



## UNIVERSITY POLICY

**SUBJECT:** FACILITY SERVICES                      **TITLE:** PHYSICAL PLANT WORK REQUESTS

**CODING:** 00-01-70-60:00                      **ADOPTED:** 05/19/95                      **AMENDED:** 10/17/06

**LAST REVIEWED:** 10/17/06

### I. PURPOSE

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

- A. Emergency and routine maintenance repair work (no charge to the requestor).
- B. Environmental service (custodial work) and exterminator/pest control (no charge to the requestor).
- C. Minor alterations/renovations of existing space, structure/facility or building systems; (chargeable to the requestor).
- D. Special event services – set up, arrangement of furniture and related cleaning services for meetings and conferences (chargeable to the requestor).
- E. Moving services - includes moving of equipment and/or furniture (chargeable to the requestor).
- F. Special cleaning - requested stripping and waxing of floors; carpet shampooing, (chargeable to the requestor).

### II. ACCOUNTABILITY

Under the direction of the Senior Vice President for Administration, the Director for Physical Plant shall ensure compliance with this policy. The Deans 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, completion data entry 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, broken 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: mercury, chemotherapy and body fluids, sharps collection and disposal, regulated medical waste handling.
- E. **HVAC** - heating, ventilation and air conditioning.
- F. **Minor Alterations/Renovations** - minor changes in offices, laboratories, clinics, or other rooms, which constitute variation from the originally designed elements or configurations.
- G. **Special Use Areas** - building areas requiring specialized maintenance due to programmatic needs and/or non-standard materials; e.g. epoxy or terrazzo type floors, raised computer room floors, ceramic tiled floors, walls and base, gymnasiums, etc.
- H. **Acceptance of Work** - signature of requestor (or designee) on the Physical Plant Work Request Form.

#### IV. REFERENCES

The following policies provide additional and related information:

- A. Renovation/Alteration/New Construction [00-01-70-45:00](#)
- B. 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 & Construction (FP&C), Public Safety, Locksmith (keys, locks, doorknobs, push bars, latches), EOHSS, 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 (except special use areas).
7. Maintenance of plumbing systems, standard plumbing fixtures and soap, tissue and towel dispensers.
8. Maintenance of domestic water systems, sewage systems, HVAC systems/components, fire detection and sprinkler systems.
9. Landscape maintenance of the grounds and snow removal.
10. Connection and disconnection of all end user equipment to electrical power distribution systems.
11. Interfacing with local utility companies for repairs, billing, and other matters.
12. Maintenance of elevators, escalators and automatic doors.

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

1. Examples are, but not limited to:
  - a. General office cleaning
  - b. Custodial services
  - c. Environmental sanitation
  - d. Aesthetic maintenance
  - e. Specialized restroom cleaning
  - f. Medical waste cleanup; includes: collection, storage, and disposal
  - g. Trash handling and recycling
  - h. Snow and ice removal (Newark campus)
  - i. Elevator cleaning
  - j. Parking garages, walkways, stairwells and corridor cleaning
  - k. Grounds and parking area cleanup
  - l. Graffiti removal (except special use areas)
  - m. Environmental Service Contract Management for: Window Cleaning, Extermination/Pest Control, Drapery and Uniforms
  - n. Specialized Medical Area Cleaning (where applicable)
  - o. Medical waste handling

**D. Chargeback: Minor Alterations/Renovations Services Provided (Chargeable to the Requestor)**

1. Any minor alterations/renovations to offices, laboratories, clinics, other rooms.
2. 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 tenant.

3. All work requiring use of outside vendors, technical services, and specialized inspectors; e.g., HVAC control specialists, fire alarm systems specialists, asbestos inspectors.
4. All materials used by in-house trades that are special in that they do not conform to the UMDNJ standards; e.g. ceramic floor or wall tiles, terrazzo, raised computer room floors, gymnasiums, special bulbs, etc.
5. Repairs, systems 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.
6. Maintenance and/or repair work requested which requires a change from the existing use of materials (paint colors, different fixtures, different outlets, etc.).
7. Maintenance work on "special use areas "e.g. ceramic floor or wall tiles, terrazzo, raised computer room floors, gymnasiums, special bulbs, etc.
8. User program area change requiring modification of existing building or 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, etc.

**VI. POLICY**

1. Emergency, and/or routine maintenance repairs, environmental issues, or chargeback work requests shall be initiated by the requestor by notifying Physical Plant as follows:  
  
Emergency Maintenance and/or Emergency Environmental Service: Immediately telephone appropriate Campus Work Control Center (EXHIBIT B).
2. Routine Maintenance/Environmental Services – Non Chargeable
  - a. Physical Plant Work Request - can be obtained from General Stores or completed on-line on the Physical Plant website:  
<http://www.umdnj.edu/plantweb/request/index.shtml>.
  - b. Phone, Mail, Fax, hand deliver or submit on-line the Physical Plant Work Request (EXHIBIT A) to your respective Campus Physical Plant Work Control Center.
3. Minor Alterations/Renovations - Chargeable Environmental Service work requests shall be initiated by the requestor by notifying Physical Plant as follows:
  - a. Physical Plant Work Request Form

- b. Phone, Mail, Fax, or hand deliver or submit on-line the Physical Plant Work Request Form to your respective Campus Physical Plant Work Control Center.

VII. PROCEDURE

Request for Minor Alterations/Renovations - Chargeable Environmental Services

<b>Performed by:</b>	<b>Action Taken</b>
<b>Requestor</b>	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.
<b>Campus Physical Plant Department</b>	4. Prepares estimate of work, obtains approval from requestor, schedules and performs work, based on availability of materials, labor and other priorities.  Note: See note 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 Contact & Addresses

By Direction of the President:

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Senior Vice President for Administration



EXHIBIT B  
Campus Physical Plant Work Control Centers  
Contact & Addresses

<p>A. <b>Newark Work Control Center</b> Operational 24 hours/7 days per week Phone 973-972-5400 Fax 973-972-1978 Email via <a href="http://www.umdnj.edu/plantweb">www.umdnj.edu/plantweb</a> to: <a href="mailto:Workreq@umdnj.edu">Workreq@umdnj.edu</a> Mail or Hand Deliver To: Physical Plant Work Control Center 30 Bergen Street, ADMC 1, Room 121 Newark, NJ 07107-3000</p>	<p>B. <b>Piscataway Work Control Center</b> 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 <a href="http://www.umdnj.edu/plantweb">www.umdnj.edu/plantweb</a> to: <a href="mailto:Workreqps@umdnj.edu">Workreqps@umdnj.edu</a> Mail or Hand Deliver To: Physical Plant Work Control Center Kessler Teaching Labs (KTL) Room SB01 675 Hoes Lane Piscataway, N.J. 08854-5635</p>
<p>C. <b>New Brunswick Work Control Center</b> 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 <a href="http://www.umdnj.edu/plantweb">www.umdnj.edu/plantweb</a> to: <a href="mailto:Workreqnb@umdnj.edu">Workreqnb@umdnj.edu</a> 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</p>	<p>D. <b>Stratford/Camden Work Control Center</b> Operational Monday-Friday 8:30 a.m. to 5:00 p.m. Phone 856-566-6032 Off hours - Director and his assistants can be reached via Public Safety Dispatch Phone 856-757-7777 Fax 856-566-6181 E-mail via <a href="http://www.umdnj.edu/plantweb">www.umdnj.edu/plantweb</a> to: <a href="mailto:Workreqst@umdnj.edu">Workreqst@umdnj.edu</a> Mail or Hand Deliver To: Physical Plant Work Control Center University Educational Center 40 E. Laurel Road Suite 1005 Stratford, N.J. 08084</p>