

FACILITIES MAINTENANCE
POLICIES AND PROCEDURES
MANUAL

FOR

INTERNAL
CUSTOMERS



TOWN OF COLLIERVILLE



T E N N E S S E E

TABLE OF CONTENTS

POLICY No.:

SUPERSEDES No.:

EFFECTIVE DATE:

PAGE No.: 1 of 29

POLICY TITLE

POLICY NUMBER

| | |
|--|------|
| Mission Statement | 0010 |
| Air-Conditioning – Cooling Season | 0020 |
| Air Quality – Odors and “Smells” | 0030 |
| Appliances | 0040 |
| Building Codes | 0050 |
| Building Custodial Services | 0060 |
| Building Inspections | 0070 |
| Contact Information | 0080 |
| Electrical Requirement | 0090 |
| Energy Conservation | 0100 |
| Fire Codes | 0110 |
| Heaters – Heating Season | 0120 |
| Holiday & Special Occasion Decorations | 0130 |
| Painting | 0140 |
| Preventative Maintenance | 0150 |
| Roof Areas | 0160 |
| Smoking | 0170 |
| Storage of Materials | 0180 |
| Telephone System Service Requests | 0190 |
| Vandalism and Graffiti | 0200 |
| Work Orders | 0210 |

MISSION STATEMENTS

POLICY No.: **0010**

SUPERSEDES No.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE No.: **2 of 29**

GENERAL SERVICES DEPARTMENT:

The General Services Department serves the citizens of the Town by supporting other Town departments in achieving their mission and the goals established by the Board of Mayor and Aldermen by performing a variety of functions that include purchasing, facilities management, risk management and contract administration as well as many special assigned projects.

FACILITIES MAINTENANCE DIVISION:

The mission of the Facilities Maintenance Division is to provide the citizens, customers, and Town employees with clean, comfortable, safe and secure facilities through efficient stewardship and effective building maintenance programs along with long range planning.

FACILITIES MAINTENANCE DIVISION VISION

The vision statement for the Facilities Maintenance Division is to continuously provide quality service in a cost effective manner that maintains a comfortable and safe work environment through an experienced, well trained and professional staff committed to innovative resource management, providing accurate data, and making knowledge-based decisions that will be recognized by Town employees, citizens and other organizations.

GOALS:

Service – The Facilities Maintenance Division seeks to provide services to its customers in a safe, timely and cost effective manner. Also, the division seeks to operate free from bias or favoritism, providing services fairly and equitably. The services provided may carry a priority based on health, safety and budget funding.

Communication – The Facilities Maintenance Division strives to work closely with its customers, who include Town employees, citizens, and outside vendors and/or contractors.

AIR CONDITIONING – COOLING SEASON

POLICY NO.: 0020

SUPERSEDES NO.:

EFFECTIVE DATE: AUGUST 1, 2012

PAGE NO.: 4 of 29

I. PURPOSE

To inform building occupants of policies related to air conditioning settings during the cooling season.

II. SCOPE

Interior Space Temperature Range (occupied)

Room and area thermostats are set to temperatures considered to be in the “comfort zone” for most occupants. The space temperature for air-conditioned space(s) is 72-77 degrees Fahrenheit. Consideration is given to work related requirements and special equipment needs. In areas where large numbers of people are gathered such as large conference/training rooms and auditoriums, the target temperature is 72 degrees Fahrenheit. Temperatures may vary due to building construction and control limitations.

Interior Space Temperature Range (unoccupied)

Whenever possible, temperatures within unoccupied spaces will be allowed to rise to 85 degrees Fahrenheit. Temperatures will be reset to 75 degrees Fahrenheit prior to occupancy.

Temperature Setback Policy

Extended Periods and Shutdowns: At night, on weekends, and during scheduled shutdown periods, spaces will not be cooled, except for buildings that are occupied 24/7/365.

- Room Furniture/Furnishings Placement: Items must be kept a minimum of 6” from the thermostat to insure that over or under-cooling of the space does not occur.
- Exterior Windows and Doors: Please **DO NOT** prop open or cause exterior windows or doors to remain open for extended periods of time (more than 15 minutes); opening them causes the balance of the HVAC system to be off, which creates problems for the entire building.

System Problems

If experiencing temperature changes within an occupied area of a building, you will need to follow the steps in section 0200 of this manual in order to issue a work order. After issuing a work order, you may want to call the General Services Department at 457-2250 to notify staff the work order for HVAC trouble has been sent requesting service personnel.

AIR CONDITIONING – COOLING SEASON

POLICY No.: **0020**

SUPERSEDES No.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE No.: 4 of 29

***A cooling season HVAC problem is NOT CONSIDERED AN EMERGENCY.** Please refer to section 0200 of this manual for further explanation.

I. PURPOSE

To inform all Town personnel of possible air quality issues.

II. SCOPE

Many individuals are extremely sensitive to airborne particles, odors and fragrances. Some individuals experience extreme reactions (in some instances, life-threatening) to airborne volatile organic compounds (VOC's). Except for some certain areas such as laboratory and restrooms, air is re-circulated within a building. Particles, odors and fumes that may originate in a very small area are picked up by the moving air returning to the fan units. They are then redistributed to a much larger "zone" within the building. Once released, there is no way to quickly purge the particles, odors or fumes; in time, they will eventually be diluted and become undetectable – if the source has been eliminated.

Building users are cautioned to exercise caution and restraint in using any substance which may release fine particles, strong odors or fumes into the air. **READ THE LABEL!!!**

For the same reasons, room deodorizers, air fresheners, incense or scented candles, and other "scent" producing materials should never be used in Town buildings. They may be pleasant to one person but offensive or even harmful to others.

APPLIANCES

POLICY NO.: **0040**

SUPERSEDES NO.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE NO.: 5 of 29

I. PURPOSE

To define the use, repair and cleaning of all appliances used by Town staff members within their assigned buildings.

II. SCOPE

Refrigerators, coffeemakers, microwave ovens and other appliances are the responsibility of the users. Custodians absolutely will not clean refrigerators, coffeemakers and other food storage and preparation appliances.

The Facilities Maintenance Division will not attempt to repair any appliance. They will simply verify that electricity is available to the unit. All appliance repairs will need to be performed by an outside vendor scheduled and coordinated by the using department personnel.

BUILDING CODES

POLICY NO: **0050**

SUPERSEDES NO.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE NO.: 6 of 29

I. PURPOSE

To inform building occupants of required building codes.

II. SCOPE

Safety, fire codes and other codes, ordinances and government regulations must be respected and adhered to in all work performed by the Facilities Maintenance Division, whether a building maintenance service or a special service vendor/contractor is involved.

The Facilities Maintenance Division will not knowingly violate any code requirement for the convenience of any building occupant. Questions concerning code requirements should be directed to the Facilities Maintenance Manager.

BUILDING CUSTODIAL SERVICES

POLICY NO.: **0060**

SUPERSEDES NO.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE NO.: 7 of 29

I. PURPOSE

To inform Town staff about building cleaning services and the responsibilities of the custodial staff.

II. SCOPE

The Facilities Maintenance Division provides custodial services to all buildings containing offices and/or ones that are visited by the general public on a daily basis, unless other arrangements have been made due to the abnormal occupancy or use of the building. Restrooms are cleaned and serviced daily except those buildings with abnormal occupancy or use. Windows, carpets, and floors are serviced monthly, quarterly, semi-annually, or annually depending on the building use and the deep cleaning schedule.

When cleaning offices, cubicles and/or desks, the custodial staff (town personnel and/or contractor) has been directed not to move papers, books, manuals or any other work related paraphernalia. They are to clean around these items. Should you want the entire desk area cleaned, you will be responsible for removing these items and coordinate special cleaning arrangements with the custodial personnel servicing your work area.

Custodial staff will clean countertops and sinks in break rooms, lounges, and coffee bar areas provided the sinks are completely empty. Users are responsible for cleanliness of the sinks, counters and appliances during the workday. The custodial staff is not responsible for “doing the dishes”. If a dishwasher is present in these areas, they will start the appliance daily unless other arrangements (every other day) have been made with them. They will not be responsible for emptying the dishwasher; building occupants have that responsibility.

Custodians are not responsible for clearing countertops and putting away equipment and supplies left on counters. Custodians will not make judgments that anything left on the counter is “trash” or “waste”. If anything is left on a countertop, it will not be moved and that area of the countertop will not be cleaned.

Special requests, questions or concerns regarding custodial services need to be directed to the Facilities Maintenance Manager at 901-457-2265 or the Director of General Services at 901-457-2250.

BUILDING INSPECTIONS

POLICY NO.: **0070**

SUPERSEDES NO.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE NO.: 8 of 29

I. PURPOSE

To describe building inspections to building occupants.

II. SCOPE

The Facilities Maintenance Division routinely inspects buildings for wear and tear and makes corrections based on these inspections. However, we depend on the various users to notify the Facilities Maintenance Division of problems when they are identified by reporting it through the Work Order system.

Other inspections carried out by the Facilities Maintenance Division include, but are not limited to, monthly fire extinguishers, seasonal HVAC inspections, annual fire alarm and life safety devices, annual roof inspections, and eye wash stations.

CONTACT INFORMATION

POLICY NO.: **0080**

SUPERSEDES NO.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE NO.: 10 of 29

I. PURPOSE

To give general contact information to our internal customers.

II. SCOPE

Shop Location:

609 East South Street
Collierville, TN 38017

Phone and Fax:

Phone: 901/457-2250
Fax: 901/457-2258 or 901/853-3277

Office Hours:

Monday – Friday 7:00 a.m. – 4:30 p.m.

After hours call should be directed to 901/457 - 8233

Staff Name and E-mail Address:

Derek Honeycutt, Director of General Services
dhoneycutt@collierville.tn.gov

Mike Cannon, Facilities Maintenance Manager
mcannon@collierville.tn.gov

Roger Wescott, Facilities Maintenance Supervisor
rwescott@collierville.tn.gov

Jeff Losher, Facilities Maintenance Technician Level II
jlosher@collierville.tn.gov

Dustin Allen, Facilities Maintenance Technician Level II
dallen@collierville.tn.gov

LeiTosha Miller, Facilities Maintenance Technician Level II
tmiller@collierville.tn.gov

CONTACT INFORMATION

POLICY No.: **0080**

SUPERSEDES No.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE No.: 10 of 29

ELECTRICAL REQUIREMENTS

POLICY No.: 0090

SUPERSEDES No.:

EFFECTIVE DATE: AUGUST 1, 2012

PAGE No.: 11 of 29

I. PURPOSE

To establish a policy that applies to safety associated with the general use of electricity, Town owned equipment/devices and personal appliances.

II. SCOPE

In the process of selecting electrically powered equipment/devices, the following principles and electrical characteristics must be observed:

All regular convenience outlets (wall outlets) are 120 volt, single phase. There are likely to be several outlets on a common circuit with a maximum circuit current capacity of 20 amps. Overloading a circuit will cause the circuit breaker (fuse) to trip (interrupt the power supply) and all the equipment connected to outlets on that circuit will be automatically shut off. When a circuit breaker trips, some equipment must be disconnected to reduce the load and the circuit breaker must be manually reset by building maintenance personnel.

For equipment requiring more than 20 amps on a single circuit, voltages other than 120 volts, or more than one phase, Building Maintenance personnel must be consulted to determine whether or not appropriate voltage and/or current capacity are presently available in the location where the equipment is planned to be used.

Installation of, or modification of, building electrical wiring by anyone other than Town facilities maintenance personnel or a certified electrician is a violation of safety practice and Building Codes.

When using equipment/devices, always check to make sure the plug has two blade-like plugs and one round grounding plug.

If the grounding plug is missing, please do not plug the cord into the electrical outlet.

ENERGY CONSERVATION

POLICY NO.: **0100**

SUPERSEDES NO.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE NO.: 12 of 29

I. PURPOSE

To request assistance from all Town staff members in conserving energy within the Town's buildings.

II. SCOPE

The Facilities Maintenance Division has implemented many energy saving measures and seeks voluntary cooperation from all Town personnel.

A concerted effort by Town's personnel will save monetary resources through more efficient operations and decreases in energy demand. Some areas where you can help in this effort are as follows:

- Look for ways to save energy: shut off equipment when not in use, turn off unnecessary lights and fans and other electrical equipment, and turn out lights in offices, conference rooms, lab areas, etc. when these areas are not being used.
- Use lighting only when sunlight is insufficient to provide proper working environment, safety and/or security.
- Reduce lighting levels where possible.
- Lower thermostat setting in winter; raise setting in summer.
- Wear appropriate clothing to compensate for lower temperatures in the winter and higher temperatures in the summer.
- Report leaking taps, broken windows, cracks and leaks, overheated rooms, and any other situation that wastes heat or energy.
- Use blinds and drapes to help insulate the building. Closed blinds and curtains on south and west exposures will help keep a building cool in the summer, while opened blinds or curtains will help warm the building. They should be closed at night to help insulate the building.
- Suggest other ways to the Facilities Maintenance Manager or Director of General Services.

FIRE CODES

POLICY NO.: 0110

SUPERSEDES NO.:

EFFECTIVE DATE: AUGUST 1, 2012

PAGE NO.: 14 of 29

I. PURPOSE

It is the policy of the Town Facilities Maintenance Division to provide and maintain safe building conditions for town staff and visitors. The purpose of this section is to provide a safe building environment through compliance with the State of Tennessee Fire and Life Safety Codes as adopted by the Board of Mayor and Aldermen.

II. SCOPE

Personnel of the Town's Fire Marshal's office conduct inspections throughout the year with the goal to improve safety for building occupants and its visitors and to reduce the number of violations that are identified. Any staff member recognizing any situation that seems in violation of the Fire Code should immediately report it to the Facilities Maintenance Division or the Fire Marshall's office.

Electrical Panels:

Please do not place anything in front of building electrical panels, there shall be no combustibles stored in electrical equipment rooms. All areas surrounding a building electrical panel should be marked three (3) feet with yellow tape from all electrical panels. **If any building occupant recognizes items being stored within this area, they should immediately contact the Building Maintenance division or the Fire Marshal's office.**

Extension Cords:

Temporary Use: Extension cords shall not be used as a substitute for permanent wiring.

Conditions of Use: Extension cords are permitted only with portable appliances or fixtures. While in immediate use:

- 1) Each extension cord shall be plugged directly into an approved receptacle and shall, except for approved multiplying extension cords, serve only one appliance.
- 2) The current capacity of the cord shall not be less than the rated capacity of the appliance or fixture.
- 3) The extension cord shall be maintained in good condition without splices, deterioration or damage.
- 4) The extension cord shall be of the grounded type. Please see section 0090 "Electrical Requirements" for description of grounded extension cord.

Limitations: Extension cords and flexible cords shall not be affixed to structures, extended through walls, ceilings, floors, under doors or floor coverings, nor be subject to environmental damaging physical impact.

FIRE CODES

POLICY NO.: **0110**

SUPERSEDES NO.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE NO.: 14 of 29

Multi-plug Adapters:

The use of multi-plug adapters such as multi-plug extension cords, cube adapters, strip plugs or any other device that does not comply with the fire code or the electrical code, **is prohibited**.

NOTE

- * Extension cords and multi-plug strips **MUST** be plugged directly into an outlet.
- * They **CANNOT** be plugged into another extension cord or multi-plug strip. (NO “daisy chaining”)
- * All multi-plug strips **MUST** be surged protected types.

Portable Electric Space Heaters:

- Only Listed and Labeled portable electric space heaters shall be used
- Portable electric space heaters shall be plugged directly into an approved receptacle
- Portable electric space heaters shall not be plugged into extension cords
- Portable electric space heaters shall not be operated within 3 feet of any combustible materials.
- Portable electric space heaters shall only be used in locations for which they are listed

Egress Ways and Exits:

General Provisions: In every building, means of egress shall be maintained in accordance with the information in this section and the current adopted Fire Code.

Means of egress shall consist of continuous and unobstructed paths of travel to the exterior of a building at all times.

Exit Obstructions:

Where floor space is occupied by tables, chairs or other movable furniture, aisle **not less than 36 inches** clear width shall be maintained to provide ready access to egress doors.

In every building or structure, means of egress shall be so maintained as to provide free and unobstructed egress from all parts of the building or structure at all times, and so as to be available for full instant use in case of fire or other emergency.

Interior decorations shall not be permitted to obscure, conceal or confuse exit doors or signs or exit pathways.

There shall be no combustible materials stored in exits or corridors leading to exits.

Exit access and exit discharge areas shall be so maintained as to provide a permanent, reasonably straight path of travel unimpeded by railings, barriers, or gates dividing such areas into sections

FIRE CODES

POLICY NO.: **0110**

SUPERSEDES NO.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE NO.: 14 of 29

ancillary to adjoining individual rooms or spaces. Where the fire officials find this required path to be obstructed by movable objects, he/she may require the removal of such objects, the fastening of such objects in out-of-the-way locations, or the erection of railings or other barriers to prevent such encroachment.

Aisles:

In every portion of a building or area where seats, tables, merchandise, equipment or similar impediments to egress are present, required aisles shall be maintained free of all obstructions. Aisles, corridors or passageways leading directly to every exit shall be created and maintained in open floor areas where exits are not immediately accessible. Except where single exits or limited dead ends are permitted by the building code or other regulations, such as aisles shall be so arranged as to provide access to at least two exits by separate paths of travel.

~~FIRE CODES~~ HEATING SEASON

POLICY No.: **0120**

SUPERSEDES No.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE No.: **16 of 29**

I. PURPOSE

To inform building occupants of policies related to heater settings during the heating season.

II. SCOPE

Interior Space Temperature Range (occupied)

Room and area thermostats are set to temperatures considered to be in the “comfort zone” for most occupants. The space temperature for heating space(s) is 68-73 degrees Fahrenheit. Consideration is given to work related requirements and special equipment needs. In areas where large numbers of people are gathered such as large conference/training rooms and auditoriums, the target temperature is 70 degrees Fahrenheit. Temperatures may vary due to building construction and control limitations.

Interior Space Temperature Range (unoccupied)

Whenever possible, temperatures within unoccupied spaces will be allowed to drop to 55 degrees Fahrenheit. Temperatures will be reset to 68 degrees Fahrenheit prior to occupancy.

Temperature Setback Policy

Extended Periods and Shutdowns: At night, on weekends, and during scheduled shutdown periods, spaces will be heated just enough to keep pipes and other equipment from freezing, except for buildings that are occupied 24/7/365.

- Room Furniture/Furnishings Placement: Items must be kept a minimum of 6” from the thermostat to insure that over or under-cooling of the space does not occur.
- Exterior Windows and Doors: Please **DO NOT** prop open or cause exterior windows or doors to remain open for extended periods of time (more than 15 minutes); opening them causes the balance of the HVAC system to be off, which creates problems for the entire building.

System Problems

If experiencing temperature changes within an occupied area of a building, you will need to follow the steps in section 0200 of this manual in order to issue a work order. After issuing a work order, you may want to call the General Services Department at 457-2250 to notify staff the work order for HVAC trouble has been sent requesting service personnel.

FIRE CODES

POLICY No.: **0110**

SUPERSEDES No.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE No.: 14 of 29

***A heating season HVAC problem is CONSIDERED AN EMERGENCY.** Please refer to section 0200 of this manual for further explanation.

Portable Heaters

All probable heaters **MUST** meet **all** of the following rules to be acceptable for use in Town buildings:

- **MUST** have tip over protection **AND**
- **MUST** have a ground plug (three prong plug) **AND**
- **MUST** be UL Listed and Labeled **AND**
- **MUST** be plugged directly into an approved electric receptacle (extension cords may **NOT** be used) **AND**
- **MUST** be operated at least 3 feet from any combustible materials.

Heaters may be used if they meet all of the above criteria and **they do not trip any electric breakers**. If the heater trips a breaker, you will be required to remove the heater from that area.

HOLIDAY & SPECIAL OCCASION DECORATIONS

POLICY NO.: **0130**

SUPERSEDES NO.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE NO.: 17 of 29

I. PURPOSE

To establish a policy for the use of acceptable interior office decorations during Town recognized holidays and/or special occasions.

II. SCOPE

While decorations add to the enjoyment of holidays and “festive” occasions, they may present some problems if practical restraints are not recognized and utilized.

Heavy objects must never be attached directly to the ceiling. For example, crepe paper and foil garlands are light enough to be supported, but hanging baskets (live or artificial plant containers) may pull down the ceiling.

All Christmas lights (and any other decorative lights) **MUST** be UL approved, used with the utmost caution and should never be placed on “real” trees or plant materials indoors.

Do not use any type of tape on painted surfaces such as walls and doors to hang decorations because after several days when the tape is removed paint will peel off with the tape.

PAINTING

POLICY NO.: **0140**

SUPERSEDES NO.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE NO.: 18 of 29

I. PURPOSE

To establish the protocol for maintenance painting of Town owned buildings and structures.

II. SCOPE

Maintenance painting is done on a scheduled basis as a Facilities Maintenance Division service. Painting generally follows a three (3), five (5), and ten-year cycle. Painting requests received not following the building maintenance schedule will be evaluated upon the severity of the situation and scheduled accordingly.

PREVENTATIVE MAINTENANCE PROGRAM

POLICY NO.: **0150**

SUPERSEDES NO.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE NO.: 19 of 29

I. PURPOSE

To inform town staff of the Facilities Maintenance Division's preventative maintenance program for all Town building systems and equipment.

II. SCOPE

Preventative maintenance is the scheduled attention to the physical needs of a building system that results in the reduction of the possibility of breakdown and the lengthening of the life of a system. Facilities Maintenance Division schedules routine preventative maintenance checks on building, HVAC, electrical, plumbing, and mechanical systems. Floor drains and building areaways, and roofs are periodically cleaned and inspected.

Eye Wash Station – All building eye wash stations are checked on a monthly basis.

Fire Extinguishers – All building fire extinguishers are checked on a monthly basis.

HVAC Filters – All building air filters are changed every three (3) months or as needed.

HVAC Equipment – All HVAC equipment is checked on a weekly basis.

Equipment Motors and Pumps – All motors and pumps are checked on a quarterly basis.

ROOF AREAS

POLICY NO.: **0160**

SUPERSEDES NO.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE NO.: 20 of 29

I. PURPOSE

To define access to all Town owned building roofs.

II. SCOPE

No one is allowed on, nor allowed to place any objects or equipment on the roof of any Town owned building without prior written approval from the Facilities Maintenance Manager or Director of General Services.

SMOKING

POLICY No.: **0170**

SUPERSEDES No.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE No.: 21 of 29

I. PURPOSE

To inform all Town personnel of the smoking policy in Town owned buildings.

II. SCOPE

Smoking is prohibited in all Town owned buildings.

STORAGE OF MATERIALS

POLICY NO.: **0180**

SUPERSEDES NO.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE NO.: 22 of 29

I. PURPOSE

To define the areas that **CANNOT** be used to store materials in Town owned buildings.

II. SCOPE

No equipment or materials of any sort may be stored in stairways or public corridors or placed so as to block fire exits. These conditions constitute Fire Department and Occupational Safety and Health Administration (OSHA) violations. Any department storing equipment and/or materials in areas causing a violation of Fire Department and OSHA regulations will be asked by the Director of General Services or the Facilities Maintenance Manager to have these items removed immediately or risk them being removed and discarded by the Building Maintenance personnel.

Equipment and/or materials **MAY NOT** be stored in mechanical equipment rooms or electrical closets unless prior approval has been given by the Director of General Services.

TELEPHONE SYSTEM SERVICE REQUESTS

POLICY NO.: **0190**

SUPERSEDES NO.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE NO.: 23 of 29

I. PURPOSE

To inform Town personnel how to make telephone system service requests.

II. SCOPE

All telephone service and installation requests should be directed to one of the following extensions:

- If you have a phone number beginning with the prefix phone number 853-xxxx, call extension 2282 (457-2282)
- If you have a phone number beginning with the prefix phone number 457-xxxx, call extension 2260 (457-2260)

VANDALISM AND GRAFFITI

POLICY NO.: **0200**

SUPERSEDES NO.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE NO.: 24 of 29

I. PURPOSE

To define Facilities Maintenance Division's responsibility for responding to vandalism and graffiti.

II. SCOPE

The Facilities Maintenance Division is committed to a prompt response to vandalism and graffiti that occur on Town owned property, and requests that all departments and individuals promptly notify the Facilities Maintenance Division when vandalism or graffiti is discovered.

WORK ORDERS

POLICY No.: 0210

SUPERSEDES No.:

EFFECTIVE DATE: AUGUST 1, 2012

PAGE No.: 27 of 29

I. PURPOSE

A Work Order is required when requesting Facilities Maintenance Division (FMD) services. The Work Order submitted electronically provides a tracking system to receive, assign and record the materials used and the labor involved. The Work Order program also provides a guideline for the following:

- Provide a system to prioritize the use of limited staff and financial resources.
- Provide equitable treatment to all internal customers.
- Allow the orderly, timely and efficient accomplishment of work.

II. SCOPE

All work and repair requests, including emergency work orders, are to be submitted to the General Services Department which will then be assigned to the proper Facilities Maintenance Division (FMD) personnel. The FMD request that all work order requests be submitted in the Facility Dude Computerized Maintenance Management Software (CMMS) system.

<https://login.facilitydude.com>.

Please do not contact the Facilities Maintenance Division personnel directly to notify them of a work order request. Once your request has been received in the General Services Department, the work order will be logged into the database where the appropriate FMD staff member will be assigned to the work order for completion.

Generally, work order requests for repairs take priority over other requests, except emergencies. The Facilities Maintenance Manager prioritizes each request for services to be rendered. Response levels have been developed to ensure that the FMD responds appropriately to each request. **Therefore, the person submitting the work order request will need to explain in extreme detail the nature and/or seriousness of the situation.**

The FMD priority system is as follows:

Level 1: Emergency service requiring an immediate initial response to prevent escalation of the problem or damages, or to abate a condition, which could affect the safety or health of persons or property, warrants an immediate response and mitigation – but not necessarily a permanent repair. *Response time will be within 60 minutes or less.*

To report an emergency after regular working hours; call (901) 508-5275 or (901) 508-7019. *Response time will be within 90 minutes or less.*

Examples include, but are not limited to:

- Downed electrical lines
- Gas leaks or smell of gas leaks

WORK ORDERS

POLICY No.: **0210**

SUPERSEDES No.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE No.: 27 of 29

- Heavy flood, broken pipes, water lines
- Overflowing toilets
- Electrical or water outages
- Inoperable exterior locks
- Major building equipment breakdown
- Certain pest or animal control situations
- Fire Alarm sound (actual fire alarm)

Level 2: High situations pose a threat of personal injury, equipment damage, or a serious disruption of Town operations. Whenever possible, urgent work orders should be completed within 24 to 48 hours to mitigate the situation before injury occurs, equipment or property is damaged, or the condition worsens. *Requests are dispatched as soon as possible or practical and technician should respond within 8 to 24 hours.*

Examples include, but are not limited to:

- Broken glass
- Tripped electrical breakers
- No air conditioning or heat in rooms with sensitive equipment
- No heat in a portion of the building
- Piping or roof leaks that affect equipment or offices
- Toilets/urinals running constantly
- Clogged sink/toilet/shower
- Pest/animal control that could pose a harmful, unsafe condition
- ADA compliance issues, e.g. inoperative door operator actions
- Graffiti
- Fire Alarm trouble/Fire Alarm Panel

Level 3: Medium maintenance or service item that does not pose an immediate risk to facilities, systems, equipment or components. *Requests are dispatched based on work load and priorities. Due to increased workloads, technicians may respond within 24 hours to 30 days.*

Examples include, but are not limited to:

- Repair damaged walls
- Furniture or equipment moving services
- Cracked glass replacement
- Changing light bulbs and fluorescent tubes
- Preventative maintenance
- Broken furniture
- Assembly of purchased items
- Air condition malfunctions
- Spot removal from floor coverings

WORK ORDERS

POLICY NO.: **0210**

SUPERSEDES NO.:

EFFECTIVE DATE: **AUGUST 1, 2012**

PAGE NO.: 27 of 29

Level 4: Low - while every attempt is made to accomplish all work in a timely manner, there are times when maintenance must be deferred due to a lack of funding, impending asset retirement, long-term planning, or has been subject to other administrative issues or constraints.

The requesting department or individual will be notified of the reasons for the delay. The understanding of those affected in these cases is greatly appreciated.

Examples include, but are not limited to:

- Work that requires outside vendors, contractors, or procurement of materials (not off-shelf items)
- Work that requires a coordinated and planned schedule between a requestor and a technician
- Work that can be programmed for the next season or fiscal year
- Jobs requiring several technicians and long-range planning.