

Utah Valley University

Facilities Maintenance, Modification, & Services Request Policy

The Facilities department at Utah Valley University 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. All work—whether maintenance or other services—is performed or managed by the Facilities Department. **Building occupants are not permitted to make any modifications under any circumstances.**

Routine maintenance is provided at no cost to departments. However, modifications to buildings, structures, and grounds that exceed the scope of the original construction—as well as any requests beyond routine maintenance—must be paid for by the department utilizing the space. These costs include materials and labor, which vary by trade within the Facilities Department. All modifications, remodeling, or **attachments** to UVU facilities and grounds must be approved in advance by the UVU Facilities Department.

There are three methods to request maintenance, modifications, or service work:

1. Routine Maintenance – To request routine maintenance, submit a [work order](#) or call the Facilities Administrators at 801-863-8130. Routine maintenance is provided at no cost to departments and includes, but is not limited to:

1. Maintaining HVAC systems and regulating room temperatures.
2. Provide general repairs and painting of walls and inner structures.
3. Maintaining and repairing interior and exterior walls, roofs, floors, windows, doors, keys, furniture, cabinets, and other permanent fixtures designated as part of the building.
4. Maintain exterior walkways, grounds, roads, and parking lots.
5. Provide custodial services.
6. Maintaining and repairing existing light fixtures, lighting systems, and electrical outlets as originally constructed.
7. Providing and maintaining all electrical, culinary, primary and secondary distribution systems as provided in the original construction of the building or through an approved remodel up to the point of exit from the structure or duct system.

2. Facility Modifications – Modifications involving ANY changes to the floor plan/footprint, structure, electrical systems, mechanical systems, utilities, grounds/site features, or building exteriors must follow the "Request for Modification" process. The [Facilities Modification Request Form](#), must be completed by the individual requesting the modification and submitted to Facilities for processing. The request will be reviewed by the Infrastructure Committee for approval. Upon approval, a UVU Project Manager will be assigned to meet with the requester, determine the project scope, and develop a design or specification.

The Project Manager will consult with the Campus Services Director to determine if the project can be completed in-house. If the project scope or timeline exceeds internal capabilities, an external contractor will be solicited. An estimate will be provided to the customer, who will then decide whether to proceed. If the project is approved, the department must provide a index number campus so a work order can be generated. The project will be added to the UVU project list, materials will be ordered, and once they arrive, a start date will be scheduled and the customer notified.

3. Service Requests – Requests that do not require modifications or additions to buildings or grounds—but fall outside routine maintenance—are considered Service Requests. These can be coordinated directly with the Campus Services Department by completing the [Service Request Form](#). Once received, Campus Services will review the request for approval. If approved, a cost estimate will be provided. Should the department wish to proceed, it must provide a campus index number so a work order can be generated. All costs—including materials, labor, and overhead—will be the responsibility of the requesting department.

Examples of service requests include, but are not limited to:

1. Building and/or installing shelves or similar items
2. Hanging accessories on walls (excluding whiteboards in classrooms and conference rooms.
Facilities will not hang personal items on walls.
3. Event setup assistance
4. Painting accent walls or painting for aesthetic preference rather than necessity.
5. Fabrication services
6. Maintenance or servicing of departmental equipment (Departmental equipment is defined as equipment that is of special use to a department and not vital to the operation of a building or structure). Departments are financially responsible for connecting such equipment to UVU utility systems. If the Facilities cannot perform the work, they will assist in sourcing an external contractor.

The Utah Valley University Facilities Department is committed to providing a safe, clean, and comfortable environment that supports learning. This mission is carried out by a diverse, adaptable team of dedicated, well-trained professionals whose purpose is to meet the facility needs of the university's students, faculty, staff, and surrounding community.