**Before you do anything**:

* Each Building Engineer should verify that any requests you create are going to the correct building.
  + If your assigned building is not showing up as your default school on the request, contact MOJO support at 215-400-5555 to have your building location updated.
* When searching in the system, ensure you select **ALL** so that you can see every current work order for your building.
* **Emergencies:** Level 2 work requests are for **Emergencies Only**. You must contact your FAC and note on the work request the name of the FAC you informed.
  + Example: Bathroom offline and needs to be shut down.
  + Example: Damage to an exterior door or exterior door hardware that prevents securing the door.

**Entering a Request - All MOJO requests MUST include:**

* The exact location of the issue.
  + Example: Boiler room, behind boiler #2, 10 ft high
  + Example: Outside of building on 12th street by the dumpster, 30 ft high
* The square footage or linear feet of material repairs, if applicable.
  + Example: 12 SF of floor tile
  + Example: 40 LF of insulation
* Complete description of the issue.
  + Example: 2” steam supply line is leaking at the union, clamped and isolated
  + Example: Univent motor needs repair, receiving power, heating lines are clear, but motor not running. Squirrel cage spins freely.
* Attachments including photos, videos, documents, etc should be attached to work requests if possible.
  + If you are unable to attach, you can email them to [mojoproject@philasd.org](mailto:mojoproject@philasd.org). **Make sure to specify the work request number in the subject line.**
* If an FAC, foreman, scheduler, or mechanic on site asked you to create the work request, specify the request the description. Include the person’s name.

**Is there a Leak?**

* Work orders for leaks must have the source described in detail, i.e domestic water, heating lines, drain lines, roofing, exterior wall penetrations, etc. This determines the exact trade the work order should be delivered to. Building engineers need to correctly diagnose the source, and contact their FAC for assistance if they cannot.

**Building Engineers must check their cabinet daily**

* Work orders can come from the principal and designated teachers, as well as operations departments.
* Once repaired, BEs should add hours to the request and complete the work order.
* If building engineers are unable to repair, complete the work request along with the hours spent diagnosing, and then create a new maintenance request to send to a specific trade for repairs.
* **Before submitting a work request...** 
  + Check the cabinet to see if a request is already in the system. **Duplicate requests will be rejected.** Any follow-up on requests that are still assigned or issued should be relayed to your FAC.

**Building Improvements**

* Any new installations or relocations of any units such as whiteboards, receptacles, etc. require the principal to submit building improvement form.
* Maintenance only performs repairs or replacements, not new installations. Any building improvement requests for maintenance will be rejected.

**Replacing Material**

* Any requests for damaged material resulting from a leak or other mechanical issue, such as floor tiles, plaster walls, etc., must be made AFTER the root cause has been repaired.
* **Any requests not specifying that the root cause has been repaired first will be rejected.**

**Trade Specific**

* **Boilers:** All boiler issues must be called in to your FAC to diagnose and your FAC will contact Dave Loftus. BEs should not enter these work orders. Any requests for boiler repairs from the building engineer will be rejected.
* **Chillers, cooling towers and large AHUs:** Cooling issues should be called in to your FAC and the FAC will contact Dave Loftus. BEs should not enter these work orders. Any requests from the building engineers will be rejected.
* **Environmental:** For any issue that presents an environmental hazard (ex: floor tiles, pipe insulation, etc.) the BE should check the school’s AHERA data before submitting a work order. AHERA data for each school can be found here: [www.philasd.org/capitalprograms/](http://www.philasd.org/capitalprograms/). If a location is “confirmed” or “assumed” to contain a hazard, environmental must assess first. Contact your FAC.
* **Pest Control:** Bed bug requests must include the location(s) of the sample and when the room is vacant for treatment. Bed bug requests without this information will be rejected.
* **Glazing:** Glazing requests must include exact location, quantity, the type of glass, whether it’s interior or exterior, and measurements.
  + **You may submit one work order for multiple locations, but location/type/measurement details must be included for each location.** Any requests for “20 pieces of glass for the building” will be rejected.
  + The school’s administration must make an incident report for any glass damaged by vandalism.
* **Electrical:**  Light switches and receptacles, unless they are over 120 volt, should be repaired/replaced by the BE. Ask your FAC for assistance if needed. If ballasts are 277, they must be ordered by the building engineer and on site before the work order is submitted.
* **Equipment repairs:** must include the reason for the repairs as well as the make, model, serial, and personal property number of this unit. If you cannot read any of the numbers or they are missing, indicate so on the work request.
* **HVAC:** Maintenance does not make repairs to window AC units. The school must purchase a new window unit that is the same size, BTU and voltage. When the units are on site, put a request in for iron workers and include where the new units are being stored. Requests for AC installations before the unit has been delivered will be rejected.
* **Locksmith:** All BEST key requests MUST be relayed to your FAC. The reason for replacement or copies, as well as the incident report number must be included in the description of the request.
* Any repairs to the landline phone or PA systems in the school should go to IT Telecom. Any maintenance requests will be rejected. Let your secretary know to submit a help desk request to IT (helpdesk@philasd.org), or contact Sethany Phean 215-400-5567 to assist in repairs.
* Any repairs to the **AI-phone for the main door buzzer, camera systems, security door alarms**, etc needs to go to Security. Please instruct the Principal (or site administrator) to contact Lt. Eric Rosa in the intrusion alarm repair office. The intrusion alarm repair office is a part of school police operations. Eric can be reached at 215-400-4710, or erosa[@philasd.org](mailto:jricci@philasd.org).
  + Requests for new alarm codes should be emailed to the FAC, with the employee’s name and code.
* Any requests for **elevator keys** need to be made by directly calling Michael Krajewski at (267) 336-6081. Make sure to have elevator key number ready. Keys will need to be picked up at the CEP building located at 4224 N. Front Street.
* All repairs to **server room HVAC units** should go through the IT help desk, either by email [helpdesk@philasd.org](mailto:helpdesk@philasd.org) or 215-400-5555 and mention that the ticket should be forwarded to Marta Mackiewicz. IT has a contact with a vendor for repairs. Maintenance no longer repairs these units.

**MOJO Support**

* **Website:** mojoproject.philasd.org
* **Email:** mojoproject@philasd.org
* **Phone:** 215-400-5555 option 5