

Frequently Asked Questions

Why does it take so long to complete some maintenance requests?

All work requests are prioritized, with safety and health issues receiving the highest priority. Depending on workload, lower priority requests may take longer to be addressed. Some requests also reveal facility issues which are beyond the scope of University Facilities. The delays in completion are directly associated with the scope of work and the ability to secure the needed materials in a timely manner.

Why can't a Maintenance Worker just fix something when I report something to them?

Montclair State University currently uses an online work request system to track all work requests. This provides us the ability to respond to and address ongoing problems, evaluate trends, maintain a history of activity, and assess each building's needs and demands. Verbal requests aren't entered into the system, which renders them nonexistent in terms of record keeping and accountability. We believe the documented request system improves our effectiveness and efficiency.

What should I do if I think there's a mouse in my room/suite/apartment?

All pest control requests should be submitted through our online work request system through the Housekeeping Department. There is a pest control technician weekly to respond to requests, and provide preventative measures.

Listed below are some rodent facts, followed by suggestions on how to minimize the likelihood of rodent intrusion:

- Common field mice only weigh about an ounce and are able to get into any opening that is a quarter-inch wide. They're also excellent climbers and can easily get around a building by moving through pipes or holes in the structure
- A combination of several factors, including construction, colder weather, food and clutter, can encourage mice to overstay their welcome, especially in residence halls. Propped doors, piles of junk or food containers and old furniture are all appealing invitations for mice
- Because a rodent's teeth are continuously growing, they have a need to chew on materials like cardboard and can make tiny holes that go unnoticed by humans
- Store food in secure rodent-proof containers
- Wash dishes and cooking utensils immediately after use
- Eliminate clutter and laundry on floors

I want to do my part. How can I help keep the building clean, safe and presentable?

While we understand the time constraints full time students are under, cleaning up after ones self makes everyone's environment more pleasant. Don't hesitate to pick up litter in the hallways, lobbies and lounges, and please don't leave your trash for someone else to pick up.

If you see something that needs repair, submit a maintenance request. Even if it's not in your room/, suite or apartment, it's in the building where you live. Community quality of life is determined by the community.

Last but not least, don't hesitate to acknowledge the housekeeping and maintenance staff. Everyone enjoys recognition for what they do, and our staff thrives on customer satisfaction. They understand their job is to make your residential experience more pleasant, so it's okay to let them know when they've succeeded.