

Academic and Administrative Building Services

Effective Date: November 1, 2009

Policy Statement

Columbia University Facilities is responsible for the operation of the buildings and grounds on the Morningside campus, Manhattenville, Baker Field, Lamont-Doherty Earth Observatory and Nevis Laboratories. This policy delineates the scope of maintenance and repair services in the academic and administrative buildings and surrounding environs managed by Columbia University Facilities.

Reasons for the Policy

The reason for this policy is to ensure a standard level of service to all user groups so that students, faculty, staff and visitors can enjoy a safe, functional, clean and scenic campus environment. Accordingly, Columbia University Facilities provides three classifications of service calls: Emergency, Urgent and Routine at a standard level of bases services at no charge (non-chargeable). Columbia University Facilities also provides (chargeable) services upon request.

If a user group requires a higher level of service, above the standard, then this higher standard will be (chargeable) and a contract service level agreement will be developed and signed by both the requesting user and Columbia University Facilities.

This policy defines which services provided by Facilities are non-chargeable and which are chargeable.

Primary Guidance to Which This Policy Responds

There is no primary policy to which this policy responds.

Responsible University Officer and Office

The Vice President for Facilities Operations is responsible for the overall development, implementation and maintenance of this policy.

The Assistant Vice President for Campus Operations is responsible for the development, implementation and maintenance of this policy as it relates to the general maintenance and repair of the buildings and surrounding environs.

The Assistant Vice President for Plant Engineering and Utilities is responsible for the development, implementation and maintenance of this policy as it relates to building heating and cooling, utility systems, fire safety, elevator maintenance and energy management.

Columbia University Facilities Operations is the responsible office.

Revision History

This policy was established on October 1, 2007 and revised on September 1, 2009.

Who is Governed by This Policy

All members of the University community who are responsible for managing space or overseeing events within academic buildings or campus environs covered by this policy.

Who Should Know This Policy

All users of buildings and grounds on the Morningside campus, Manhattenville, Baker Field, Lamont-Doherty Earth Observatory and Nevis Laboratories.

Exclusions & Special Situations

Leased Spaces.

Policy Text

Columbia University Facilities receives an annual budget allocation to provide a standard level of base (non-chargeable) services and perform preventive maintenance and repair of all academic buildings and campus environs. In addition, Columbia University Facilities offers a variety of services on a chargeable basis. The standard level of base (**non-chargeable**) service is:

- a. **Emergency:** Emergency calls shall be classified as an emergency when the work requires immediate action to eliminate hazards that could endanger life or cause serious injury to personnel, to prevent loss or damage to University property, or to restore essential services.
- b. **Urgent:** Urgent calls shall be classified as urgent when repairing failures or restoring services which do not endanger personnel or property, but which would soon lead to property damage, or affects the health or well being of personnel, or a user group priority (i.e. fume hoods, etc).
- c. **Routine:** Service calls shall be classified as routine when they do not qualify as emergency or Urgent, or when further work is required after arresting emergency conditions.
- d. **Response and Completion Times:**

Classification

Response Time

Completion Time

Emergency

Within 30 minutes from receipt

Arrest emergency

Urgent

Within **24 hours** from receipt

Complete within 72 hours

Routine

N/A

Complete within 60 days*

*This does not include future work scheduled by the user group.

- e. **Custodial Services:** Standard level 4 service, which is based on APPA Leadership in Educational Facilities standards. The appendix to this policy provides detail of what is performed under level 4 service.

Members of the University community can contact Facilities to determine whether a service is chargeable or non-chargeable and request an estimate for the cost of the service.

The appendix to this policy contains a detailed listing of chargeable and non-chargeable services.

Responsibilities

The Vice President for Facilities Operations is responsible for the overall development, implementation and maintenance of this policy. The Assistant Vice President for Campus Operations is responsible for the development, implementation and maintenance of this policy as it relates to the general maintenance and repair of the academic buildings and campus environs.

The Assistant Vice President for Plant Engineering and Utilities is responsible for the development, implementation and maintenance of this policy as it relates to heating and cooling, utility systems, fire safety, elevator maintenance and energy management.

Definitions

Non-chargeable and chargeable services fall into the following categories:

- Carpentry (CP)
- Electrical (EL)
- Locksmith (LS)
- Masonry (MS)
- Plumbing (PB)
- Painting (PT)
- Grounds (GR)
- Waste Management (WM)
- Labor (LA)
- Special Events (SE)
- Custodial (CU)
- Fire Safety (FS)
- Elevator Maintenance (VT)
- Heating & Air Conditioning (EC & HV)
- Steam & Chilled Water (SM & CM)

Contacts

<u>Subject</u>	<u>Contact</u>	<u>Phone</u>	<u>E-mail</u>
General Inquires or Requests	Facilities Services Center	212-854-2222	http://www.facil.columbia.edu/services
Buildings & Grounds	Don Schlosser	212-854-7739	ds523@columbia.edu
Plant Engineering & Utilities	Gjorgjije Pecovic	212-854-2857	gpecovic@columbia.edu

Cross References to Related Policies

Requests for Building Construction, Repairs & Maintenance
Outdoor Space Policy

Web Address

To be determined upon establishment of policy library.

Appendix

Forms

Online Request for Facilities Services

<http://www.facil.columbia.edu/Services>

Other Related Documents

Columbia University Facilities Services

<http://facilities.columbia.edu/request-service-page>

Columbia University Facilities Service Rates

<http://facilities.columbia.edu/columbia-university-facilities-service-rates-0>

Work Order Invoice Tracker

<http://fms97.facil.columbia.edu/wobills/woBills3.htm>

Non-Chargeable & Chargeable Services Provided by Columbia University Facilities

Shop	Description	Non Chargeable	Chargeable to Requestor	Chargeable to Capital Project or Contractor	Chargeable to Risk Management if >\$1,000
ALL	Requests for Estimates, valued under \$10,000	X			
CP	Routine maintenance, repair and refinishing of existing wood surfaces, benches, railings, doors, door frames, windows, window frames, ceilings, chalkboards, chair railings, mop boards, walls and moldings	X			
CP	Fabricate, install and repair campus locator boards, public space and registrar classroom bulletin boards, street and building identification signs, main building directories for administrative and academic units and door signs	X			
CP	Estimate projects valued under \$10,000 that do not require consulting or testing services (i.e., asbestos, lead paint, etc.)	X			
CP	Estimate projects valued over \$10K that require consulting/testing services		X		
CP	Make, install and repair departmental or customized bulletin boards		X		

Shop	Description	Non Chargeable	Chargeable to Requestor	Chargeable to Capital Project or Contractor	Chargeable to Risk Management if >\$1,000
CP	Engrave residence, dining, department, door, desk and name signs		X		
CP	Perform minor remodeling projects such as constructing a new office, building new walls, etc.		X		
CP	Perform alterations, repairs or refinishing of office, library, lounge, laboratory and kitchen furniture, shelving and equipment		X		
CP	Fabricate, install, move or repair shelves and wood cabinets		X		
CP	Carpentry services provided to auxiliary departments and special events		X		
CP	Walk-thrus for Project Managers or contractors and carpentry/access assistance during project work			X	
CP	Oversee ordering and repair of blinds/drapes		X		
CP	With help of Project Operations, oversee remodeling projects that could not be handled in-house			X	
EL	Maintain and repair existing campus primary and secondary electrical distribution systems, exterior/interior lighting systems, panels, circuit breakers, receptacles, switches, electric motors, exit and emergency lighting systems.	X			
EL	Maintain and test emergency backup generators	X			
EL	Relamp incandescent and fluorescent light fixtures	X			
EL	Upgrades or alterations to electrical systems and additions such as connections to new equipment and instruments and additional light fixtures		X		
EL	Install, upgrade, maintain and repair departmentally dedicated lighting systems; desk, table & floor lamps; specialized lighting systems; modular office partition lighting & electrical systems; ovens & garbage disposals; sterilizers; centrifuges; fume hoods; environmental chambers; and pumps/equipment		X		
EL	Expand or modify electric systems to accommodate use change or load increases		X		
EL	Repair of lamps, fans, washing machines; dryers or other electrical equipment purchase by a department		X		
EL	Electrical services provided to auxiliary departments and special events		X		
EL	Walk-thrus for Project Managers or contractors and electrical/access assistance during project work			X	
EL	With help of Project Operations, oversee projects that could not be handled in-house			X	
LS	Maintain and repair existing standard mechanical door hardware devices and systems, lock cylinders, non-electric lock sets, door closer, panic hardware and door openers	X			
LS	Manager key control information/data	X			

LS	Install new locks and make new, duplicate and/or additional keys		X		
LS	Provide lock-out access/services with Public Safety approval		X		
LS	Install, maintain and repair departmental specialized door hardware, electronic security systems and cylinder keying and racing		X		
LS	Install, maintain and repair departmental specialized elector-mechanical (controlled access) door hardware, lock strikes & closed circuit equipment		X		
				Chargeable to Capital Project or Contractor	Chargeable to Risk Management if >\$1,000
Shop	Description	Non Chargeable	Chargeable to Requestor		
LS	Locksmith services provided to auxiliary departments and special events		X		
LS	Walk-thrus for Project Managers or contractors and locksmith/access assistance during project work			X	
MS	Repair surface due to plumbing or structural leak and/or flood	X			X
MS	Masonry work to all non-public areas including offices, labs, sequestered classrooms and other departmental spaces		X		
MS	Masonry services provided to auxiliary departments and special events		X		
MS	Walk-thrus for Project Managers or contractors and masonry assistance during project work			X	
MS	Masonry work in all public spaces and Registrar classrooms as required	X			
MS	With help of Project Operations, oversee projects that could not be handled in-house			X	
PB	Maintain and repair existing central plumbing and steam-heating systems, piping and fixtures, domestic water, public water fountains, sewers, venting systems, backflow prevention, gas valves piping systems and water heaters.	X			
PB	Maintain and repair central (non-research related), steam valves and piping, radiators, heat exchangers, meters, condensate return pumps and piping.	X			
PB	Install , modify and repair department dedicated plumbing, gas, compressed air, vacuum, cage washers, autoclave and steam systems and distilled water systems		X		
PB	Repair and testing of acid-waste systems, sand and drum traps and neutralizing tanks	X			
PB	Non-routine service due to user negligence or vandalism (providing the perpetrator is identified)		X		
PB	Plumbing services provided to auxiliary departments and special events		X		
PB	Walk-thrus for Project Managers or contractors and plumbing assistance during project work			X	
PB	With help of Project Operations, oversee projects that could not be handled in-house			X	
PT	Paint to repair surface due to plumbing or structural leak and/or flood	X			X

PT	Paint all public spaces and Registrar classrooms as required	X			
PT	Paint non-public areas including offices, labs, sequestered classrooms and other departmental spaces		X		
PT	Painting services provided to auxiliary departments/special events		X		
PT	Walk-thrus for Project Managers or contractors and painting/access assistance during project work			X	
PT	With help of Project Operations, oversee projects that could not be handled in-house			X	
GR	Maintain grounds, landscaping and irrigation systems	X			
GR	Apply pesticides, herbicides and fertilizers	X			
GR	Clean sidewalks, entrances and courtyards and remove snow/ice	X			
Shop	Description	Non Chargeable	Chargeable to Requestor	Chargeable to Capital Project or Contractor	Chargeable to Risk Management if >\$1,000
GR	Provide and maintain non-Campus Operations department requested additions to existing landscape		X		
GR	Provide non-routine grounds maintenance in support of special outdoor events; e.g., erecting tents, canopies, signs or nets; prep of lawns before/after event; clean before/during/after event; supply waste containers; etc.		X		
GR	Grounds services provided to auxiliary departments		X		
GR	Walk-thrus for Project Managers or contractors and grounds assistance during project work			X	
GR	Oversee and provide exterminating services for insects, rodents for outdoor space and bird control for all Morningside Academic buildings	X			
WM	Purchase, rent, maintain and replace trash receptacles, dumpsters and recycling containers for normal day-to-day waste removal	X			
WM	Collect and remove non-toxic, non-hazardous and recyclable wastes	X			
WM	Collect and remove bulk, construction and special event waste		X		
WM	Waste Management services provided to auxiliary departments and special events		X		
WM	Walk-thrus for Project Managers or contractors and waste management assistance during project work			X	
LA	Labor requirements in support of services provided by Campus Operations shops	X			
LA	Collect and dispose of bulk trash old computers, etc.		X		
LA	Move furniture and equipment in Registrar-scheduled classrooms		X		
LA	Move materials, furniture and equipment in all other areas and for special events		X		

LA	Pack, unpack or move sensitive equipment, such as computers, if the requesting department takes full responsibility for the items		X		
LA	Labor services provided to auxiliary departments		X		
LA	Walk-thrus for Project Managers or contractors and waste management assistance during project work			X	
SE	Provide liaison services between special event hosts, contractors, CU Facilities, Academic Operations and University personnel		X		
SE	Assist event organizers in planning service needs		X		
CU	<i>Weekly</i> - Clean and disinfect all drinking fountains	X			
CU	<i>As Possible</i> - Clean and disinfect all public phones and booths	X			
CU	<i>Weekly</i> - Clean building entry door glass	X			
CU	<i>Daily</i> - Clean chalkboard and trays in registrar & sequestered classrooms	X			
CU	<i>Daily</i> - Clean erasers. Replace chalk	X			
CU	<i>Daily</i> - Empty all wastebaskets, receptacles and ash trays	X			
CU	<i>Weekly</i> - Sweep all entrances, steps and exits	X			
				Chargeable to Capital Project or Contractor	Chargeable to Risk Management if >\$1,000
Shop	Description	Non Chargeable	Chargeable to Requestor		
CU	<i>As Required</i> - Remove gum and foreign matter on sight	X			
CU	<i>Daily</i> - Wash, sanitize and dry all bowls, seats, urinals, wash basins, showers and mirrors in restroom and locker rooms	X			
CU	<i>Daily</i> - Sweep, wash and sanitize restroom/locker room floors	X			
CU	<i>Monthly</i> - Dust all sills, partitions and ledges in restroom and locker rooms	X			
CU	<i>As Possible</i> - Damp wipe and exterior and interior of waste cans and dispensing units in restroom and locker rooms	X			
CU	<i>Daily</i> - Fill dispensers with toilet tissue, paper towels and soap in restroom and locker rooms	X			
CU	<i>Daily</i> - Clean all partitions in restroom and locker rooms	X			
CU	<i>Monthly</i> - Hi/low and top dust all office, lab, classroom, reception and public space furnishing	X			
CU	<i>Weekly</i> - Mop hard surface laboratory floors	X			
CU	<i>Weekly</i> - Sweep and damp mop stairwells	X			
CU	<i>Daily</i> - Clean all bright work in restroom and locker rooms	X			
CU	<i>Monthly</i> - Dust all door, wall and ceiling vents in restroom & locker rooms	X			
CU	<i>Monthly</i> - Spot clean walls-remove fingerprints/liquid spray on walls	X			

CU	<i>As necessary</i> - Clean ceiling vents	X			
CU	<i>As Possible</i> - Damp wipe all telephones and computer tops	X			
CU	<i>Bi-Weekly</i> - Vacuum office carpets and dust as necessary	X			
CU	<i>Annually</i> - Wash, strip and refinish hard flooring in all office, lab, classroom, reception and public spaces	X	X		
CU	<i>Annually</i> - Remove stains and shampoo carpet in all office, lab, classroom, reception and public spaces	X	X		
CU	<i>Upon request</i> - Oversee and provide exterminating services for insects and rodents for all Morningside Academic buildings	X			
CU	<i>As necessary</i> - Walk-thrus for Project Managers or Contractors and custodial assistance before/during/after project work			X	
CU	Weekend or special event cleaning services, scheduled or unscheduled		X		
CU	Contracted cleaning services with Health Services, John Jay, Telecommunications, Computer Center, Business School, Uris Deli/Cafeteria, Miller Theater, Dodge Physical Fitness Center and all auxiliary departments		X		
CU	Carpet cleaning or tiled floor refinishing over and above annual service		X		
CU	Window washing and cleaning of window treatments		X		
CU	Cleaning of walls (above hand reach) and ceilings		X		
CU	Custodial services provided to auxiliary departments		X		
CU	Clean interior and exterior (wash and/or/wax) all department furniture, files, chairs, etc.		X		
FS	Maintain, inspection, testing and repair of fire alarm systems, fire extinguishers and smoke detectors.	X			
FS	Acceptance test all new fire systems	X			
FS	Assist FDNY regarding system issues and in responding to fire calls: Identify problems; Restore systems to normal operating condition.	X			
FS	Provide additional fire extinguishers or smoke detectors in excess of what is required by law		X		
FS	Walk-thrus for Project Managers or contractors and Fire Safety assistance during project work			X	
VT	Maintain and repair elevators, lifts, dumbwaiters, and escalators	X			
VT	Conduct safety checks required by New York City Code and ANSI standards	X			
VT	Provide IRE, Faculty House, Dining Services, with maintenance service		X		
VT	Install, upgrade, or repair departmentally dedicated systems, and systems in IRE, Faculty House, Dining Services		X		
VT	Provide exclusive use and/or operators for special events		X		
VT	Provide additional and/or dedicated keys for elevator control panels		X		
VT	Walk-thrus for Project Managers or contractors			X	

	and Elevator assistance during project work				
EC/HV	Maintain and repair existing temperature control computer systems regulating central building and standard mechanical units.	X			
EC/HV	Maintain controls network, building automation systems, and alarms.	X			
EC/HV	Repair and maintain building- or loop-dedicated compressed air systems.	X			
EC/HV	Monitor temperature controls for special events, classes and administrative functions	X			
EC/HV	Operate, maintain and repair existing building mechanical systems: Central heating, ventilating, air conditioning systems and Public drinking fountain refrigeration units.	X			
EC/HV	Operate, maintain and repair Departmentally-dedicated temperature control systems or environmental chambers		X		
EC/HV	Operate, maintain and repair building mechanical and temperature control systems for Dining Services, Faculty House, and all Residential facilities.		X		
EC/HV	Walk-thrus for Project Managers or contractors and HVAC/ECT assistance during project work			X	
SM/CM	Repair and maintenance of all steam and chilled water lines on the Morningside campus. Service on central, "public-use" steam systems and their associated hardware	X			
SM/CM	Repair and maintenance of steam and chilled water lines on Localized steam and chilled water systems Dedicated to a specific department or use		X		
SM/CM	Walk-thrus for Project Managers or contractors and steam and chilled water assistance during project work			X	

If any URL in this PDF document does not open into a webpage, please copy and paste the URL into another web browser window. You may also choose to save the PDF to your computer and open it with the most recent version of Adobe Acrobat: <http://get.adobe.com/reader/>. For further assistance, please call the CUIT Service Desk at 212-854-1919.