



POLICY AND PROCEDURE

Subject: Building Maintenance and Repair Work Requests	Index: City Facilities Number: 1003-1
Effective Date:	Prepared By: Public Works
Supersedes:	Approved By: [Signature]

1.0 **PURPOSE:**

Municipal buildings receive maintenance services from the Maintenance Services Division of the City's Public Works Department. It is frequently necessary for City staff to request various types of work in their respective buildings. This policy and procedure is intended to describe the types of work that are appropriate to request and to outline the proper procedures for making such a request. Requests for structural changes or improvements to buildings are not covered by this section.

2.0 **ORGANIZATIONS AFFECTED:** All City departments/divisions.

3.0 **REFERENCES:** Not Applicable.

4.0 **POLICY:**

The City will strive to maintain its facilities in a manner that provides a safe and comfortable environment for both employees and citizens and that extends building life to the maximum extent possible.

4.1 Maintenance of the interior and exterior of all municipally owned and operated general government buildings is the responsibility of the Maintenance Services Division, except as provided by certain lease/rental agreements for certain City-owned facilities, or as directed by the City Manager.

4.1 The facilities maintenance section of the Maintenance Services Division is also responsible for maintaining furniture and other appurtenances in common areas (i.e., hallways, conference rooms, employee lounge, etc.). Each department is responsible for providing and maintaining furniture, appliances, or equipment that are intended to serve departmental needs.

4.2 The Maintenance Services Division is responsible for providing maintenance and repair services for all city-owned parking lots which includes curbs, gutters, sidewalks, and illumination.

4.3 Facilities Maintenance personnel may also be available to assist in the installation of new appliances and equipment.

5.0 **DEFINITIONS:**

Emergency Repair - Any repair that would address an immediate threat to human health or safety or could result in substantial structural damage to City buildings if delayed.

6.0 **PROCEDURE:**

6.1 **Telephone Requests** - Telephone requests for Facilities Maintenance services should be used for incidental items that require no substantial devotion of time or materials (i.e., delivery of materials or quick service/repair items, see written request 6.2). The telephone request is also appropriate for any emergency work requests. Each telephone request should be followed up with a written request as outlined in 6.2.

6.2 **Written Request** - A written work request should be submitted on the "Work Order" form provided for that purpose. These forms are available from the Maintenance Services Division office or your department's Administrative Secretary. Written requests should be submitted for any non-emergency work as stated in 6.1, whether or not it will require a substantial commitment of either man-hours or materials.

6.2.1 Written requests can be initiated by any city employee. Once initiated, each request must be approved (signed) by the appropriate department or division head. Work order requests that are forwarded to Facilities Maintenance without management approval will be returned by the Electrical/Facilities Supervisor to the requesting department.

6.3 **Response to service requests** will be provided according to the following priority listing:

6.3.1 **EMERGENCIES**

- a. Natural Gas Leak
- b. Electrical Shorts
- c. Plumbing Stops
- d. Roof Leaks
- e. Main Door Problems, i.e. locks, non-closing, etc.
- f. Stairs that are broken
- g. Broken windows/loose or dangerous fixtures
- h. Loose or dangerous fixtures