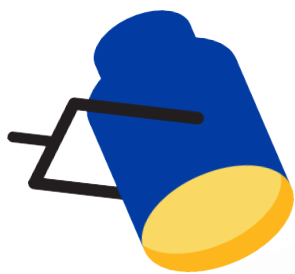


FACILITIES FOCUS

ASSET • Central Plant • Client Support Services • Energy & Engineering
Environmental & Resource Services • FS Administration • Maintenance Services

NOVEMBER 2025

CUSTOMER COMMENTS SHINE A LIGHT ON YOUR EFFORTS



Thank you for the rapid response. Great work!

The guys were fantastic! They arrived quickly, found the issue and returned shortly to replace the faucet.

Thanks so much to everyone who helps us. You all are doing a great job!!

Thanks so much for taking care of this so quickly Mathew! The building occupants are relieved. Have a great weekend! :)

We had no idea how dark our building was. Thanks for saving us from the slasher movie remake!

Laszlo was great. Communicative and efficient.

Thank you for the super quick turn-around!

Thanks, Danny, for all of your hard work.

I never expected a work order submitted last thing on a Friday afternoon to be



fixed the same day. Thank you so much for your prompt response.



This crew has always done a very good job with all my requests. Thank you.

Oli and Israel were kind, cleaned up after themselves and assisted with questions that we had, and communicated follow up instructions if problems reoccur. Extremely personable and professional.

Day Crew = Simply the best, Thank you.

This was handled so quickly! Thank you!

Great job! I was so surprised today when I walked the floor that all the burned out bulbs had been replaced overnight. Thank you!

The response time was fantastic, especially since this impacted a classroom... Complete

start to finish customer service! Very thankful for Dennis's assistance.

Good job, thank you. Dale and Darron did a fantastic job. Beyond outstanding. Thank you.

As usual, considering Access Controls' busy schedule they have come through in a reasonable time frame. Thank you gentlemen!

Great job, stains are removed and it looks great.

This request was completed so quickly we appreciate the rapid response.

All lights in the room are working now. Thank you!

Great communication and excellent customer service.

Work was done quickly. Thanks.

Thanks so much

to Steve and his crew for getting this handled so fast. You guys are awesome!

Ryan is absolutely the best person! He was kind enough to walk me through the proposed maintenance and offered suggestions to make things convenient.

Chris came in and notified us that he was going to look at the issue, and explained why the Access door would not work. He reported back when the fix was complete. He was aware that a class was going on so he spoke quietly to not interrupt. We appreciate the customer service and the attention to our issue.

Steve is a pleasure to work with. Excellent service. Thank you.

Thanks so much Derek for working this in between our lab work.



PROTECTING OUR GREEN SPACES

Landscapers hard at work removing volunteer 'tree suckers' to preserve the health of the original trees at Glen Mor intramural fields. (UCR/Joe Candias)

In late October, the housing landscape team, along with UCR tree trimmer Richard Bado, removed volunteer trees, or “tree suckers,” from the slope on the east side of the Glen Mor intramural fields.

Volunteer trees sprout from seedlings carried by the wind or birds.

This important task preserved the

original planted trees and required significant teamwork to complete in just one day, resulting in two full chipper trucks of debris. After removal, the team treated the stumps with a stump killer.

Special thanks to all of the housing landscape team for their efforts on this project.

“

Kudos from our customer!

I just wanted to take a moment to sincerely thank Jennifer Seeley and the entire Client Support Services team (Darrian, Nolan, and Caitlinh - I hope I did not miss anyone) for their outstanding support.

Working with them has been such a positive experience. They're consistently thoughtful, responsive, and incredibly communicative. Jennifer and her team always take the time to ask the right questions up front, which ensures that the technicians have everything they need to hit the ground running.

Because of this, we've seen work orders move along much more quickly and smoothly despite the limited resources. That kind of behind-the-scenes coordination often goes unrecognized, but it truly makes a big difference in helping things get done efficiently.

Their dedication, professionalism, and care really stand out, and we're so grateful for the work they do every day.

Huge thanks again to Jennifer and her team—they're deeply appreciated!

”

Plumbing team refreshes Humanities 1400 restrooms

A big shoutout to our plumbing team for their remarkable work upgrading the Humanities 1400 restrooms.

They replaced cracked toilets, rebuilt faucets, and installed new grid strainers and P-traps. Most

fixtures now have updated Sloan flush valves, improving performance. The team also caulked all sinks and toilets and installed clean-out and ADA compliant P-trap covers. Their dedication enhances the user experience in these facilities.

FACILITIES FOCUS

SERVICE MILESTONES

20 YEARS

Nils Burkland
Steam Plant Supervisor



Open Enrollment is October 30 through November 21. This is your once-a-year opportunity to review your benefits and explore your options for 2026! Email benefits@ucr.edu for support.

EMPLOYEE OF THE MONTH

Willy Cuellar
Lead Carpenter

EMPLOYEE DIGITAL SUGGESTION BOX

FS employees can anonymously share their ideas and feedback directly with FS AVC Adam Schnirel. Go to bit.ly/3KPQTIG.

CELEBRATING NEW STAFF!



SONIA ARELLANO
LIMITED SR. CUSTODIAN
HIRED OCT. 20



NOVEMBER 2025