

Work Requests

Original Implementation: December 7, 1987

Last Revision: January 26, 2016

The Physical Plant Department (PPD) is responsible for maintaining all Education & General (E&G) space at the university. In addition, PPD may perform work for auxiliary departments upon request or where service efficiency or practicality dictates; this work is billed accordingly through the SFA inter-department transfer (IDT) process. Work performed by PPD includes mechanical maintenance (electrical, electronics, HVAC, plumbing); building trades (carpentry, painting, graphics, locksmith); custodial services; special services (waste management, move/event services); transportation services (auto repair and rental); grounds maintenance; and special and capital construction project management.

All work requested through PPD must be submitted through the SFA computerized maintenance management system (CMMS). Assistance in completing a request is available by calling PPD.

ROUTINE MAINTENANCE

The Physical Plant Department performs routine maintenance based on importance, priority and available manpower. Routine maintenance includes anything of a normal nature that will not require emergency attention or alter the structure. Such requests include temperature control, minor plumbing or custodial problems, minor electrical problems, pest control, etc. Requests of this nature should be submitted through the CMMS.

Any work requested beyond the scope of routine building maintenance requires authorization from a designated official of the requesting department and will be billed accordingly through the IDT process.

Work that involves altering space (i.e. moving walls, renovation) must be submitted through the SFA space modification process and is not typically considered part of routine maintenance.

EMERGENCIES

Emergency work requests, which in the opinion of the requestor, require immediate action to prevent endangerment of life and/or property damage, should be reported immediately, as follows:

During normal working hours (Monday – Friday, 7:00 a.m. through 4:00 p.m.): contact PPD

During evenings, weekends, holidays, shut-down periods: contact University Police Department

Cross Reference: None

Responsible for Implementation: Vice President for Finance and Administration

Contact for Revision: Director of Physical Plant

Forms: None

Board Committee Assignment: Building and Grounds