

FACILITIES OPERATIONS & BUILDING SERVICES GUIDELINE FOR MAINTENANCE AND REPAIR SERVICES (Excludes UCONN Health)

Facilities Operations and Building Services strives to provide services in a collaborative, respectful manner working to make our community a better place to study, live and work. This statement's purpose is to communicate the scope of building maintenance and repair services provided to University of Connecticut community by the Department of Facilities Operations and Building Services.

Facilities Operations and Building Services is committed to providing maintenance and repair services to University-owned facilities for all structural and building systems. This includes all building systems identified on the original blueprints of buildings and those upgrades/modifications made to the original plans and excludes furniture, fixtures and equipment. Occupying units will not be expected to pay for this maintenance and repair.

These services include:

1. Emergency maintenance: situations that require immediate intervention by trades workers to correct or mitigate a building maintenance problem or which can create unsafe conditions that may expose students, faculty, staff and/or visitors to health or safety related concerns and/or cause significant damage to the building, building systems, or equipment.
2. Preventive maintenance: scheduled maintenance to prevent assets from wearing out/failing and maintain life cycle.
3. Corrective maintenance: minor repairs to bring asset back into working order.
4. Statutory maintenance: maintenance and repair to life safety systems; elevators, ADA requirements.
5. Cyclical maintenance/replacement and updates of building finishes.
6. Cyclical maintenance/replacement of classroom finishes and furniture.
7. Basic custodial, snow removal & ice treatment, and landscape services.
8. Infrastructure services such as water, sewer, steam, chilled water and power.

Facilities Operations and Building Services also provides maintenance and repair services necessitated by the particular operations or equipment of individual units. These services must be funded by the units requesting them. Similarly, Facilities Operations and Building Services is able to provide limited services on a reimbursable basis for small project renovations requested by departments that are cosmetic in nature, change the use purpose of a space, enhance the comfort factor for building occupants/users (ex: convenience kitchens), or mitigate excessive wear and tear on furniture and equipment, etc. The following criteria govern maintenance and repair services for which Facilities Operations and Building Services will charge units:

1. Work that enhances the aesthetics, alters, or customizes a space for programmatic purposes, or involves a major change to interior finishes.
2. Maintenance and repair of special classroom equipment; special lighting or sound installations; office furniture and furnishing; laboratory equipment; and other departmental property.
3. Fabrication of cabinets, shelves, signs, name plates and other miscellaneous items.
4. Furniture repair (excluding basic classroom furniture) and reupholstering.
5. Special custodial or trash collection such as daily office cleanings, clean-ups, storage and office cleanouts above normal/routine service levels.
6. Installation and service of equipment fundamentally required by or used for a unit's research or other operational activity (such as special fire extinguishing equipment for laboratories, environmental chambers, refrigerators, freezers, autoclaves, spas, pools and uninterruptable power sources).
7. Services required for the set-up/support of special events.
8. Moving services.
9. All facilities planning and design, or other professional services performed by consultants, architects, or engineers, in support of customer-funded projects.
10. The manufacturer is responsible for fixtures and equipment under warranty. Instances which are covered by valid service agreements are the responsibility of the service agreement holder.
11. All furniture, fixture and equipment upgrades and replacement costs are the responsibility of the owning unit.

In some cases, it may not be clear whether Facilities Operations and Building Services or the unit should bear the cost of maintenance or repair services. If they are not already addressed in a Service Level Agreement, such instances will be handled through discussion with constituent units, and may ultimately be decided by the Associate Vice president for Facilities Management in consultation with the Vice President to which the unit reports.