

Facilities Management - Policy & Procedures

1.0 Purpose

- 1.1 This document outlines the policies and procedures governing the management and maintenance of the University's facilities to ensure effective, efficient, and sustainable use, as well as providing a safe, clean, and functional environment for all users. These policies and procedures apply to all University buildings, grounds, and infrastructure, including academic, administrative, residential, and recreational facilities.

2.0 Scope

- 2.1 These policies and procedures apply to all University buildings, grounds, and infrastructure, including academic, administrative, residential, and recreational facilities. The document applies to all University personnel, students, contractors, and vendors involved in or responsible for the management, maintenance, and use of these facilities.

3.0 Definitions

- 3.1 Fixed assets register - a centralized record maintained by the University's Financial Administration Department that tracks all physical assets owned by the University, including buildings, equipment, and infrastructure.
- 3.2 Hazardous materials - substances that pose a potential risk to health, safety, or the environment, requiring special handling, storage, and disposal according to regulatory guidelines.

4.0 Policy

Third-Party Vendor Facilities Maintenance

- 4.1 The third-party maintenance vendors conduct inspections regularly to ensure that all facilities are in good order. This includes buildings, utilities infrastructure, and grounds.
- 4.2 The third-party maintenance vendor will conduct scheduled activities to prevent equipment failures and extend the lifespan of assets, including regular inspections and servicing of critical systems.
- 4.3 The third-party maintenance vendor will immediately respond to urgent issues that pose a safety threat or disrupt the University's operations.
- 4.4 All maintenance requests must be submitted through the University's approved ticketing system. The third-party maintenance vendor will prioritize work orders based on urgency and impact on the University's operations. Any request through the ticketing system to move the University's assets must be approved through the facilities Coordinator in writing.
- 4.5 All University facilities must be cleaned and sanitized regularly to maintain a healthy environment. This includes daily cleaning of high-traffic areas and periodic deep cleaning.

Restrooms must be cleaned and restocked with supplies multiple times a day with regular inspections to ensure they meet cleanliness standards.

- 4.6 Waste must be disposed of properly, with recycling programs in place to reduce environmental impact. Third-party maintenance vendor staff are responsible for collecting and disposing of waste in designated areas.
- 4.7 The third-party maintenance vendor should properly store, handle, and dispose of hazardous materials in accordance with regulations. The vendor should also train staff on hazardous materials protocols.
- 4.8 The third-party maintenance vendor should implement energy-saving measures such as LED lighting and energy-efficient HVAC systems. The vendor should also monitor energy usage and set reduction targets. The vendor should install water-saving fixtures and regularly check for leaks and promote water conservation awareness among the University community.

Space Management

- 4.9 Space is allocated based on the University's needs and strategic priorities. The Facilities Coordinator reviews space utilization to ensure efficiency.
- 4.10 A centralized system for booking classrooms for academic purposes will be handled by the Registry and Enrollment Services Department. The Events Management team books auditoriums, classrooms, and other venues for special events.
- 4.11 The University's academic and official events have priority.
- 4.12 Office moves and reconfigurations are managed by the Facilities Coordinator with the third-party maintenance vendor. All moves and reconfigurations must be approved and coordinated through the Facilities Coordinator, who is responsible for notifying the Financial Administration Department, which is responsible for maintaining an accurate Fixed Assets Register.

Construction and Renovation Projects

- 4.13 The Facilities Coordinator conducts periodic needs assessments, creates budgets, and develops timelines for residences, classrooms, and other facilities, engaging all stakeholders throughout the project lifecycle.
- 4.14 The Facilities Coordinator works with the University's preferred contractor to represent the University's interests. In cases where the University requires a contractor other than the preferred vendor, the Facilities Coordinator will oversee, with the procurement team, a transparent and competitive process for selecting contractors. The Facilities Coordinator is responsible for regular oversight and for conducting progress meetings to ensure that projects stay on track.

5.0 Procedures

- 5.1 The Facilities Coordinator oversees all facilities management operations on behalf of the University, coordinates with third-party vendors responsible for maintenance, construction, food services, and security.

- 5.2 Third-party maintenance vendors are responsible for performing routine, preventive, and emergency maintenance tasks. Ensures cleanliness and sanitation of all University facilities and develops and implements energy and conservation strategies.
- 5.3 The university faculty and staff are responsible for reporting maintenance issues to the Facilities Coordinator and complying with facilities policies. Assists in promoting sustainability initiatives.
- 5.4 Students are responsible for maintaining cleanliness in common areas and dormitories. Report and facilities issues promptly to the Facilities Coordinator.
- 5.5 Other contractors and vendors must comply with the University's policies and safety regulations. They are required to complete work to the University's standards and within specified timelines.

Related Policies and Documents

Health and Safety Policy
Procurement Policy
Code of Conduct Policy
Fixed Assets Register