

GUIDE TO SERVICES

Facilities & Auxiliary Services is dedicated to providing high quality, cost effective services to the campus community.

With responsibility for the care and maintenance of University buildings, Facilities & Auxiliary Services' base operating budget covers routine services that are provided at no charge. The majority of these services cover day-to-day non-discretionary services and operational needs common to most buildings. Most regular maintenance services and repairs due to damage, wear, or defects are considered **routine**, and therefore are not billable to customers.

Non-routine services are those that are generally discretionary in nature and therefore are charged directly to the requesting unit. Examples of non-routine services include event support, unit-requested space modifications, or requests for routine services before they are in need of repair or replacement.

What follows is a guide to what services are considered routine (non-billable) or non-routine (billable).

Routine services are handled by submitting a fixit request or calling 302-831-1141. Non-routine services are provided by completing a Request for Service webform.

Requests requiring immediate attention, please call 302-831-1141.

Ex: roof, ceiling, plumbing, or drainage leaks or floods; sparking; power or water outage; chemical, burning, or natural gas odors; doors that won't open/close or lock/unlock; unusual mechanical noises; and offensive graffiti.

**If immediate attention isn't needed, either call 302-831-1141 or submit a <u>fixit online form.</u>
Ex: hole in drywall; missing ceiling or floor tile; missing window screen.**

REQUESTING ROUTINE (NON-BILLABLE) SERVICES

To place a non-emergency routine service request, either email fixit@udel.edu; submit the <a href="mailto:online-emailto

- Specific location of the problem
 Floor and room number (if applicable)
 Other location information if room not available
- Your name
- Your phone and UD role (i.e. student, faculty, staff)
- Detailed description of the problem
- Has the problem been called in before or is this the first time being reported?

Routine Work Request	Notes
Air conditioning repairs (building-wide systems)	Concerns over temperature, noise, humidity, etc.
Air filter change (Academic Buildings)	Scheduled replacement of academic building air filters
Bicycle rack repairs	Damaged bicycle racks
Blind replacement	Common areas and classrooms
Carpet repairs and replacement	Common areas only (non-offices). Safety hazards will be addressed on an as-needed basis.
Ceiling repairs	Stained ceiling tiles, etc.
Domestic hot/cold water repairs	Faucets, lack of hot water, etc.
Door closure repairs	Leaking door closures, not operating properly
Door repairs, metal or wood	Repair/replace metal doors & all accessories (door knobs, lock, door closures, hinges)
Electrical power repairs	Repair/reset breaker, fuse, switch, outlet
Elevator repairs	
Exit sign hook-up/repair	
Exterior painting	
Faucet repairs	e.g. Leaky faucets, etc.
Fence maintenance	
Fire alarm repairs	
Fire alarm sound level testing	
Flood/Water Damage	
Floor repairs	Common areas only*
Fume hood repairs (unless additional equipment or exhaust are added)	e.g. covered flow adjustements to meet safety standards; does not include structural repairs; DDC controls, and airflow metering valves. Changes to existing design are not included.
Furniture repairs	Classrooms, including teaching labs only (not offices). Furniture replacements not included.

^{*} Common areas: hallways, building lobbies, elevators, restrooms, stairwells; does not include space in office suites

REQUESTING ROUTINE (NON-BILLABLE) SERVICES (cont'd)

Routine Work Request	Notes
Graffiti removal	
Gutters and downspout repairs	
Heating/cooling repairs	Temperature control issues, maintain/repair air handlers, heating & cooling pumps, etc.
Insulate duct work	
Insulate boilers & heat exchangers	
Insulation removal as needed for leaks	
Lawn mowing	
Leaf collection	
Lighting repairs	Repair existing light fixtures
Litter control	
Lock repairs, doors	Repair existing door locks
Mold remediation	
Painting	Common areas only*
Power outage remedy	
Public bathroom repairs	Mirrors, shelving, cabinet repairs/replacement
Refrigeration system repairs	Walk-in (cold rooms) and environmental chambers are covered. Exception is for non-academic uses or research.
Roofing repairs/leaks	Repair/replace roof & roofing materials
Safety shower repair & maintenance	
Shrub bed care and maintenance	
Sink & faucet repairs/replacement	Includes clogged drains & leaky faucets
Snow and ice removal	Academic buildings
Soil erosion problems	
Toilet & toilet fixture repairs/replacement	Clogged toilet repair/ repair of fixtures & partitions
Trash & recycling collection	Regular service, excludes event support
Tree care, tree trimming, tree removal	
Wall, wood trim and wood molding repairs	
Water fountain repairs	
Window & glass repairs	

^{*} Common areas: hallways, building lobbies, elevators, restrooms, stairwells; does not include space in office suites

REQUESTING BILLABLE SERVICES

A <u>Request for Service form</u> is required for non-routine services. A departmental purpose code is required for each request. You may also use this form to request an estimate. (<u>Requests for keys</u> or for <u>Campus Movers</u> are separate.)

Service	Notes			
Air conditioning renovations/additions	New or upgrades to existing A/C as a result of space renovations/additions			
Banner hanging	Event banners and other sign placements			
Blind replacement	Private offices, suites and administrative areas			
Bookshelves, cabinets - building/hanging				
Carpet replacement	Carpet replacement in personal offices or suites			
Carpentry projects	Handmade furniture, chair rail, office molding, etc.			
Door closure additions	Requests for additional (not repair of existing)			
Door mullion temporary removal/replace	Required for moving of furniture or equipment			
Electrical power for special events	Service, equipment involved in providing temporary power & lighting for events			
Electrical power installation/ add capacity	Required due to specialty equipment; additional outlets; change of outlet location			
Event waste services, cleanup and specialty items	Temporary dumpsters, waste receptacles, special pickups, hardscape sweeping, litter removal			
Fire detection/alarm/suppression devices	Specialty or additional capacity due to equipment or use needs or renovations (e.g. unit removes wall)			
Flooring	Install/change tiles or flooring in private offices and suites			
Flowers and decorations	Specialty requests for events, etc.			
Freon recovery	Recovery of refrigerant out of retired specialty equipment, primarily relates to labs			
Furniture repairs	Office or departmental requests			
HVAC mechanical and control systems - additions and modifications	Re-engineering, installation of HVAC systems			
Keys	Make duplicate keys (place online request)			
Kitchen stove repair	Broken stoves, burners, etc.			
Lab equipment repairs/installation	Additions/modifications/repairs to lab equipment independent of building			

REQUESTING BILLABLE SERVICES (cont'd)

Service	Notes
Lock - installation, changes and repairs	Includes locks and hardware for file cabinets,
	lockers, furniture, safes, etc.
Office renovations	
Painting	Private offices or suites
Painting/refinishing of furniture	
Refrigerator/Freezer/Ice Machine repair/	Service on all portable refrigeration units is
replacement	billable. Research or non-academic user/
	purpose.
Safety sign hookup	Specialty safety signs for new equipment
Security access - specialty touchpads	Specialty access systems
Signage repairs and replacements	Private office areas
Small, miscellaneous alarm-related repairs	Primarily relates to department-owned security
	& safety alarms, such as gas alarms
Stage and platform setup/building	Special items for special events
Wall changes - move, build, demolish	Renovations or other requests
Water filter change	Specialty laboratory equipment or ice machines



ROUTINE CUSTODIAL SERVICES – ACADEMIC BUILDINGS

Service	Office Areas	Classrooms, Auditoriums, Conference Rooms, Teaching Labs	Restrooms, Public Areas, Dining Areas, Office Kitchenettes, Shower/Locker Rooms
Empty trash and recycling containers	Triweekly	Daily	Daily
Sweep/mop floors/vacuum	Biweekly	Daily	Daily
Spot clean carpets	As needed	As needed	As needed
Dust furnishings and accessible surfaces	Biweekly	Daily	Daily
Clean restrooms, sinks and mirrors	Biweekly	Daily	Daily
Spot clean walls/touch points	Daily	Daily	Daily
Rearrange furnishings		Daily	Daily
Spot clean furnishings/upholstery	Daily	Daily	Daily
Wash interior glass/entrance doors	Daily	Daily as needed	
Wash exterior glass/entrance doors	Daily	Daily	Daily
Clean classroom boards, trays, and erasers		Daily	
Fire extinguishers/exit sign inspections	Monthly	Monthly	Monthly
Unlock exterior doors to buildings		Daily	Daily
Unlock classroom doors		Daily	
Replace burned out lights	Daily as needed	Daily as needed	Daily as needed
Clean stairwells			Daily
Clean entrance mats/cigarette urns			Daily
Clean entrance ways			Daily
Clean elevators			Daily
Generate maintenance slips	Daily as needed	Daily as needed	Daily as needed
Clean vending areas			Daily
Pest control preventative maintenance	Monthly	Monthly	Monthly

ROUTINE CUSTODIAL SERVICES – RESIDENTIAL BUILDINGS

Service	Offices	Classrooms, Auditoriums, Conference Rooms	Common Areas	Student Rooms	Restrooms & Showers
Burnish or spray buff floors			Monthly	Annually	
Carpet cleaning	As needed	As needed	Biennially	Annually	
Clean chalkboards/whiteboards		Daily	Daily		
Clean desks	Weekly	Weekly	Daily	Annually	
Clean exterior of vending machines			Daily		
Clean exterior of washer/dryer			Daily	Annually	
Clean furnishings	As needed	Daily	Daily	Annually	Daily
Clean glass doors and mirrors	Weekly	Weekly	Daily	Annually	Daily
Clean/disinfect sinks, toilets & urinals			Daily	Annually	Daily
Dust blinds	Weekly	Weekly	Monthly	Annually	Monthly
Dust doors, ledges and baseboards	Weekly	Weekly	Weekly	Annually	Daily
Dust furnishings and surfaces	Weekly	Daily	Daily	Annually	Daily
Dust/clean vents		Weekly	Weekly	Annually	Daily
Empty recycling containers	Weekly	Daily	Daily		
Empty trash containers	Weekly	Daily	Daily	Annually	Daily
Mop floors			Daily	Annually	Daily
Pest control preventative maintenance	Monthly	Monthly	Monthly	Monthly	Monthly
Pest control supplication	As requested	As requested	As requested	As requested	As requested
Police and pick up trash	Weekly	Daily	Daily	Annually	Daily
Rearrange furniture	As needed	Weekly	Daily	Annually	Daily
Relamping	Daily	Daily	Daily	Annually	Daily
Replenish dispensers		Weekly	Daily	Annually	Daily
Scrub and refinish floors			Annually	Biennially	
Spot clean carpeting	Weekly	Daily	Daily	Annually	
Stove/refrigerator			Weekly	Annually	

ROUTINE CUSTODIAL SERVICES – RESIDENTIAL BUILDINGS (cont'd)

Service	Offices	Classrooms, Auditoriums, Conference Rooms	Common Areas	Student Rooms	Restrooms & Showers
Strip and refinish floors			Biennially	Biennially	
Sweep or vacuum floors	Weekly	Daily	Daily	Annually	Daily
Wall cleaning	Weekly	Weekly	Weekly	Annually	Daily
Wash exterior glass	Biennially	Biennially	Biennially	Biennially	
Wash interior glass	Weekly	Weekly	Weekly	Annually	Daily
Wash trash and recycling containers	Daily as needed	Daily as needed	As needed	Annually	Daily as needed



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