



MAINTENANCE AND SERVICE REQUESTS

Authority:	Vice Chancellor Business Affairs
History:	Updated and Reformatted October 2009; Updated February 14, 2004; Effective January 12, 2004; supersedes former Policy No. PHY 1.20
Source of Authority:	UNC Code, Section 502
Related Links:	Work Requests
Responsible Office:	Physical Plant and Facilities Administration

I. Purpose

Sets forth guidelines for requesting maintenance services from the Physical Plant and for processing work requests.

II. Scope

With the following exceptions, it applies to all University departments and activities.

- A. Special Projects (small building modernization projects). These projects require separate authorization and appropriation of funds, with work commonly performed by outside contractors. Any assistance that may be provided by Physical Plant as part of the special project would be requested via the Physical Plant work request system.
- B. Specialty equipment (Equipment provided by a department that requires specific expertise to maintain. Examples include microscopes, mass spectrometers, measurement and testing instrumentation, etc). The department that purchased the equipment is responsible for maintenance.

III. Policy

A. Maintenance Services

These services are directly related to the operation and maintenance of the University's facilities and campus infrastructure. Areas of work include:

1. Maintenance of structures

2. Fixed equipment repair
3. Utilities and related infrastructure (piping, outside lighting, outside transformers and switches, etc)
4. Grounds maintenance
5. Streets and sidewalks
6. Custodial services
7. Maintenance of UNCW vehicles
8. Recycling
9. Utility management (energy and water)

B. Work Requests

1. A work request is required before any maintenance work may be performed.
2. Preventive maintenance work requests are entered by the Physical Plant and performed on a scheduled basis.

C. Charge for Maintenance Services

1. Maintenance services may be either free of charge (non-billable) or the cost of the service must be paid by the requesting department (billable).
2. Non-billable services. These are provided at no cost to the requesting department, pending availability of funds. Examples include:
 - a. Maintenance of campus utility infrastructure, roads, and sidewalks
 - b. Maintenance of academic and administrative buildings, including building repair, grounds maintenance, and housekeeping services
 - c. Labor support of some academic functions (example: Commencement)
3. Billable services. Examples include:
 - a. Maintenance or repairs of Auxiliary Service facilities, Student Recreation Center, Housing and Residence Life, and other receipt-supported operations.
 - b. Requested alterations to buildings or structures.

- c. New construction.
 - d. Installation or repair of furniture or equipment that is not an integral part of the building.
 - e. Painting requested outside the regular maintenance schedule.
 - f. Hanging pictures and other types of office decoration.
 - g. Replacement of lost keys
4. Charges to a requesting department are usually processed by the Facilities Administration Department within two (2) business days after receiving the completed work order from Physical Plant. Labor rates are reviewed and established prior to each fiscal year, and communicated to other departments well in advance to facilitate the budgeting process. Departments are charged electronically and notified via a Notification of Charge. Charges include the cost of materials, labor, any contract costs, and administrative costs. Questions regarding charges should be made to the Facilities Administration at extension 23622.

IV. Procedures

A. Work Requests

1. Work requests may be submitted via the on-line work request system (go to U-Business) or by calling the Physical Plant work control desk in the case of emergencies.
2. Submitted work requests are reviewed by Physical Plant staff for completeness/correctness prior to being inputted into the Physical Plant work order system. If the request cannot be processed (e.g., incomplete, duplicate request, fund source not identified, etc.), the requestor is notified via email. Accepted work requests are entered into the Physical Plant maintenance system, which creates a work order and an identifying work order number.
3. Once a work request is accepted, an automated email is sent to the requestor, identifying the work order number.
4. Work Order Administration assigns the new work order to the appropriate craft shop(s) via Facilities computerized maintenance management system (and by phone in the case of emergencies).
5. When the work is completed, material and labor costs are compiled and posted to the work order, and the work order is closed. For billable work orders, the customer is notified of charges electronically, usually within 2 days of the work order being closed.

B. Work Request for Estimates

1. Cost estimates are provided upon request at no cost.
2. Requests for a cost estimate prior to work being done are made via the same on-line work request form (see U-Business link).
3. The appropriate craft shop supervisor will determine the cost estimate, notify the requestor of the estimate, and close the work order.
4. If the requestor decides to proceed with the work, a new work request to perform the work is required.