

# Guide to services



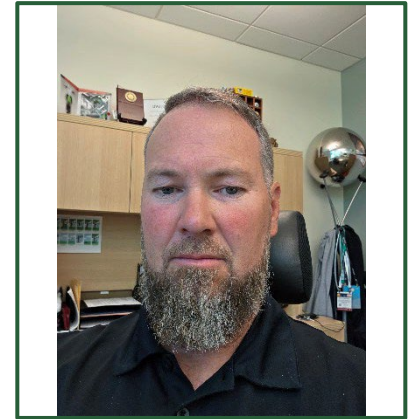
# introduction



We are pleased to provide the second annual Campus Services Guide to Services, the document that articulates the departments, programs, and recharge rates for all of the various services that we offer. In this document you will find answers to common questions about Campus Services, as well as hopefully learn something new about our organization

## Campus Services Overview

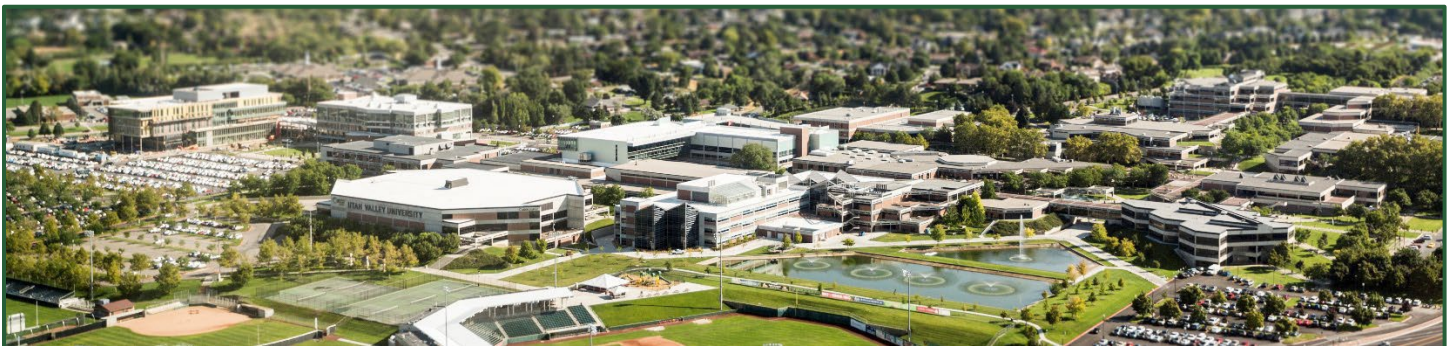
Strolling through UVU campus one is not usually aware of the presence of the Campus Services Department and the many services it provides to the University. Campus Services is responsible for all operations and maintenance of the University, maintaining the physical structure of the campus, providing utilities, and providing the support services that surround these functions. Directors, Managers and Supervisors oversee each of the following areas of operation across UVU campuses including Orem main campus, Wasatch Campus, West Campus (Health Professions and Auxiliary Services buildings), Emergency Services at Provo Airport, Vineyard Dome, and the Capital Reef Field Station.



**Rick Chappell**  
Director-Campus Services  
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801-863-7567

### Campus Services include the following:

- Electrical services and operation
- Campus utilities
- Preventative maintenance and utilities shutdowns
- Energy conservation and management
- Building controls
- Plumbing
- Painting
- Finish work
- Carpentry
- Fabrication
- HVAC
- Key/Lock and associated security services
- Facilities & Custodial Services
- Recycling
- Facilities Services and building maintenance
- Elevator operations
- Minor construction and remodel projects



# Principles of Campus Services

## Our Mission

We are dedicated and take pride in consistently providing clean, well maintained, properly functioning facilities, and other related support functions that allows students, faculty, and staff to meet their needs as well as provide a safe and enjoyable atmosphere for all who visit our facilities

## Our Vision

Campus Services will be the leading example of accomplishing our mission through working as a team. We value teamwork. It provides better results

**“Coming together is a beginning.  
Keeping together is progress.  
Working together is success.”**

**- Henry Ford**

## Our Core Values

### Exceptional Care

- Service to others is the reason Campus Services exists
- We work together to promote safety and wellness for all who visit UVU Facilities

### Exceptional Accountability

- The buck stops with us. We are each personally responsible for all of UVU's facilities and we will take the initiative to do anything and everything necessary to keep them in first class condition
- We will make every effort possible to ensure the consistent and timely upward, downward, and lateral flow of information until the job is complete

### Exceptional Results

- We will continually look for new and better ways to accomplish our mission
- Be a part of the solution. “That’s the way we have always done it” will never be the reason for continuing to do something or not do something

# Updates

## Efficiency in Campus Services

As the campus continues to grow and evolve, Campus Services has spent a great deal of time and effort in making new changes and implementations and we would like to focus special attention on a few:

### Custodial department is now the Facilities Services department

One major change that took place this last year, is the renaming of our Custodial department, which is now titled "Facilities Services." The Facilities Services department consists of two divisions: Facilities Services Representatives and Facilities Services Technicians. All of our former Custodians are now titled Facilities Services Representatives, and we hope that everyone can get used to no longer using the word "custodian." Our Facilities Services Technicians oversee the floor care on campus, as well as additional services such as small office/departmental moves, furniture repair, and minor building maintenance across campus.

### Campus Recycling

We are happy to announce that the Facilities Services department is now responsible for all recycling across campus and all UVU facilities.

### Restroom QR Codes

Many of you may have noticed new signs in almost all restrooms on main campus. These signs include a QR code that allows users to submit any maintenance issue that they may see. This allows us to instantaneously be notified of these issues and provides a quicker response time to those on campus. We are continuing to add QR codes in restrooms across campus and hope to have all buildings completed by the end of this year.

### Proximity Mobile Access

Due to the pandemic that has occurred these past 2 years, we are still working on replacing all door card readers with mobile proximity access devices. We have completed roughly 70% of campus and hope to have the remaining campus buildings completed by the end of the year.

### New Campus Services Project Foreman

Due to the increase in minor construction projects that our in-house crews have been performing, we have hired TJ Pace as our new Campus Services Project Foreman. TJ was formerly an electrician here at UVU, and we are excited to now have him oversee all our in-house construction projects as well as the hundreds of Service Requests that we receive each year. By creating this new position, our staff are now better able to take on additional projects across campus, which will save departments thousands of dollars by not having to hire outside contractors.

# how to obtain services

## Request Types

As the campus has grown and continues to grow, the Facilities Department has had to make adjustments in order to continue providing top quality facilities. We have increased the number of services we provide and have refined other services. As such, we would like everyone to become familiar with the three different types of services that we provide.

### Work Orders

Campus Services is State funded to maintain campus buildings as **originally** constructed and will perform routine maintenance at no cost to the departments.

**Examples include but are not limited to:**

- Maintain and repair interior and exterior walls, roofs, floors, windows, doors, keys, furniture, cabinets, and other permanent fixtures designated as part of the building
- Provide custodial services
- Maintain and repair existing light fixtures, lighting systems, outlets, and utility systems as *originally* constructed
- Monitoring and controlling room temperatures

### Service Requests

Campus Services may provide work beyond the scope of routine maintenance **at the expense of the department that is making the request and pending approval**. Campus Services provides a cost estimate to the requesting department as part of the Service Request process.

**Examples include but are not limited to:**

- Building and/or installing shelves, bookcases, and other similar items
- Hanging office accessories (Campus Services will **NOT** hang personal items)
- Painting accent walls or painting out of want rather than need
- Maintenance and repairs to department owned furniture
- Equipment Maintenance.

### Facilities Modifications

Modifications that require **ANY** permanent changes to the floor plan, footprint, structure, utility systems, grounds features, and building interior or exteriors. The "Facilities Modification Request" form is filled out by the person requesting the modification. It is then turned in to Facilities for processing and will be reviewed by the Executive Infrastructure and Planning Committee for approval.

# Ways to Submit Requests

## Contact the Facilities Complex

The primary customer interface with Campus Services is our administrators at the Facilities Complex. Located on the East end of campus at 936 South 400 West, administrators provide guidance to customers who need access to our services. Staffed from 7:00 am to 5:30 pm, Monday through Friday, administrators receives work requests, processes job inquiries and customer billing, and relays your needs to the appropriate Facilities staff member.

Contact the Facilities Complex at: **801-863-8130**

## Submit Requests Online

Customers may submit requests online at: [www.uvu.edu/facilities/request-work/index.html](http://www.uvu.edu/facilities/request-work/index.html)

## Emergencies

Campus Services responds immediately to emergencies such as health and safety hazards, damage or potential damage to facilities, and loss of security or of facility use. For emergency response, please contact UVU Police at: 801-863-5555. Police dispatch will then notify then necessary Campus Services personnel.

# How Requests are Prioritized

## Priority 1 - Emergency

Addressed immediately to ensure safety or preserve work product or facilities, for example: flooding, lab/classroom temperature adjustments resetting a circuit breaker, or something that poses a safety/health risk to a person.

## Priority 2 - Urgent

Responded to within 2 business days with work completed within 3 to 5 business days, or as negotiated. For example: repairing a broken drinking fountain, adjusting a door hinge in a classroom, flickering lights in a classroom, or office.

## Priority 3 – Medium

Contact made in 5 to 7 business days with work to be scheduled as needed and subject to reprioritization, for example: replacing a light bulb in a non-critical area, patching a hole, etc.

## Priority 4 – Routine

Routine requests will be responded to within 2 to 3 weeks with work to be scheduled as needed and subject to reprioritization.



## Contact Campus Services

**PHONE:** 801-863-8130

**WEB:** [www.uvu.edu/facilities](http://www.uvu.edu/facilities)

**EMAIL:** [campusservices@uvu.edu](mailto:campusservices@uvu.edu)

**LOCATION:** 936 South 400 West  
Orem, UT

For emergencies during working  
hours call Facilities at 801-863-8130

For emergencies after hours call  
UVU Police at 801-863-5555

## How A Request Is Processed

### Work Orders

1. Customer submits a work order to Campus Services.
2. Facilities Administrators enter the order in the CMMS (computerized maintenance management system).
3. For Priority 1 work orders, the respective Campus Services supervisor is immediately contacted.
4. For all other work orders, the work order is assigned to the respective trade shop and the manager/lead reviews the order and assigns it to a staff member

### Service Requests

1. Customer submits a "Service Request" DocuSign form found at [www.uvu.edu/facilities](http://www.uvu.edu/facilities)

Service Request form must include the following:

- Requestor's name
- Requestor's email
- Name of the appropriate Department Head or Director
- Department Head or Director's email
- Name of the person responsible for the Banner Index/Budget for the department requesting work/services and their respective email
- Detailed description or proposed work/services
- Justification of work/services

2. Director of Campus Services receives the form in email. He/she will review the request and upon approval, provide a cost estimate.
3. Requesting Department Head/Director will receive the form in email and must sign/approve the proposed cost and provide budget index.
4. Director of Campus Services receives email verification stating that the cost was approved
5. See steps 2 through 4 for work orders.

If the scope of the work changes once the estimate is approved and recorded, another Service Request must be submitted to modify the original scope. A change order will impact the existing estimated costs.

# departments

## Electrical Department

The primary duty of the UVU Electrical department is to maintain all campus facilities electrical utilities and distribution systems and electrical needs as they were originally constructed. UVU Electricians are scheduled Monday through Friday 7:00 am to 5:30 pm, but they are all on call 24/7 in order to meet the electrical needs of the campus as well as respond to any and all electrical emergencies.



**Chan Hardman**  
Electrical Superintendent  
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801-863-8130



**Brandon Caudel**  
Lead-Electrical Operations  
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801-863-8130



**Chris Medina**  
Lead-Electrician lighting Specialist  
[medinach@uvu.edu](mailto:medinach@uvu.edu)  
801-863-8130

## Energy Conservation and Electrical Services

Campus Services promotes and implements energy conservation and management, including technical planning and upgrades to building systems such as lighting and HVAC. Services include: field estimates, planning, development, and implementation of upgrades in lighting, HVAC, and other systems to promote energy and operational efficiency.

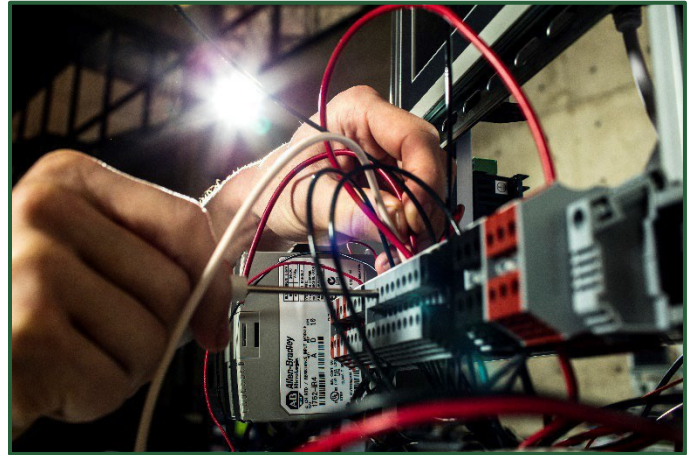


## Costs and Billing

The Electrical department is State funded to maintain and operate campus facilities as originally constructed and will perform routine maintenance at their own expense. Electricians may provide work beyond the scope of routine maintenance at the expense of the requesting department and pending approval. These requests are considered billable services and are outlined in the table below. A Service Request form must be submitted for all work that is considered billable services (see pages 7 - 9).

Campus Services bills monthly for services performed through Service Requests and for any work orders that were completed for services outside of State funded services.

Current fee rates can be found on the annual Facilities recharge rate schedule at: [www.uvu.edu/facilities/request-work/index.html](http://www.uvu.edu/facilities/request-work/index.html)



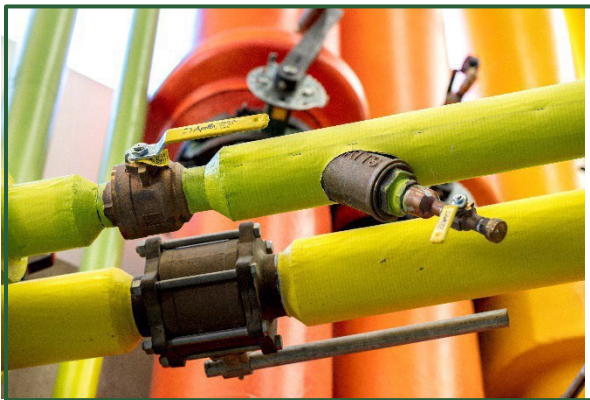
Funded Services for State Supported Spaces	Billable Services
<p><b>Examples include but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Ballast replacement (facility lighting)</li> <li>• Circuit breaker resets, repair, or replacement</li> <li>• Electrical distribution repair</li> <li>• Emergency generator and circuit service serving state supportable spaces</li> <li>• Emergency lighting</li> <li>• Maintaining and repairing <u>current</u> lighting fixtures and associated components</li> <li>• Facilities lighting control systems</li> </ul>	<p><b>Examples include but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Lighting requests for additional or upgraded fixtures out of want rather than necessity</li> <li>• Additional outlets and circuit requests</li> <li>• Office furniture lamps and re-lamping</li> <li>• Departmental display case lighting installation, repair, and re-lamping</li> <li>• Department-owned equipment installation and hook-up</li> <li>• Temporary power installations</li> <li>• Maintenance and repair of departmental power and emergency power systems</li> <li>• Maintenance and repair of dedicated departmental equipment and appliances</li> <li>• <b>More than two circuit breaker resets due to customer equipment overloading circuits</b></li> </ul>

## Plumbing Shop

Plumber's repair and maintain hot and cold water, as well as air, and vacuum systems. They also maintain sink faucets, drains, toilets/urinals, backflow preventers, waste vent drainage systems, drinking fountains, and several other mechanical services across campus.

## Costs and Billing

The Plumbing shop is State funded to maintain and operate campus facilities as originally constructed and will perform routine maintenance at their own expense. Plumbers may provide work beyond the scope of routine maintenance



at the expense of the requesting department and pending approval. These requests are considered billable services and are outlined in the table below. A Service Request form must be submitted for all work that is considered billable services (see pages 7 - 9).

Campus Services bills monthly for services performed through Service Requests and for any work orders that were completed for services outside of State funded services.



**Russ Long**  
Lead-Plumbing  
[longrus@uvu.edu](mailto:longrus@uvu.edu)  
801-863-8130

Current fee rates can be found on the annual Facilities recharge rate schedule at: <https://www.uvu.edu/facilities/request-work/index.html>

Funded Services for State Supported Spaces	Billable Services
<p><b>Examples include but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Restroom equipment and accessory maintenance and repair/replacement</li> <li>• Restroom partitions</li> <li>• Drinking fountains in public spaces</li> <li>• Emergency eyewash/showers</li> <li>• Facility wide systems: chilled water, DI water</li> <li>• Water, gases, vacuum, etc.</li> <li>• Leaks, facility drain stoppages, and flooding</li> <li>• Roof maintenance and repairs</li> <li>• Gutter and downspout maintenance</li> </ul>	<p><b>Examples include but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Departmental equipment hook-up and/or installation</li> <li>• Installation and/or maintenance of dedicated laboratory systems: RO Water, waste systems, cooling systems, vacuum systems, gases, etc.</li> <li>• Clogged sinks and/or drains due to reported frequent misuse</li> <li>• Water filter installation and/or maintenance</li> </ul>



## Construction/Finishes Shop

Carpenters construct walls, ceilings, floors, doors, windows, concrete, and more. Finish Technicians install, maintain, and repair a variety of finishes on campus, including but not limited to painting, drywall, cabinetry, countertops, carpeting, floor and wall coverings, hanging decorative finishes, and other miscellaneous related services.

### Costs and Billing

The Construction/Finishes shop is State funded to maintain and operate campus facilities as originally constructed and will perform routine maintenance at their own expense. They may provide work beyond the scope of routine maintenance at the expense of the requesting department and pending approval. These requests are considered billable services and are outlined in the table below. A Service Request form must be submitted for all work that is considered billable services (see pages 7 - 9).

Campus Services bills monthly for services performed through Service Requests and for any work orders that were completed for services outside of State funded services.

Current fee rates can be found on the annual Facilities recharge rate schedule at:

<https://www.uvu.edu/facilities/request-work/index.html>



**Jermie Kearley**  
Lead-Construction  
[kearleje@uvu.edu](mailto:kearleje@uvu.edu)  
801-863-8130

Funded Services for State Supported Spaces	Billable Services
<p><b>Examples include but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Door &amp; baseboard repairs</li> <li>• Drywall and plaster repairs</li> <li>• Floor tile repair and replacement in public spaces</li> <li>• Mirror replacements in restrooms &amp; public spaces</li> <li>• Wooden railings and steps repair &amp; replacement</li> <li>• Stair tread, guard replacements, safety strips</li> <li>• Window and glass repairs on building exteriors</li> <li>• Brick, mortar, cement inspection</li> <li>• Painting is done in public spaces, as needed</li> <li>• Plaster repairs</li> <li>• Installation/repairs of whiteboards in classrooms</li> <li>• Maintenance of floor &amp; wall coverings in public spaces</li> <li>• Replacement and/or repair of carpets, linoleum, vinyl floors, wooden floors, and other floor surfaces in public spaces</li> </ul>	<p><b>Examples include but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Construction, repair, and/or installation of cabinets, bookshelves, and miscellaneous casework</li> <li>• Picture framing, picture hanging, white board/chalk board installations outside of classrooms</li> <li>• Replacement and/or repair of carpets, linoleum, vinyl floors, wooden floors, and other floor surfaces in departmental spaces</li> <li>• Painting accent walls</li> <li>• Patching and painting due to occupants hanging items on office walls in excess of <b>ONE</b> whiteboard</li> <li>• Routine painting &amp; refinishing of all non-state space</li> <li>• Picture framing, picture hanging, white board/cork board installations, and hanging any wall accessories outside of classrooms</li> <li>• Vinyl and/or wallpaper installation or repair outside of public spaces</li> </ul>

## Lock Shop

The Lock shop installs and maintains doors and associated hardware, access control systems, the campus master key system, and thousands of alarm points across campus. All access systems are monitored by the Lock shop as well as UVU Police. For after-hours lockouts (5:30 pm to 6:00 am) contact the UVU Police Department at 801-863-5555

## Proximity (Access) Cards

The Lockshop manages the database that controls access through proximity cards; access is granted with the approval of the appropriate department head/director and the Associate Vice President of Facilities. Please see UVU policy "Keys and Proximity Cards" Policy Number 402.

To submit a request for proximity access please visit:  
<https://www.uvu.edu/facilities/electronic-forms/index.html>



**Aaron Bono**  
Lead-Locksmith  
[Aaron.Bono@uvu.edu](mailto:Aaron.Bono@uvu.edu)  
801-863-8019

## Costs and Billing



The Lock shop is State funded to maintain facilities as originally constructed and will perform routine maintenance at their own expense. Locksmiths may provide work beyond the scope of these duties at the expense of the requesting department and pending approval. A Service Request must be submitted for all work that is considered billable services (see pages 7 - 9).

Campus Services bills monthly for services performed through Service Requests and for any work orders that were completed for requests outside of State funded services.

Current fee rates can be found on the annual Facilities recharge rate schedule at:  
<https://www.uvu.edu/facilities/request-work/index.html>

Funded Services for State Supported Spaces	Billable Services
<p><b>Examples include but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Repair and replacement of architectural door hardware: standard locksets, key cylinders, closers, door operators, and panic devices</li> <li>• Installation and maintenance of Electronic Access Control systems for non-dedicated exterior and public spaces.</li> <li>• Door alarm installation and maintenance in public spaces.</li> <li>• Door maintenance</li> <li>• Door closers</li> <li>• Door stops in public spaces</li> </ul>	<p><b>Examples include but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Combination lock installation to dedicated departmental space or program</li> <li>• Electronic access control installation to dedicated departmental space or program</li> <li>• Key fabrication</li> <li>• Lock re-keying, installation</li> <li>• Window, cabinet, file, and desk locks</li> <li>• Unlocking cabinets, desks, and other departmental accessories</li> <li>• Repair/replacement of locks on interior office doors due to frequent reported misuse</li> </ul>

# Campus Services Project Team

Campus Services may at times, be contracted by departments for minor facilities modifications and projects. These include minor remodels and small projects designed to improve, repair, or enhance existing campus work environments or systems.

Departments requesting facilities modifications must first submit a "Facilities Modification" form which can be found at:

[https://portal.conslog.com/en/new\\_uvu\\_fmr\\_form](https://portal.conslog.com/en/new_uvu_fmr_form)

The "Facilities Modification Request" form is filled out by the person requesting the modification. It is then turned in to Facilities for processing and will be reviewed by the Executive Infrastructure and Planning Committee for approval. Once approved, a UVU Project Manager will be assigned to the project who will coordinate with the Campus Services Project Foreman to verify if the Campus Services Project Team has the time and resources to carry out the project.

Projects will be taken on by the Campus Services Project Foreman **IF** it meets the demands of their schedule. Please understand that priorities change, and emergencies arise which may delay in the completion of projects that are carried out by Campus Services.



**T.J. Pace**  
Project Foreman  
[pacejt@uvu.edu](mailto:pacejt@uvu.edu)  
801-863-8130

## Equipment Maintenance

Campus Services is funded to maintain equipment that is part of the building system and was originally purchased with state funds. Dedicated equipment purchased by a department is maintained at the department's expense. When assigned to a new space, occupants should ask if there is dedicated equipment in the space that they will inherit from the previous occupants.

## Costs and Billing

The Campus Services departments are State funded to maintain and operate campus facilities as originally constructed and will perform routine maintenance at their own expense. The Campus Services Project Team may provide work beyond the scope of routine maintenance at the expense of the requesting department and pending UVU Executive Infrastructure and Planning Committee approval.

Campus Services charges for all labor and materials used to carry out projects.

Current fee rates can be found on the annual Facilities recharge rate schedule at:

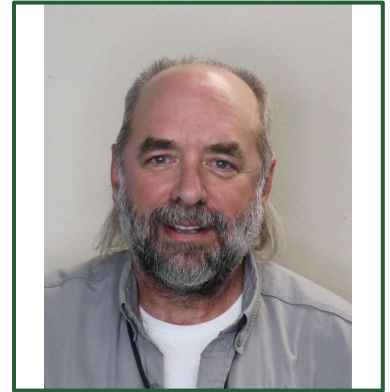
<https://www.uvu.edu/facilities/request-work/index.html>

## Central Plant Department

The primary duty of the UVU Central Plant department is to maintain all campus mechanical systems and environmental needs as they were originally constructed. The UVU Central Plant team is scheduled Monday through Friday 7:00 am to 5:30 pm, but they are all on call 24/7 to meet the HVAC needs of the campus as well as respond to all HVAC/Central Plant emergencies.

The Central Plant provides heating, cooling, lighting controls, and essential services for maintaining a comfortable environment for the student, faculty, and staff. The UVU campus central plant includes chillers, boilers, electrical switch gear, pumps, air handling and control systems connected by thousands of feet of overhead piping and miles of electrical and data cable supporting multiple buildings – the equivalent of a small town.

It is the Central Plants responsibility to provide the campus population with buildings that reliably remain warm in the winter and cool during the summer.



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Assistant Director-Central Plant  
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**Brian Clem**  
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**Travis LeBaron** Lead-HVAC  
Technician  
[Travis.LeBaron@uvu.edu](mailto:Travis.LeBaron@uvu.edu)  
801-863-6542

## Energy Conservation and Environmental Services

Building automation is the centralized control of the University buildings' heating ventilation and air conditioning, metering, and other systems through a Building Management System. Building Automation Services strives for improved occupant comfort, efficient operation of building systems, and reduction in energy consumption and operating costs.



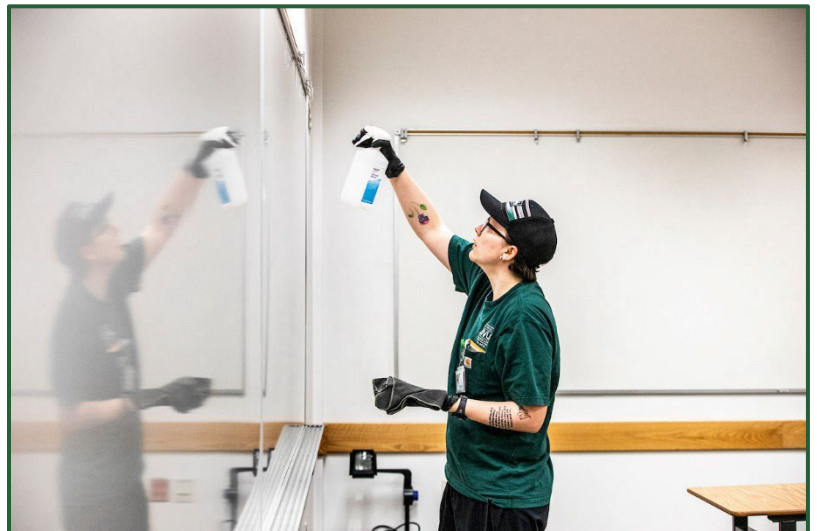
# Facilities Services Department

UVU's Facilities Services Department is responsible for cleaning and maintaining over 60 buildings every week – estimated at just over three million square feet. Our department utilizes the team cleaning system, with its established standards for personnel functions. Designated staff clean restrooms, classrooms, offices and lobbies, and every cleanable square foot of space. We maintain floors, carpets, and furniture. Schedules in specific areas are flexible to accommodate moves, remodeling and other projects and events. Facilities Services is also responsible for the recycling across campus and all UVU facilities.

The Facilities Services department consists of two sub-divisions, Facilities Services Representatives and Facilities Services Technicians.



**Isaac Reaveley**  
Assistant Director-Facilities Services  
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801-863-6014





## Facilities Services Representatives

Most of the Facilities Services staff work Monday through Friday, 4:30 pm to 1:15 am. A smaller daytime crew provides daily policing of facilities and responds to emergencies such as spills and floods, as well as monitoring restrooms to replenish supplies and cleaning as necessary. Baseline standard services are provided for custodial work funded by the state (see page 22 - 23). If a customer requires additional work, it is on a recharge basis.

If a customer requires additional work outside of standard services, arrangements can be made through placing a Service Request at <https://www.uvu.edu/facilities/request-work/index.html>



**Curtis Hall**  
Facilities Services Manager  
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801-863-8264

Funded Services for State Supported Spaces	Billable Services
<p><b>Examples include but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Routine* cleaning services in general use spaces such as classrooms, lobbies, corridors, restrooms, and other public areas</li> <li>• Routine* cleaning services in labs, offices, classrooms, and other supported areas</li> <li>• Spill cleanup in public areas</li> <li>• Trash removal – regular trash in standard containers</li> <li>• Interior and exterior window washing</li> </ul> <p>* See the Custodial Services Frequency Chart (pg. 22 - 23) for further details</p>	<p><b>Examples include but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Assisting with event cleaning</li> <li>• Project clean-up over and above routine cleaning</li> <li>• Special requests such as additional trash cans, walk-off mats, special cleanup above and beyond established routine cleaning</li> <li>• Trash removal of irregular items or excessive accumulations above and beyond everyday norms</li> <li>•</li> </ul>

## Facilities Services Technicians

The Facilities Services division is responsible for a variety of custodial and minor maintenance duties across campus and offers many additional services. This department was created with the idea of offering help and additional services that we know are wanted by many faculty, staff, and students.

### Moving Services

The Facilities Services department provides moving services for Utah Valley University faculty and staff, at the expense of the requesting department. We are committed to providing a positive and professional experience with each move. We are prepared to accommodate a range of moving tasks such as office furniture arrangement, minor remodels, and large items that cannot be moved by hand. We do not move items for surplus. We do require 10 days' notice before moving services will be scheduled. We also ask that you clear off all furniture and empty all drawers before we show up for the move.

- To place a moving request, please submit a "Move Request" at:  
[https://www.uvu.edu/facilities/request-work/move\\_request.html](https://www.uvu.edu/facilities/request-work/move_request.html)
- To place a request for surplus pick-up, please do so at:  
<https://www.uvu.edu/procurement/surplus/index.html>



**Dana Torp**  
Facilities Services Manager  
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801-863-8263

Funded Services for State Supported Spaces	Billable Services
<p><b>Examples include but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Carpet cleaning, extraction, and repair</li> <li>• Maintaining and re-finishing hard floors</li> <li>• Inventory control and purchasing of custodial supplies</li> <li>• Public use furniture maintenance and repair</li> <li>• Maintenance and repair of all custodial equipment</li> <li>• Installation and repair of all restroom accessories</li> <li>• Pest control</li> <li>• Minor building maintenance such as ceiling tile replacement, toilet/urinal maintenance, and assisting with various other maintenance tasks when needed</li> </ul> <p><small>* See the Custodial Services Frequency Chart (pg. 22 - 23) for further details</small></p>	<p><b>Examples include but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Carpet shampoo/cleaning, floor strip and wax in all departmental- occupied, non-public spaces</li> <li>• Office moves and minor department moves</li> <li>• Departmental furniture installation, set-up, repair, and take down</li> <li>• Hanging wall accessories in departmental spaces</li> <li>• Project clean-up over and above routine cleaning</li> </ul>

## Custodial Services Frequency Chart

CLASSROOMS	daily	<ul style="list-style-type: none"> <li>• Trash bins are emptied</li> <li>• Large debris is removed before the floor tile is dust-mopped or the carpets are vacuumed</li> <li>• Tabletops are disinfected and debris is removed from chairs</li> <li>• The instructor's table and lectern are cleaned and disinfected</li> <li>• Chairs are placed back in position</li> <li>• White boards and trays are cleaned</li> <li>• Disinfectants are provided to promote self-cleaning practices to assist throughout the day</li> </ul>
	weekly	<ul style="list-style-type: none"> <li>• Door frames and light switches are cleaned, and chalk dust is wiped up</li> <li>• Desks and chairs are counted</li> <li>• Minor stains are spot cleaned</li> </ul>
	yearly	<ul style="list-style-type: none"> <li>• Chalk boards and white boards are washed thoroughly</li> <li>• All walls, furniture, and carpets are deep cleaned</li> </ul>
	<b>What to expect:</b> Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. For tough stain removal, please submit a Service Request form.	
CONFERENCE ROOMS	daily	<ul style="list-style-type: none"> <li>• Trash bins are emptied</li> <li>• Carpets are vacuumed</li> <li>• Tabletops are disinfected and debris is removed from chairs</li> <li>• Chairs are placed back in position and disinfected if the surface type permits</li> </ul>
	weekly	<ul style="list-style-type: none"> <li>• Door frames and light switches are disinfected</li> <li>• Minor stains are spot cleaned</li> <li>• All areas of the room are dusted: windowsills, etc.</li> </ul>
	yearly	<ul style="list-style-type: none"> <li>• Chalk boards and white boards are washed thoroughly</li> <li>• All walls, furniture, and carpets are deep cleaned</li> </ul>
	<b>What to expect:</b> Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. For tough stain removal, please submit a Service Request form.	
HALLS AND LOBBIES	daily	<ul style="list-style-type: none"> <li>• Trash bins are emptied</li> <li>• Large debris is removed before the carpets are vacuumed; minor stains are spot cleaned</li> <li>• Tabletops are disinfected and debris is removed from chairs</li> <li>• Entryway glass and crash bars are disinfected and cleaned twice a day</li> <li>• Elevator buttons, handrails, lights switches, and courtesy phones are disinfected</li> <li>• Mamava pods are cleaned and disinfected</li> <li>• Hand sanitizer stations are provided and/or refilled</li> <li>• Drinking fountains are disinfected</li> <li>• Chairs are placed back in position and disinfected if the surface type permits</li> </ul>
	weekly	<ul style="list-style-type: none"> <li>• Door frames and light switches are cleaned</li> <li>• Windowsills and other surfaces are dusted</li> </ul>
	yearly	<ul style="list-style-type: none"> <li>• Ceiling pipes are dusted</li> <li>• Walls are washed and all marks are removed</li> <li>• Chairs, furniture, and carpets are deep cleaned</li> </ul>
	<b>What to expect:</b> Carpet is clean but may be worn in high traffic areas. Certain carpet stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. To arrange for tough stain removal or for additional window cleanings, please submit a Service Request form.	

LABS	<b>daily</b>	<ul style="list-style-type: none"> <li>• Trash bins are emptied</li> <li>• The furniture is returned to its proper position</li> <li>• Disinfectant is provided to promote self-cleaning practices to assist throughout the day</li> </ul>
	<b>weekly</b>	<ul style="list-style-type: none"> <li>• Floors are dust mopped</li> <li>• Chairs are counted and returned to proper locations</li> </ul>
	<b>yearly</b>	<ul style="list-style-type: none"> <li>• Surfaces and furniture are cleaned</li> <li>• Floors are refinished</li> </ul>
	<b>What to expect:</b> Floors are dusted, but stains that cannot be spot cleaned will remain. Dirt build-up may be present around the floorboards and room corners. Occupants are responsible for cleaning their own desks and other surfaces. Additional cleaning services can be arranged by submitting a Service Request form. Please note that we don't clean specialized or department equipment.	
OFFICES	<b>weekly</b>	<ul style="list-style-type: none"> <li>• Offices are cleaned once a week and is typically on Thursday or Friday</li> <li>• Trash receptacles are emptied               <ul style="list-style-type: none"> <li>➤ Please note if occupant needs trash receptacle emptied, they can place the receptacle in the hallway on Monday, Wednesday, or Friday and we will do our best to empty it.</li> </ul> </li> <li>• Floors are vacuumed</li> <li>• Door handles, light switches, and telephone headsets are disinfected</li> <li>• If the desktop isn't cluttered, the desk will be disinfected</li> </ul>
	<b>yearly</b>	<ul style="list-style-type: none"> <li>• Blinds and ceiling vents are dusted</li> <li>• Accessible walls are washed</li> <li>• Carpets and furniture are shampooed and deep cleaned</li> </ul>
	<b>What to expect:</b> Offices receive little attention because they typically receive the least traffic. Occupants are responsible for cleaning their own desks and other surfaces. Floors are vacuumed, but stains that cannot be spot-cleaned will remain. Dirt build-up may be present around the floorboards and room corners. If you have trash/compost that may cause odor or pest issues, please dispose of it in a common area bin that is emptied daily. Additional cleaning services can be arranged by submitting a Service Request form; however, there may be a charge for requested services.	
RESTROOMS	<b>daily</b>	<ul style="list-style-type: none"> <li>• Toilets, sinks, floors, and touch points are disinfected</li> <li>• Trash is emptied</li> <li>• Soap, paper towels, and toilet paper is stocked</li> </ul>
	<b>weekly</b>	<ul style="list-style-type: none"> <li>• Hard water buildup is removed</li> <li>• Vents are dusted</li> <li>• Floors are machine scrubbed</li> </ul>
	<b>yearly</b>	<ul style="list-style-type: none"> <li>• Every surface is deep cleaned and disinfected</li> </ul>
	<b>What to expect:</b> All lights work. Soap dispensers, paper towel dispensers, faucets, door and stall handles and other bathroom fixtures are clean. All supplies are stocked. Toilets, sinks, and floor are all clean and disinfected. Most heavily used restrooms receive increased attention between the hours of 7:00 a.m. to 4:00 p.m., Monday through Friday.	
STAIRWELLS	<b>daily</b>	<ul style="list-style-type: none"> <li>• Stairs are vacuumed; non-carpeted areas are mopped 2-3 days a week</li> <li>• Railings are disinfected</li> </ul>
	<b>weekly</b>	<ul style="list-style-type: none"> <li>• All areas of the stairwell are dusted including windowsills, baseboards, and fixtures</li> </ul>
	<b>yearly</b>	<ul style="list-style-type: none"> <li>• Rubber stairs are refinished</li> </ul>
	<b>What to expect:</b> Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable. To arrange for cleaning services, please submit a Service Request form.	

# frequently asked questions



# Frequently Asked Questions

## 1. What about roof leaks?

Campus Services DOES NOT repair roof leaks. The Utah State Division of Facilities and Construction Management (DFCM) is responsible for all roof repairs on State owned buildings. If you see a roof leak, please report this to Facilities and we will submit a ticket for DFCM to inspect and make any necessary repairs. Please keep in mind that we are on their schedule.

## 2. Why would a Facilities worker come into my office when I did not submit a work order?

There are several reasons this may happen: preventive maintenance inspection, utilities located above your ceiling, damage to the floor above, etc.

## 3. Why can't you do my work request "right away" when it will only take 5 minutes?

We receive dozens of requests like these every day. To maintain control of the workload, all work requests must be prioritized and scheduled.

**Note:** Any request for work left on voice mail after 5:30 pm or emailed over the weekend, will be submitted the next working day. If the request is an emergency, please contact UVU Police at 801-863-5555 and they will notify the respective maintenance personnel.

## 4. How do I find the status of a work order?

Simply call Facilities at 801-863-8130 and request information about the work order you submitted. If you were emailed a work order number, please give that number as it will help in finding your request.

## 5. How are requests prioritized?

Facilities continually has around 200 open work orders and requests and we do our best to respond to everyone's as quick as possible, but please understand that some requests have a higher priority than others.

We prioritize requests based on:

- I. Safety and/or the potential to cause immediate damage to property
- II. How it directly impacts students
- III. How it effects faculty and staff
- IV. Need vs. want

## 6. What should I do for an Emergency (flooding, sever leaks, power outage, etc.)?

If an emergency occurs during business hours (Monday – Friday, 7 a.m. – 5:30 p.m.) that requires immediate assistance, call 801-863-8130. A Facilities Administrator will dispatch a technician to your area.

If an emergency occurs outside of business hours, contact Utah Valley University Police Dispatch at 801-863-5555

## 7. What is the difference between a Work Order and a Service Request?

A **Work Order** is generally completed for maintenance/repair of original building and systems including heating, air conditioning, ventilating, electrical, plumbing, structure, equipment installed as integral parts of the building, maintenance and repair of walks, lawns, trees, and shrubs in general fund supported areas.

A **Service Request** is generally completed for departmental equipment, installation of items such as white boards, office accessories, fabrication of shelves and equipment, moving furniture, custodial services requested outside of the schedule such as waxing a floor, or special trash collection.

## 8. Where do I find a Service Request?

[https://www.uvu.edu/facilities/request-work/service\\_request.html](https://www.uvu.edu/facilities/request-work/service_request.html)

## 9. For which services will I be charged?

You will be charged for Service Requests and Facilities Modifications as well as any maintenance that is caused by misuse or carelessness.

## 10. I am planning a move. How do I request support?

Please fill out and submit a Service Request form. Facilities Services will then contact you to coordinate a moving date.

**Note:** Please make sure to submit your Service Request 10 days prior to move. Also make sure to empty all desk drawers and shelves before we arrive for the scheduled move.

## 11. Can I move office furniture myself?

Yes you can!

## 12. Who is responsible for event set-ups and cleaning?

Custodial is NOT responsible for event set-ups and cleaning. The Events Services staff is responsible and can be found at: <https://www.uvu.edu/eventservices/>

## 13. Whom do I contact to request installation of a white board, bulletin board, or cork board?

Please fill out and submit a Service Request form.

## 14. I need my office walls painted. Does Facilities pay for this?

Facilities will cover the cost of painting IF it is needed due to age or damage outside of an occupant's control. Paint should typically last 10 years. If the room needs patched and painted because the previous occupant hung multiple accessories on the wall, the requesting department will cover the cost. If you would like an accent wall, the requesting department will cover the cost.

**Note:** For painting requests outside of routine painting, please submit a Service Request form.

**15. How long until the painters will arrive for my request?**

Painting requests are scheduled in advance. All requests go into our schedule in the order it was received as well as the schedule of our own routine painting. Higher profile areas such as hallways, classrooms, and public spaces are considered a higher priority than offices.

**16. What do I need to know before painting begins?**

When we paint in an office, expect 2 to 3 days of down time. The painters will have several other requests that they are working on while they are working on your office. They will not be in your office all day every day. While your office is in “dry time” they will be elsewhere working on other requests. We will do our best to protect everything from damage, but the occupant is ultimately responsible for the items in their office, and they need to remove or protect all personal items. All file cabinets need to be emptied in order for the painters to move them out of the office.

**17. My office lights aren’t working?**

Before you contact Facilities please activate the control switch. Offices with occupancy sensors still have a switch (button) that can be pushed to turn the lights on and off. Sometimes these switches get pushed by accident which causes the lights to turn off and will need to be activated again.

**18. My appliances aren’t working?**

If you find that one or more of your appliances are not working, please check the power strip before contacting Facilities.

**19. My lights are too bright or too dim?**

Lights are installed according to industry and UVU standards, which includes the brightness of lights. Any requests for lights that fall outside of these standards must go through the proper approval channels. If you feel that lights are causing headaches or other medical issues, please work with Human Resources as it is required to submit a signed statement by a Utah licensed physician verifying that the medical related condition requires facility alterations and what alterations are recommended.

**20. I’ve locked my keys in my office or I forgot my keys. What do I do?**

If it’s during normal business hours (Monday through Friday 7:00 am – 5:30 pm) please contact Facilities. If it is outside of these hours, please contact UVU Police at 801-863-5555. If the Police have to call out a Campus Services personnel, your department will cover the cost.

**21. Who does office signs?**

Contact UVU Specialty Printing at 801-863-6853

**22. How do I acquire keys and/or prox access I need for work?**

<https://www.uvu.edu/facilities/electronic-forms/index.html>

# glossary of terms

# Glossary of Terms

The following are terms that are used in the routine business of Campus Services. Some are industry-specific, some are unique to UVU campus. This glossary is intended as an aid to customers in their interactions with their construction and maintenance service providers here at UVU.

<b>Change Order</b>	A change made to the pre-existing, agreed-upon defined scope of work on a Work Order or Service Request.
<b>Circuit Breaker</b>	An electrical device that controls power either automatically or manually to a specific piece of equipment or branch of a system.
<b>Code</b>	A law, legal requirement, or legal restriction applicable to construction and maintenance of university facilities or the expenditure of funds provided to the university by a government agency.
<b>Construction Drawings</b>	Documents visually defining the scope of a project and giving graphic direction to construction workers.
<b>Deferred Maintenance</b>	Maintenance needs which have been placed in a backlog.
<b>Departmental Equipment</b>	Equipment purchased by the department that occupies the space. Equipment that was not part of the original building and is intended for departmental use only.
<b>Department Funded Services</b>	These services include the maintenance and repair of departmental equipment, fabrication services, office furniture repairs and/or set-up, minor remodeling of facilities and systems as approved by the Executive Infrastructure and Planning Committee, assisting with event setups, and any other modification or alteration to University buildings or grounds. These services are considered to be outside the scope of state funded O&M activities.
<b>Energy Management</b>	Planning for and using energy wisely. Sometimes involves energy conservation and equipment replacement strategies.
<b>Equipment Maintenance</b>	Proactive activities involved in maintaining specific pieces of equipment to insure and promote long life and proper operation.
<b>Estimate</b>	An assessment of the cost of a specific scope of work. Assuming the scope does not change, the parties agree to adhere to this cost even though the final cost may vary slightly either up or down.
<b>Facilities Administrators</b>	The Campus Services unit that receives service requests for billable and state funded work, routes it to the appropriate facilities manager or work unit, and tracks all jobs being performed by the department.



<b>Facilities Modification</b>	Reallocation of space assignments to departments, programs or individuals, changes in space utilization, alterations in the physical layout or appearance of space, alterations in room numbering, or changes in furnishings.
<b>In-House Construction</b>	Campus Services project team that does small construction and renovation projects generally under \$50,000.
<b>Infrastructure Committee</b>	UVU Executive Infrastructure Committee that approves all facilities modification requests.
<b>Operations and Maintenance (O&amp;M) Services</b>	These services consist of State funded work performed by Facilities to maintain and operate the University campus. This includes maintenance of campus grounds, utility systems, building interiors and exteriors, and permanent fixtures or equipment designated as part of a building, but excludes maintenance and repair of departmental equipment and improvements or alterations.
<b>Preventive Maintenance</b>	Scheduled inspections for operations maintenance which may involve replacement of worn parts, required lubrication, recording temperatures and pressures, and adjustments as required to maintain equipment within normal operating parameters, and general visual inspections for overall appearance and condition for customer satisfaction. Any indications of major components or equipment failures are recorded, then forwarded as unscheduled maintenance and repairs and are implemented immediately.
<b>Public Space</b>	General use classrooms, restrooms, lobbies, and corridors.
<b>Recharge rate</b>	The rate at which the requesting department is charged for the work completed by the respective Campus Services department.
<b>Service Request</b>	Requests for all work and services that fall outside of O&M Services and are paid at the expense of the requesting department.
<b>Shops</b>	Carpenters, plumbers, locksmiths, painters, electricians, etc.
<b>State Funded</b>	A program or facility which has been identified as eligible for operations and maintenance funding provided by the state.
<b>Time and Materials</b>	A term used for charging for work performed and billed on an hourly basis. Materials are billed at cost, plus a fixed mark-up, generally with no cap in place.
<b>Unscheduled Maintenance</b>	Includes emergencies, failures, and reported repair needs, such as those resulting from preventive maintenance inspections.
<b>Utilities</b>	Water, gas, electricity, and steam.
<b>Work Order</b>	The vehicle through which work is requested and accomplished for all Operations and Maintenance services on campus.