

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

Facilities Operations 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, repair services provided to the University of Connecticut community by the Department of Facilities Operations.

Facilities Operations maintains and repairs structural and building systems in all University-maintained facilities; furniture, fixtures and equipment are excluded. Occupied units will receive these maintenance and repair services at no charge.

These services include:

1. Emergency maintenance: requires immediate intervention by trades workers to correct deficiencies or prevent significant damage to the building, or its systems, or resolve health and safety concerns.
2. Preventive maintenance: is regularly scheduled to prevent building systems from wearing out/failing and maintain life cycle.
3. Corrective maintenance: minor repairs to bring building or building systems back into working order.
4. Statutory maintenance: maintenance and repair to fire alarm and fire suppression systems; elevators, ADA requirements.
5. Cyclical maintenance/replacement and updates of building finishes.
6. Cyclical maintenance/replacement of centrally scheduled 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 may also provide emergent maintenance services necessitated by the particular operations or equipment of individual units. These services are limited by Facilities Operations' capacity and to isolation of utilities and minimizing the possibility of further facility damage; and must be funded by the units requesting them. Similarly, Facilities Operations is able to provide limited services on a reimbursable basis for small project renovations under \$2.5M 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 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. Fabrication of cabinets, shelves, signs, name plates and other miscellaneous items.
3. Furniture repair (excluding centrally scheduled classroom furniture) and reupholstering.
4. Special custodial or trash collection such as daily office cleanings, clean-ups, storage and office cleanouts above normal/routine service levels.
5. 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).
6. Small scale interior alterations and renovations.
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 or the unit should bear the cost of maintenance or repair services. Such instances will be handled through discussion with constituent unit(s) and may ultimately be decided by the Associate Vice President for Facilities Operations in consultation with the Vice President to which the unit reports.