Facilities Services

Guide to Services

Facilities Services Maintains over 3.2 million square feet of space in 82 buildings and more than 214 acres annually. We issue over 28,000 work requests annually including preventive, corrective, reactive maintenance and customer requests. We have a staff of over 250 individuals, including management, administrative support, skilled trades, custodians and landscapers.
OUR CAMPUS
San Diego State University is comprised of state owned buildings, auxiliary buildings and Residential Life. Our responsibility is to provide preventive and corrective maintenance and small project services to campus buildings. The campus is supported by several operational units called “shops” that work together to maintain and enhance campus facilities.

FACILITIES SERVICES
Facilities Services provides three types of services, baseline maintenance services, alteration and construction services and customer support services. Each type of service is unique with different funding structures and processes.

BASELINE MAINTENANCE SERVICES (FACILITIES SERVICES FUNDED)
Baseline maintenance services are planned and reactive maintenance activities that Facilities Services is funded to perform at state-owned facilities. Baseline services are not billable to your department. Baseline services include base level custodial services, grounds and landscape maintenance, lighting repair and more. See page 5 for details.

CONSTRUCTION / ALTERATION SERVICES (DEPARTMENT FUNDED)
Renovations and other elective services are billable to your department. See page 5 for details.

CUSTOMER SUPPORT SERVICES (DEPARTMENT FUNDED)
These are other billable services Facilities Services can provide. These services will be charged to your department. Services include event support, re-keying, picture hanging, and more. See page 6 for details.
HOW DO I SUBMIT A WORK REQUEST?

In order to process your work request in an efficient and timely manner we ask that you to please abide by the following work requests procedures:

FOR URGENT, IMMEDIATE RESPONSE

To report a condition on campus that needs an immediate response, e.g., power outage, water leak, please call (619) 594-4754.

If case of emergency, contact campus police or call 911.

NON-URGENT REQUESTS

All non-urgent requests must be submitted using this on-line request form http://fsrequest.sdsu.edu/

SERVICE PRIORITY & RESPONSE TIME

1. **Emergency.** Unscheduled corrective activities that require immediate attention to restore a critical piece of equipment whose failure could threaten the safety of personnel or cause damage to other equipment or building systems.
   Target Response Time: *Immediate*

2. **Urgent.** The problem reporting is not a life safety issue, but repairs are needed now. An example would be lighting issue or temperature call.
   Target Response Time: *72 Hours*

3. **Routine.** These are day-to-day maintenance and repair activities such as old or discolored ceiling tiles.
   Target Response Time: *20 days*

4. **Scheduled.** No specific time frame for events, projects and repairs that are scheduled to take place at a specified date in the future.

HOW ARE BILLABLE SERVICES CHARGED?

In an effort to deliver prompt and effective facilities centered service, Facilities Services has developed a streamlined process for funding and charging for services.

PRE-AUTHORIZED FUNDING

**Facilities Services cannot initiate work without a fund source.** Therefore, your department is required to provide a pre-authorized account for services at the time of the request submission.
Facilities Services Billing Policy

- Facilities Services will not seek authorization for billable services. *It is your department’s responsibility to authorize specific individuals to submit requests, and to ensure that the requestor has authority to expend funds on behalf of the organization.*

- Facilities Services will not verify funding in your charge account. *It is your department’s responsibility to ensure that appropriate funds are available in the account number provided.*

- Facilities Services cannot change an account once service begins. *Should your department need to change an account after work commences, it will be the responsibility of the department to arrange a transfer.*

**NOT SURE IF YOUR WORK REQUEST IS BILLABLE?**

Don’t worry. The Facilities Service Center will review all service requests and determine if the service is a baseline maintenance item or a billable service. When your request is approved, you will receive an email that indicates if charges apply.

**HOW DO I DISPUTE A CHARGE?**

If there is a charge dispute, please contact the Facilities Service Center at (619) 594-4754.
BASELINE MAINTENANCE SERVICE CATEGORIES
Baseline maintenance activities are on-going in your campus building(s) and on its surrounding grounds and roadways. If you have any questions or concerns about maintenance service, please contact the Facilities Service Center at (619) 594-4754.

PLANNED MAINTENANCE
These are scheduled maintenance activities to campus buildings, grounds and infrastructure. For the most part, services are performed with little or no disruption to the campus community. However, when a maintenance activity requires a shutdown to power or water, for example, Facilities Services will schedule these services when the building is not in use and a notification will be sent to the building occupants.

REACTIVE MAINTENANCE
Reactive maintenance consists of repairs that are completed based on service requests reported by the campus community. When you submit a request, you will receive email notifications 1) when your request is approved and 2) when service is complete.

ALTERATION SERVICE CATEGORIES

DEPARTMENT FUNDED REQUESTS
These requests include but are not limited to the following:

- Minor construction, demolition, and renovations of all sizes from new counter tops, new electrical outlets, new plumbing connections to single-room or multi-room modifications.
- Installation or relocation of wall-mounted shelves, bulletin/chalk/dry erase boards, mirrors
- Assembly/disassembly of furniture such as desks, file cabinets, computer stations, freestanding bookcases, prefabricated partitions, etc.
- Assembly/disassembly of laboratory equipment such as fume hoods, autoclaves, freezers, laser tables, etc.
- Installation of new doors, door conversions or door locks
- Repair of furniture or locks on furniture
- Utilities and connections needed for installation of new equipment
- Damages caused by neglect or misuse by occupant
- Window treatments including blinds, drapes and window tinting (excluding classroom and lab spaces)
- Fume hood and air flow certifications/testing
- Cosmetic painting of all building interior and exterior surfaces (including soiled areas or marks exposed when wall-hung items or furniture is moved)
- Dry-walling, texturing and painting associated with remodels or renovations
- Painting or staining new furniture
- Changing color of walls, trim, cabinets and doors
- Replacement of flooring before end of useful life or for cosmetic reasons
• Flooring associated with remodels or renovations
• Flooring required as a result of occupant abuse
• Repair and maintenance services for small appliances such as stoves, refrigerators, ice machines, freezers and washers/dryers
• Repair and maintenance services for any department owned property or equipment.
• Repairs due to misuse or deliberate damage caused by building occupants

Services less than $1,000
No formal estimates will be provided. Work will be billed on a time and materials basis, not to exceed $1,000. If your department requires an estimate, a $100 estimate fee will be charged.

Services greater than $1,000
These projects require a formal estimate.

After the requesting department submits a work request, a member of the Facilities Services team will contact the department to obtain the full scope of work and will create an estimate. The Facilities Service Center will send an estimate approval request to the department. Once the estimate is approved, Facilities Services will move forward with scheduling the request. If the estimate is not approved within 30 days, the work order will be cancelled.

Renovations & Projects
Renovation and alteration projects that require agency reviews will be a joint effort between Facilities Services and Project Management. Work requests are to always be submitted to the Facilities Service Center and we will take care of the details. Estimates are required for any renovation or project. Please contact the Facilities Service Center at (619) 594-4754 with any questions.

Customer Support Categories

Events
Facilities Services is happy to support your event. When submitting an event support work request, please include all event details, i.e. event contact person with contact information, dates, times, number of attendees, etc., including the exact support services requested, such as custodial, landscape or electrical. Facilities Services does not provide tables, chairs, or other rentals for events, the department is responsible for procuring these items.

Fixed Price Services
Facilities Services provides a variety of fixed price services for commonly requested items. These items and their fixed prices are below:

<table>
<thead>
<tr>
<th>FIXED PRICE ITEM</th>
<th>COST</th>
<th>RATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHITE BOARD INSTALLATION - LARGE</td>
<td>$94.00</td>
<td>GEN</td>
</tr>
<tr>
<td></td>
<td>$148.00</td>
<td>AUX</td>
</tr>
<tr>
<td>WHITE BOARD INSTALLATION - SMALL</td>
<td>$47.00</td>
<td>GEN</td>
</tr>
<tr>
<td></td>
<td>$74.00</td>
<td>AUX</td>
</tr>
<tr>
<td>PICTURE HANGING</td>
<td>$23.50</td>
<td>GEN</td>
</tr>
<tr>
<td>Service</td>
<td>Cost</td>
<td>Rate</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-------</td>
<td>------</td>
</tr>
<tr>
<td>Keyboard Tray Install</td>
<td>$ 37.00</td>
<td>AUX</td>
</tr>
<tr>
<td>Name Plate</td>
<td>$ 47.00</td>
<td>GEN</td>
</tr>
<tr>
<td>Door Sign</td>
<td>$ 74.00</td>
<td>AUX</td>
</tr>
<tr>
<td>Name Plate</td>
<td>$ 26.00</td>
<td>GEN</td>
</tr>
<tr>
<td>Door Sign</td>
<td>$ 36.00</td>
<td>AUX</td>
</tr>
<tr>
<td>Remove Key from Furniture</td>
<td>$ 61.00</td>
<td>GEN</td>
</tr>
<tr>
<td>Remove Key from Furniture</td>
<td>$ 81.00</td>
<td>AUX</td>
</tr>
<tr>
<td>Rekey Standard Door (No Hardware)</td>
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<td>$ 39.00</td>
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<td>AUX</td>
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<tr>
<td>Rekey Standard Door (With Hardware)</td>
<td>$ 190.00</td>
<td>GEN</td>
</tr>
<tr>
<td>Rekey Standard Door (With Hardware)</td>
<td>$ 246.00</td>
<td>AUX</td>
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</table>
Guide to Building Maintenance

This document describes the services that are routinely provided by Facilities Services and includes a sampling of services that are available on a fee for service basis. Facilities Services is funded to operate and maintain General University facilities. In most cases, routine maintenance and repairs for General University building structures, systems, components and/or infrastructure will not be charged to departments. Facilities Services will prioritize work on a schedule that fits into existing resource allocations, and some work may be placed on a backlog list. Departments will be charged for discretionary requests for services that involve non-routine work, building alterations, renovations, improvements, additional services, and requests that are outside the cycle or schedule of routine maintenance.

As a general rule if the equipment or building system was installed with department funds, it is the responsibility of the department. If it was installed with Minor / Major Cap funds, it is the responsibility of Facilities Services.

**BASELINE SERVICES FOR GENERAL UNIVERSITY FACILITIES**

**CARPENTRY SERVICES**

- Repair of existing doors, doorstops and hinges
- Repair and maintenance of interior and exterior tiles surfaces
- Repair/replacement of acoustical ceiling tiles
- Repair to moldings, baseboards and weather stripping
- Replacement of handrails
- Repair of counter tops
- Repair of wall surfaces
- Maintenance/repair of roofs and roof flashings, gutters, down spouts, and roof drainage
- Maintenance of window functions (hardware and glass) and seals
- Repair/replace tile
- Repair/replace brick
- Repair/of plaster
- Repair/replace concrete
- Sealing of masonry

**PAINTING SERVICES**

- Maintenance painting is completed on an as-needed basis to protect surfaces (e.g. wood, drywall, etc.) from deterioration. Frequency of maintenance painting will depend on traffic and use of space. As a general rule, baseline maintenance painting is every 10 years and will only be funded by Facilities Services if the existing and new wall colors are campus standards. Interior painting is dependent on availability of funds. (Complete repainting of offices or large areas is not typically covered by maintenance funding.)
CUSTODIAL SERVICES
- Custodial services levels and frequency are determined by the type of space (public, private office, restroom, etc.) Any services provided in addition to the regularly scheduled custodial services are billable to the department.
- As a general rule, tile floors can be stripped and waxed once a year as maintenance and carpets cleaned every two years as maintenance. Any floor service in addition to this maintenance schedule is billable to the department.
- Maintenance custodial services are scheduled based on availability. If a rush on a maintenance service is requested, the requesting department will be charged for the service.

ELECTRICAL SERVICES
- Repair/maintenance of electrical components such as breakers, panels, switches and outlets
- Replacement of burned out lamps, bulbs and/or ballasts
- Replace broken switches, receptacles, wall plates, etc.

ELEVATOR SERVICES
- San Diego State University Facilities Services maintains special contract arrangements on maintenance and standby repair service for all general university elevators. The Facilities Service Center must be contacted for all elevator trouble calls.
- Annual inspections (e.g. weight capacity, evaluation of speed, wait time, travel time, cables, hydraulics)
- Regular maintenance (e.g. hydraulic fluids, regular computer diagnostics and upgrades, cleaning of the pit, replacement of light bulbs in cab and buttons)

HVAC / BUILDING CONTROLS SERVICES
- Maintenance and repair of heating ventilating and air conditioning (HVAC) systems
- Room temperature too hot/too cold
- Calibrate thermostats, sensors, etc.

PLUMBING SERVICES
- Repair and maintenance of all plumbing (pipes and fixtures) integral to the building operating system
- Repair and maintenance of plumbing components such as tanks, valves, traps, exchangers, domestic water heaters, sub-pumps, reverse osmosis units, deionized units, and water softeners
- Repair and maintenance of drains and fixtures including water fountains
- Water leaks
- Toilet repairs
- General sink repairs, leaking faucets
PREVENTIVE MAINTENANCE

- Changing of air filters
- Generator testing
- Generator maintenance and repair
- Lubrication of motors
- Replacement of bearings
- Replacement of belts on mechanical systems
- Cleaning of coils
- Maintenance and repair of exhaust vents
- Maintenance and repair of air filtration systems
- Cleaning of dryer vents
- Blowing out condensate drains
- Cleaning out condensate pans
- Condensate pan repairs

NOTES:

- Facilities Services is not responsible for non-facility special use equipment. Any repairs to departmental equipment will be evaluated by Facilities Services on a case by case basis.