

Work Request Services Policy and Guidelines

Purpose:

This policy is intended to provide guidance and influence expectations regarding the services provided by Facility Operations as requested by all University stakeholders.

Chargeable Services:

Key and Lock Changes

A completed form signed by an authorized signatory with an appropriate Fund-Organization-Account-Program-Activity code (FOAPA) must be emailed to facilityoperations@udmercy.edu to begin the process. Link to the form:

[Key and Lock Change Requisition Form](#)

Event Assistance

Facility Operations assists with events requested and coordinated through University Services. Estimates will be provided beforehand for services such as:

1. Limited setup
2. Staffing
3. Fire protection i.e. extinguishers

Related policies and instructions are detailed on University Services' website at the following link:

[Host an Event | University of Detroit Mercy \(udmercy.edu\)](#)

Disposal

Requests for major disposal labor and dumpster orders must be submitted as a work request in Asset Essentials with an appropriate FOAPA. Link to Asset Essentials:

[Asset Essentials Detroit Mercy](#)

Vandalism

Damages that can be identified to an individual, college, or department will be charged to the appropriate FOAPA and documented in Asset Essentials. Related expenses will be

charged on time and material basis if not detailed on the Labor and Vandalism Repair Rate Sheet. Link to the form:

[Vandalism Repair Rate Sheet](#)

Equipment

Requests related to equipment for programs and revenue centers must be submitted as a work request in Asset Essentials with an appropriate FOAPA. Services included but not limited to:

1. Equipment repair or replacement
2. Labor support
 - a. Equipment transportation and setup

This applies to the following types of revenue centers:

1. Clinical
2. Laboratory
3. Vendor
4. Residential

Reference our Furniture & Equipment Services policy for more information. Link to the policy:

[Furniture & Equipment Services Policy](#)

Moving

Requests for labor to relocate, rearrange, or remove furniture or equipment must be submitted as a work request in Asset Essentials with an appropriate FOAPA. Link to Asset Essentials:

[Asset Essentials Detroit Mercy](#)

Postage

USPS and small parcel services costs will be charged to the appropriate FOAPA per campus and documented in Asset Essentials.

Non-Chargeable Services:

Emergency

Emergencies are defined as services provided by Facility Operations that maintain the integrity of the University's operations and the safety of all stakeholders. The department will do its best to resolve the issue as quickly as possible. Work requests are necessary for documentation but are not required to begin work.

Maintenance

Maintenance is defined as services that are included in Facility Operations' general scope of work. This scope is determined by the category of work requested. Included categories of work:

1. Shipping and Receiving
 - a. Postal and package delivery and pickup
 - b. Mail and package postage (limited)
 - c. Interdepartmental mail
2. Interior
 - a. Ceiling repairs and tile replacement
 - b. Wall repairs
 - c. Painting (limited)
 - d. Flooring repairs (limited)
 - i. Carpet
 - ii. Cove base
 - iii. Tile
 - e. Window repairs
3. Electrical
 - a. Lighting repairs
 - b. Bulb replacement
 - c. Battery replacement (limited)
4. Mechanical
 - a. HVAC equipment repairs
 - b. Climate control and programming
5. Exterior
 - a. Concrete repairs
 - b. Step and railing repairs
 - c. Landscaping
 - d. Outdoor amenity repairs
 - e. Roof repairs

6. Plumbing
 - a. Fixture repairs
 - b. Pipe repairs
7. Miscellaneous
 - a. Signage (limited)
 - b. Fire protection
 - c. Doors and hardware repairs
 - d. Furniture (limited)
 1. See below.

Requests for maintenance must be submitted as a work request in Asset Essentials. Priority of service will be scheduled per Facility Operations' discretion and availability.

Allowance

Allowances are defined as services that are excluded from Facility Operations' maintenance or general scope of work. The allowance scope of work is determined by the category of work requested and the applicable space. Excluded categories of work:

1. Interior
 - a. Replacement of:
 - i. Ceilings
 - ii. Walls (or removal)
 - iii. Painting (extensive)
 - iv. Floorings
 - v. Windows
2. Electrical
 - a. Circuit and outlet installation
 - b. Lighting replacement
3. Mechanical
 - a. Minor HVAC equipment replacement or upgrades
4. Exterior
 - a. Replacement of:
 - i. Concrete
 - ii. Steps and railings
 - iii. Landscaping
 - iv. Outdoor amenities
 - v. Roofing
5. Plumbing
 - a. Replacement of:

- i. Fixtures
 - ii. Pipes
- 6. Miscellaneous
 - a. Replacement of:
 - i. Signage
 - ii. Doors and hardware
 - iii. Furniture (limited)
 - 1. See below.

Requests for allowance service must be submitted as a work request in Asset Essentials. Eligible requests will be recommended at managers' discretion for review by the Director of Facility Operations. Priority of service will be scheduled per Facility Operations' discretion and availability upon favorable review.

Project

Projects are defined as services that are excluded from Facility Operations' maintenance (general) and allowance scope of work. The project scope of work is determined by the scale of work requested and budget availability. Included scales of work:

1. Construction
2. Remodeling
3. Renovation
4. Major equipment replacement

Projects are contingent on prior approval via the 5-year capital plan or direct approval by the CFO/VP Finance. Projects may require these forms found at the following links:

[Construction, Remodeling, or Renovation Requisition Form](#)

[Space Request and Classification Change Form](#)

Priority of service will be scheduled according to university leadership's discretion and the availability of contractors or materials.

Services not Offered:

Furniture

Facility Operations does not review, procure, install, or repair furniture for the following areas:

1. Private offices or suites

2. Restricted academic or program areas
 - a. Clinics
 - b. Laboratories
3. Residences

Facility Operations does approve, procure, install, or repair furniture for the following areas:

1. Common areas or public spaces
2. General academic spaces
 - a. Classrooms (unrestricted)
3. Projects

Reference our Furniture & Equipment Services policy for more information. Link to the policy:

[Furniture & Equipment Services Policy](#)

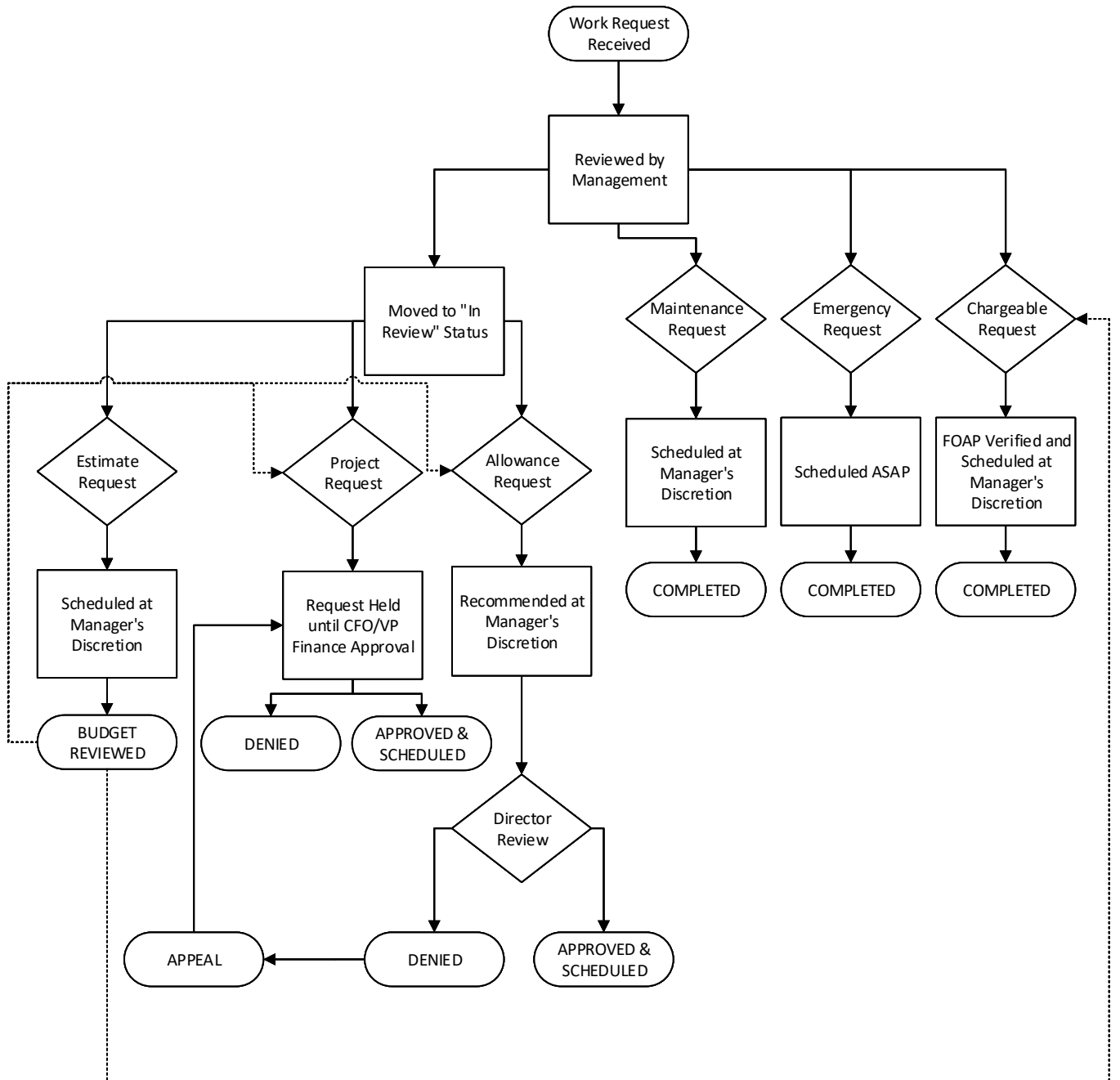
Important Notes:

1. We encourage requestors to consult with their applicable budget manager in their college or department to confirm the correct FOAPA (if applicable) and determine the appropriate requesting process as some colleges and departments elect specific personnel to submit requests.
2. Priority of services will be scheduled per Facility Operations' discretion and availability. Requestors are encouraged to plan 6-8 weeks out for service at the minimum.
3. All requests may be subject to budget verification.

Summary:

Facility Operations strives to address and resolve every work request satisfactorily and on a timely basis, but all requests are subject to resource constraints. The above descriptions are provided to clarify the process and guide the requestor. Facility Operations greatly appreciates your cooperations as we continually improve University facilities and services for all stakeholders.

Process for Facility Operations Work Requests Received from University Stakeholders



Name	Site	Description
Allowance Services		Allowances are defined as services that are excluded from Facility Operations' maintenance or general scope of work. The allowance scope of work is determined by the category of work requested and the applicable space. See policy for excluded categories of work. Eligible requests will be recommended at managers' discretion for review by the Director of Facility Operations. Priority of service will be scheduled per Facility Operations' discretion and availability upon favorable review.
Chargeable Services		Chargeable is defined as services that are excluded from Facility Operations' general scope of work but can be offered at an advantage to the University. This scope is determined by the category of work requested. See policy for included categories of work. Priority of service will be scheduled per Facility Operations' discretion and availability.
Emergency Services		Emergencies are defined as services provided by Facility Operations that maintain the integrity of the University's operations and the safety of all stakeholders. The department will do its best to resolve the issue as quickly as possible. Work requests are necessary for documentation but are not required to begin work.
Estimates		Estimates provided for budgeting.
Maintenance Services		Maintenance is defined as services that are included in Facility Operations' general scope of work. This scope is determined by the category of work requested. See policy for included categories of work. Priority of service will be scheduled per Facility Operations' discretion and availability.
Project Services		Projects are defined as services that are excluded from Facility Operations' maintenance (general) and allowance scope of work. The project scope of work is determined by the scale of work requested and budget availability. See policy for included scales of work. Projects are contingent on prior approval via the 5-year capital plan or direct approval by the CFO/VP Finance. See the policy for required forms. Priority of service will be scheduled according to university leadership's discretion and the availability of contractors or materials.