

**SERVICE REQUEST GUIDELINES**

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## Objectives

Facilities aims to clarify the guidelines that apply to service requests, including the differences between billable, non-billable and preventive maintenance requests.

## Definitions

**Corrective maintenance:** Repair work undertaken on fixed equipment that is integral to a building system for which Facilities is normally responsible.

**Preventive maintenance:** Scheduled work undertaken to maintain equipment that is normally part of the building (base building) and prevent its breakdown.

**Discretionary Service Request:** A request for work not included in regular maintenance, usually involving furniture and equipment that is not used in normal building operations. Normally, the faculties and/or central services are billed for such work, except in the following cases:

External agencies that rent space from the University

Please refer to the lease. Unless specified, all work involving repairs to the building systems (electrical, mechanical, plumbing, structural repairs) is not billable. Any other type of request for service will be billed to the agency that rents space from the University of Ottawa.

Spaces rented by the University

The procedure to request services remains the same: the Call Centre will contact the owner to notify them that work has been requested. All billable requests for service submitted by the owner will be paid for by the occupant.

Self-funded services

All requests for service are billable for self-funded services. (See Annex A for a list of self-funded services)

## Initiating a Service Request

By telephone: extension 2222

By email: [sdiprs@uottawa.ca](mailto:sdiprs@uottawa.ca)

In person: 141 Louis Pasteur, Room 230

By our request system: Maximo

Information to include:

Name and telephone number of the client

Location, building, room

Description of the problem and equipment affected

FOAP (budget code)

In an effort to avoid duplicate requests and facilitate billing, requests must be initiated by Facility Managers, or equivalent within the faculties or services.

Requests initiated by professors, students (including graduate students), or non-authorized support staff members will be referred to the Facility Managers, or equivalent within the faculties and services. In emergencies, dangerous situations, or where there is risk of death or injury, or damage to University facilities, we will proceed with the work and include the name and phone number of the employee or student in the request.

## Performance of work

Once a Service Request received, a work order is issued to those assigned to perform the work and the request is prioritized (repair times are subject to the availability of the required materials):

### **Priority levels:**

**Emergency:** potential loss of life/injury, damage to University infrastructure

**Same-day:** breakdown that could negatively affect University operations and, if not repaired, could become an emergency.

**10 working days:** Requests that involve aesthetics, modification or repairs, or movement of furniture, or non-emergency repairs, will be processed within 10 working days of receiving the request.

**Securing furniture and/ or installing frames:** These items will be carried out 21 days following the reception of the request. Installing frames, art work with a security system is billable.

**Scheduled work not requiring an estimate:** In the interests of proper request management, requests for scheduled work must be submitted at least 10 working days before the deadline.

**Request for estimates:** Facilities works with several companies and can provide estimates for work valued at over \$1000. A request for an estimate may take up to 21 working days, depending on the complexity of the work and the availability of required materials. For project requests, a budget forecast must be submitted, including a brief description of the work.

## Billable work

The following spreadsheet shows work that is billable by client type and areas.

Billable items	Public spaces	Classrooms <sup>2</sup>	Classrooms managed by a faculty or service	Elevator	Equipment required to operate a building	Transportation services (other than Academic documents and archives)	Work in areas occupied by a service or faculty <sup>3</sup>
Faculties			X			X	X
Central services			X			X	X
Self-funded services	X		X	X	X	X	X
External agencies	X		X			X	X
Rented spaces <sup>1</sup>	X		X			X	X

1-

1. Refer to the lease. All requests for services, even for rented spaces, are processed through the Call Centre (2222)
- 2- Rooms for which the Registrar is responsible are non-billable
- 3- Aesthetic replacements or repairs in spaces assigned to a faculty or service are billable, including:
  - All requests for work conducted in faculty or service spaces, graduate student areas, offices, conference rooms, labs, kitchens, study rooms or rooms for which the faculty or service is responsible.
  - Replacement of floor coverings, painting, repairs to walls (Facilities requires that the work be assessed by a subject-matter expert, namely Facilities)
  - New ventilation, air conditioning, suspended ceiling, lighting or electrical installations
  - Lock replacement and combination lock repair
  - Transportation services for other work, except transportation of academic documents.

## Utilities : Water and energies

Monthly invoices are prepared before the transactions are on any accounts. External agencies receive invoices via email.

Costs related to metering are included in the invoicing.

The following spreadsheet shows Faculty / Services that are charged for Utilities

Billable items	Electricity	Cooling	Climatisation	Hot water	Waste water
<b>Faculties</b>					
<b>Central services</b>					
<b>Self-funded services</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
<b>External agencies</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>
<b>Rented spaces<sup>1</sup></b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>

1— Refer to the lease

### When a request turns into a project

Even if only one of the following conditions applies, Facilities requires that you complete a Project Request Form (PRF) and send it, along with any other relevant documents, to [sdiprs@uottawa.ca](mailto:sdiprs@uottawa.ca).

- If the work requires design or expert assessment;
- If the work requires a permit;
- If the work requires an application of building code standards;
- If the work requires that the “Constructor” or the constructor’s representative be on site (5 workers or more).

If the work required is a renovation or modification (rather than a repair and/or maintenance) that requires two or more types of workers on site, transportation and housekeeping services will play a support role and should not be included in the estimate of types of workers.

### Hourly rate (June 2014): during office hours (pending revision)

Description	2014 hourly rate
Architecture	42.60
Locksmith services	42.60
Electrical	52.43
Instrumentation	52.43
Grounds work	35.30
Transportation	37.02
Furniture recycling	28.46
Housekeeping	28.46
Mechanical	50.10
Plumbing	45.65
Air quality	55.00

*These rates are subject to change without notice.*

*Additional costs will be charged if this work must be conducted after regular office hours.*

*The cost of materials is not included*

## Annex A

List of self-funded services (taken from Procedure 3-7 – Budget Management)

### **1.5 Self-funding**

The self-funded budget group includes the following services:

#### **INCOME-GENERATING SERVICES**

- Computing and Communications Services—docUcentre
- Health Services
- Sports Services
- Animal Care and Veterinary Service
- Student Services—uOttawa card

#### **ANCILLARY SERVICES**

- Conventions and Reservations
- University of Ottawa Press
- Community Life Service
- Housing Service
- Food Services
- Parking and Sustainable Transportation

GSAED

The Fulcrum

*La Rotonde*

Student Federation of the University of Ottawa



## Technical services, Operations and Maintenance

### Ancillary services

- Architectural services: locksmith, general repairs, elevators
- Grounds keeping: grounds maintenance, landscaping and snow removal
- Transportation: moving, deliveries, vehicle fleet
- Postal service: mail and parcel shipping/receiving and delivery, courier services
- Activity/equipment compliance with applicable codes and regulations (TSSA, Ontario Building Code...)

### Housekeeping services

- Services in residences, waste management (collection, transportation,...), extermination, destruction of sensitive documents, drapery and tablecloth cleaning, graffiti removal
- Recycling, composting, waste reduction/diversion, used furniture and accessory management, Free Store
- Activity compliance with municipal, provincial, or other codes and regulations

### Mechanical-plumbing services

- Maintenance and operation of heating, ventilation and air conditioning (HVAC) systems and equipment, and related systems and distribution networks
- Preventive maintenance program management for the Mechanical sector
- Activity/equipment compliance with applicable codes and regulations (TSSA, Ontario Fire Code....)
- Management of infrastructures/equipment used in water and grey water distribution systems, aqueducts, sewers, and fire prevention systems (fire hydrants)

### Electricity-instrumentation services

- Maintenance and operation of electrical and monitoring systems and networks
- Maintenance and operation of electrical vaults
- Preventive maintenance program management for the Electrical sector
- Equipment compliance with applicable codes (Ontario Electrical Code, ESA,...)