
POLICY FOR CHARGEABLE SERVICES**POLICY**

The following guidelines are used to determine the Facility Operations services that are chargeable and those services that are performed at no charge:

- General Routine maintenance or repairs to existing facilities are ***NOT*** normally charged to departments.
- Departmental-requested modifications or improvements to its facilities ***ARE*** considered chargeable services.
- If a department is requesting a repair to a normal maintenance item (or an item that is on the Deferred Maintenance Master List) and would like that work accelerated, the department has the option of funding that service through an Interdepartmental Charge (IDC) by providing a FOAP.

That being said, all requests for service repairs will be reviewed on an individual basis, using the reasoning stated above, to determine if the service is chargeable.

KEY REQUISITIONS

To request a new key, please complete the *Key Requisition* form with account number (FOAP) and authorized signature, and mail, email (facilityoperations@udmercy.edu), or fax (313-993-1175) to Facility Operations. This form can be found at a link from our work request log-in screen, or at the following URL:

<http://www.udmercy.edu/facilityoperations/forms/req-key.doc>

OTHER WORK REQUISITIONS

All other requests for service, repairs, or renovations are to be submitted via Facility Operations Work Request System. If the request is deemed chargeable, an e-mail reply using the work request system will be sent to the requestor to communicate the estimated cost of the requested service. Work will ***NOT*** begin until an account number (FOAP) and a written reply authorizing the work is provided using the *Work Request System*. The departmental account number will be charged via IDC using the *Work Request Number* as the *IDC Reference Number*. Please keep a copy of the *Work Request* for your documentation of the charge against your account (FOAP) that will show up in *Banner*.

CONSTRUCTION, REMODELING, AND RENOVATION REQUISITIONS

If the work is extensive and the cost is great enough to justify a construction project, the department will be requested to complete the *Construction, Remodeling or Renovation Requisition* form. A notification will be sent via the *Work Request System* that a *Construction, Remodeling or Renovation Requisition* form is to be completed for those

improvements that Facility Operations has determined to be extensive enough to be deemed a renovation project. Once the form is submitted with an account number (FOAP) and authorized signature, quotes for the work will be obtained, and the total estimated cost will be communicated to the requestor for their approval to proceed. This form is found on our website at the following URL:

<http://www.udmercy.edu/facilityoperations/forms/req-remodel.doc>

EXCEPTIONS

There will always be exceptions as each situation is unique and will be reviewed on a case-by-case basis. For example, emergencies or insurance repairs are two exceptions. Emergency issues should be phoned in so that Facility Operations can address the problem promptly. The funding will be determined after the repair has been completed in those cases. Another exception is the cost of repairs for damages in the Residence Halls. Facility Operations is pre-authorized to make repairs to the Residence Halls and charge the account for the respective location for damages that are caused by vandalism or are deemed beyond routine maintenance. Other requests for major improvements to the Residence Halls would follow the standard procedures defined above.

SUMMARY

Facility Operations' goal is to process every work request on a timely basis; but all requests, including legitimate non-chargeable maintenance or repair requests, are subject to budget and time constraints. The above procedures are provided to clarify the process and for you to use as a guideline to follow in submitting work requests. Your cooperation in helping us in our daily work to continually maintain and improve University facilities is greatly appreciated.