

## PPS Facility Work Request selection guide sheet

Use this guide to help determine what type of request you need to make from the TRIRIGA request central portal (see image at bottom).

Use the description to help narrow your choice.










REQ type	Request Class	Description
Electrical & Lighting	<b>Breaker</b>	Circuit breaker tripped
	<b>Clocks/Bells</b>	Bells or Clocks need adjustment or are malfunctioning
	<b>Generator</b>	Generator needs service
	<b>Light Covers</b>	Cracked, broken or missing cover lenses
	<b>Lighting Adjustment</b>	Fixture reposition or change lighting type
	<b>Lights Flickering</b>	Florescent tube needs ballast change
	<b>Lights Not Working</b>	Electrical switch, breaker or other wiring issues
	<b>No Power</b>	Entire room, floor, or building power outage
	<b>OUTLET</b>	No power or damage to wall outlet
	<b>SWITCH</b>	No power or damage to switch
General Repair	<b>Music</b>	Unplanned music repair or replacement
	<b>Asbestos</b>	Asbestos tile or panel needs removal
	<b>Broken Glass</b>	Window or door glass broken
	<b>Delivery/Pickup</b>	Lift equipment, or other maintenance related transport
	<b>Door/Window</b>	Door or window framing/structure needs repair
	<b>Graffiti</b>	Any vandalous paint tags or markings requiring skilled labor to remove
	<b>Incident Damage</b>	Damage resulting from irregular incident like auto accident or weather
	<b>Other</b>	any miscellaneous repair not covered
	<b>Other HazMat</b>	Non asbestos related Hazardous Material response
	<b>Pothole - Pavement</b>	Pothole or sunken area of pavement.
	<b>Roof</b>	Roof repair requiring structural intervention (leaks etc.) not for clogged drain
	<b>Signage</b>	Replace or repair any building site signage
	<b>Stairs/Ramps</b>	Repair/Install ramps or stairs
<b>Wall Structure</b>	Any wall related structural repair, not drywall or plaster	
Temperature	<b>HVAC Service</b>	Any major heating/cooling system related issue requires more than thermostat or control adjustment
	<b>STEAM</b>	Steam pipe or radiator issue including leaks
	<b>Too Cold</b>	Heating adjustment required
	<b>Too Hot</b>	AC adjustment required
	<b>Ventilation</b>	No or little air movement, irregular circumstances require additional ventilation
Plumbing & Leaks	<b>Faucet running</b>	Sink Faucet will not turn off
	<b>Hot Water</b>	No hot water available
	<b>Pipe Leaking</b>	Any wall, ceiling or other building/structural pipes leaking water
	<b>Roof Drain</b>	Roof drain clogged, not for structural roof leaks
	<b>Sink Clogged</b>	Any sink whose drain is clogged
	<b>Sump/Floor Drain</b>	Floor or storm sewer drain clogged or broken
	<b>Toilet Clogged</b>	Any toilet whose drain is clogged
	<b>Toilet running</b>	toilet/urinal will not turn off, water runs continually
Key Request	<b>Lock Repair</b>	jammed or damaged locks
	<b>New Locks</b>	replace lock assembly
	<b>Re-key</b>	for existing key holders needing rekey
Interior Services	<b>Ceiling</b>	For any issue related to ceiling repair including acoustic tiles, drop ceiling frames, or insulation
	<b>Divider Walls</b>	Repair or install accordion or bifold removable walls
	<b>Flooring</b>	Any non asbestos floor tile or carpet repair
	<b>Lockers</b>	Repair damaged metal lockers
	<b>Painting</b>	Interior painting (not lead remediation related)
	<b>Patch Holes</b>	drywall or plaster repair
	<b>Window Shades</b>	Repair or replace window treatments or shade
<b>WINDOWS</b>	Repair interior windows	

REQ type	Request Class	Description
Exterior Services	<b>Debris</b>	Any vandalism related, transient, construction or landscaping debris needing to be hauled away
	<b>Fallen Tree</b>	Branches or whole trees requiring cutting and removal
	<b>Fence</b>	For fence repair or installation
	<b>Field Repair</b>	Athletic fields only, repair or remediate turf
	<b>Gutters Clean/Repair</b>	Specify issue, debris clean out or broken/falling gutter
	<b>Irrigation</b>	Sprinkler head misdirected or flooding, pipes leaking, etc.
	<b>Lawn</b>	General lawn care or turf repair
	<b>Leaf Pickup</b>	Blower/mulching/ mowing of fallen leaves
	<b>Painting</b>	Exterior painting or structure/building
	<b>Sink Hole</b>	Sunken grass or pavement
	<b>Snow Removal</b>	To clear parking lots for entry/exit
	<b>Sump</b>	Clean out and repair sump system
	<b>Trimming</b>	Tree and scrub pruning or clearing
	<b>Weeding</b>	Removal of excessive or noxious plants not part of planned landscape
	<b>Wood Chips - Play</b>	Wood chips for play area
Equipment Repair	<b>ADA</b>	Any ADA related equipment repair, excluding elevators
	<b>Bleachers</b>	Bleachers will not open or close due to malfunction
	<b>Elevator</b>	Person stuck in elevator, alarms sounding or known operation issues
	<b>Generator/Power</b>	Generator not working
	<b>Kitchen</b>	Broken Dishwasher, refrigerator, or other related equipment
	<b>Mechanical</b>	Any non HVAC building mechanical equipment
	<b>Other Equipment</b>	Other Equipment
	<b>Playground</b>	Playground equipment only
	<b>Projector Screen</b>	Screen repair or replace
	<b>School Shop</b>	Any vocational school shop equipment
	<b>Scoreboard</b>	Outdoor or Basketball court permanent scoreboard
	<b>Stage Rigging</b>	Performance art space/building auditorium equipment
Fixture & Furniture	<b>Cabinet/Shelf</b>	Cabinet repair or installation
	<b>Cafeteria</b>	Cafeteria seating and table repair or replacement
	<b>Classroom/Office</b>	Desks, chairs and tables related to classroom or office space
	<b>Other Furniture</b>	miscellaneous furniture needs
	<b>Restroom</b>	Privacy panel, air dryers, towel dispensers
	<b>Whiteboard</b>	Replace or install wall whiteboard
	Security/Alarms/Safety	<b>Asbestos</b>
<b>Building Access</b>		Card reader or key punch entry locks malfunctioning
<b>Building Intrusion</b>		burglar alarm sounding or panel malfunction
<b>Exit Signs</b>		emergency exit signs broken
<b>Fire Alarm/Suppression</b>		fire alarm sounding or panel malfunction
<b>Generator/Power</b>		Generator not working (duplicate of Mechanical)
<b>Lighting</b>		Emergency lighting system broken
<b>Other</b>		any miscellaneous safety issue not covered
<b>Other HazMat</b>		Non asbestos related Hazardous Material response (duplicate of General Repair)

Request Central

Select the type of request you would like to make

**Facilities**  
Request facility repair

-  Electrical & Lighting
-  General Repair
-  Temperature
-  Plumbing & Leaks
-  Key Request
-  Interior Services
-  Exterior Services
-  Equipment Repair
-  Fixture & Furniture