



Facilities Management


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Building Services

*We provide services with your health, safety
and the environment in mind.*



Building Services is one of the largest divisions of Facilities Management and provides environmentally-friendly custodial services for the University's facilities, including academic, medical research, residence halls and faculty housing, and other public buildings across Grounds.

Custodial services for the U.Va. Health System, private clinics and related patient care areas are provided by U.Va. Environmental Services. The Environmental Services staff can be reached at (434) 924-5183.

In October 2013, the Building Services' cleaning program was awarded the prestigious [Green Seal](#)

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GS-42 certification. U.Va. became the first higher education institution in Virginia, and third in the nation, to receive this certification.

[Learn more about Building Services' Green Seal certification »](#)

[View our stance on sustainability »](#)

Topic of the month

Introducing another tool to enhance our services in your building:
[site-specific manuals](#)



In order to reach national certification of its cleaning program by **Green Seal**, an organization has to look closely at its building and develop procedures that support the health and welfare of all occupants as well as sustain building materials used in its construction. Called a site-specific manual, this document goes beyond generic “how-to’s” to really focus in on the unique set of characteristics in a building that demand specialized attention.

One segment of the manual addresses how to care for all of the floor types in a building. So, how a cork floor is cleaned (product and technique) is very different than that being required by marble or slate.

Another area that is covered in the manual deals with customer communication. How and how often we seek customer feedback is an important part of making sure we're meeting their needs and expectations or clarifying for them what in fact our service package includes and in some cases, excludes.

Sometimes different buildings possess unique characteristics that require special handling from a cleaning perspective. A building may house a health clinic. Or include decorative live plants. In some cases there are even birds and animals! All of these situations require some unique product or procedure to ensure cleaning results meet the standards required for certification.

How we handle emergencies while in the building and a commitment to protect occupants who are considered "vulnerable" to fragrances, chemicals or noise are all spelled out in this document as well.

For the last six months, Building Services supervisors have been compiling information toward developing a manual for each of their buildings. Most of the manuals will be available for electronic distribution by mid-February. If you're interested in receiving a copy of the manual for your building, please email Building Services Quality Assurance and Development Manager, Sandra Smith (sas7rs@virginia.edu).

[View "Topic of the month" archives »](#)

Site-specific manuals address cleaning needs and unique challenges in most U.Va. buildings



Home-Green-Home



Learn about some green cleaning products and techniques to use in your own dormroom or home.

It takes a village



Partner with us to help keep working and learning environments healthier across Grounds.

We're GS-42 certified! Cleaning for Health ... yours, ours, your building and the environment



Learn more about what it means to be the third university in the nation and first in Virginia to achieve this designation.

The road to GS-42 certification took us to other destinations as well



Discover what else we achieved.

Want to know more about how we measure the quality of clean?




Making it *gleam*




Find out what happens on Fridays.

Front-line staff on the move UP 

Learn about our unique Top Performer class.

“*This* is How We Do It!” award celebrates the best in our team members 

Learn more about this important recognition.

Going beyond customer service to customer *delight* 

See our roadmap to wowing our customers.

Wall of **Shine!** 

Read what our customers are saying about us.

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