

TO: UAH Students, Faculty, and Staff

FROM: Greg Smith, Assistant Vice President of Facilities & Operations

SUBJECT: New Facilities Maintenance Management/Work Order System

DATE: February 22, 2022

The UAH Facilities and Operations Department is committed to be a customer-focused organization that is responsive and reliable. We are pleased to announce the launch of a new and improved maintenance management software and dispatch process to enhance our customer service.

We are confident that this new system will improve the process of submitting, receiving, tracking, and updating facilities service requests, workstation moves, and small renovation/alteration projects.

You will enjoy the ability to:

- Submit facilities service requests more easily from any computer or mobile device
- Upload and attach photos and/or documents to service requests to provide greater detail
- Track your service requests and receive automated updates to which you can directly reply

Our Facilities Support Staff will benefit from:

- Prioritized work order assignments on their mobile devices
- Access to important asset/equipment information and maintenance checklists
- Documentation of all repair and maintenance activities on University equipment and assets

Ways to submit a F&O Service Request:

1. Click on the Facilities & Operations webpage, <https://www.uah.edu/facilities-and-operations>
2. From My UAH page, under Facilities & Operations click “Submit a Service Request”
3. Email us at facilities@uah.edu or call 256-824-6490, Monday – Friday 7:00 am until 5:00 pm.

We value your feedback and also request your participation in the brief survey offered at the end of each completed work order. If you have any questions or comments please email facilities@uah.edu or call us at 256-824-6490 during normal business hours: Monday – Friday, 7:00 am until 5:00 pm CST.

Below is a quick reference desktop summary on the best way for you to submit a facilities request depending on various campus facilities conditions:

301 Sparkman Drive
Physical Plant Building
Huntsville, AL 35899
t. 256-824-6490

Condition	Action Request
Non-housing building Non-emergency Maintenance Any day, anytime 24/7	Complete request on UAH F&O webpage by clicking Here (This is the most accurate & efficient method with the quickest response for non-emergency requests).
Non-housing building Emergency Maintenance Monday-Friday, 7:00 am-5:00 pm	Call Facilities Service Desk 256-824-6490
Non-housing building Emergency Maintenance Weekends/After hours	Call UAH Police Department 256-824-6596
Housing/Residence Hall Non-emergency Maintenance Monday-Friday, 8:30 am -5:00 pm	Complete form by clicking HERE
Housing/Residence Hall Emergency Maintenance Monday-Friday, 8:30 am -5:00 pm	Call the Housing Office at 256-824-6108
Housing/Residence Hall Emergency Maintenance Weekends or After hours	Contact the Resident Assistant (RA) on duty of your residence hall
Emergency Maintenance Examples: Utility outage, Dark area/all lights out, unsecured door, flooded area, plumbing issue, electrical hazard, HVAC outage, blocked road, tree down	
For information regarding surplus equipment, please contact Central Receiving and Shipping at 256-824-6315 or email crb@uah.edu	



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