Facilities Services - Service Guide

FS is funded to provide service to centrally-supported facilities, i.e., permanent facilities of the main campus which house academic or administrative functions and which are supported by the central budget. FS will also provide services through recharge.

This Guide provides our customers with a list of services delivered by the Facilities Services (FS) organization. The guide clarifies which services are centrally funded and which are chargeable to the customer.

The FS organization operates and maintains UCB facilities as set forth in the University of California Facilities Manual Vol.6. We prioritize our efforts to support the academic mission.

Questions frequently arise on campus regarding where financial responsibility lies for the maintenance and repair of buildings and equipment. Over time, there has been loss of clarity over which services are considered routine and are covered under regular, centrally-funded maintenance services, and which are non-routine and require a department to pay for the service.

FS has created this guide to clarify responsibility for the costs of services.

Service Guidelines

- **Routine services** involve routine service for and maintenance of centrally funded space and equipment. These services are usually not charged to departments or units. Routine services include the maintenance, repair and restoration of building components and systems.
- **Recharge requests** are for services beyond routine maintenance and/or outside of any specific Service Level Agreements (SLA) that a department may have with FS. These requests are charged to the customer or department requesting the service. The current recharge rates can be found on the website of the Office of the Vice Chancellor of Finance.
- **Negligence**: The cost of repairs that are a result of departmental negligence may be borne by that department.
- **Routine work** is done on a schedule and as funds are available. Should a department or unit wish have work done on a different schedule, the department may have to provide additional funding so the work can be done as requested
- **Specialized equipment and supporting connections** which are installed by or for an individual department are the ongoing maintenance obligation of the department and all services will be recharged.
- **Permits**: In order for FS to perform maintenance, equipment must have been installed with a permit, in conformance with all applicable codes and per applicable campus standards.

As is expected on a campus where the age of facilities varies greatly, exceptions through historical practice and specific agreements have arisen. However, these current exceptions and agreements do not change the general guidelines for financial responsibility.

**All services will be charged according to these guidelines.**

At the request of a department, FS will review any existing exceptional practices and agreements to determine responsibility.

- Any necessary changes to these practices or agreements will be developed in consultation with the department
- Should any proposals require a change in how maintenance is paid for, a transition process will be developed with the department and FS.
- These new agreements will be documented with an MOU between FS and the department.
All maintenance and repairs of departmental equipment and systems are treated as billable service, unless specifically covered by a MOU or SLA. Departmental equipment is defined as supporting the activities and functions of an individual department or activity and not the building as a whole.

Event support, non-emergency repairs requested to be done after-hours and elective departmental projects and shutdowns are recharged.

Routine Requests vs Recharge Requests

The following building items are included in routine service:

- Systems which support the entire building such as heating, ventilation, electrical and plumbing
- Interior and exterior building components such as windows, roof, and walls
- Finishes and casework integral and/or original to the building such as doors, cabinets, and common area finishes
- Standard locks, hardware, and closers
- Elevators and similar equipment
- General Assignment classrooms finishes and fixtures
- Fixtures and equipment supporting entire building such as restroom fixtures and water fountains
- Building utility systems such as steam, DI, gas, sewer and storm lines

The table below shows examples of common maintenance services that are covered by central funding and maintenance services that are not centrally supported and therefore chargeable to the customer.

- See the Service Guide Chart for a more detailed list of services and categories.

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Building Systems and Equipment Maintenance

FS maintains fixed equipment and building components and systems that are original or integral to the building to ensure the equipment or building system retains its functionality for its anticipated useful life.

In the event the cost of the maintenance or repair of the equipment becomes unreasonable as compared to replacement, or the equipment has reached the end of its useful life, FS will determine a schedule for replacement.

The Capital Renewal Program - Building Systems and Equipment Replacement

The campus has historically deferred certain maintenance work due to budget constraints. This maintenance work constitutes a deferred maintenance (DM) backlog. The campus DM backlog is addressed through the annual Capital Renewal program. The program prioritizes and funds equipment renewal and replacement as funds are available.

Capital Renewal is a program that is focused on systems such as campus wide utilities or building systems, as such it is not an available source for the replacement of specialized research equipment.

To have an item or issue considered for the Capital Renewal program, contact your Regional Manager. The specific list of projects for each annual program is developed in the spring of each year for campus approval in June.

Definitions

- **Capital renewal**: the systematic replacement of building systems and campus infrastructure to extend useful life;
- **Facilities maintenance**: preventive and repair activities necessary to realize the originally anticipated life of a fixed asset, including buildings, fixed equipment, and infrastructure;
- **Facilities operations**, including facilities management, grounds maintenance, janitorial services, utilities operations, and purchased utilities
- **Maintenance and Operation of Plant (MOP)**: MOP Elements are aggregations of tasks required to perform each type of maintenance and operation. They include various elements required to keep our facilities functioning properly.
- **User negligence**: Operation of a piece of equipment in such a way that the equipment is damaged and requires repairs (i.e.: bottle caps in an autoclave). Physical damage to a space caused by user activities (i.e.: water damage from leaving a valve open)
- **Common space**: Hallways, building lobbies, stairwells, elevators, restrooms;
- **Department or unit space**: All other space not common space
- **General assignment classroom**: Any classroom scheduled through the Office of the Registrar