

## Property Services Key Contacts

Security	
Contact	Services
Phone <i>General enquiries:</i> 9925 3895 <i>Emergencies:</i> 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 <a href="http://maintenance.rmit.edu.au">http://maintenance.rmit.edu.au</a> Log in with RMIT e-number and password  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** ie 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.  <i>**Please supply your School/Department's Internal Order Number when logging the request and ensure that you have financial delegation approval.</i>

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

## 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).

Group email: [psg.fm@rmit.edu.au](mailto:psg.fm@rmit.edu.au)

Buildings	Campuses	Contact
<p><b>City</b> 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 28, 107, 110</p> <p><b>Yarra Bend</b> 146</p> <p><b>Butterfly House (Dromana)</b> 641</p>	<p><b>City:</b></p>	<p><b>Amanda Bennett</b> Senior Facilities Coordinator <a href="mailto:amanda.bennett2@rmit.edu.au">amanda.bennett2@rmit.edu.au</a> 0499 027 957</p>
<p><b>City &amp; Carlton</b> 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, 80, 81, 82, 83, 85, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 100, 101, 105, 108, 113</p> <p><b>Brunswick</b> 511, 512, 513, 514, 515, 516</p>	<p><b>City:</b></p> <p><b>Brunswick:</b></p>	<p><b>Ollie Loughlin</b> Senior Facilities Coordinator</p> <p><a href="mailto:Ollie.Loughlin@rmit.edu.au">Ollie.Loughlin@rmit.edu.au</a> 0498 329 654</p>
<p><b>Bundoora East</b> 251, 252, 253, 254, 255, 256, 257, 258, 259, 300</p> <p><b>Bundoora West</b> 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 213, 214, 215, 217, 218, 220, 222, 223, 224, 230, 231, 239</p> <p><b>Point Cook</b> 450</p>	<p><b>Bundoora East and West</b></p> <p><b>Point Cook</b></p>	<p><b>Craig Baker</b> Senior Facilities Coordinator</p> <p><a href="mailto:craig.baker@rmit.edu.au">craig.baker@rmit.edu.au</a> 0498 319 586</p>

## Other Services

Services	Contact
<b>Relocations</b>	<a href="https://www.rmit.edu.au/propertyservices/relocations">https://www.rmit.edu.au/propertyservices/relocations</a>
<p><b>Real Estate</b></p> <ul style="list-style-type: none"> <li>• Retail leasing</li> <li>• Commercial Leasing</li> <li>• Parking</li> </ul>	<p><a href="mailto:retail@rmit.edu.au">retail@rmit.edu.au</a></p> <p><a href="mailto:propertymanagement@rmit.edu.au">propertymanagement@rmit.edu.au</a></p> <p><a href="mailto:parking@rmit.edu.au">parking@rmit.edu.au</a></p>
<b>Venues and Room Bookings</b>	<p><a href="mailto:venues@rmit.edu.au">venues@rmit.edu.au</a> (03) 9925 1773</p> <p><a href="https://www.rmit.edu.au/staff/services-and-tools/buy-or-organise/planning-an-event/booking-a-venue">https://www.rmit.edu.au/staff/services-and-tools/buy-or-organise/planning-an-event/booking-a-venue</a></p>
<b>Timetable Services</b>	<p>(03) 9925 3035</p> <p><a href="https://www.rmit.edu.au/staff/services-and-tools/property-and-facilities/timetabling-services">https://www.rmit.edu.au/staff/services-and-tools/property-and-facilities/timetabling-services</a></p>

## Property Business Partners

Stakeholder engagement, identifying user requirements and improvement opportunities to RMIT buildings and grounds. 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.

Client allocation	Property Business Partner/Contact
College of Business Activator	<b>David Howard</b> <a href="mailto:david.howard2@rmit.edu.au">david.howard2@rmit.edu.au</a> p: 9925 1719 m: 0438 576 306
College of Design & Social Context	<b>Chris Rodda</b> <a href="mailto:chris.rodde@rmit.edu.au">chris.rodde@rmit.edu.au</a> p: 9925 3937 m: 0422 522 689
College of Science, Education & Health	<b>Peter Martin</b> <a href="mailto:peter.martin@rmit.edu.au">peter.martin@rmit.edu.au</a> p: 9925 5051
Research & Innovation Portfolio Finance and Governance Portfolio Global Development Portfolio Industry Engagement Portfolio	<b>Cathryn Kite</b> <a href="mailto:cathryn.kite@rmit.edu.au">cathryn.kite@rmit.edu.au</a> p: 9925 5377
Policy & Impact and Strategy Consulting Team Office of the Vice-Chancellor RMIT Online RMIT Training	<b>Sabrina Mehmedi</b> <a href="mailto:sabrina.mehmedi@rmit.edu.au">sabrina.mehmedi@rmit.edu.au</a> p: 9925 1774
Education Portfolio RUSU/Student Experience	<b>Matt Alexander</b> Senior Manager, Student Experience <a href="mailto:matthew.alexander@rmit.edu.au">matthew.alexander@rmit.edu.au</a> p: 9925 9530 m: 0439 452 092
Operations Portfolio	<b>Tom Hennessy</b> <a href="mailto:tom.hennessy@rmit.edu.au">tom.hennessy@rmit.edu.au</a> p: 9925 3467 m: 0408 991 673