

**FACILITIES MANAGEMENT  
SERVICES & PROCEDURES**

Facilities Management is responsible for maintaining University facilities and grounds in a safe, functional, attractive and cost effective manner. The Assistant Vice President for Facilities Management, under the general supervision of the Vice President for Finance & Administration, coordinates the activities of all employees organized in the following six departments:

**Janitorial:**

The Janitorial Department provides a clean and sanitary environment for the University community which maximizes the usable life of facilities and contributes to a reduction in overall costs of maintenance and replacement.

**Grounds Maintenance:**

The Grounds Maintenance Department provides general labor and snow and ice removal services, and maintains the campus grounds, lawns, trees, shrubs and flowers.

**Building Maintenance**

The Building Maintenance Department provides carpentry, electrical, locksmith, and signmaking services to the University.

**Maintenance & Construction:**

The Maintenance & Construction Department directs and administers the maintenance and repair programs, provides architectural and engineering services to the University community, facilitates space utilization and planning services, and develops and coordinates remodeling and major capital projects.

**Heating Plant:**

The Heating Plant Department operates and maintains the heating, ventilating, cooling, electric cogeneration and water distribution systems, and monitors the University's consumption of utilities. Engineers are available seven days a week, 24 hours a day.

**Safety:**

The Safety Department is responsible for security, environmental, compliance, training, and other safety issues.

**Telephone Numbers:** X-5240 - Service Requests  
X-5230 - General Information  
X-4100 - University Police (emergencies after office hours)

**Bulletin Boards:****Detailed e-mail Request**

E-mail Facilities Management for requests for installation of bulletin boards. All general tack board surfaces in assigned spaces are provided at no cost to the user department. Bulletin boards to be mounted in public space must be approved by Facilities Management and be purchased by the user department. A work order to hang purchased boards will be issued upon notification of receipt of materials. Please refer to the Bulletin Board Policy.

**Carpet:****Detailed e-mail Request**

All requests for new or replacement carpeting must be reviewed and approved by Facilities Management, regardless of source of funds.

**Classroom Seating:****Call Dean/Provost**

Requests for extra temporary seating can be made through the appropriate Dean or the Provost's office. Each year Facilities Management verifies maximum seating requirements for classrooms with the Provost's office and applicable building codes.

**Classroom Supplies:****X-5240**

Report to Facilities Management any deficiencies of chalk, white board markers and erasers. Classroom supplies are provided to all general classrooms by Facilities Management.

**Drapes:****Detailed e-mail Request**

All requests for new or replacement drapes must be reviewed and approved by Facilities Management regardless of the source of funds. Drapery cleaning and replacement is scheduled as needed. Drapes damaged due to leaks and vandalism will be replaced by Facilities Management as required.

**Electrical Problems:****X-5240 (X-4100 emergencies after hours)**

Report all electrical service problems to Facilities Management. Emergency items regarding circuits will be investigated as soon as possible.

**Elevators:****X-5240 (X-4100 emergencies after hours)**

Report all malfunctions of elevator equipment to Facilities Management. Operating Engineers will investigate the problem and will notify the service contractor, if required.

**Extension Cords / Tap Strips:****Requisition to Purchasing**

Facilities Management will review all requested purchases of extension cords and multiple outlet strips for conformance to code and building electrical capacity. Where feasible, additional room outlets will be provided by Facilities Management. Departments must purchase recommended extension cords and tap strips through Purchasing.

**Facilities Management Liaison Council:****X-5230**

The 23 member Council meets approximately once per semester to share information, ideas, and expectations concerning the University's physical facilities. The Assistant Vice President for Facilities Management advises the Council on Facilities Management's policies, procedures & practices, and informs the Council of current and proposed construction projects.

Council members inform the constituents of the building they represent of the major issues discussed at each meeting.

**Furniture Movement: Detailed on-line Request to Property Control**

The Property Control Office must be notified **before** any furniture is relocated. Property Control forwards the requests to Facilities Management who then schedules the moves **on Wednesdays only**. Moving furniture within an office may be done by placing a service request. Moving furniture within an office which requires assembly, however, requires a memo submitted to Facilities Management. University Police must be called for any moves requiring anchor pads to be unlocked.

Facilities Management will contact the requesting department to determine if the move can be accomplished with University employees or if a moving company will be required, and if there will be preliminary work required.

**Janitorial Services: X-5240**

Cleaning services are provided on a day, afternoon or evening schedule. Intensive cleaning occurs in conjunction with University calendar break periods. Rooms not on the master-key system are cleaned by special arrangements only. Report to Facilities Management any deficiencies or to request special services.

**Keys / Lock - Changes: X-4100 University Police**

Submit written key requests to University Police. Upon receipt on an endorsed key request, a Work Order will be issued. Requestor will be notified by University Police when the key order is ready. All keys must be picked up by the requestor at University Police.

**Keys / Locks - Broken: X-5240**

Report broken keys or locks immediately. Emergency repairs affecting the safety of buildings or property will be scheduled as soon as possible. Non-emergency items will be scheduled under the Work Order system.

**Keys - Lost, Stolen, Found: X-4100 University Police**

Report immediately to University Police.

**Lost & Found: X-4100 or X-4290**

Report all lost property, University and personal, to University Police. Found items of value are kept at University Police. Other items are at the Student Union Information Desk.

**Maintenance - General Building: X-5240 / Detailed e-mail Request**

Report repairs of non-emergency nature in an e-mail to Facilities Management. Work will be scheduled on the Work Order system.

**Moves - Miscellaneous X-4300 or X-4357**

For moves involving telephones, call Telecommunications (x-4300). For moves involving the installation of computers, call the Help Desk (x-4357). Requests for empty boxes can be made by e-mail or by calling Facilities Management (x-5240). Moving tape must be purchased by the requesting department.

**Painting:** **Detailed e-mail Request**

Interior and exterior space is painted on a recurring basis. E-mail Facilities Management for special requests for painting of rooms, offices, shelves, etc. All painting is scheduled on a contractual basis, and is arranged by Facilities Management. Specialized painting such as furniture must be contracted with an outside firm and paid for by the user department. Under no circumstances may departments arrange for painting of University property without first consulting with Facilities Management.

**Parking Lot - Maintenance:** **X-4100 University Police**

Contact University Police for all problems. Work Orders will be issued to appropriate in-house or contractual personnel to affect repairs, upon receipt of written request from University Police.

**Pest Control:** **X-4100 or X-5240**

Contact Facilities Management with any problems related to pest control. An outside vendor provides monthly service the fourth Friday of the month. In-house personnel will be dispatched to dispose of dead animals. Problems relating to live animals should be reported to University Police.

**Posting of Notices:** **Student Activities Office**

Per University Posting Policy, materials may be posted only on general purpose bulletin boards. Materials **(e.g. posters) found on the floor, leaning against walls, or** posted on glass, doors, wood, walls, floors, brick, tile, stairwells, elevators, and other surfaces will be removed. Under special circumstances, Facilities Management may approve posting on these surfaces. The sponsoring unit is responsible for removal of all materials. If University personnel are used to remove materials, a fee will be assessed to the sponsoring department.

**Plumbing Problems:** **X-5240**

Report any problems related to water fountains, sinks, toilets, urinals or water distribution systems immediately. Situations involving life or building safety are contained immediately. Major repairs are scheduled with the plumbing maintenance contractor.

**Purchase Order Review:** **Purchasing**

See separate section at end of this publication.

**Recycling:** **X-5240**

Paper products are sorted at collection point. The Student Union collects cans in identified cafeteria/vending area containers.

**Remodeling (Major) / New Construction:** **Written Memo Request (on-line)**

Submit an "Alteration and Improvement Request" form, with proper endorsements, to the appropriate Vice President.

Remodeling is the physical alteration of any assigned space and/or existing utility services. This includes relocation of walls, doors, major changes in utility supplies (gas, water, electric), installation of equipment requiring special services (air conditioning, exhaust fans and vents, protective screens, barriers, cages), soundproofing, major lighting and/or electrical changes.

**Remodeling (Minor):** **Detailed e-mail Request**

E-mail Facilities Management for requests for minor remodeling. Remodeling will be scheduled under the Work Order system.

Minor remodeling includes, but is not limited to: requests for coat hooks, installation of bulletin and chalk boards, hanging of paintings, additional shelving requirements, assembling of new furniture, plant hooks, relocation of electrical outlets, dismantling of equipment, mail box or drop box installations, installation of peg boards, etc.

**Repairs - General:** **Detailed e-mail Request**

E-mail Facilities Management for all general repair requests not affecting life safety, such as replacement of ceiling & floor tiles. This work will be scheduled under the Work Order system.

**Service Request Line:** **X-5240**

This extension is for the reporting of repairs to University buildings and grounds. Emergencies involving the danger of loss to persons or property are handled on an immediate basis. Non-emergency repairs are scheduled on a regular basis.

**Signage - Damaged or Missing:** **X-5240**

Report damaged or missing sign to Service Request, X-5240.

**Signage - New:** **Detailed e-mail Request**

E-mail Facilities Management for requests for new interior signs. Standard signs are revised or replaced as required on a periodic basis. Special signs will be handled on an individual basis provided they are consistent with the existing University Signage Standard.

**Snow / Ice Control:** **X-5240 or X-4100**

Notify Facilities Management or University Police of any hazard due to ice and snow. Grounds personnel will be dispatched to correct the problem.

**Telephone:** **X-4300**

Contact Telecommunications for all requests related to relocation, extension of current services or repairs.

**Temperature Control:** **X-5240**

Notify Facilities Management when area temperatures are not in compliance. Engineers will attempt to correct the problem as soon as possible. All buildings are maintained in accordance with applicable energy conservation restrictions/guidelines. Currently, during University open hours, this means a range of 70° - 76° F during winter (***see update on bottom of page seven***) operation and 72° - 78° F during summer operation.

**Thefts:** **X-4100 University Police**

Report all cases of theft immediately to University Police.

**Trash:** **X-5240**

Request Facilities Management to schedule removal of large amounts of trash from office areas. Use of outdoor and indoor receptacles is encouraged. Notify Facilities Management of any deficiencies related to litter control.

**Windows - Broken:**

**X-5240 or X-4100**

Report to Facilities Management or University Police immediately.

**Windows - Cleaning:**

Window cleaning services are contracted with an outside vendor. Private spaces are washed once per year, in the spring. Public spaces are washed several times per year.

## ENERGY CONSERVATION:

The following energy conservation measures have been adopted to conserve energy and minimize costs for the University. The cooperation of the entire university community is appreciated

1. Windows should remain closed at all times while heating and air conditioning equipment is operating. If a department has problems with the temperature in their offices, they should contact Facilities Management at X-5240.
2. All drapes and/or shades in buildings with a southern exposure should remain closed in the afternoon when buildings are air conditioned. This is extremely important in Building C.
3. Lights in all unoccupied offices and classrooms should be turned off. All lights on campus should be turned off by 10:00 p.m. except as required for night services.
4. The regular cooling season is May 15 through September 30. Days outside of this time period will be determined by the Assistant Vice President for Facilities Management.
5. Most thermostat covers in individual offices and classrooms are normally locked in order to prevent individuals from altering thermostats outside the normal range of 70° - 76° F during winter operation\* and 72° - 78° F during summer operation. (This range may be changed as needed.\*) Any department experiencing problems with the temperature in their offices should call Facilities Management at X-5240.
6. All air supply and return grills, associated duct work and filters are routinely checked by Facilities Management personnel for blockage to insure that the H.V.A.C. system is functioning properly and at maximum efficiency
7. Electric heaters and fans may be purchased only with the approval of Facilities Management. Approval will be granted when proper heating or air circulation cannot occur without these supplemental pieces of equipment. Unauthorized heaters and fans will be removed.
8. Each department is asked to monitor carefully the use of microwaves, coffee pots, radios and refrigerators in terms of numbers of people, numbers of appliances and amount of hours in use. Whenever possible, multiple units and hours of usage should be reduced.
9. Requests for use of University facilities outside normal operating hours will be processed in accordance with current "Use of Facilities Policy and Procedures Manual" and should be directed to the University Events Office.

\* **On October 21, 2005, Governor Blagojevich ordered the lowering of thermostats to 68 degrees in state facilities to reduce the state's winter heating costs. Child Care and Campus Recreation (pool, showers, etc.) are exempt.**

## **BULLETIN BOARD POLICY:**

All University departments and recognized student organizations may use any non-departmental bulletin board provided that they follow the following Bulletin Board Policy:

1. Any materials posted, including announcements of off-campus activities which are being sponsored by a Northeastern organization, must carry the name of the University organization and the date of expiration on the material.
2. Material should only be posted on bulletin boards. Materials **(e.g. posters) found on the floor, leaning against walls, or** posted on glass, doors, wood, walk, stairwells, elevators, etc., will be removed unless such posting was approved by the Student Activities Office and Facilities Management.
3. The department or organization that posts the material is responsible for removing the material.
4. No commercial advertising is permitted outside of the designated space in the Student Union.
5. All non-university materials posted must be stamped approved by the Student Activities Office. Materials not stamped approved will be removed.
6. One copy of each piece of material to be posted by a student organization must be filed in the Student Activities Office, Student Union 207.
7. The installation and location of any new bulletin boards in public spaces must be approved by Facilities Management.
8. Questions regarding the Bulletin Board Policy should be addressed to Facilities Management on X-5240.
9. Purchase responsibility for a bulletin board is delineated in the preceding section under "Bulletin Boards".

## **FACILITIES MANAGEMENT PURCHASE REVIEW:**

Any item, PURCHASED or DONATED, meeting any of the following criteria, must be reviewed by Facilities Management prior to placement of order or acceptance as a gift:

1. Any new or replacement item requiring physical attachment to the building or building component (i.e. wall, floor, ceiling, door, window, etc.).
2. Any item which will not fit through a standard door opening (i.e. two of the three dimensions are greater than 32 inches).
3. Any item weighing more than 600 pounds.
4. Any item which will require an additional electrical outlet to be installed.
5. Any item or group of items whose total amperage when installed is in excess of 6 amps.
6. Any item requiring electric service of more than 120 volts.
7. Any item requiring controlled environmental conditions, including critical temperature or humidity controls.
8. Any item requiring hook-up to a utility service other than electricity (i.e. water service, gas service, drain/sewer service or air lines), or any item that requires special ventilation provisions.
9. Any service appliance such as refrigerator, stove, hot plate, fan, microwave oven, humidifier, space heater, coffee pot, etc., whether for instructional or non-instructional use.
10. Any extension cord and multiple outlet tap strips.
11. Any contractual agreement which will require or result in the physical alteration or attachment to a building or building component (i.e. carpeting, drapes, locks, equipment, etc.).

In order to promptly evaluate the proposal, the following information needs to be submitted with the requisition.

- A. Manufacturer's specification sheet which indicates size, weight, electrical requirements, contributing heat load, method of attachment, etc. as applicable.  
Note: Information from the data plate is acceptable for appliances.
- B. Specific location for the item. Provide diagram or detailed explanation, (i.e. centered on the west wall of room 101).
- C. Name and extension of person who selected this item for purchase or wishes to accept this item as a gift.

## **FACILITIES MANAGEMENT SHELVING POLICY:**

Shelving used in offices for storage of books and other printed materials shall comply with the following requirements. Facilities Management will work with individuals to determine the occupant's needs, safety, cost, and practicality issues.

- 1) Offices will utilize University standard modular/landscape bookcases or bookshelves purchased by the using department.
- 2) Wall mounted shelving will not be permitted except that offices in the Classroom and Science Buildings may continue to use the heavy-duty wall standards, brackets, and wood shelves as long as supplies on hand last.
- 3) Shelving Requirements:
  - a) Top shelf maximum height above floor is six feet zero inches (from floor to top of shelf).
  - b) Conflict with electrical, phone & data receptacles must be avoided.
  - c) Shelving must be kept a minimum of eighteen (18) inches from any doorjamb.
  - d) Shelving must be configured to maintain a minimum of six (6) inches clearance from all sides - front, top & bottom, of thermostats.
  - e) Wall mounted shelving if available is limited to one (1) wall.

## **BICYCLE, SKATEBOARDS, SKATE AND SCOOTER USE ON CAMPUS:**

The University has an obligation to provide a safe environment and protect University property. These procedures will assist in minimizing the risk to students, faculty and staff.

- 1) Skates, scooters and bicycles may be used for transportation purposes on the various pavements throughout campus. They may not be used within buildings.
- 2) Skateboarding is not permitted anywhere on campus.
- 3) Bicycles shall be parked in racks in the areas designated for bicycle parking. Improperly parked bicycles may be removed and impounded by University Police. Bicycles are not allowed inside of buildings at any time.
- 4) Any behavior while utilizing skates, scooters or bicycles that can cause property damage and/or endanger self or others is prohibited.