

Policies and Procedures Handbook

Illinois Institute of Technology

Procedure No.: E.3

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Subject: Maintenance Emergencies

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From 8 a.m. to 7:30 p.m., Monday through Friday, all calls regarding maintenance should be referred to the Department of Facilities at 312-567-3343 or ext. 7-3343, except for maintenance needs in the following facilities or areas, which should be referred to the Housing Office at 312-567-5075 or ext.7-5075:

- McCormick Student Village (Residence Halls)
- Apartment Complex
- Fraternities and Sororities

After regular business hours (i.e., prior to 8 a.m. or after 7:30 p.m., Monday through Friday) and during weekends and holidays, **all** maintenance emergencies should be directed to the Public Safety Department at 312-808-6300 or ext. 8-6300. The public safety dispatcher will direct an officer to investigate the appropriate course of action to resolve the maintenance concern.