

PROCEDURE FACILITIES SERVICES MAINTENANCE

Routine Maintenance

Maintenance shall be defined as the work necessary to keep all state-owned facilities in good repair and operating condition. This work includes maintaining, operating and repairing utility and building systems including electric, water, gas, heat, ventilation, air conditioning, plumbing, sewage and elevators. It also includes maintaining and repairing basic components of campus buildings and grounds including foundations, walls, roofs, stairs, ceilings, floors, floor coverings, wall coverings, doors, windows, hardware, turf, sidewalks, streets and ancillary facilities or equipment. This definition specifically excludes new work and alterations such as constructing and modifying buildings and grounds, providing decorative treatments to buildings and grounds, attaching items to buildings, extending or modifying utility systems. Routine maintenance services are rendered without charge to programs and departments and may be requested by calling the Customer Service Center. Reports of deficiencies or requests for service will be recorded and dispatched to the appropriate team for service.

a) Routine Trouble Calls

Routine failures are to be reported as such. Defective light bulbs or fluorescent tubes, broken window panes or broken classroom furniture should be regarded as simple failures and should be reported routinely to the Customer Service Center.

b) Emergencies

Good judgment on the part of individuals is an important determining factor of what is an actual emergency. Any disaster, unusual occurrence, utility malfunction or equipment failure that presents imminent danger to life, limb or property is an emergency and should be reported immediately to the Customer Service Center.

c) Priority of Work

Maintenance services take priority over non-maintenance services. All work orders for non-maintenance services are scheduled in the order received.

d) Work in Progress

While work is being performed or coordinated by Facilities Services, school and departmental personnel shall not instruct workers on the job to make changes. Necessary changes should be brought to the attention of the Customer Service Center.

Examples of routine maintenance services are:

1. Maintenance of all structures, utilities, distribution and building systems, catch basins, fire hydrants, street lights, elevators and other building components.
2. Custodial services.

3. Interior painting specified in the regular painting cycle.
4. Maintenance and replacement of locks, bulletin boards and building directories.
5. Maintenance and repair of roads and paths.
6. Landscape services

Non-maintenance

Non-maintenance services are those performed on special request and shall be funded by the requesting department. Facilities Services will either perform non-maintenance services or serve as an agent in obtaining the requested services from private contractors.

Examples of non-maintenance services are:

1. Installation and repairs to departmental equipment.
2. Fabrication, installation and repair of teaching aids.
3. Furniture fabrication.
4. Picture framing.
5. Painting when done at a time other than that specified in the regular painting cycle.
6. Locks and keys for non-permanent or special objects such as file cabinets, cupboards and changes in equipment function.
7. Remodeling of assigned areas as requested by schools, departments or organizations.
8. Set-up and clean-up services above for special events, association meetings, workshops and seminars.
9. All services provided to University auxiliary and other campus-related non-state funded organizations.
10. Charges for non-maintenance services are actual costs for the work accomplished which includes labor and materials.
11. Work for any auxiliary or other campus-related non-state funded groups. Facilities Services is not budgeted to provide maintenance services to the following: Dining Halls, University Union, University Enterprises and other self-supporting operations.

Preventive Maintenance

Crafts specializing in painting, carpentry, locksmithing, plumbing, metal fabrication, air conditioning, heating and electrical work maintain the University facilities on a continuing basis. Facilities Services performs routine preventive maintenance checks on doors, windows, roofs, hardware, refrigeration, air conditioning, plumbing, ventilation, electrical requirements and all other devices proprietary to campus buildings.

a) Elevators

Facilities Services administers the service contract for all the elevators on campus, with the exception of the University Union and the Hornet Bookstore. This service contract covers total maintenance and repair. Any problems with elevators should be reported immediately to the Customer Service Center. The

University is charged for any repair work needed as a result of vandalism. An estimate is received from the elevator company by Facilities Services before work of this type is performed. Work will not proceed until the estimate has been approved.

b) Roofs

In order to prevent damage to our facilities, no motion picture cameras, television cameras, antennas or other equipment supported on tripods or stands may be placed on any roof without prior approval from Facilities Services. No alteration or addition to any roof may be made without approval of Facilities Services.

c) Repair Services

Repair and maintenance services can be furnished, at cost, to vehicles owned by schools or departments. The costs include labor, materials, tools and equipment. This service includes oil change, lubrication, washing, battery service, engine tune-up, wheel balancing, minor repairs, limited road service and complete tire service. Department-owned vehicles are required to have scheduled preventive maintenance checks or safety inspections. Fuel is available during business hours.

d) Signs

Permanent signs on and in any University building or on other University property shall be erected only with prior approval of the AVPFS and the campus consulting architect. Standards have been established for the design and installation of permanent signs. □