Frequently Asked Questions (FAQ)
Work Order Request vs. Facilities Project Intake Request Fleming College

1: What's considered a routine work order request?

Any request that involves the repair, maintenance, or upkeep of existing building systems (e.g. plumbing, power, doors).

2: Can I still use the work order request system for service needs (like custodial or event setup)?

Yes. General service requests (such as pest control, custodial services, and event-related support) continue to be submitted through the system.

3: What types of requests should NOT go through the work order request system?

Anything related to renovations or additions, space reconfigurations or modifications, or requests tied to business continuity, capital budgets, or strategic plans.

4: What happens if I submit a facilities, capital or space-type request in the work order request system?

It will be cancelled with instructions on where to redirect it, which may result in delays.

5: How do I request a facilities/capital project or space change?

Use the **Facilities Project Intake Request Form**

Important Note:
Those in the following employee groups can submit via the Facilities Project Intake Request Form:

- Fleming College Administrators
- Support Staff Delegates
- Approved Third-Party Administrators

Others should consult with their department lead for appropriate escalation. Please contact facilities@flemingcollege.ca if further information is required.

6: Who do I contact if I'm unsure where my request fits?

First, consult with your immediate supervisor or department leader. Leaders have received additional guidance and communication regarding the updated submission process and know who to contact within the Facilities team for further consultation or escalation if needed.

7: What's this about a "Service Catalogue"?

Coming soon! FSS will be introducing a **Facilities Services & Support Catalogue** through Fleming's Team Dynamix (TDX) Service Portal, to improve FSS service and support delivery. It will help categorize requests and route them efficiently.