Service Issues Email for Facility Issues

February 28, 2022

The College Community:

As our on-campus density increases, we thought it would be a good time to remind the community about the best way to report campus services issues.

Our Service Issues email has been a very useful tool that has allowed us to ramp-up and expedite campus facilities issues. It has been widely used, very successful and we have received a lot of positive feedback.

I want to reinforce the email address and continue to encourage campus usage. We have added PPE requests as a use for this email and will continue to expand its functionality for faculty, students and staff to provide feedback on facility conditions:

- **Service.Issues@KBCC.cuny.edu**

Please use this e-mail to report conditions such as:

- classroom issues
- request PPE
- social distance & signage issues
- cleanliness
- clocks
- food service issues
- hallway conditions such as lighting, cleanliness, ceiling tiles
- lighting
- restrooms needing attention, out of service
- room temperature
- white boards
- window treatments

The e-mail is not intended to be used for emergencies or to replace our electronic work order system but to help Building and Grounds and our Technology Department receive feedback for areas that are heavily used and require constant attention. We will acknowledge the receipt of your e-mail within 24 hours and based on the repair and priorities we will schedule the work. Upon completion of the work an email will be forwarded to you indicating that the repair has been completed.

In the event of an urgent situations, please call:

- Building and Grounds @ ext. 5124

- Health & Safety: @ ext. 4778

- Public Safety @ ext. 4800

- IT Equipment & Support @ ext. 6679

If you have any questions or require any additional information, please do not hesitate to contact me.

Thank you.

Ed Rios
Vice President for Finance and Administration
Kingsborough Community College