



Office of Facilities and Services

Building Monitor Newsletter FY 2012 Vol. I

FROM THE FRONT OFFICE

The Management team enjoyed conducting the Spring meeting and we encourage agenda items for our next meeting that will be held in September. The spring meeting allowed us to present to you where the organization is heading and what to expect this coming year. I personally enjoyed hearing your feedback on our performance as well as some the hardships you encounter as a building monitor. You will see that we addressed one of the hardships associated with Graffiti reporting.

We have worked with the Police Department to develop a new process for reporting graffiti on campus. If you see graffiti on campus all you have to do is submit a customer request with a detailed description of the graffiti and location. The Paint Shop will contact the Police and meet the officer at the location to generate the report. You will only be contacted if they can't find the graffiti.

YEAR OF CUSTOMER SERVICE

This has been proclaimed the Year of Customer Service in OFS. We always welcome praise for our employees when they have gone above and beyond in exceeding expectations. Additionally, I would like to hear when we fall below your expectations. OFS always welcomes opportunities to provide better service to our customers. Please don't feel like you are complaining about our performance but look at it from our perspective, "If we don't know that is broken we can't fix it!" Your input is the first step in improving our service. Any items that are brought forward as a deficiency are always worked on and presented back to the employee as a learning opportunity. The Management Team will need to know your name for initial investigation but it is never passed onto the employees. Your input is the first step

CURRENT OPPORTUNITIES

OFS is currently evaluating proposals from 3 local vendors for solid waste collections and recycling. We have asked for the new vendor to become an active team member in regards to helping us reduce our solid waste bills, and implement curbside recycling.

Speaking of recycling, please remind everyone in your buildings to break down cardboard boxes and deliver them to the collection point. We are noticing a trend where building occupants are leaving cardboard boxes in

the hallway. If someone has a large shipment and needs help disposing of the cardboard please submit a customer request for the Recycling crew and they will make a special run to pick up the cardboard. This pick up will be coordinated, and performed within 24 hours of us receiving the customer request.

We are updating and modernizing the OFS web pages. The first generation of pages with essential information is already active and ready for you to use. Some pages are still under construction. Please take the time to review the new web pages at www.ofs.nmsu.edu and let us know what you think.

Hazardous Waste – what’s the deal?

Please remember that NMSU Environmental Health and Safety (EH&S) provides pick up and disposal of hazardous waste items on Las Cruces campus. Common examples are old chemicals, specialty batteries, and light bulbs. Simply call EH&S at 646-3327. These types of materials should not be placed in the regular trash or poured down the drain. At a minimum all hazardous waste should be labeled and kept in closed containers.

You can help to reduce the amount of hazardous waste by following some easy steps.

- 1) Only purchase what you will use in the near future or for one project at a time.
- 2) If you think you need to buy cleaners, don't – place a work request to the Custodial shop – they now only use certified green chemicals.
- 3) Use service providers that offer recycling as a part of their business. For example, some business products vendors offer recycling of toner cartridges at no cost.
- 4) Recycle unused paint before its usable life has expired.
- 5) Obtain approval from EH&S before acquiring donated hazardous materials. There have been numerous instances where departments have accepted hazardous materials with the transfer of equipment and then the unused hazardous materials became a disposal expense for NMSU.
- 6) Finally, send your employees that work with hazardous materials to the [EH&S Employee Safety and Hazard Communication class](#). Those staff that routinely work with chemicals may also need to attend the more in depth Hazardous Waste Management class.

Please help by doing your part to reduce the amount of hazardous waste and to properly dispose of it when it is generated. It is better for the environment and that's good for everyone.

OPENING DAY

Just a quick reminder that opening day for the fall semester is right around the corner. You will see OFS crews putting the finishing touches on many summer projects to get the campus ready for the fall semester. If you have anything that needs to be completed prior to the first day of classes please submit a customer request.



NEXT TIME

We value input on how things are going and what we can do to improve. If you have any thoughts about how this newsletter can be improved please send an E-mail to Tim Dobson, tdobson@nmsu.edu.



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