What we do for you

- Building Maintenance
- Building Operations
- Custodial Services
- Energy and Utility Management
- Event Services
- Grounds Maintenance
- Moving Services
- Planning
- Project Management
- Special Requests
- Vehicle Maintenance and Fleet Management

Contact Us

iService Desk (Work Request)
http://webtma.utsa.edu:180/home.html

Facilities Website
http://facilities.utsa.edu (includes links to the iService Desk)

Facilities Service Center
(Mon—Fri, 8:00 a.m. to 9:00 p.m.)
- FacilitiesServiceCenter@utsa.edu
- 210.458.4262

Facilities Operations
- Emergencies after business hours
- 210.458.5277
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 five departments:

- Business and Customer Services
- Energy and Utilities
- Operations and Maintenance
- Planning
- Project management

Facilities—Improving the Physical Environment

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**Services**

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

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

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

**Premium 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 Premium Services include:

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

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**How to Request Service**

If you have an emergency or urgent issue between 8:00 a.m. and 9:00 p.m. on weekdays, call the Facilities Service Center (FSC). For emergencies after hours or on weekends, please contact Facilities Operations.

All non-emergency work requests should be submitted through the iService Desk on-line system. “Request Service” links are located on the Facilities website for your convenience.

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 FSC if you have questions or need assistance submitting your request through the iService Desk. Our friendly team is ready to assist you.

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