



Building & Facilities Services Guidelines

Updated April 2012

FoS Buildings & Facilities Services assist with anything at all to do with the buildings and infrastructure:

- **Keys & Locks** – Issuing of staff and student keys, door rekeying, tracking of key & swipe ownership
- **Building Access** – smart card activation and update of individual access permissions
- **Cleaning** - Issues, special cleans. Cardboard, E-waste, confidential waste and unwanted furniture removal
- **Electrical** - power points, switches, lights etc.
- **Plumbing** – leaks, floods, lack of water
- **Air Conditioning**- too hot, too cold, not working
- **Room Refurbishments**- Quotes, plumbing, electrical, structural, painting
- **Building Repairs** - or hanging whiteboards or notice boards
- **Signage** - Door names or flag signs
- **Phone** – New lines, ISD STD

All requests need to come through the Building and Facilities Service desk:

Found here: <http://web.science.mq.edu.au/intranet/facilities/>

Note:

- All access requests (ie keys or Cardax), need to be accompanied by the *FoS Application for building access form* found here: http://facilities.science.mq.edu.au/application_for_access.pdf (this form needs to be included with the request to ensure relevant authorizations' are in place before access can be issued)
- Relevant Department account codes are required for any charge back items (see list below)

In case of a building service failure the correct line of contact is:

Ron Claassens	x8417
Karl Lukezic	x9151
Linda Kerr	x9100
Imtiaz Bhayat	x9561

Last resort:

Property	x7145
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For medical or any other emergency X 9999

For out-of-hours emergency:

Security	x7112
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*Keys or building swipes are not to be passed on to anyone else. When students or staff leave Macquarie University, these must come back to the Building Services Manager for reissuing.

Safety induction

Depending on the need to access certain areas staff and students may need to be inducted by one or more of these staff:

Chemicals	Jenny Minard	x8169
Radiation	Rob Willows	x8146
Laser Safety	Susan Law	x8126
Bio safety	Elsa Mardones	x8233
Quarantine	Elsa Mardones	x8233
	Russell Field	x8341
Field Work	Craig Angus	x8249
	Russell Field	x8341
	Nigel Wilson	x8333
	Andrew Irvine (marine)	x8218
Dive / SCUBA	Paul McCann	x4078
Sea Water Facility	Andrew Irwin	x8218
E8A-L1-PC2	Elsa Mardones	x8233
E8A-L2-PC2	Marita Holley	x6978

Buildings and Facilities Services Charging

These items are charged to the Faculty/Dept's. An account number must be issued with any request for:

- Locks changed or keys cut
- Signage, door names, flag or larger.
- Special cleaning or carpet shampooing
- Room refurbishments- Quotes, painting, plumbing, electrical, or structural alterations. (NB. quotations requiring external consultants may require advance funding – check with the Building Services Manager if unsure)
- Hanging whiteboards & notice boards.
- Installation of extra phones or IT PORTS
- Large moving requests

These items are generally free of charge and can be submitted without an account number:

- Re-lamping or electrical supply failure
- Plumbing Problems or supply failure
- A/C problems or failure
- Fume hood failure
- Access problems electronic or key
- Building leaks
- Building structure repairs
- General cleaning
- Confidential waste, cardboard, e-waste, unwanted furniture collection
- Small office moves

Lost keys/FOBs

- Replacement of any lost stamped keys \$15ea
- Replacement of any lost Bio-loc keys \$30
- Replacement of any lost locker keys \$5
- First access FOB is free, if a fob is lost, the replacement will cost them \$50.

Payment for lost/replacement keys/FOBs is through the University cashier. Payment is to be made to acc # 4011/0002/4802. The receipt must be returned to the Building Services Manager before replacements are issued.