

FMS - FAQs

How can I contact facilities?

Facilities can be reached by contacting us via phone at **410-337-6166**. You can also text the same number, but when texting please be sure to include your name, email address, building, and room/office number. You can also visit FMS in person. We are located just behind the north lot.

Ok that's great but, something is broken / damaged / dirty / not working, and I need to know how to get it fixed?

Great question, there are multiple ways to submit a work request (also known as a "Fix-it Forms"). The preferred method for submitting a work request is by using our online **Maintenance Request** form. You can also submit your work request by stopping by the FMS building or by calling or by texting 410-337-6166. If this is your first time submitting a request or you are having an issue, please feel free to call us. We will be happy to talk you through the process or set up a meeting to show you in-person.

I did that, when will my request be resolved?

At any given time, facilities has over 1000 active work requests in the system. Each item is prioritized against other requests currently in the system. An actively leaking pipe or malfunctioning door lock is prioritized higher than a request for a damaged blind. If there are several high priority items in the system, lower priority items can at times take longer to address than desired. We are working to improve our systems allowing us to provide updates in the event completion of a request is delayed.

How can I tell if my item will be addressed quickly?

Since the workload of FMS can fluctuate greatly, we encourage you to contact us for the most up to date information. You can also request to have someone contact you directly in your initial request submission.

OK, I called FMS, and no one answered!

FMS is open Monday - Friday from 7:30am-4:00pm. It is rare that we don't answer the phone, but if that were to happen please leave a message and we will be sure to call you back as soon as we can.

What if I need something when FMS is closed?

Although FMS offices do close, the facilities operation is available 24/7 & 365 days a year. If you have a request after hours, please leave a message and we will contact you on the next business day. If you have an emergency, please follow the prompts when calling 410-337-6166 to be transferred to the on-call supervisor.

What other information can FMS provide?

Many questions can be answered by checking out our website <https://www.goucher.edu/facilities-management-services/> . Please check back from time to time as we look to increase the resources and information that is available. Please also check the post office website for the most updated information about postal services. <https://www.goucher.edu/experience/where-you-live/campus-post-office/>.