

Key Contacts

SECURITY

Contact	Services
Phone General enquiries: 9925 3895 Emergencies: 53333 (internal) 9925 3333 (external) Emergency Services: (0) 000 Email: security@rmit.edu.au	RMIT Security is responsible for the security of all buildings at all RMIT campuses on a 24/7 basis. RMIT Security is also responsible for security access (includes after- hours access) to RMIT buildings for staff, students and visitors to the University.

FACILITIES SERVICE REQUESTS

Contact	Services
Archibus Login Portal http://maintenance.rmit.edu.au Log in with RMIT e-number and password Requests can be logged 24/7 and are actioned during business hours Phone or email 03 9925 2111 E: propserv.service.desk@rmit.edu.au	Requests can be logged for issues regarding: heating, air conditioning, plumbing, electrical services, lifts*, escalators, lighting, fire services, cleaning (flooding, spills), pest control etc. Chargeable requests** Additional cleaning (e.g. steam cleaning of carpets), furniture and exam setup or removal, minor carpentry work (e.g. installation of whiteboards), locksmith services, relocations etc.

** If you get caught in a lift, please activate the emergency button.*

***Please supply your School/Department's Cost Centre Code (Internal Order Number) when logging the request and ensure that you have financial delegation approval.*

Response times

Priority	Definition	Response Within	Completion Within
Emergency	Threats to safety, assets or major business disruptions	1 hour	12 hours
Urgent	OHS-related and/or time-sensitive	4 hours	2 business days
High	Business impairment	1 business day	5 business days
Standard	Business impairment impact / works which may require some lead time	2 business days	10 business days
Scheduled	All other service requests / works scheduled in advance	5 business days	30 business days

OTHER SERVICES

Services	Contact
<ul style="list-style-type: none">• Project Request Application• Property Services Group• Log a Service Desk Request• Contact Property Services• Sustainability at RMIT• Web Room Booking• MyTimetable	Online https://www.rmit.edu.au/staff/services-and-tools/property-and-facilities
<ul style="list-style-type: none">• Relocations	https://www.rmit.edu.au/propertyservices/relocations
<ul style="list-style-type: none">• Students can access available spaces by visiting Roomfinder	https://roomfinder.rmit.edu.au
<ul style="list-style-type: none">• Retail leasing	Email/Phone retail@rmit.edu.au
<ul style="list-style-type: none">• Commercial leasing	propertymanagement@rmit.edu.au
<ul style="list-style-type: none">• Parking	parking@rmit.edu.au
<ul style="list-style-type: none">• Venues booking	venues@rmit.edu.au (03) 9925 1773
<ul style="list-style-type: none">• Timetabling – staff enquiries	(03) 9925 3035

FACILITIES

The Facility Coordinators have responsibility for the delivery of full facility management services throughout the University. This includes all hard services (mechanical, lifts, electrical, plumbing and fire, etc) and soft services (cleaning, waste, hygiene, locksmith, removals, mail, waste etc).

Contact	Campus	Buildings
Manager, Facilities Gina Cerritelli gina.cerritelli@rmit.edu.au 0407 542 082	City Hamilton Yarra Bend Point Cook Butterfly House (Dromana)	1, 18, 19, 20, 21, 23 601, 602, 603, 604, 605, 606, 607, 608, 609 146 450 641
Senior Facilities Coordinator Amanda Bennett amanda.bennett2@rmit.edu.au 0499 027 957	City: Orientation Day Open Day Open House	City 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 22, 24, 28, 107, 110
Senior Facilities Coordinator Ollie Loughlin Ollie.Loughlin@rmit.edu.au 0498 329 654	City: Orientation Day Open Day Brunswick: Orientation Day Open Day Campus Advisory Committee	City 37, 38, 39, 40, 42, 43, 44, 45, 46, 47, 49, 50, 51,52, 53, 55, 56, 57, 66, 69, 70, 71, 73, 74, 75, 76,78, 79, 80, 81, 82, 83, 85, 88, 89, 90, 91, 92, 93,94, 95, 96, 97, 98, 100, 101, 105, 108, 113 Brunswick 511, 512, 513, 514, 515, 516
Senior Facilities Coordinator Craig Baker craig.baker@rmit.edu.au 0498 319 586	Bundoora East and West Orientation Day Open Day Campus Advisory Committee	Bundoora West 201, 202, 203, 204, 205, 206, 207, 208, 209, 210,211, 213, 214, 215, 217, 218, 220, 222, 223, 224,230, 231, 239 Bundoora East 251, 252, 253, 254, 255, 256, 257, 258, 300

Group email: psg.fm@rmit.edu.au

PROPERTY BUSINESS PARTNERS

Stakeholder engagement, identifying user requirements and improvement opportunities to RMIT buildings and grounds. Property Services provides a dedicated Property Business Partner (PBP) for every Portfolio, College, School and Group. The PBP is the initial point of contact within Property Services for assisting with strategic service requirements outside of usual property matters dealt with through the Service Desk and facility coordinators.

Property Business Partner/Contact	Client allocation
David Howard david.howard2@rmit.edu.au p: 9925 1719 m: 0438 576 306	<ul style="list-style-type: none"> • College of Business (CoB) • Activator
Tom Hennessy tom.hennessy@rmit.edu.au p: 9925 3467 m: 0408 991 673	<ul style="list-style-type: none"> • Operations (COO)
Chris Rodda chris.rodde@rmit.edu.au p: 9925 3937 m: 0422 522 689	<ul style="list-style-type: none"> • College of Design & Social Context (DSC)
Peter Martin peter.martin@rmit.edu.au p:9925 5051	<ul style="list-style-type: none"> • College of Science, Education & Health (SEH)
Cathryn Kite cathryn.kite@rmit.edu.au p: 9925 5377	<ul style="list-style-type: none"> • Research & Innovation (R&I) • Chief Financial Officer (CFO) • Global Development (GD) • Industry Engagement (IE)
Sabrina Mehmedi sabrina.mehmedi@rmit.edu.au p: 9925 1774	<ul style="list-style-type: none"> • Policy & Impact and Strategy Consulting Team (PI) • Office of the Vice-Chancellor (VC) • RMIT Online • RMIT Training
Matt Alexander Senior Manager, Student Experience matthew.alexander@rmit.edu.au p: 9925 9530 m: 0439 452 092	<ul style="list-style-type: none"> • RUSU/Students Education • Education (EDU)