

Work Orders

The following process is how work orders are to be completed:

- A Residential Life staff member may submit all non-emergency work orders. Students are not allowed to complete work orders.
- **ALL WORK ORDERS SHOULD BE TYPED IN CAPITAL LETTERS – THIS ASSISTS THE STAFF WHO READ THE WORK ORDERS BECAUSE THEY ARE PRINTED IN A SMALLER FONT.**
- Work orders may be submitted online off of the Physical Plant Work Orders link on the left drop menu on KnowHope.
- RA's should carbon copy their RD/RLC for record keeping purposes.
- The work order needs to be specific as to what needs attention, exactly where the problem is located, and what type of problem it is including noises, color and what may fix the issue.
- On the work order, please note if the repair is due to damages. Please identify who the charge should be billed to for the repair.
- The requestor will receive an email back from Physical Plant with a work order number. The requestor may receive notice from Physical Plant that this is damage to the hall requiring a billing report form to be filed.
- The RD/RLC should keep record of work orders to ensure issues are fixed in a timely manner.
- The RD/RLC will receive a form back from the Physical Plant stating the date and what was done to address the problem. It is also a good idea to follow up with residents.
- If work orders are not addressed in a timely fashion, or you feel the problem needs further attention, contact the Physical Plant office (x7835). If further action is required after this step, please contact your supervisor.

Emergency Work Orders

For emergency situations such as no heat, no hot or cold water, no power, natural gas odor, roof leakage, or flooding, you may call the Physical Plant office directly during business hours. If it Saturday, Sunday or after 5:00pm Monday-Friday, you should call Campus Safety at x7770 for assistance and assessment of the issue. Please make sure to have complete information about the problem as to best assess who should be called to remedy the problem



Who to call for...

A problem with a door KNOB or LOCK:

- Locksmith (x7770)

A problem with an access card or punch code:

- Campus Safety (x7770)

A problem with phones, computer labs, or Internet:

- CIT (x7670)
- Problems with cable go to Comcast: 1-888-COMCAST

A problem with a door frame or anything else:

- Physical Plant (x7835)

After hours facility emergencies:

- Campus Safety (x7770)

Problems with ID?

- If your ID has become deactivated, you need to go to the Registrar
- If your ID works, but will not let you into buildings, you need to go to Campus Safety

Supply requests

As an RA, you are responsible for ordering cleaning and maintenance supplies for your house. The Physical Plant Supplies Request is available here:

<http://www.hope.edu/knowhope/services/ppsupplyform.html>

After you order supplies, you will receive an email saying that you may come and pick the supplies up from the Physical Plant. You must go to the Physical Plant and pick the supplies up. Physical Plant will not deliver supplies to your house.

Here is a list of available supplies:

- Toilet Paper
- Toilet Bowl Cleaner
- TaskMate Rags
- Sponges
- Sponge Mop
- Dust Rags
- Sponge Mop Refill
- Window Cleaner
- Light Bulbs
- Sm/Med/Lg Rubber Gloves
- Vacuum Belt
- Oven Cleaner
- Snow Shovel
- Shower Curtain
- Toilet Bowl Brush
- Garbage Bags
- Small Wastebasket Bags
- Broom
- Pail
- Dust Pans
- Cream Cleanser
- CDC Disinfectant
- Damp Mop
- SD-20 Cleaner
- Salt



How to clean using College-provided supplies

Bathroom:

- Use a sponge or paper towel and CDC-10 to clean the counters and sink (including the faucet)
- Use a sponge and CDC-10 or Foamy Q & A to clean the walls, floor, and curtain/door of the shower
- Use a sponge or paper towel and CDC-10 to clean the entire outside of the toilet
- Use NACB Plus and a toilet bowl brush to clean the inside of the toilet bowl. Squirt the NACB Plus around in a circle inside the toilet bowl
- Clean the mirror using Window Cleaner and a paper towel
- Sweep the floor
- Mop the floor using a bucket with water and damp mop or CDC-10 and a sponge mop
- Empty all trash from the bathroom

Kitchen:

- Clean the countertops, sink (including the faucet), and stovetop using CDC-10 and a sponge
- Remove the stove drip pans and clean them using dish soap or Mr. Muscle (if very dirty)
- Use CDC-10 and a sponge to clean out the inside of the microwave
- Sweep the floor
- Mop the floor using a bucket with water and damp mop or CDC-10 and a sponge mop

Living and Dining Rooms:

- Use CDC-10 and a sponge or paper towel to clean the dining room table
- Use a Stretch-N-Dust rag to dust the TV, windowsills, end tables, and coffee table
- Remove all trash from the room(s)
- Vacuum the carpet, moving furniture if necessary, in the living and dining rooms, the hallways (upstairs and downstairs), and the steps going upstairs

Basement/Shoveling:

- Sweep or vacuum the steps going to the basement
- Sweep the basement floor and vacuum any carpeted areas
- Remove all trash from the basement
- Wipe down the washing machine and dryer
- Shovel the front porch and sidewalk (up to the city sidewalk) when it snows

Trash:

- Take the trash gondola from the curb back behind the house after Chef Container has emptied it on Monday
- Empty the trash from the kitchen as it is necessary during the week
- On Sunday, after dark, empty the kitchen trash. Move the trash gondola to the curb, with the recycling in a proper yellow bag



Snow Removal for Cottages & Apartments

It is the responsibility of the residents living in a cottage to shovel (in case of snow) their own front porch, steps, and the sidewalk up to the city sidewalk. Hope College Physical Plant will provide each cottage with a snow shovel and a bag of salt. These can be ordered using the Supply Request form online.

<http://www.hope.edu/knowhope/services/ppsupplyform.html>

Shoveling is for the safety of the residents living in a cottage and any visitors. The USPS Postal Worker will not deliver mail to your house if he/she cannot safely walk on the sidewalk, steps, or porch.

Hope College Physical Plant will snowplow cottage driveways if there are three or more inches of fresh snow on the ground. In order to have a driveway plowed, someone from the cottage must call Physical Plant (x7835) before noon on the day he/she would like the driveway plowed to request the plow. All cars must be pulled out of the driveway when Physical Plant is called. Once the driveway is plowed, residents may move their cars back into the driveway.

Trash

Residence Hall and Apartments

Trash bins are located in each residence hall, on each floor, in either the bathroom or custodial/trash room. Parkview, Vennema and Brumler have their own bins that the residents are in charge of pulling in and out on the day trash is to be picked up. **DO NOT THROW CONTAINERS WITH LIQUID IN TRASH RECEPTACLES!** Empty liquid in a sink and then throw away or recycle the container.

Cottages

Each cottage has their own trash bin that the residents are responsible for pulling in and out on the day trash is to be picked up.

- Pick up is on Mondays
- Place recycle totes and trash bins out on the curb no earlier than dusk the night before and no later than 7am the day of pick up.
- You must pull back the bins the same day as pick up—this is finable city ordinance
- Keep trash bin overflow to a minimum—there can be a \$10 fee for overflow assessed by the city.
- If your totes or bins disappear, the RA should report it as stolen or broken on the work order system



Recycling

The College recognizes the importance of recycling and provides a program supported by Residential Life, Environmental Issues Group, and Physical Plant. In order to be successful, Residential Life coordinates the program, Environmental Issues Group is responsible for educating residents and Physical Plant is responsible for the process of collecting recyclables.

It is the responsibility of each Residential Life staff member to inform residents about the program and to make sure that it runs smoothly in each hall, apartment and cottage. Contact the Environmental Issues Group if you feel more education is necessary. Check the recycle bins frequently to make sure they are not being abused or are overflowing. Recycling is quick and easy, and it helps to preserve the environment.

What can be recycled? (Please rinse and flatten all items.)

- Pop cans (Residential Life staff can collect returnable cans for hall programming funds).
- Aluminum cans
- Newspapers and magazines
- Office paper, notebook paper – please use the bins located in or near hall computer labs.
- Non-corrugated cardboard – cereal boxes, pop boxes, flattened
- Glass containers (clear) – do not recycle glass if it broken.
- Plastic numbers 1 and 2 only

Do not recycle!

- Styrofoam
- Plastic wrap
- Pizza boxes, or other boxes that have food residue on them

The custodial staff monitors the containers and collects the recycling on Fridays each week. Pop cans will not be collected by the custodial staff, but left to the discretion of the RD for collection.

If items are not recycled correctly or if the wrong items get placed in bin, the entire bin is contaminated and cannot be recycled. Please watch the bins and make sure this does not happen.

Where Can You Recycle?

Residence Halls – recycling containers and information are located on each of the hall's floors either in the bathroom or the custodial/trash room.

Apartments – Brumler, Parkview and Vennema Apartments have their own recycle bins and containers that the residents are in charge of pulling in and out on the day recycling is picked up. College East, Kraker and Brownstone have containers located in the basement. Gazelle should use the containers in the Kraker basement.

Cottages – cottages are to use the curbside bins that have been provided by the city for recycling, along with the totes for collecting trash. If your totes disappear, the RA should report it stolen or broken on the work order system.

