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LAMAR UNIVERSITY  
MANUAL OF ADMINISTRATIVE POLICIES AND PROCEDURES

**SECTION: Facilities Management**

**AREA: Custodial Services**

**Custodial Services: Requests for Service**

**MAPP 04.04.02**

**I. POLICY**

- A. The Custodial Services department of Lamar University's (LU) Office of Facilities Management responds promptly to requests for service, thus helping to ensure a clean, safe, and efficient University campus.

**II. PURPOSE AND SCOPE**

- A. This policy falls under the authority of all applicable federal and state laws, statutes, rules, and regulations, including, but not limited to, the following: the Texas State University System (TSUS) Rules and Regulations; Texas Education Code, Title 3, Higher Education; and the Texas Administrative Code, Title 19, Education.

**III. PROCEDURES**

- A. Routine custodial duties are performed by designated custodial staff following a regular schedule set by the Office of Facilities Management.
- B. When an LU building, facility, or room requires unanticipated custodial service, an LU employee should contact Facilities Management Customer Service to submit a work request for custodial assistance. (**Note.** Students and campus visitors who notice a custodial need should speak with an LU employee, who can then submit a work request.)
- C. After an LU employee submits a work request, Facilities Management Customer Service creates a work order, which includes details about the service requested.
- D. Facilities Management Customer Service then forwards the work order to the Director of Custodial Services or designee, who coordinates a response to the request.
- E. **Emergencies:** If a custodial issue is an emergency, or has the potential to escalate to an emergency, an LU employee, student, or visitor should contact the Office of Facilities Management and/or the LU Police Department (LUPD) as quickly as possible.
- F. **Emergencies: After Hours, Holidays & Weekends.** If a custodial issue is an emergency, or has the potential to escalate to an emergency, and the Office of Facilities Management is closed, an LU employee, student, or visitor should contact the LUPD as quickly as possible.

**IV. STUDENT HOUSING**

A. LU Student Housing employs its own custodial staff, which responds to custodial issues in campus housing.

**V. COST AND PAYMENT**

A. Payment for custodial services is arranged according to Facilities Management’s Fee Structure Policy.

**VI. REVIEW AND RESPONSIBILITY**

Responsible Party: Chief Operations Officer

Review Schedule: Every three years on or before September 1

**VII. APPROVAL**

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 Dr. Robert H. Wagner 09/15/2022  
 Chief Operations Officer Date

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 Dr. Jaime R. Taylor 09/16/2022  
 President Date

**REVISION LOG**

| <b>Revision Number</b> | <b>Date</b> | <b>Description of Changes</b>  |
|------------------------|-------------|--------------------------------|
| 1                      | 09/14/2022  | Version created.               |
|                        | 09/16/2022  | Version approved by President. |