



University Compliance, Ethics, and Risk Office

UNIVERSITY OF CENTRAL FLORIDA

University of Central Florida Draft Policy Submission Cover Memo Form

Policy No. and Title:

Initiating Authority:

Initiating Authority Approval Date:

Date of Submission for Review:

Submitted by:

Department:

New Policy

Existing Policy (5-year Review)

Existing Policy (Out of Cycle
Review)

Summary of Revisions: (For a new policy, please provide a summary of the policy. For an existing policy, please provide a summary of the revisions made to the policy.)

Stakeholders included in the Review Process: (Provide a list of departments involved in the review/revision process.)

Stakeholder feedback must also be requested from the [Faculty Senate](#) and the [College Policy Liaisons](#). By checking the boxes below, you are confirming that feedback from these groups was requested, received, and considered in the draft policy.

College Policy Liaisons

Faculty Senate

Regulatory Requirements (if applicable): (Provide information on regulatory requirements pertaining to the policy, including specific statute or regulation number.)

Presenters: (Provide the name(s), position title(s), and email address(s) for all individuals who will be presenting the policy to the university's Policies and Procedures Committee.)



Draft - Maintenance, Repair, and Housekeeping

Policy Number	3-106.1
Responsible Authority	Associate Vice President, Administration and Finance <u>Utilities and Engineering Services</u> and Chief Engineer and Assistant Vice President, <u>Facilities Operations</u>
Initiating Authority	Vice President of Administration <u>Operations</u> and Finance and Chief <u>Financial Infrastructure</u>
Effective Date	Officer 11/28/2016
Date of Origin	11/28/2016

APPLICABILITY/ACCOUNTABILITY

This policy applies to all maintenance, ~~and~~ repair, and housekeeping work on university, Direct Support Organization, Auxiliary, and other related UCF entity owned buildings, except when a separate policy for a Direct Support Organization (DSO) owned or related UCF entity owned building exists and is approved by the applicable board.

POLICY STATEMENT

Maintenance and repair of buildings and infrastructure are required to protect and prolong the life of the university's fixed physical assets ~~of the university~~. All maintenance, repair, and housekeeping on buildings must follow a single, unified approach to uphold specific standards of quality; comply with applicable federal, state, and university codes, regulations, and policies; and adhere to the business rules of the university's Computerized Maintenance Integrated Work Management System (IWMS) for asset management. Maintenance, repair, and housekeeping of buildings must be performed by Facilities and Business Operations, ~~& Safety or its designee~~. Members of the university community may not perform maintenance and repair work on any building covered by this policy.

DEFINITIONS

Auxiliary Facilities. Buildings that house an entity that provides goods or services to students, faculty, staff members, or the general public, and that may charge fees directly related to, although not necessarily equal to, the cost of the goods or services provided.

Continuing Service Contractors. Contractors competitively selected by the university to perform maintenance and repair work costing less than \$2 million per occurrence.

~~**Deferred Maintenance.** Maintenance that was not performed due to scheduling or lack of funding and which, therefore, is put off or delayed to the future.~~

Direct Support Organization. A subsidiary corporation of the university certified by the Board of Trustees to support and operate in a manner consistent with the mission and goals of the university as per Florida Statute 1004.28, and in the best interests of the state.

Facilities Conditions Assessments. The replacement of infrastructure and/or buildings systems (e.g., roofing systems, HVAC, boilers, chillers, sprinklers systems, etc.) after they have reached their mechanical life expectancy based on the manufacture's stated timeline or that of industry standard, whichever is longer.

Housekeeping. The tasks required to provide general care, cleanliness, orderliness, and maintenance to university buildings.

Infrastructure. Assets and services on which the operations of campus buildings depend, e.g., roadways, water supply, wastewater, storm water, irrigation, power supply, chilled water, telecommunications, utility support, and roofing systems.

Maintenance. Proper stewardship of fixed assets entails the combination of all technical and administrative actions throughout an asset's service life to keep it in a condition that ~~them in acceptable condition and ensures~~ it can perform its required functions and comply with regulations regulatory compliance across the assets' lifecycle. ~~es.~~ This includes preventive maintenance, normal routine repairs, and the replacement of parts or structural components —, ~~and other activities needed essential~~ to preservepreserving the assets so ~~that they continue to provide it delivers~~ acceptable services and achieves their-its expected lifespan. Maintenance excludes minor projects or activities ~~aimed atthat expandingexpand the capacity of assets capacity or otherwise upgrading upgrade it for uses them to serve needs different from, or significantly different greater than, tfromhose those~~ originally intended.

Preventive Maintenance. ~~Maintenance that is regularly performed on equipment that is still operational to lessen the likelihood of its failure.~~ Routine planned, scheduled, controlled program of periodic inspection, adjustment, cleaning, lubrication, and selective parts replacement of components, and minor repair, as well as performance testing and analyses intended to maximize the reliability, performance, and life cycle of building systems and equipment. Consists of many checkpoint activities, often recommended by the manufacturer, which if disabled, many interfere with an essential installation operation, endanger life or property, or involve high cost or long lead time for replacement. The intent is to avert the incipient failures before they become actual or major failure, which would require "corrective" maintenance.

Maintenance and Repair: The upkeep of university facilities, site and site improvements; including but not limited to, roof or roofing replacement short of complete replacement of membrane or structure; repainting of interior or exterior surfaces; resurfacing of floors; repair or replacement of glass; repair of hardware, furniture, equipment, electrical fixtures, and plumbing fixtures; and repair or resurfacing of parking lots, roads, and walkways are all examples of the types of expenses that could be charged to either (Source: Florida Board of Governors Regulation 14.001).

Repair. ~~Corrective work performed on failed or malfunctioning equipment, systems, or facilities. Repair does not result in a significant extension of the expected useful life.~~

University Community. All university personnel, students, volunteers; employees and volunteers of Direct Support Organizations (DSOs); as well as visitors and contractors who conduct business with the university.

Work Order Request. The process of requesting maintenance, repair, and housekeeping services in the IWMS system.

PROCEDURES

Facilities ~~& Safety (F&S)~~ and Business Operations (FBO) ~~or its designee~~ is the provider of maintenance and housekeeping on all buildings and infrastructure covered by this policy. ~~Facilities & Safety or its designee~~ FBO may choose to perform the work, solicit Continuing Services Contractors or other vendors to bid for the work, assign the work to Continuing Service Contractors, or delegate the work to the appropriate Auxiliary or DSO through a memorandum of understanding (MOU) or Service Level Agreement (SLA). Any SLA or MOU memorandum of understanding will address the following requirements:

1. ~~Computerized Integrated~~ Maintenance Management System (~~CM~~IWMS): All maintenance and repair work performed on buildings and infrastructure must be performed using the F&S CMMS to generate work orders; document and track repair work; schedule preventive maintenance; document unscheduled work; and track assets, historical building maintenance, performance metrics, and warranty information.
2. Work Order Requests: All repair and maintenance work must be initiated by a departmental work order and must be documented using the IWMS~~Facilities & Safety CMMS~~.
3. Preventive Maintenance: All preventive maintenance work on buildings and systems, ~~to include~~ including plumbing, lighting, electrical, life safety systems, fire systems, elevators, building envelopes, floor care, and structural systems within buildings, will be scheduled by FBO&S.
4. Repair: All repair work will be documented using the ~~CMMS~~ IWMS or construction project management software.
5. ~~Deferred Maintenance~~ Building Inspections through Facilities Conditions Assessments: ~~F&S~~ FBO will maintain a list of deferred maintenance items capital renewal through the IWMS FCA system for all buildings covered by this policy ~~through the CMMS~~. These items are addressed on a priority basis as funds become available, with life safety, building systems (mechanical, electrical, and plumbing), and operational support being the highest priorities. Other work, including interior building repairs and replacements, ~~are accomplished~~ is accomplished on as funding becomes - ~~availability-basis available~~. Utilities and Engineering Services (UES)
5. Building Inspections: ~~The F&S Quality Management and Improvements Department~~ will facilitate the required inspection of all buildings. ~~Building condition assessments are scheduled and performed on a three-year cycle by the university's third-party facilities-condition assessment vendor.~~ Findings, including proposed deferred capital maintenance,

renewal, are submitted annually to the ~~associate vice president for administration and finance (Facilities & Safety)~~ Board of Trustees, Colleges, and Direct Service - for Organizations for review and action.

6. Cleaning: All cleaning performed will follow standardized routine, interim, and restorative procedures for the area and/or material being serviced, to ensure cleanliness, safety, and operational efficiency.

RELATED INFORMATION AND DOCUMENTS

[Florida Board Regulation 14.001](#)

[Florida Statute 1004.28](#)

[University Purchasing Policies](#)

[APPA Standards and Codes](#)

FORMS

[Initiating University Work Orders](#)

CONTACTS

[Facilities and Business Operations](#)

[Website: UCF Facilities Operations – UCF Facilities Operations](#)

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