



Policy Title:	Facilities Work Request
Policy Number:	UNIV-434
Revision Date:	July 2017
Policies Superseded:	1101; FINA-401
Policy Management Area(s):	Facilities

SUMMARY:

This policy outlines the work request process of the Department of Facilities Planning and Management.

POLICY:

I. FACILITIES WORK REQUEST

The Department of Facilities Planning and Management is responsible for providing cleaned, maintained, lighted, heated and cooled, offices, classrooms, laboratory space and other such facilities for the educational and general function of the University. The department also provides cleaned and maintained campus grounds, streets and sidewalks. Also provided is event set-up and moving services for on-campus events and moves. Facilities Planning and Management provides these services without charge during normal working hours to all departments with the exclusion of auxiliary services.

- A. All departments of the University must submit a work request for all routine and non-routine facility services, all emergency services and all new projects (not considered capital projects).
- B. Non-routine services requested by departments, requires submission of a work request. Non-routine services includes: changing the character of a facility (renovation or remodeling), maintenance/repair of laboratory equipment or other specialized equipment, lock and key service, special signage, nameplates, name badges, plaques, etc. University departments are charged for materials and labor for these services.
- C. Work requests that involve renovation or remodeling of academic facilities must first have a Project Request Form completed with the required approval signatures. These signatures include the appropriate Department Head/Dean/Athletic Director, Vice President/Provost, and President’s Cabinet. The renovations of non-academic areas require approval of the appropriate vice-

president. The Department of Facilities Planning and Management will have oversight regarding any changes or additions to campus buildings, grounds or utilities to ensure that all changes conform to state, federal and local code requirements. The Vice President and Chief Financial Officer determines accounts charged for these services.

- D. In the case of emergency services that require an immediate response to avoid interruption of essential services such as electricity, gas, heating and cooling or plumbing, telephone the Facilities Management office to report your emergency and then follow-up with an online work request. Facilities Planning and Management provides emergency service at no charge.

II. PROCEDURES

- A. Each department/unit must appoint an individual requestor, approved by the department head to submit work requests using their departmental accounts.
- B. For emergency requests needing immediate attention, please telephone the Office of Facilities Planning and Management at 349-2153 to report your problem (after 5:00p.m. or on weekends contact University Dispatch at 349-2911), then follow-up with your online work request(s).
- C. Event resources are added to the room reservations within 25LIVE. Custodial Services, Grounds Services and Community & Event Staff are requested through Facilities School Dude work request system.
- D. For scheduled work, submit your request online 5-7 business days prior to requested completion date.