

# Key Contacts

## FACILITIES SERVICE REQUESTS

Contact	Services
<p><b>Online</b>  <a href="http://maintenance.rmit.edu.au">http://maintenance.rmit.edu.au</a>                      Log in with RMIT e-number and password                      Requests can be logged 24/7 and are actioned during business hours</p> <p><b>Phone or email 24/7</b>                      03 9925 2111  <a href="mailto:propserv.service.desk@rmit.edu.au">propserv.service.desk@rmit.edu.au</a></p> <p><b>After hours</b>                      Emergencies: 03 9925 3333                      or 000</p>	<p>Requests can be logged for issues regarding: heating, air conditioning, plumbing, electrical services, lifts*, escalators, lighting, fire services, cleaning (flooding, spills), pest control etc.</p> <p><b>Chargeable requests**</b>                      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.</p> <p><i>* If you get caught in a lift, please activate the emergency button.</i></p> <p><i>**Please supply your School/Department's Cost Centre Code (Internal Order Number) when logging the request and ensure that you have financial delegation approval.</i></p>

## 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

## SECURITY

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

## OTHER SERVICES

Contact	Services
<p><b>Online</b>  <a href="http://www.rmit.edu.au/timetabling/wrbs">www.rmit.edu.au/timetabling/wrbs</a></p> <p><b>Timetabling-staff enquiries:</b>                      (03) 9925 3035</p> <p>Students can access available spaces by visiting Roomfinder:  <a href="https://roomfinder.rmit.edu.au">https://roomfinder.rmit.edu.au</a></p>	<ul style="list-style-type: none"> <li>– Project Request Application: <a href="https://projectrequest.rmit.edu.au">https://projectrequest.rmit.edu.au</a></li> <li>– Retail leasing: <a href="mailto:retail@rmit.edu.au">retail@rmit.edu.au</a></li> <li>– Commercial leasing: <a href="mailto:propertymanagement@rmit.edu.au">propertymanagement@rmit.edu.au</a></li> <li>– Parking: <a href="mailto:parking@rmit.edu.au">parking@rmit.edu.au</a></li> <li>– Relocations: <a href="http://www.rmit.edu.au/propertyservices/relocations">www.rmit.edu.au/propertyservices/relocations</a></li> <li>– General information: <a href="http://www.rmit.edu.au/propertyservices">www.rmit.edu.au/propertyservices</a></li> </ul>

## 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
<b>Manager, Facilities</b> <b>Gina Cerritelli</b>  <a href="mailto:gina.cerritelli@rmit.edu.au">gina.cerritelli@rmit.edu.au</a> 0407 542 082	City	1, 18, 19, 20, 21, 23, 107, 110
	Hamilton	601, 602, 603, 604, 605, 606, 607, 608, 609
	Yarra Bend	146
	Point Cook	450
	Butterfly House (Dromana)	641
<b>Senior Facilities Coordinator</b> <b>Amanda Bennett</b>  <a href="mailto:amanda.bennett2@rmit.edu.au">amanda.bennett2@rmit.edu.au</a> 0499 027 957	City	2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 22, 24, 28
<b>Senior Facilities Coordinator</b> <b>Oliver Loughlin</b>  <a href="mailto:ollie.loughlin@rmit.edu.au">ollie.loughlin@rmit.edu.au</a> 0498 329 654	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
<b>Senior Facilities Coordinator</b> <b>Craig Baker</b>  <a href="mailto:craig.baker@rmit.edu.au">craig.baker@rmit.edu.au</a> 0498 319 586	Bundoora East and West	201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 213, 214, 215, 217, 218, 220, 222, 223, 224, 230, 231, 239, 251, 252, 253, 254, 255, 254, 257, 258, 259, 300

## CLIENT RELATIONS

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

Property Services provides a dedicated Manager of Client Relations (MCR) for every Portfolio, College, School and Group. The MCR is responsible for assisting the client to access the range of services provided by Property Services. They are 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.

Contact	Client allocation	Buildings	Duties
<p>Senior Manager, Stakeholder Engagement Matt Alexander</p> <p><a href="mailto:matthew.alexander@rmit.edu.au">matthew.alexander@rmit.edu.au</a> 0439 452 092</p>	<ul style="list-style-type: none"> <li>–RUSU/Students</li> <li>–Education</li> <li>–Research and Innovation</li> <li>–Support Client Relations</li> <li>–Managers (MCRs) across all Colleges &amp; Portfolios</li> </ul>	<ul style="list-style-type: none"> <li>–Oversee all buildings across all campuses</li> </ul>	<ul style="list-style-type: none"> <li>–MCR team manager</li> <li>–Staff and student spaces</li> <li>–Student experience</li> <li>–Students, and support to other events</li> <li>–User surveys/experience</li> </ul>
<p>Manager, Client Relations David C Howard</p> <p><a href="mailto:david.c.howard@rmit.edu.au">david.c.howard@rmit.edu.au</a> 0438 576 306</p>	<ul style="list-style-type: none"> <li>–College of Business (CoB)</li> <li>–College of Design and Social Context (DSC)</li> <li>–Engagement and VE</li> <li>–Global Development</li> <li>–Resources</li> <li>–RMIT Ombuds</li> <li>–Strategy &amp; Governance</li> </ul>	<p>City 1, 2, 4, 5, 6, 8, 9, 11, 13, 15, 16, 18, 19, 20, 21, 22, 24, 28, 36, 37, 38, 39, 43, 45, 46, 49, 50, 52, 53, 66, 69, 71, 73, 74, 75, 76, 80, 83, 85, 88, 91, 93, 94, 95, 96, 97, 98, 100, 101, 105, 108, 113</p> <p>Butterfly House 641</p> <p>Brunswick 511, 512, 513, 514, 515, 516</p> <p>Hamilton 601, 602, 603, 604, 605, 606, 607, 608, 609</p>	<ul style="list-style-type: none"> <li>–Staff and student spaces</li> <li>–Open Day (City/Brunswick)</li> <li>–Open House Melbourne</li> <li>–Orientation/Events (City/Brunswick)</li> <li>–CoB, OHS Committee</li> <li>–Brunswick Campus Advisory Committee</li> </ul>
<p>Manager, Client Relations Tom Hennessy</p> <p><a href="mailto:tom.hennessy@rmit.edu.au">tom.hennessy@rmit.edu.au</a> 0408 991 673</p>	<ul style="list-style-type: none"> <li>–College of Science, Engineering and Health (SEH)</li> </ul>	<p>City 3, 7, 10, 12, 14, 42, 51, 55, 56, 57, 70, 146, 154</p> <p>Bundoora East 250, 251, 252, 253, 254, 255, 256, 257, 258, 259</p> <p>Bundoora West 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 213, 214, 215, 216, 217, 218, 219, 220, 222, 223, 230, 239</p> <p>Point Cook 450</p>	<ul style="list-style-type: none"> <li>–Staff and student spaces</li> <li>–Animal Facility Management Committee</li> <li>–Vocational Engineering OH&amp;S Committee</li> <li>–SEH Technical Working Group</li> <li>–Bundoora Campus Advisory Committee</li> <li>–Orientation/Events (Bundoora)</li> </ul>