

Approval Date: February 21, 2006

Most Recent Editorial Date: September 9, 2014

Parent Policy: [Maintenance Policy](#)

Maintenance Request Procedure

Office of Administrative Responsibility:	Office of the Director, Building Infrastructure/Senior Information Officer
Approver:	Associate Vice-President (Operations & Maintenance)
Scope:	Compliance with University procedure extends to all members of the University community.

Overview

In accordance with the Maintenance Policy, Facilities and Operations will act with due diligence in addressing base building requests for maintenance; and will ensure that all appropriate building and safety codes are adhered to.

Purpose

To ensure that all problems identified with University **base building systems** are reviewed and addressed on a priority basis.

PROCEDURE

1. Base Building Requests

All base building requests for maintenance, regardless of complaint type, building or affected area, must be submitted to Operations and Maintenance via the Facility Services Manager, or by calling the Facilities and Operations Maintenance Desk. The request will be reviewed and a determination will be made as to the scope of work, priority, required trade(s), and whether or not the request requires an immediate response. The request must include:

- A contact person.
- Contact number.
- A description of the problem and exact location.

2. Faculty/Departmental Requests

All Faculty/Departmental requests for repairs must be submitted to the Facilities and Operations Maintenance Desk on a Work Requisition. The Work Requisition must be completed in full, and requires the following information:

- Contact information (contact person, e-mail address, campus address).
- Exact Location of requested work.
- Speed code and account number, signed by the appropriate authorizer for the speed code.
- Precise description of requested work.

3. Once the request has been received and processed, the Maintenance Desk will e-mail a confirmation indicating the assigned job number to the contact person.

4. Faculties/departments are responsible for repairs and maintenance of **departmental equipment**.

DEFINITIONS

Any definitions listed in the following table apply to this document only with no implied or intended institution-wide use. [[▲Top](#)]

Base Building Systems	<p>The basic building structure, including roof and exterior walls, basic mechanical and electrical systems, and the service core. Base building systems do not include:</p> <ul style="list-style-type: none"> - Departmental specific equipment that is not part of the building architectural, mechanical, structural or electrical systems; - Furnishings, drapes, art work, departmental research equipment; exercise, program assistance or teaching aids.
Departmental Equipment	<p>Equipment that is specific to a Department or research function including ancillary electrical, mechanical and architectural systems that are installed specifically to support the research function.</p> <p>Examples include:</p> <ul style="list-style-type: none"> - A clean room complete with packaged air-conditioning unit, special filtration and UPS power source that is in place to for a specific type of research. All equipment would be maintained by the Department. - Freezers and refrigerators for storing lab research and/or materials; and also freezers and refrigerators used by Departments for staff use. - Air compressors or vacuum pumps that are installed in a central mechanical room but serve one lab or research area within a building. - Special water systems (distillation units) within labs. - Exercise equipment. - Air conditioning units for server rooms.

FORMS

Should a link fail, please contact uappol@ualberta.ca. [[▲Top](#)]

[Facilities and Operations Work Requisition](#)

RELATED LINKS

Should a link fail, please contact uappol@ualberta.ca. [[▲Top](#)]

There are no related links for this Procedure.