

Policy and Procedure for Housing Facilities Management

Clayton State University

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Managed by Facilities Management in Partnership with Student Affairs

Clayton State University

Contents

Overview	3
Organizational Chart	4
Front Office Functions	7
Greetings:	7
Work order:	7
Coordination with campus life	7
Daily Maintenance	8
a. Interior Common Areas	8
b. Outdoor Site Landscaping	8
c. Building Maintenance	8
University Housing Apartment and Suite Entry	8
University Housing Apartment and Suite Entry Procedures	8
Work-order and Service Procedures	9
Does and Don't For Maintenance Technicians	9
Preventive Maintenance	10
Turn services	10
Checkout/Punch	10
Cleaning-	10
Check In/Punch	10
Facilities Condition Analysis	11
Projects	11
Life Safety and Code Compliance	11
Contractor/Vendor services	11
Insurance Claims	12
Student Surveys	12
Conclusion	12
Appendix	Error! Bookmark not defined.

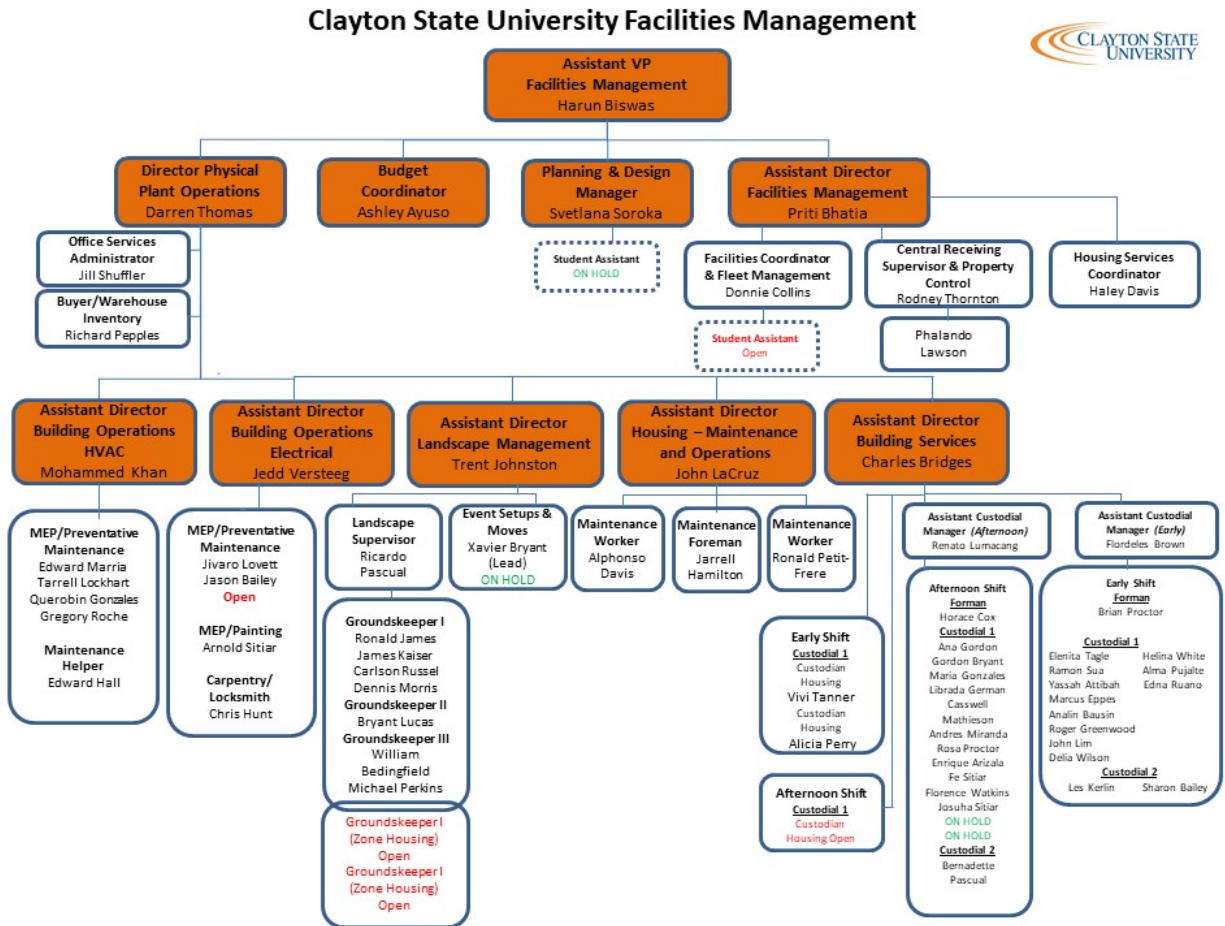
Overview

This policy and procedure has been written to describe the housing facilities management (maintenance and projects) by Clayton State Universities Facilities Management. The management includes the following 564,000 square foot area (1296 beds) of housing facilities; Laker Hall, Laker Village Phase I and II, and the student gathering Student Activity Center. Laker Hall is a multistory residence Hall with four floors. Laker Hall houses approximately 450 new, first time, full time freshmen. This building features four bedroom/two bath suites with kitchenettes. In addition, there are study lounges, laundry facilities and a game room. A total 178,000 square foot.

Laker Village Phase I and Phase II consists of a total 386,000 sq. ft. with 846 beds. University Health Services is also located in Laker Village. Laker Village offers 2 and 4 bedroom suite style units with private baths, full kitchen, living room and washer and dryer. Laker Village Phase I contains 10 freestanding apartment style building including a leasing office, Phase II contains 5 attached buildings. Finally, The Student Activity Center, a 62,000 square feet is a freestanding double story building, equipped with a 4,800 square foot ballroom, outdoor green space and other auxiliary spaces including an interactive game room, a music café and lounge area. It is also home to a high-tech, up-beat fitness center.

Organizational Chart

The following organizational chart is for overall Facilities Management team, however the color coded positions assigned for housing facilities. The following job description are for the housing facilities staff.



1. **Assistant Director for Housing Facilities- Maintenance and Operations** - This position will be responsible for all aspects of maintenance and operations of Residential Housing Facilities. The incumbent will supervise custodian, operations and maintenance staff, direct, hire, train, control the day-to-day repair and maintenance of the housing facilities, observe, report, assign, and plan through the work order system and other appropriate means. The housing facility is comprised of 16 buildings (approximately 600,000 sq. ft. around 1305 beds). This position will be responsible in managing budget and work force of 10-15 staff.
2. **Housing Services Coordinator** - The Housing Services Coordinator is an integral part of the Facilities Management Team. Responsibilities include but not limited to answering phone calls and being first contact person for residents and campus community. Responsible for receiving the calls from students and campus community on daily basis for comfort, safety and welfare (HVAC, fire

alarm, temperature control, electrical, emergencies and other related issues), and directing information to the right department. Responsibilities will include entering and closing work orders in Simplicity and School Dude online system and notifying the departments for demand calls, emergencies, tracking utilities expenses for housing buildings and coordinating bill payments with housing budget manager. Incumbent will be responsible for maintaining a high level of student and customer contact, assisting in coordination, developing housing turn process and checking in & out listing room condition. The housing facility is comprised of 16 buildings (approximately 600,000 sq. ft. around 1300 beds).

3. **Maintenance Foreman**- Maintenance Foreman for housing facilities is responsible for performing highly skilled manual work involving installation, alterations, maintenance and repair tasks in electrical, HVAC and plumbing areas, and assisting all trades workers in the maintenance area. The position will be responsible for any other assigned maintenance repair duties on the campus and provide back up support in absence of technical maintenance staff. This position plays a key role to support the housing team on the campus. This position reports to the Assistant Director of Housing in Facilities Management department.

Under supervision of the Assistant Director, the Maintenance Foreman will assist the team for all aspects of facility maintenance, facilitate/coordinate student access areas for addressing work order and repairs in University Housing apartments and suites. The Maintenance Foreman must be able to apply principles of logical thinking to define problems, collect pertinent data, establish facts, draw valid conclusions and initiate appropriate course of action upon consulting Assistant Director.

4. **Maintenance Worker** - Maintenance worker for housing facilities is responsible for performing skilled manual work involving installation, alterations, maintenance and repair tasks in electrical, HVAC and plumbing areas, and assisting all trades workers in the maintenance area. The position will be responsible for any other assigned maintenance repair duties on the campus and provide back up support in absence of technical maintenance staff. This position plays a key role to support the housing team on the campus. Under supervision of the Assistant Director, the Maintenance Foreman will assist the team for all aspects of facility maintenance, facilitate/coordinate student access areas for addressing work order and repairs in University Housing apartments and suites. The Maintenance Foreman must be able to apply principles of logical thinking to define problems, collect pertinent data, establish facts, draw valid conclusions and initiate appropriate course of action upon consulting Assistant Director.

Under the direct supervision of the Assistant Director, the Maintenance Worker is responsible for all aspects of student housing apartment and suite repairs, preventative maintenance upkeep.

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6. **Groundskeeper I (vacant):** This position performs entry level landscaping duties. The incumbent will provide support to enhance Clayton State University's learning environment through maintaining inviting landscapes. The incumbent will be providing support during emergencies (extreme weather, snow and ice removal, tree damage etc.), and daily safety inspections. This position requires landscaping maintenance and installation (operating mowers, chain saws, trimmers, blowers, picking up trash, planting, and pruning). This position reports to the Landscape Supervisor and Assistant Director, Landscape Management.

7. **Custodian I-** The responsibilities of this position are to maintain the appearance of student housing, common areas, hallways, stairways, lobbies, lounges, elevators, stairways and restrooms by performing housekeeping duties such as dusting, vacuuming, sweeping, recycling and removal of trash. Maintaining cleanliness for students is imperative for both the health and safety of staff and students. Assists with end and beginning of semester turn.

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Front Office Functions

Greetings: Housing Services Coordinator will greet personally and answer the phone for those who needed assistance with housing maintenance/work order related request. The Housing Services Coordinator is an integral part of the Facilities Management Team. Responsibilities include but not limited to answering phone calls and being first contact person for residents and campus community. Responsible for receiving the calls from students and campus community on daily basis for comfort, safety and welfare (HVAC, fire alarm, temperature control, electrical, emergencies and other related issues), and directing information to the right department. Responsibilities will include entering and closing work orders in Simplicity and School Dude online system and notifying the departments for demand calls, emergencies, tracking utilities expenses for housing buildings and coordinating bill payments with housing budget manager. Incumbent will be responsible for maintaining a high level of student and customer contact, assisting in coordination, developing housing turn process and checking in & out listing room condition. The housing facility is comprised of 16 buildings (approximately 600,000 sq. ft. around 1300 beds).

Work order: Housing Services Coordinator receives work order via work order system, email, phone, and walk-in. Work order shall be assigned as follows. The life safety calls are excluded from the following process and are treated as top priority and will be addressed as quickly as possible.

1. **Current Work order-** Current work order will be handed out to Assistant Director for Housing Facilities to prioritize the completion of the work in timely manner.
2. **Closed work order-** Once a work order is completed, it is signed off by the person who performed the work and given to Assistant Director for review and then closed out. Some work order may lead to initiating projects. If work order request lead to a project a funding will be required to complete the work order. If funding is not available, work order will not be closed and status will be notified and recorded.

Coordination with campus life- All the coordination for the housing maintenance shall be confined to two entities. If these two entities are not available, backup person will coordinate. Campus life will assign a designated person to coordinate and communicate with Housing Services Coordinator. In absence of either entities, campus life will provide backup contact and Facilities Management also will provide backup contact.

Main contact of Housing and Residence Life..... **Name TBD**

Backup Contact of Housing and Residence Life..... **Name TBD**

Main contact of Facilities Management..... **Name TBD**

Backup of Facilities Management..... **Name TBD**

Emergency Contact- Anyone can contact anyone to protect life, property and safety. Must not forget to contact Public Safety for nature of emergency.

After hour contact/ On call..... **Name TBD**

Housing and Residence Life to provide student information for the occupants, the data to be maintained and updated by Housing and Residence Life.

Daily Maintenance

- a. **Interior Common Areas-** The custodian service will clean the interior of the facilities that are not occupied by the students. The cleaning will include mopping, vacuuming, dusting, emergency spill etc. Report any damage or any items needing attention to their supervisor for creating work order. Trash pickup as needed.
- b. **Outdoor Site Landscaping-** Landscaping will be managed by zone as shown on the map below. Insert map. Maintenance will include grass cutting, pruning, blowing, trash, storm inlet cleaning etc. Report any damage or any items needing attention to their supervisor for creating work order. Trash pickup as needed. Refer Landscaping zone map in appendix.
- c. **Building Maintenance-** Routine rounds, implement work orders where needed and make repairs on demand calls and perform preventive maintenance duties. Report any damage or any items needing attention to their supervisor for creating work order. Trash pickup as needed.

University Housing Apartment and Suite Entry

By submitting a maintenance or custodial request, residents give facilities staff permission to enter their living space.

Maintenance, however, has the responsibility to maintain all the apartments and suites year-round and will enter student spaces to fulfill routine maintenance procedures, i.e. replacing air filters, etc. While Housing and Campus Facilities teams work together to inform residents of these times, it is possible that maintenance will arrive without notice to complete these tasks. Every effort will be made to minimize this inconvenience and we train our staff to understand that private living spaces may only be entered for cause, usually with a work order or in response to emergencies.

Any time maintenance staff enter an apartment or suite, they will leave an "I was here" hangtag on the door. At times, maintenance technicians cannot find or are unable to reproduce the problem as written on the work-order. Our staff may contact you for more information or close the work-order. If closed, an email will be sent and you can respond if the problem persists.

University Housing Apartment and Suite Entry Procedures

Maintenance technicians will not arrive to an apartment before 9AM, Monday through Friday unless there is an emergency or urgent matter in the apartment/suite to address.

1. Two Maintenance Technicians will arrive at an apartment or Suite with a work-order in hand.
2. The technician must knock on the door three time, say "Maintenance" and wait 20 seconds. If no answer, the technician will repeat the knock and call out a second and a third time. If the resident answers, the technician must show the resident the work-order.

3. If no answer, the technician will key in to the apartment/suite, open the door six inches and say, "University Housing Maintenance." Wait 10 seconds, then open the door all the way and enter.
4. Upon entry, the technician will put a door chock under the door to keep it open. Apartment doors (Area I and II) opening to the breezeway elements will be propped open no more than 12 inches. Suite doors in Laker Hall will be propped all the way open.
5. One technician will stay at the main door while the other technician repeats step 2 -if the work-order is for a bedroom or apartment bathroom repair.
6. Once the technician is at the location of the work-order issue, both technicians will team together efficiently perform the repair.
7. If the technicians leave the apartment, the door must be closed and securely locked. Re-entry requires step 2 and 3 above.

Work-order and Service Procedures

Communication with residents is key for achieving premier customer service. Residents must be kept informed of a maintenance tech's entry, the progress and the status of their work-order request. Leaving a door tag on the bedroom door where the maintenance service was performed is mandatory. Leaving a door tag on the apartment or suite door if the work was performed in the common area is also mandatory.

Does and Don't For Maintenance Technicians

Always keep interactions with residents professional.

If a resident complains about the organization, do not contribute to the conversation, but notify your supervisor as soon as possible so University Housing can contact the resident for more information.

Some residents will answer their door not wearing proper attire. If this occurs, close the door and ask the resident to put on clothing while you wait. Do not compromise yourself by entering an apartment when a resident is not properly dressed. Even if the resident tells you that he/she does not care that you are there to work and to come in anyway –don't do it.

Do not engage or participate in small talk with the resident. Small talk can take you into inappropriate and unprofessional conversation.

Some residents will want to express thanks for the work that you perform with a hug. Do not hug residents. Offer a handshake and exit the apartment.

Often, residents will ask for additional services while you are in the apartment. Use discretion on accepting the request. If the request is a fast fix (replace a light bulb), feel free to perform the work, but always add the request to the work-order so it can be recorded. If the request will take more than a few minutes (replace washers in a drippy faucet), request the resident put in another work-order request and explain that you have your work assignments for the day.

Always clean up any mess made when leaving the job. Wipe up spills, grease, dust, etc. with professional cleaning supplies.

Never leave tools, ladders etc., in an apartment overnight because you plan to return at 9AM the next day. Residents should not have to work around maintenance tools throughout the evening.

Preventive Maintenance

The institution uses a comprehensive preventive maintenance program that is fundamentally important to maintain the physical infrastructure of the campus. This program limits unscheduled shutdowns and service interruptions that would negatively impact our program services and activities. The system is used to generate preventive maintenance work orders for all preventive maintenance items, i.e., electric, plumbing, HVAC, and special systems and equipment. Preventive maintenance is carried out on a constant basis by the professional and technical staff within the Physical Plant Operations division. Some preventive maintenance work, such as fire suppression system and elevator pressure tests, require special certifications or licensing, and are coordinated with outside vendors.

To facilitate reporting and timely correction of maintenance issues, the University utilizes a web-based Work Order System (SchoolDude) to facilitate management of work orders. SchoolDude provides several modules to enable Maintenance Requests, Preventive Maintenance, and Inventory of Supply. Preventive Maintenance is set according to manufacturer's O&M requirements and Board of Regents' Best Practice Preventive Maintenance Guidelines. The web-based software vastly increases the efficiency in which customer requests are routed through the process, responded to and completed by facilities personnel, tracked by requestors, and closed and archived.

Turn services

Turn is three times a year (Dec-Jan, May-June, July-Aug), Facilities Management will coordinate with retained service contractor to clean and move in ready of the student housing units.

Checkout/Punch- At end of each semester in concert with campus life contact, Facilities Management will walk through to check the room condition and listing damage items in the units before checkout by the campus life. An estimate will be provided by the Facilities Management for the repair. Facilities Management will only be responsible for punch-out.

Cleaning- This heavy duty cleaning will be performed by outside contractor. This will include deep cleaning of the units. Services like deep carpet cleaning, floor buffing, upholstery, appliances, glass, windows etc. A completion and inspection check list will be established and followed before assigning units to students.

Outsource contractor-

Outsourced cleaning services will be hired for turn services to clean and make units move in ready.

Check In/Punch- At the beginning of each semester in concert with campus life contact, Facilities Management will walk through to check the room condition with students and list items in the units needing attention and will be signed off by students. This to be reported upon occupancy if any items is not in proper condition for the documentation.

Facilities Condition Analysis

Expert consultants are hired on a scheduled basis to assist in addition to the internal staff with examining the institution's infrastructure needs as well as building conditions. Recommendations from such reports are used to create lists for replacement or construction of appropriate facility infrastructure. Facilities Condition Analysis reports help not only fix current problems but to assist with planning future renovations of facilities based on report data. Facilities analysis report for residential quarters is required to be performed every two and a half (2.5) years intervals. Student recreational centers are required to be performed every five (5) year intervals. Source of funds to fund the reports recommended to use from the Repair and Replacement Reserve.

Projects

The repair, renovation to the housing facilities will be initiated and handled by the outside contractor in coordination with Housing and Residence Life team and Facilities Management team.

Life Safety and Code Compliance

Facilities Management places high emphasis on safety procedures, and every employee is required to attend safety training. If an accident occurs there is an Accident Report Procedure to follow. Annual mandatory training for Building Operations, Building Services and the Landscape Management staff includes: Spill Prevention and Control, Asbestos Awareness Training, Universal Waste, Aerosol Can Disposal, Hazardous Waste, Environmental Management System, Pesticide and herbicides Inventory, PCB Batteries, Material Safety Data.

Facilities Management follows EPA procedures for proper handling, storage, and disposal of hazardous waste; storm water run-off; underground storage tank management; proper abatement of lead-based paint and asbestos.

All fire safety precautions are followed to ensure safety of the campus community. Physical Plant Operations makes sure fire extinguishers inspections are performed on a monthly basis and Fire Suppression FM200 and Fire Hydrant Systems are tested annually. Sprinkler valves inspections, fire doors testing, and other necessary safety measures are performed on a regular basis.

Facilities Management works in conjunction with Disability Services and Public Safety to ensure that the campus is barrier free for individuals with accessibility needs and concerns for their safety. Facilities Management coordinates: curb cuts in streets and sidewalks, adequate number of parking spaces, signage, and emergency phones accessibility.

Contractor/Vendor services

Projects will be coordinated with housing team in accordance with campus academic schedule. After a project is initiated, it has to be assigned and completed by outside contractor. Based on the funding contract have to be signed by proper authority. Consultants and contracts and vendor services could be acquired for HVAC, electrical, plumbing, flooring, painting, appliance repairs. The following items have to be followed in order to proceed with project leading to completion;

1. Project Initiation with estimate
2. Approval from proper authority
3. Prepare contract documents for execution
4. Coordination with Campus Life for construction phase of the project
5. Project schedule and status
6. Project budget tracking
7. Closeout project and sign off

Insurance Claims

Due to emergency like flooding, fire and any other unforeseen conditions that cause damage to the property, proper insurance claim process have to followed and filed in timely manner. If emergency happens, the vendor approved by Board of Regents, University System of Georgia have to be contacted for mitigation and necessary repairs.

Student Surveys

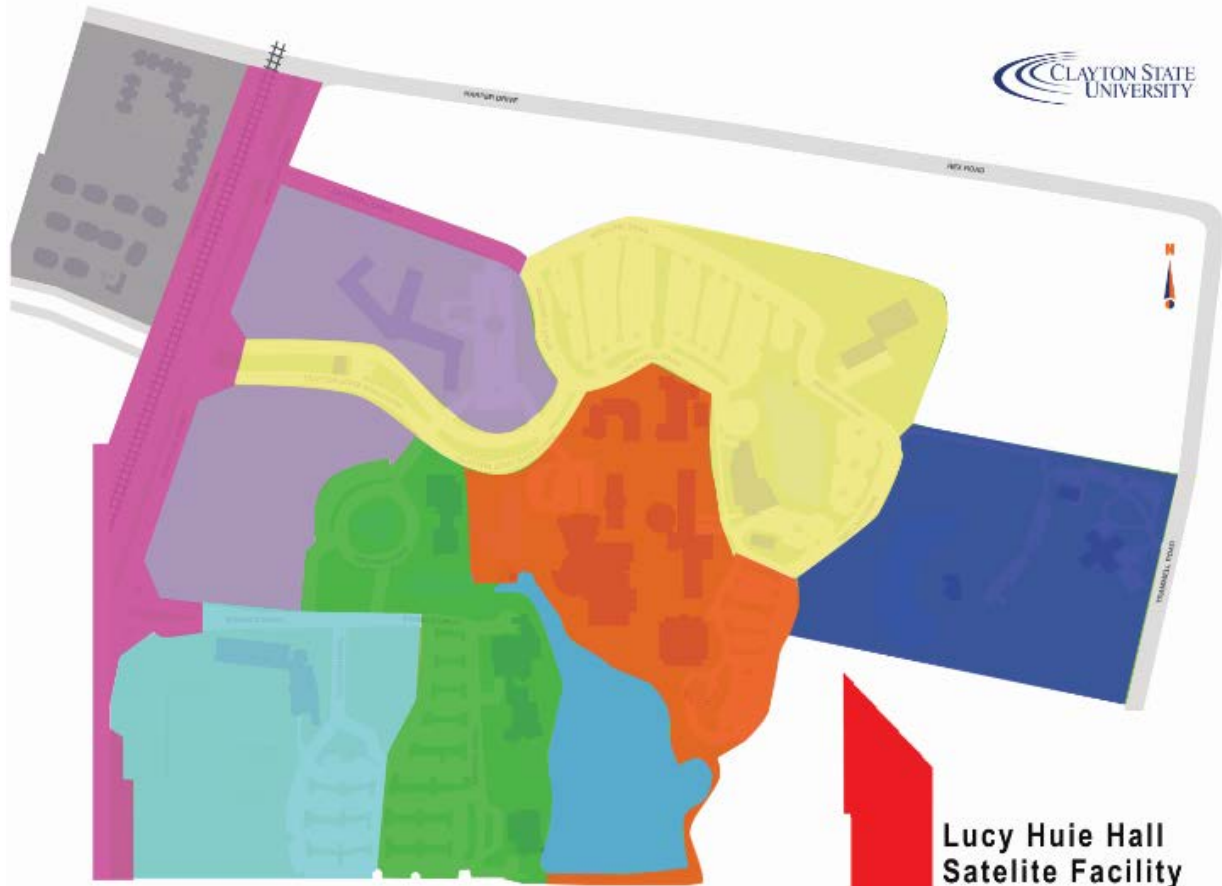
Residents will be surveyed annually for the services. This will serve as a feedback for the improvement and changes in the services.

Conclusion

This is a procedure manual to be followed by the Facilities Management for Housing Facilities for maintenance and upkeep of the facilities. This document will be updated as needed.

References

1. **Campus map**
2. **Landscape zoning map**
3. **Room Condition Report**
4. **Student Room check in/checkout form**
5. **Duty Protocol for Emergency, Urgent and Routine**
6. **On-call Personnel**
7. **Preventive Maintenance Schedule**
8. **University Housing ADA Rooms**



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|--|--|--|--|--|
|  Zone 1 |  Zone 3 |  Zone 5 |  Zone 7 |  Zone 8 |
|  Zone 2 |  Zone 4 |  Zone 6 |  Bi-weekly | |