

Original Approval Date: February 21, 2006

Most Recent Update: November 1, 2019

Parent Policy: [Maintenance Policy](#)

Maintenance Request Procedure

Office of Administrative Responsibility:	Director, Buildings Grounds and Environmental Services
Approver:	Associate Vice-President (Operations & Maintenance)
Scope:	Compliance with this University policy extends to all academic, support and excluded staff, postdoctoral fellows, and academic colleagues as outlined and defined in the Recruitment Policy (Appendix A and Appendix B : Definitions and Categories), undergraduate, graduate, Faculty of Extension students, emeriti, members of the Board of Governors, visitors to campus, visiting speakers and scholars, third party contactors and volunteers.

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 through the Facility Services Area 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 requests for work 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 authorized approver 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, artwork, 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 installed specifically to support the research function.</p> <p>Examples include:</p> <ul style="list-style-type: none"> • A clean room complete with a packaged air-conditioning unit, special filtration, and uninterrupted power source in place to support a specific type of research. • Freezers or refrigerators for storing laboratory research and/or materials. • Air compressors or vacuum pumps, even when installed in an O&M mechanical room that serve one lab or research area. • Specialized water systems (e.g. temperature, filtration, or purifying). • Air conditioning units for server rooms, environmental chambers, or laboratory equipment such as microscopes, incubators, ovens, chromatographs, scales, sterilizers, glass washers, and cage washers. • Fume hoods, biosafety cabinets, and laminar flow hoods. • Recreational equipment. • Pressure vessels used for research. • Office furniture and equipment owned by Faculty. • Appliances owned by Faculty (e.g. coffee machines, dishwashers, refrigerators, microwaves).

Please refer to the [joint memorandum and FAQs](#) signed by the Vice Presidents of Facilities and Operations and Research on 10 October 2018 outlining the responsibilities associated with research equipment and research support systems.

Departments may be responsible for premature replacement of building equipment as a result of abuse, vandalism or misuse that they could reasonably have predicted or controlled.

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](#)]

[Operations and Maintenance](#)

[Facility Services Area Managers](#)

[Building Maintenance Service Level document](#)

[Responsibilities Associated with Research equipment and Research Support Systems Memorandum](#)