



Facilities Maintenance & Additional Services

The Facilities department is legislatively funded to maintain campus buildings as originally constructed. Facilities Maintenance includes routine work performed to maintain the campus grounds, utility systems, and building exteriors/interiors. Any work performed, whether it be maintenance or other services, is either done or managed by the Facilities department. Designated Facilities staff will perform routine maintenance at their own expense across campus.

Facilities staff may provide additional services at the request of department's across campus. Minor alterations and modifications to buildings, structures, and grounds that exceed the original construction, as well as requests that are outside the scope of routine maintenance, are paid for by the requesting department. Costs include materials and labor that is specific to each trade within the Facilities organization. All modifications, remodeling, or attachment to UVU Facilities and Grounds must be approved, in advance, by the UVU Facilities Department.

Ways to Submit Requests

Submit an Online Request

The preferred method is to submit an online request by completing one of the three forms below.

Contact the Facilities Complex

The primary customer interface with UVU Facilities are our administrators at the Facilities Complex, which is located on the East end of campus at 936 South 400 West. Staffed from 7:00 am to 5:30 pm, Monday through Friday, administrators receive work requests, processes job inquiries and customer billing, provide guidance to customers who need access to our services, and relays your needs to the appropriate Facilities staff member.

Contact the Facilities Complex at: **801-863-8130**

Emergencies

Campus Services responds immediately to emergencies such as health and safety hazards, damage or potential damage to facilities, and loss of security or facility use. For emergency response, please contact UVU Police at: **801-863-5555**. Police dispatch will then notify the necessary Facilities personnel.

PLEASE CAREFULLY READ ALL THREE OPTIONS BEFORE SUBMITTING YOUR REQUEST

| Work Orders | Move Request | Service Requests |
|---|--|---|
| <p>Routine maintenance and repairs performed at no cost to the department, such as:</p> <ul style="list-style-type: none"> • Heating and air conditioning • Painting repairs • Interior and exterior walls, roofs, floors, windows, doors, and other permanent fixtures • Exterior walks, grounds, roads, and parking lots • Custodial services • Issues with toilets, sinks, and other plumbing fixtures • Light fixtures, lighting systems, and electrical outlets • All electrical, culinary, primary, and secondary distribution systems <p>Submit a Work Order</p> | <p>Moving requests are reserved for intercampus moves only.</p> <p>We will only move State or University owned property. We will not move personal property.</p> <p>Please read our Moving Services procedures prior to submitting your request.</p> <p>MOVING SERVICES PROCEDURES</p> <p>Submit a Moving Request</p> | <p>Items that are not facilities modifications but are outside the scope of routine maintenance, including but not limited to:</p> <ul style="list-style-type: none"> • Building and/or installing shelves and other similar structures • Hanging pictures or other accessories on walls with the exception of whiteboards in classrooms and conference rooms Facilities will NOT hang personal items on walls. • Modifications to heating, cooling, and ventilation systems • Painting accent walls or painting for a want rather than a need • Fabrication services • Maintenance and services on departmental equipment <p>Service Request Form</p> |

How Requests are Prioritized

Priority 1 - Emergency

Addressed immediately to ensure safety or to prevent costly damage to facilities. Examples include flooding or persistent water leaks, power outages, or anything that poses a safety/health risk to a person.

Priority 2 - Urgent

Responded to within 2 business days with work completed within 3 to 5 business days, or as negotiated. Urgent needs are items that do not meet the criteria of an emergency, but could potentially result in damage to facilities and property, OR is an issue that causes an inconvenience to a large number of people. Examples include non-functioning drinking fountains, toilets, urinals, sinks, electrical outlets, or proximity locks.

Priority 3 - Medium

Contact made in 5 to 7 business days, with work to be scheduled as needed and subject to facilities prioritization. Examples include burned out lights (unless it is in a classroom and all lights are non-functional), large carpet stains or damage, drinking fountain issues, and any other issue that is in a classroom or public spaces such as hallways and corridors.

Priority 4 - Routine

Routine requests will be responded to within 2 to 3 weeks, with work to be scheduled as needed and subject to facilities prioritization. Examples include ceiling tile replacement, minor damage to walls and ceilings, and many others.

***Please note that UVU Facilities personnel determine the priority of each and every request. Please don't report something as an emergency if it does not**

More Information

For more about the different work requests and the policy behind them, see the [Facilities Maintenance, Modification, & Services Request Policy](#).

Facilities Modifications and Service Requests will be reviewed for approval on a bi-weekly basis.

UVU Facilities Hourly Labor Rates

| | |
|--------------------------------|----------------|
| Electrical | \$56 |
| HVAC | \$55 |
| Plumbing | \$54 |
| Construction & Fabrication | \$52 |
| Locksmith | \$48 |
| Finishes and Maintenance | \$45 |
| Furniture Assembly/Disassembly | \$45 |
| Moving Services | \$40 |
| Cleaning Services | \$35 |
| Hanging Small Accessories | \$25 flat rate |
| Hanging Large Accessories | \$50 flat rate |

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