**Utah Valley University**

**Facilities Maintenance, Modification, & Services Request Policy**

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. **Occupants of these buildings are not allowed to make any modifications whatsoever.** The Facilities department will perform routine maintenance at no cost to the departments. 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 department which has use of the space. Costs include materials and labor that is specific for each trade within the Facilities department. All modifications, remodeling, or attachment to UVU Facilities and Grounds must be approved, in advance, by the UVU Facilities Department.

**There are three ways to request that maintenance or modifications/remodeling work be done.**

**First, Routine Maintenance –** If a request for routine maintenance is needed, you can submit a work order by visiting the Facilities website and clicking on “Submit Work Order” or by calling the Facilities Administrators at 801-863-8130. This work is performed at no cost to the department and includes but is not limited to:

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

**Second, Facility Modifications –** Modifications that require *ANY* changes to the floor plan/foot print, structure, electrical systems, mechanical systems, utilities, grounds/site features, and building exteriors require what's identified as a "Request for Modification" process. The "Facilities Modification Request" form, found on the Facilities website is filled out by the person requesting the modification. It is then turned in to Facilities for processing and will be reviewed by the Infrastructure Committee for approval. Once it is approved, it will be assigned to a UVU Project Manager who will then meet with the requester to determine the scope of the project and to provide a design/specification. The UVU Project Manager will work with the Campus Services Director to determine if the project can be completed internally. If the project scope and time frame is beyond the limits of the Campus Services department then an outside contractor will be solicited. The customer will be given a copy of the estimate and determine whether or not to proceed with the project. If the customer wants to proceed, the campus index number is provided so that a work order can be generated. The project is added to the UVU project list and the necessary materials are ordered. Once the materials have arrived, a project start date is identified and the customer is notified.

**Third, Service Requests –** Requests that do not require modifications or additions to the buildings and grounds as originally constructed, but fall outside the scope of routine maintenance, can be handled directly with the Campus Services department by filling out a “Service Request” form which is found on the Facilities website. Once a “Service Request” form is received, Campus Services will then review the request for approval. If approved, a cost estimate will be provided to the customer. If the customer wants to proceed, the campus index number is provided so that a work order can be generated. The cost of materials, labor and overhead will be borne by the requesting department. Examples of this kind of work include but are not limited to:

1. Building and/or installing shelves and other similar items
2. Hanging accessories on walls with the exception of whiteboards in classrooms and conference rooms. **Facilities will not hang personal items on walls.**
3. Assisting with events set-ups
4. Painting accent walls or painting for a want rather than a need
5. Fabrication services
6. Maintenance and services on 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 fiscally responsible for connection of their equipment to UVU utility systems. If the Facilities department cannot perform the work, they will assist in finding an outside contractor who can.

Utah Valley University Facilities Department responsibility is to provide a safe, clean, and comfortable environment conducive to learning. This is to be accomplished through an adaptive and diverse support team of dedicated and well-trained professionals whose purpose is to meet the facilities needs of the college, its students, faculty, staff, and the surrounding community.

Cory Fralick

UVU Facilities Director of Campus Services