

Date Updated and**Revision History:****Published: Review:****Annually****Last Date Reviewed:** November 2019**DEFINITIONS**

Maintenance – tasks and activities necessary to maintain the original and anticipated useful life of a fixed asset.

Routine maintenance – activities designed to maintain facilities and equipment in good working order. Routine maintenance activities may include:

- Maintaining, operating, and repairing utility and building systems
- Maintaining and repairing basic components of campus facilities and grounds
- Custodial services and landscape services
- Maintenance and replacement of locks

Preventive maintenance – activities designed to maintain or extend the useful life of a fixed asset or equipment system, while simultaneously avoiding interruptions of building systems, utilities, and equipment operations. Preventive maintenance activities may include:

- Periodic inspections of structures, equipment, and systems
- Scheduled upkeep and maintenance of buildings and major equipment to ensure reliable and efficient operation
- Activities that contribute to prolonged service and prevention of unscheduled breakdowns.

Deferred maintenance – work that has been delayed, expected to be incurred in a future operational budget, or postponed until supplemental funds become available. Deferred maintenance needs may include:

- Replacement of roofs on campus facilities
- Resurfacing of parking lots

- Replacement of HVAC systems
- Technology service upgrades
- Comprehensive remodeling of facility

Emergency maintenance – unscheduled work caused by infrastructure failure, with potential risk for property damage or personal injury unless immediately resolved. Emergency maintenance activities may include:

- Plumbing or sewer leaks
- Elevator malfunction
- Utility or equipment failure
- Potential fire hazards
- Any type of disaster that poses imminent danger to life, limb, or property

POLICY

The Maintenance and Housekeeping Department, along with the Grounds Department, will provide functional, safe, clean, and attractive facilities and grounds in accordance with the University's mission. The departments will share the responsibilities of accomplishing the following objectives:

- Regular preventive maintenance to operate facilities in an efficient and effective manner;
- Protection of property, and the health and safety of the campus and community members;
- Availability of facilities and grounds to the public in a manner that presents an attractive appearance

The Physical Facilities Plan is reviewed and updated annually to ensure continued alignment with the University's mission and strategic plan. The process includes analysis of results from surveys completed by students, faculty, staff, and administrators regarding the adequacy of facilities in meeting the needs of users. The department directors will evaluate results to prioritize projects that meet the needs of users.

The process also includes a formal assessment of each building to identify any required maintenance items, as well as potential safety issues. The Director of Maintenance and Housekeeping will assign assessment responsibilities to staff members, including the completion and submission of a Building Maintenance Assessment Form on each building. The assessment documentation provides a narrative summary of the building, including information about building

components, scope of work required, applicable pictures, and a rating system that categorizes the condition of building components:

RATING	PERFORMANCE MEASURE
5 Excellent	No defects; new condition and appearance
4 Good	Minor defects; superficial wear and tear; major maintenance not required
3 Average	Normal wear and tear; well-maintained; minor maintenance required
2 Below Average	Significant defects; needs attention to prevent existing problems from affecting other building systems
1 Poor	Deteriorated; not operational; unfit for occupancy or normal use

Upon review, the department director will determine priorities, develop appropriate plans, and communicate information to department members. The Director will report any inspection results categorized as “below average” or “poor” to the Vice President of Finance/Chief Financial Officer.

PROCEDURE

The University regularly and systematically reviews the condition of all university-owned facilities. The Maintenance and Housekeeping Department manages routine, preventive, and deferred maintenance to maintain the condition of physical facilities that support the University’s educational programs, support services, and other mission-related activities.

The Director of Maintenance and Housekeeping reports to the Vice President of Finance/Chief Financial Officer, and is responsible for routine, preventive, and deferred maintenance at the McKenzie campus and off-campus sites owned by the University. The only off-campus facility owned by the University is the Paris location, which is within driving distance of the main campus. The Director of Grounds also reports to the Vice President of Finance/Chief Financial Officer, and is responsible for general ground services at the McKenzie and Paris campuses. The department directors collaborate on short- and long-term projects to ensure the campus environments are maintained to standards that are functional, safe, aesthetically appealing, and conducive to learning.

ROUTINE MAINTENANCE

The department directors manage the routine maintenance processes and service requests. The disbursement of work orders and assignments occurs at the beginning of each day. Work requests are classified by the following categories and estimated response times:

- Routine (1-3 days)
- Urgent (within 24 hours) - dripping faucets, powerless outlets, sanitary concerns, extreme temperature complaints, etc.
- Emergency (immediately) - eliminate hazards, prevent significant damage, or prevent the disruption of scheduled activities.

Service requests are submitted electronically via the University website. Requests are reviewed, prioritized, printed out, and assigned to technicians. The online system is updated upon completion of work, and a status notification is emailed to the requester.

PREVENTIVE MAINTENANCE

Preventive maintenance is periodic scheduled work to provide adjustments, cleaning, minor repairs, and routine inspections of equipment and facilities. The department directors work together to prioritize, plan, and schedule preventive maintenance activities to maximize the lifetime use of equipment, as well as implement proactive strategies that meet continuous performance expectations. The goals of the preventive maintenance activities include:

- Avoid operational interruptions of essential systems, utilities, and equipment
- Reduce and eliminate safety hazards
- Prolong the use and improve the capability of facilities and equipment for maximum performance
- Improve work methods and procedures
- Improve and maintain the aesthetic qualities of each facility

RESPONSIBLE PARTIES/MONITORING

Vice-President of Finance/Chief Financial Officer, Director of Maintenance and Housekeeping, Director of Grounds, Maintenance and Housekeeping personnel, and Grounds personnel

PUBLICATION

This policy will be published on the University's website.