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19.01 OVERVIEW

This chapter defines the policies and procedures associated with the management of the College facilities. The role of the Facilities Management Department is to provide an appropriate physical environment for an effective educational program. The Facilities Management Department is concerned with timely service operations, maintenance, alterations, and related activity pertaining to the facilities portion of a total learning environment. The Facilities Management Department is responsible for building and equipment maintenance, custodial services, utilities, landscaping, grounds maintenance, trades shops, facilities planning and design, trash disposal, pest control, and recycling.

19.01.1 BASIC POLICY AND RESPONSIBILITY

Facilities Management is responsible for the basic operation and maintenance of the College's physical plant. This includes the operation of the Central Steam/Electric Plant, maintenance trades, housekeeping and grounds which support and enhance academic, administrative and residential environments. In order that Facilities Management may fulfill its responsibilities, it must have knowledge of the exact conditions of the physical facilities at all times; therefore, any and all changes to our physical facilities should be performed by, or coordinated with, the Facilities Management staff.

It is also important that Facilities Management be advised of any planned alterations or additions to any structure or ground area no matter how large or small. All connections to utility systems; i.e., water, sewer, electrical, gas or steam in or around any building should be made by Facilities Management personnel or licensed professionals under Facilities Management guidance.

All work plans and completed work should be inspected by Facilities Management personnel for compliance with statutory requirements and established policies.
19.02 TYPES OF SERVICE

Services provided by the Facilities Management Department are classified into these categories:

* Basic Operational Services

* Capital Funds/Available Services

19.02.1 BASIC OPERATIONAL SERVICES

These are services for which Facilities Management receives a budget allocation. They are directly related to the overall operation and maintenance of the Physical Plant and are rendered without charge to the College community. (Areas and buildings not budgeted for these services are auxiliary enterprises. Upon request, services are rendered to these areas as departmental/chargeable services - see below). Basic operational services include:

* General maintenance includes the services of carpenters, locksmiths, electricians, painters, repairmen, plumbers and heating, ventilation, and air conditioning (HVAC) mechanics to ensure a safe and adequate educational environment for academic and administrative functions.

* Maintenance of classrooms and public spaces, including furnishings.

* Maintenance of walks, grounds, and athletic facilities, including snow removal and landscaping.

* Operation and maintenance of utilities, except where they are unique to departments' activities or receive special appropriations.

* Pest control.

* Elevator maintenance.

* Preventive maintenance of building systems.
19.02.2 **CAPITAL FUNDS/AVAILABLE SERVICES**

Occasionally, Facilities Management will be given a special or additional budget allocation for a facilities improvement program. This may include such items as lighting conversion, classroom upgrading, and special cleaning or restoration. When Facilities Management receives such budget allocations, it responds according to needs on a priority basis established in conjunction with the users. The distribution of these funds is reviewed by the Facilities Task Group.

19.02.3 **REQUESTS FOR SERVICES**

Basic operational services may be requested by submitting a Work Request Form (WRF) (see Exhibit 19-1) of deficiencies or requests for service. The Work Request will be recorded and dispatched to the proper shop or person in Facilities Management. The Facilities Management Department is open weekdays from 8:00 am to 4:30 pm. Calls received after closing will be recorded on the phone-mail System and returned as soon as possible.

Capital funds/available services requests are generally made in writing in memorandum form and are directed to the Director of Facilities Operations for consideration. Requesters will be informed of the disposition of their requests.

19.02.4 **ROUTINE FAILURES**

Defective or burned-out light bulbs or fluorescent tubes, cracked window panes, broken classroom furniture, heating or air conditioning malfunctions, and leaking or non-working
plumbing should be regarded as routine failures and reported promptly to the Facilities Management Department directly or through their department liaison on a Work Request Form (WRF).

**19.02.5 EMERGENCIES**

Security and/or safety items should receive immediate response and be corrected on the same day. Individuals must use good judgment in determining what emergencies may exist. Any disaster, unusual occurrence, utility malfunction or equipment failure which presents a danger to life or property should be reported immediately by telephone to the Facilities Management Department, extension 4650, or to Public Safety, extension 4911, at any time.

PLEASE NOTE: Facilities Management will work with all personnel on emergencies which develop and will muster the personnel and equipment needed as quickly as possible. It is not always possible, feasible or desirable, however, to interrupt scheduled work or work in progress to respond immediately to a reported problem (see Priority of Work).

**19.02.6 PRIORITY OF WORK**

Generally, requests for basic operational services take priority over capital funds/available services. When the time factor is critical, Facilities Management will use outside contractors to complete all or part of the work. All outside contractors are bonded and work under the supervision of the Facilities Department.

The Facilities Department assigns a priority number to each request for basic operational services received. At no time should a trades shop be contacted directly for service. Priorities have been developed (see below) to ensure that Facilities Operations responds appropriately to a request. The assistance of a department in detailing the nature or seriousness of the problem is, therefore, important. If work is not completed within the timeframe specified by a given priority, it is given a higher priority number. Some conditions in Priority One (1) may override others in case of emergency or disaster. The priority system is as follows:

**Emergency**

* Emergency conditions that affect the safety or health of persons or property; for example, broken glass, burst pipes, inoperable exterior locks, interior locks on
sensitive space, overflowing toilets or passengers trapped in elevators.

* Conditions that immediately affect the continued performance of academic or administrative services, the same-day non-resolution of which would impact use or performance in the space; for example, blown circuit breakers, an outlet without power (where only one is available), inoperable doors, non-operating elevators or hot/cold offices or classrooms.

* Conditions which, if not immediately attended to, could damage the Physical Plant or further damage the item in question; for example, ceiling drips, leaking toilets, unfastened windows.

* Conditions which must be attended to during the day or night they are reported.

**Priority 1**

* Conditions which represent a potential safety or health hazard danger, damage or breakage which is not an immediate hazard but could become one with more use of stress; for example, a loose handrail, loose doorknob, damaged stair tread, or cracked door glass.

* Nuisance conditions which do not require extensive work, but failure of which to remedy would reflect poorly on the Facilities Management Department; for example, offensive graffiti, follow-up of one trades work by another trade, etc.

* Valid, dated requests by customers which must be completed by a certain date.

* Work which should be completed within three (3) work days.

* Work which can be worked into existing schedules.

**Priority 2**

* Work which should be completed within five (5) to ten (10) work days.

* Work which may be scheduled in advance.

* Work which represents most routine maintenance.
* Resolution of "temporary fixes."

* Work identified by building surveys and tours other than long range or major improvements.

**Priority 3 (Letter Sent)**

* Work which should be completed within one (1) month.
* Work which can be scheduled in advance.
* Work which represents improvements or additions to facilities; such as, installing air conditioning units, or work covered by most service requests.
* Work which requires outside vendors, contractors, or procurement of materials; i.e., not "off-shelf" items.
* Work which requires a coordinated and planned schedule between a client and shop(s).

**Priority 4 (Letter Sent)**

* Work which can be programmed for the next season.
* Work which can be scheduled for periods between semesters.
* Work which has been identified in advance but cannot be done at the time of identification because facilities are in use.
* Jobs requiring several shops and long-range planning (Project Crew).

**19.02.7 LIMITATIONS ON SERVICES**

Labor, materials and/or equipment cannot be used for private or personal benefit either on or off campus.
Materials and equipment cannot be loaned to College departments, employees, students or outside contractors.

19.02.8 Custodial Services

Custodial Services are performed throughout the college campus by a combination of college personnel and outside custodial contractor(s).

College personnel function primarily in the Residence Halls, the Student Center and some outlying buildings; such as the Whitney House.

Essentially, all academic buildings are cleaned by an outside contractor. The contractor is responsible for general cleaning. Other responsibilities include, but are not limited to, relamping and providing bathroom supplies.

Requests and/or problem(s) can be made by mail or phone to:

<table>
<thead>
<tr>
<th>RESPONSIBLE INDIVIDUAL</th>
<th>AREA SERVICED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of Residence Life</td>
<td>Residence Halls</td>
</tr>
<tr>
<td>Extension 6067</td>
<td>Wilson Music Building*</td>
</tr>
<tr>
<td></td>
<td>Various Outlying Buildings</td>
</tr>
<tr>
<td>Director of Residence Life</td>
<td>Residence Halls</td>
</tr>
<tr>
<td>Extension 6067</td>
<td>Wilson Music Building*</td>
</tr>
<tr>
<td></td>
<td>Various Outlying Buildings</td>
</tr>
<tr>
<td>Director of Student Center</td>
<td>Student Center</td>
</tr>
<tr>
<td>Extension 6144</td>
<td>College Store</td>
</tr>
<tr>
<td></td>
<td>Cassady Building</td>
</tr>
<tr>
<td>Manager of Facilities</td>
<td>All Academic Buildings</td>
</tr>
<tr>
<td>Extension 6020</td>
<td>Wilson Music Building**</td>
</tr>
</tbody>
</table>

*College personnel work in this building during the day.
**An outside contractor works in this building at night.
Emergency requests made after normal college working hours should be directed to Security, extension 1234.

19.03 GENERAL INFORMATION

19.03.1 BULLETIN BOARDS

Within the limits of its budget, Facilities Operations will install bulletin boards for the posting of notices and similar material in and around public spaces such as classrooms, corridors, entranceways and stairwells.

19.03.2 CLASSROOM UPGRADING

Funds have been made available for the upgrading of classroom facilities. The Facilities Department has and will continue to upgrade classroom and seminar room facilities within the limit of these available funds. The upgrading program consists of painting, lighting improvement, shades, floor refurbishing, installation of suspended ceilings as necessary and the purchase of new furniture where needed.

19.03.3 CODES

Fire and building codes are adhered to in all work performed by the Facilities Department. If there are specific questions about code requirements, contact the Director of Facilities Management. He or his representative will be glad to discuss any item which is of particular concern. Additionally, the Safety Officer is available for consultation concerning fire and safety.

19.03.4 CONSERVATION

Conservation of water, electricity and steam is one of the more important responsibilities of the College community, ultimately allowing for the diversion of money to other needed areas. Concerted efforts have been made by Facilities Management to develop energy-
saving programs. Members of the College community can assist in conserving energy by following basic conservation practices; such as, closing doors and windows when air conditioning or heating systems are in use, closing windows at the end of the working day, shutting off lights in unoccupied areas and reporting leaking faucets and pipes. Securing windows is particularly important before semester and holiday breaks to prevent freeze-ups in the piping systems.

**19.03.5 CONSULTATION**

Members of the Facilities Management Department staff are available and welcome the opportunity for discussion and consultation with members of the College community. Call or write to the Director of Facilities Management for an appointment or referral to the appropriate Facilities Management Specialist for attention to a particular problem or question.

In order to utilize existing personnel most effectively, alterations and additions which are estimated at more than $1,000 are normally not performed by the shops but are directed to the Project Crew. A Request for Renovation Form (see Exhibit 19-4) should be completed and returned to the Facilities Management Department.

Minor projects which do not require a written description of plans and specifications can be requested by authorized personnel by submitting a service request form to the Facilities Department. If an estimate is required before work is to proceed, the need for the estimate should be indicated on the form.

Certain items such as, air conditioning units, computer equipment, carpeting and the like, should be purchased through the College Purchasing Department. Facilities Operations should be informed, however, of such purchases before they are made to assure their compatibility with existing utility or operational services.

PLEASE NOTE: While work is being performed or coordinated by the Facilities Department, community personnel should not instruct workers on the job to make changes of any kind. All necessary changes should be brought to the attention of the supervisor managing the work and the Associate Director of Facilities Management, extension 6578.
19.03.6 **ELECTRICAL REQUIREMENTS FOR OFFICE, CLASSROOM, LABORATORY OR SPECIAL EQUIPMENT**

The Facilities Department must be consulted and prior approval obtained from them for the source of power, equipment phase, voltage and amperage of special equipment. In the selection of equipment, the following principles controlling electrical characteristics should be observed:

- All equipment must be sixty (60) cycle and have the underwriter's UL seal of acceptance. All standard 120 volt, single phase circuits are limited to 20 amp current capacity.

- On items of equipment which will require more than 20 amps, such equipment must be single phase or three phase, 208 or 480 volts (where 480 volt service is available).

- In the selection of equipment requiring less than 20 amps at 120 volts, where the choice of voltage may be optional, the highest available voltage in the area should be used.

19.03.7 **ESTIMATES**

The Facilities Management Department provides detailed estimates when requested, at no cost to the requester, for all projects which can be performed or coordinated with the resources of the Facilities staff. The process is initiated by a properly authorized service request for an estimate. Estimates are usually performed by the Associate Director of Facilities. Please reference Exhibit 19-4.

19.03.8 **HANDICAPPED ACCESS**

Projects have been implemented and others are planned to make Rowan's physical facilities accessible to the handicapped students, staff, and visitors. These projects have been developed under the direction of the President's Committee on the Handicapped. Members of the College community who are not handicapped are asked to refrain from using those facilities specifically designed to meet the needs of handicapped individuals.
19.03.9 HEATING/COOLING

In conjunction with the College Energy Management Program, the following general guidelines are used.

The Facilities Management Department provides HVAC to all buildings in accordance with the master schedule. Additionally, a routine report is provided to the building Facilities Coordinator and dean. Any changes to this schedule are requested and acted upon in accordance with the Energy Management guidelines. To request a temporary or permanent change you must submit form (see Exhibit 19-5).

When planning an event, these general guidelines may be helpful:

<table>
<thead>
<tr>
<th>Building</th>
<th>Scheduled Hours</th>
<th>Time of Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative</td>
<td>7:30 am - 5:00 pm M-F</td>
<td>During Semesters</td>
</tr>
<tr>
<td>Academic</td>
<td>7:30 am - 10:00 pm M-F</td>
<td>During Semesters</td>
</tr>
<tr>
<td>Administrative and Academic</td>
<td>None</td>
<td>Holidays and Weekends</td>
</tr>
<tr>
<td></td>
<td>7:30 am - 5:00 pm M-F</td>
<td>Semester Breaks</td>
</tr>
<tr>
<td>Administrative and Academic</td>
<td>7:00 am - 5:30 pm M-Th</td>
<td>Summer</td>
</tr>
<tr>
<td>Academic</td>
<td>7:00 am - 10:00 pm M-Th</td>
<td>Summer</td>
</tr>
</tbody>
</table>

Again, these are general guidelines in accordance with the master schedule. Please contact Facilities Management if you have a question regarding these schedules. If you have an event and are requesting a change in schedule, please submit a Change in Schedule Form at least (5) days prior to the event (see Exhibit 19-5).
Heating

The heating season is from October 15 to April 15 although actual temperatures will determine the beginning and the end of the season. Heat is provided to maintain interior temperatures between 68 and 76 degrees Fahrenheit.

Cooling

During the air conditioning season, May 15 to October 1, cooling is provided to maintain interior temperatures between 68 and 76 degrees Fahrenheit. In the case of extreme hot weather, most systems are designed to provide a 15 degree differential inside. (Example: if the temperature is 90 degrees outside, the coolest most systems can be expected to drop the temperature in the building is no lower than 75 degrees without humidity.)

Because the various building systems on campus vary in capacity and capability due to age, state of repair and design, fluctuating temperature levels are to be expected. Ongoing programs are underway to address these wide ranges of temperature levels.

Interim Periods

During the interim season between the end of the heating season on April 15 and the changeover to the air conditioning season on May 15, there will be no routine daily heating or air conditioning provided. If either heating or air conditioning is required because of the scheduling of large meetings or special activities during this period, advanced notice of five (5) working days is requested.

PLEASE NOTE: Such requests may be impossible to honor during these time periods because of preventive maintenance work scheduling.

Questions regarding this policy and requests for service should be directed to the Associate Director of Facilities.

Weather forecasts are monitored daily in an effort to provide adequate HVAC services; however, during the fall and spring when outside temperatures swing widely from night to day, there is often not enough time for the building to recover enough to provide comfortable conditions. The Facilities Management Department will make every effort to provide comfortable conditions.
Room and window air conditioning units should be turned off during hours when space is not occupied (nights, week-ends and holidays). Occupants are responsible for turning these units off when they leave in an effort to conserve energy.
Annual Steam Shutdown

Each year Facilities Management must shut down the Central Steam Plant to effect needed repairs. Normally, the time period of shutdown is two weeks and is usually scheduled for the night of graduation (mid May).

PLEASE NOTE: The date is changed periodically. Please anticipate a memo from Facilities Management around mid-March advising staff of exact dates.

When the plant is down, the following areas are affected:

Air conditioning in Wilson, Robinson, College Center, hot water throughout the campus (except Triad and Edgewood Park), and steam service to the entire campus will not be available.

Limitation: The shutdown is estimated at two weeks and every effort is made to finish within this time. Most damage to the steam system cannot be fully assessed, however, until the steam is off and additional time may sometimes be required.

19.03.10 INSPECTIONS

Facilities Operations personnel conduct inspections of all campus buildings on a continual basis to determine major and minor items of maintenance and/or compliance with certain codes and standards.

Maintenance deficiencies are routinely corrected. Departments are advised of items which are departmental responsibilities through the chairperson or office Facilities personnel. Inspectors from the state and local fire department and health department routinely inspect, without prior notice, buildings, elevators and equipment and issue violations and summons for defects.

19.03.11 KEYS AND LOCKS

The College locksmith is the only person allowed to cut and issue keys for the College buildings. Duplication of keys by an outside locksmith is strictly prohibited. Service requests for lock changes and key changes or additional requests should be directed to the Associate Director of Facilities.
Keys will not be issued without a work order (Key Request, see Exhibit 19-2) and authorization in writing by the dean or department head. Once the request is processed, the person to whom the keys are to be issued will be notified. Keys must be signed for when received at the Facilities Office in the Cassady Building.

All buildings are keyed to a specific master for fire and safety reasons. Requests to remove an individual room from the master will not be honored. Requests for deadbolt locks will be handled on an individual basis and are rarely honored.

Loss of keys must be reported immediately to the Security Office and the Facilities Office. In the event re-keying is necessary, the requesting department may be charged for the new keys and/or locks.

PLEASE NOTE: Master/sub-master keys are closely monitored for security reasons and are rarely given to the general populace. Master keys will only be distributed with Division Head approval.

19.03.12 MAPS AND BUILDING PLANS

A file of campus maps and building plans is maintained in the Facilities Management Office. Please contact the Facilities Management Office for information on requesting these items.

19.03.13 POLICY FOR RESERVING A STATE VEHICLE

The Facilities Department operates a limited number of four (4) door passenger vehicles for use by the College community. These are reserved by submitting a Vehicle Authorization Form (see Exhibit 19-3) to the Facilities Management Office, Cassady Building.

All vehicles will be scheduled on a first-come, first-served basis.

To reserve a state vehicle an employee:

- Must have a valid driver's license.
- Must make a reservation in advance and submit a Vehicle Authorization Form
(Exhibit 19-3) in duplicate to the Facilities Management Department, Cassady Building, 72 hours in advance of vehicle pickup.

- Must attach a copy of driver's license to each Vehicle Authorization Form, then present the driver's license when picking up the motor vehicle.

**Pickup and Return of State Vehicles:**

- Vehicles are picked up and returned to the Facilities Department in Cassady during regular working hours, 8:00 am to 4:30 pm, Monday through Friday. All completed paperwork and driver's license must be presented when picking up a vehicle at the Facilities Department.

- To pick up and/or return a vehicle on weekends, or before 8:00 am and after 4:30 pm Monday through Friday, report to the Security Office in the Triad Building. All completed paperwork and driver's license must be presented when picking up a vehicle at the Security Office in Triad.

**PLEASE NOTE:** The Facilities Management Department is not responsible for breakdowns or the unavailability of cars due to individuals not returning vehicles on time.

**19.03.14 OCCUPANT’S RESPONSIBILITY (ENERGY CONSERVATION)**

Departments occupying the buildings are responsible for turning out lights, closing windows, locking doors, turning off window air conditioning units and observing the general security condition of the buildings. The closing of windows is important for the protection of the buildings especially during the winter months when freeze-ups are a danger. Everyone must share responsibility for security against theft, fire, vandalism, and energy waste.

**19.03.15 PAINTING**

Painting of classrooms, corridors, stairwells and other public areas is a basic operational service and is performed on a scheduled, cyclical basis. Other painting can be scheduled on a Work Request Form.
19.03.16  PREVENTIVE MAINTENANCE

Preventive maintenance is the scheduled attention to the physical needs of a system which results in the reduction of possible breakdowns and the lengthening of the life of a system. Facilities Operations schedules routine preventive maintenance checks on buildings, HVAC, electrical, plumbing, and mechanical systems.

19.03.17  ROOFS

Personnel may not go on the roof of any building without prior authorization from the Facilities Department. This policy is necessary because of bonds or guarantees and the great initial expense of the roof and the repairs which might be necessary if uncontrolled roof traffic is permitted. Motion picture cameras, television cameras, television antennas or equipment supported by tripods or stands may not be placed on any roof without prior coordination and approval of the Facilities Management Department. Alterations and/or additions to roofs are not permitted without prior approval of the Facilities Management Department.

19.03.18  SPACE MODIFICATIONS OR ALTERATIONS

Requests for renovation or alterations which change the use of the space in campus buildings must be submitted to the Facilities Department with an accompanying sketch if available. Request for Renovation forms (see Exhibit 19-4) are available from the Facilities Management Department. All signatures required on the form should be obtained before forwarding the form to the Facilities Department as these signatures are necessary before action can be initiated for either an estimate or actual work. Questions regarding modifications and/or alterations should be directed to the Director of Facilities Management, or designee.

19.03.19  STORAGE OF MATERIALS
No equipment or materials of any sort may be stored in stairways or public corridors or placed so as to block fire exits. These conditions constitute fire department violations. Equipment and materials stored or placed in violation of fire department regulations will be removed.

Equipment may not be stored in mechanical equipment rooms or electrical closets.

Facilities Management has limited space for storage. Every effort will be made to accommodate your request (see Exhibit 19-6).

19.03.20 MAINTENANCE OPERATIONS TRADES SHOPS

Available in the Maintenance Operations shops are tradespersons required for the day-to-day maintenance of Rowan facilities.

Carpenters, masons, and repairers are grouped together into a shop unit to perform all aspects of carpentry work, glass installation, furniture repair and tile and masonry work on campus.

The Electric Shop provides for general maintenance of electrical motors and lighting systems on campus. The electricians also install new fixtures, provide new wiring for equipment and maintain all control systems.

The Plumbing Shop services and maintains plumbing fixtures, components of steam heating systems and domestic water lines and perform metal work. They check and maintain such items as water fountains, water faucets, the swimming pool, etc.

The HVAC Shop is responsible for the installation, operation, maintenance, and repair of refrigeration, air conditioning, ventilation and auxiliary heating equipment.

The Automotive Shop is responsible for the ongoing preventative maintenance and repair of all Facilities Management Department trucks, tractors, mowers, special motorized equipment, generators, and motor pool vehicles.

The Preventive Maintenance Shop routinely checks and services pumps, motors, fans, roofs, and other items associated with physical plant systems.
The Paint Shop is responsible for maintaining both aesthetic and preventative coatings in all areas of the campus, inside and out.

The Project Shop is responsible for minor/major renovations throughout the campus. Usually, all facets of renovation can be accommodated and requests for services should be submitted on the Request for Renovation Form (Exhibit 19-4).

The Locksmith Shop is responsible for the repair and installation of all locking and door closing equipment.

The Moving Crew

The Moving Crew is a two-man operation equipped to move furniture (desks, file cabinets, tables, chairs, etc.) to various locations on the campus. Occasionally, the Moving Crew is requested to deliver or retrieve items off campus; however, these requests are handled on an individual basis and are not part of the Crew's regular routine. These requests should, therefore, be filed with as much advance notice as possible.

The Grounds Crew

The Grounds Crew is responsible for all facets of the institutional grounds. These include regular attention to grass cutting, trimming grass away from bushes, shrubs, and trees; planting of flowers, weeding; street cleaning and snow removal; and preparation of all athletic fields.

The Central Steam Plant

The Central Steam Plant is operated year round, 24 hours a day to provide steam for heating systems, domestic hot water, and steam absorption air conditioning.

Recycling

The Recycling Committee has developed a plan to bring the campus in line with the laws of the State. Currently, the Facilities Management Department recycles cardboard, white paper, aluminum, glass (residential facilities), batteries, tires, motor oil, and anti-freeze. Continuing efforts are in place to increase the number of items we recycle. Any questions or suggestions regarding this program should be directed to the Associate Director of Facilities. These will be passed on to the committee.