I. Policy

Facility Operations and Maintenance is responsible for maintaining all education and general (E&G) facilities through an ongoing preventive and corrective maintenance program. In addition, Facility Operations and Maintenance provides support services 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 of day to day service requests received from the campus. In addition, procedure is established to outline the scope of unit responsibilities and to outline steps customers are to take acquiring services.

II. Procedure

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 us to send notices to the dean or vice president, department head and a selected liaison 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 Facility Operations and Maintenance personnel assigned to a particular building or buildings and the use of centralized shops. This work is basically scheduled and programmed on a routine basis.

C. Corrective Maintenance
Corrective maintenance of E&G facilities and equipment is performed by Facility Operations and Maintenance personnel assigned to a particular building or buildings and
the use of centralized shops. This work is basically scheduled repair work. To report a corrective maintenance situation, 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 Operations and Maintenance personnel assigned to a particular building or buildings and the use of centralized shops. This work is non-scheduled and basically represents a health and safety hazard or poses an eminent threat of further building deterioration. To report an emergency maintenance situation, 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. Personnel are on hand to respond to emergencies at night (between the hours of 5:00 p.m. and 12:30 a.m.) and on weekends (8:00 a.m. to 5:00 p.m.) and holidays (8:00 a.m. to 5:00 p.m.). Assistance can be obtained after 5:00 p.m. and on weekends and holidays by calling the customer call center at 777-WORK.

E. Special Services for Departments
Requests for special services such as furniture repair, construction of shelving, cabinetry and trim work, relocation of bulletin boards, special events setup, or for any service not considered routine or emergency maintenance, must be submitted on a Facilities Work Request and approved by the departmental personnel. Facility Operations and Maintenance charges for labor and materials for these requested 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
   d. Cabinets, shelving, trim work
   e. Furniture repairs
   f. 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
d. Electrical wiring repair and installation
e. 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). The Center is staffed Monday through Friday from 8:00 a.m. to 5:00 p.m. At other times call the Campus Police at 7-4215 for emergency entrapments.

Personnel are on hand to respond to emergencies at night (between the hours of 4:30 p.m. and 12:30 a.m.) and on weekends (8:00 a.m. to 4:30 p.m.) and holidays (8:00 a.m. to 4:30 p.m.). Assistance can be obtained after 4:30 p.m. and on weekends and holidays by contacting the USC Campus Police at 777-4215.

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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 the proper representative 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.
    Facility Operations and Maintenance 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.

III. Reason for Revision

Policy revisions are needed due to departmental reorganization, departmental name changes, and to comply with changes on state approval procedures.