

Maintenance and repair services for the campus are provided by three Campus Maintenance Teams (Studley, Sexton & Carleton, and Agriculture), as well as a Central Planned Maintenance team and a Central Utilities Team. These teams are staffed with highly trained maintenance professionals whose main goal is to provide high level stewardship for the campus facilities. This includes performing critical preventive maintenance to ensure buildings are functioning in a reliable and efficient manner to meet the needs of the campus users. The teams also provide rapid response repair services for the building occupants. The response time for such repairs is based on the priority of the repair.

Hours of Operation

Monday – Friday 7am – 4:30pm

(All other hours are considered after hours call-ins)

Standard Service Level Expectations

The following chart summarizes the response time our clients should expect for each of the services listed:

Priority	Definition of Work	Response Time (Business Days)	Types Of Work
0 - Emergency	Fire, flood, and health and safety issues that require immediate attention to protect people, animals, property and research.	Immediate Response	Fire alarms / Smoke detection Emergency Elevator breakdowns Utility outages Boiler failures Major Pipe, sprinkler or roof leaks BAS critical alarms Overflowing toilets Water main breaks Oil tank leaks Sewer / drain back-ups Critical Security Access Systems People locked in space Life Safety Issue Fuel / Chemical leaks Electrical Hazards Identification of hazardous materials Lab Services & Systems failures
1 - Same day	Non-emergency issues that require quick attention. It is important work that will be investigated the same day but may not be corrected immediately.	1 business day	Plugged / Continuously running toilets / sinks (sole unit in facility) Broken windows HVAC (too hot/ too cold) Non-emergency elevator repairs Faulty light fixture or switches with no other light source Critical Door / Window hardware repairs Greenhouse glass replacement

			<p>Tripped electrical breakers</p> <p>Fire Trouble Alarms</p> <p>Offensive graffiti</p> <p>People locked out of space</p> <p>Building system noise</p>
2 - Next Day	Normal service items that do not pose an immediate risk to users, facilities, systems or equipment but should be addressed within two days.	2 business days	<p>Plugged toilets / sinks or repairs</p> <p>Minor plumbing or roof leaks</p> <p>Graffiti removal</p> <p>Multiple light fixtures/bulbs not working</p> <p>Thermostat repairs</p> <p>Non-critical Door / Window hardware repairs</p>
3 - Preventive	Planned Maintenance (PM) work. A specialized team performs this work as per the maintenance requirements for individual systems or pieces of equipment. Much of these requirements are legislated by local authorities.	As per planned scheduled for each preventive procedure.	<p>AHU Air Filter replacement</p> <p>Fan belt and bearing inspection & maintenance</p> <p>Sprinkler system inspection & maintenance</p> <p>Fire Alarm & Fire Safety equipment inspection & maintenance</p> <p>Elevator inspection & maintenance</p> <p>Emergency Generator inspection & maintenance</p> <p>Fire extinguisher inspection & maintenance</p> <p>Backflow Preventer inspection & maintenance</p> <p>Gas Monitor Inspections</p> <p>Air Compressor inspection & maintenance</p> <p>Refrigeration equipment inspection & maintenance</p> <p>Steam Trap testing & maintenance</p> <p>Lighting Inspections</p> <p>Dryer vent cleaning</p>

4 - After Hours call in	After hours call ins	All service calls that occur after normal work hours. Staff are called in to address the issue immediately. Permanent repairs will be conducted based on priority	<ul style="list-style-type: none"> Fire alarms Flooding reports Loss of Electrical power AHU shutdowns Broken windows / doors Water temperature alarms Steam pressure alarms Air Pressure alarms Water tower level alarms
5 - Routine Operations	Routine operational work that is planned and scheduled but does not meet the definition of preventive maintenance.	As per planned schedule for each routine task.	<ul style="list-style-type: none"> Routine building rounds/inspections Water treatment Building Automation Systems (BAS) monitoring
6 - Specific Day	Service items that must be completed on a specific date	Within a specific day.	<ul style="list-style-type: none"> Event set-ups Alarm / Sprinkler shutdowns Code deficiencies (by order from an Authority having Jurisdiction)
7 - General	General repairs that are scheduled when resources become available. These items should not take precedent over Planned maintenance work and response times may exceed 7 days.	Within 7 business days	<ul style="list-style-type: none"> Replace light bulbs Toilet & sink repairs Furniture & fixture repairs Painting repairs Replace cracked glass Hanging a shelf or cabinet Ceiling tile repairs Minor Carpentry issues (holes in drywall, etc..) Minor Mechanical issues Minor Electrical issues Exterior fixture repairs