

Service requests priority.

Submit an online request: webtma-support.asu.edu/FDMServiceRequest

For urgent facility needs call 480-965-3633.

Emergency – 2 hours

- Disruption of university operations
- Life
- Safety

Critical – 24 hours

- Animal or pest control – bee swarms
- Broken glass
- Broken perimeter entrance door
- Cold or hot calls
- Major pipe or roof leaks

Expedited – 5 days

- Cracked glass replacement
- Door or window hardware malfunctions
- Graffiti removal
- Toilets or urinals running constantly

Routine – 30 days

- Broken toilet
- Grounds maintenance requests
- Minor paint and patch
- Minor pipe leak
- One light burnt out

Scheduled – Variable

- Changed or new electrical outlets
- Hang bulletin board, picture, whiteboard
- Room remodel
- Wall install
- PM – building systems, equipment, utilities