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1. Purpose. To set forth regulations and procedures for the maintenance and operation of University buildings, grounds, and supporting infrastructure.

2. Definitions.

2.1 “Keys” means keys, excluding electronic “key cards,” which unlock University building exterior and/or interior doors.

3. Requesting Services. The Facilities Services Department shall be responsible for maintenance services for Departments. Non-emergency services shall be requested on the online I-Services Desk Work Request form.

3.1 Emergency Services. Facilities Services shall respond to emergency situations 24 hours per day, 7 days a week.

3.1.1 Place emergency calls to:

- Facilities Services office, 670-1149 between 8:00 a.m. and 5:00 p.m. Monday through Friday (except holidays);
- University Police, 670-1153 between 5:00 p.m. and 8:00 a.m. Monday through Friday; and,
- University Police, 670-1153 24 hours weekends, holidays, and administrative closing days.

3.1.2 Situations requiring emergency services include, but are not limited to:

- Fire or fire alarm;
- Power outages;
- Pipe breaks;
- Toilet overflowing or plugged;
- Gas line leaks, or unable to shut off;
- Smell of natural gas or smoke;
- Smoke;
- Shower head leaks, or unable to shut off;
- Sewer line backup;
- Sewer odor;
- Elevator and wheelchair lift malfunctioning;
- Door lock problems;
- Major roof leaks, flooding; and,
- Other unsafe or potentially unsafe facilities conditions.

4. Charges for Services. The cost of services normally shall be charged to the requesting Department. Such services include, but are not limited to, those listed in Section 5 below. Other services not charged to the requesting Department include, but are not limited to, those listed in Section 6 below.

5. Chargeable Services. For services described in this section, the Department shall utilize the online I-Services Desk Work Request form and include the FOAPAL to be charged.

5.1 Office Equipment Repairs or Adjustments. This includes, but is not limited to:

- Office chairs and desks;
- File cabinets;
- Locks on file cabinets and desk drawers;
- Carts;
- Electric pencil sharpeners;
- Shredders; and,
- Paper cutters.

5.2 Hauling. This includes, but is not limited to:

- Relocation from one office to another or to storage;
- Re-arranging furniture within an office; and,
- Delivering to or from points off campus

5.3 Electrical Additions to Offices.

5.4 Special Event Set-ups. This includes, but is not limited to:

- Temporary electrical hook-ups;
- Delivery of chairs, tables, or risers; and,
- Set-up of any equipment.

5.5 Installations. This includes, but is not limited to, hanging:

- Bulletin boards;
- Message boards;
- Display cases;
- Window blinds;
- Multiple pictures; and,
- Large pictures.

5.6 Building Specialized Furniture.

5.7 Sound Technology Services. This includes, but is not limited to, services for athletic and other special events. Facilities Services does not provide sound technology services for events in White Concert Hall and University Theatre.

5.8 Painting Athletic Fields. This includes, but is not limited to, the painting of end zones, and the lining of both the game and practice fields.

6. Non-Chargeable Services. For services described in this section, the Department shall utilize the online I-Services Desk Work Request form.

6.1 Repairs or Adjustments to Classroom Equipment. This includes, but is not limited to:

- Student desks;
- Manual pencil sharpeners; and
- Pull-down screens.

6.2 Plumbing Problems. This includes, but is not limited to:

- Trouble with a toilet or water fountain;
- Clogged drains;
- No hot and/or cold water;
- Roof leaks; and,
- Wet ceiling tiles.

6.3 Air Conditioning and Heating. This includes, but is not limited to:

- Room or building too hot or cold; and,
- Heating or cooling units making unusual sounds.

6.4 Carpentry. This includes, but is not limited to:

- Repair of malfunctioning door locks or door knobs;
- Keys not working properly (except for those in student housing);
- Door not shutting properly;
- Window not closing properly; and,
- Window needing weather proofing.

6.5 Electrical. This includes, but is not limited to:

- Light bulb burned out;
- Ballast replacement on individual fixtures;
- Power assisted door malfunctioning;
- Elevator malfunctioning; and,
- Bell tower and/or classroom bells malfunctioning.

6.6 Custodial. This includes, but is not limited to:

- Room cleaning;
- Floor sweeping and mopping; and,
- Trash or recycling pick up.

6.7 Grounds. This includes, but is not limited to:

- Slick spots during cold weather;
- Plant maintenance; and,
- Hazardous sidewalk.

7. Keys. The Director of Facilities Services shall maintain a centralized key control system. Facilities Services shall issue keys to individuals on an as needed basis with express written approval by the appropriate Department Head.

7.1 Requesting Keys. Department Heads requesting keys shall submit a completed Key Requisition Card to Facilities Services. Facilities Services shall not issue a key without the completed card.

7.2 Inventory. An inventory of University keys shall be conducted annually and at other times deemed appropriate by the Director of Facilities Services.

7.2.1 Key holders may be required to produce keys at Facilities Services and/or submit a list of keys held to Facilities Services.

7.2.2 Key holders shall have a reasonable time to respond to the request for a listing of keys held.

7.2.3 The Director of Facilities Services shall assess the Department a re-keying charge for keys deemed missing.

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