

University of Northern Iowa

Facilities Services



Guide to Services

Table of Contents:

- 3 – General Service Information
- 3 – Maintenance Services
- 4 – Non-Maintenance Services
- 5 – Area Maintenance Program
- 6 – Carpentry Services
- 7 – Painting Services
- 8 – Electrical Services
- 9 – Plumbing Services
- 10 – HVAC-R Services
- 11 – Key Services

General Service Information

One of the basic responsibilities of Facilities Services is the maintenance, operation and protection of campus facilities and infrastructure. Facilities Services must be aware of the condition of the physical facilities, and because of safety and legal considerations, must approve all alterations or additions to any structure or ground area – from hanging a bulletin board to renovating a building. All changes to the physical structure of any building must be made by Facilities Services, under its supervision, or with its approval. All utility system connections (water, sewer, electrical, gas, or steam), either in or out of buildings must be made by Facilities Services personnel or licensed professionals under the supervision of Facilities Services. All work plans and completed alteration/construction work must be reviewed and approved for compliance with codes and established policies by Facilities Services.

Maintenance Services

Maintenance work is necessary to keep all University-owned facilities in good repair and operating condition. This work includes maintaining, operating, and repairing utility and building systems (electrical, heating, ventilation, air conditioning, and plumbing). It also includes maintaining and repairing basic components of campus buildings and grounds (foundations, walls, roofs, stairs, ceilings, windows). Maintenance does NOT include new work or alterations. Maintenance services are rendered without charge to Schools and Departments. Examples of maintenance services are:

- Maintenance of all structures, utilities, distribution and building systems, catch basins, fire hydrants, street lights, elevators and other building components.
- Maintenance of basic room features such as walls, floors, ceiling surfaces, lighting, windows, doors and door hardware, and other basic items as may have been installed in the room as a basic feature (i.e. coat racks).
- Maintenance of door locks.
- Maintenance and repair of roads and sidewalks.
- Landscape.

Maintenance Services generally take priority over Non-Maintenance Services.

Emergencies

Good judgment on the part of individuals is an important determining factor of what is an actual emergency. Any disaster, unusual occurrence, utility malfunction, or equipment failure that presents imminent danger to life, limb or property is an emergency and should be reported immediately to Facilities Services dispatch at 273-4400.

***** All requests for service should be made using FAMIS Service Requests, by calling Physical Plant at 273-4400, or by sending an e-mail to phpworkorders@uni.edu.**

NON-Maintenance Services

Non-Maintenance Services are those performed by Facilities Services on special request, and funded by the requesting Department or other sources of funds. Facilities Services will either perform Non-Maintenance Services or serve as an agent in obtaining the requested services from private contractors.

Examples of NON-maintenance services are:

- Installation and repairs to Departmental equipment. This includes any equipment not needed to support the occupancy of a building. This includes laboratory equipment, growth chambers, etc. These are a Departmental responsibility.
- Accessory room features including projectors, projection screens, teacher stations, furnishings, and such other accessory items as may have been installed in the room that are not required for building occupancy or fire and life/safety purposes. The maintenance, repair, and replacement of all accessory items are the responsibility of the Department assigned to the space. This includes classroom spaces.
- Fabrication, installation, and repair of teaching aids.
- Furnishings are a Departmental responsibility.
- Painting offices and other areas over and above current levels.
- Locks and keys for non-permanent or special objects such as file cabinets, cupboards, changes in equipment function.
- Remodeling of assigned areas as requested by Departments.
- Set-up and clean-up services for special events, meetings, workshops, seminars, etc.
- All services provided to University auxiliary and other campus-related non-state funded organizations.
- Hanging bulletin boards and pictures.
- Moving offices.
- The change of such features for reasons other than normal wear (i.e. painting to change color) is the responsibility of the Department assigned to the space.

Charges for NON-maintenance services are actual costs for the work accomplished which includes labor, Facilities Services fees, and materials.

Work for Auxiliary or Non-State Funded groups is not budgeted for Facilities Services.

Area Maintenance Program

Area Maintenance Program

The University utilizes an area maintenance program to address emergencies, preventive maintenance and other minor maintenance issues within buildings.

Preventive Maintenance

Preventive Maintenance is a program in which wear, tear and change are anticipated and continuous corrective actions are taken to ensure peak efficiency and minimize deterioration. It involves a planned and controlled program of systematic inspection, adjustment, lubrication, replacement of components, as well as performance testing and analysis of operational equipment.

Programmed Maintenance

While similar to Preventive Maintenance, Programmed Maintenance addresses other facility features; such as, interior and exterior architectural finishes, roofs, walks and roadways, parking facilities, landscaping/grounds and custodial operations.

Priorities for Area Mechanics Responsibilities

1. Emergencies – respond to and take necessary action to alleviate condition.
2. Walk through of equipment rooms using audio and visual inspection. Complete written log.
3. Repair or initiate repair of items discovered during walk through.
4. Coverage for personnel absences.
5. PM tickets – perform preventive maintenance tasks.
6. Routine work order tickets – perform routine maintenance tasks.
7. Customer service – check with contact person.
8. Departmental requests and projects – assist with prescheduled/funded activities.
9. Other duties assigned by supervisor.

Carpentry Service

Carpentry service involves repair to existing building architectural components.

Examples of non-billable service include:

- Repair of existing doors, doorstops and hinges
- Repair of carpeting
- Repair of horizontal and vertical blinds
- Repair to moldings, baseboards and weather stripping
- Replacement of handrails
- Repair of damaged walls and ceilings
- Replacing damaged windows

Billable services are those where new work or work on non-facility items are accomplished.

Examples include:

- Installation or relocation of wall-mounted shelves, new chalkboards and dry erase boards
- Assembly or construction of furniture
- Placement of pictures, plants and minor wall items
- Construction of bulletin boards
- Repair of furniture
- Relocation of wall shelves
- All renovation work

Painting Services

Painting

It is the responsibility of Facilities Services to paint University facilities. A priority list of areas in need of painting is maintained and work scheduled as staffing and resources permit. Requests for repainting areas outside the normal schedule or changing room colors may be made through a FAMIS Service Requests. FS interior design staff will work with users to select paint colors from a standard palette of colors.

Departments or users MAY NOT do their own painting. This is to assure compliance with and enforcement of hazardous materials handling; disposal regulations; and to maintain appropriate University conditions, appearance, and quality of workmanship.

Examples of non-billable service include:

- Removal of graffiti
- Painting public areas such as corridors, classrooms, and restrooms, outside the normal schedule
- Painting handrails and light poles

Billable services are those where new work or work on non-facility items are accomplished.

Examples include:

- Painting Departmental equipment
- Painting furniture
- Painting offices outside the normal schedule
- All renovation work

Electrical Service

The University owns and operates a complex electrical infrastructure to serve campus. Power is generated on campus and purchased and distributed throughout campus via an underground high-voltage system. The University's electricians maintain the high voltage distribution, as well as the building electrical systems.

Examples of non-billable service include:

- Circuit breaker replacement
- Outlet repair
- Exterior light repair
- Light fixture repairs, including ballast replacement

Billable services are those where new work or work on non-facility items are accomplished.

Examples include:

- Installation of additional outlets or relocating existing outlets
- Installation of dedicated circuits or special voltage
- Installation or repair of Department-owned equipment
- Installation of additional light fixtures
- Connecting Department-owned furniture and equipment
- All renovation work
- Standby for special events

UNI faculty and staff should never attempt to reset tripped breakers because this may indicate a serious electrical problem. The information should be reported to the Physical Plant at 273-4400.

Plumbing Service

Plumbing services are provided to maintain the interior and exterior plumbing for campus.

Examples of non-billable service include:

- Repair and maintenance of all plumbing (pipes and fixtures) integral to the building operating system
 - Leaky faucets, drains, and pipes
 - Clogged drains in sinks, toilets, urinals and floor drains
- Repair of drinking fountains
- Repair of tanks, valves, traps, heat exchangers, etc.

Billable services are those where new work or work on non-facility items are accomplished.

Examples include:

- Installation or removal of plumbing fixtures
- Repair of plumbing problems related to Departmental equipment
- Installation or repair of Department-owned equipment
- All renovation work

HVAC-R Service

Heating, Ventilation, Air Conditioning and Refrigeration (HVAC-R) technicians play a vital role in maintaining comfort on campus. They provide services from repair of ice machines to complete overhaul of a building's heating and cooling system.

Examples of non-billable service include:

- Repair of air conditioning units
- Repair of heating and cooling units
- Repair of Departmental refrigeration equipment
- Temperature adjustments
- Air compressor repairs
- Maintaining air handling equipment

Billable services are those where new work or work on non-facility items are accomplished.

Examples include:

- Installation or repair of Department-owned equipment, including growth chambers, refrigerators, ice machines, etc.
- All renovation work

University policy has established seasonal weather set points for operations and Facilities Services staff is advised against making adjustments beyond those operating parameters. There is an appeals process for Departments to apply for an environmental exception (8.11 Energy Efficiency Policy).

Key Services

Keys are distributed on campus according to the terms listed below. The term key or keys refers to mechanical keys and electronic keys. All keys remain the property of the University. Reproduction of a University key is forbidden.

Key Requests

Key requests for individual faculty, staff, and students are requested on a **Key Request Form** which is forwarded to mail code 0189. Requests must be signed by the Building Coordinator, if one is assigned, and the Department Head or Director.

Requests for special orders, including replacement keys to individuals, require the signature of the Dean, Director or Vice President. Certain special orders will require the consideration of Physical Plant Director and the signature of the Vice President for Administration and Financial Services before being accepted.

There is no key deposit. All key requests must be forwarded to the Physical Plant Facilities Access Office (0189) 48 hours prior to the desired issue date.

Departments that have special access or key control requirements may need to establish internal procedures to meet those requirements (e.g. Public Safety, Physical Plant, Health Center Pharmacy, ITS, etc.). The Physical Plant has the authority to review any special needs before proceeding, or to refuse the issue of a key if guidelines are not met.

Key exchanges and reproduction of keys are not permitted.

Only those with UNI ID numbers will be issued keys. Multiple keys will not be issued to individuals or Departments.

Cabinet Key Requests

Cabinet key requests are placed through FAMIS Service Requests. On the request, include the Department name, deliver to address, and the name of the person making the request. Enter the quantity of keys and a description of the key or cabinet.

Cabinet keys are not assigned to individual employees. They are assigned to the Department.

Key Pickup

The key requestor will be contacted when the key is ready. Keys may be picked up at the main (east) entrance to the Physical Plant. The issuant will be required to sign a Key Agreement stating they will be responsible for their key(s).

Lock Change Requests

Lock change requests are placed through FAMIS Service Requests. Requests for lock changes are reviewed and discussed with the requesting party, Building Coordinator if one is assigned, and Department Head before the change is made. To save time, **Key Request Forms** for the individuals affected should be sent prior to the lock change.

A thorough review of the area affected by the lock change is completed before the change is made to avoid compromising anyone who may need access to the area. In certain cases of security, a special series lock can be installed. These requests are limited and must have the approval of the Vice President of Administration and Financial Services before proceeding.

All lock change requests are subject to refusal when the change impacts access by maintenance personnel or campus police.

Returning Keys

Individuals leaving the University, or transferring to another Department, must return keys to the **Physical Plant**. The individual will receive a receipt indicating the keys that have been returned and the Physical Plant Facilities Access office will notify the Department when keys are issued or returned. The Public Safety Department will be notified if individuals who are leaving have not returned their keys. When keys are not returned, a charge will be billed to the Department listed on the Key Request form. If a student does not return keys, transcripts or registration will be held until the keys are returned.

Lost Keys

The Public Safety Department, Physical Plant Facilities Access Office, Building Coordinator and the appropriate Department Head should be notified immediately when an employee has lost his/her keys. A charge will be assessed for EACH lost key prior to the issuance of a new key. The replacement process is the same as outlined in "How to Request Keys", but requires the signature of the Dean, Director, or Vice President. Replacement charges will be assessed for each lost key and must be paid before a replacement key will be issued. Additional charges could be imposed if re-keying or reprogramming is required. The Building Coordinator, if one is assigned, and the Department Head will be responsible for assisting with return/collection or payment of the fine.

Non-Responsive Electronic Keys

Non-responsive or broken electronic keys will be replaced at no charge. Notify the Physical Plant Facilities Access Office to arrange for an electronic key exchange. Fob/card must be returned to have fees waived. Examples of non-billable service include:

- Repairing broken locks
- Replacing non-responsive electronic keys
- Repairing electronic access equipment

Examples of billable services include:

- Changing locks
- Cabinet key requests
- Replacing lost keys
- Electronic access to Department space
- Changes to existing access functions
- All renovation work