



## **POLICIES & PROCEDURES**

### **Basic Services**

Facilities Operations includes all activities necessary to operate, maintain, and provide services for University buildings, mechanical equipment and utilities to keep them in a satisfactory operating condition. All of these services are provided to all University colleges and departments (except those classified as auxiliary services). Activities which are classified as building operations, maintenance and services are performed by Facilities Operations. These activities include building operational maintenance, custodial servicing, refuse removal and recycling, utilities services and distribution and other university services. Basic Services includes:

- Repairing heating, cooling, ventilation, and building air conditioning systems. Building HVAC systems are designed to keep room temperatures at comfortable levels throughout the year. While Facilities Operations has an extensive monitoring system for building system operations, not all room space in campus buildings is monitored. In the event there is a problem with the temperature in a building, it should be reported to the Dispatch Center.
- Repairing plumbing systems, stopped drains, drinking fountains, etc.
- Emergency custodial services include water pickup, etc.
- Performing housekeeping and cleaning services. Facilities Operations is responsible for cleaning offices, classrooms, circulation space, restrooms, laboratories, studios, auditoriums, gyms and conference rooms. These services are accomplished on a set schedule to ensure the facility is clean, stocked and usable to accomplish University operations.
- Providing routine custodial services include cleaning public spaces, pest control, trash removal and recycling. The Building Services Department and the Building Coordinator work together to develop cleaning specifications for each building that are unique to its operating requirements
- Repairing electrical systems, defective lights, etc.
- Repairing interior and exterior locks, doors, windows, etc.
- Repairing roofs, masonry work, plazas, etc.
- Maintaining general classroom furniture
- Repairing elevators
- Removing solid waste, recycling, and surplus materials (except hazardous waste requiring special disposal)

To report problems with Basic Services, contact the Dispatch Center by phone at 687.2500 or fax at 687.9346, Monday through Friday from 7:45 a.m. to 4:45 p.m.

## Service Requests

Service requests are required to arrange for services not included in Basic Services and require a completed service request form. The cost of these services will be charged to the unit requesting the service. These services include:

- Non scheduled window washing
- Carpet/upholstery installation and cleaning
- Special events set ups (contact Conference Services). The Environmental Department performs support services for special events indoors. Clean up before and after special events is provided Monday through Friday until 5:00 p.m. Events ending after 5:00 p.m. or on weekends will be charged for clean up at the current labor rates. The Grounds Department performs support services for special events outdoors. These services are subject to the current labor charges.
- Requests for moving services will be submitted on a Service Request Form to Facilities Operations. The request shall include a listing of all department-owned furniture and equipment to be moved. Moving should be scheduled in advance to permit completion of arrangements through Facilities Operations or contractor, as required. Estimates for moving may be initiated by calling the Building Services Department at 523.7585.
- Requests for Keys are to be submitted to Facilities Operations Locksmith. For specific information about this process contact Building Maintenance Locksmith at 875.9865. Lost or stolen keys/cards should be reported immediately by the individual to the department of University Police and Locksmith.
- All waste that is not recyclable, recoverable or surplus worthy is the responsibility of the Department and will be charged for this service. For additional information contact Building Services at 687.7585, or Environmental Health & Safety at 687.9306 for Hazardous Waste disposal.
- Furniture repair.
- Emergency Repair when there is imminent danger of functional loss to the department or the University, or where the broken equipment is essential to the operation of the department; emergency repair service may be initiated by calling the Facilities Operations Dispatch Office at 687.2500, 7:45 a.m. - 4:45 p.m. and 687.2020 nights and weekends.
- Repairing departmental equipment, (i.e., electric fans, heaters, teaching Installing equipment which requires only minor structural changes (pictures, wall brackets, wall clocks, etc.) or changing the location of established equipment.
- Other special requests for service including, but not limited to:
  - Building shelves and equipment
  - Painting
  - Changing ventilation equipment
  - Adding electrical service
  - Carpeting
  - Window treatments

Repair of Equipment and Requests for Service Requires:

- A Service Request Form sent directly to Facilities Operations (fax 687.9346).
- Departments may request a cost estimate and an estimate of time for completion of the service by indicating the need for this information on the lower portion of the description section on the Service Request Form. This information will be provided before the Form is processed.

- If the service will be completed by Facilities Operations they will assume overall responsibility for completing the service. This includes arranging any required bids through the Purchasing Department.
- All charges for services performed will be accumulated against a billable work request number assigned by Facilities Operations

## **Grounds & Utilities**

The Grounds Department of Facilities Operations is responsible for the repair, maintenance and upkeep of all grounds and associated plant materials, the selection and propagation of plant materials, maintenance of Facilities Operations vehicles and equipment, disposal process of solid waste and support services for University special events.

These grounds, including plant material, provide an aesthetically pleasing landscape for the University community. To ensure the integrity of the landscape, scheduling grounds for special events is handled through and with the approval of the Director of Conference Services and Grounds division.

Spraying and chemical application on University grounds conforms to Ohio Department of Agriculture (ODA) Guidelines and is performed by ODA-certified Facilities Operations employees.

Repair of sidewalk is handled by Building Maintenance. Report any tripping hazards to Facilities Operations Dispatch Center.

The Utilities division of Facilities Operations plans, maintains and distributes energy services to campus buildings, and performs asbestos abatement and control.

Facilities Operations is responsible for delivering the following utilities to all campus building and grounds:

- Steam
- High-voltage electricity
- Campus lighting
- Domestic city cold water
- Storm water removal through storm sewer
- Sanitary waste removal through sanitary sewer
- Gas
- Fire Service

## **Energy Management**

The Utilities division of Facilities Operations continuously engineers methods to increase efficiency of energy or utility systems resulting in cost and utility consumption savings to the campus community.

## **Utility Outages**

When it is necessary to upgrade, modify, or repair equipment, such work may require temporary interruptions of utility service to buildings. Whenever possible, such outages are scheduled when

they will be the least disruptive to building operations. Building occupants will be notified in advance of planned outages so that they may take measures to prevent loss due to the outage.

When unplanned outages occur, Facilities Operations personnel will work to restore service as soon as possible. When an unplanned outage occurs, the Dispatch Office should be notified immediately. If a department is working on a special project that involves a utility service (i.e., request for closing or opening water or compressed air valves, turning off power, etc.), it is necessary to contact the Dispatch Center.

## **Construction & Renovation**

Construction or renovation requiring structural or utility changes including remodeling changes affecting ceilings, walls, partitions, etc. and special service requests such as moving doors and equipment, building shelves, non-scheduled painting, changing ventilating equipment, etc. requires the completion of a project request form. This form requires the signature of the department head assigned the space to be improved and the department head who will fund the project (if different).

There is a minimum fee that covers the initial on site review, preplanning and initial cost estimate.

For more information, contact the University Architect at 687.5008.

Upon completion of the service, all charges will be billed to the account specified on the Service or Project Request Form and the originating department will be furnished with a detailed statement of the charges.