

KUDOS

October 2015

 *Facilities Planning*

- **Cody Pace**

Facilities Planning and Design (FPD) bestows a great thank you to Cody Pace for his relentless pursuit of teamwork and professional support for all things related to this department. Cody always demonstrates a "how can I help you?" and "can do" attitude. He provides leadership and coaching in new and unfamiliar systems to permanent staff, temporary employees and administrative assistants in departments other than Engineering Information Services. Cody extended his administrative services when FPD was without an administrator. His coordination and organizational skills are appreciated in the updating of the UNC Design Guidelines as Gatekeeper. Cody is a good friend and great colleague to Facilities Planning and Design and we look forward to further engagements in the future.

Thank you Cody!

Jerry U. Guerrier

 *ROTC Building Security Cameras*

- **Building Services**

I want to thank you and your folks for making sure that we moved quickly to assess and install the security measures at the ROTC building. I don't think I have even seen a job turn around so quickly at UNC – everyone who had a part in it is to be commended.

Jeff

Jeff B. McCracken
Chief of Police and Director of Public Safety

 *Greenlaw*

- **Austin Daniel**

I wanted to let you know that your staff did a wonderful job here in Greenlaw. Mr. Daniel was very helpful and everything he said would be done was. The gentleman who did our painting was professional and a fast worker. The walls look so good now that I want to get all the halls painted! Thank you once again for coming to our rescue and sending such competent and thoughtful employees. You get my vote for Hero of the month club!

Yours,
Karon

Karon Griffin
Administrative Support Associate
[Department of American Studies](#)
[Department of English & Comparative Literature](#)

 *Aycock Family Medicine*

- **Jorge Cerna, Brian Rocafuerte and Terry Brewer**

HVAC staff would like to recognize 2nd shift electricians Jorge Cerna, Brian Rocafuerte, and Terry Brewer for their extra efforts at Aycock Family Medicine. The HVAC system there was suffering increasingly frequent intermittent failures, which (thanks to the prompt assistance of Engineering's Jeannie Smith) were traced down to an isolation transformer that was no longer needed. HVAC staff on 1st shift was working over to rewire around the transformer when they realized they needed an electrical tool and called the 2nd shift electricians. The electricians came to deliver the tool and noticed HVAC staff were challenged in pulling heavy 2/0 gauge wire through the conduit system. Although they had only come to deliver a tool and could have left after the delivery, the electricians stepped up to help pull and terminate the wire. HVAC staff was very impressed with 2nd shift's skill and their positive teamwork attitude in getting involved to solve Aycock Family Medicine's reliability issues. Kudos to 2nd shift!

 *MEJ AHU*

- **Joe Magura, Todd Freeman, Mark Obenshain, Artie Neese, Lane Adams, Robbie Everhart and William Robertson**

Joe,
I'm glad we had the discussion for MEJ AHU at the vivarium. Good job to you and the HVAC and Control Shops on bringing the lack of redundancy to our attention!
Thanks,

Amy

Amy E. Dean, PE LEED™ AP
Facilities Planning Structural Engineer / Project Manager

 *EHS Conference Room*

- **Jennifer Stallings**

LIKE IT very Much! Good design!

Mary Beth Koza
EHS

 *David Library*

- **Tamatha Canaday, Kevin Marshall, Mark Platou**

Tamatha, Kevin, and Mark,

Just wanted to take a moment to thank you for the work that your crews have done over the summer in Davis Library. Ed and I have both noticed a difference in how things look in the building. The stack areas are looking very good as well as the restrooms. I know all of the housekeepers and the floor crews have been working hard to get things in shape before the fall semester starts. All of the floors are looking good. I hope that the students and staff that come into the building will appreciate your efforts and help keep the building looking good.

Thanks again for the hard work,
Susan

Susan Wrenn
Purchasing & Facilities Manager
University Libraries

 *Quail Hill*


- **Floor Crew**

Hi Darius,

I just wanted to let you know what a great job the floor crew did last night at Quail Hill. Let's hear it for the boys! Let's give the boys a hand! Excellent job, excellent morale. I couldn't be more pleased.

Thanks Again,

Laurel

 Bynum Hall

- **Moving Crew**

Greetings –

First, I would like to thank you all for your kind help in making our events so successful again this year!

The movers did a great job getting our materials and other items delivered. Will, as in the past had all of our needs taken care of! Elizabeth had everything well organized from top to bottom!

Again, thank you for your services!

Best –

Lou

Lou Anne Phelps ▪ Program Review/Student Services Coordinator
The Graduate School ▪ The University of North Carolina at Chapel Hill

 Move In

- **Facilities Services**

You are the Best!

I know this is my first Opening as a Tar Heel, but it is my 27th overall! And this year's Opening was AMAZING!

We are a department made up of many units all busy perfecting their piece of our overall plan to support students... and, at Opening, it all comes together. This past week.....as a result of all your efforts....we provided our students with the homes they need to find their paths to success!

I know what it takes to prepare for the move-in of almost 10,000 students in basically three days. I know what it takes for housekeeping to keep up with summer students and conference guests and yet still have all our spaces ready. I know what it takes for Housing Support to do this same thing, plus giving some of our buildings some welcome TLC (have you seen the floors in Spencer? Beautiful!) I know what it takes for the Res. Ed. folks to train the CDs, RAs, RAMs, CMs, OAs... and then maintain energy to welcome (or welcome back) our students. I know what it takes for Facilities Management to carry the pressure of getting renovation projects to the point that they are ready and can be

certified by the state as a building that can be occupied....and to do this in time for students to move in. I know what it takes for our Assignment team to handle thousands of room requests with the goal of making everyone happy.....knowing you can't....but yet never giving up in trying; and all this while handling summer school assignments. I know what it takes for our Furniture Crew to move, repair, move again, and repair again all those items that enable students to create a home away from home. I know the effort our Business Service team put forth to keep up with everyone's hiring paperwork (important if we want people to get paychecks), processing purchasing, paying our bills. I know what it takes for our Package Centers to process thousands of parcels that help students feel settled quickly in their new homes. I know the effort involved from our Marketing folks in trying to communicate a multitude of topics to thousands of customers so all students and staff are fully informed in a timely fashion. I know what it takes for our Grounds crew to work through the heat of the Carolina summer to ensure that our exterior "first impression" shows the true character of our historic campus. I know what it takes for our Summer Operations team to provide excellent service to our guests with staffing patterns that seem to change daily (or at least weekly). Finally, I know what it takes for ResNet to provide our residents the only two things more important than air- Internet access and cable TV!

It is so hard to express thanks and appreciation with just words. But words are all I have. I truly thank each and every one of you for your hard work...sometimes seen, sometimes not.....your commitment to our shared purpose, your positive attitudes, your can-do spirits, and your skill. It is my honor to be part of this team. It is with full confidence that we have a great year ahead of us that I end this note as I began....

You are the Best!

Allan

Allan Blattner
Director

On behalf of the Department of Housing & Residential Education, I wanted to extend a big thank you for you and your team's extraordinary efforts prior to and during student move-in. Every year that I have been here we have said that things went better than the previous year, and this is no exception. Due to everyone's hard work and preparations in advance, we were able to respond to and satisfy requests almost immediately. This great customer service makes a wonderful impression to students and parents.

I am very proud to be part of such a professional, caring, and student-focused team. It is an absolute delight to see everyone working toward the same objective and moving

forward together. Please make sure that you and your teams get a chance to rest and recharge soon, especially those who worked all weekend.

Thanks again.

Steve

Steve Lofgren
Assistant Director

 Bowman Grey Balcony

- **Housekeeping**

I need to share some praise! Would you please forward this onto whomever this praise belongs to?

I have noticed and appreciated that the floor on the balcony of Bowman Gray has been cleaned a few times in the past few weeks. Somebody has put this on their regular rotation, and it has really made an impact on the first impression people receive walking into this building. Thank you!

Catherine Ayers
Aquatics Director
University of North Carolina at Chapel Hill

 Smith Center

- **Floor Crew**

Morning!

I can't thank you and Thein enough. I appreciate the amount of time you spent on the carpet and for planning ahead for the season.

Hope Thein's father is doing ok.

Thanks again!!!

Angie Bitting
Dean E. Smith Center

 Abernathy Hall

- **Building Services**

Dear Mark: thank you and your team so much for the professional work and great improvement to Abernethy Hall. You were terrific in coming to meet with all of us and following all jobs to completion. Come visit: it's a huge improvement!

With gratitude,

Dan
Daniel P. Gitterman
Chair, Public Policy

 South Building

- **Cheryl Leguillow, Chris Glenn, Ted Hoskins, Mark Bristol**

Hi Everyone,

The Chancellor's office is thrilled with the transformation of 105 South! Please extend their appreciation to your entire team. The conference room looks great and is much better suited to meet the many program needs.

Terrific job everyone!

Anna

 Facilities Services Satisfaction Survey Comments

Sheet Metal Shop/Hill Alumni Center:

My thanks to Doug Marlow for sending Will and Simon to do the installation of the cutting board racks and food ticket holders. They did a great job and I appreciate their efforts!!

Sign Shop/Van Heck-Wettach Hall:

Thanks Josh Clark for your hard work designing and producing the door signs for the Law School Dean's Suite, they were very much appreciated. Thank You Phillip

Campus Maintenance/Med School Wing B:

The elevator looks great- we love it!!! I have been staring at the graffiti for many years; it's so nice to have a pristine looking elevator again. Thanks so much!

OWRR/Hamilton:

Such a nice feeling to have something done quickly and with such nice guys. I'm impressed.

Campus Maintenance, Electrical/School Leadership Development Center:

Don and Mike are always a pleasure to work with. I appreciate both of them and all they do here very much!

Campus Maintenance, Plumbing/Hill Alumni Center:

Both James and Tommy did a wonderful job for us and took care of everything from start to finish!! We appreciate their efforts.

Maintenance on Demand, Controls/Hill Alumni Center:

Fred and Mike came as soon as they could and took care of the clogged drain. Their work is appreciated because the Club could not operate without their expertise.

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

This request was handled very quickly and I appreciate the efforts of Eric Quigley and John Chick. Both contacted me and everything was handled as requested. Without them, the Club would have had an evacuation during Sunday Brunch, and I don't want to go there!!

Access Controls, Hardware/MacNider:

Always quick and precise and courteous. Thanks much Daylan.

Campus Maintenance, Electrical/Hill Alumni Center:

Michael was here to replace it very quickly and I appreciate his attention to detail.

Housing Support South Campus Maintenance/Ram Village:

The technician who came was very nice and completed the work needed to be done very fast and left everything cleaner than it was before. Thank you very much!!

Housing Support North Campus Maintenance/Grimes:

Mr. Smith was very courteous and helpful. He had the problem fixed in a matter of minutes.

Housing Support HVAC/Connor:

The guy who came out to fix our room was awesome and ~~super-efficient~~super-efficient!
Thank you!

Housing Support South Campus/Ram Village:

Work order was put in only half an hour before end of normal hours, but worker still came very promptly and completed work very quickly. Very, very happy; thank you!

Housing Support North Campus/Morrison:

I send in the request Sunday morning expecting it to be fixed on Monday, and he came early Sunday afternoon which was really surprising and amazing that it was fixed quickly.

Housing Support South Campus Maintenance/Baity Hill Student Family

Housing:

Facilities Services has always been fantastic - very thankful!

Refrigeration/ Van Hecke-Wettach Hall:

Thanks Doug and company! Is there anything we can do here at the Law School to help you in keeping the water balanced please let me know, Phillip

Housing Support South Campus Maintenance/Craig Hall:

It was amazing how fast the person arrived. I was expecting to wait a couple of days, but I think it might have been within a half hour. I also got some great advice on cooling down the room in the winter without freezing the window unit by just running it on fan to let in the cooler outdoor air.

Masonry/Hill Alumni Center:

I can always count on our Masons to respond quickly to a safety hazard. A missing brick in a sidewalk is dangerous with all of the people who pass by our building. I appreciate their efforts.

Small Jobs Shop/Hill Alumni Center:

Our banner guys are the best!! They took care of hanging, removing and storing our banners and always with such a nice smile!!

Access Controls, Hardware/ Van Hecke-Wettach Hall:

Craig (Garvey) and some guy named "Glenn" (Osterberg) did a phenomenal job repairing and re-coding our punch code locks prior to the Students arrival on Monday. They also went beyond the ticket request and repaired a cylinder that popped out. Thanks to the both of them!

Housing Support North Campus Maintenance/Ehringhaus:

The work was done incredibly quickly and a note was left notifying me that the job had been done. It gave me a sense that I was being taken care of, and I wanted to say thank you for that!

Campus Maintenance, Electrical/Hill Alumni Center:

As always, Justin and Michael are friendly, positive and very helpful!!

Housekeeping Moving Crew/Aycock Family Medicine:

The move was done in a timely manner and very efficiently. Thank you for the services you provide to the university.

Sign Shop/AHEC:

Excellent job with getting our request done and doing a great job. Looked excellent and everyone very pleased.

Housing Support South Campus Maintenance/Ram Village:

Facilities services have been very helpful with the fix my room requests I have put in. Thank you so much for being quick to respond, friendly, and helpful!

Access Control, Hardware/Hill Alumni Center:

Paul (Ranard) and Craig (Garvey) were here before the ink dried on my work order print out. The lock was fixed very quickly and we were able to secure the back of the building again. We are fortunate to have such great service!!

Campus Maintenance/Hill Alumni Center:

Josh responded very quickly. He and his co-workers did some water testing on the outside stairs to see if that was the way that rain was making a kitchen wall damp. They sealed some cracks, kept me in the loop as to what they were doing and feel that the moisture problem has been corrected.

Access Controls, Hardware/Burnett-Womack:

Paul (Ranard) and Daylan (White) were great! They were very helpful and quick to get my keys made and my door lock replaced!!

Campus Maintenance, Electrical/Hill Alumni Center:

We can always count on Justin to take care of our lighting needs especially the outside stair lights. With fall coming, it is even more important that people can avoid tripping or falling.

Access Controls, Hardware/MacNider:

Always quick and friendly service, happy to work with Daylan (White) and the key shop.

Campus Maintenance, Electrical/Hill Alumni Center:

I very much appreciate the efforts of our building electricians. They respond quickly and take care of the problem right away.

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

Mike Miskow handled everything beautifully. He came and checked with me about the details, the room location, when he would be here and what he would do. I very much appreciate his thoroughness.

Housing Support South Campus/Koury Residence Hall:

Marty is the real MVP, and I'm only sorry that I wasn't at my dorm to thank him

Housing Support North Campus/Avery:

My roommate and I very much appreciated the timeliness and courtesy of the facilities services. Everything is in great condition now and we are very grateful for their kind efforts, thank you!!

Small Jobs/Physicians Office Building:

I have nothing but kind words to say about the gentlemen who came out to complete the work request. All of them went above and beyond to make sure everything was done to our satisfaction. Unfortunately we ran into an internal issue (miscommunication between our OWN staff members) which meant we still needed the men to return and tweak a few things. Their follow up response was fantastic (and greatly appreciated.....Taking direction from 'all women' has its challenges to say the least).

Small jobs shop ROCKS!!!!!!

Kudos Gentlemen!!

Thanks

Elizabeth

Refrigeration/Hill Alumni Center:

Ray spent many hours trying to diagnose what was happening with this unit. He never gave up and finally a solution was found. We appreciate his efforts!

Housing Support Paint Shop/Baity Hill Student Family Housing:

The painters were impressively quick and skilled and didn't leave until I approved their work. They mostly cleaned up but did leave a few specks of paint to be wiped. I knew mine was an unusual request; true courtesy would have been to either say they couldn't paint it or just paint it instead of raising an eyebrow at me for wanting the underside of the counter to look respectable.

Campus Maintenance, Electrical/Art Studio:

Prompt service and they corrected an off/on switch that was upside down as well as pulling out a large amount of unnecessary wire that had been jammed up in the wall. Went above and beyond to make sure the job was done correctly.

Campus Maintenance, Electrical/ITS Manning:

The guys did a GREAT job....could not have asked for better service.

Housing Support, HVAC/Winston:

The problem us fixed and the worker left a very nice note behind. Thank you!