

## CCA Facilities Department ~ Requests for Service, Maintenance, and Repair ~ Guidelines

For all routine facility requests, please complete the online **work-order request form**: [facilities.cca.edu](https://facilities.cca.edu)

**NOTE:** Remember to designate to which campus your request pertains. Doing so ensures the work-order is distributed to the appropriate campus facilities office.

The sections below identify two types of requests and how the CCA community members should manage their requests for service, maintenance, or repair for all campus facilities.

Use the [facilities work-order](#) for **routine** requests, including but not limited to the following:

- Plumbing (leaks, faulty toilets, clogged drains, broken fixtures)
- Electrical (lighting, outlets, switches)
- HVAC, cooling and heating (e.g., unusually hot or cold conditions)
- Structural (broken doors or windows, floor, ceiling, or wall issues)
- Painting and wall surface repair
- Janitorial (supplies, spills, excessive garbage, general clean up)
- Landscaping (plant debris, fallen trees, broken sprinklers)
- Furniture movement or assembly, or both

For operational and infrastructure related issues, please first contact the appropriate facilities director:

Oakland — **Pete Sutton** at 510.594.3611 — [psutton@cca.edu](mailto:psutton@cca.edu)

San Francisco — **Noah Bartlett** at 415.703.9560 — [nbartlett@cca.edu](mailto:nbartlett@cca.edu)

Chief Facilities Officer — **Deborah Feldmann** at 510.594.3606 — [dfeldmann@cca.edu](mailto:dfeldmann@cca.edu)

Such **nonroutine** problems include, but are not limited to the following:

- Emergencies
- Any and all alterations of or modifications to the buildings and grounds
- All urgent issues (faulty life-safety devices, excessive water, leaking roofs, electrical sparks, access problems)
- Vendor or service-contractor issues (e.g., janitorial services, mechanical services, alarm and fire system services, construction, contractor services)
- Planning (construction, FF&E, events, and activities) **NOTE:** There is separate process for projects that meet or exceed certain scope criteria. These projects will be referred to and evaluated by the appropriate committee.

**If you are unsure about where you should direct your request or inquiry, please use the work-order request form** (see link above).

All requests submitted via [facilities.cca.edu](https://facilities.cca.edu) arrive in the director's inbox and are prioritized, distributed, and addressed as they are received.

For additional information, see the [Facilities section](#) on the CCA website:

<http://www.cca.edu/about/administration/facilities>

Thanks,

CCA Facilities