



Building & Facilities Services Guidelines

Updated February 2016

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

Please go to <http://web.science.mq.edu.au/intranet/facilities/>

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

*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

Please go to <http://web.science.mq.edu.au/intranet/facilities/>

Buildings and facilities → Buildings and Facilities Service Desk via Property

Or go to the following link

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



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
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For out-of-hours emergency:

Security	x7112
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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