

# *UDM Facility Operations*

## *POLICY FOR CHARGEABLE SERVICES*

### **POLICY**

The following guidelines are used to determine the Facility Operations services that are chargeable and those services that are performed at no charge:

- General routine maintenance or repairs to existing facilities are **NOT** charged to departments.
- Modifications or minor improvements to departmental facilities that are beyond existing conditions or that have been in a state of disrepair for a long period of time **ARE** considered chargeable services.

That said, all requests for service repairs will be reviewed on an individual basis, using the reasoning indicated above, to determine if the service is chargeable. One exception is the making of new keys which is always a chargeable service.

### **KEY REQUISITIONS**

To request a new key, please complete the *Key Requisition* form with account number (FOAP) and authorized signature, and mail to Facility Operations or fax to 313-993-1175. This form can be found at a link from our work request log on screen, at the following URL:

<http://www.udmercy.edu/facilityoperations/forms/req-key.doc>

### **OTHER WORK REQUISITIONS**

*All other requests for service, repairs, or renovations are to be submitted via Facility Operations Work Request System.* If the request is deemed chargeable, an e-mail reply using the work request system will be sent to the requestor to communicate the estimated cost of the requested service. Work will **NOT** begin until an account number (FOAP) and a written reply authorizing the work is provided using the *Work Request System*. The departmental account number will be charged via IDC using the *Work Request Number* as the *IDC Reference Number*. Please keep a copy of the *Work Request* for your documentation of the charge against your account (FOAP) that will show up in *Titan Connect*.

### **CONSTRUCTION, REMODELING, AND RENOVATION REQUISITIONS**

If the work is extensive and the cost is great enough to justify a construction project, the department will be requested to complete the *Construction, Remodeling or Renovation Requisition* form. A notification will be sent via the *Work Request System* that a *Construction, Remodeling or Renovation Requisition* form is to be completed for those improvements that Facility Operations has determined to be extensive enough to be deemed a renovation project. Once the form is submitted with an account number

(FOAP) and authorized signature, quotes for the work will be obtained, and the total estimated cost will be communicated to the requestor for their approval to proceed. This form is found on our website at the following URL:

<http://www.udmercy.edu/facilityoperations/forms/req-remodel.doc>

## **EXCEPTIONS**

There will always be exceptions as each situation is unique and will be reviewed on a case-by-case basis. For example emergencies or insurance repairs are two exceptions. Emergency issues should be phoned in so that Facility Operations can address the problem promptly. The funding will be determined after the repair has been completed in those cases. Another exception is the cost of repairs for damages in the Residence Halls. Facility Operations is pre-authorized to make repairs to the Residence Halls and charge the account for the respective location for damages that are caused by vandalism or are deemed beyond routine maintenance. Other requests for major improvements to the Residence Halls would follow the standard procedures defined above. Facility Operations' goal is to process every work request on a timely basis; but all requests, including legitimate non-chargeable maintenance or repair requests, are subject to budget and time constraints.

## **SUMMARY**

The above procedures are provided to clarify the process and for you to use as a guideline to follow in submitting work requests. Your cooperation in helping us in our daily work to continually maintain and improve University facilities is greatly appreciated.