

<b>ADMINISTRATIVE DIVISION</b> Facilities Management		<b>POLICY NUMBER</b> FCMN 2.06A
<b>POLICY TITLE</b> Building Maintenance for Academic/General Areas		
<b>SCOPE OF POLICY</b> USC Upstate	<b>DATE OF REVISION</b> April 22, 2024	
<b>RESPONSIBLE OFFICER</b> Director of Facilities Management	<b>ADMINISTRATIVE OFFICE</b> Facilities Management	

**PURPOSE**

This policy provides guidance for how Facility Services provides building maintenance services to facilities defined as E&G, or Educational and General and maintains facility space that supports the academic mission, including administrative support space.

**DEFINITIONS AND ACRONYMS**

E&G facilities refers to those facilities on the USC Upstate campus that are maintained with appropriated dollars. E&G also refers to those facilities that are generally academic, academic general instructional laboratory, or administrative functions.

**POLICY STATEMENT**

Facility Services is responsible for maintaining all education and general (E&G) facilities through an ongoing corrective and preventive maintenance services. In addition, Facilities Services provides support services, that are beyond building maintenance, for all University departments via charge backs to the requesting departments. This policy acts as a guide that enables facilities to better manage the volume incoming service requests received from the campus. In addition, procedures outline the scope of unit responsibilities and steps customers are to take to acquire service.

**PROCEDURES**

A. Liaison

- a. In order to establish effective communications, all departments in each building will be notified electronically when events happen in the building that may affect their working environment. We have established a notification database that allows the Facilities Customer Call Center to send notices to the dean or vice president, department head and a selected liaison/facilities contacts, for each department. Liaisons are responsible for notifying their departmental employees with information Facilities provides to them. Department liaisons relay requests for any emergency assistance or other work required in assigned building(s).

B. Routine Maintenance

- a. The routine maintenance and preventive maintenance of E&G facilities is performed by Facilities Maintenance personnel assigned to a particular building or buildings and the use of centralized shops personnel. This work is scheduled and programmed on an incoming basis.

C. Corrective Maintenance

- a. Corrective maintenance of E&G facilities and equipment is performed by Facilities Services personnel assigned to buildings and the use of centralized shops personnel. This work is scheduled repair work. To report a corrective maintenance need, your department liaison shall submit a work request.

D. Emergency Maintenance

- a. Emergency Maintenance of E&G facilities and equipment is performed by Facility Services personnel assigned to a particular building or buildings and the use of centralized shops personnel. This work is non-scheduled and poses an eminent threat to occupants or the facility. To report an emergency maintenance event, calls should be directed to the Facilities Customer Service Center at 864-503-5500. Personnel are on hand to respond to emergencies at night and on weekends. The Center is staffed from 8:00 a.m. to 5:00 p.m. Monday through Friday. Assistance can be obtained after 5:00 p.m. and on weekends and holidays by calling University Public Safety 864-503-7777.

E. Special Services Department

- a. Requests for special services such as furniture repair, construction of shelving, electrical outlet installations, relocation of bulletin boards, or for any service not considered routine or corrective maintenance, must be submitted on a Facilities Work Request and approved by the requesting department.

F. Services

- a. Carpentry
  - i. Ceiling, wall, and floor repairs
  - ii. Door and window repairs
  - iii. Cabinets
  - iv. Furniture
- b. Roofing and windows
  - i. Repair water intrusion leaks
  - ii. Waterproofing
- c. Masonry and Sidewalks
  - i. Repair cracked or damaged areas
- d. Plumbing
  - i. Plumbing leaks
  - ii. Restroom fixtures

- iii. Domestic water
- iv. Sanitary sewer
- v. Gas lines
- vi. Compressed air
- e. Electrical
  - i. Lighting
  - ii. Breakers, wiring, receptacles
  - iii. Generators
- f. Heating, venting and air-conditioning
  - i. Hot and cold temperature
  - ii. Too humid
  - iii. Indoor air quality
  - iv. Energy conservation
- g. Key and lock changes
  - i. Submit a key request for key or lock changes
- h. Elevators
  - i. Repairs
  - ii. Emergency calls After 5:00 PM or weekends:
    - 1. Use the emergency call box inside of the cab
    - 2. Call University Public Safety at 864-503-7777
- i. Fence Repairs

G. Roads and Parking Lots

H. Facilities Modifications:

- a. Submit a Capital Request for all space modification requests.

**HISTORY OF REVISIONS**

DATE OF REVISION		REASON FOR REVISION
April 22, 2024	Approved by B. Harris	New USC Upstate policy