



**2024-2025**

***RESOURCE FOR SERVICE REQUESTS AND COMPLIANCE***

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Dear Principals:

The Houston Independent School District (HISD) Office of Facilities, Maintenance & Operations provides coordination, planning, scheduling, maintenance and repairs, and completion of work requests for all district facilities. This guide is intended to provide a “Go To” resource for all maintenance issues in the following areas:

- Customer Support
- FMO Compliance
- Facility Reservations
- Maintenance Repairs & Building Service Management
- Energy & Sustainability
- Life Safety Systems & Technology

The mission of the department is to provide “Service Excellence” in our service delivery; while developing trust through the support we provide for all stakeholders. We are committed to providing the best support to all HISD students and staff, as well as other district stakeholders. To assist with this effort, the Facilities, Maintenance & Operations Resource Guide has been developed to deliver the following:

- An overview of Facilities, Maintenance & Operations readily accessible information concerning: Key service groups and their responsibilities
- Functional support groups and their responsibilities
- Vital contact information
- Knowledge of key terms used to request, communicate, and follow-up in all matters regarding facilities support

Our purpose is to:

- Provide a safe environment by maintaining district campuses and facilities
- Focus on your maintenance requests and issues
- Provide a course of action and timeline
- Resolve the issue

From the beginning of a request until its completion, Facilities, Maintenance & Operations team remains responsible for focusing on the customer and honoring our mission to place children first, keep them safe, and contribute to their success and achievement by managing non-instructional aspects of the learning environment.

We welcome your feedback and appreciate your comments and recommendations.

Have a great school year!



Alishia K. Jolivet Webber

Chief Operations Officer, Facilities Maintenance & Operations

## CAMPUS QUICK REFERENCE

Requests that fall outside the scope of routine maintenance or repairs are classified as *New Work*. Such requests must adhere to HISD design guidelines and receive pre-approval from the Director of Maintenance & Repairs. If the work is performed by an external contractor or requires employee overtime, the requesting campus will be financially responsible.

### New Work Requests:

- Contact assigned Division Director (North, South, West, Central, Central Support)
- A representative from the assigned Maintenance Area will visit the campus within three days.
- If the requested project is determined to be new work, a contractor or proposal will be provided.
- Once a campus accepts the proposal and agrees to fund the project, FMO or Construction Services will provide a start and completion timeframe of the project.

## AREAS OF RESPONSIBILITIES:

### Facilities, Maintenance & Operations (FMO):

*Note: A maintenance work order will be required for all items below.*

- Addition or relocation
  - Lock hardware beyond design guidelines
  - Life safety equipment, such as, card access readers, cameras, and airphones
- Room modifications such as paint maintenance
- Service and/or Repairs
  - Canopy repairs
  - Ice machine repairs (existing electrical outlets only, excluding those in the kitchen)
- Installation
  - Gate installations and/or fence conversions, including panic bar and card access reader

### Construction Services (CS):

*Note: A work order and building modification request (BMR) form will be required for all items below. Complete form and submit to [modrequest@houstonisd.org](mailto:modrequest@houstonisd.org).*

- Room modifications
  - Adding walls including cubicle half walls
  - Additional electrical outlets
  - Painting a room
  - Changing colors
  - Converting classrooms into computer labs – include FMO Code Compliance
  - Window Treatment
  - Blinds, tint, etc.
- Installation
  - Furniture – depending on size
  - New irrigation systems
- Service and/or Repair
  - Canopy structural
  - Partitions
  - **Ice machines** installation of **new electrical** outlets (other than in the kitchen)

### Campus:

- Room modifications (BMR form required)
  - New bookshelves
- Installation
  - Cork boards (BMR form required)
  - White boards (BMR form required)

- New and existing plants/shrubs/flower beds/vegetation/trees
  - New irrigation zones
  - Marquee signs
- Life Safety Systems
  - Lost keys
  - Keys and rekeys for desks and / or file cabinets
- Card access deactivation
- Service and/or Repair
  - Washers and dryers including disconnecting and installing outlets
  - Ice machines
- Theatrical
  - Stage Fly System on stage
  - Control board and lights
  - Stage light repair
- Annual Ansul and fire extinguisher inspection in cooking classrooms
- Remove wall mounted TVs
- Wood Deck (BMR form required)

## DONATIONS

Donations from PTOs or other organizations must be routed through the HISD Grants department ([GrantDevelopment@houstonisd.org](mailto:GrantDevelopment@houstonisd.org)). All donations of work or equipment must meet HISD design guidelines and be pre-approved by the Sr. Ex. Director of Facilities, Maintenance & Operations.

## Section One

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### **FACILITIES, MAINTENANCE & OPERATIONS**

Facilities, Maintenance & Operations (FMO) is dedicated to delivering high-quality support to Houston Independent School District (HISD) students, staff, and employees, ensuring our facilities are safe, comfortable, and fully operational. Our success hinges on customer satisfaction with our exceptional service. To enhance service levels, FMO has restructured into three specialized departments: Maintenance & Operations, FMO Administrative Services, and Construction Services. This reorganization:

- Ensures facilities meet HISD standards,
- Improves management efficiency, and
- Deploys skilled staff for effective supervision and maintenance.

### **MAINTENANCE & OPERATIONS**

Maintenance & Operations comprises of Maintenance & Repairs, Building Services, Grounds Services & Support.

Facilities, Maintenance & Repairs is responsible for ensuring the safe and efficient functioning of all district facilities, including performing emergency, preventative and routine maintenance, and small-scale improvement projects.

Building Services is responsible for providing a safe, clean learning environment for students, staff, and the community.

Grounds Services is responsible for maintaining the campus grounds to ensure safe schools and facilities for the students, staff, and employees.

### **FMO ADMINISTRATIVE SERVICES**

The FMO Administrative Services department is comprised of Customer Support & Compliance, Business Solutions, and Finance & Accountability.

#### **Business Solutions**

Information Services acts as a liaison between FMO and Information Technology (IT). This service group provides organizational support for technical-related issues, streamlines business processes to improve productivity, partners to collaborate with business strategists, process owners, and other subject matter experts.

Energy & Sustainability promotes environmental stewardship by integrating sustainable practices across operations, educating the community, and fostering a culture of responsibility. The department develops and manages energy efficiency projects, including smart energy procurement, water conservation, and LEED certifications. It also oversees the Direct Digital Control (DDC) system for efficient HVAC and lighting management.

Life Safety Systems handles routine maintenance and emergency repairs for electronic safety and property protection equipment, including alarms, extinguishers, access systems, and surveillance. It also manages annual inspections for fire alarms, intercoms, and extinguishers. New key requests and door rekeys are outsourced to contractors.

### **Customer Support & Compliance**

Customer Support is responsible for supporting FMO with maintenance service requests, payroll processing, and purchase requisitions. The department also provides a range of specialized support services district wide.

Compliance ensures that all HISD facilities maintain the required operating permits, certificates, and inspections as mandated by the City of Houston and the State of Texas. Acting as the District's liaison, the team collaborates with the City of Houston Fire Department and HISD campuses to identify and address fire code violations. Additionally, Compliance coordinates repairs for elevators, solid waste management, and storm water quality. *Elevator Usage Notice:* Elevators are intended exclusively for passenger use unless otherwise specified. They should not be used for transporting furniture or freight. Any repair costs resulting from misuse will be charged to the campus.

Environmental Services inspects schools for asbestos-containing building materials and prepares management plans to prevent or reduce asbestos hazards, as outlined in the Asbestos Hazard Emergency Response Act (AHERA). The department also has an ongoing O&M program where known Asbestos containing building material is managed in place, facilitates the disposal of Asbestos containing building materials resulting from O&M operations and /or abatement activities.

### **FMO ACCOUNTABILITY**

The FMO Accountability department is responsible for supporting the FMO departments with budget development, process improvement, financial reporting, and reconciliation of department accounts in a timely manner. It is imperative that the department's financial information reflects actual results of the business operation.

### **FMO CONSTRUCTION**

Construction Services is responsible for school construction across the district including all new construction and major renovations, as well as all projects related to district bond programs. All work complies with various regulatory agencies and authorities, adheres to accepted engineering practices; emulates recognize best practices, and approves opportunities for growth and development of department staff.



## Section Two

### FACILITY RENTALS

#### FACILITIES, BUILDINGS AND GROUNDS

HISD facilities are primarily designed for school-related activities and are available for use by students, employees, school-affiliated organizations (such as PTAs, afterschool programs, and booster clubs), community groups, and commercial entities, in accordance with Board Policy. However, priority is always given to the education of HISD students. **No Principal or campus staff should permit the use of any facility, building, or grounds by external organizations or individuals without proper approval from the Facility Rentals Office.** If a patron inquires about facility use directly with a Campus Administrator or staff, they should be promptly directed to the Facility Rentals Office via the Facilities, Maintenance, and Operations website at [www.Houstonisd.org/Rentals](http://www.Houstonisd.org/Rentals). Additionally, any school-sponsored event involving a third party or occurring outside regular school hours must be approved and vetted by the Facility Rentals Office.

#### Internal Events and Collaborations

- Campuses should enter their internal or other departmental events that take place during extended hours (after normal operating hours, weekends, and holidays) into HISD's Facility Reservations system, Facilitron (<https://www.facilitron.com/hisd77092>). The system will enable the scheduling of services such as HVAC, custodial, officers, additional supplies, etc. These services will not be provided if the event is not entered into the system.
- To obtain access credentials to Facilitron, contact the Facility Rentals Office at 713-671-1740 or [Rentals@houstonisd.org](mailto:Rentals@houstonisd.org). Campuses should direct any organizations that provide after school care, enrichments, day care, etc., to register via Facilitron as an external user.

#### External Use Requests

- Patron or organization submits application through HISD's online facility reservations system by visiting <https://www.facilitron.com/hisd77092>. With this system, facility use and rental requests can be submitted easily and will be handled efficiently. Renters will be able to access photos and descriptions, see real-time availability, get estimated quotes, and pay online.
- Applications must be submitted at least 15 days prior to the start of the event.
- Event details are sent to the principal or their designee for approval or denial.
- If approved, the requester must sign a contract and submit payment and certificate of insurance prior to the event.
- Staffing for custodial and/or police are required for an event. Custodial staff and Police Officers are scheduled to work overtime for events on a first-come, first-serve basis.
- For liability and compliance reasons, pool rentals are held to a higher standard than normal facility leases. For more information on pool rentals, please contact the Facility Rentals Office.

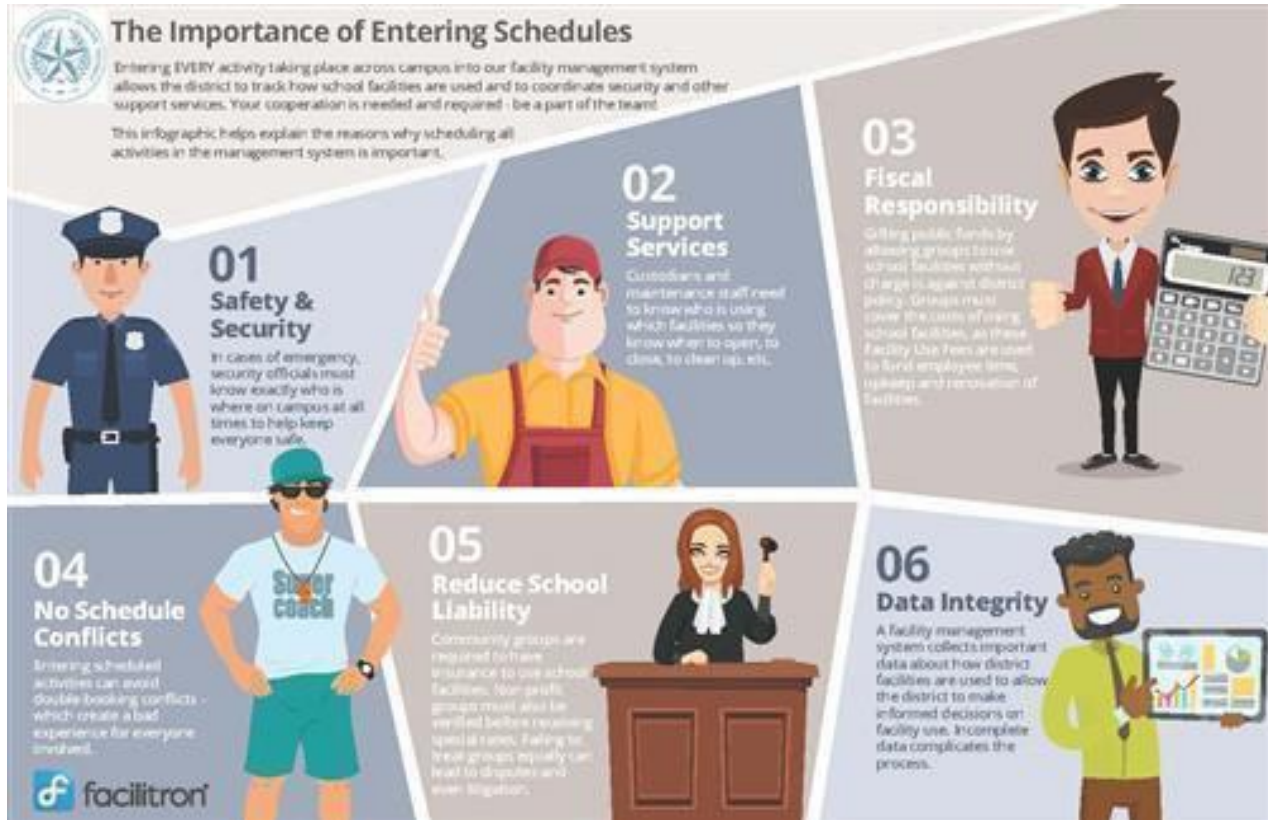
#### Stadium Requests

- Campus and External use requests for Stadiums should be entered into the Facilitron system. The request will be considered pending and not approved until a Stadium Manager or other Athletics Department representative has made contact, reviewed the event, and desired logistics, negotiated fees, and a contract is signed. There should be no fees associated with Internal (HISD) use of stadiums.

#### Principal/Approval Designee/Site Owner Responsibility

- Principal must designate a minimum of two approval designees per campus.
- Principal/designee must complete training to gain access to submit internal events and approve external reservation requests.
- Principal/designee can register for training by contacting the Facility Rentals Office at 713-671-1740 or [Rentals@houstonisd.org](mailto:Rentals@houstonisd.org).

- Designated site owner will be responsible for adding campus events (e.g., testing dates, in-service dates, etc.) so those dates are excluded from rental availability.



**Facilities, Maintenance & Operations  
Facilities Rentals Department**

Email: [rentals@houstonisd.org](mailto:rentals@houstonisd.org)

Phone: 713-671-1740

You can view and request district facilities at: <https://www.facilitron.com/hisd77092>.  
All requests must be organized and approved in adherence with **Board policy GKD (Legal & LOCAL)**

## PROCESSING MAINTENANCE REQUESTS & REPORTING PROCESS



The primary contact for all schools, auxiliary facilities, and district operating offices is Customer Support. To request maintenance services, call 713-556-9400. Customer Support is available Monday through Friday, from 5:30 a.m. to 6:00 p.m., to handle facility and maintenance repair requests.

To ensure efficiency and reduce the risk of misrouting, it is advisable for one designated employee, such as Building Service Manager, to handle all work order requests and serve as the main point of contact for follow-ups and inquiries.

## WORK ORDER CLASSIFICATIONS & SERVICE LEVEL AGREEMENTS

Upon request for service, Customer Support will create a work order and prioritize the request based on priority. Please note that response time includes a visit to the campus by the relevant craftsperson, who will assess the issue and decide on the next steps. The total time for completion may involve coordinating with other departments, ordering parts, and/or obtaining a quote from an approved vendor and securing the necessary funding.

Priority Level	Priority Description	Response Time	Completion Time
1	Emergency (i.e. No AC, Water, Power, Gas, Fire)	1hr	4 – 6 hrs.
2	Urgent (i.e. Alarms)	4-6 hrs.	24 hrs.
3	Routine	1-3 days	10 days
4	Project/Deferred (Stripping, T-Bldg. Renovations)	30 days	Varies by project type
5	Fire Code Violations	10 days	Varies by violations

**COMPLIANCE STANDARDS****COMMON FIRE CODE VIOLATIONS**

Fire safety inspections are conducted regularly to ensure a safe environment for students and staff. Below are common fire code violations to avoid. *Please Note:* It is not required to submit a work order for violations listed on a Fire Code Notice of Violation Report. The FMO Compliance Department will request any necessary work orders once the report is received from the fire marshal's office. All violations are monitored by the FMO Compliance Department.

<b>BLOCKED EXITS:</b> <ol style="list-style-type: none"> <li>1. Exits shall not be obstructed in any manner and shall remain free of any material or obstruction, where its presence would hinder or render the exit hazardous.</li> <li>2. Stairways, hallways, corridors, and balconies leading to a stairway or exit shall not be used in any way that will obstruct their use as an exit or that will present a hazardous condition during egress.</li> </ol>	<b>CEILINGS:</b> <ol style="list-style-type: none"> <li>1. The hanging and display of salable goods or other decorative material from acoustical ceiling systems that are part of a fire-resistance-rated floor/ceiling or roof/ceiling assembly, shall be prohibited.</li> <li>2. All ceiling tiles shall remain seated in the track system as designed, undamaged and unaltered.</li> </ol>
<b>DECORATIVE MATERIALS:</b> <ol style="list-style-type: none"> <li>1. Drapes, hanging curtains, drops and other decorative material shall be made from material, which is nonflammable, or shall be treated and maintained in a flame-retardant condition.</li> <li>2. Artwork and teaching materials shall be limited on walls of corridors to not more than 20% of the wall area.</li> </ol>	<b>DOORS:</b> <ol style="list-style-type: none"> <li>1. Corridor doors are fire rated and shall not be altered or modified without being done by a factory or factory authorized company.</li> </ol>
<b>EXITS:</b> <ol style="list-style-type: none"> <li>1. Exit doors shall be operational from the inside without the use of a key or any special knowledge or effort.</li> <li>2. Exit doors shall NOT be locked, chained, bolted, barred, latched, or otherwise rendered unusable.</li> <li>3. Exit routes must be free and unobstructed. No materials or equipment may be placed, either permanently or temporarily, within the exit route.</li> </ol>	<b>EXTENSION CORDS:</b> <ol style="list-style-type: none"> <li>1. Extension cords shall not be used as a substitute for permanent wiring.</li> <li>2. Extension cords or power strips may not be daisy chained (one plugged into another) and must be plugged directly into permanent wall outlet.</li> </ol>
<b>FIRE EXTINGUISHERS:</b> <ol style="list-style-type: none"> <li>1. Fire extinguishers should be readily accessible and visible.</li> <li>2. Monthly maintenance checks should be completed as required.</li> </ol>	<b>STORAGE:</b> <ol style="list-style-type: none"> <li>1. Storage of combustible materials in buildings shall be orderly and maintained not less than 2 feet from the ceiling and not less than 18 inches below sprinkler head deflectors.</li> <li>2. Combustible material shall not be stored in boiler rooms, mechanical rooms, or electrical equipment rooms.</li> <li>3. Combustible material shall not be stored in exits, exit enclosures or under stairwells.</li> </ol>
<b>WEDGING DEVICES:</b> No door wedges, or similar devices, are allowed to prop open any self-closing door at any time	

## CHEMICAL STORAGE IN SCHOOLS AND SCIENCE LABS

Safe chemical handling requires routine inspections of chemical storage areas and maintenance of stringent inventory control. The inherent hazards of chemicals can be reduced by minimizing the quantity of chemicals on hand. However, when chemicals must be used, proper storage and handling can reduce or eliminate associated risks. All chemical storage areas and cabinets should be inspected at least annually, and any unwanted or expired chemicals should be removed. Chemical safety is the responsibility of everyone who uses and orders these products. It is always a good general rule to identify any specific requirements regarding the storage of chemicals from (1) local, state, and federal regulations and (2) insurance carriers. To request the removal of unwanted chemical waste from your campus contact the Data Support Center at 713-556-9400.

*Safety in the Science Class* reference material can be viewed and downloaded from the National Science Teachers Association website at <http://www.nsta.org/safety>

The below information provides tips for maintaining environmental safety:

### **CHEMICAL SEGREGATION**

- Store acids in a dedicated acid cabinet. Nitric acid should be stored alone unless the cabinet provides a separate compartment for it.
- Store highly toxic chemicals in a dedicated, lockable poison cabinet that has been labeled with a highly visible sign.
- Store volatile and odoriferous chemicals in a ventilated cabinet.
- Store flammables in an approved flammable liquid storage cabinet.
- Store water sensitive chemicals in a watertight cabinet in a cool, dry location away from all other chemicals in the laboratory.

### **CRITERIA FOR STORAGE AREAS**

- Store chemicals inside a closeable cabinet or on a sturdy shelf with a front-edge lip to prevent accidents and chemical spills.
- Secure shelving to the wall or floor.
- Ensure that all storage areas have doors with locks.
- Keep chemical storage areas off limits to all students.
- Ventilate storage areas adequately.

### **ORGANIZATION**

- Organize chemicals first by compatibility—not alphabetic succession.
- Store alphabetically within compatible groups.

### **PROPER USE OF CHEMICAL STORAGE CONTAINERS**

- Never use food containers for chemical storage.
- Make sure all containers are properly closed.

### **STORAGE DON'TS**

- Do not place heavy materials, liquid chemicals, and large containers on high shelves.
- Do not store chemicals on tops of cabinets.
- Do not store chemicals on the floor, even temporarily.
- Do not store items on bench tops and in laboratory chemical hoods, except when in use.
- Do not store chemicals on shelves above eyelevel.
- Do not store chemicals with food and drink.
- Do not store chemicals in personal refrigerators, even temporarily.
- Do not expose stored chemicals to direct heat or sunlight, or highly variable temperatures.

## PAINTING GUIDELINES

Touch-up painting is performed during scheduled visits by the Maintenance Department. Larger painting projects that have been approved are scheduled as summer projects. **Only maintenance technicians and approved contractors are authorized to perform painting.** No other individuals are permitted to paint classrooms or buildings.

Paint and other chemicals used on HISD properties must comply with the guidelines specified in the Material Safety Data (MSD). For painting needs outside of scheduled touch-ups, campuses can contact an HISD-approved vendor and arrange funding. Any donated painting services must be approved by the Maintenance Department and processed through the Grants Office.

**If a campus does not adhere to proper protocol, Facilities Maintenance will not address issues caused by unapproved vendors and will not be responsible for the handling, storage, or use of undocumented chemicals or paints.**

## ENVIRONMENTAL SERVICES

The Environmental Services Department, in collaboration with Risk Management ([RiskManagement@Houstonisd.org](mailto:RiskManagement@Houstonisd.org)), manages the district's compliance to federal, state, and local environmental regulatory requirements regarding indoor air quality, asbestos abatement, operation and maintenance program, mold remediation and the oversight of the asbestos management plans for the district. Mold growth up to 25 continuous square feet should be cleared by the campus Building Service Management staff upon discovery.

**Recurring mold growth and mold growth over 25 continuous square feet should be reported to Risk Management immediately.**

## CONTRACTOR/VENDOR SERVICES

For structural and long-term projects that exceed the usual scope of facilities maintenance, outside contractors and vendors may be engaged to provide the necessary support and services (for a fee). A list of HISD Board of Education-approved contractors and vendors is available upon request. **All requests for maintenance work, whether new or for repairs, must be reviewed and preapproved by the Facilities Director or their designee to ensure compliance with District design guidelines and building structure requirements.**

Facilities, Maintenance & Operations holds outside contractors and vendors to the same high standards of performance and service as its own employees. The department will actively monitor and evaluate the services provided by these external groups to ensure compliance with these standards.

## BUILDING SERVICES/STAFFING STANDARDS

Building Service Manager (BSM) and custodial assignments are based on campus size. The custodial staffing standard is generally one custodian per every 50,000 square feet. Campuses under 50,000 square feet will be staffed with a minimum of three custodians. Custodial maintenance will take place during normal business hours, but trash removal in classrooms, restrooms, and common areas will be handled in the evenings rather than throughout the day.

- 1 BSM 3 Custodians for Elementary Schools with 108,000 square feet or less
- 1 BSM 5 Custodians for Middle Schools with 200,000 square feet or less
- 1 BSM 8 Custodians for High Schools with 300,000 square feet or less

### **Additional Building Services and Staffing**

Additional building services and/or staffing above the standard guidelines must be funded by the campus.



**Overtime**

Requests for custodial services for events occurring outside the employee's regular 8-hour shift must be submitted to the designated Custodial Supervisor at least 48 hours in advance. All details, including employee access, lock-up supplies, and other relevant concerns, should be discussed and agreed upon before confirming any overtime.

The event host, campus, or school-affiliated organization (e.g., PTO) is responsible for overtime pay and the use of additional supplies, as outlined in the Facility Usage policy.

**Communicable Diseases (COVID) Response:**

To request cleaning, the school nurse should email Health and Medical Services, HISD Nurse Manager, Business Operations Chief Operations Officer, and the Sr. Ex Director Operations. Please provide the campus name, area to clean and the last date the individual was on site.

## PEST CONTROL SERVICES

### ROUTINE TREATMENT & SERVICE STANDARDS

As a part of the Integrated Pest Management (IPM) program, Facilities Pest Control makes every effort to combat pests without the use of harmful chemical treatments. Bait traps and boxes are set throughout each campus and serviced/refilled every two months. **The use of pesticides by unapproved and uncertified personnel is strictly prohibited.**

To request pest control services, contact Customer Support to create a work order and include the specific location (i.e., Classroom 101, Kindergarten Wing, Main Office) - this will assist in swift treatment upon the arrival of the Pest Control team. Stating “entire building” as the location is **not** acceptable.

Pest control requests not defined as an emergency, are considered routine. Pest Control work orders will be addressed within the following timeframes:

ROUTINE	EMERGENCY
<u>Response Time:</u> Within 7-10 days <u>Completion Time:</u> Varies based on severity of issue	<u>Response Time:</u> Within two hours (minimum three hours if outside of normal operating hours) <u>Completion Time:</u> Varies based on severity of issue

### EMERGENCIES

Pest control emergencies consist of any insect or animal that poses an immediate threat or danger to students and staff within the campus building. This may include but is not limited to:

- Dead animals **INSIDE** a classroom or building
- Live animals **INSIDE** a classroom or building (that do not belong)
- Poisonous snakes

### ANIMALS

**Do not feed, set food out, or allow students to encounter stray animals that venture onto the campus.** It is unknown what diseases or pests these animals bring, and they are often the cause of flea problems in classrooms. Animals that are ignored will usually leave on their own.

In the event a dead animal is present, it is the responsibility of the Plant Operator to properly bag and dispose of the remains while using personal protective equipment.

### MINIMIZING PEST PROBLEMS

With all pests, exclusion is the first line of defense. The information below provides information on how campuses can help protect themselves, minimize and abate problems if they do occur.

- **Keep clutter to a minimum, off the floor and within fire code standards.**
- Minimize eating in classrooms
- Remove refrigerators and microwaves from classrooms, except for Life Skills classrooms and teacher’s lounges.
- Store science food items in plastic or metal containers with lids.



## GROUNDS

Routine grounds maintenance is provided to all HISD campuses. The Grounds department will work with each facility to ensure service aligns with Facility operation. Testing dates and other designated times will be taken into consideration when routine grounds services may cause an interruption or distraction to students.

The scope of grounds/landscaping services is summarized below:

- Lawn mowing and trimming.
- Paved area edging
- Litter and debris removal
- The installation of new plants and shrubs, flower bed maintenance and weeding of existing flower beds is the responsibility of the campus. As with any campus modifications, contact Facilities Maintenance for a list of approved vendors.

If there is a concern, please contact Customer Support and Accountability at 713-556-9400. Follow up communication/resolution will be initiated by the appropriate facility representative based upon the type of issue being addressed. Special event cuts or additional cuts will be at the expense of the campus.

## IRRIGATION/SPRINKLER SYSTEMS

To minimize water usage and avoid overwatering, sprinkler systems should be scheduled to operate only on Mondays, Wednesdays, and Fridays for 10-12 minutes each day, ideally between 10:30 PM and 2:30 AM. If a sprinkler head is damaged and causes a constant flow of water, the Building Service Manager should immediately shut off the system and contact Customer Support to create a Work Order.

The Building Service Manager is the **only** personnel authorized to operate campus-based sprinkler systems and should not attempt to modify the sprinkler controls at any time.

## AFTER-HOURS HVAC & LIGHTING REQUESTS

Extended HVAC operation during unoccupied hours results in excessive energy costs, increased wear on equipment, and does not align with efficient energy practices or equipment design. To address this, the district has implemented occupancy schedules that will idle or reduce HVAC and lighting usage during unoccupied periods, as outlined in the schedules below.

<b><u>HVAC Standard Hours of Operation:</u></b>	<b><u>Lighting Standard Hours of Operation:</u></b>
<b>ES 4:00AM - 5:00PM</b>	<b>#1 5:30PM - 11:00PM</b>
<b>MS 4:00AM - 7:00PM</b>	<b>#2 3:00AM - 7:30AM</b>
<b>HS 4:00AM - 7:00PM</b>	

To meet your needs, if your campus requires additional after-hours and/or weekend HVAC and lighting outside of the recurring schedule implemented, please submit the request on the Facilitron website.

\*\*\*Please allow 48 hours for processing.\*\*\*

<https://www.facilitron.com/hisd77092>

If there is an emergency and/or unscheduled after-hours need, please contact the HISD DDC Monitoring Team at (713) 671-1700.

## LIFE SAFETY SYSTEMS AND TECHNOLOGY

### Service Standard and Special Requests

#### Bell Schedules

Campus personnel is responsible for making necessary changes to the campus bell schedules if the system allows.

Instructions can be found on the HISD portal: <http://houstonisd.sharepoint.com/teams/BusOps/PF/SitePages/Home.aspx>

For assistance contact the Life Safety Systems and Technology Department at 713-670-3900 or email

[lifesafetysystemsandtechnology@houstonisd.org](mailto:lifesafetysystemsandtechnology@houstonisd.org).

#### Camera View Access

Access to view cameras and playback **is restricted to 3 to 5 administrators per campus** depending on school size.

Requests for access must be approved by the Campus Principal and Sr. Manager of Security Maintenance.

(Campus officers are granted view and playback rights.)

**Requests are processed in the order in which they are received and can take up to 45 days to complete.**

#### Campus Access (Burglar Alarm, Card Access, Cameras, and Keys)

Campus personnel is responsible for requesting access for Burglar Alarm Codes, Card Access, Cameras and Keys. Contract the Customer Care Center at 713-556-9400 to obtain a required notification number for (*Request for Access to Complete View Form and Key Control Release Form*) prior to requesting in SharePoint. Instructions can be found on the HISD portal:

<http://houstonisd.sharepoint.com/teams/BusOps/PF/SitePages/Home.aspx>

For assistance contract the Life Safety Systems and Technology Department at 713-670-3900 or email

[lifesafetysystemsandtechnology@houstonisd.org](mailto:lifesafetysystemsandtechnology@houstonisd.org).

### CAMERAS IN SPECIAL EDUCATION CLASSROOMS

Per SB1398, a parent, District trustee, or staff member, as defined by law, may request that video and audio monitoring equipment be installed in a self-contained classroom or other special education setting which meets the requirements of state law for such video and audio monitoring. Forms to request cameras under the criteria or for additional information, visit the HISD Special Education website.

### ADDITIONAL CAMERAS, CARD ACCESS READER/AIPHONES AND LOCK UPGRADES\*

**(Does not apply to cameras in special education rooms.)**

To coordinate significant facility enhancement projects, an application process is now required for the following types of projects:

- Cameras – addition or relocation
- Card access and/or Aiphone – addition or relocation
- Lock hardware – adding, changing, or enhancing beyond design guidelines.
- Room number changes (including T-buildings)
- Speakers – addition/relocation

The Life Safety Systems and Technology Department will administer all application requests in the order received, determine the proper course of action, and if needed, reach out to other departments for assistance in evaluating the request. **Allow 3-6 weeks for a full review.**

**Projects must meet HISD design guidelines and have prior approval from the Director of Life Safety Systems and Technology.**

***Life Safety Systems and Technology requests for keys and after hour access, burglar alarm codes, card access, camera view access and security codes can be made via email at***  
[\*\*\*lifesafetysystemsandtechnology@houstonisd.org\*\*\*](mailto:lifesafetysystemsandtechnology@houstonisd.org).

*Ensuring that effective controls are in place is the responsibility of the building principal. Renumbering of classrooms is prohibited, and the campus will be responsible for cost to relabel Fire Alarm, Intrusion Alarm, Intercom, Access system and cameras.*

Access Type	Standard	Campus Responsibilities
<b>Burglar Alarm Code</b>	Codes are restricted to administrative and custodial personnel. <b>Form Required*</b> Timeline for completion: 7 days	<ol style="list-style-type: none"> <li>1. System should be armed whenever personnel are not in the building.</li> <li>2. Notify Life Safety Systems and Technology when personnel assigned a code no longer report to the campus location.</li> <li>3. Request code transfer when personnel move to another campus.</li> </ol>
<b>Fire Alarm</b>	Life Safety Systems and Technology will repair, maintain, and provide proper training for fire drills.	<ol style="list-style-type: none"> <li>1. Campus is responsible for conducting monthly fire drills.</li> <li>2. Campus is responsible for calling to have fire system placed on test for fire drill.</li> <li>3. Campus is responsible for funding the cost for afterhours emergency services to address fire alarm sounding, due to system not being properly reset after drill.</li> </ol>
<b>Card Access</b>	Access cards are maintained by each individual campus and access is granted Monday through Friday 6:00am – 6:00pm. <b>After hours and weekend access must be preapproved by the Asst. Superintendent and Executive Officer of Facilities.</b> <b>Form Required*</b>	<ol style="list-style-type: none"> <li>1. Issue 1 card per employee and track all access cards.</li> <li>2. Collect access cards from staff at the end of the school year, and/or when staff members resign, are assigned to another district site, or are placed on leave pending administrative or criminal investigations.</li> <li>3. Deactivate collected cards. Collected cards can be reactivated or redistributed to another staff member.</li> </ol> <p style="text-align: center;"><b>(For Rentals, please see Section Five)</b></p>
<b>Additional Access Cards</b>	Additional access cards must be purchased through HISD Life Safety Systems and Technology. <b>Form Required*</b> Timeline for completion: 30 days	Expensed to campus.  Note: Access cards can be re-issued once deactivated and cleared.
<b>Key Requests</b>	<b>The number of master and sub-master keys issued to each campus is limited and should only be issued to campus administrators.</b>  Plant Operators shall receive sub-master keys that provide access to all necessary areas of the building. Timeline for completion: 7 days	<ol style="list-style-type: none"> <li>1. Track all keys.</li> <li>2. Collect keys from staff at the end of the school year, and/or when staff members resign, are assigned to another district site or are placed on leave pending administrative or criminal investigations.</li> <li>3. The collected keys and access should be tagged with door location, temporarily stored in a well-controlled key box, and redistribute to returning or replacement staff members.</li> </ol>
<b>Lost Keys</b>	<b>30 to 45 days once purchase order is issued</b>	<b>Lost master keys shall be reported to the HISD PD and will result in a campus rekey at the expense of the campus.</b>
<b>Inventory of Access Cards and Keys</b>	<b>Effective card access and key control is the responsibility of the building principal.</b>	An inventory of all issued access cards and keys shall be emailed to <a href="mailto:lifesafetysystemsandtechnology@houstonisd.org">lifesafetysystemsandtechnology@houstonisd.org</a> on the last day of the month in September, December, March, and

## Section Three

### CONTACT INFORMATION

#### FACILITIES, MAINTENANCE & OPERATIONS

##### Facilities, Maintenance & Operations Administration

		<b>Direct Extension</b>	<b>Cell</b>
Alishia Jolivette, Chief Operations Officer	Facilities, Maintenance & Operations	713-556-1548	713-328-9972
Eugene Salazar, Sr. Executive Director	Maintenance and Operations	713-556-4184	832-423-3112
<b>North Division</b>			
Gianni Ledezma, Executive Director	Maintenance and Operations (HVAC)	713-556-1747	281-713-0026
Ricardo Hinojosa, Director 1	Facilities Operations		
Steve Arocha, Supervisor, Unit 1	General Maintenance	713-696-6163	832-340-8379
Jose Escobar, Supervisor, Unit 2	General Maintenance	713-696-6163	713-505-5390
Kenneth Wesley, Supervisor, Unit 3	General Maintenance	713-696-6163	713-416-3914
<b>Central Division</b>			
Juan Beltran, Director 1	Facilities Operations	713-556-3454	832-206-5313
Dustin Agnew, Supervisor, Unit 1	General Maintenance	713-696-6163	713-591-0300
Juan Reyna, Supervisor, Unit 2	General Maintenance	713-696-6163	713-298-9979
Robert Bias, Supervisor, Unit 3	General Maintenance	713-696-6163	713-201-3592
<b>South Division</b>			
Darcy Davis, Director 1	Facilities Operations	713-556-1513	832-687-8962
Marvin Smith, Supervisor, Unit 1	General Maintenance	713-556-3450	832-498-1209
Gerald Verdun, Supervisor, Unit 2	General Maintenance	713-556-3465	713-585-6745
Rodolfo Barrera, Supervisor, Unit 3	General Maintenance	713-556-1584	713-261-3787
<b>West Division</b>			
April Smith, Director 1	Facilities Operations	713-556-3102	713-385-1067
Andre Strawder, Supervisor, Unit 1	General Maintenance	713-556-7423	281-744-9535
David Gonzalez, Supervisor, Unit 2	General Maintenance	713-556-3481	832-816-1838
Ronald Richardson, Supervisor, Unit 3	General Maintenance	713-556-3464	346-337-5632
Marlon Murcia, Supervisor	Building Services	713-556-1590	832-951-0462
<b>Central Office</b>			
Lucie Garcia, Director 1	Facilities Operations	713-556-1660	832-540-0888
Carl Deason, CTM	Auxiliary Services	713-556-1671	713-562-2244
Pervy Francis, CTM	Building Services	713-556-1595	832-724-6365
Victor Hernandez, Supervisor	Site Services	713-556-1541	832-475-6825
Dramichael Henson, Supervisor	Pest Control	713-556-1583	281-704-7147
Sergio Bueno, Supervisor	General Maintenance	713-556-3469	832-267-1764
John Perry, Coordinator 1	Pest Control	713-556-1585	832-891-3836
<b>FMO Administrative Services</b>			
Patrice Humphries, Sr. Executive Director	FMO Administrative Services	713-556-1705	850-212-1538
Kimberly Mullins, Director 1	Business Solutions	713-556-1544	713-584-3951
Kirby Williams, CTM	Energy & Sustainability	713-556-1632	225-315-1147

		<b>Direct Extension</b>	<b>Cell</b>
Anthony Mendizabal, CTM	Life Safety Systems & Technology	713-556-1639	713-204-8087
Jasmine Scott, Director 1	Customer Support & Accountability	713-556-1710	832-561-4167
Gabe Schexnider, Coordinator 2	Environmental Services	713-556-1514	281-660-4607
Anne Washington, CTM	FMO Compliance	713-556-1566	832-392-4041
<b>Construction Services</b>			
Andreas Peeples, Sr. Executive Director	Construction Services	713-556-9348	770-865-5346
Tonya Savoie, Director 2	Capital Improvement & Administration	713-556-6480	832-443-9583
Mary Rochon, Office Manager 2	Construction Services	713-556-9281	713-557-6994
Jennifer Douglas, Construction Manager	Construction Services	713-556-9344	713-408-3537
Zachariah “Zach” Hoskins, Construction	Construction Services	713-556-9332	281-221-9452

**Central Division**

Juan Beltran, Director 1

Dustin Agnew, Supervisor, General Maintenance Unit 1

Juan Reyna, Supervisor, General Maintenance Unit 2

Robert Bias, Supervisor, General Maintenance Unit 3

Campus Short Name & NES Status					
Arabic Immersion		HAIS HS		Memorial ES	
Atherton ES	<b>NES</b>	Hamilton MS		Middle College HS - Fraga	
Austin HS	<b>NES</b>	Harper DAEP		Navarro MS	<b>NES</b>
Baker Montessori		Harris RP ES	<b>NES</b>	Northside HS	<b>NES</b>
BCM Biotech Acad at Rusk		Harvard ES		Oates ES	<b>NES</b>
Briscoe ES		HCC Lifeskills		Pershing MS	
Browning ES	<b>NES</b>	Heights HS		Pleasantville ES	
Bruce ES	<b>NES</b>	Helms ES		Poe ES	
Burnet ES		Henderson JP ES		Port Houston ES	<b>NES</b>
Cage ES	<b>NES</b>	Henderson NQ ES	<b>NES</b>	Pugh ES	<b>NES</b>
Carnegie HS		Hogg MS		Rice School PK-8	
Carrillo ES		Holland MS	<b>NES</b>	River Oaks ES	
Challenge EC HS		HSLJ		Roberts ES	
Chrysalis MS	<b>NES</b>	Isaacs ES	<b>NES</b>	Robinson ES	<b>NES</b>
Community Services		Jefferson ES	<b>NES</b>	Roosevelt ES	
Crockett ES	<b>NES</b>	Ketelsen ES	<b>NES</b>	Ross ES	<b>NES</b>
DAEP EL		Kinder HSPVA		Scroggins ES	<b>NES</b>
DeBaKey HS		Lamar HS		Secondary DAEP	
Dogan ES	<b>NES</b>	Lanier MS		Sherman ES	
East EC HS		Lantrip ES		Tijerina ES	
Eastwood Acad HS		Laurenzo ECC		Travis ES	
Edison MS	<b>NES</b>	Leland YMCPA		Twain ES	
Eliot ES	<b>NES</b>	Looscan ES	<b>NES</b>	West University ES	
Field ES		Love ES		Wharton K-8	
Fleming MS	<b>NES</b>	MacGregor ES		Wheatley HS	<b>NES</b>
Franklin ES	<b>NES</b>	Marshall MS	<b>NES</b>	Whittier ES	<b>NES</b>
Furr HS	<b>NES</b>	Martinez C ES		YWCPA	
Gallegos ES	<b>NES</b>	Martinez R ES	<b>NES</b>		
Gregory-Lincoln PK-8	<b>NES</b>	McReynolds MS	<b>NES</b>		

**North Division**

Ricardo Hinojosa, Director 1

Steve Arocha, Supervisor, General Maintenance, Unit 1

Jose Escobar, Supervisor, General Maintenance, Unit 2

Kenneth Wesley, Supervisor, General Maintenance Unit 3

Campus Short Name & NES Status					
Barrick ES		Hilliard ES	<b>NES</b>	Wainwright ES	<b>NES</b>
Benbrook ES		Houston MSTC HS	<b>NES</b>	Waltrip HS	
Berry ES	<b>NES</b>	Janowski ES		Washington HS	<b>NES</b>
Black MS		Kashmere Gardens ES	<b>NES</b>	Wesley ES	<b>NES</b>
Burbank ES		Kashmere HS	<b>NES</b>	Williams MS	<b>NES</b>
Burbank MS		Kennedy ES	<b>NES</b>		
Burrus ES	<b>NES</b>	Key MS	<b>NES</b>		
Clifton MS	<b>NES</b>	Lyons ES			
Cook ES	<b>NES</b>	Marshall ES	<b>NES</b>		
Coop ES	<b>NES</b>	McGowen ES	<b>NES</b>		
De Chaumes ES		Moreno ES			
Durham ES		North Forest HS	<b>NES</b>		
Durkee ES	<b>NES</b>	North Houston EC HS			
Elmore ES	<b>NES</b>	Northline ES	<b>NES</b>		
Farias ECC		Oak Forest ES			
Fonville MS	<b>NES</b>	Osborne ES	<b>NES</b>		
Fonwood ECC		Paige ES	<b>NES</b>		
Forest Brook MS	<b>NES</b>	Scarborough ES			
Garcia ES		Scarborough HS	<b>NES</b>		
Garden Oaks		Shadydale ES	<b>NES</b>		
Henry MS	<b>NES</b>	Sinclair ES			
Herrera ES		Smith ES	<b>NES</b>		
High School Ahead Acad MS		SOAR Center			
Highland Heights ES	<b>NES</b>	Stevens ES	<b>NES</b>		

**South Division**

Darcy Davis, Director 1

Marvin Smith, Supervisor, General Maintenance Unit 1

Gerald Verdun, Supervisor, General Maintenance Unit 2

Rodolfo Barrera, Supervisor General Maintenance Unit 3

Campus Short Name & NES Status					
Alcott ES	<b>NES</b>	Hines-Caldwell ES		Stevenson MS	
Almeda ES	<b>NES</b>	Hobby ES	<b>NES</b>	Thomas MS	<b>NES</b>
Attucks MS		Jones HS		Thompson ES	<b>NES</b>
Bastian ES		Kelso ES	<b>NES</b>	Whidby ES	<b>NES</b>
Baylor College MS		Law ES		Windsor Village ES	
Bellfort ECC		Lawson MS	<b>NES</b>	Woodson	<b>NES</b>
Blackshear ES	<b>NES</b>	Lewis ES	<b>NES</b>	Worthing HS	<b>NES</b>
Bonner ES	<b>NES</b>	Lockhart ES	<b>NES</b>	Yates HS	<b>NES</b>
Brookline ES	<b>NES</b>	Mading ES		Young ES	<b>NES</b>
Chavez HS		Madison HS	<b>NES</b>		
Codwell ES	<b>NES</b>	Milby HS			
Cornelius ES		Mitchell ES	<b>NES</b>		
Crespo ES		MLK ECC			
Cullen MS	<b>NES</b>	Montgomery ES	<b>NES</b>		
Davila ES		Mount Carmel Acad HS			
Deady MS	<b>NES</b>	Ortiz MS	<b>NES</b>		
DeAnda ES		Park Place ES			
DeZavala ES	<b>NES</b>	Patterson ES			
Energy Inst HS		Peck ES	<b>NES</b>		
Fondren ES		Petersen ES	<b>NES</b>		
Foster ES		R D S P D			
Frost ES	<b>NES</b>	Reagan Ed Ctr K-8	<b>NES</b>		
Garden Villas ES		Reynolds ES	<b>NES</b>		
Golfcrest ES	<b>NES</b>	Rucker ES	<b>NES</b>		
Gregg ES	<b>NES</b>	Sanchez ES	<b>NES</b>		
Grissom ES	<b>NES</b>	Seguin ES	<b>NES</b>		
Harris JR ES	<b>NES</b>	South EC HS			
Hartman MS	<b>NES</b>	Southmayd ES	<b>NES</b>		
Hartsfield ES	<b>NES</b>	Sterling HS	<b>NES</b>		



**West Division**

April Smith, Director 1

Andre Strawder, Supervisor, General Maintenance Unit 1

David Gonzalez, Supervisor, General Maintenance Unit 2

Ronald Richardson, Supervisor, General Maintenance Unit 3

Campus Short Name & NES Status					
Anderson ES	NES	Las Americas MS	NES	TCAH	
Ashford ES	NES	Liberty HS		Tinsley ES	NES
Askew ES	NES	Long Acad	NES	Valley West ES	NES
Bell ES	NES	Longfellow ES	NES	Walnut Bend ES	NES
Bellaire HS		Lovett ES		Welch MS	NES
Benavidez ES	NES	Mandarin Immersion Magnet		West Briar MS	
Bonham ES	NES	McNamara ES		Westbury HS	NES
Braeburn ES		Meyerland MS		Westside HS	
Briargrove ES		Middle College HS - Gulfton		White E ES	
Briar Meadow		Milne ES	NES	White M ES	
Bush ES		Mistral ECC		Wisdom HS	NES
Condit ES		Neff ECC			
Cunningham ES		Neff ES	NES		
Daily ES		Parker ES			
Elrod ES		Pilgrim Acad			
Emerson ES		Pin Oak MS			
Energized ECC		Piney Point ES			
Energized ES		Red ES			
ENERGIZED FOR STEM ACADEMY HS		Revere MS	NES		
ENERGIZED FOR STEM ACADEMY MS		Rodriguez ES			
Energized MS		Rogers T H			
Foerster ES	NES	School at St. George ES			
Fondren MS	NES	Shadowbriar ES			
Gross ES	NES	Sharpstown HS	NES		
Halpin ECC		Sharpstown Intl			
Herod ES		Shearn ES			
Horn ES		Sugar Grove MS	NES		
JJAEP		Sutton ES			
Kolter ES		Tanglewood MS			

**Central Office**

Lucie Garcia, Director 1  
 Carl Deason, CTM, Auxiliary Services  
 Pervy Francis, CTM, Building Services

List Name	
Terrell Storage Facility	CFS Operations Administration
Holden Building	HISD Police Department
Audiovisual Services	Wraparound Services
Police Annex Department and Training	East District Office (Schools Office)
Old Dodson ES	Marcile Hollingsworth Science Center
Old Kandy Stripe	Instructional Technology
Old Fonwood	HELC (Training Center)
Old Rhoads	Hattie Mae White
Old Codwell	South Field Office (Schools Office)
Old Grimes	Lockwood Annex
Old Mykawa School	Butler - Athletics
Fonwood Early Childhood Center	Barnett - Athletics
Warehouse Operations & Maintenance	Delmar Field House
Truck Repair & Distribution	Bellaire Athletic Fields
Central Bus Repair & Dist.	AG Barn-Bellaire HS
Butler Bus Repair & Dist.	AG Barn Lamar -Bldg. C.
Delmar Bus Repair & Dist.	AG Barn Madison
Barnett Bus Repair & Dist.	AG Barn B.T. Washington
Food Services Administration	AG Barn Worthing
North Maintenance	AG Barn Chavez
South Maintenance & Transportation	AG Barn Harper Alternative School
Construction Services Administration	CFS Operations Administration

# SPARK Park Schools

2024



## Elementary Schools

Almeda	Mading
Anderson	Mandarin Immersion (K-8)
Arabic Immersion	McGowen
Ashford	Memorial
Askew	Milne
Baker Montessori	Montgomery
Bell (in progress)	Moreno
Belfort ECC	Osborne
Berry	Park Place
Braeburn	Parker
Briscoe	Peterson
Browning	Piney Point
Carrillo	Poe
Condit	Port Houston
Cornelius	Reagan (K-8)
Daily	Reynolds
Davila	River Oaks
Emerson	Roberts
Field	Robinson
Franklin	Rodriguez, S.
Garden Oaks Montessori	School at St. George Place
Garden Villas	Sinclair
Golfcrest	Stevens
Hartsfield	Sutton
Harvard (in progress)	Tijerina
Helms	Tinsley (in progress)
Henderson, JP	Travis
Herrerra	Twain
Horn	Walnut Bend
Jefferson	West University
Kashmere Gardens	Wharton (K-8)
Ketelsen	Whidby
Lockhart (in progress)	White, E.
Looscan	
Lyons	

## Middle Schools

Clifton  
 Deady  
 Edison  
 Fleming  
 Hamilton  
 Hogg  
 Holland  
 Long Academy  
 McReynolds  
 Revere  
 Stevenson

## High Schools

HAIS  
 Waltrip  
 Westbury

### SPARK Contact Information:

To request a new SPARK Park installation or re-SPARK, contact Kathleen Ownby @ [Kathleen@sparkpark.org](mailto:Kathleen@sparkpark.org).  
 To request maintenance or repairs to an existing SPARK Park, submit an HISD Work Order.  
 For any other questions, contact the Facility Rentals Office at [Rentals@houstonisd.org](mailto:Rentals@houstonisd.org).