



Angelo State University
Operating Policy and Procedure

OP 36.01: Facilities Management Departmental Services

DATE: October 22, 2014

PURPOSE: This plan outlines the services provided by the Facilities Management (FM) department.

REVIEW: This OP will be reviewed in October every five years, or as needed, by the director of facilities management with recommendations for revision forwarded through the vice president for finance and administration to the president by November 15 of the same year.

POLICY/PROCEDURE

1. General Building Maintenance

General building maintenance includes those services which are rendered for the overall benefit of the institution. These services include the heating, lighting, air-conditioning, domestic water, elevators, facility cleaning, trash disposal, care of grounds, restroom facilities, building repair, preventive maintenance, pest control, and classroom/laboratory furniture repair as per examples. The funds for these services are contained in the Facilities Management's budget. (This excludes those auxiliary facilities that must be supported by auxiliary fund accounts.)

Such services are rendered without charge to any department. Material and labor charges will be made for work accomplished in auxiliary funds facilities on a monthly basis. Facilities Management personnel monitor the campus areas and correct deficiencies as they are identified. Others encountering problems with building maintenance should report the condition to Facilities Management (FM) for correction.

Typical examples of general building maintenance are as follows:

- a. Ceiling light out
- b. Plumbing problems (leaky faucet, line break or clogged sewer)
- c. Lock or key will not operate
- d. Elevator malfunction
- e. Roof leaking
- f. Drinking fountain not working properly

[Reviewed with no changes: October 22, 2014]

- g. Thermostat will not control room temperature
- h. Plaster cracking or falling
- i. Window shade will not work
- j. Building clock in error
- k. Area not cleaned from previous day
- l. Hallway floor veering needs replacement
- m. Irregularity of sidewalk creating hazard
- n. Tree limbs interfering with pedestrian traffic
- o. Door will not close properly
- p. Broken window
- q. Classroom desk or chair malfunction
- r. Replacement of floor covering in public or classroom areas
- s. Preventive maintenance painting of classrooms or offices with standard off-white color. (Normally requested by a work order.)

2. Requests for Building Maintenance

Requests for building maintenance must be submitted through the Facilities Management's on-line work order system.

3. Specific Departmental Request

- a. Services performed by FM on behalf of a department within the university are regarded as specific departmental requests. Such services are performed upon the written request of a department through a *Building Modification Form* (BMF) or work order (WO). Depending on the scope of work, these requests will be handled by either FM or Facilities Planning and Construction (FP&C). In most situations these services are paid for by the department making the request. Therefore, it is important that each department accurately estimate service requirements when preparing its annual budget.
- b. Included in specific departmental requests are the following examples:
 - (1) Complete a *Building Modification Form* (Attachment A) through FP&C
 - (a) Addition of electrical outlets or lighting
 - (b) Cabinet or furniture construction
 - (c) Partitioning, doorway or facility/room modifications

- (d) New carpet installation in department unique areas
 - (e) Painting with other than standard colors or new finish treatment such as vinyl
 - (f) Installation of bulletin boards, projector screen, and like equipment
 - (g) Plumbing and electrical installation for new fixtures and equipment
 - (h) Minor construction work
 - (i) Installed equipment modifications for department purposes such as additional air-conditioning duct work.
- (2) Complete a Work Order (Attachment B):
- (a) Re-keying or door-lock changes
 - (b) Repair to departmental equipment and furniture
 - (c) Supply of plants for special occasions
 - (d) Supply of materials or labor for department's needs
- c. When such services are provided by FM at the request of a department, charges to the department cover only materials and labor. No effort is made to collect for professional services such as design, drafting, supervision or overhead, unless those services come from an outside contractor.
- d. Specific departmental requests must be in writing in the form of a work order. The request should be forwarded to the director of facilities management and signed by the budget authority who is authorized to spend the funds in the account to which the charges will be made.
- e. Normally the requests for work for all tasks should be included on the work order or be preceded by a request for a detailed cost estimate to be certain that the charges will be acceptable. Requests for estimates may be prepared on a construction work order. When the estimates have been prepared, it will be updated on the construction work order by FM, assigned a number, and forwarded to the requesting department for funding determination. The estimate form provided to a department by FM may include the cost of outside contractors (for example, the cost of purchasing and laying new carpet) when the work requirement exceeds FM's capability or capacity. The estimate form may also include any anticipated delays due to such things as long-lead-time parts ordering or work backlogs.

A special effort will be made to provide a realistic proposed starting period for the project after funding is made available. When the requesting department is in agreement and willing to have the project accomplished, they should forward the form, including the estimate to the appropriate vice president for approval. As before, when the work is complete, actual costs will be entered on the form by Facilities Management, and it will be forwarded to the controller for appropriate accounting transactions.

NOTE Modification request procedures related to the Presence of Asbestos House Bill – 79, dated 5/8/91, resulted in the Texas Asbestos Health Protection Rules (TAHPR) and became effective 26 October 1992. It deals with asbestos regulations and makes the university administration (owner) responsible for enforcing these regulations by the identification and regulation of this product in accordance with TAHPR.

The rules state that before any building renovation and/or modification can be attempted, the owner must first verify the existence or non-existence of asbestos. If asbestos is found, it must be removed either before any modifications can be made, or if left in place, periodic inspections to verify that it continues to remain in a safe encapsulated condition, for as long as it is left in place.

When any building modification is planned, FM will hire an independent test lab to inspect the area and collect and analyze material samples to determine the existence of asbestos. Asbestos has been found in such places as floor tiles, mastic that hold the floor tiles in place, ceiling tiles, roof flashing and roofing felts, insulation on piping in mechanical equipment rooms, and even between the sheet rock and wall studs where material has been used for sound deadening purposes. In an “encapsulated” state, asbestos poses no health problem. It is only when it is in a “friable” state, when the asbestos fibers can become air borne, that it poses potential health problems.

The newer constructed and more recently renovated buildings, to the best of our knowledge, should not have asbestos-containing construction materials.

The costs associated with the modification requests are borne by the requesting department. Now another cost, that of dealing with asbestos testing and, if present, its removal, must be added to the overall cost of the modification being requested by the department. Keep in mind that, by law, asbestos can remain in place so long as the building is not modified and the asbestos is left undisturbed and encapsulated. It is when building modifications are done that the asbestos may become disturbed and must be addressed.

Upon receipt of an approved construction work order, FM will arrange for the testing and apply the cost of testing to the IDT. If asbestos is found, the information will be provided to the requesting department, along with an additional estimate for its removal. The department may then determine if the total project is still within their funding range.

- f. For normal modification work, where parts, equipment or manpower will be or are delaying the initiation or progress of a departmental work order, FM shall keep the department contact person apprised of the circumstances and the estimated time when work will commence/resume. These contacts will vary with the nature of the work being done for a department. If the work is disrupting a department’s daily routine and a delay of one day or more is encountered, the department contact person will be advised of the circumstances. If the work for the department is not of a disruptive nature, the need to update the department contact person will vary with the degree of urgency of the job.

If there has been an unexpected delay in beginning a project or a lengthy work interruption, FM shall contact the department prior to dispatching workers. Because of the delay, a department may have scheduled something in the area that would prevent work activity.

- g. Since the operation, maintenance, transportation and repair of departmental property and equipment is a departmental obligation, and not normally a FM responsibility, a list of typical departmental items is shown:

NOTE: The requesting department will normally also pay for the initial plumbing and electrical hookup for special department equipment and property. After initial installation, the plumbing and electrical hookup to, but not including, the special equipment will be maintained by FM.

- (1) Office furniture and appliances.
- (2) Laboratory furniture and equipment, either permanently installed or moveable, which is specifically required by the nature of the department's activities. Items in this category, as examples include special storage or display cases, special cooling lockers, presses, machine shop equipment, ovens, sterilizers, fish tank equipment, and training devices.
- (3) Apparatus, equipment devices, cabling, piping, special eclectic load regulators, and connections to such devices which are used for department purposes, such as personal computers and display stations.
- (4) Heating, ventilating, special exhausts, filtering systems, humidifiers and air-conditioning equipment and appurtenances serving departmental functions, such as special air-conditioning for department computers, de-humidifiers for laser equipment, and exhausts for kilns, as examples, which are purchased from the department or other funds and installed after the building is completed and occupied.
- (5) Electric fans arranged for floor, table or wall mounting, except where such fans are installed as a part of the building and are intended to remain a part of the building.
- (6) Radios, public address systems, intercommunicating systems installed for use of a department that are separate from the university telephone system.
- (7) Maps, pictures, bulletin boards, displays and display apparatus, and projection screen which are not part of the original building contract.
- (8) Clocks other than those operated as an integral part of the institution's clock and bell system.
- (9) Table and floor lamps, except those installed in rest rooms and comparable places of an institutional nature.
- (10) Typewriters, calculators, duplicating equipment and apparatus used for the purpose of dictating and transcribing.
- (11) Books, magazines, periodicals, records, catalogues and tapes.
- (12) Carpeting purchased with department funds in departmental offices, reception areas, conference rooms or other areas.
- (13) Regular or departmental equipment specialized in use that is not routinely serviced by FM personnel.

[Reviewed with no changes: October 22, 2014]

The custodial services for the university are currently being provided by a contract custodial service under the supervision of FM. The contractor provides a full range of services 24 hours a day/7 days a week. Most custodial work is performed during normal work hours, however, some custodial functions are performed late in the afternoon or at night to avoid any conflicts with classes in the morning hours.

Attachment A: [*Building Modification Form*](#)

Attachment B: [*Work Order*](#)