

What we do for you

- Building Maintenance
- Building Operations
- Engineering and Project Management
- Event Services
- Grounds
- Housekeeping
- Planning and Development
- Special Requests
- Vehicle Maintenance

Contact Us

iService Desk (Request Service)

<http://webtma.utsa.edu:180/home.html>

Facilities Customer Service Center

FacilitiesCustomerService@utsa.edu
210.458.4262

Facilities Operations

210.458.5277

* for emergencies during non-business hours

Facilities Website

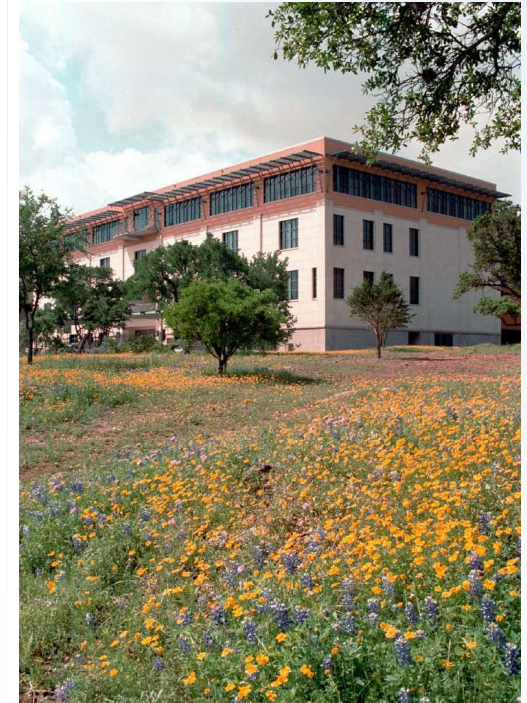
<http://facilities.utsa.edu>

Office of Facilities

One UTSA Circle
San Antonio, TX 78249



Facilities Service Guide



UTSA Facilities

*Promoting learning and discovery
through teamwork and excellence in
facility management.*



The Office of Facilities has the responsibility for all maintenance, repair, upkeep, remodeling, alterations, and additions to all university physical facilities, regardless of scope. This includes the general structures; all mechanical, electrical, and plumbing systems; all infrastructure including fire and life safety systems, roads, grounds, landscape and hardscape; and equipment and modular furniture systems that impact building systems.

Day-to-day building operations provided by Facilities also include essential services, such as providing utilities, emergency power at designated facilities, operation of central heating and cooling plants, and 24-hour first response to facility issues.

Facilities is led by the Associate Vice President for Facilities and organized into four departments:

- Business and Customer Services
- Planning and Development
- Engineering and Project Management
- Operations and Maintenance

Facilities is your partner for successful solutions and strives to deliver first-class customer service to the university.

Services

Facilities provides cost effective services to meet the needs of the UTSA community. Services provided are classified into two categories:

Institutional Services are those services for which Facilities receives a budget allocation and are rendered without charge. Typical Institutional Services include:

- Building Maintenance and Operations
- Energy Management
- Grounds Maintenance
- Housekeeping for Educational and General facilities
- Infrastructure Support

Departmental Services are those services for which Facilities does not receive a budget allocation and must be funded by the requesting department. For detailed billing information, please refer to the Shop Rates located on the Facilities webpage. Typical Departmental Services include:

- Auxiliary Facility Maintenance
- Departmental Requests
- Engineering, Construction and Project Management Services
- Event Services
- Special Requests (building bookshelves, moving furniture, etc.)
- Vehicle Maintenance

How to Request Service

All **non-emergency** work requests should be submitted through the **iService Desk** on-line system.

If you have an **emergency** during business hours (08:00 a.m. - 5:00 p.m.), please contact the Facilities Customer Service Center (FCSC). For emergencies during non-business hours, please contact Facilities Operations.

Once the work request is assigned to the appropriate Facilities team, an email confirmation is sent to the requestor that provides a work order number. This number allows the customer to monitor the status of their request by using the "Search by Number" option on the iService Desk.

Please contact FCSC if you have any questions or need assistance submitting your request through the iService Desk. Our friendly, professional team is ready to assist you.

Facilities Customer Service Center Hours of Operation

08:00 a.m. to 5:00 p.m.
Monday through Friday
210.458.4262

For emergencies during non-business hours, please contact Facilities Operations at
210.458.5277