

University of Alaska Anchorage
ADMINISTRATIVE SERVICES MANUAL
Policies and Procedures

Section Facilities & Campus Services
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Title <i>Maintenance and Operations Services</i>	Effective Date 06/20/2013
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1.0 Purpose

This policy specifies responsibilities for maintenance and repair services on campus and identifies departments authorized to perform work on UAA-occupied space. This policy also clarifies what services will be billed to departments.

This policy applies only to Anchorage-area facilities.

2.0 Definitions

Common areas: Non-assignable space devoted to corridors, atriums, stairs, bathrooms, etc.

3.0 Policy

I. Responsibilities of Maintenance and Operations

- Facilities Maintenance and Operations is responsible for the maintenance and repair of common areas and department assigned areas in University buildings.
- To ensure that the work is accomplished in a manner compatible with existing systems and applicable codes, any maintenance or repair work performed on University owned or occupied buildings or systems must be coordinated and approved by Maintenance and Operations.
- Before major equipment is purchased by a department Facilities Maintenance and Operations should be consulted to ensure the utility requirements of the equipment are reviewed.
- Facilities Maintenance and Operation will perform an inspection of each campus building to ensure that university facilities are kept in good repair and to plan for corrective maintenance.

II. Basic Support Provided

The State provides minimal funding for basic maintenance and operations of UAA's physical assets. These funded services include routine and preventative maintenance work required to keep buildings, utilities, and grounds in an acceptable and safe operating condition. Services provided by this funding include:

- A. Infrastructure and Building Envelopes

- Utility services to buildings
 - Repair to roofs, windows, doors, and existing exterior surfaces
 - Exterior lighting attached to buildings
- B. System Repairs
- Repairs to mechanical, plumbing, and electrical equipment that is part of a building system (heating, ventilation, electrical, elevator, etc.)
 - Repairs to electrical distribution equipment including receptacles
 - Repair and maintenance of interior and exterior lighting and switches
 - Repairs to plumbing systems including sinks, faucets, and drains
 - Repair and maintenance of sprinkler systems and fire alarm systems
 - Repair and maintenance protective and safety equipment (e.g. safety deluge shower stations)
- C. Interior Finishes
- Existing interior surfaces and finishes
 - Repairs and maintenance of walls, floors, and ceilings
 - Repairs to fixed laboratory case work
 - Building finishes in public areas
 - Repairs to door locks and hardware
 - Routine painting of common areas
- D. Custodial
- Scheduled cleaning of common areas, classrooms, and offices
 - Exterior window cleaning
- E. Grounds
- Routine maintenance of parking lots, sidewalks, and pathways
 - Care of exterior plants and landscaping, as well as interior plants in common areas
 - Routine clearing of snow and ice control

III. Department Funded Maintenance and Operations

Departments are financially responsible for maintenance (repair and preventative) services that exceed the routine maintenance cycle or are beyond the routine level funded by state monies. Examples of maintenance activities for which Facilities will bill are listed below. This list is intended to be a representative list, not all inclusive:

- Hook-up of special equipment or modifications to building systems requested by academic or research activities
- Maintenance and repairs of movable department owned equipment (lab equipment, ultra-low freezers, refrigerators, ice machines, etc.)
- Installation of power and other utilities for department owned/or leased equipment
- Replacement keys/re-keying of room on department's request or due to lost key
- Repair of departmental furniture
- Repair, removal, or relocation of movable modular office furniture and work stations
- Repair and maintenance of uninterruptible power systems or specialized fire suppression systems

- Repair and maintenance of security systems and specialized locks or door hardware (card access, key pads, cameras, etc.)
- Discretionary electrical or mechanical modifications necessary to support the new occupants and their equipment
- Painting beyond the routine cycle or if a different color is requested
- Custodial services beyond routine service levels (upholstery, special events, etc.)
- Maintenance of university fleet vehicles (semi-annual tire change-over, oil changes, etc.)

IV. Special Use Equipment and Computer Equipment

Equipment that supports research or department programs, and typically not utilized by all building occupants, not common to most buildings, and not considered part of the basic infrastructure, is considered “special use” equipment. Facilities Maintenance and Operations will conduct or coordinate repairs; however the department is financially responsible for the maintenance of special use equipment.

Server rooms may require extraordinary and dedicated services (air conditioning, uninterruptible power, links to off-site data storage, and additional fire suppression features). Maintenance for such accommodations is not generally covered by basic maintenance funding. Facilities Maintenance and Operations should be consulted to determine what systems a server room will require for reliable operation.

V. Auxiliary Services

Auxiliary Services may be billed for Maintenance and Operations services.

VI. Resources

- [Facilities Maintenance and Operations](#)