

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

Service Area	Routine Non-billable Request	Recharge Request
Custodial Services	<i>Daily restroom cleaning</i>	<i>Additional trash removal after a departmental function</i>
Grounds Services	<i>General landscape maintenance</i>	<i>Additional landscape clean up before a departmental function</i>
HVAC	<i>Maintenance and trouble-shooting of building systems</i>	<i>Alteration of an existing system to support particular research equipment</i>
Metal fabrication	<i>Repair of existing building railings</i>	<i>Repair of departmental display case</i>
Carpentry	<i>Install white board in GA classroom</i>	<i>Install cabinet in department office</i>
Electrical and lighting	<i>Replace light fixture in hallway</i>	<i>Add electrical outlet to support lab equipment</i>
Elevator	<i>Maintenance of elevator equipment</i>	<i>Elective upgrade of elevator finishes</i>
Fire Safety	<i>Inspect fire system</i>	<i>Add fire extinguisher for new lab use</i>
PM	<i>Perform scheduled PM</i>	<i>Perform additional PM by request</i>
Lock shop	<i>Repair existing standard lockset</i>	<i>Maintain departmental electronic hardware</i>
Painting	<i>Graffiti removal</i>	<i>Paint department office</i>
Plumbing	<i>Repair leak in restroom</i>	<i>Repair leak in specialized lab equipment</i>
Pest management	<i>Provide routine services</i>	<i>Service in auxiliary space</i>
Signs	<i>Maintain or replace building name or campus signs</i>	<i>Maintain or replace departmental signs</i>
Utility operations – exterior construction	<i>Respond to steam leak</i>	<i>Support shutdown for capital project</i>
High voltage - exterior construction	<i>Maintain electrical infrastructure</i>	<i>Support shutdown for research equipment</i>

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

Service	Centrally funded Services	Non-centrally funded services
General Maintenance	Carpet repair and floor tiles in common areas only	Repair broken file cabinet
	Caulking windows, window repair	Clocks – supply, installation and support (batteries) in non- common space
	Ceiling tile repair and replacement (T-bar ceilings)	Exterior fountains (by agreement)
	Clock battery replacement in general assignment classrooms only and common space, change time for daylight savings time in general assignment classrooms only and common space	Fire extinguisher - hang additional
	Cove base repairs (rubber)	Floor tiles/carpet repair in personal space
	Desk and chair repair/replacement in general assignment classrooms only	Paper towel dispensers – hang additional
	Door repairs	Window blinds – changes of any kind (including cleaning)
	Exterior fountains (If no recharge agreement)	Window blinds and screens repair and replacement - departmental space
	Fire extinguisher – hang existing	Window tinting
	Fire extinguisher cabinet repair/replacement	Off schedule lock/unlock requests
	Fume hood cables, sashes, lights and guards	Repair of departmental display cases
	Graffiti removal	
	Lights and light fixtures, lens diffusers, ballast replacement	
	Rain Gutters	
	Rain leaks – ceilings and windows	
	Replacement and/or repair of cove molding and vinyl floor tiles in common areas	
	Restroom partitions and mirrors	
	Restrooms: paper towel dispensers, sanitary dispensers, soap dispensers, toilet paper and seat dispensers, toilet seats	
	Roof hatch	
	Roof - minor repairs and maintenance	
	Task Lighting (Lab Benches) – if part of original building	
Window blinds and screens repair and replacement - GA classrooms or integral to performance of the building for its use		
Window seal repair		
Abatement	Inspection and sampling of building related hazardous material	Support of departmental projects
	Remove and dispose of hazardous building materials	
	Support of FS and centrally funded projects	
Building Systems	Air compressors - central	Chemical treatment for pools
	Air handlers – ancillary equipment	Air compressors - individual rooms/labs
	Chilled water – ancillary equipment	Motors – individual rooms/labs
	Emergency generators - central	Pumps – individual rooms/labs
	Heat exchangers	Steam boilers -individual rooms/labs
	High temperature hot water – ancillary equipment	Steam generators - individual rooms/labs
	Industrial hot water heaters	Vacuum pump systems in individual labs
	Motors – excluding individual rooms/labs and added equipment	Water systems in individual labs: DI, RO and Soft water system filters, valves
	Process cooling systems – central	Additional filtration and moisture control for building air system to serve an individual piece of equipment
	Pumps – excluding individual rooms/labs and added equipment	Utilities and systems which support non-centrally funded space
	Steam boilers - excluding individual rooms/labs, and added equipment	
	Steam generators - excluding individual rooms/labs and added equipment	
	Steam supply - central	
	Vacuum pump systems – central	
Valves – isolation and control – on listed equipment		
Water systems - central: DI, RO and soft water systems		
Carpentry	Baseboard repairs , bathroom tiles	Ceiling tile and T-bar ceilings installations for construction projects
	Ceiling tile repair and replacement (T-bar ceilings)	Picture framing, picture hanging, bulletin board/whiteboard/chalk board installation or moving
	Cabinet drawer and door repair if part of original building	Construction and/or installation of cabinets, countertops, mail slots, shelving and miscellaneous casework
	Deck repair	Earthquake restraints: shelves, cabinets, bookshelves, file cabinets, freezers, or other such furniture or equipment
	Door repair	Furniture finishing, touch up, and repair Installation of mounts for flat TV
	Door stop, hinge, threshold	Installation of sound board, soundproofing space
	Drywall patching in common areas	Keyboard tray repair and/or replace
	Millwork/decorative wall systems, if part of original building	Modular furniture and partition systems configuration and installation, repair
	Restroom partitions	Perform minor alterations - including build or take down walls, move or add doors including accordion or pocket doors, door sweeps, install or repair drop ceiling, build
	White board and chalk board repairs in general assignment classrooms only	Door Sweep Installation and maintenance

Service	Centrally funded Services	Non-centrally funded services
Custodial	Clean Carpet in common areas	Carpet cleaning in departmental space
	Cleaning – routine cleaning services*performed in common space such as building lobbies, hallways and restrooms as well as in offices, laboratories, classrooms only and other supported areas	Clean up services after events or projects
	Entrance mats	Customer requested service dates and times; additional cleaning service; cleaning before and after events; non-routine services such as dusting
	Restroom supplies	Glass cleaning – Interior and exterior
	Spill cleanup in common space	High cleaning - by request
	Trash removal – regular trash, recycling and compost in standard containers	Normal services performed outside of standard business hours
	Unlock / lock of building entrance doors and classrooms	Paper supplies and trash cans outside of restroom areas, floor matting outside of common space, and the removal of irregular trash items or excessive accumulations above and beyond everyday norms.
	Wash / wax floors in common areas	Pressure wash (inside or outside) - by request
	Vents – clean grills	
	Off schedule wash / wax floors in laboratories and other occupied space	
Electrical	Blue light system	All renovation work
	Built in building clocks including time change	Clock battery replacement or time changes on battery operated clocks
	Electrical power and controls for building heating and cooling systems, compressors, vacuum pumps	Departmental lighting including greenhouse and dark room
	Electrical systems including switch gear, circuit breakers, transformers, panel boards – maintenance and repair	Departments are responsible for UPS systems repair and maintenance where the UPS has been installed at their request and to support an individual or a departmental activity
	Emergency generators - central	Electrical outlets installed or moved
	Emergency lighting and exit signs	Emergency power provided during a shutdown
	Fire caulking – for installation and repairs performed by Facilities Management	Fire caulking - for renovation
	GFI in restrooms	Installation and maintenance of departmental equipment
	Hand dryers; repair of existing in common space	Installation of dedicated circuits or special voltage
	Light switches	Light switch installed or moved
	Lighting repair outdoors, attached to building and standalone (lamps, ballast, lighting controls, light poles, bollards)	Panel boards, transformers, conduit and wire for new specialized equipment
	Lighting repairs (except for individual lighting)	Power for specialized equipment installation
	Master clock systems	Power outlet added by request
	Meter reading - central	Raceway installation
	Occupancy sensor	Specialty lighting systems and controls (non-campus specification)
	Photo sensors	Standby and temporary connections for events
	Street lights	Lamp replacement/repair for desk light fixtures, display lights and speciality lighting - non campus standard or difficult to procure
	Task lighting if part of building lighting levels	Lamp sleeves
	Time clocks for lighting	Ultraviolet (UV) lights
	Maintenance of added floor outlets	
	Project support such as load studies	
	maintaining floor outlets that are not original to building design	
	load studies for renovations, examples including adding a circuit would be recharge	
Elevator	Entrapments in centrally funded elevators	After hour non-emergency requests
	Maintenance and repair	Elective aesthetic changes including replacement of finishes and lighting
	Material retrieval from pit for student	damage from improper use of elevator - ex: using passenger elevator as a freight.
		All support for Projects/Construction
	Material retrieval from pit for staff	
Exterior maintenance	Asphalt repair, guard rails	Building letters installed by request
	Building letters (Exterior) – if part of original building	Installing or hanging street signs/banners
	Ceramic tile	Exterior paint by request
	Concrete bench repair	Monuments
	Concrete cutting	Plaques (exterior)
	Core drilling Curbs	Signs - Departmental
	Directional signage	Sign post removal/installation
	Exterior paint for routine maintenance	
	Speed bumps	
	Street and sidewalk Maintenance	
	Stucco repair	
	Trash enclosure repair	
	Trip hazard repair	
Fire extinguishers	Routine Fire extinguisher replacement/maintenance/servicing	(Installation of fire extinguishers – See General Maintenance)
	(Repair of fire hose/ext. cabinets – See General Maintenance)	Annual maintenance/testing of added fire extinguishers
	Fire hose servicing	Fire Extinguisher maintenance/service outside of Routine PM schedule
	Fume hood fire extinguisher servicing (ADX Units)	

Service	Centrally funded Services	Non-centrally funded services
Fire Systems	All types and combinations of audio visual devices	Central station alarm monitoring support: New account programming for fire system
	Auxiliary power supplies	All Project/Construction support
	Battery replacement	
	Beam detectors	
	Central station alarm monitoring support: Database administrative updates & account programming for fire alarm systems	
	Duct detectors	
	Fire alarm control panels	
	Foam sprinkler systems	
	Heat detectors	
	Magnetic door holders	
	Manual pull stations	
	Pre-action systems	
	Programming	
	Remote annunciator panels	
	Roll down doors	
	Smoke detectors	
	Smoke screens	
Tamper switch valves		
Water flow switches		
Won-doors		
Grounds	General landscaping services	Special services and event support
	Irrigation system installation, maintenance, and repair	Outdoor service before or clean up after events
	Sand bags	Requested exterior services to support an event or activity
	Trash cans outside overflow	Irrigation shut downs
	Tree trimming, removal, planting	Landscape repair of damage caused by department, project, delivery or event
High Voltage	ATS monthly testing	Temporary power for spaces or equipment that are not already on emergency back up power by design
	Emergency power systems including generators, transfer switches, inverters – maintenance and testing	Shutdown support beyond normal services i.e.: temporary emergency power
HVAC	Air Balance - general	Air balance - for renovation or project
	Building automation controls	Air conditioning added for individual space
	Building equipment and systems including compressors, air handlers, compressed air, pumps, chillers, condensate, cooling towers, cooling water to building equipment, heat exchangers,	Air conditioning units not connected to the "original" building system, example include AC units that support departmental servers and IS&T.
	Central air conditioning serving and connected to building systems	All components of a departmental equipment installation, including lines feeding equipment from building systems
	Cold/warm rooms, environmental chambers installed at building construction	All renovation work
	Energy management system (network, scheduling, programming)	Department installed cold/warm and clean rooms
	Environmental trouble calls	Departmental equipment i.e.: any equipment not needed to support the occupancy of a building
	Exhaust fans	Fume hoods and variable frequency drives added by individual labs or departments
	Fume hoods installed as part of building construction or significant renovation	Piping for departmental equipment
	Repair of tanks, valves, steam traps, etc.	Repair of equipment damaged by user
	Room pressurization (directional air flow)	Repair of non-compliant equipment
	Temperature adjustments	Special and departmental equipment - does not serve building and/or is not substantially connected to building systems
	Variable frequency drives	Special or supplemental filters
	Zone controls (thermostats, VAV boxes, mixing boxes)	lab equipment with variable frequency drives
	EMS Services in support of an event or speciality need excluding animal rooms	
	Software upgrades that support speciality systems - EX: Cypress System	
	Software upgrades and battery replacements	
Lockshop	Crash bars - building	Badge holders
	Door closures - building	Batteries for all battery operated door locks and alarm boxes
	Door locks	Battery operated stand alone door locks
	Electric Strikes (External Doors) – if part of original building	Card keys and card key programming for individual users
	Fire door operators	Crash bars - departmental
	Gate locks	Door closures - departmental
	Glass door locks	Electric exit devices
	Handicap door openers	Electric locks and battery operated alarm boxes
	Handicap paddle switches and batteries for entry doors	Electric strikes - departmental
		Electronic timers for door openers
		Electronic Timers for Door Openers (External Doors) – if departmental
		Keys and rekeying
		Lock programming
		Locks for cabinets, desks, and mailboxes
		Padlocks
		Standalone and wireless door locks & card readers

Service	Centrally funded Services	Non-centrally funded services
Metal Fabrication	Chilled water distribution, building system only	Bollards
	Custom metal fabrication	Custom metal fabrication at client's request
	Dampers (control, isolation, fire, fire/smoke)	Gas cylinders (restraint / move)
	Duct work, Building systems	Special request sheet metal fabrication
	General maintenance/repair welding - building systems only	Special request welding
	High temperature hot water distribution pipe welding - building systems only	
	Pipe welding - building systems only	
	Sheet metal fabrication - building systems only	
	Structural welding - building systems only	
Paint	Patch and paint in common areas	Departmental painting requests
	Plaster wall and ceiling repair in common areas	Renovation work
Pest Control	Inspection, pest management and prevention	Pest control in space not centrally supported
Plumbing and equipment	Air and vacuum systems	Autoclaves* - departmental
	Autoclaves*	Backflow testing*
	Backflow testing*	Bottle washers* - departmental
	Bottle washers*	Cage washers* - departmental
	Cage washers*	Dishwashers* - departmental
	Caulking sinks	Exterior fountains (by agreement)
	Ceiling leak	Eyewash stations and safety showers - added by department
	Compressed air pipe	Fire Systems – installing additional
	Condensate line	Fume hoods*: departmental
	Deep well pumps	Garbage disposal
	DI water	Gas cylinders (restraint/move)
	Dishwashers*	Ice Machine* - departmental
	Domestic hot water systems	Insta-Hot - Departmental
	Drinking fountains and filtered gooseneck bottle fillers in common space	Installation, repair and maintenance of departmental equipment i.e.: any equipment not needed to support the occupancy of a building
	Eyewash stations and safety showers drench hose testing and repair*	Nitrogen hook up* to fume hood / nitrogen valve to fume hood
	Faucets	Regulators* – air and water
	Fire caulking – for installation and repairs performed by Facilities Management	DI Water - installed by department are recharge
	Fire hydrants	Vacuum lines - departmental
	Fire system repairs	Water filters - departmental
	Flush valves - auto and manual	Water heaters (gas / domestic) - departmental
	Fountains (exterior) - water issues (If no recharge agreement)	
	Fume hoods*: air valve leak, knob, vacuum, water leak	
	Gas main repair	
	Gas smell	
	Hydration stations in common spaces	
	Ice Machine*	
	Industrial hot water heater	
	Nitrogen hook up* to fume hood / nitrogen valve to fume hood	
	Pipes and plumbing fixtures that came with the building	
	Pressure gauge for air table	
	Regulators - gas	
	Regulators* – air and water	
	Restroom fixtures	
Roof drains		
Sewage ejection systems		
Sewer main maintenance and repair		
Storm drains		
Sump pumps		
Tunnel washer		
Vacuum lines		
Water filters		
Water heaters (gas / domestic)		
Water main repair and valve exercising		
Water meters maintenance, repair, and replacement		
Refrigeration	*DX air conditioning units (containing Refrigerant) - building	*DX air conditioning units (containing Refrigerant) - departmental
	*Chillers - building	*Chillers - departmental
	*Computer room DX cooling units - building	*Computer room DX cooling units - departmental
	*Environmental growth chambers - building	*Environmental growth chambers - departmental
	*Freezers -25° and above - building	*Freezers -25° and above - departmental
	*Refrigerated air dryers - building	*Refrigerated air dryers - departmental
	*Walk-in coolers and freezers - building	*Walk-in coolers and freezers - departmental

Service	Centrally funded Services	Non-centrally funded services
Security	Repair, maintain and service building system control panels	All battery replacement not specified as state funded
		Card access card readers and batteries
		Card access control panels
		Card access door contacts
		Card access egress sensors
		Card access electronic door strikes
		Card access pc tab anti-theft devices
		Card access programming
		Card access system battery replacement
		Card access system software updates
		CCTV monitors
		CCTV switchers
		CCTV system cameras and camera power supplies
		CCTV system digital video recorders
		CCTV system software updates
		Central station monitoring support
		Door contacts
		Horns
		Motion sensors
		New account programming
	Panic buttons	
	Security battery replacement	
	Security control panels	
	Security keypads	
	Security system programming	
	Security system software updates	
	Battery replacement for card access motherboards (system batteries), and wireless card reader batteries for external doors	
	Repair, maintain, and service door contacts, egress sensors, electronic strikes, hard wire card readers and all the panels and function boards that control both wireless and hard wire card readers if part of the original building	
	Wireless devices	
Sign Shop	Elevator numbers	Code and ADA compliance upgrades to support a project or at departmental request
	Exterior building door numbers	Building directories
	Maximum occupancy signs in general assignment classrooms only	Fire / Life Safety, exit or stair signage to support a project or at departmental request
	No food or drink signs in general assignment classrooms only	Full color: banners, posters, large format printing, way finding signs
	* Replace vandalized room numbers, fire/life safety signage, evacuation maps, rest room signs	Graphics for trade shows, research presentations
		Magnetic lettering
		Metal engraving
		Nameplates
		New: Directory boards, evacuation maps, building ADA sign systems
		No smoking signs
		Parking related signage
		Placards
		Reflective lettering
	Departmental room signage	
	Stencil cutting	
	Window lettering	
	Vehicle lettering	
Waste Services	Cardboard and pallet pickups	
	Delivery and pick up of recycle paper move out barrels	Trash bins: 3 yard bins. 20 yard bins (lowboys), 40 yard bins
	Empty exterior recycle & refuse bins	Special services and event support
	Recycle bins supplied: deskside, slim jim & 50-gallon barrels	
	Recycling pickup for deskside receptacles	
	Street sweeping	
	Toner cartridge pick up	
Trash compactor – disposal and clean out		