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

The Physical Plant Department does routine preventive maintenance based on importance, priority and available manpower. Maintenance is performed by the Physical Plant Department in response to requests made by individuals authorized to expend university funds. The Physical Plant Department will respond to the following categories of requests:

1. Routine Maintenance
2. Custodial Services
3. Special Services
4. Emergencies

2. Routine Maintenance. These requests should include 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, and minor electrical problems. Requests of this nature should be directed to the Physical Plant Department by telephone at 468-3206 or by submitting a request online through the computerized maintenance management system (AiM).

3. Custodial Services. Requests for custodial services beyond normal cleaning activities by custodial personnel should be directed to Custodial Services at 468-3905.

4. Special Services. Special Services are administered by the Physical Plant Department at 468-5107 and include move/event support, delivery services, disposal services and other services as needed.

5. Emergencies. These requests, in the opinion of the requester, require immediate action to prevent endangerment of life and/or property damage.
   
   a. Broken water lines (inside or out)
   b. Utilities off
   c. Smell of natural gas or burning materials
   d. Broken windows
   e. Commodes overflowing
   f. Water spills on floors
   g. Hazardous conditions
Between the hours of 7 a.m. and 4 p.m. emergency requests should be reported immediately to the Physical Plant Department at 468-3206. All after-hours emergencies should be reported immediately to the University Police Department at 468-2608.

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