UNIVERSITY POLICY

SUBJECT:	FACILITY SERVICES		TITLE:	PHYSICAL PLANT WORK REQUESTS	
CATEGORY: Check One	Board of Trustees ☐	Presidential ☒	Functional ☐	School/Unit ☐	
Responsible Executive:	Senior Vice President for Administration		Responsible Office:	Physical Plant	
CODING:	00-01-70-60:00	ADOPTED:	05/19/95	AMENDED:	07/28/10
				LAST REVIEWED:	07/28/10

I. PURPOSE

To establish the methodology for UMDNJ faculty and staff to request and obtain:

A. Emergency and routine maintenance repair work.

B. Environmental Services (custodial work) and exterminator/pest control.

C. Minor single craft work orders.

D. Special event services – set up, arrangement of furniture and related cleaning services for meetings and conferences.

E. Moving services - includes moving of equipment and/or furniture.

F. Special cleaning - requests for stripping and waxing of floors; carpet shampooing.

II. ACCOUNTABILITY

Under the direction of the Senior Vice President for Administration, the Executive Director of Physical Plant Operations shall ensure compliance with this policy. The Deans, Presidents/CEOs of Healthcare Units and Vice Presidents shall implement this policy.

III. DEFINITIONS

A. **Work Control Center -** the Work Control Center is the central processing unit through which all work requests (maintenance, environmental services and chargeback) must pass for recognition, encoding, computer database entry, and/or distribution to the proper zones for execution, tracking, data entry completion and archiving.

The Work Control Center provides work orders for the following purposes:

- Emergency Maintenance
- Routine Maintenance
- Preventive Maintenance
- Corrective Maintenance
- Predictive Maintenance

- Environmental Services
- Regulatory Compliance
  - JCAHO
  - Local, State and Federal Agencies.

B. **Emergency Maintenance** - maintenance repairs which must be performed immediately due to threat of:

1. Harm to personnel.

2. Damage to building(s) and/or building systems, e.g., electrical power outages, gas leaks, floods, overflowing plumbing, elevator/escalator problems, automatic door problems, ceiling and roof leaks, freezer/refrigerator/walk-in box temperature problems, burning smells, foul odors, surgical/labor and delivery room temperatures, etc.

C. **Routine Maintenance** - maintenance repairs, which are normal day-to-day tasks, e.g., defective door hinges and closers, broken windows, damaged ceiling tile, plumbing leaks, bulb replacement, etc.

D. **Emergency Environmental Service** - specialized medical area cleaning (where applicable), e.g., operating suites, trauma areas, laboratories, isolation rooms, pathogen exposed areas, emergency cleaning, patient rooms, spill cleanup, chemotherapy and body fluids, sharps collection and disposal, regulated medical waste handling and similar type services**.**

E. **HVAC** - heating, ventilation and air conditioning of occupied spaces, e.g., hot and cold complaints, repair and evaluation of HVAC systems, etc.

F. **Acceptance of Work** - signature of authorized requestor (or designee) on the Physical Plant Work Request Form, when available.

G. **Special Use Areas –** gymnasiums, computer rooms, procedure rooms, vivariums, etc.

IV. REFERENCES

The following policy provides additional and related information:

Major Equipment Purchases 00-01-70-55:00

V. DESCRIPTION OF SERVICES

A. **Services Not Provided**

1. Maintenance/Repair of specific end user equipment, e.g., biomedical and laboratory equipment; any types of locking mechanisms, office equipment, kitchen equipment, etc.

2. Services provided by other Central Administration Departments, e.g., Facility Planning Management & Construction (renovations and alterations), Public Safety, Locksmith (keys, locks, doorknobs, push bars, latches), EOHSS (environment concerns within occupied areas), IS&T (computer installation, cabling, repair/telephones/beepers), etc.

B. **Maintenance Services Provided (No Charge to Requestor)**

1. Emergency or routine maintenance to all buildings and building systems, (except special use areas), as required.

2. Replacement of defective light bulbs, ballasts, fixtures, switches, receptacles, fuses and circuit breakers.

3. Replacement of damaged floor tiles, corner guards and cove bases (except special use areas).

4. Repair or replacement of defective doors, hinges and closers (except special areas).

5. Repair or replacement of broken window units and glass.

6. Repair of all damaged interior and exterior walls in common areas (except special use areas).

7. Maintenance of plumbing systems, standard plumbing fixtures and soap, tissue and towel dispensers.

8. Maintenance of electrical and mechanical systems, domestic water systems, sewage systems, HVAC systems/components, fire detection and sprinkler systems.

9. Maintenance of walkway and parking area lighting systems.

10. Connection and disconnection of all end user equipment to electrical power distribution systems.

11. Interacting with local utility companies for repairs, billing, and other matters.

12. Maintenance of elevators, escalators and automatic doors.

13. Landscape maintenance of grounds and snow and ice removal (Central and South Campuses).

C. **Environmental Services Provided (No Charge to Requestor)**

1. General office cleaning.

2. Custodial services.

3. Environmental sanitation.

4. Aesthetic maintenance of interior surfaces.

5. Specialized restroom cleaning.

6. Medical waste cleanup which includes: collection, storage, and disposal.

7. General waste handling and recycling.

8. Landscape maintenance of the grounds and snow and ice removal of walkways, driveways and parking areas (Newark and Scotch Plains Campuses).

9. Parking garages, walkways, stairwells and corridor cleaning.

10. Grounds and parking area cleanup.

11. Graffiti removal (except special use areas).

12. Environmental Service Contract Management for Window Cleaning, Extermination and Pest Control.

13. Specialized Medical Area Cleaning (where applicable).

14. Medical waste handling.

D. **Chargeback: Single Craft Work Requests (Chargeable to the Requester)**

1. Examples of minor single craft work requests:

   a. Installation of single electrical outlets and plumbing fixtures, hanging shelves, assembling furniture, etc.

   b. Any alterations/renovations to the basic configuration of existing heating, ventilation and air conditioning (HVAC), mechanical, piping, plumbing, electrical and refrigeration systems not considered normal maintenance and repair. This includes work required to bring any system back into enforcing agency code compliance as a result of changes made by the occupant.

   c. All work requiring use of outside vendors, technical services, and specialized inspectors, e.g., HVAC control specialists, fire alarm systems specialists, engineering surveys, etc.

   d. Repairs, system alterations, or changes made by the tenants without authorization from Physical Plant, or which upon Physical Plant's inspection, are deemed to be unsatisfactory and therefore require correction.

   e. Maintenance and/or repair work requested which requires a change from the existing use of materials (paint colors, different fixtures, different outlets, etc.).

   f. Maintenance work on "special use areas," e.g., ceramic floors or wall tiles, terrazzo floors, raised computer room floors, gymnasium floors, etc.

   g. User program area change requiring modification of existing building system(s).

E. **Chargeback: Special Event Services/Moving Services/Special Cleaning (Chargeable to the Requestor)**

1. Special Event Services - set up and arrangement of furnishings and related cleaning services for meetings and conferences.

2. Moving services - includes moving of equipment and/or furniture, etc.

3. Special Cleaning - requested stripping and waxing of floors, carpet shampooing, etc.

VI. POLICY

A. Emergency, and/or routine maintenance repairs, and environmental services and chargeback work requests shall be initiated by the requestor by notifying Physical Plant as follows:

1. Emergency Maintenance and/or Emergency Environmental Service: Immediately telephone appropriate Campus Work Control Center (EXHIBIT B).

2. Routine Maintenance/Environmental Services – Non Chargeable and Chargeable

   Physical Plant/Environmental Services Work Requests - shall be completed on-line on the Physical Plant website: http://www.umdnj.edu/plantweb, select Work Request.

VII. PROCEDURE

Request for Chargeable Work Orders

Performed by:	Action Taken
Requestor:	1. Prepares and forwards a Physical Plant Work Request to the campus Physical Plant Work Control Center. **Note:** If the work requested cannot be adequately described on the Physical Plant Work Request, the request maybe supplemented with a memorandum and/or sketches, as required. 2. Approves estimate prepared by Physical Plant. **Note:** Requests for work, estimated to take 4 hours or less will be processed without the requestor's formal approval, unless otherwise noted by the requestor. 3. Provides "Acceptance of Work" signature on the work request when work has been completed, if available.
Campus Physical Plant Department:	4. Prepares estimate of work, obtains approval from requestor, schedules and performs work based on availability of materials, labor and other priorities. **Note:** See applicable note immediately above for work of 4 hours or less. 5. When work is completed, attempts to obtain "Acceptance of Work" signature of the requestor or designee (if they are available). 6. Physical Plant will notify the customer three days prior to arrival to perform work.

VIII. EXHIBITS

A. Physical Plant Work Request Form

B. Campus Physical Plant Work Control Centers Contacts & Addresses

By Direction of the President:

_____

Senior Vice President for Administration

EXHIBIT A
Physical Plant Work Request Form

UMDNJ NEW JERSEY

MAINTENANCE WORK ORDER REQUEST

EXT. 5400

PHYSICAL PLANT DEPARTMENT
Administration Complex
Building #1, Room 121

RETURN TO PHYSICAL PLANT WHEN JOB IS COMPLETED

311507

REQUEST INFORMATION

Building _____ Room(s) _____ Date _____ Work Order No.
Location _____ Dept. _____ Ext. _____
Requestor _____ Approval _____ MSI 5630 – _____ – _____
Work Description _____ Index No. _____

Special Instructions _____

REQUESTOR - DO NOT WRITE BELOW THIS LINE

Completion Approved By _____

STANDARD INFORMATION

Planner/Scheduler Entries

Estimated Labor Hours _____
Estimated Labor Cost _____
Estimated Material Cost _____
Issue Date _____
Due Date _____
Status _____ Priority _____

Shop Entries

Actual Labor Hours _____
Actual Labor Cost _____
Actual Material Cost _____
Completion Date _____
Completed By _____
Supervisor _____

Projects Only - Architectural Engineering Entries

Prepared By _____
Estimated Labor Hours _____
Estimated Labor Cost _____
Estimated Material Cost _____
Date In: _____ Out: _____
Status: _____

Craft	Work Description	No. Men	Materials	Quant.	Unit	Est. Cost	Act. Cost
UMDNJ-FORM							

F-236 (Rev. 6/97-B)

Moore Business Products

EXHIBIT B
Campus Physical Plant Work Control Centers
Contact & Addresses

A.	**Newark** **Work Control Center** Operational 24 hours/7 days per week Phone 973-972-5400 Fax 973-972-1978 via www.umdnj.edu/plantweb, select Work Request Mail or Hand Deliver To: Physical Plant Work Control Center 30 Bergen Street, ADMC 1, Room 121 Newark, NJ 07107-3000	B.	**Piscataway** **Work Control Center** Operational Monday-Friday 7:00 a.m. to 4:00 p.m. Phone 732-235-4663 Fax 732-235-2140 Off hours – Shift Mechanic can be reached via Public Safety Dispatch Phone 732-235-9365 Fax 732-235-2140 E-mail via www.umdnj.edu/plantweb, select Work Request Mail or Hand Deliver To: Physical Plant Work Control Center Kessler Teaching Labs (KTL) Room SB01 675 Hoes Lane Piscataway, N.J. 08854-5635
C.	**New Brunswick** **Work Control Center** Operational Monday-Friday 7:00 a.m. to 4:00 p.m. Phone 732-235-6210 Fax 732-235-6342 Off hours – Shift Mechanic can be reached via Public Safety Dispatch Phone 732-235-9365 Fax 732-235-6342 E-mail via www.umdnj.edu/plantweb, select Work Request Mail or Hand Deliver To: Physical Plant Work Control Center Clinical Academic Building (CAB) Room B002 125 Paterson St. New Brunswick, N.J. 08901-1977	D.	**Stratford/Camden** **Work Control Center** Operational Monday-Friday 8:30 a.m. to 5:00 p.m. Phone 856-566-6032 Off hours - Executive Director and his assistants can be reached via Public Safety Dispatch Phone 856-757-7777 Fax 856-566-6181 E-mail via www.umdnj.edu/plantweb, select Work Request Mail or Hand Deliver To: Physical Plant Work Control Center University Educational Center 40 E. Laurel Road Suite 1005 Stratford, N.J. 08084