PURPOSE

The purpose of this policy is to set forth standards for chargeable services for maintenance and construction at Northern Arizona University.

IN GENERAL

FACILITY SERVICES (FS) is the university department responsible for campus physical planning, design, maintenance and construction at Northern Arizona University (NAU). FS is tasked to perform routine maintenance and minor repairs/replacements in kind or as originally constructed. This includes providing corrective and preventive maintenance and repairs in existing facilities or to existing attached equipment to ensure functional learning and working environments. Additionally, FS is tasked to provide emergency and urgent services for campus facilities to ensure the safety and security of students, faculty, and staff and to protect the property of Northern Arizona University.

This policy delineates the scope of maintenance, repair, and service performed by FS that is charged back to a requesting department or organization as part of this recharge policy. All employees, colleges, schools, auxiliaries, administrative units, students and faculty are governed by this policy.

RECHARGE POLICY

- All maintenance and repairs beyond those to keep university facilities looking as originally constructed and in proper operating condition are chargeable to the requesting department including, but not limited to, remodeling, construction, engineering, changes, alterations, upgrades, additions to a building or infrastructure, special painting, and repairs of departmental equipment and vehicles.

- All work for auxiliaries such as Residence Life, Dining Services, Parking Services and the High Country Conference Center is chargeable. EXCEPTION: Northern Arizona University, as a utility owner, must provide utility location for public safety and in accordance with statutory requirements; as such, Blue Stake requests are non-chargeable.

- Chargeable services are supported by direct charges to the requesting department seeking services. The requesting department shall provide a department account for these services at the time of request.

- Chargeable services include costs for labor, materials, and any supply costs associated with the performance of chargeable work. Labor rates used reflect the average trade wage rates and cost of benefits.
• Charges are billed as work is performed and costs are incurred. FS charges will be timely and departments can expect charges to appear within a reasonable time, generally no later than 45 business days after the work is performed or the cost is incurred.

**CHARGEABLE SERVICES include but are not limited to:**

**Auxiliaries**
- All work performed for auxiliaries such as Residence Life, Dining Services, Parking Services and Conference Center, except utility location as required by statute.

**Building Alterations**
- All departmental requests for building or structural alterations; custom work to a building or room;
- All relocation, installation or expansion of electrical, plumbing or HVAC services;
- All repair, service or replacement of departmental equipment;
- All modifications to utility systems to accommodate new or relocated equipment;
- Building inspections and permitting for construction; and,
- Hazardous materials abatement, for example asbestos removal.

**Carpet**
- Installation of new or replacement all areas.

**Commissioning or Certification of Equipment**
- All annual certifications or commissioning of research equipment requiring specialized vendor or agency, e.g. CDC, FBI, or other.

**Furniture**
- Building new furniture or assembling furniture purchased by a department, including assembly or disassembly of desk and partitions, shelving and cabinetry;
- Re-arranging existing furniture, reconfiguring partitions and attached furniture;
- Assistance with state furniture purchases, design, reconfigurations and coordination with additional services such as electrical, carpet, and other items required for the furniture installation; and,
- Assistance to ensure furniture and equipment purchases are compliant with fire codes, egress requirements, ADA accessibility, or other needs.

**Hanging and Installing**
- Hanging pictures, plaques, banners, window blinds or other items;
- Fabricating and installing new interior signage; and,
- Installation of window treatments.
**Hauling and Moving**
- Hauling, including relocation from one office to another, to storage or to surplus; delivering items to or from points off campus;
- Picking-up and moving of all refrigerators and refrigerant, oil removal, batteries, light bulbs, asbestos, and others items for disposal; and,
- Purchasing or renting of moving boxes, tables and chairs.

**Keys and Locks**
- All key requests and door lock changes, re-keying of locks, cutting keys, including keys for file cabinets, safes, desk drawers and any other office equipment;
- Loss of building master keys and cost to re-key entire building; and,
- Installation of card access systems or security systems.

**Painting**
- Painting walls, other than normal, preventive maintenance schedule;
- Painting graphics or other custom requests;
- Painting athletic fields including lining game and practice fields; and,
- Specific paint color requests other than the university’s normal color palette, minimal white or Navajo white.

**Signage**
- Fabricating and installing new interior signage;
- Fabricating new name plates; and,
- Rental of temporary signage (A-frames)

**Special Events and Services**
- All labor and equipment including custodial services, temporary electrical hook-ups, delivery of chairs, tables or other equipment, and set-up of any equipment;
- All services or support for special events, as well as additional custodial cleaning for conferences and activities for which a department or the university is collecting a fee; and,
- Provision of Fire Life Safety staff or operators for special events.

**Vehicles and Rentals**
- Vehicle repairs; and,
- Vehicle rentals and leases.

**Window Washing**
- All window washing; and,
- Multi-story buildings which require procurement of a vendor with specialized equipment.
PURPOSE

The purpose of this policy is to set forth standards for non-chargeable or base level services for maintenance and construction at Northern Arizona University.

IN GENERAL

FACILITY SERVICES (FS) is the university department responsible for campus physical planning, design, maintenance and construction at Northern Arizona University (NAU). FS is tasked to perform routine maintenance and minor repairs/replacements in kind or as originally constructed. This includes providing corrective and preventive maintenance and repairs in existing facilities or to existing attached equipment to ensure functional learning and working environments. Additionally, FS is tasked to provide emergency and urgent services for campus facilities to ensure the safety and security of students, faculty, and staff and to protect the property of Northern Arizona University.

This policy delineates the scope of maintenance, repair, and service that is performed by FS that is not charged to a requesting department or organization. All employees, colleges, schools, auxiliaries, administrative units, students and faculty are governed by this policy.

NON-CHARGEABLE POLICY

- Maintenance and repairs to keep university facilities looking as originally constructed and in proper operating condition are non-chargeable to the requesting department.

- All requests for identification and location of underground utilities are non-chargeable. The university, as the owner of underground utilities, must provide utility location for public safety and in accordance with statutory requirements; e.g. Blue Stake requests.

- Non-chargeable services are funded by state allocations for operations.
NON-CHARGEABLE SERVICES include but are not limited to:

**Carpentry and Roofing**
- Malfunctioning doors (except in cases of intentional property damage or abuse);
- Improperly functioning windows, for example, not shutting, needing weatherproofing;
- Leaking roofs; and,
- Wet ceiling tiles.

**Carpet**
- Repairing minor carpet tears and trip hazards.

**Custodial**
- Sweeping and mopping floors;
- Cleaning building entry door glass;
- Cleaning public areas;
- Disinfecting drinking fountains;
- Emptying trash per schedule; and,
- Clearing snow and icy areas at door entrances.

**Electric, HVAC, Plumbing and General Maintenance**
- Replacing light bulbs and ballasts;
- Repairing or maintaining existing indoor and outdoor lighting;
- Maintaining elevators and escalators;
- Repairing existing electrical and mechanical infrastructure; and,
- Repairing and maintaining existing heating, cooling, and plumbing systems including trouble with a water fountain, clogged toilet, clogged drain, no hot or cold water, room too hot or cold, and unusual sounds from heating or cooling units.

**Emergencies**
- Work that requires immediate action to eliminate hazards that could endanger life or cause serious injury to students, faculty and staff, to prevent loss or damage to university property, or to restore essential services.

**Fire Life Safety**
- Repairs and preventive maintenance of fire alarms, smoke detectors, sprinkler systems, fire suppression systems, and fire extinguishers.
Grounds
- Maintaining and repairing existing grounds, sidewalks and roadways;
- Removing snow and slick areas;
- Rodent and pest control;
- Irrigating lawns and controlling weeds; and,
- Trimming trees and maintaining existing landscaping.

Moving/Hauling
- Recycling program; collection and removal of non-toxic, non-hazardous and recyclable wastes (for toxic or hazardous materials contact the Office of Regulatory Compliance at 523-7288); and,
- Controlling litter.

Paint
- Routine painting within preventive maintenance schedule; and,
- Removing graffiti.

Utilities and Utility Location
- Locating underground utilities per Blue Stake requests; and,
- Operating and maintaining the north and south utility plants.

Please consult FS at 523-4227 regarding any item for which there is question or further information needed.