Faculty of Science and Engineering Access

- **Keys & Locks** – Issuing of staff and student keys, tracking of key & swipe ownership
- **Building Access** – smart card activation and update of individual access permissions

And then go to Key and Card access → Online Key and Card access
Or go the following link
[https://ask.mq.edu.au/account/forms/display/access_request](https://ask.mq.edu.au/account/forms/display/access_request)

*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.*

Faculty of Science and Engineering Building Services

- **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
- **Door Rekeying** – submit requests via email to ron.claassens@mq.edu.au
- **Doors malfunctioning** – submit via Buildings and Facilities Service Desk via Property link on the intranet

Buildings and facilities → Buildings and Facilities Service Desk via Property
Or go to the following link
[https://ofm.mq.edu.au/service_request.html](https://ofm.mq.edu.au/service_request.html)

**Phone or IT contact Macquarie OneHelp**
[help.mq.edu.au/cgi-bin/WebObjects/OneHelp.woa/wa/TicketActions/new](http://help.mq.edu.au/cgi-bin/WebObjects/OneHelp.woa/wa/TicketActions/new)
Signage direct to METS F9B
http://mets.mq.edu.au/requests/
  • Signage - Door names or flag signs

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

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

Last resort:
  Property  x7145

For out-of-hours emergency:
  Security  x7112

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  David Lovejoy  x2732
Laser Safety  Susan Law  x8126
Bio safety  Elsa Mardones  x8233
Quarantine  Elsa Mardones  x8233
Russell Field  x8341
Field Work  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 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 and booking of poster/display boards - Submit these requests directly via email to ron.claassens@mq.edu.au  

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 – Submit these requests via METS job request page link on the science intranet page  
• 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.  
• Signage, door names, flag or larger – Submit these requests via METS job request page link on the science intranet page  
• Installation of extra phones or IT PORTS – Submit these requests via ONEHELP  
• Large moving requests – Submit these requests directly via email to ron.claassens@mq.edu.au