities provides two types of services: Institutional and Departmental.

Institutional Services are services for which Facilities receives a budget allocation: building maintenance and operations, custodial services, grounds maintenance, energy management, etc. Customers will not be charged for this type of request.

Departmental Services are services for which Facilities does not receive a budget allocation and must be funded by the requesting department: event support, vehicle maintenance, moving, equipment installation, hanging items, remodeling and other special projects.

## Urgency of Service

Work Order activities are organized according to a priority system (Fig.1). This allows for the best allocation of resources to get the job done and sets standards for response times. Work Control creates the work order and assigns a priority accordingly, however the shop supervisor is allowed to change the urgency of the request once they receive the work order. Our current priority system categorizes each work order as:

- Emergency
- Urgent



- Routine
- Scheduled
- Deferred

**Fig.1 – UNT Facilities Work Order Priorities and Response Times**

Priority	Definition	Response Time	Examples (not limited to)
<b>1 Emergency</b>	Hazards to life, health, university property, or stops the mission of the institution.	Addressed immediately to within 24 hours. Will be re-prioritized if complete repairs take longer	<ul style="list-style-type: none"> <li>• Utility outages or breaks</li> <li>• Elevator malfunctions</li> <li>• Emergency systems in state of alarm</li> <li>• Major water leaks or breaks</li> <li>• Critical lab equipment malfunctions</li> <li>• Food service issues with sanitation impacts</li> <li>• Accessibility device malfunctions</li> </ul>
<b>2 Urgent</b>	Non-emergency work to accomplish the institution’s primary objective (education) by preventing a loss of essential operations or housekeeping functions, or severely impacts the mission of the organization.	Investigated and addressed within 72 hours	<ul style="list-style-type: none"> <li>• Lock failures</li> <li>• Clogged drains (not overflowing)</li> <li>• Plumbing repairs</li> <li>• Flooring repairs in high-traffic areas that pose a safety risk</li> </ul>
<b>3 Routine</b>	Work which can be planned and scheduled, upon completion of any priority 1 or 2 work orders.	Within 14 calendar days	<ul style="list-style-type: none"> <li>• Lighting or electrical issues that do not affect the operation of the area at the present time or pose a safety risk</li> <li>• General plumbing repairs, e.g. replacing fixtures</li> <li>• Groundskeeping/housekeeping issues</li> <li>• Painting</li> </ul>
<b>4 Scheduled Maintenance</b>	Work requiring more time than priority 3 because of parts, customer requirements, schedule conflicts, or are recurring maintenance tasks.	Within 30 calendar days	<ul style="list-style-type: none"> <li>• Material/parts on backorder or delay</li> <li>• Reoccurring preventive maintenance tasks</li> </ul>
<b>5 Deferred</b>	Work that can be scheduled and completed within the framework of a project plan, are scheduled to support Major Events or functions, or will, by design, exceed the 30 day window of a priority 4 work order.	More than 30 calendar days	<ul style="list-style-type: none"> <li>• Material/parts on backorder or delay</li> <li>• Support of major university events</li> <li>• Scheduled as part of a construction project for major construction or space renovations</li> <li>• Work not planned to be accomplished under any other priority</li> </ul>

## How to Contact Us

To report and issue or request a service you can call (preferred for urgent work orders), email or submit a request online.



Phone: [940-565-2700](tel:940-565-2700)

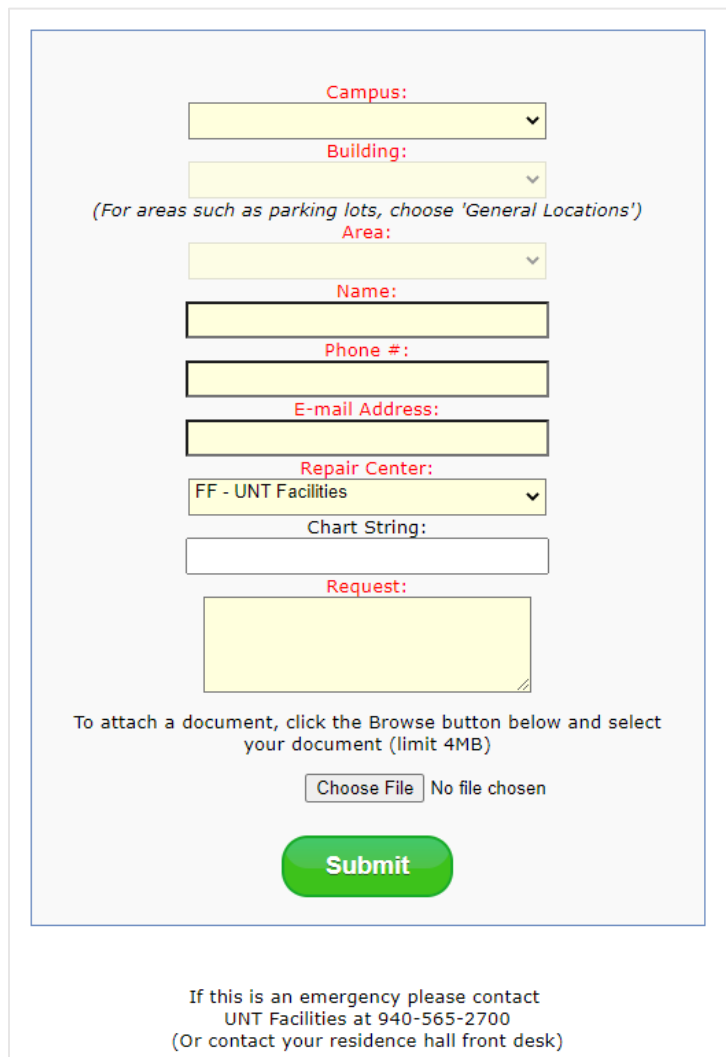
Email: [Work.Control@unt.edu](mailto:Work.Control@unt.edu)

Online: <https://facilities.unt.edu>

**Fig.2 –UNT Facilities Work Control Team in 2022.**

## How to Submit a Work Order Request Online

Any work order can be submitted online through the Facilities web site, under the Request Service tab; or via this link <https://unt-isd.webtma.net/home-req.html> (Fig.2). When submitting a work request, it is important to provide as many details as possible to describe the issue. The request should be clear in identifying the problem, location, urgency, point of contact, phone number, and any other information that will help the technician respond and complete the work. Remember that a chart string will be needed for any departmental request.



The screenshot shows a web form for submitting a work order request. The form is contained within a light blue border. It features several input fields and dropdown menus, all with a light yellow background. The fields are labeled in red text. The labels and their corresponding input types are: 'Campus:' (dropdown), 'Building:' (dropdown), 'Area:' (dropdown), 'Name:' (text), 'Phone #:' (text), 'E-mail Address:' (text), 'Repair Center:' (dropdown), 'Chart String:' (text), and 'Request:' (text area). A note in red text reads: '(For areas such as parking lots, choose 'General Locations')'. Below the 'Request' field, there is a file upload section with the text: 'To attach a document, click the Browse button below and select your document (limit 4MB)'. This section includes a 'Choose File' button and the text 'No file chosen'. At the bottom of the form is a large green 'Submit' button. Below the form, there is a footer in black text: 'If this is an emergency please contact UNT Facilities at 940-565-2700 (Or contact your residence hall front desk)'.

**Fig.2 – Screenshot of the online Service Request.**

Requests for the Union are handled separate by their maintenance staff. To submit a work order for the Union building use this link: <https://unt-isd.webtma.net/home-union.html>.



## How to Search the Status of a Work Order

The status of any work order can be also checked using the Facilities webpage link. The Site Menu located on the left allows finding any work order by number, request, location, etc. It shows the status, comments from the technicians, and most recent updates. (Fig.3)

**Site Menu** Work Order # 22-302460

**Work Order # 22-302460**

**Work Status: Completed**  
**Date Complete: 05/19/2022**

**Campus:** Denton Campus  
**Reference #:**  
**Building:** Facilities Carpenter Shop  
**Location ID:** [CARP-101](#)  
**Tag Number:**  
**Priority:** Routine  
**Item Description:** Office - 101  
**Request Date:** 05/18/2022  
**Request Time:** 13:25:00  
**Schedule Date:** 05/19/2022  
**Date Last Posted:**  
**Work Status:** Completed  
**Trade:** Electrical  
**Date Complete:** 05/19/2022  
**Contractor Name:**  
**Main Charge Account:** 80111-152031-200 830001-600 Utilities Maintenance  
**Charge?** Yes  
**Est End Date:**  
**Task Code:** [ELEC02](#)  
**Task Description:** Interior Lighting I/R/R

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**Requested Action:** Replace light bulbs, in Ricky's office and Shop restrooms, some of them are burned.  
 chart string: 80111-152031-200-830001-600  
**Corrective Action:**

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**Requested action has been completed**

Task Comments		
Date	Task	Comment
05/19/2022	ELEC02	Replace lamps and ballast

**Fig.3 – Checking the status of a work order online.**

You can check not only the status of your request, but also find any work order submitted for your building. This is a great tool to avoid duplicates requests for the same area. (Fig.4)

**Fig.4 – List of completed work order for BLB by complete date.**

Closed Work Orders for BLB				
Work Order #	Location ID	Request Date	Schedule Date	Complete Date
22-302393	BLB-303A	05/17/2022	05/17/2022	05/18/2022
<b>Action:</b> 1) There is no hot water in the Women's shower, BLB 303A. *There is also a bad odor coming from this restroom 2) There is no cold water in the men's shower, BLB 376A				
22-302363	BLB-005	05/17/2022	05/17/2022	05/18/2022
<b>Action:</b> One of the doors into BLB 005, is touching the floor and staying open. If you try to force close the door it scratches the floor.				
22-302358	BLB-006	05/16/2022	05/17/2022	05/17/2022
<b>Action:</b> The card swipe is continuous green, and the door is not latching.				
22-302349	BLB-105B	05/16/2022	05/17/2022	05/17/2022
<b>Action:</b> The garbage disposal in BLB 105 does not work.				
22-302348	BLB-105	05/16/2022	05/17/2022	05/18/2022
<b>Action:</b> There are two lights out in the PLP suite, BLB 105				
22-302343	BLB-005	05/16/2022	05/17/2022	05/17/2022
<b>Action:</b> I'm about to start teaching a four hour class in room blb005 in the business building. Can you please make it a few degrees colder ASAP.				
22-302316	BLB-354	05/16/2022	05/16/2022	05/16/2022
<b>Action:</b> In the custodial closet the Fossett is leaking water on top				

## Who Pays

Facilities is allocated funding only for the maintenance and repair of University building infrastructure, grounds, and support systems in Educational and General (E&G) space. Other Facilities services, maintenance, and repairs of department owned equipment are charged to the requesting department. Facilities is not allocated funds for Auxiliary buildings and support systems. Any services provided by Facilities will be billable to the owners of the building or space.

Equipment that is not part of the building system for which Facilities has full operating control, regardless of whether it was installed at the time of construction or added later, is the responsibility of the department that owns and/or controls the equipment to fund its repair, maintenance, or replacement.

### Examples of Facilities Maintenance Funded Repairs

- Building exterior including gutters, roofs, windows and doors and associated hardware
- Building and room keys
- Sidewalks/steps/handrails
- Exterior lighting
- Utilities: electrical, water, natural gas and sewer systems
- Life Safety Generators
- Water Service and domestic water distribution system including water fountains and restroom fixtures
- Electrical Service and distribution system including light fixtures, outlets, switches and circuit breakers

- HVAC Systems in support of comfort heating/cooling
- Maintenance and repair of floors, walls, and ceilings space due to condition/age only
- Furniture in 110 Classrooms
- Elevators and chairlifts
- Fire alarm and suppression systems
- Pest control services
- Custodial services
- Care of lawns, trees, and shrubs

### **Examples of Billable Services**

- Renovations, improvements, alterations and new construction (capital items)
- Fabrication of cabinets, shelves, signs (other than standard room, building, directory), name tags, and other Miscellaneous items; furniture repair (except basic classroom furniture)
- Maintenance and repair of special classroom equipment, special lighting or sound installations, office furnishings, laboratory equipment, and other departmental property
- Redundant cooling/heating systems in support of departmental needs (e.g. Server room)
- Specialized filtration systems (HEPA filtration)
- Redundant water heaters in support of departmental needs
- Emergency Generators in support of departmental needs (e.g. Data Center)
- Uninterrupted power systems (UPS) in support of departmental needs
- Process cooling systems in support of departmental equipment cooling
- Growth Chambers
- Sterilizers/Autoclaves
- Distilled/Reverse Osmosis water systems
- Refrigerators/Freezers/Microwaves
- Movable furniture
- Book Cases
- Audio visual equipment
- Sound systems
- Departmental security systems

- Decorative plants
- Non-standard landscaping
- Auxiliary maintenance and repair requests
- Occupant or departmental requested renovation and remodel projects including moving walls and doors
- Paint and flooring when part of a customer requested renovation/remodel project
- Asbestos abatement when part of a customer requested renovation/remodel project

## Building Access and Scheduling

All departments in the building should share their schedule with the Building Representative each semester (especially for afterhours or weekend events). The Building Representative will contact Facilities to schedule any services needed outside of the regular working hours; or provide the correspondent department with the necessary information to submit the request to Facilities directly.

Access Control manages all exterior doors to E&G buildings and Custodial Services unlocks all classrooms (Except for Gateway, Coliseum).

**Access Control:** 940-565-4888 or email [Access.Control@unt.edu](mailto:Access.Control@unt.edu).

**Custodial Services:** 940-565-2700 or 940-565-2761 (Mon. – Fri. 8:00 am to 5:00 pm).

For any issues accessing to the **Coliseum** and **Gateway**, you may contact Connie Verdin (940-565-2087) or Courtney Burke (940-565-2020).

Lock issues in residence halls may be reported to Work Control.

The access to any office is a responsibility of the each departments. If an employee is locked out of his/her office, they should contact their supervisor or Access Control if no one else is available.

Access Control and Custodial Services will ONLY unlock buildings and classrooms listed on Classroom Scheduler and Ad Astra on Saturdays and Sundays.

## New Key Request and E-locking

New faculty and staff will need to fill out a key request form and send it to Access Control. The form can be submitted 48 hours before the start date. It must have the 8-digit employee ID number to fulfill the

request. The key request has a section to fill out for any card access needed if the building or office area has e-locking. The key request form can be found on the Facilities website under the Resources tab.

To schedule E-locking for your building, or to add or remove individuals, you need to email Access Control at [Access.Control@unt.edu](mailto:Access.Control@unt.edu).

When adding or removing individuals provide:

- Name as it appears on their ID card
- UNT ID#
- Issue # on the UNT ID (bottom right corner on the front)
- What card swipe doors they will need access to and times they will need access (after hours as well)

For E-lock Scheduling, provide:

- Building name
- Time and days you are needing locked and unlocked main doors.

## How to Submit a New Space/Project Request

All modifications to the physical structure of campus buildings and grounds must be managed by Facilities. "Projects" are alterations, new construction, or renovations on campus that involve multiple trades and have a cost that exceeds \$5,000.

All requests for changes to space will be submitted via the [Project & Space Request Form](#). This includes requesting new space, modifying currently assigned spaces through construction, or changes to assigned spaces and classifications. For more information, visit the Facilities website.

## Events Support

If your department is planning to have an event on Campus and needs support from Facilities, contact Work Control and submit a work order request. Please provide as many details as possible (type of support needed, drop off locations, time for set up or pick up, etc.) To ensure that resources will be available, submit your request as early as possible. Remember that a chart string will be needed for these types of services.

Some of the services provided are moving and hauling, tables, chairs, trash cans, track mats, and generator rental. For details and rental rates visit the Facilities website at <https://facilities.unt.edu/services/event-support>

## Vehicle Rental

Facilities provides a vehicle rental service for departments to use when attending university functions or conducting university business. You can initiate a vehicle rental application online:

<https://facilities.unt.edu/content/new-motorpool-reservation> (Fig.5)

### Create Motor Pool Reservation

Fig.5 – Online motor pool reservation.

## Facilities Partners

Historically, Facilities has had a partnership with other departments on Campus that play an essential role in supporting the University’s mission: Emergency Management, Police Department and Risk Management. Some of these departments’ functions are assessing risks that might affect the public and the environment, taking measures to more effectively deal with disasters (mitigate, prepare for, respond

to, and recover from them), and protecting the life and property to ensure the wellbeing of our community.

The Building Representative works closely with Facilities in these areas as well. In case of emergencies, safety-related issues or afterhours incidents, the Building Rep may be contacted by Facilities personnel or a representative of any of those departments. The building representative will assist in keeping the building occupants informed of any contingency. They will provide information that might be necessary, distributing memorandums or safety guidance to everyone in the building.

## Communication and Recognition

One of the responsibilities of the Building Representative is to attend to the quarterly Town Halls. These meetings are created to communicate with all the Building Representatives, have a closer interaction with our customers, and share other information that may be helpful to your role such as maintenance and construction project updates. It is also an opportunity to meet building representatives from other buildings. During the Town Halls, you have the chance to meet with Facilities employees, ask questions, and share any concerns you may have.



Fig.6 – Online Building Rep Town Hall. December 2021.



## Outstanding Building Representative Award

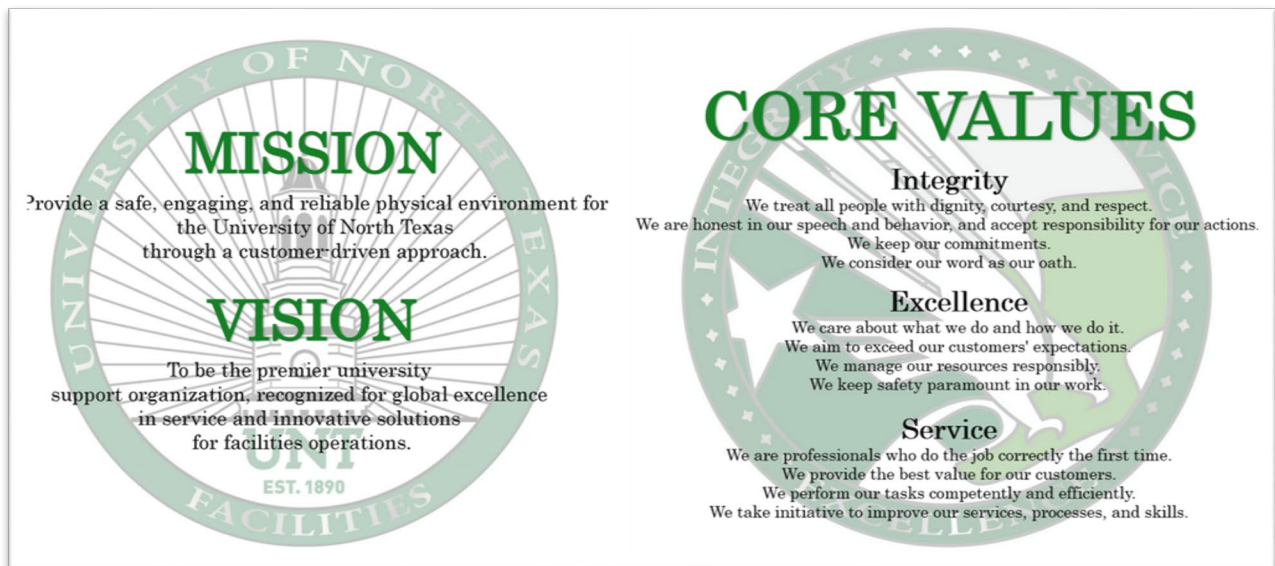
Facilities values your commitment to the Building Representative Program. You are part of the big machinery that leads to the students' success until they graduate. We would not be able to maintain the University's buildings, aesthetics, and grounds without your vigilance in reporting issues. The Building Rep is a partner that understands and supports our mission, and recognizes that the best way to effectively overcome any obstacle is by working together.

To celebrate this partnership and recognize your dedication we have created the Outstanding Building Representative Award. (Fig.6) Every year supervisors and technicians from Facilities nominate two building representative that have done an exceptional job. Criteria for nominations include but are not limited to:

- Constant communication
- Team player
- Positive approach to issues
- Requests include all necessary details
- Follows up when needed

The Outstanding Building Representative Award recipients are announced during the Town Hall in December. This award recognizes superior dedication, partnership, and stewardship towards the care and operations of the UNT campus.

Fig.7 – Facilities Mission Statement and Core Values



## Important Links

- Building Information  
<https://facilities.unt.edu/resources/bldg>
- Emergency Management  
<https://emergency.unt.edu/about-us>  
[Emergency Notifications](https://emergency.unt.edu/emergency-notifications) – <https://emergency.unt.edu/emergency-notifications>  
[Emergency Floor Plans](https://emergency.unt.edu/emergency-notifications) – <https://emergency.unt.edu/emergency-notifications>  
[UNT Mean Green Ready App](https://guidebook.com/g/#/guides/untemergency/details) – <https://guidebook.com/g/#/guides/untemergency/details>  
[Automatic External Defibrillators \(AED\) Locations](https://www.google.com/maps/d/u/0/viewer?mid=1L7rkg7k5ui-fdN4G1To1una08zl&ll=33.23761295439692%2C-97.14043467075199&z=14) –  
<https://www.google.com/maps/d/u/0/viewer?mid=1L7rkg7k5ui-fdN4G1To1una08zl&ll=33.23761295439692%2C-97.14043467075199&z=14>
- Event Support  
<https://facilities.unt.edu/services/event-support>
- Furniture  
<https://facilities.unt.edu/furniture>
- Key Request Forms  
[Key Request](https://facilities.unt.edu/sites/default/files//key_request_form.pdf) – [https://facilities.unt.edu/sites/default/files//key\\_request\\_form.pdf](https://facilities.unt.edu/sites/default/files//key_request_form.pdf)  
[Temporary Key Request Form](https://facilities.unt.edu/sites/default/files//docs/keyreq_tempory.pdf) –  
[https://facilities.unt.edu/sites/default/files//docs/keyreq\\_tempory.pdf](https://facilities.unt.edu/sites/default/files//docs/keyreq_tempory.pdf)
- Recycling  
<https://facilities.unt.edu/services/Recycling>
- Risk Management  
<https://riskmanagement.unt.edu/>  
[Asbestos](https://riskmanagement.unt.edu/Public-Health/Asbestos) – <https://riskmanagement.unt.edu/Public-Health/Asbestos>  
[Mold](https://riskmanagement.unt.edu/public-health/mold) – <https://riskmanagement.unt.edu/public-health/mold>
- Space Management  
<https://space.unt.edu/osmp/forms/forms>
- Submit/search a work order  
<https://unt-isd.webtma.net/home-req.html>
- UNT PD  
<https://police.unt.edu/>
- Vehicles  
[Automotive Maintenance](https://facilities.unt.edu/services/Automotive-Maintenance) – <https://facilities.unt.edu/services/Automotive-Maintenance>  
[Vehicle Rental](https://facilities.unt.edu/services/Vehicle-Rental) – <https://facilities.unt.edu/services/Vehicle-Rental>  
[New Motorpool Reservation](https://facilities.unt.edu/content/new-motorpool-reservation) – <https://facilities.unt.edu/content/new-motorpool-reservation>