

Policy 4302
Facility Modification/Maintenance

Date of Current Revision: April 2022

Responsible Officer: Executive Director of Facilities and Construction

1. PURPOSE

The purpose of this policy is to outline procedures for the initiation, funding and approval of university facility modifications and maintenance. This policy is designed to ensure the optimal condition of campus facilities and the prudent management of financial resources.

2. AUTHORITY

The Board of Visitors has been authorized by the Commonwealth of Virginia to govern James Madison University. See Code of Virginia § 23.1-1600; § 23.1-1301. The Board has delegated the authority to manage the university to the president.

3. DEFINITIONS

Auxiliary Enterprises

Auxiliary areas are those that are self-supporting and receive no general fund dollars from the state or tuition dollars. Examples include Parking Services, Residence Life, Dining Services, etc.

Departmental Work

When a department requests work to be completed that is outside of the normal maintenance cycle, such as adding doors, painting walls a different color, etc.

Education and General Budgets

Annual budget that is funded by the state with General Funds and by tuition and fees (Non-General Funds). E & G budgets begin with the number 1.

Emergency Maintenance

Situations requiring immediate attention due to a failure in or around university facilities/infrastructure that could cause significant damage to buildings, systems and/or equipment. These same situations could create an unsafe or unmanageable condition that would expose personnel to the possibility of harm.

Income Producing Events

Any group/event that generates revenue for the sponsoring department or organization. The presence of the group/event requires housekeeping, landscaping and/or maintenance services to spend extra, unplanned hours to maintain campus facilities.

Integrated Workplace Management System (IWMS)

A Facilities Management computerized system used for managing asset-intensive facilities and infrastructure by providing comprehensive business solutions, such as Maintenance & Operations Management, Capital Project Management, Real Estate & Lease Management, Space & Facilities Management, Sustainability & Compliance Management, Energy and Sustainability Management, Fleet and Fuel Management. This includes customer request, work

order, preventive maintenance, storeroom, and the accounting and billing processes. This campus-wide system is an AssetWORKS product called AiM.

Major Maintenance

Repair/replacement of major equipment or systems made beyond the regular, normal upkeep of physical properties (i.e., land, buildings and equipment) for the repair or replacement of failed or failing building components as necessary to keep or return a facility to its currently intended use, to prevent further damage, or to make it compliant with changes in laws, regulations, codes or standards. These projects do not modify or alter the function of a facility.

Major Projects

Work that modifies or alters the function of any university facility or portion thereof. Major projects typically include: renovations, the installation/removal of wall/doors and the connection of new equipment requiring utilities changes/accommodations (Equipment Trust Fund items, instructional technology, etc.). These projects are differentiated from major maintenance projects (i.e., HVAC equipment replacement, building painting, maintenance reserve projects, etc.) that address facility repair needs.

Non-Departmental Work

Routine work completed for general upkeep of buildings such as paint and carpet. The cost of this maintenance is covered by Facilities Management and is not charged to the department receiving the service.

Routine Maintenance

Normal upkeep and repair required to maintain facilities including housekeeping, maintenance, landscaping and utility service operations. This includes preventative maintenance (routine inspections, cleaning, adjustment, etc.), predictive maintenance (planned repair or replacement prior to failure) and deferred maintenance (repairs delayed due to lack of resources).

VUSBC

Virginia Uniform Statewide Building Code. Compliance with the VUSBC is required for all construction/renovation projects, in accordance with the mandated annual permit process.

4. APPLICABILITY

The policy applies to all departments and all facilities that are owned, leased, or operated by the university.

5. POLICY

All modifications and repairs to campus facilities must be coordinated with and accomplished by Facilities Management in order to ensure safe, efficient and code-compliant facilities. This policy addresses major projects, routine maintenance, preventative maintenance, emergency maintenance, deferred maintenance, income producing events, departmental improvements and other associated program requests.

6. PROCEDURES

6.1 Major Projects

- a. A major project must be submitted to the Facilities Management Work Control Center as a work request. Anticipated major project work must be thoroughly discussed with the department and approved through the initial VP authorization to proceed with the concept prior to initiating the work request. Major project work requests must clearly state the nature and location of the building modifications required. If a specific deadline applies it must be so noted on the work request. Accomplishment time frame is subject to program needs/requirements; the availability of manpower, materials and contractual services; and the priorities of concurrent projects as determined by Facilities Management.
- b. Individual departments are responsible for obtaining the funding necessary to accomplish their major projects (based upon Facilities Management or Facilities Planning and Construction estimates including the cost for development of estimates). Projects that require design by outside consultants and/or are funded by capital accounts will usually be accomplished by the Office of Facilities Planning and Construction. All other projects will be designated for accomplishment by Facilities Management. Facilities Management will initiate the annual building permit (if required).
- c. In the event that a unit requires a project for which departmental or divisional funding is not available, the project may be submitted by the requesting department as part of the university's annual operating budget process. Projects funded through this mechanism will normally be restricted to larger projects which, while less than capital in scope, are beyond what could reasonably be accommodated within the unit's annual operating budget.
- d. Budget submissions are normally due in January. Units considering funding requests should submit major project work requests to Facilities Management no later than October 16, in order for the estimates to be accomplished by the anticipated January operating budget submission deadline. If the estimate is approved, project funds will be available for use the following July 1. The requesting unit will be responsible for planning far enough in advance to fit their project within the university's operating budget cycle. Only true emergencies with health and safety considerations will be considered outside of this schedule.
- e. Approved projects will be scheduled and communicated to all concerned by Facilities Management. The project schedule will be established after consideration of manpower, materials and concurrent projects. Projects will be scheduled on a year-round basis and will not be limited to periods between semesters. The building coordinator will be responsible for the notification of non-availability of affected facilities to users and, if necessary, obtaining alternate facilities.
- f. All maintenance reserve and anticipated major maintenance projects will be listed on Facilities Management's Comprehensive Plan, which will be updated on an ongoing basis by Facilities Management to provide an overview of anticipated needs.

6.2 Routine Maintenance

- a. Routine maintenance requests should be directed to the building coordinator or residence hall area coordinator. Building coordinators will initiate an electronic work

request to the Facilities Management Work Control Center. Residence hall directors will follow the directions given by the Office of Residence Life. Work requests must clearly state the nature and location of the problem. If a specific deadline applies, it must be noted on the customer request form.

- b. Preventive maintenance work will automatically be initiated by Facilities Management as scheduled maintenance.
- c. All equipment, materials and labor required for routine maintenance and major projects will be ordered and supplied through Facilities Management. Any department purchasing items that will alter their facility; require direct connection to the mechanical, electrical or plumbing systems; or alters the climate of their space must obtain approval from Facilities Management.
- d. Maintenance response is subject to the availability of manpower and materials and the priorities of concurrent projects. Normal initial response time is five working days. Estimates will be provided prior to performing work only if specifically noted on the customer request form and are valid for 30 calendar days, unless otherwise noted. All estimating costs will be billed at the appropriate craft rate, whether the estimate is approved or not. Estimate work requests not approved within the 30-day window will be closed.
- e. Funding is provided by Facilities Management for Educational & General supported facilities (i.e., academic and administrative departments) for all non-departmental type work. Auxiliary Enterprise facilities (i.e., Residence Life and Dining Services) work is funded by the unit's operating budget, from which Facilities Management will recover all related expenditures.

6.3 Emergency Maintenance

- a. Emergency maintenance requests/calls should be submitted to Facilities Management Work Control by telephone (x86101). In the event of a non-response from x86101, calls should be directed to Campus Police (x86911). The exact nature and location of the emergency should be identified to ensure that the maintenance staff can make a prompt response. The Work Control Center will be responsible for initiating a work order for emergencies.
- b. Funding for emergency maintenance related to building/infrastructure needs in academic and administrative (E&G) facilities will be provided by Facilities Management. E&G departmental and Auxiliary Enterprise work is funded from the unit's operating budget, from which Facilities Management will fully recover all related expenditures.

6.4 Income Producing Events

- a. When any department or organization hosts an income producing event, the department or organization is responsible for any expenses required of housekeeping or landscaping and maintenance used to maintain campus facilities for the event. The department or organization is required to submit a customer request via the Work Control Center to alert Facilities Management of the event and to request services.
- b. The senior planner for facilities management will work closely with departments and organizations to ensure that events are identified, tent permits are issued, and events are communicated and covered by facilities staff as required.

- c. When departments or organizations do not submit work requests for income producing events, Facilities Management is authorized to submit work requests to cover any increased cost of operations.
- d. In the event that no additional personnel or time is required to support an income-producing event, the work order will not be charged.

7. RESPONSIBILITIES

- 7.1 The vice president for administration and finance is the final approving authority for all major projects. Approval will be based upon the overall benefit(s) of the project in support of the mission of the university.
- 7.2 The vice presidents have responsibility for evaluating all major projects submitted within their division for appropriateness, support of unit objectives and adequate funding.
- 7.3 The executive director of facilities and construction is responsible for ensuring that proper action is taken to accomplish all necessary work required to maintain university facilities in a state of repair adequate to support the mission of the university.
- 7.4 The facilities management associate director for operations is responsible for coordinating all aspects of daily maintenance activities. This includes accomplishing emergency maintenance, preventive maintenance, routine maintenance, and assigned major projects.
- 7.5 The Facilities Management Work Control Center is responsible for coordinating all major projects and facilities related to support for campus events.
- 7.6 The director of engineering and construction is responsible for reviewing all major projects and all major maintenance projects, consulting when necessary with the individual initiating the request, providing estimated project costs, coordinating the annual building permit process, developing the project schedule in coordination with the planner/scheduler, and coordinating the accomplishment of assigned projects.
- 7.7 The director of engineering and construction is responsible for providing an estimate of project costs, developing project schedules and coordinating the accomplishment of major projects and maintenance reserve projects that involve design by outside consultants and/or are funded by capital outlay accounts.
- 7.8 Building coordinators are departmental designees appointed by the building's dean or department head and approved by the appropriate vice president ([JMU Building Coordinators](#)).
 - a. Building coordinators and Office of Residence Life business operations staff are responsible for initiating work requests for routine maintenance and emergency maintenance in their buildings.
 - b. Building coordinators and Office of Residence Life business operations staff will work closely with Facilities Management to ensure that buildings are kept in a good state of repair.

- c. Emergency maintenance requests should be called in directly to the Facilities Management Work Control Center.
- d. Building coordinators are responsible for informing all building occupants of maintenance activities that will affect building operations (i.e., electrical power outages).
- e. Building coordinators should coordinate the locking/unlocking of their buildings.

7.9 Maintenance Management System (AiM) security requirements shall comply with Policy [1204](#) – Information Security. AiM users may request specific reports from the FM Information Technology Department by completing a computer service request.

All departments, offices and employees that generate, receive or maintain public records under the terms of this policy are also responsible for compliance with Policy [1109](#) – Records Management.

8. SANCTIONS

Sanctions will be commensurate with the severity and/or frequency of the offense, and may include termination of employment.

9. EXCLUSIONS

None.

10. INTERPRETATION

The authority to interpret this policy rests with the president and is generally delegated to the executive director of facilities and construction.

Previous version: June 2018

Approved by the president: May 2005