How To Get Work Done On Campus

Facilities Management
Getting Started

Who We Are

Auburn University Facilities Management employs more than 450 talented and professional individuals who are responsible for the coordination of construction, maintenance, and infrastructure of the AU campus.

We have an in-house team of architects, engineers, construction managers, designers, skilled craftsmen, and custodial service staff who take great pride in delivering high quality and on-time customer service. In addition, we partner with excellent firms on a number of our campus projects.

“As stewards of the University’s resources and facilities, we are committed to providing outstanding support to Auburn University students, faculty, and staff. Please let us know what we can do to serve you.”

War Eagle!

Assistant Vice President
Facilities Management

Our Services

What We Can Do For You

Our team stands ready to assist you with your requests. We offer a number of services to our campus customers. Let us know how we may help you by contacting us today. To submit a request for work online, complete a Work Order Request Form or call the Work Order Desk at 844-HELP (844-4357). Some projects require the completion of a Project Initiation Form. We’ll help you determine what you need to do in order to begin your project.

Asbestos Removal
Automotive Repair
Campus Planning
Card Request or Access
Carpentry
Construction Management
Custodial Services
Design Services
Electrical Repair
Equipment Rentals
Event Assistance
Floor Maintenance
In-house Construction
Key Request or Replacement
Landscaping Services
Mail Services

Mechanical Repair
Moving Services
Painting
Pest Services
Plumbing
Preventive Maintenance
Recycling
Renovation Work
Roofing
Sidewalk Repair
Sign Creation
Space Management
Street Repair
Utility and Energy Services
Waste Management
Wildlife Control
Facilities Management is available to assist you with a number of campus projects and services. Generally, most work will fall into one of two categories. You will either need to complete a Project Initiation Form (PIF) or a Work Order.

### Examples of PIFs and Work Orders

#### PIFs
- Connection to any building system (structural, HVAC, plumbing, electrical) that requires more than plugging a device into an outlet
- Renovation of an existing space
- New flooring, doors, walls, and casework
- New lab equipment including, but not limited to, fume hoods or biological safety cabinets
- New Building

#### Work Orders
- Temperature adjustment in a room, office, or building
- Roof leak
- Light bulb replacement
- Door lock or hinge malfunction
- Flooding
- Floor and carpet cleaning
- Sidewalk and pot hole repair
- Restroom repair
Project Initiation Requests

WHAT IS A PIF (PROJECT INITIATION FORM)

The Facilities Management Project Initiation Form (PIF) is the means by which an Auburn University College, School, or Department request and initiate any project for planning, design, engineering, and/or construction services for any AU building or grounds. Therefore, a PIF is generally required for any request to renovate or otherwise perform any modifications to the interior or exterior of an existing AU building, along with any request for new buildings or structures.

Initiating a project through Facilities Management is essential to ensure the requested work complies with all applicable building codes, laws, and regulations; along with Auburn University’s design, construction, and character and image standards.

INFORMATION TO INCLUDE ON A PIF

The Facilities Management Project Initiation Form (PIF) provides the basic information needed to initiate a project. You may find the online form here: http://www.auburn.edu/administration/facilities/projects/documents/pif.pdf. Please print the form for completion of the required signatures. All sections are required to process the PIF, so please be certain to fully complete this form before returning it to Facilities Management.

HOW TO SUBMIT A PIF

Once the PIF has been fully completed and signed, return the form to Facilities Management by either email or fax. To return the PIF by fax, simply send it to Facilities Management at (334) 844-9458. To send the PIF by email, scan the signed PIF and email the image or PDF file directly to PIF@auburn.edu.

WHAT HAPPENS NEXT TO THE PIF

Once a PIF has been received by Facilities Management, it will then be reviewed by Facilities Program Management and Project Execution to ensure that all sections of the PIF have been completed, and that the form has been signed by the appropriate individuals. At that time, the information contained on the PIF will be entered into the Facilities Project Database, and a project will be initiated. The requestor(s) noted on the PIF will then be notified by email that a project has been initiated, along with the project number and name assigned to their project.

Depending on the nature of work requested, typically an architect, engineer, designer, planner, or construction manager from Facilities Management will be assigned to the new project. This person will then meet directly with the requestor(s) to determine the project requirements and to develop a scope of work. A preliminary budget and schedule will also be established at this time. Once the scoping process has been completed and the project has been funded, this same individual will assist with transitioning the project into either a more advanced stage of design, or into the construction and implementation phase.
Work Orders

A **Work Order** is a request for a service that is provided by Facilities Management. The Work Order Maintenance Center (WMC) is maintained in-house at the Facilities Management complex.

Requests include but are not limited to:

- Maintenance repairs inside or outside a building
- Set-up for events
- Cleaning services
- Landscaping work

**HOW TO SUBMIT A Work Order**

For life-threatening emergencies, **call 911**.

To submit an online request for work, complete a **Work Order Request Form** or call the Work Order Desk at 844-HELP (844-4357).

If you would like to track your work orders or you submit more than five work orders a month, please use the online Facilities Work Management system (**AiM**). All regular Auburn employees can request access to the system by calling 844-9404.

For Housing and Residence Life requests, please submit a work order to **Housing and Residence Life** or call 844-4477.

**ALL Work Order CALLS ARE ANSWERED 24/7.**

- Weekdays: 6:00 a.m. to 5:00 p.m. - The phone lines are answered by Facilities Management staff.
- Weekdays: 5:00 p.m. to 6:00 a.m. - Weekends and holidays - the phone lines are forwarded to an answering service.

The answering service provides the same service for customers as the Facilities Management staff. All persons who answer work order calls document the nature of the call, ask for the caller’s name, phone number, building/location, department, and an account number if the work is billable.

The call operator determines the priority of the call as “emergency”, “urgent”, or “routine.” If the call is an emergency or urgent, a shop supervisor will be contacted immediately to expedite the work. Routine work orders are scheduled by the shop supervisor or at an agreed-upon time by the supervisor and the customer.

All work orders are entered into **AiM**. Customers are then given a work order number for tracking purposes and can call the Work Order Desk or log on to **AiM** to check the status of their request.
Custodial Services Support

We provide a safe, clean, and healthy environment for students, faculty, and staff. Our services are available from 5:00 a.m. to 12:30 a.m. Monday through Friday for academic, classroom, and laboratory buildings. We also provide 24/7 emergency on-call services. You may contact us either by telephone or by submitting an online Work Order.

Contact Us By Telephone or Submit Online Work Order

- For life-threatening emergencies, call 911.
- Customers can call the Facilities Management Work Order Desk at 334-844-HELP (844-4357) or contact Building Services at 334-844-4680.
- To submit an online request for work, complete a Work Order Request Form.
- If the issue is a non-life threatening emergency, the client should indicate this and the request will be scheduled within 1 to 24 hours.
- To report a custodial issue, please be prepared to provide the location of the building, a room number, and contact information including a name and phone number.
Contact Us

- Life-threatening Emergencies - **CALL 911**
- Facilities Management Work Order Desk - 334-844-HELP (844-4357)

- Access Control (Keys and Cards) - 334-844-9466 or 334-844-9434
- Building Coordinator - 334-844-8584
- Campus Relocation Coordinator - 334-703-0214
- Cleaning Services (Building Services) - 334-844-4680
- Cleaning Services (Contract Services) - 334-844-8108
- Communications and Marketing - 334-844-9142
- Construction Management - 334-844-7379
- Design Services - 334-844-9540
- Facilities Management Human Resources - 334-844-9508
- In-house Construction - 334-844-9407
- Landscaping - 334-703-7570
- Mail Services - 334-844-9597
- Maintenance - 334-844-9500
- Noise Permit/Amplified Sound - 334-703-0615 or 334-844-8584
- Office of the University Architect - 334-844-9189
- Program Management - 334-740-8218
- Recycling - 334-844-9461
- Safety Management - 334-703-2359
- Service Support - 334-844-4619
- Utilities and Energy - 334-844-8520
- Waste Reduction - 334-844-9461
We build and maintain the facilities, grounds, and infrastructure of the AU campus.

THIS IS AUBURN.