

FAQ

(Frequently Asked Questions) About Physical Plant (PPD) Services in Residence Halls

Where is the Physical Plant Department (PPD) and what do they do? PPD offices and shops are housed in the Physical Plant Building located next to the Alford Athletic Center on Campus Drive (formerly Armstrong Road). The department is responsible for general maintenance of the campus with employees responsible for housekeeping, grounds, carpentry, plumbing, electrical, painting, project management, and administration of the department.



Normal working hours for PPD are Monday through Friday, 7:00 a.m. - 3:30 p.m. Crews are available, however, 24 hours a day for emergencies. After hours emergencies should be directed to Security at X5530.

What do I do if there is a problem with my room such as damage, malfunctioning lights, broken blinds, or missing furniture? Contact PPD to submit a work order. The most efficient way to do this is via Colby's web www.colby.edu/ppd/. Other methods of contacting PPD are listed on the reverse.

How do I get rid of unwanted furniture? Residents are responsible for the college owned furniture in their rooms. If any furniture is unaccounted for at the end of the year, the residents will be responsible for the cost to replace it. To ensure this does not happen, please follow the procedure below to have unwanted furniture removed from your room.

- Read the yellow notice left in your room when you move in.
- Contact PPD to identify the items you wish to have removed.
- The items must remain in your room until picked up to ensure proper crediting of the furniture.
- DO NOT place the unwanted items in the corridor or lounges since this is a fire hazard and they will not be picked up by PPD.
- Keep copies of the work order number and/or receipts left when the furniture is picked up to document its removal.

My room is too hot or too cold. What do I do? Each room is provided a "FAQ about Heat" reference card at the start of the heating season. Please keep the card as it should help answer most of your questions. In general, try to ensure that the heating system is not blocked and that the thermostat/sensor is not getting a false reading (from something such as an open window or a heat generating appliance/lamp too close to it.) If one of these is not the cause of the problem, please contact PPD.

What do I do if the phone in my room is not working? The ITS page at www.colby.edu/info.tech/ provides a link for phone problems. Select option for "service request" if the site cannot answer your questions.

How do I get cable television in my room? All residence halls have cable TV. The ITS page at www.colby.edu/info.tech/ provides a link for cable problems. Please follow the steps to troubleshoot then submit a "service request" if the problem persists.

What do I do if my Internet connection is not working? Computer connection problems are handled by ITS. You should contact Student Computer Services at X4224 or email at scshelp@colby.edu.

Does the College recycle? Yes! Recycling centers are located in each of the residence halls. Students are responsible for bringing their recyclable materials to the recycling centers. Maine does use returnable bottles and cans, most worth 5 cents. PPD is continuously working to improve recycling and is always looking for interested students to help in both volunteer and paid positions.

Who do I contact to get the washer and dryer fixed? Washer and dryer maintenance is handled by a local contractor. For problems with the machines or the card readers, please contact X4130.

What do I do if I see vomit or blood or other potentially hazardous substances? We are hopeful that most students will clean up after themselves, so cleaning supplies are available in the custodial closets or through your hall staff. If blood or vomit is left, however, students should not attempt to clean up body fluids from other students. Contact PPD during normal working hours. After hours you should contact your Hall Staff or Security to take appropriate action.

Can I get a vacuum to clean my own room? Yes. Vacuums are available in each residence hall. In most halls, you can obtain these by contacting your Hall Staff. If you have difficulty, please contact the PPD office to request one.

Will PPD come into my room when I am not there? It is the responsibility of PPD to maintain the buildings, however, we make every attempt to protect the students' privacy. We typically would only enter a student room when either (a) a room occupant has submitted a work order or (b) we have reason to believe there is an urgent maintenance reason to be in the room (i.e. a broken pipe in or above your room, an unexplained fire alarm sounds, a window is left open over winter break, etc.). Anytime a PPD employee enters a room without one of the occupants there, we leave a card letting you know who was there and why. When a work order is submitted, a student may request to be contacted to arrange a specific time when possible.

If we did not answer YOUR question, please let us know!

Contact PPD

Colby PPD webpage is www.colby.edu/ppd/

Main office phone is X5000

Email to workorder@colby.edu

Furniture Removal Hotline is X5016

Hot/Cold Hotline (during heating season) is X5016

Contact Security (for emergencies after hours) at X5530