

# NC STATE UNIVERSITY

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## FACILITIES DIVISION GUIDELINES FOR FACILITIES LIAISONS



Facilities Division Customer Service Center  
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# Customer Service Center Responsibilities

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## **Customer Service Center Responsibilities**

- Emergency Response for Building Maintenance
- Central Communication Point for Facilities Division
- Process Work Requests for Facilities Division
- Daily Key Checkout for contractors and authorized personnel
- Provide Training and assistance to Facilities Liaisons, address questions and concerns and provide follow up information
- Utility Interruption Notifications for scheduled outages on all campuses
- For service requests 24 hours a day please contact 919-515-2991.
- Liaisons may also request service online:
  - A user profile must be created first by contacting the CSC Manager via phone 919-515-2991 or emailing [facilities\\_service@ncsu.edu](mailto:facilities_service@ncsu.edu).
  - To log in, use your Unity ID and Password: <https://aim.oit.ncsu.edu/fmax>

## **Billing Questions**

- In order to view your statement for Facilities charges, liaisons may
  - Login to AiMOnline at: <https://aim.oit.ncsu.edu/fmax>
  - Click on link for 'STATEMENT REPORT'
    - Be sure to have your work order number or account number
- Should you have specific questions regarding Facilities Division billing, please call 919-515-2991.

## **Facilities Division Guidelines**

- Inform liaisons of work being performed in their building.
- Keep liaison and customer informed of the status of work being performed.
- Communicate to liaison and customer when work is completed.
- Inform liaisons of utility interruptions.
- Provide annual briefing and guidelines for liaisons.
- Maintain master liaison communication listing.
- Distribute Annual Customer Satisfaction Survey

# Facilities Liaison Guidelines

## **Facilities Maintenance Repairs**

- Act as contact point for Facilities Division, Capital Project Management or Design and Construction Services responding to maintenance requests/needs and for new construction or renovation projects.
- Participate in building safety inspections if needed.
- Initiate work requests from building occupants by contacting Facilities Customer Service Center or submitting requests online via AiM Work Management System.
  - Evaluate the urgency of the problem and determine whether it is an emergency or a routine repair.
  - Inform building occupants of the protocol for requesting work and how to handle after hours repairs.
  - Follow up and report the status back to building occupant as necessary.
  - For instruction on using AiM as a Facilities Liaison:  
<https://facilities.ofa.ncsu.edu/es/aim-liaison-guide/>.

## **Notification Procedures**

- Distribute documentation or information from the Customer Service Center, Project Manager or Zone Supervisor on upcoming utility interruptions or planned work that affects the building occupants.
- Keep building occupants informed of Facility issues and pass along information concerning work being performed in the building.
- Notify building occupants of the monthly Fire Alarm Testing schedule provided by the Customer Service Center.
- Participate in the annual Customer Satisfaction Survey and provide feedback in customer service surveys.
- Send email notification to the Customer Service Center from department head on liaison changes.

## **Construction/Renovation Projects**

- Acts as College or Department liaison to Facilities Division or Construction Project Managers.
- Coordinate with other liaisons in the same building or department.
- Meet with project managers for specifics of project such as impact, schedule and coordination.
- Provide customer satisfaction survey feedback for completed projects.

# Facilities Division Functional Chart

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Click the link below to access the most current Facilities Division organizational charts.

<https://facilities.ofa.ncsu.edu/organization-charts/>

## Facilities Division Departmental Responsibilities

### **University Housekeeping Services**

- Dusting
- Floor Maintenance
- Trash Removal / Recycling
- Pest Control
- Lamp Replacement
- Sanitizing Restrooms
- Special Events
- Emergency Response Team
- Snow/Ice Removal
- For service requests, please contact the Service Center at 919-515-2991

### **Mail Services**

- Inter-office mail pickup and delivery
- Domestic, International, and Bulk Mail Processing
- Accountable Mail (Express Mail, Certified, Registered, Insured)
- Information about USPS Rates and Regulations, Service Chargers and Postage Chargebacks
- For service requests, please call 919-515-9859 or visit online at <https://facilities.ofa.ncsu.edu/mail-services/>

### **Building Maintenance and Operations**

- HVAC
- Electrical
- Plumbing
- Elevators
- Fire Alarms
- Sprinkler Systems
- Building Automation Systems
- For service requests, please contact the Service Center at 919-515-2991

**Classroom Services for 110 Classrooms**

- Audio/Visual Equipment
- Minor furniture repair
- Flooring and ceiling tile replacement
- Broken locks and door hardware
- Lighting repairs
- For service requests, please contact the Service Center at 919-515-2991
- For audio/visual technology assistance, please contact the NC State Help Desk at 919-515-HELP (4357) or online <https://help.oit.ncsu.edu/>

**Building Services**

- Painting
- Roofing
- Waterproofing
- Doors/Windows
- Carpentry
- Concrete/Asphalt Repair
- Keys and Locks
- Signs
- Ceiling tile replacement
- Floor tile and carpet
- Minor Renovation Projects
- Metal Fabrication and Welding
- Moving Requests (minimum one week notice)
- For service requests, please contact the Service Center at 919-515-2991

**Utilities and Engineering**

- High Voltage
- Public Lighting
- Storm Drains
- Fire Hydrants
- Domestic Hot Water
- Street Lights
- Emergency Generators
- Steam Distribution
- Welding
- Boiler Operation and Repair
- Outside water, sewer, gas
- Electricity
- For routine requests, please contact the service center at 919-515-2991

### **Grounds Services**

- Snow/Ice Removal
- Brick Access Permits
- Turf Management
- Leaf Removal
- Brick Maintenance
- Heavy Equipment Operations
- Compost Site Operations
- Cleaning Streets/Parking Lots
- Irrigation Systems
- For brick access permits, please call 919-515-9869
- For service requests, please contact the Service Center at 919-515-2991

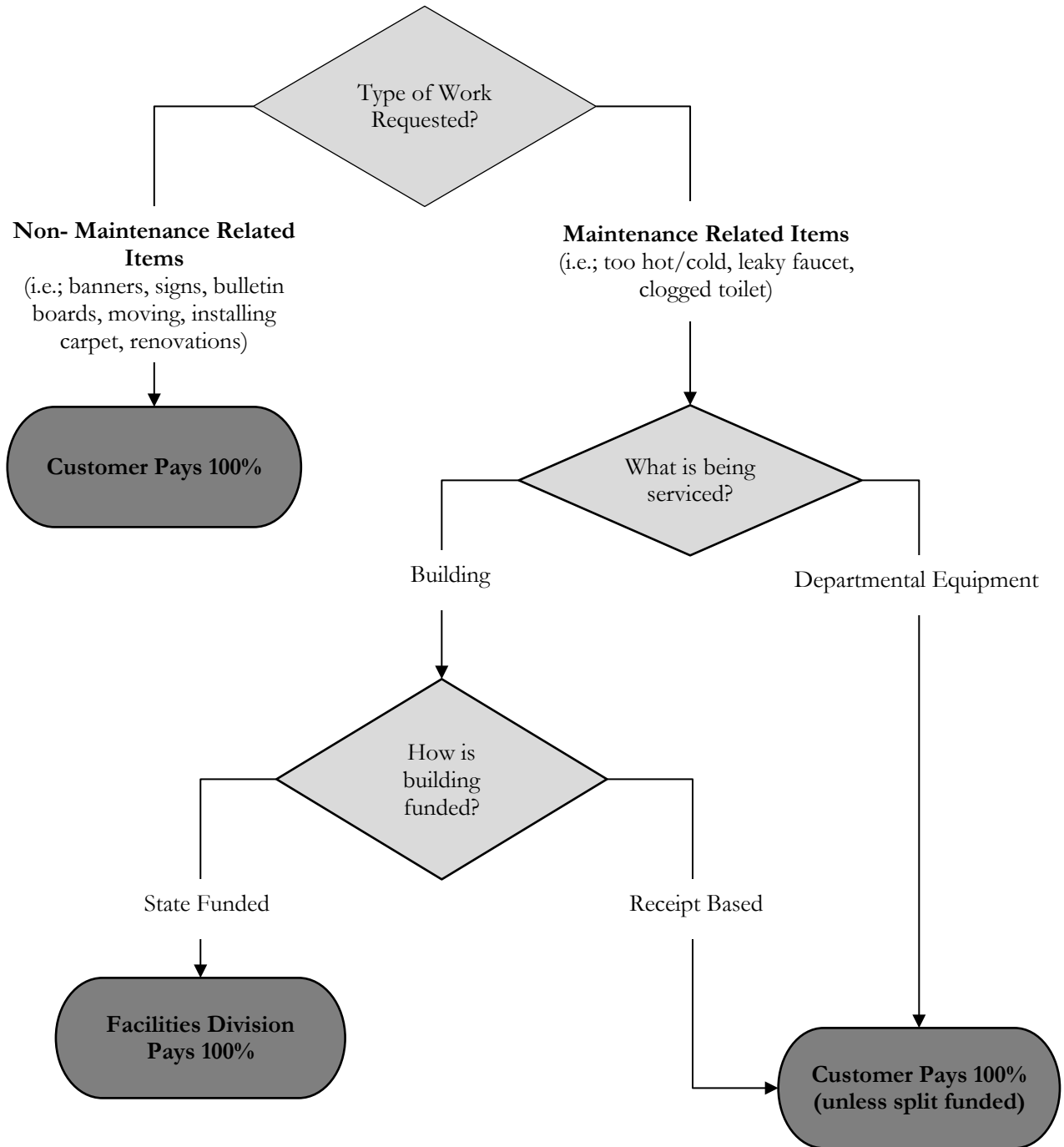
### **Fleet Services & Auto Garage**

- Vehicle Rental for Official State/University business.
- Shuttle service for Official University business
- Bus/Driver services for Academic field trips
- 24 hours/day, 7 days/week self-service fuel
- For reservations, please call 919-513-7665 or visit online <https://fleetservices.ncsu.edu/reservations/>
- For fuel keys, please call 919-515-9884
- Auto Shop Services, please call 919-515-7754 or visit online <https://fleetservices.ncsu.edu/auto-shop/>
  - Preventive maintenance
  - State and federal inspections
  - Repairs for university owned vehicles
  - Agricultural equipment

### **Waste Reduction and Recycling**

- Confidential Office Pickup
- Trash Disposal
- Recycling Education and Outreach
- File Purge/Office Clean out
- Recycling and Cardboard Collection
- Process Recyclable Material
- Composting
- For service requests, please call 919-515-9421 or visit online <https://recycling.ncsu.edu/>

# How do we decide "Who" pays for the work?





## Policy #804 - Work Requests

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**Purpose:** To provide a process for university departments to request work to be performed by Facilities Division.

**Procedure:**

- All work that is requested should be directed through the Facilities Liaison. The Facilities Liaison should have all information pertaining to the work request and will also be made aware of any situations that may be occurring within the building (i.e., power outages, water shut downs, HVAC systems, etc.).
- The Facilities Liaison will be responsible for determining whether the request should be called into 919-515-2991 (Emergency or Urgent situations), or submitted online through AiM Work Management System to the Customer Service Center. The requestor and/or Facilities Liaison are responsible for providing all pertinent information to the request. If the work is to be paid for by the department, it will be the requestor's responsibility to provide financial account information. Failure to provide all required information may result in delayed processing of the work request.
- Upon receipt of the request, the Customer Service Center will process the information in AiM and assign the work order to the appropriate shop. If the work request is an Emergency or Urgent, the Customer Service Center will immediately dispatch to the responsible shop or zone to make the repair. If the work request is considered Routine/Planned (such as nameplates, installation of outlets, non-emergency lock core changes, and lighting) the Customer Service Center will assign the request to the appropriate shop and the Supervisor will determine the priority of the request based on all necessary factors.
- **Note:** There is a 24 hour response time for all Urgent work requests. The most threatening situations will take priority (sparking light fixtures, water/HVAC leaks, unidentifiable odors, security issues, and safety issues).
- **Contact the Customer Service Center at 919-515-2991 for assistance.**

For more information and forms, visit: <https://facilities.ofa.ncsu.edu/>

# Policy #806 - Routine Utility Interruption Requests

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**Purpose:** To ensure that the effect of utility interruptions on campus operations is minimized and that the Campus community is given sufficient notice to avoid the disruption of critical functions.

**Warning:** Contractors may not interrupt any service without coordinating with Facilities Division. All cutoffs and restoration of service will be performed by Facilities Division personnel.

1. When a utility interruption is required, the requestor and appropriate Facilities Division personnel will determine the type of interruption (i.e. steam, electrical) that needs to be performed.
2. The requestor, with Facilities Division assistance, is responsible for determining the area(s) / building(s) that will be affected. The Project Manager and the appropriate Facilities Division Shop/Zone Supervisor will review the scope of the interruption to determine the impact to the building and determine if it is a major or minor interruption. The requestor shall inform the Customer Service Center of the buildings, areas, and systems that will be affected.
  - a) The requestor must submit a work order via Facilities Division’s computerized maintenance management system (AiM) to the Customer Service Center. The Customer Service Center will provide the requestor with the Request for Utility Interruption and/or Fire Alarm Disconnect form and work order # and refer them to the appropriate shop/zone and contact person.
  - b) The requestor must contact the shops/zones personnel to complete the Request for Utility Interruption form and/or Fire Alarm Disconnect. In the case of fire alarm shutdowns, approval by Fire Protection is also required\*. The requestor will return the signed form to the Customer Service Center.
3. Upon receipt of the completed utility interruption form, the Customer Service Center will schedule the utility interruption by notifying affected parties via email communication. The Customer Service Center will email impacted parties for emergency interruptions and those affecting entire buildings. Parties may opt-in to receive a phone call in addition to an email. The Customer Service Center will advise the requestor that notifications are complete by copy of email communication.
4. After the Customer Service Center has completed processing the request form/utility interruption, it will be the requestor’s responsibility to notify both the Customer Service Center and the shop regarding any modifications to the schedule or extent of the outage. Modifications may require rescheduling of the outage.
5. Major Interruptions:  
 The following is the minimum amount of notice (working days) that should be allowed for a utility interruption. Longer notification times are recommended.

<b>Primary (Total Building) Power – 10 working days</b>	<b>Distilled Water Interruption – 3 working days</b>
<b>Secondary Power Feeders – 4 working days</b>	<b>Steam Interruption – 5 working days</b>
<b>Cold/Hot Water Interruption – 4 working days</b>	<b>Gas Interruption – 5 working days</b>
<b>A/C/Heat Interruption – 4 working days</b>	<b>Lab Air Interruption – 4 working days</b>
<b>*Fire Alarm Disconnect/Testing – 3 working days</b>	<b>Sanitary/Storm Sewer – 3 working days</b>

6. Minor Interruptions:

The above time frames are focused on major service interruptions. Minor electrical/plumbing/mechanical outages for single branch circuits/supply pipes serving a limited area are not covered by this policy. It is the responsibility of the shop/project manager performing the work, to provide adequate advance notification to building occupants appropriate for the level of outage and to provide alternate sources and services as required.

7. All requests for utility interruptions should be submitted to the Customer Service Center prior to 3:00 p.m. Requests received after 3:00 p.m. shall be considered to be submitted on the next business day. At the request of the Project Manager, exceptions to the notification requirements may be approved by the Assistant Vice Chancellor for Facilities Division or their designee.

8. Fire Alarm System Disconnect/Testing:

\*See Policy # 803, Scheduling a Fire Alarm Disconnect, for information.

**9. Extensions: The Supervisor/Project Manager initiating the interruption request is responsible for notification of any extension in the outage duration.**

For more information and forms, visit: <https://facilities.ofa.ncsu.edu/utility-interruption/>

# Policy #803 - Scheduling a Fire Alarm Disconnect

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**Purpose:** To prevent disruptions such as building evacuation and unneeded emergency response from Campus Police, Fire Protection and Raleigh Fire Department.

**Procedure:**

1. Facilities Services, Capital Project Management, Energy Systems, and Facilities Liaisons are the only persons authorized to initiate a fire alarm disconnect request. Faculty or staff wishing to schedule a fire alarm disconnect must submit ALL disconnect requests through their Facilities Liaison.
2. To schedule a fire alarm disconnect, the following steps must be executed in the order shown below. Fire Alarm disconnects will be performed during the normal working hours of 7:30am to 5:00 pm, Monday through Friday. Exceptions must receive prior approval from the Electronics Shop before submitting the request.
  - a. Submit a work order request via Facilities Division' computerized maintenance management system (AiM) requesting a fire alarm disconnect. The request should include a reasonable description of the requested outage.
  - b. The Customer Service Center will provide requestor with a work order # to reference on the disconnect request form. If there is already a work order associated with the project, the requestor is to provide that number on the request for disconnect form.
  - c. Complete the Request for Utility Interruption and/or Fire Alarm Disconnect Form. Submit the Fire Alarm Disconnect form to the Electronics Shop via e-mail at [efacmainppa@ncsu.edu](mailto:efacmainppa@ncsu.edu).
3. All requests for fire alarm disconnects should be submitted to the Customer Service Center prior to 3:00 pm. Requests received after 3:00 pm will be considered submitted on the next business day. At the request of the Project Manager, exceptions to the notification requirements may be approved by the Assistant Vice Chancellor for Facilities Division or their designee.
4. The Electronics Shop will investigate the request and email NC State Fire Protection at [firesafetyhelp@ncsu.edu](mailto:firesafetyhelp@ncsu.edu) informing them of the exact areas being disconnected and the duration of the disconnect. The Electronics Shop will also determine the minimum number of devices to deactivate and ensure that the Fire Alarm system will continue to report to the Campus 911 system during the outage.
5. Disconnects will be scheduled as follows, relative to the day they are approved by NC State Fire Protection.

<u>Approved</u>	<u>Actual</u>
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

6. Upon approving the disconnect request, NC State Fire Protection will email the Customer Service Center with the specific disconnect information.
7. The Customer Service Center will notify the appropriate building occupants of the disconnect via email. The CSC will also email Campus Police, the Electronics Shop and the original initiator of the request confirmation that the disconnect has been scheduled. If the disconnect is an emergency or affects the entire building, occupants will be called as well.

**Note: If at any point during the disconnect process one of the scheduling parties encounters a problem scheduling the requested disconnect, the initiator will be notified. Submission of a new fire alarm disconnect request may be necessary.**

For more information and forms, visit: <https://facilities.ofa.ncsu.edu/utility-interruption/>

## Policy #807 - Overnight Key Checkout

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**Purpose:** To control access to campus buildings to authorized vendors during non-business hours and to establish accountability for key control.

**Procedure:**

1. The Project Manager should provide a letter to the Customer Service Center to include:
  - \* Description of project and affected buildings
  - \* Nights that the work will be taking place
  - \* Type of keys that are needed (i.e. building keys, mechanical room key, roof key, secondary electrical room key)
  - \* Name and telephone of contractor that will be checking out the keys
2. The letter should be sent via e-mail to [facilities\\_service@ncsu.edu](mailto:facilities_service@ncsu.edu) for the keys to be issued. The information needs to be e-mailed prior to the contractor/authorized person going to the Customer Service Center to check out keys. This should be sent prior to 2:00 p.m. each day that the contractor requires the keys
3. Overnight keys will not be issued before 2:00 p.m. unless prior approval has been obtained from the Customer Service Center Manager.
4. The contractor must complete the Key Authorization Form and the Overnight Key Check Out Form at the Customer Service Center before keys will be issued.
5. Keys that are checked out on an overnight basis must be deposited into the overnight drop box located at the Administrative Services III Building on Sullivan Dr. by 7:00 a.m. the next business day. By submitting the letter authorizing a contractor to check out keys from the Customer Service Center, the Project Manager accepts full responsibility for these keys. If the keys are not in the drop box by 7:00 a.m. the next business day, a Customer Service Representative will contact the Project Manager. It will be the Project Manager's responsibility to contact the company to retrieve the keys and advise the Customer Service Center as to when the keys will be returned.
6. Failure to adhere to the Overnight Key Procedures will result in the Customer Service Center's refusal to issue keys.