

Work Requests

Original Implementation: December 7, 1987

Last Revision: February 1, 2022

Purpose

This policy outlines the responsibilities of the Physical Plant Department in regards to routine maintenance and emergency situations. It also describes the methods to request service for routine and emergency maintenance or for space modifications.

Definitions

Routine maintenance includes expenditures made for the normal upkeep of physical properties (i.e. land, buildings, and equipment) including recurring, preventive and on-going maintenance necessary to delay or prevent the failure of critical and non-critical building systems and excludes work that requires emergency attention, alters the structure, or supports an event.

Emergency maintenance requires immediate action to prevent endangerment of life and/or property damage in the opinion of the requestor.

Alterations to a structure is work that involves modifying space (i.e. moving walls, renovation) and must be submitted through the SFA space modification process and is not typically considered part of routine maintenance.

General

The Physical Plant Department (PPD) is responsible for maintaining all Education & General (E&G) space at the university. In addition, the PPD may perform work for auxiliary departments upon request or where service efficiency or practicality dictates. Work for auxiliary departments is billed accordingly through the SFA inter-department transfer (IDT) process.

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

Any work requests to modify indoor or outdoor institutional property or estimates for work subject to space modification and design falling under the following categories are required to be submitted for vice president approval through the space modification committee: finishes; building structural change; building system change; space function change; new space request; technology, furniture and equipment that is attached to the building.

The PPD will assess charges as appropriate for services rendered outside of routine maintenance.

Routine Maintenance

The PPD performs routine maintenance based on importance, priority and available manpower. Examples of routine maintenance 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.

Emergencies

Emergency work requests, 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: Physical Plant Charges (16.20), Space Assignment, Management and Planning (16.3)

Responsible for Implementation: Vice President for Finance and Administration

Contact for Revision: Director of Physical Plant

Forms: None

Board Committee Assignment: Building and Grounds Committee

Revision History: January 29, 2019

January 26, 2016
January 29, 2013
January 25, 2010