

ADMINISTRATIVE DIVISION – FACILITIES MANAGEMENT
POLICY TITLE – BUILDING MAINTENANCE FOR HOUSING AND RESIDENTIAL LIFE
AREAS
POLICY NUMBER – FCMN 2.06B
SCOPE OF POLICY – USC UPSTATE
DATE OF POLICY – APRIL 22, 2024
RESPONSIBLE OFFICER – DIRECTOR FOR FACILITIES MANAGEMENT
ADMINISTRATIVE OFFICE – FACILITIES MANAGEMENT

I. PURPOSE

This policy provides guidance for how Facility Services provides building maintenance services to facilities defined as Housing and Residential Life and maintains facility space that supports the academic mission, including administrative support space.

II. DEFINITIONS AND ACRONYMS

Housing and Residential Life facilities refers to those facilities on the USC Upstate campus that are maintained with Auxiliary revenue dollars.

III. POLICY STATEMENT

Facility Services is responsible for maintaining all Housing and Residential Life facilities through an ongoing corrective and preventive maintenance services. 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.

IV. Procedures

A. Liaison

- a. In order to establish effective communications, the director Housing and Residential Life will be notified electronically when events happen in the building that may affect their working environment. The liaison is responsible for notifying the building occupants with information Facilities provides to them.

B. Routine Maintenance

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

C. Corrective Maintenance

- a. Corrective maintenance of facilities and equipment is performed by Facilities Services personnel assigned to buildings. This work is scheduled repair work. To report a corrective maintenance need, submit a maintenance request to your Housing and Residential Life liaison.

D. Pest Management

E. Key and Lock

F. Plumbing and air conditioning

G. Emergency Maintenance

- a. Emergency Maintenance Emergency maintenance of facilities and equipment is performed by Facility Services personnel assigned to a particular building or buildings. 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 Residence Hall Advisor and/or the Director of Housing and Residential Life. After 5:00 p.m. and on weekends and holidays by calling University Public Safety 864-503-7777.

V. History of Revisions

APRIL 22, 2024 – NEW POLICY APPROVED BY B. HARRIS