

Subj: Educational and General (E&G) Facility Support

## **PURPOSE**

Provide an overview of Facility Operations, Maintenance, Repair and Renovation and Space Management Procedures and Practices.

## **KEY DEFINITIONS**

**Building**: A building includes all systems that are permanently incorporated or attached to the structure. Autoclaves that are built into walls, permanently installed walk-in refrigeration, freezer and environmental chambers, fume hoods, fixed seating, etc. are normally considered part of the building. Maintenance, repair and replacement of building systems and components are the responsibility of Facility Operations and Maintenance or Energy and Campus Development.

**Building Automation System (BAS)**: Heating, ventilation and air conditioning systems and lighting systems in newer buildings in the core campus are controlled by a central BAS system. This sophisticated system combines status information such as outside and inside temperatures, occupancy, class schedules, pump operation, etc. and optimizes energy use while maintaining occupant comfort. BAS technicians from the Energy office operate and maintain this system and its components.

**Deferred Maintenance**: Given the age of buildings and the wear and tear of daily use, the sum of all budgets allocated to the institutional physical plant assets are inadequate to respond to all facility needs. As such, as a normal course of business, facility managers must prioritize needed work and routinely put off that which is lower priority in order to operate within available funds. The accumulated cost of such work, whether maintenance or repair, is categorized in the somewhat misleading term “deferred maintenance” and is a measure of the overall condition of our facilities and infrastructure.

**Energy & Campus Development (ECD)**: Energy and Campus Development is responsible for campus-wide utility and energy systems including building automation systems and chiller plants. ECD includes the office of Energy, Campus Planning and Facilities Design and Construction.

**Facility Operations and Maintenance**: Facility Operations and Maintenance is responsible for housekeeping, grounds & special event support, and, preventive and unscheduled maintenance of all building systems, with the exception of BAS components. Maintenance personnel are organized into Zone Maintenance Teams that are aligned with specific buildings on campus.

**Facility Support Center (FSC -PHONE 2-1437)**: The Support Center serves campus customers as a single point of contact to report and request assistance with any facility related need on campus. The Support Center refers or routes all reports and requests to the appropriate office for follow-up action.

**Furniture, Fixtures and Equipment (FF&E)**: Loose items including bench top equipment, portable autoclaves, scales, desks and other loose furniture, free standing refrigerators, freezers and environmental control chambers, other appliances and program specific equipment and apparatus, window air conditioners, etc. are generally not considered part of the building. Maintenance, repair and replacement of such loose items are the occupant’s responsibility.

Maintenance: Facility maintenance includes those tasks to keep facilities and systems in clean and proper working condition. Filter and belt changes, lubrication of moving parts, winterizing cooling systems in the fall and securing heating systems in the spring are common tasks. Maintenance also includes functions such as housekeeping services and grounds care, trash removal, seasonal road restriping and a number of other routine and generally cyclic activities that keep the campus buildings and infrastructure in working order.

Minor and Major Repairs: Generally, minor repairs include work to restore an existing system or component to proper operation that requires less than 24 hours of labor and less than \$5000 to accomplish. Major repair would be work that exceeds this level of effort or cost.

Net Assignable Square Feet (NASF): The area within a building such as an office, lab, Telcom closet, or classroom assignable to an RC-Unit. Does not include lobbies, stairs, restrooms, elevators and other general use space or the space taken up by exterior or interior walls. Related terms are gross square feet (the area of the building based on the exterior dimensions) and net square feet (the interior area of the building after the space taken by exterior and interior walls is deducted.)

Facility Operation: Utility and building systems require varying degrees of ongoing effort so that they properly, safely and reliably function as intended. The Co-Gen Plant, central hot water system, electric distribution system, water plant, building heating, ventilation and air conditioning systems in our major buildings and our campus-wide BAS all require day to day operation by qualified technicians. Snow removal also falls into the category of facility operation.

RCM Facility Charge: Units are allocated an RCM square foot charge on the net assignable square feet (NASF) of building space occupied. This charge allocates the cost for the following services to E&G units and certain auxiliary units for space occupied in the core campus. A more detailed description of the facilities RCM policy can be found within the VPFA website at: <http://www.unh.edu/rcm/> and the annual facilities rate model and allocation by RC unit can be found at: <http://www.unh.edu/budget/budgetreports.htm>:

- Facility Operation and Maintenance. This activity includes management, supervision and accomplishment of Housekeeping, Grounds and Special Event Support, Building Maintenance, Materials Warehouse, and Information Technology. A detailed scope of work defining all aspects of this work is under development.
- Utility and energy system operation and maintenance.
- Facility asset management (e.g., long range and capital project development, condition assessment, major repair and renovation planning, etc.)
- Repair and Renovation Fund. The R&R rate for core campus space includes an allocation of the annual R&R fund. However, the RCM rate for outlying areas such as the COLSA farm and agricultural properties, Auxiliary Enterprises, and UNH-Manchester does not include any allocation of the R&R fund; major repair, renovation and alteration costs of these facilities are funded directly by the occupant unit.

Space Allocation Repair and Renovation Committee (SARRC): Approves all R&R projects, air conditioning requests, and reassignment of all space between RC-Units. Members are the five vice presidents and a representative from student senate and faculty senate.

Telecommunications and Data Systems: Permanently installed wiring, routers, wireless access points, and end devices (plug in outlets) are part of the system operated and maintained by CIS. Computers, telephones and other devices are the occupant's responsibility. Occupants are

charged a fee for data or voice lines. Computers and related equipment in computing clusters managed by CIS and in technology enhanced classrooms that are managed by the Registrar are purchased and supported by CIS using funds collected through the student technology fee. The technology fee also covers part of the salary of the college-based Academic Technology Liaisons (ATLs). Departmental computing facilities may be supported by the department or may be supported by CIS through a fee-based service level agreement.

**University Repair and Renovation Fund (R&R):** This central fund is managed by SARRC. The RCM square foot charge for space in the core campus includes an allocation of the R&R fund. Auxiliary units pay an allocation in an amount equal to 4% of the annual SARRC budget as contribution toward campus-wide exterior landscape, walks and utility systems, and separately fund all R&R work within auxiliary enterprise facilities.

## **FACILITY OPERATION AND MAINTENANCE**

**Funding Sources:** Operation and Maintenance (O&M) of the campus buildings and infrastructure is funded from the RCM net assignable square foot charge levied to each RCU. Auxiliaries are generally billed for the services provided. This includes billing for utilities consumed and an allocation of general services such as grounds care.

**Delivery:** Facility Operations and Maintenance delivers building and grounds O&M services. Energy and Campus Development is responsible for delivering utility services such as water and electricity to campus buildings. ECD is also responsible for operation of the BAS which controls heating and air conditioning in new or recently renovated buildings. Both groups use a combination of UNH personnel and outside contractors to accomplish the wide variety of tasks necessary. Campus customers can call the Facility Service Support Center (2-1437) regardless of the type of facility issue. The FSC will route the matter to the appropriate staff.

## **FACILITY REPAIR, RENOVATION AND ALTERATION**

**Funding Sources:** Facility repair, renovation, and alteration may be funded from several sources including:

- Grants
- Gifts or donations
- College or department operating budgets
- State Capital Appropriation
- Facility Operations and Maintenance operating budget. The Operations and Maintenance budget funds building maintenance and minor repairs. The RCM square foot charge for space in the core campus includes an allocation of the Operations and Maintenance budget.
- Energy and Campus Development operating budget. Similar to Operations and Maintenance but funds utility and energy system operation, maintenance and minor repairs.

Note: Grants and gifts may be restricted to renovation and alteration work and state capital appropriations are typically designated to specific projects.

## **Project Approval:**

- Maintenance and Minor Repair. Projects that keep or restore existing facilities in working order are approved by Operations and Maintenance and ECD managers.
- Major Repairs. Annually, ECD prepares a major repair plan for SARRC approval. This plan includes work such as repaving roads, replacing roofs, upgrading fire alarms, repairing utility distribution systems and removing accessibility barriers. This subset of the R&R fund is referred to as Institutional R&R.
- Alteration and Renovation. Regardless of fund source or method of accomplishment, ALL projects that renovate or alter existing campus facilities must be reviewed and approved by Facilities Design and Construction (FD&C) to insure consistency with campus standards and compliance with applicable building and life safety codes. FD&C is responsible for coordinating any other technical, code or external approvals as may be necessary depending on the nature of the work (e.g. projects with a cost over \$1 million must be approved by the Board of Trustees.) The only exceptions are student housing renovation projects managed by the Housing Office costing less than \$1 million.
- New Construction. Projects that construct new buildings or expand existing buildings must also be approved by FD&C regardless of location, purpose or funding. FD&C coordinates other required approvals (e.g. review by the State Fire Marshal's Office.)

**Customer-Funded Facility Projects:** FD&C will provide campus customers a completed Facility Change Request (FCR) including an estimate of the total cost. If the customer is funding the project, a plant fund account will be established by ECD into which the customer can transfer funds. If R&R funding is to be requested, the unit forwards the FCR to SARRC via the department chair, Dean and Provost or director and VP, as appropriate, for review and approval.

**Do-It-Yourself Projects:** Some departments, or even individuals, may wish to do repair and alteration work themselves or directly contract with outside firms to perform such work. Policy and procedures regarding Do-It-Yourself projects can be found at [http://www.unh.edu/ecd/design\\_doityourself.html](http://www.unh.edu/ecd/design_doityourself.html). All such projects must comply with codes and campus construction and repair standards. Note: Electrical and plumbing work must be performed by licensed individuals.

**Air Conditioning:** Historically, University facilities were built without mechanical systems for interior climate control in the form of air conditioning. Over the past two decades, and as new buildings were constructed or completely renovated, the inventory of air-conditioned buildings on campus accumulated. The growth of summer activity on campus, and a change in community standards for the conditions within which people teach, research, learn, and work, has created a demand for air-conditioned facilities beyond the institution's financial ability to respond. As such, many stand-alone air-conditioning systems have been installed to either cool individual or small groups of rooms.

The practice of air-conditioning rooms or segments of buildings is regulated by SARRC to ensure availability of proper utility supply and to preserve aesthetic standards on campus. Financial policy was developed in order to balance campus-wide capital improvement demands with the need for individual Unit or department flexibility. Central funds in the form of Facilities Allocations and the institutions' Repair & Renovation budget are reserved for built-in

air conditioning and refrigeration systems. Responsibility for stand-alone air-conditioning and refrigeration units are the responsibility of RCM Units and departments.

Approval for Window and Portable Air Conditioning Unit Installation: All requests to install window or portable air conditioning units must be approved by SARRC. Requests are submitted to FD&C for technical review and then forwarded by the requestor to SARRC via the chain of command (i.e. from the department chair via the Dean to the Provost or from the manager via the Director and AVP to the VP who then introduces the request to the committee.) Funding for such units, including any alterations necessary (converting a window opening to receive a window AC unit or installing a heavy duty electrical outlet are typical alterations) is provided by the requestor.

Maintenance and Repair of Window and Portable Air Conditioning Units: Window and portable air conditioning units are not part of the permanent building systems and thus NOT maintained by Facility Operations and Maintenance, and NOT replaced by the R&R fund. Window and portable air conditioners are the responsibility of the occupant. An important note: UNH is required by federal law to account for all refrigerants including that in window and portable air conditioners. Old units removed must be disposed of properly. For disposal, please contact the Facility Support Center.

## **MANAGEMENT OF CAMPUS SPACE**

SARRC has ultimate responsibility for:

1. Approving the allocation of space in all University buildings.
2. Approving changes in the use of University lands and buildings.

Transfer of space between “functional units” is an important mechanism for ensuring the efficient utilization of this resource. It has been the history, and remains the expectation of the University, that most space transfers will result from plans that are agreeable to all parties. However, when contrasting proposals for the use of space arise, a well-defined and open process for reviewing and deciding among alternatives is essential to ensure fairness and full participation by all parties.

As stated in the SARRC Charter, “Reassignments of space contained within a functional unit, and any attendant costs, are ordinarily the responsibility of the administrator of that unit.” Thus, the process described herein pertains only to requests to transfer space between RC units on campus.

**Assignment of Space:** Net Square Footage at January 31st of any given year will be used as the basis for the RCM Facility Charge to all units for the following fiscal year. New or reassigned space changes after this point will not be reflected in the allocation base until the following fiscal year. New space will not be added to the allocation base until the square footage can be reasonably estimated. **Coordinated by Campus Planning through the business service centers of each RC Unit, the annual space update process begins in the fall and must be fully completed prior to January 31<sup>st</sup> for submission to SARRC. This process includes the**

**preparation of an annual Space Utilization and Needs Planning report for each RC unit and individual Space Transfer Requests for approval to relinquish or acquire space.**

Units will be able to give up space at any point during the year after SARRC approval if there is another unit willing to acquire the space and pay for it. Once SARRC gives its approval, any transfer of expenses can be negotiated and processed at the BSC level for the balance of the year; the current facilities allocation will not be modified. During the annual update process, units will be able to give up “usable” space (space that can realistically be used by another unit) when there are no units identified to acquire the space, subject to SARRC approval. In these cases, the unit would receive reduced NSF costs in the following fiscal year. All costs for unassigned space will be absorbed by all units through the NSF rate, as the costs to maintain that space remains. In the event SARRC must obtain space from units for purposes of FD&C “swing” space (space needed on a temporary or permanent basis to accommodate construction projects), the unit providing the space would reduce its net square footage costs for that period of time. The process of reassigning space is as follows:

1. RC units wishing to relinquish/acquire space will prepare a Space Transfer Request Form <http://www.unh.edu/budget/spacetransferform.doc> and submit it to the Space Manager in Energy and Campus Development. This will include a complete description of the space they intend to relinquish or specifying the amount of space (NSF) required and the type of space (lab, office, etc.) desired. A unit relinquishing space may identify a potential new user of the space.
2. The details of the request will be validated and forwarded to SARRC, which will review and consider the request for approval. SARRC will evaluate requests based on condition of, potential use of, and access to the space.
3. If approved by SARRC, the space file will be updated to reflect the change **effective the following fiscal year**. Energy and Campus Development will notify the RC unit of the change, or reasons for denial of the change.

Further details of the process and policies for space assignments and transfers are available at <http://www.unh.edu/rcm/rcmmanual/manualallocation3.htm#facilitiesa> Section 3.5.2.