Facilities Services

* How should a student report a problem?  What should I do if it is after hours and there is a problem on my hall that I believe requires Facilities?

For routine non-urgent issue, please utilize our online request form at <https://www.brynmawr.edu/facilities>. If you have any urgent issue, call us at 610-526-7930 Monday through Friday, from 7 am to 5 pm. After hours and on weekends, contact Campus Safety at 610-526-7911.

* After I report a problem, what is the expected response time?

Urgent issue will be responded to the same day. After hours and on weekends, response time is under 2 hours. For routine service requests, response time is based on current workload. Most requests are addressed in under a week.

* What should a student who notices bugs in their room do?

The College contracts with an outside exterminator. They will address service requests once a week. Their schedule service day is Wednesday.

* What should a students do if they are cold or their heater is making funny noises?  What is the expected response time?  What is the heating policy for dorms?

The College’s heat policy can be found at <https://www.brynmawr.edu/facilities>. If you are having issues with the heat in your room, please submit a work request. We will not respond to individual issues after hours or on the weekend. If hall-wide issues occur off-hours, a mechanic will be dispatched.

* What is the best way to hang items in our rooms and hallways?

Command Strips or Blue Painter’s Tape are acceptable. If other materials are used and the walls are damaged, fines will be assessed.