



Document Number	Elevator Work Orders SOP, D.5.01
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Related Policies and Procedures	

1. Purpose/Introduction

To establish a standard operating practice to receive, assign, and track elevator repair work orders and communicate with the requester regarding the repair status.

2. Definitions

N/A

3. Procedural Steps

3.1 For Elevator Service Calls During Normal Business Hours:

3.1.1 The Customer Service Center (CSC) shall be contacted at (336) 334-5684 regarding elevator service requests during regular business hours (8am – 5pm, Monday through Friday except for holidays).

3.1.2 For elevator entrapment calls, the Customer Service Center immediately calls the elevator company's service center based on which company has the contract for that building.

3.1.3 When a request for elevator repair is received by the Customer Service Center (CSC), the building maintenance tech for Facilities Operations will be contacted by the CSC to verify that the elevator needs repair and gather more information as needed. The maintenance tech will then update the CSC.

3.1.4 Housing and Residence Life (HRL) staff will verify that the elevator needs repair before contacting the CSC.

3.1.5 Once verified, the CSC shall complete the following:

1. Call the elevator company's service center based on which company has the contract for that building.
2. Request immediate response if the building only has one elevator or if all elevators in a building are down. If only one elevator is down in a building with more than one elevator, the CSC will request that the technician respond that day unless it could involve overtime. If overtime is anticipated the technician will be requested to respond the next business day.

3. Enter a TMA work order including the requester's name, phone number, and e-mail address and the date and time the elevator company's service center was contacted.
 4. Place a printed copy of the work order in the elevator service binder under the appropriate service provider that is located at the front desk.
- 3.1.6 The CSC front desk employee will check the binder daily to ensure that finished work orders with comments have been entered in to TMA and or notify the requester of the status. The elevator Contract Administrator (CA) will also check the binder daily to stay updated on elevator repairs.
 - 3.1.7 The CSC front desk employee will notify the requester by email if the repairs are going to take longer than 24 hours and or at each update provided by the elevator service technician until the repairs have been completed. The elevator CA and their supervisor shall be copied on all emails.
 - 3.1.8 The requestor will receive a minimum of two automated e-mails from CSC. The first e-mail will be sent when the work order is created and the second sent when the work order is finished. Additional emails may be sent if the repairs are going to take longer than 24 hours or to provide updates.
 - 3.1.9 The elevator tech will check their section of the binder each day when they get or return the building keys and note on the work order finished or an estimated repair date.
 - 3.1.10 The elevator tech will hand the work order to the CSC employee so that they can change status to finished if the elevator has been repaired or notify the requester of the estimated repair date. Work orders should not be changed to a status of finished until CSC has received confirmation that the work has been completed.
 - 3.1.11 For scheduled repairs requiring the elevator to be shut down, the CA will provide a minimum of 2 business days of notice to the appropriate customers by requesting that the CSC send an e-mail notification to the building contacts.
 - 3.1.12 The CA will maintain the elevator list by building indicating the service provider and contact information and provide to the CSC and to UNCG Police Dispatch. The CA is also responsible for updating and submitting this list as changes occur to ensure that the CSC and UNCG Police have a current list at all times.
 - 3.1.13 When the CA receives the elevator company's e-mail describing the repairs for elevators within residence halls, they will forward it to the HRL Assistant Director for Facilities.

3.2 For Elevator Service Calls Outside of Normal Business Hours:

- 3.2.1 All elevator service calls outside of regular business hours should be directed to UNCG Police by calling (336) 334-4444.
- 3.2.2 When UNCG Police receives a call concerning an elevator repair or an entrapment, they will first contact the elevator company's service center as listed for the specific building and then request a work order via WebTMA (<https://facoperations.uncg.edu/request-service/>). Immediate response shall be requested for entrapments, when the only elevator in a building is down, or when all elevators in a building are down. Otherwise, it will be requested that the technician respond the next business day.
- 3.2.3 The CSC will create the work order the next business day and complete the additional

actions described above for elevator work orders. The name of the requester on the work order shall be the Facilities Operations elevator contract administrator.

4. Revision Table

Revision #	Section #	Summary of Changes	Approval Date