

REPAIR AND MAINTENANCE POLICY

Responsible Department:	Operations
Responsible Administrator:	Associate Vice President of Operations
Effective Date:	March 1, 2021
Reviewed/Updated Date:	September 1, 2026
Date of Scheduled Review:	September 1, 2031

I. PURPOSE

To provide for the repair and maintenance of university facilities to maintain them as originally constructed and to keep them in proper operating condition.

II. SCOPE

This policy applies to all university departments and to all University Facilities on the Abilene campus. This policy does not apply to the request for the renovation and/or construction of University Facilities, see the Renovation and Construction Policy.

III. DEFINITIONS

Department Liaison - The individual in the department that is responsible for the service request.

Repair and Maintenance Services - The upkeep of existing facilities, grounds and utility systems. It is characterized by its routine or reoccurring nature, the purpose of which is to keep facilities and systems functional.

University Facilities - All university owned or leased (from or to the university) buildings, athletic facilities, landscape features, utilities, site improvements, drainage systems, roads, parking lots, sidewalks, etc.

IV. POLICY

- A. Operations is responsible for the operation of the University Facilities and to provide a safe, functional, clean and scenic campus.
- B. All Repair and Maintenance Services affecting University Facilities must comply with all applicable building codes, facility design standards, other standards and ACU's Purchasing Policy.
- C. Repair and Maintenance Services may only be performed by Operations personnel or by outside vendors approved by and under the supervision of Operations. Outside vendors working on campus must meet all insurance and contract requirements.
- D. Whether components are repaired or replaced-in-kind is at the discretion of Operations.

- E. Repair and maintenance services are dependent on funding, discretion of Operations and university priorities.
- F. The repair of vandalism is handled as Repair and Maintenance Services unless the vandal is identified and reimburses the damage.
- G. Most Repair and Maintenance Services are provided at no charge to the department. These services include repair and maintenance on:

- Building Structure - The interior and exterior walls, windows, doors, roof, foundation, etc.
- Building Systems - The systems that are common among all University Facilities, such as:
 - Heating, ventilation and air conditioning systems, controls and scheduling
 - Potable water and sanitary sewer piping and fixtures
 - Electrical wiring, panels, outlets and switches
 - Common light fixtures and bulbs
 - Fire detection, alarm and fire suppression systems
- Building Interior:
 - Flooring - ACU standard flooring on the normal replacement schedule
 - Walls - ACU standard paint colors on the normal replacement schedule
 - Ceilings, doors, windows, millwork, etc.
- Landscape and Grounds - Mowing, edging, blowing, irrigation, landscaping, weeding, tree trimming, fertilization, weed control, pickup from permanent trash cans, streets, parking lots and sidewalk maintenance.
- Custodial - Public areas such as restrooms, classrooms, hallways, copier rooms, conference rooms, etc. are cleaned five nights per week.

Offices are cleaned once a week by emptying trash cans, vacuuming and periodic dusting of cleared surfaces. The cleaning night varies among the buildings. The cleaning of normally covered surfaces can be scheduled.

Spills on carpet are cleaned as soon as possible after being reported. Unobstructed carpet is deep-cleaned annually. Hard floors are mopped nightly, auto-scrubbed and/or buffed periodically and restored annually.

Burned-out light bulbs are replaced as soon as possible after being reported.

H. Some Repair and Maintenance Services are provided at a charge to the department. These services include:

- Appliances - Repair, maintenance, installation and removal of garbage disposals, dishwashers, microwave ovens, stoves, refrigerators, freezers, ice machines, clothing washers or dryers, coffee pots, water softeners, etc.
- Building Systems - Repair and maintenance of building systems that are not common to all facilities on campus or are unique to a department. This includes, but is not limited to, purified water systems, compressed or vacuum air systems, special cooling systems, etc. Also included is the installation of or modification to utility systems to accommodate new or relocated equipment.
- Flooring - Replacement of flooring either outside of the normal replacement schedule or that is not within the ACU standards.
- Equipment - Repair, maintenance, installation and removal of specialized equipment.
- Furniture - Repair, maintenance, construction, assembly, unpacking, or removal to storage or disposal
- Hanging temporary or permanent banners, plaques, signs, flags, art work, marker boards, bulletin boards, etc.
- Keys and Locks - Cutting additional keys or replacement of the lock due to lost keys or by request for rooms, filing cabinets, drawers, etc.
- Lighting - Repair, maintenance and replacement of lighting not commonly used in all University Facilities. Purchase and replacement of bulbs in lighting not commonly used in all University Facilities.
- Painting - Painting outside of the normal repainting schedule or using colors outside of the university's normal color palette
- Window Coverings - Repair, maintenance, replacement, installation of blinds, draperies, rods, motorized coverings, etc.
- Window Washing - Cleaning exterior windows outside of the normal schedule.
- Custodial - Cleaning outside of the normal schedule.

I. The installation of new components is a chargeable service to the department. This includes such items as:

- Adding an additional light fixture to the ceiling of a room.
- Building new shelves
- Installing a sink
- Installing automatic doors
- Adding a new electric outlet
- Installing a new marker board

J. Before any work that is chargeable is performed, the Department Liaison will receive an estimate of the cost. If the cost estimate is acceptable, the Department Liaison will submit a work order for the work to be done.

Once the work is performed, a journal entry will be entered charging the department in a timely manner. If during the service, it is determined that the cost estimate was too low due to a scope change or hidden issue, an explanation will be provided to the Department Liaison who will be able to decide whether or how to proceed.

If the service is performed by Operations personnel, the charge is for materials, equipment rental, and any other related costs. If any of these services, as requested by the Department Liaison, is performed outside of normal Operations business hours, a charge will be made for the overtime labor.

If, at the discretion of Operations, the service is performed by an outside vendor, the cost will be the outside vendor's charges.

V. PROCEDURES

A. To submit a work order for Repair and Maintenance Services, the Department Liaison can:

- Web - On myACU, under QuickLinks select Facilities Management Service Requests
- Telephone - 325-674-2665
- Email - facilitiesmgmt@groupmail.acu.edu

B. To cancel a work order, the Department Liaison should call or email Operations at 325-674-2665 or facilitiesmgmt@groupmail.acu.edu. Please do not submit a new order to cancel a previous work order.