

About processing of request tickets

All submitted request tickets will be handled with the related facility Team members, and any feedback will be sent back to you through facility center email account. And tickets will be submitted as solved when the required tasks are completed.

The following original procedure remain unchanged:

1. **For General Public Area Booking**, should be submitted at least **5** working days in advance (including the floor plan of set up) and **for School Calendar Events Booking**, should be submitted at least **10** working days in advance (including the floor plan of set up). Feedback will be given within 2 business days upon receipt of the request. Will let you know if any conflicts.
2. For Regular Maintenance, it will be arranged according to the order of submission, and which should be completed within 5 working days. We will contact you if there any explanation needs.
3. For Urgent Request, which will be handled according to the urgency level and feedback will be given on the same day.
4. For the request related to renovation and construction, after approval by the **Heads of relevant Departments (HoD)** and budget review, we will arrange the construction time and reply to you according to the specific situation.
5. For the request with order cycle, related to material, furniture and other procurement, after approval by **HoD** and budget review, it will be arranged accordingly.
6. For the stagnant request, it will be cleared at the end of each semester.