

# KUDOS

**July 2015**

*To All Facilities Services Employees,*

*I wanted to thank all of you for your service to the University. Below are the Kudos that we received from some of our customers during the last few weeks. I see your teamwork and accomplishments each day. Keep up the great work!*

*Bruce Runberg*

*Associate Vice Chancellor for Facilities Services*

 Taylor Hall Air Compressors

- **Wayne Phillips/William Robertson**

Hi Wayne-

I really appreciate you and your guys jumping in to make sure we've got adequate compressed air for the new vivarium equipment.

Regarding pressure, 125 psig should be plenty and I don't recommend setting any higher since that is probably close to the rating of some of the downstream equipment. There is a pressure regulator in room B09 (where the vivarium steam convertor is located) that serves the new equipment, most of which requires 85-95 psi.

I'm pretty sure there is a regulator between the receiver tank and air dryer in Taylor for distribution to the rest of the building. I'm guessing it has been adjusted but the rest of the building probably doesn't need more than 55-60psi. Adjusting to the lowest pressure that works will help reduce leakage.

Thanks again for the fast response and coordinating with the contractor's schedule during installation.

Regards,

Donna Kramer, PE  
Kramer Engineering Services, PLLC

 *School of Nursing Sign*

- **Josh Clark**

Good afternoon,

I just want to let you know how much we at the Nursing School appreciate Josh Clark's remarkable turnaround time for getting the new School of Nursing sign fabricated and installed (in the rain) yesterday. Josh has always provided outstanding service to the SoN. His professionalism and "can do" attitude is very much appreciated.

Thanks,  
Sam Deal  
Facilities Manager  
UNC-CH School of Nursing

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 *210 Pittsboro Street*

- **Ray Moore**

Hello Steve,

I wanted to pass along a big THANK YOU to Ray for all of his work on the air conditioning over here at 210 Pittsboro yesterday. His extra effort is truly appreciated as he gave over 110% to get the new unit going for us. I was a bit concerned about him in the heat yesterday but he gave us the extra effort and got your unit going as we had some VIP visitors meeting in the building this morning.

Thanks and best,  
Dan Sears  
University Photographer

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 *HVAC Shop floors*

- **Aye Aye Mon/Kirby Mack**

Hi Robyn,

The floors in the HVAC shop were recently cleaned and polished by the Housekeeping Dept. They did a FABULOUS job, especially in my office where I had moved some furniture around.

I wanted to recognize the following employees who work under Zone Manager, Mark Platou:

Aye Aye Mon  
Kirby Mack

Thank you,  
Amy Orman  
HVAC Administrative Assistant

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 *NCAPPA Conference*

- **Carly Perin and all of Facilities Services Staff**

Congratulations UNC Chapel Hill

The 2015 NCAPPA Conference held at UNC Chapel Hill set a record attendance of 525 for the three-day event. There were 350 school participants and 175 business partners. The staff at Chapel Hill did an outstanding job hosting this year's event. Efforts to keep this conference green were very successful including carpooling, electronic program guides and hosting zero waste meals.

Kudos to Carly Perin, NCAPPA Conference Planning Director, and the Facilities Services staff for all your hard work.

Highlights included a welcome address by Bruce Runberg, Associate Vice Chancellor for Facilities Services at UNC Chapel Hill and highlights of UNC Chapel Hill History by Cecelia Moore, Senior Content Specialist for UNC History.

Attendees were given the opportunity to participate in 25 educational sessions and 5 guided tours of the beautiful UNC Chapel Hill campus. Evening activities included a social at Top of the Hill on Franklin Street and a show at the Morehead Planetarium.

Our business partners and school attendees participated in a day of golf at the Finely Golf Course and with our Stop Hunger Now service project. Another first was our Neighbor Helping Neighbor food drive that collected non-perishable items that were donated to local food pantries.

A special thank you to our 80 business partners and 18 golf sponsors that were a part of our conference.

Photos and presentations from this conference are available at our web site:  
[www.ncappa.org](http://www.ncappa.org)

Cathy Blanchard  
NCAPPA Secretary/Treasurer

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 *Training Report*

- **Housekeeping Services**

Darius,

Attached you will find a chart that shows what percentage of each shop in Housekeeping Services is 100% compliant, ranked highest to lowest for the month of June. Supervisors have each received an update email today with their monthly compliance percentage along with instructions for completing any of the trainings their employees may currently need.

Your department continues to do a tremendous job ensuring that employees are staying up to date on safety training. I send a tremendous thank you to you and your supervisors for this. I apologize for this report going out later than usual, but we did not want to run the report until EHS had added quite a few of our recent trainings to employee training records in the EHS Compliance Portal. We appreciate all of your collaboration throughout this ongoing process.

Sincerely,

Justin Case  
Training Specialist, Facilities Services Human Resources

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 *Wing D*

- **Carpet Cleaning Crew**

Hey Nancy,

Just wanted to let you know to pass this information along to whomever needs to know – I sent in a work order for 3 rooms in Wing D (Rm. 252, 264, 259) to be cleaned and shampooed. Whoever did the job did a fantastic job – the rooms look great!

Thanks!

Joni  
Joni Williams  
Facilities & Parking Coordinator

 *Library - emergency exit stairwells*

- **Alba Garrido**

Hi Ed,

Just wanted to let you know that Alba started cleaning our very dirty emergency exit stairwells this morning. She's the best!

Melissa Salvanish  
University Library Administration

 Athletic Communications Office

- **Stephen Robinson and Housekeeping Floor Crew**

From: Bowers, Matthew B  
Sent: Friday, July 10, 2015 9:25 AM  
To: Bitting, Angelyn S  
Subject: Great job by housekeeping

Hey -

We wanted to let the proper people know what a great job the housekeeping staff did in cleaning the Athletic Communications office last night (Thursday, July 9). Yesterday, we'd cleaned out several file cabinets and closets. We left A LOT of cardboard to be recycled, along with some full trash cans.

When we came in this morning, it was like yesterday never happened. Whoever cleaned our offices last night did a great job of cleaning everything up as good as new. It was really impressive, and we wanted to make sure whoever did it got credit for some tremendous work.

Thanks very much.

-Matt Bowers

Matt Bowers  
Associate Director  
UNC Athletic Communications

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 The Rams Club

- **Steven Robinson and Housekeeping Floor Crew**

Hi Angie and Curt, just a note to let you know that we are THRILLED with the carpet cleaning job that the new housekeeping did on our lobby and conference room! The spots are GONE and the carpet looks brand NEW! Please let them know that they literally just saved us a few thousand dollars because we had already had someone come measure for carpet replacement in those areas.

We are beyond pleased!!!! AWESOME!!

Thanks, Dawn

Dawn D. McPherson  
Chief Operating Officer  
The Educational Foundation, Inc., dba The Rams Club

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 Phillips Hall

- **Housekeeping Floor Crew**

Floor Crew,

Thanks for doing such a great job with the 3rd floor hallways of Phillips Hall; they look GREAT!!!

I would like to schedule time for the floor crew to come back between now and July 16th to carpet clean the carpets in Room 322 and 316, 316A in Phillips Hall.

Thanks as always.  
Jean Foushee-Tyson  
Mathematics

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 South Building

- **Steve Goulart and Housekeeping Floor Crew**

Hi Steve,

Thank you again for the wonderful work you and your team are doing. My area in particular really looks good and I will work hard to keep it stain free.

Trevaughn Eubanks  
Executive Assistant to the Vice Chancellor for Finance & Administration

**Access Controls/Phillips Building:**

The two gentlemen (I didn't catch their names) that responded to this work request were fantastic. I very much appreciated their efforts and timely response. Please be sure to pass along my thanks...and give them both a raise.

**Campus Maintenance/Alumni Hall:**

David and his colleague (I forgot his name) are superior! Their quality of work and communication were most impressive. We can't thank you both enough for this fine work of repair!

**Campus Maintenance, Electrical/Hill Alumni Center:**

Justin took care of this problem very quickly. We can always count on Justin to take care of our many electrical needs.

**Maintenance on Demand, Controls/Hill Alumni Center:**

Tim came and worked his magic on the mixing box and made the office much more comfortable.

**Access Controls, Hardware/Hill Alumni Center:**

Paul always responds quickly and takes care of the problem!

**Masonry/Hill Alumni Center:**

I appreciate how quickly the Masonry Shop repairs any broken bricks that are on our outside stairs.

**Campus Maintenance, Electrical/Hill Alumni Center:**

Justin came quickly to take care of this problem, removed the broken bulb and replaced it with a new one.

**Maintenance on Demand, Controls/Hill Alumni Center:**

HVAC came quickly, added plastic sheeting and stopped the progression of the leak. I appreciate their efforts.

**Campus Maintenance, Plumbing/Hill Alumni Center:**

Fred came quickly and made the adjustment necessary to get the drain plug functioning again.

**Campus Maintenance, Carpentry/Hill Alumni Center:**

I appreciate the quick response. We have many people in the building that day and needed the blockage repaired.

**Refrigeration/Hill Alumni Center:**

Refrigeration always responds quickly to take care of repairs in the Club kitchen.

**Access Controls, Hardware/Hill Alumni Center:**

Paul came the same day. He diagnosed the problem, ordered the part and the job was completed quickly.

**Housing Support South Campus Maintenance/Hardin Residence Hall:**

Marty did more than he was asked, and made our move out a lot easier!

**Housing Support North Campus Maintenance/Joyner:**

So quick and easy; he did a great job!

**Campus Maintenance, Plumbing/Hill Alumni Center:**

Our plumbers came right away and fixed the problem. We had 725 people here that Friday and the men's room was in high demand.

**Masonry/Hill Alumni Center:**

A mason came quickly to take care of the missing bricks. It was graduation and reunion weekend and many people used Ram's Deck for parking and the stairs to get to difference parts of campus. I appreciate his efforts.

**Controls/Hill Alumni Center:**

Time Burke is amazing!!!! He came right away, discovered what the problem was, replaced the part and we were back in business in a very short amount of time. We have 625 people that were going to use the Alumni Hall that day!!!!

**Life Safety and Electronics, Generator Shop/Hill Alumni Center:**

Eric is very dedicated to the successful operation of our fire alarm systems. Being able to turn the alarms to silence during the 725 alumni who attended the Old Students Club luncheon was a wonderful idea. The oldest alum was 102 years old!!!

**Refrigeration/Hill Alumni Center:**

Chef Ashleigh was most appreciative of the efforts of the freezer technician. The club was very busy and the repair happened quickly!

**Controls and Construction, Plumbing/Hill Alumni Center:**

This turned out to be a huge job and I thank Tim from HVAC and Tommy and Jimmy from Construction Plumbing. They did a great job!!

**Housing Support South Campus Maintenance/Baity Hill Student Family Housing:**

I was very pleasantly surprised by the service. The facility technician came within a couple of hours and did a very professional and courteous job. I have seldom seen such good workmanship.

**Small Jobs Shop/Hill Alumni Center:**

I so appreciate our banner guys! They did a great job in installing our new banners.

**OWRR/Davis Library:**

This request was submitted on short notice and the recycling staff was extremely courteous and responsive. When they couldn't get in touch with me, they took the initiative to follow up with other staff. Great Job!!!

**Electrical/Hill Alumni Center:**

Wow, Ralph and his electricians came out the same day I put in the work order. They did a wonderful job relocating the electrical boxes and the Club in very appreciative.

**Campus Maintenance, Plumbing/Hill Alumni Center:**

Our Plumbers came within 24 hours of my sending in the work order. Gave the drain some chemical coaxing and it now works just fine. I appreciate their efforts!

**Plumbing/Hill Alumni Center:**

James McKinney did a wonderful job for the Club and they are now up and running with the local craft beer.

**Plumbing/Hill Alumni Center:**

UNC is very fortunate to have such talented trades people!!! James was able to put the faucet back together with some spare parts I had on hand and installed the new toilet within a few days.

**Plumbing/Hill Alumni Center:**

Fred, our building plumber responded quickly, looked at the job and recommended that I send it on to construction plumbing. I appreciate his insight.

**Controls/Horney Building:**

Richard Harris was the technician who checked and made adjustments to my thermostat. He even offered to come back later in the day to check to make sure it was working properly and to ensure that my office was cooler.

**Campus Maintenance, Electrical/Hill Alumni Center:**

Justin and Michael responded quickly and took care of the problem. They can always be counted on!

**Access Controls, Hardware/Hill Alumni Center:**

Daylan had these keys ready for me on the same day that I put in the work order!! This is service!!!

**Campus Maintenance, Plumbing/Hill Alumni Center:**

James with construction plumbing did a fine job re-routing and replacing the copper pipes. We appreciate his efforts.

**Life Safety and Electronics, Generator Shop/Hill Alumni Center:**

Everything went perfectly and I even received a call from Eric Quigley verifying the request and location. The system was taken down for the hours needed and then came back online. We appreciate his efforts and attention to detail.

**Controls/Hill Alumni Center:**

Tim Burke is very responsive to our HVAC needs. He came, took care of the problem and the office is back to a comfortable temperature.

**Campus Maintenance, Electrical/Hooker Center:**

We are enjoying the brighter environment, thanks! The repair person was very congenial and efficient. The experience couldn't have been better. Keep up the great work.

**Refrigeration/Genetic Research Building:**

Brit Carter and the young man working with him on this project (I'm sorry I do not recall his name) did a superb job. We especially appreciate not only their technical expertise, but the skill with which they communicated with us, letting us know the ongoing status of our repair. Their superior professionalism was noted. Thanks to them.

**Access Controls, Hardware/Hill Alumni Center:**

Daylan does it again!!! I had the keys in less than 24 hours and really appreciate the service.