



# Maintenance, Repair, and Housekeeping

<b>Policy Number</b>	3-106
<b>Responsible Authority</b>	Associate Vice President, Administration and Finance
<b>Initiating Authority</b>	Vice President of Administration and Finance and Chief Financial Officer
<b>Effective Date</b>	11/28/2016
<b>Date of Origin</b>	11/28/2016

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## APPLICABILITY/ACCOUNTABILITY

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This policy applies to all maintenance and repair 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.

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## POLICY STATEMENT

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Maintenance and repair of buildings and infrastructure are required to protect and prolong the life of the 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 Management System for asset management. Maintenance, repair, and housekeeping of buildings must be performed by Facilities & Safety or its designee. Members of the university community may not perform maintenance and repair work on any building covered by this policy.

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## DEFINITIONS

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**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.

**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, telecommunications, utility support, and roofing systems.

**Maintenance.** Proper stewardship of fixed assets to keep them in acceptable condition and ensure regulatory compliance across the assets' lifecycles. This includes preventive maintenance, normal repairs, replacement of parts and structural components, and other activities needed to preserve assets so that they continue to provide acceptable services and achieve their expected life. Maintenance excludes minor projects or activities aimed at expanding the capacity of assets or otherwise upgrading them to serve needs different from, or significantly greater than, those originally intended.

**Preventive Maintenance.** Maintenance that is regularly performed on equipment that is still operational to lessen the likelihood of its failure.

**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.

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## PROCEDURES

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Facilities & Safety (F&S) or its designee is the provider of maintenance on all buildings and infrastructure covered by this policy. Facilities & Safety or its designee 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. Any memorandum of understanding will address the following requirements:

1. Computerized Maintenance Management System (CMMS): 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 Facilities & Safety CMMS.
3. Preventive Maintenance: All preventive maintenance work on buildings and systems, to include plumbing, lighting, electrical, life safety systems, fire systems, elevators, building envelopes, and structural systems within buildings, will be scheduled by F&S.
4. Repair: All repair work will be documented using the CMMS.
5. Deferred Maintenance: F&S will maintain a list of deferred maintenance items 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 on a fund-availability basis.
6. 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 maintenance, are submitted annually to the associate vice president for administration and finance (Facilities & Safety) for review and action.

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## RELATED INFORMATION AND DOCUMENTS

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[Florida Statute 1004.28](#)

[University Purchasing Policies](#)

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## FORMS

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[Initiating University Work Orders](#)

**POLICY APPROVAL**  
(For use by the Office of the President)

Policy Number: 3-106

Initiating Authority: Will F. Menke Date: 11-23-16

University Policies and  
Procedures Committee Chair: Randa L. Bishop Date: 11/23/16

President or Designee: John C. Hill Date: 11/28/16