

<b>ADMINISTRATIVE DIVISION</b>	Facilities Services
<b>POLICY NUMBER</b>	FCMN 2.06
<b>POLICY TITLE</b>	Building Maintenance for Academic/General Areas
<b>SCOPE OF POLICY</b>	USC System
<b>DATE OF REVISION</b>	June 1, 2021
<b>RESPONSIBLE OFFICER</b>	Chief Operating Officer, AVP Facilities
<b>ADMINISTRATIVE OFFICE</b>	Facilities Services

**PURPOSE**

This policy provides guidance for how Facility Services provides building maintenance services to facilities defined as E&G, or Educational and General and maintains facility space that supports the academic mission, including administrative support space.

**DEFINITIONS**

E&G facilities refers to those facilities on the Columbia campus that are maintained with appropriated dollars. E&G also refers to those facilities that are generally academic, academic general instructional laboratory, or administrative functions.

**POLICY STATEMENT**

Facility Services is responsible for maintaining all education and general (E&G) facilities through an ongoing corrective and preventive maintenance services. In addition, Facilities Services provides support services, that are beyond building maintenance, for all University departments via charge backs to the requesting departments. This policy acts as a guide that enables facilities to better manage the volume incoming service requests received from the campus. In addition, procedures outline the scope of unit responsibilities and steps customers are to take to acquire service.

**PROCEDURES**

A. Liaison

In order to establish effective communications, all departments in each building will be notified electronically when events happen in the building that may affect their working environment. We have established a notification database that allows the Facilities Customer Call Center to send notices to the dean or vice president, department head and a selected liaison/facilities contacts, for each department. Liaisons are responsible for notifying their departmental employees with information Facilities provides to them. Department liaisons relay requests for any emergency assistance or other work required in assigned building(s).

B. Routine Maintenance

The routine maintenance and preventive maintenance of E&G facilities is performed by Facilities Maintenance personnel assigned to a particular building or buildings and the use of centralized shops personnel. This work is scheduled and programmed on an incoming basis.

### C. Corrective Maintenance

Corrective maintenance of E&G facilities and equipment is performed by Facilities Services personnel assigned to buildings and the use of centralized shops personnel. This work is scheduled repair work. To report a corrective maintenance need, calls should be directed to the Facilities Customer Service and Call Center at 777-WORK (7-9675). The Center is staffed from 8:00 a.m. to 5:00 p.m. Monday through Friday. After hour needs should be directed to these same phone numbers.

### D. Emergency Maintenance

Emergency maintenance of E&G facilities and equipment is performed by Facility Services personnel assigned to a particular building or buildings and the use of centralized shops personnel. This work is non-scheduled and poses an eminent threat to occupants or the facility. To report an emergency maintenance event, calls should be directed to the Facilities Customer Service Center at 777-WORK (7-9675). Personnel are on hand to respond to emergencies at night and on weekends. The Center is staffed from 8:00 a.m. to 5:00 p.m. Monday through Friday. Assistance can be obtained after 5:00 p.m. and on weekends and holidays by calling the customer call center at 777-WORK, 24/7.

### E. Special Services for Departments

Requests for special services such as furniture repair, construction of shelving, electrical outlet installations, relocation of bulletin boards, special events setup, or for any service not considered routine or corrective maintenance, must be submitted on a Facilities Work Request and approved by the requesting department. Facilities Services charges for labor and materials for these services.

### F. Services (typical but not limited to the following)

#### 1. Carpentry

- a. Ceiling, wall, and floor repairs
- b. Door and window repairs
- c. Structural repairs
- c. Cabinets, shelving, trim work
- d. Furniture repairs
- e. Special event support

#### 2. Roofing

- a. Roof leak repair
  - b. Gutter repairs and replacement
  - c. Waterproofing
3. Welding
- a. Sheet metal fabrication
  - b. Pipe welding and repairs
  - c. Wrought iron work
4. Plumbing
- a. Leaking pipe and flooding
  - b. Toilet and urinal repair and installation
  - c. Pipe fitting
  - d. Domestic and sanitary waste line repair and installation
  - e. Gas line repair and replacement
  - f. Compressed air line repair and replacement
  - g. Domestic hot water system repair and replacement
5. Electrical
- a. Interior lighting repair and installation
  - b. Exterior lighting repair and installation
  - c. Electrical breaker repair and installation
  - c. Electrical wiring repair and installation
  - d. Electrical breaker repair and installation
  - f. Emergency generator repair and installation
6. Small Engine Shop

- a. Grounds equipment repair
- b. Custodial equipment repair
- c. Emergency call box repair and installation
- d. Emergency generator repair and installation

7. Elevators

- a. Routine and preventive maintenance
- b. Emergency maintenance - To report an emergency maintenance situation, calls should be directed to the Facilities Customer Service and Call Center at 7-WORK (7-9675).

Personnel are available to respond to emergencies at night and on weekends and holidays Assistance can be obtained after 4:30 p.m. and on weekends and holidays by contacting the Customer Service Center 777-WORK or calling USC Campus Police at 777-4215.

8. Mechanical/HVAC

- a. Hot and cold temperature problems
- b. No air movement or too much blowing air in a space
- c. Too humid or dry in a space
- d. Odor problems/ indoor air quality problems
- e. Air filtration issues
- f. Energy conservation

9. Keys

- a. Submit requests for duplicate or additional keys on a Purchase Requisition, stating number of keys desired and key number(s). This request must be approved in writing by manager for the department.
- b. Submit requests for lock changes or rekeying on a Facilities Work Request stating what is desired. This request must be approved in writing by the department head or dean.

10. Special Services for Departments

Requests for special services such as furniture repair, construction of shelves, relocation of bulletin boards, special events setup or for any service not considered routine maintenance, must be submitted on a Facilities Work Request, and approved by the department head or dean. Facilities Services charges for labor and materials related to these special requested services.

11. Other Services

Additional services are available in these categories:

- a. electrical
- b. heating, ventilating and air conditioning
- c. refrigeration
- d. sheet metal and roofing
- e. small engine repair
- f. carpentry and cabinetry
- g. welding
- h. plumbing
- i. painting
- j. key and lock changes

12. Facility Modifications and Alterations

Requests for facilities modification or alteration are outside the scope of Maintenance Services. Requests of this nature, depending upon complexity, should be submitted on a Facilities Work Request form to the Facilities Customer Service and Call Center.

**HISTORY OF REVISIONS**

<b>DATE OF REVISION</b>	<b>REASON FOR REVISION</b>
June 1, 2021	Revision of format, content, and accuracy