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APPLIES TO	Facilities Development & Operations	
SUBJECT	Access to Dorms and Apartments	
RESPONSIBLE ADMINISTRATOR	Senior Director, Maintenance and Operations	

Purpose

This operating procedure establishes a standardized process for FD&O technicians to access residential dorms and apartments for maintenance and repair of equipment and services. It ensures safety compliance, operational consistency, and minimal disruption to residents.

Procedure

- **Work Order Initiation**
 - Residents submit a work order through WebTMA for maintenance requests, such as plumbing, electrical, and HVAC issues.
 - FD&O dispatches technicians based on the established service priorities
- **Entry Procedure**
 - Upon arrival, the technician will knock three times, calling out “Maintenance” after each knock.
 - If there is no response, the technician will use the assigned key or access card (as applicable to the building) to unlock the door and secure it in place with a doorstop.
 - The technician will position a maintenance sign across the doorway, and step just a few inches inside while again calling out, “Maintenance.”
 - If there is still no response, the technician will proceed inside, continuing to call out “Maintenance.”
- **On-Site Procedure**
 - The technician will place a visible maintenance prop after completing the entry procedure to indicate work is in progress.
 - The technician will complete the required maintenance task.
 - Upon finishing, the technician will attach an FD&O Maintenance Note on the dorm/apartment bulletin board for resident notification. The template includes:
 - Date of service
 - Work Order (WO) number
 - Technician’s name
 - Whether the issue was resolved
 - Work performed

- **Access Escort Requirement:**

For any work involving a contractor or external personnel, the technician must be escorted by an appropriately trained Housing team member when entering any building or dorm.

- The following housing facilities have card reader access to dorms:
 - Campus Village Bldg C
 - Campus Village Bldg 2
 - Spartan Village on the Paseo
 - International Student Housing
 - Campus Village Bldg A
 - Campus Village Bldg B
- The following housing facilities have physical key access:
 - Washburn Hall “Classics”
 - Joe West Hall “Classics”

- **Resident Requests & Scheduling Adjustments**

- If a resident requests the technician to return at a later time, the technician must report the new time to FD&O Work Control
- FD&O Work Control will update the work order to reflect the revised schedule.

- **Access to Additional Units**

- If maintenance is required in a dorm/apartment not listed in the original work order, the technician must:
 - Notify the resident(s).
 - Contact FD&O to update the work order accordingly.

- **Compliance & Documentation**

- All maintenance activities must align with FD&O operational policies.
- For any concerns, report to Work Control at (408) 924-1990

ASSOCIATED FORMS	
<i>Name of the Form</i>	

REFERENCE DOCUMENTS	
<i>Document Title</i>	

VERSION HISTORY		
<i>Version</i>	<i>Approved By</i>	<i>Revision Date</i>
(1) Original	Aaron Klemm, Interim SAVP	N/A

FD&O's commitment to process improvement

FD&O is committed to continuous improvement and providing facilities, development & operations services to the campus. Every Administrative Directive, Standard Operating Procedure, Guideline, and Standard accepts feedback from customers, FD&O employees, and leadership to facilitate continuous improvement.

FD&O accepts feedback continuously and conducts reviews when a particular procedure receives substantial feedback and periodic reviews.

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