Building & Facilities Services Guidelines
Updated February 2016

Faculty of Science and Engineering Access

- **Keys & Locks** – Issuing of staff and student keys, tracking of key & swipe ownership
- **Building Access** – smart card activation and update of individual access permissions

And then go to Key and Card access → Online Key and Card access
Or visit the MQ Property [Repairs and Maintenance](http://web.science.mq.edu.au/intranet/facilities/) website.

*Keys or building swipes are not to be passed on to anyone else. When students or staff leave Macquarie University, these must come back to the Building Services Manager for reissuing.

Faculty of Science and Engineering Building Services

- **Cleaning** - Issues, special cleans. Cardboard, E-waste, confidential waste and unwanted furniture removal
- **Electrical** - power points, switches, lights etc.
- **Plumbing** – leaks, floods, lack of water
- **Air Conditioning** - too hot, too cold, not working
- **Room Refurbishments**- Quotes, plumbing, electrical, structural, painting
- **Building Repairs** - or hanging whiteboards or notice boards
- **Door Rekeying** – submit requests via email to fse.buildingservices@mq.edu.au
- **Doors malfunctioning** – submit via Buildings and Facilities Service Desk via Property link on the intranet

Buildings and facilities → Buildings and Facilities Service Desk via Property
Or visit the MQ Property [Repairs and Maintenance](http://web.science.mq.edu.au/intranet/facilities/) website.

**Phone or IT: contact Macquarie OneHelp**

[help.mq.edu.au/cgi-bin/WebObjects/OneHelp.woa/wa/TicketActions/new](http://help.mq.edu.au/cgi-bin/WebObjects/OneHelp.woa/wa/TicketActions/new)
Signage direct to METS F9B
http://mets.mq.edu.au/requests/
- **Signage** - Door names or flag signs

**In case of a building service emergency the correct line of contact is:**

Ron Claassens x8417 / x8145  
Karl Lukezic x9151  
Kristina Willis x8132  
Meredith Hallgren x8319

**Last resort:**  
Property x7145

**For out-of-hours emergency:**  
Security x7112

**Safety induction**  
Depending on the need to access certain areas staff and students may need to be inducted to the area. Speak to your Supervisor for details.

**Buildings and Facilities Services Charging**  
These items are generally **FREE** of charge and can be submitted without an account number:

- Re-lamping or electrical supply failure  
- Plumbing Problems or supply failure  
- A/C problems or failure  
- Fume hood failure  
- Access problems electronic or key  
- Building leaks  
- Building structure repairs  
- General cleaning  
- Confidential waste, cardboard, e-waste, unwanted furniture collection  
- Small office moves and booking of poster/display boards - **Submit** these requests directly via email to [fse.buildingservices@mq.edu.au](mailto:fse.buildingservices@mq.edu.au)
These items are **CHARGED** to the Faculty/Dept’s. An account number must be issued with any request for:

- Locks changed or keys cut
- Signage, door names, flag or larger – Submit these requests via METS job request page link on the science intranet page
- Special cleaning or carpet shampooing
- Room refurbishments- Quotes, painting, plumbing, electrical, or structural alterations. (NB. quotations requiring external consultants may require advance funding – check with the Building Services Manager if unsure)
- Hanging whiteboards & notice boards.
- Signage, door names, flag or larger – **Submit** these requests via METS job request page link on the science intranet page
- Installation of extra phones or IT PORTS – **Submit** these requests via ONEHELP
- Large moving requests – **Submit** these requests directly via email to **fse.buildingservices@mq.edu.au**