



Building Maintenance Service Levels

Maintenance - Work required to preserve or restore buildings and base building system equipment to their original conditions or to such a condition that they can be effectively used for their intended purpose, ensuring ongoing operation of the campus.

Planned Maintenance: Historical maintenance records help predict when specific base building system equipment parts need to be replaced.

Preventive Maintenance – a planned and controlled program of periodic inspection, adjustment, lubrication, and replacement of base building system equipment and components, as well as performance testing and analysis.

Corrective Maintenance (CM) – the repair or replacement of obsolete, worn, broken, or inoperative subcomponents or subsystems of physical infrastructure to an appropriate condition. Can be planned or unplanned maintenance that is performed in response to repeated requests for reactive maintenance. CM also includes the replacement of base building system equipment that is intentionally operated to the point of failure.

Unplanned Maintenance: activity that comes out of a triaged response to a need that has usually been identified and reported by facilities users and staff, evidence of base building system equipment malfunction or failure through the building automation system (BAS).

Emergency Maintenance (EM) is unscheduled corrective activities that require immediate attention to restore a critical piece of base building system equipment whose failure could threaten the safety of personnel or cause damage to other base building equipment or systems.

Reactive Maintenance (RM) is unscheduled work that requires expedient action to restore services or to remove issues that could interfere with activities or property.

Support Maintenance (SM) is discretionary work that is not directly related to base building systems equipment, components, and systems but is necessary to preserve the mission of the University.

[APPA maintenance standards](#) - Staffed to an APPA level 4 (Reactive Maintenance) in accordance with base funding level of maintenance service across our campuses.

Maintenance Response Standards

These are the target response standards to be expected from calls for maintenance to the F&O Maintenance Desk. Response times are measured from when a client reports the maintenance fault to the Maintenance Desk until the time a maintenance worker attends site to inspect, make initial repairs, isolate services and minimize hazard to personnel and property as required. Note: Once O&M has accurately captured data in the IWMS (AIM) over the course of FY2020, this will be reviewed and adjustments may be required to ensure achievable standards based on available maintenance resources (funding levels and staff availability).

Action	Response Parameters	Target
Priority 1 – Burst water pipes, energy outages (e.g. reset the circuit breaker, loss of power), essential air-conditioning (e.g. animal houses, main computer room), and essential ventilation, failure of low-temperature freezers/fridges, gas leaks, passengers trapped in lifts, fires, broken glass, blocked sewerage, toilets, soil lines, electrical faults (identified as potentially dangerous), cold room failures, life safety systems that are in trouble mode, accessibility points/entrances/exits. FMNet failure, Scheduled event access failure, critical door left in unsecure state due to system failure.	Priority 1 – <u>within 2 hours</u> of notification	95%
Priority 2 – Blocked stormwater drains, broken doors (external), major roof leaks, broken glass (internal/external), broken locks (external), broken door handle, the door jammed, air- conditioning failures (in buildings with inoperable windows), air-conditioning failures (lecture theatres), fume hood failures, water leaks, reverse osmosis equipment/deionizers, flooring issues that cause tripping hazards, malfunctioning whiteboards/blackboards, running taps (hot water), no water, flickering fluorescent lamps in areas which present a safety concern (e.g.: stairwells, emergency lighting, exit lighting). Elevator intercom failure, card access issues, intrusion system issues, emergency notification issues, video surveillance issues.	Priority 2 – <u>within that working day of notification.</u>	95%
Priority 3 – Flickering fluorescent lamps (open areas), failed hot water systems, minor roof leaks, security lighting (external), faulty toilet cisterns, toilets running constantly, signage requests through the repair shop, toilet seat broken. Card access and intrusion user processing.	Priority 3 – <u>within three (3) working days of notification.</u>	90%
Priority 4 – Dripping taps, failed lamps, flooring issues that do not present a safety concern, pipework insulation, non-essential air conditioning, broken door closer, electrical faults (non-dangerous), rusted box gutters, leaking (external downpipes). Building Security System estimates.	Priority 4 – <u>within two (2) weeks of notification.</u>	90%

Priority 5 – Resurfacing bench tops, repairs to caulking, internal painting, external painting, road resurfacing, curb and channeling repairs, painting repairs. BSS Battery Replacements, internal painting (essential), external painting (essential).	Priority 5 – <u>work to be programmed.</u>	85%
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Completion Standards

Action	Response Parameters	Target
Completion of Reactive/Emergency Maintenance Work Orders - Priorities 1 and 2	Priorities 1 and 2 – Upon responding to initial call, completion within five (5) working days given availability of parts, otherwise within five (5) working days of availability of parts.	85%
Completion of Reactive/Emergency Maintenance Work Orders - Priorities 3 and 4	Priorities 3 and 4 – Upon responding to initial call, completion within ten (10) working days given availability of parts, otherwise within ten (10) working days of availability of parts.	85%
Completion of Reactive/Emergency Maintenance Work Orders - Priority 5	Priority 5 – Completion in accordance with the program set for this work after appraisal and planning.	85%

Accountabilities and Responsibilities

The University of Alberta’s building portfolio is comprised of a wide variety of mixed use spaces which support teaching, administration, recreation, operations, and research. The accountabilities and responsibilities identified to distinguish between Faculty and Operations & Maintenance involvement is built around the definition of ‘base building systems.’ Systems that are directly related to services described by mechanical, gas, utilities, sanitary, heating, air conditioning, ventilation, elevators, plumbing, sprinklers, cabling, wiring, and life-safety belong to the realm of base building systems which are within the purview of Operations & Maintenance. Program equipment that is owned by Faculty and is directly related to their activities is within the purview of Faculty in all aspects of purchasing, installation, licensing, validation, maintenance, replacement, and operation.

Operations & Maintenance is often involved with assessment and guidance related to the installation of Faculty equipment at their request where it has significant impact to the base building structure and its base building systems. Operations & Maintenance also participates in maintenance agreements with Faculty where it is mutually beneficial to do so. In such cases, Faculty remains accountable and responsible for their equipment.

Examples of Faculty equipment that is not supported by Operations & Maintenance are as follows:

- 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 18 October 2018 outlining the responsibilities associated with research equipment and research support systems.

Note - 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.