

EMERGENCY REPAIRS

SUMMARY

This procedure explains how to obtain emergency repairs for County facilities.

PROCEDURE

1. Report the problem immediately to the building manager's office, building maintenance staff, or other person responsible for building repairs. Follow instructions received.
2. If no assistance is available from Step 1 above, obtain department's authorization to commit funds necessary for the repairs, and identify the index code to which the repairs should be charged, and proceed as follows:
 - a. Before 3:30 P.M., Monday through Friday, call 786-469-2733 or contact the Internal Services Department (ISD) via the Intranet Service Ticket Desk at <http://intra8.miamidade.gov/APPS/ISD/DCSWOONLINE/servreqSql>. Enter the repair information and complete the form, including your index code.
 - b. If an emergency occurs after 3:30 pm, or on holiday or weekend, reach out to the ISD Call Center at 305-375-1803.

For a list of ISD managed buildings, visit:

<http://www.miamidade.gov/realestate/library/ISD-Maintained-Buildings.pdf>

Exception

If department is in an ISD-managed building, notify the building manager and follow instructions received. After hours or when building management is not available, please reach out to the ISD Call Center at 305-375-1803.

CONTACT(S):

Department/Division

Internal Services Department/Facilities and Utilities Management Division

Internal Services Department/Design and Construction Services Division, Service Ticket Intake Desk

Internal Services Department, Director