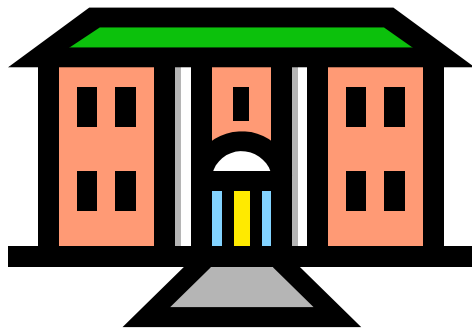


# **FACILITIES MANAGEMENT**

## **SERVICES GUIDE**



**Kutztown University**

**Kutztown, Pennsylvania 19530**

**Phone (610) 683-4120**

**Fax (610) 683-4686**

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*The Facilities Management Division is responsible for all of the Kutztown University Physical Plant, which consists of all buildings and associated internal and external systems, roads, sidewalks, grounds, and campus infrastructure such as water, sewer, gas, and electric lines. KU is really a small city. Its population is made up of over 9,000 students, faculty and staff, as well as community members who utilize the available campus resources. The physical aspects of the city consist of over 300 acres of land upon which 50+ buildings sit totaling over 2,000,000 square feet of space worth almost \$300 million. There are over 2 miles of steam lines, 6 miles of water lines, 5 miles of storm sewer lines, 3 miles of sanitary sewer lines, and 2 miles of natural gas lines all of which traverse the campus underground and bring these services to the aforementioned buildings. These systems add another \$50 million to the total value of the physical plant. The campus population drives on our over 3 miles of roadways and walks on our sidewalks which total about  $\frac{3}{4}$  of a mile, all of which are lit by approximately 500 exterior pole mounted lights.*

*All told, the financial value of the entire University physical plant approaches \$350,000,000. Therefore, we have a two fold main mission within the Facilities Management Department; service and stewardship. First, we provide facility related services. These services are conducted to support and facilitate the success of the academic and public service missions of the University. Our goal is to provide quality service delivered in a timely manner. Second, we provide stewardship of the buildings and the resources we are given to maintain them. Our stewardship is to the students and taxpayers of Pennsylvania to ensure their allocated funds are expended wisely in the upkeep of these physical resources. Our stewardship is also to the buildings themselves and future generations of students, faculty, staff, and community members who will follow in our footsteps. Stewardship of the buildings means keeping them and their interior systems in useable condition, and not allowing alterations, modifications, or renovations unless properly planned and designed as necessary to ensure proper continuous functioning over time.*

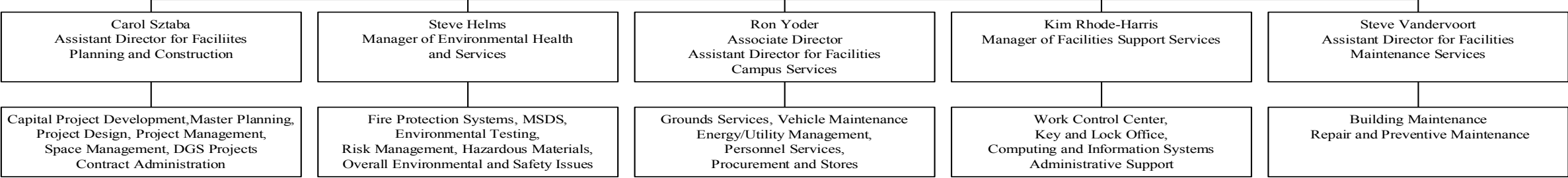
*Providing service and stewardship for the assets for which the Facilities Management organization has been given responsibility is a daunting and complex task. However, our staff of highly dedicated, motivated, and experienced employees strive to provide the best possible environment for learning, teaching, living, and recreation within the resources given us to accomplish the required services. We are always looking for ways to improve. This Facilities Services Guide is one such small step toward improving our communication with our customers so that we can understand each other's needs and capabilities better. As we continue to make changes and improve or change our service, we will strive to keep you appropriately involved and informed.*

*R. Jeff Grimm, P.E.  
Director of Facilities Management & Construction*

# Facilities Organization

## Office of Physical Facilities

R. Jeff Grimm  
Director



## 🚧🚧How to Access Facilities Services🚧🚧

### 🚧🚧Our primary contact - The Department Coordinator

Each college and/or department is encouraged to assign a department coordinator to act as the primary liaison with FM. The coordinator processes departmental work requests, initiates requests for routine maintenance, checks status of requested work and coordinates activities such as planned utility outages. This person, after being identified, is trained to use our on-line work request system and given a briefing on how to interface with the Facilities Organization in the most efficient and effective manner. In most departments, the clerical support personnel carry out this important responsibility. However, anyone can be identified as a coordinator and there may be more than one coordinator assigned by a department if they so choose. In addition, each building on campus is assigned a building coordinator who can also help with facility-related issues.

### 🚧🚧Your primary contact - The Work Control Center (WCC)

The Work Control Center acts as the primary customer service representative and customer single point of contact for all Facilities-related services. The Work Control Center's tasks include:

- Acts as liaison between the customer and appropriate FM personnel for all custodial and maintenance and repair services;
- Assists building occupants in requesting various FM services
- Coordinates and monitors the efficient delivery and quality of FM services
- Aids in identifying unfunded customer proposed project activity versus funded maintenance and repair work; and guides customer through Project Request Form Process
- Monitors customer satisfaction and responds to concerns and issues
- Trains and assists customers in utilizing the on-line computerized work request system
- Acts as initial liaison and contact between customers and Office of Planning and Construction.

To Contact the WCC call 3-1594 or e-mail [wcc@kutztown.edu](mailto:wcc@kutztown.edu)

**NOTE:** Utilizing the appropriate processes established by Facilities to address your service needs will result in clearer direction, faster response, and the ability for Facilities to track your needs and the allocation of resources to respond to those needs.

# Work Requests

As one would expect, the upkeep of the infrastructure, buildings, and grounds of the KU campus is an enormous task. Each year, over 40,000 separate work orders are processed and executed. Highly trained work control center personnel, technical workers, and managers respond to these work requests according to type of request, which is identified by a priority system of responses as on the following pages.

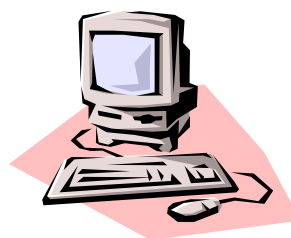
## Types of Work Requests:

### *Emergency and Urgent Service Calls*



Emergency and Urgent work is usually identified via a telephone call from a customer to the Work Control Center, rather than by entering a formal work request, due to the immediate nature of the problem and quick response required. An Facilities work request is initiated by the Work Control Center maintenance desk as a result of a call requesting emergency service for facility related problems. The request is entered into Facilities' computer information system, assigned to the appropriate priority rating, and immediately dispatched via radio to the proper work unit for execution. If the customer calls in a work request that is not an emergency or urgent service call, they will be asked to enter a departmental work request.

### *Departmental Work Request*



The electronic work request, available at <http://tmatalk.kutztown.edu>, must be completed for all work other than emergency or urgent service calls.

Once a request is processed and approved, a Work Order is issued to the proper work unit to complete in priority order as further defined herein.



### *Keys*

In order to provide the best possible safety and security for the Kutztown University campus, all keys must be picked up in person in the Facilities Office. Keys may not be passed between individuals, nor are departments authorized "File Keys." Key Authorization Request Forms are available by contacting the Work Control Center. All other questions regarding keys are addressed by the Key and Lock Policy (Kutztown University Policy 1994-108). The policy can be viewed online at <http://www.kutztown.edu/admin/AdminServ/administration/admin108.html>.

## Priority Assignments

Work requests are prioritized as follows:

**Priority I (Emergency)** These requests take precedence over all other requests. This work is required to provide or restore adequate service to a facility, to eliminate hazards to life or health (safety) or to protect valuable property from imminent damage. Examples are a failure in the electrical power, a break in the water line or overflowing toilets, a failure in the campus heating system, or broken windows.

**Priority II (Urgent)** This is work demanding prompt attention to supplement emergency repairs or prevent a subsequent emergency. This work is required to prevent or correct a breakdown of essential operations or to improve the operating performance of a necessary system. Examples are malfunctioning heating, cooling, plumbing (continuously running toilets), electrical, and elevator systems and problems affecting the security of facilities.

**Priority III (Scheduled)** This is date sensitive work that is required to prepare for or accommodate University sponsored and sanctioned calendar scheduled events. Work of this classification will be scheduled and accomplished by the scheduled event date, if proper notice is given by the requesting customer. The Office of Physical Facilities requests a minimum of five (5) days' notice for the accomplishment of date-sensitive items. If there are numerous scheduled events for a certain day, work and related assets (tables and chairs) will be scheduled on a first-come, first-served basis until available material resources and labor hours are exhausted, or unless preauthorized priority has been given to a certain event by the University administration. This is also work that would not normally qualify for a higher priority, but is work that requires advance planning, cooperation between trades or extensive communication and preparation with the customer. This is work that is scheduled with a commitment date communicated to the customer. Examples are table and chair set-ups for one-time events, athletic field preparation for scheduled games, and graduation ceremony preparation.

**Priority IV (Routine)** This is work that is required to continue the successful operation or prevent further degradation of the facility, facility

subsystem, or general campus infrastructure. Work of this classification will be accomplished as it is identified and manpower is made available from higher priority work. Routine work can have backlogs of several weeks to several months depending on the technical trade involved. Examples are door hardware repair or replacement; patching and repainting; random tile replacement; checking, inspecting, servicing, and adjusting various system components; pruning, trimming, mowing, and fertilizing grounds areas; and repair or replacement of obsolete, worn or broken, failed or inoperative systems or components that do not immediately threaten the accomplishment of the University mission.

**Priority V (Customer Enhancements)** This is work that is normally categorized as customer convenience, enhancement, or aesthetic and productivity improvement items. While not normally maintenance and repair-type work, work of this type may be desirable and valid, from a customer perspective, in supporting the work necessary to carry out the individual unit's mission. Examples include bulletin board installation, hot file installation, assembly of large file storage systems, multimedia cases, shelving installation, clock and picture hanging, etc. Accomplishment of this work, while to the customer may be desirable and valid, is dependent upon the availability of funds and manpower required to complete the request. Work in this area is handled on a first-come, first-served basis unless a particular request cannot be performed due to large funds or manpower requirements. This is not normally work of a project nature, but is short duration installation of items that allow the customer to enhance productivity, improve aesthetics, or provide for a more comfortable and pleasing or productive work environment.

## The Maintenance and Repair Work Request Form

Monday, July 22, 2002

Kutztown University

**Site Menu**  
Home  
**Work Request**  
Submit a Request  
Query Request  
**Work Order**  
Open Work Orders  
Closed Work Orders  
**View Detailed Info**  
Please select from list GO  
**Search by Number**  
Work Order  
Work Request  
About TMA iServiceDesk 3.1

\*Name: kim  
\*Phone Number: 34224  
\*E-mail Address: rhodehar@kutztown.edu  
\*Repair Ctr:  
\*Area:  
Account Number:  
Tag Type:  
Tag #:  
\*Department: speech and theatre  
\*Request:  
Submit

The electronic work request form, as shown above, can be found at <http://tmatalk.kutztown.edu> . Passwords and access to this on-line system can be obtained by contacting the Work Control Center at x31594. For software security purposes, as well as for efficiency and effectiveness of the system, users are requested to participate in a short training session prior to using the request system. Training can be arranged in small groups or on an individual basis, and every effort is made to accommodate the scheduling restraints of the user. Simply contact the WCC.

## How to Complete a Work Request:

The originator should complete the following fields:

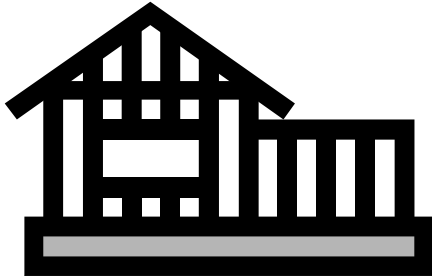
1. **Email Address** is needed for correspondence that the WCC will send to the originator. The electronic work request system generates automatic email correspondence to keep the user informed of the progress of their request. This is the address that will be used to receive automatic correspondence from the system.
2. The **Name** should be the name of the person who wishes to be contacted if there is further information needed about this request. This is the name that appears on the work order that is generated to the trade technician who will be performing the necessary work. The person whose name appears in this field should be the person that can answer any pertinent questions regarding the work to be performed.
3. The **Repair Center** field is used to designate the organization that will perform the work. In this case, the option for Repair Center should be Physical Facilities (PF). This work request system defaults to PF for your repair center at this time.
4. **Account #** is generally a 3 digit entry to designate the department or group that is requesting the work to be performed. This account number is used for tracking purposes only. There is no charge associated with work being performed via a work request, unless otherwise notified. This is not a required field.
5. The **Phone #** field should be completed to designate a phone number for the person who should be contacted in the event there are questions or further information is needed by a technician to complete the requested work.
6. The **Location ID** field can be left blank. The system will automatically fill this field from **Building** and **Floor** fields
7. The **Building** Field should automatically fill from your selection on the starting page of the work request. The entry in this field, in combination with the **Floor** field should designate the location where the repairs or work is needed. If you are requesting a move of an item from one location to another, use the *destination location* when selecting **Building** and **Floor** from the pull-down menus.
8. The **Tag #** field can be left blank. This field is used internally by Facilities to designate equipment information.
9. The **Request** field is the most important field on the work request form. This field should contain complete information on the nature of the repair to be performed, any dates that might need to be communicated to the repair technician, and any further directions or specialized information that needs to be communicated to the technician in order to effectively complete your request. When explaining the work that is needed, be as specific as possible. For example, instead of stating that “a toilet needs to be repaired”, state “the toilet is clogged”, or “the toilet leaks at the base when flushed”, or “the toilet seat is broken”. This allows for efficient prioritizing and scheduling of your repair work. If all information will not fit in this field, or if the instructions require specialized drawings, diagrams, or other instructions, please send these items separately via campus mail or fax them to the WCC and reference the work order number on the additional documents.

**NOTE 1.** A confirmation number is sent to the originator after a work order number has been assigned and the request has been entered in FM’s computer system. **The original request number (provided to the requester on-line upon completion of the work request form) or the work order number (provided to the requester via email when the request is accepted) is needed for all job inquiries to the WCC.**

**NOTE 2.** Updated information, status updates, information regarding delays, and scheduling dates are provided for each work request/work order at the electronic work order web site. See <http://tmatalk.kutztown.edu>  
Please utilize this system for routine inquiries, as the WCC is not staffed to provide individualized status reports that are available on-line.

## Project Work

In almost all higher education facility organizations, it is a common practice to separate maintenance and repair work requests from project work requests because of the different funding, timing and execution parameters.



The Operations and Maintenance branch of Physical Facilities is staffed and funded primarily to accomplish maintenance and repair on the facilities and facility systems currently in place. We realize that from time to time, pedagogical, staffing, and programmatic changes may require facility modifications, improvements, and/or alterations. In many cases, however, the scope of the work, or the workload of the in-house staff, warrant contract force completion of the identified work. Funding for this kind of work

(materials for the in-house, and labor and materials for contracted work) must be provided by the requesting agency, either through their pre-defined operating budget, or through special funding from their Vice President or Cabinet level equivalent, or the President, in conjunction with the programmatic changes planned. Facility changes due to grant requests must also be funded in this manner.

In order to institute fiscal responsibility and proper accountability for project work, and to provide the most equitable distribution and timely completion for this type of work, Project Work should be requested via a Project Request Form.

Project Request Forms can be obtained by contacting the Work Control Center at x31594. An example with instructions is contained within this guide.

To determine whether your request is a maintenance or repair request (which should be requested via the electronic work request, known as iService Desk), or project work (which should be requested via a Project Request Form-PRF), please use the following work definitions:

### Maintenance-(On-line work request)

The recurrent, day-to-day, periodic, or scheduled work required to preserve a facility in such a condition that it can be effectively used for its designed purpose. Examples would be light bulb replacement, floor tile replacement, heating unit adjustments, etc.

### Repair-(On-line work request)

Repair is the restoration of a facility to such condition that it can be effectively utilized for its designated purpose. Repair is done by overhaul or replacement of major constituent parts that have deteriorated by action of the elements, age, or normal usage. Such deterioration normally has not been corrected or prevented previously through proper maintenance procedures due to lack of funds or personnel resources. An example would be major component replacement in air conditioning systems (compressors, chillers, cooling towers), unserviceable

showerheads or other plumbing fixtures, roof leaks, etc.

### Renovation-(Project Request Form)

This service is the total or partial upgrading of an existing facility or facility system to higher standards of quality or efficiency. Under certain conditions a renovation can also be classified as an improvement. Examples are new installation of air conditioning where it did not exist, installation of grid ceilings to facilitate replacement of incandescent lighting with more efficient fluorescent lighting, unscheduled painting before life cycle requirements (7-10 years), etc.

### Alteration-(Project Request Form)

Alteration is the changing of internal arrangement or other physical characteristics of an existing facility or space so that it may be effectively used for its new designated purpose.

Interior partitions can be arranged to provide a specific space for a certain function, or space can be converted to a different use by the installation of new equipment. For example a classroom can be converted to a lab or a series of office suites. In this instance, change of use of spaces must also be previously approved by the University Space Allocation Review Committee (SARC).

#### Improvement-(Project Request Form)

This is the addition of quality features to existing space by upgrading mechanical or electrical systems or architectural finishes. Examples are painting requests not required by cyclical maintenance requirements (every 7 to 10 years), the addition of air conditioning, or installation of new or different lighting to create an aesthetic condition.

#### Equipment Installation-(Project Request Form)

The installation of equipment required by an academic or departmental program and not necessary for proper operation of the physical facility itself. Examples of this type of work are: fume hood installations, computer labs, meteorological equipment, photo lab equipment, specialized program air conditioning or ventilation requirements, or installation/maintenance of specialized athletic or other similar equipment.

# Project Request Form

Office of Physical Facilities 610-683-4120 Fax: 610-683-4686

**TO:** Director, Facilities Maintenance and Construction

**FROM:** \_\_\_\_\_ Date \_\_\_\_\_  
(Requester/Point of Contact)

**INSTRUCTIONS:** The project initiator is to complete this form through Step 4. If assistance is needed, please contact the Work Control Center at x5190.

## STEP I DESCRIPTION OF PROJECT

**REASON:**

- \_\_\_\_\_ To renovate/reuse existing space
- \_\_\_\_\_ To alter space and change currently assigned use of space
- \_\_\_\_\_ To improve existing architectural/electrical/mechanical systems
- \_\_\_\_\_ Other (NOTE: Includes equipment installation, grants, special projects, etc.)

LOCATION OF PROJECT (BLDG./FLOOR/ROOM) \_\_\_\_\_

**CURRENT BUILDING/ROOM ASSIGNMENT (USE):**

- OFFICE       CONFERENCE /MEETING       CLASSROOM/SEMINAR
- LABORATORY       OTHER \_\_\_\_\_

**DESCRIPTION OF REQUEST** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Please attach additional sheets as necessary for continuation, comments, sketches, etc.)

**JUSTIFICATION OR REASON FOR REQUEST** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**DESIRED COMPLETION DATE** MM/DD/YY \_\_\_\_\_

**STEP II APPROVALS**

_____	_____
Chairperson	Date
_____	_____
Dean/Director	Date
_____	_____
Vice President or Cabinet Level Official	Date
_____	_____
Chair, SARC (If Required)	Date

**STEP III FUNDING**

**COST ESTIMATE:** *(to be completed by facilities)*

Consultant/Professional Costs	\$ _____
Construction Cost	\$ _____
Construction Management/Administrative Costs	\$ _____
Fixtures/Furnishings/Equipment Costs	\$ _____
Contingencies	\$ _____
<u>Other Costs (Identify )</u>	\$ _____
<b>Total Project Cost</b>	<b>\$ _____</b>

**SOURCE OF FUNDS** *(to be completed by requester after estimate is provided. Dean/Director and/or VP level signature required)*

FUND \_\_\_\_\_ OBJECT: \_\_\_\_\_ CODE: \_\_\_\_\_  
 (Example: CE 000 0000)

Fund Source Approval: \_\_\_\_\_ DATE \_\_\_\_\_  
 Title \_\_\_\_\_

**Facilities Use Only**

Review Signatures: \_\_\_\_\_  
*(Sign and Date)* Associate Director, O&M Assistant Director, Project Coord.

\_\_\_\_\_ Director, Facilities Maintenance and Construction

University Safety Specialist

Work Order Number \_\_\_\_\_ Estimated CCD \_\_\_\_\_

Work Completion Method \_\_\_\_\_

# The Project Request Form

If a work request is identified as requiring a Project Request Form as previously defined in this guide, then the customer needs to follow the process as follows to ensure the most efficient flow of the information to and from facilities regarding the proposed project.

The form itself is self-explanatory, however, there are areas in the process, which if not completed properly or prior to forwarding to Facilities, will delay the response to the request for information on cost, time schedule, method of completion, etc.

## How To Complete A Project Request Form:

The originator should complete the following areas of the form:

1. **Requester/Point of Contact** is needed for correspondence that the WCC will send to the originator. This may include cost estimates and proposals, email correspondence, memos, requests for clarification, etc. to keep the user informed of the progress of their request.
2. **Step I Description of Project**
  - a. **Reason:** Check the box that best fits the reason for the renovation/upgrade/installation request. This will be used to categorize your work within existing commitments and priorities and enable Facilities to prioritize requests properly.
  - b. **Location of Project:** Please enter the building name, floor, and room in this space.
  - c. **Current Building/Room Assignment (Use):** Please check the use that most accurately fits the current (not proposed or future) use of the space in which the renovation/alteration/improvement or installation will take place.
  - d. **Description of Request.** Describe to the work that is required or changes needed in order to bring about the desired outcome. Describe any special circumstances or timing issues that may affect the project completion. Attach additional sheets as necessary for additional comments, sketches, etc.
  - e. **Justification or Reason for Request:** If applicable, provide rationale for requesting the addition/alteration/improvement or installation. Specify, if necessary, the impact to mission critical functions and responsibilities.
  - f. **Desired Completion Date:** Provide a completion date by which you would like to have this project completed. Project Requests should typically be submitted 6 months to 1 year in advance of need. While Facilities will endeavor to meet the desired completion date where possible, material and labor resources, as well as funding issues may affect estimated completion dates.
    1. **Step II Approvals**
      - a. **Chairperson, Dean/Director, VP or Cabinet Level Official, and Chair, SARC (If Required).** All signatures are *concept approvals* only in Step II. These signatures are required. Project Request Forms submitted with incomplete signatures in this section will be returned to the requester.
    1. **Step III Approvals**
      - a. Step III Approvals will be required upon completion of a job cost estimate by Facilities. The estimate will be returned to the requester for Step III Approvals and Fund Source information prior to scheduling an estimated completion date for the project.



## Financial Responsibility for Facility Services Provided

Physical Facilities is primarily funded and staffed to maintain and repair structural building components and mechanical and electrical systems. The services that are provided to you at no cost are listed under “FM Responsibility”. The requester’s department must fund “Department Responsibility” services, or other funding sources must be identified to cover these services. In some cases, these services are the responsibility of other service units in the University.

Facilities Responsibility	Department Responsibility
<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Basic maintenance and repair of all buildings and infrastructure and related components</li> <li>• Routine custodial services</li> </ul>	<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Installation, maintenance, and repair of special use departmental furnishings and equipment</li> <li>• Non-routine custodial services, such as overtime for special events or student sponsored clubs, etc.</li> </ul>
<p><b>Interiors</b></p> <ul style="list-style-type: none"> <li>• Maintenance and repair of building structures and components (walls, ceilings, windows, doors, locks, etc.)</li> <li>• Painting, based on condition and availability of funding (normally a 7-10 year cycle)</li> <li>• Signage in public areas for identification purposes and certain Departmental signage (desk and/or door nameplates)</li> <li>• <b>Maintenance</b> and repair of public area furniture, classroom seating, and standard office furnishings</li> <li>• <b>Installation</b> of departmental purchased items, where resources allow, such as combination locks, shelving (wall and stand alone), cabinets, special picture hanging materials, bulletin boards, white boards, new classroom furniture, new office furniture, academic equipment, etc.</li> </ul>	<p><b>Interiors</b></p> <ul style="list-style-type: none"> <li>• Renovation or modification of departmental facilities not associated with a planned Capital Project</li> <li>• Painting beyond available maintenance funding and labor resources and requests not in compliance with the life cycle planned maintenance (less than 7 years)</li> <li>• Specialty signage other than for public area designation and doorplates and nameplates.</li> <li>• <b>Purchase</b> of public space furniture, classroom seating, and office furnishings, including systems furniture installations.</li> <li>• <b>Purchase</b> of combination locks, shelving (wall and stand alone), cabinets, special picture hanging materials, bulletin boards, white boards, new classroom furniture, new office furniture, academic equipment, etc.</li> </ul>

## Financial Responsibility For Services Provided (Continued)

Facilities Responsibility	Departmental Responsibility
<p><b>Exteriors</b></p> <ul style="list-style-type: none"> <li>• Maintenance and repair of building exterior structures and components (roofs, windows, walks, stairs, etc.)</li> <li>• Landscaping for aesthetic purposes</li> <li>• Grounds maintenance</li> <li>• Snow removal</li> <li>• Building identification signage</li> <li>• Parking and roadway lot markings</li> <li>• Traffic signage outdoor trashcans, recycling containers, benches, light posts, etc.</li> </ul>	<p><b>Exteriors</b></p> <ul style="list-style-type: none"> <li>• Athletic Equipment, such as movable benches, tennis court nets, goals of any type, etc.</li> <li>• Landscaping for specific academic purposes</li> </ul>
<p><b>Building Systems</b></p> <ul style="list-style-type: none"> <li>• Maintenance and repair of building central systems including heating, ventilating, air conditioning, and utility distribution systems</li> <li>• Maintenance and repair of elevator and lift systems</li> </ul>	<p><b>Building Systems</b></p> <ul style="list-style-type: none"> <li>• Installation, maintenance, and repair of window A/C units not in compliance with the Building Air Conditioning Guidelines as reviewed by the President's Cabinet and approved by the President on April 18, 1995.</li> <li>• Installation, maintenance, and repair of environmental control rooms, clean rooms, and other special rooms</li> <li>• Departmentally requested special security systems</li> </ul>
<p><b>Environmental Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Maintenance and repair of fire protection systems</li> <li>• Facility inspections and consulting services to ensure compliance with various regulations</li> <li>• Routine hazardous waste removal</li> </ul>	<p><b>Environmental Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Expert consulting services for department</li> <li>• Non-routine departmental hazardous waste removal</li> </ul>

**This list of services and related financial responsibility is intended to be used as a guide. It is not all-inclusive of the various services provided by FM or services that might be provided with fiscal responsibility on the part of the requestor.**

**The following services are NOT in any capacity provided by Facilities:**



- Draping of tables for special events (contact Food Services)
  - Telephone and Computer installations (contact Information Technology)
  - Sound Systems (contact Purchasing for vendors who supply this service)
  - Portable Microphone Units (contact the AV department)
  - Repair of equipment/appliances/items not owned by Kutztown University including coffee makers, microwave, refrigerators, desk clocks, and other personal belongings.
- Opening of car locks or “jumping” car batteries (contact private service providers)
  - Key cutting (except keys used by the University and tracked in accordance with the Key and Lock Policy)
  - Loaning of any type of equipment/tools
  - Storage services
  - Moving of items to the University from an off-campus location or from the University to an off-campus location (except when approved by the Vice President, Administration and Finance)
  - Transportation or moving of computers, printers, audiovisual equipment and other equipment requiring specialized transportation precautions (contact TV services, AV, or IT)
  - Repair of items/equipment where to do so would cause invalidation of warranties or service agreements.
  - Maintenance and repair of special academic equipment (photo enlargers, microscopes, motorized rock cutting wheels, kilns, etc.)



### **Material Assets NOT Provided By Facilities**

**The following items/services must be funded and obtained by the requesting department through normal University procurement channels:**

- 
- Carpeting
- Window treatments, including blinds, mini-blinds, curtains, and drapes
- Permanent and portable white boards and black boards
- Audiovisual equipment including overhead projection units, projection screens, data display units, marker boards, bulletin boards, and sound systems
- Computers, printers, fax machines, telephones, phone jacks, and cable television services
- Specialized equipment not necessary for the proper operation of the physical facility itself including, playground equipment, athletic equipment, lockers, appliances, specialized teaching devices, and portable staging
- Furniture, including office and classroom
- Wall dividers and portable wall units
- Storage units including book cases, storage cabinets, built-in shelving
- Padlocks (except for use in support of the University mission and in compliance with all key control initiatives in force at Kutztown University)
- Extension cords and outlet strips
- Portable heaters, dehumidifiers, fans, and “clean air machines”

## Telephone Directory



Mr. R. Jeff Grimm,  
Director  
X34120

Mr. Steve Helms,  
Safety Specialist  
X34050

Mrs. Eileen Adam, Secretary  
X34120

Ms. Carol Sztaba,  
Asst Director, Planning and Construction  
X31332

Mr. Ron Yoder,  
Associate Director  
X34121

Ms. Gina Andersen, Secretary  
X31332

Mr. Steve Vandervoort,  
Assistant Director  
X31387

Ms. Kim Rhode-Harris,  
Facilities Support Services  
X31594

Mrs. Alta Brobst,  
Work Control Center  
X31594

Mr. Mike Reese,  
Heat Plant Manager  
X34126

### **Facilities Business Hours:**

Monday through Friday 7:30 a.m. to 4:30 p.m. (including lunch coverage).

### **After Hours Emergencies:**

Minimal Maintenance coverage is available for emergencies after our regular business hours. To access these services, contact Public Safety at x**34001**.