



GUIDE TO SERVICES

Facilities & Auxiliary Services is dedicated to providing high-quality, cost-effective services to the campus community.

With responsibility for the care and maintenance of University buildings, Facilities & Auxiliary Services' base operating budget covers routine services that are provided at no charge. Most of these services cover day-to-day non-discretionary services and operational needs common to most buildings. Most regular maintenance services and repairs due to damage, wear, or defects are considered **routine**, and therefore are not billable to customers.

Non-routine services are those that are generally discretionary in nature and therefore are charged directly to the requesting unit. Examples of non-routine services include event support, unit-requested space modifications, or requests for routine services before they need repair or replacement.

What follows is a guide to what services are considered routine (non-billable) or non-routine (billable).

Routine services are handled by submitting a fixit request or calling 302-831-1141. Non-routine services are provided by completing a Request for Service webform.

Requests requiring immediate attention, please call 302-831-1141.

Ex: roof, ceiling, plumbing, or drainage leaks or floods; sparking; power or water outage; chemical, burning, or natural gas odors; doors that won't open/close or lock/unlock; unusual mechanical noises; and offensive graffiti.

If immediate attention isn't needed submit a [fixit online form](#).

Ex: hole in drywall; missing ceiling or floor tile; missing window screen.

REQUESTING ROUTINE (NON-BILLABLE) SERVICES

To place a non-emergency routine service request, either email fixit@udel.edu or submit the [online form](#). Have the following information available:

- Specific location of the problem
 - Floor and room number (if applicable)
 - Other location information if room not available
- Your name
- Your phone and UD role (i.e. student, faculty, staff)
- Detailed description of the problem
- Has the problem been called in before or is this the first time being reported?

Routine Work Request	Notes
Air conditioning repairs (building-wide systems)	Concerns over temperature, noise, humidity, etc.
Air filter change (Academic Buildings)	Scheduled replacement of academic building air filters
Bicycle rack repairs	Damaged bicycle racks
Blind replacement	Common areas and classrooms
Carpet repairs and replacement	Common areas only (non-offices). Safety hazards will be addressed on an as-needed basis.
Ceiling repairs	Stained ceiling tiles, etc.
Domestic hot/cold water repairs	Faucets, lack of hot water, etc.
Door closure repairs	Leaking door closures, not operating properly
Door repairs, metal or wood	Repair/replace metal doors & all accessories (door knobs, lock, door closures, hinges)
Electrical power repairs	Repair/reset breaker, fuse, switch, outlet
Elevator repairs	
Exit sign hook-up/repair	
Exterior painting	
Faucet repairs	e.g. Leaky faucets, etc.
Fence maintenance	
Fire alarm repairs	
Fire alarm sound level testing	
Flood/Water Damage	
Floor repairs	Common areas only*
Fume hood repairs (unless additional equipment or exhaust are added)	e.g. covered flow adjustments to meet safety standards; does not include structural repairs; DDC controls, and airflow metering valves. Changes to existing design are not included.
Furniture repairs	Classrooms, including teaching labs only (not offices). Furniture replacements not included.

* Common areas: hallways, building lobbies, elevators, restrooms, stairwells; does not include space in office suites

REQUESTING ROUTINE (NON-BILLABLE) SERVICES (cont'd)

Routine Work Request	Notes
Graffiti removal	
Gutters and downspout repairs	
Heating/cooling repairs	Temperature control issues, maintain/repair air handlers, heating & cooling pumps, etc.
Insulate duct work	
Insulate boilers & heat exchangers	
Insulation removal as needed for leaks	
Lawn mowing	
Leaf collection	
Lighting repairs	Repair existing light fixtures
Litter control	
Lock repairs, doors	Repair existing door locks
Mold remediation	
Painting	Common areas only*
Power outage remedy	
Public bathroom repairs	Mirrors, shelving, cabinet repairs/replacement
Refrigeration system repairs	Walk-in (cold rooms) and environmental chambers are covered. Exception is for non-academic uses or research.
Roofing repairs/leaks	Repair/replace roof & roofing materials
Safety shower repair & maintenance	
Shrub bed care and maintenance	
Sink & faucet repairs/replacement	Includes clogged drains & leaky faucets
Snow and ice removal	Academic buildings
Soil erosion problems	
Toilet & toilet fixture repairs/replacement	Clogged toilet repair/ repair of fixtures & partitions
Trash & recycling collection	Regular service, excludes event support
Tree care, tree trimming, tree removal	
Wall, wood trim and wood molding repairs	
Water fountain repairs	
Window & glass repairs	

* Common areas: hallways, building lobbies, elevators, restrooms, stairwells; does not include space in office suites

REQUESTING BILLABLE SERVICES

A Request for Service form is required for non-routine services. A departmental purpose code is required for each request. You may also use this form to request an estimate. (Requests for keys or for Campus Movers are separate.)

Service	Notes
Air conditioning renovations/additions	New or upgrades to existing A/C as a result of space renovations/additions
Banner hanging	Event banners and other sign placements
Blind replacement	Private offices, suites and administrative areas
Bookshelves, cabinets - building/hanging	
Carpet replacement	Carpet replacement in personal offices or suites
Carpentry projects	Handmade furniture, chair rail, office molding, etc.
Door closure additions	Requests for additional (not repair of existing)
Door mullion temporary removal/replace	Required for moving of furniture or equipment
Electrical power for special events	Service, equipment involved in providing temporary power & lighting for events
Electrical power installation/ add capacity	Required due to specialty equipment; additional outlets; change of outlet location
Event waste services, cleanup and specialty items	Temporary dumpsters, waste receptacles, special pickups, hardscape sweeping, litter removal
Fire detection/alarm/suppression devices	Specialty or additional capacity due to equipment or use needs or renovations (e.g. unit removes wall)
Flooring	Install/change tiles or flooring in private offices and suites
Flowers and decorations	Specialty requests for events, etc.
Freon recovery	Recovery of refrigerant out of retired specialty equipment, primarily relates to labs
Furniture repairs	Office or departmental requests
HVAC mechanical and control systems - additions and modifications	Re-engineering, installation of HVAC systems
Keys	Make duplicate keys (<u>place online request</u>)
Kitchen stove repair	Broken stoves, burners, etc.
Lab equipment repairs/installation	Additions/modifications/repairs to lab equipment independent of building
Lighting improvements	Request for specific or specialty lighting

REQUESTING BILLABLE SERVICES (cont'd)

Service	Notes
Lock - installation, changes, and repairs	Includes locks and hardware for file cabinets, lockers, furniture, safes, etc.
Office renovations	
Painting	Private offices or suites
Painting/refinishing of furniture	
Refrigerator/Freezer/Ice Machine repair/replacement	Service on all portable refrigeration units is billable. Research or non-academic user/purpose.
Safety sign hookup	Specialty safety signs for new equipment
Security access - specialty touchpads	Specialty access systems
Signage repairs and replacements	Private office areas
Small, miscellaneous alarm-related repairs	Primarily relates to department-owned security & safety alarms, such as gas alarms
Stage and platform setup/building	Special items for special events
Wall changes - move, build, demolish	Renovations or other requests
Water filter change	Specialty laboratory equipment or ice machines

ROUTINE CUSTODIAL SERVICES – Academic Buildings & Residence Halls

Service	Classrooms, Conference Rooms, Gyms	Common Areas	Locker Rooms	Office Areas	Student Rooms
Clean Interior Glass	Daily	Daily	Daily	Weekly	Annually
Clean Recycling Can	Daily	Daily	Daily	--	Annually
Clean Trash Can	Daily	Daily	Daily	--	Annually
Clean White/Chalk Boards	Daily	As Needed	Weekly	--	--
Supply Chalk	Daily	Daily	As Needed	--	--
Unlock classroom doors	Daily	--	--	--	--
Unlock exterior doors to buildings	Daily	--	--	--	--
Fire Extinguisher Inspection	Monthly	Monthly	Monthly	Monthly	--
Disinfect Bathrooms	Daily	Daily	Daily	Daily	Annually
Dust	Daily	Daily	Daily	Weekly	Annually
Empty Recycling Can	Daily	Daily	Daily	--	Annually
Empty Trash Can	Daily	Daily	Daily	--	Annually
Fill Dispensers	Daily	Daily	As Needed	As Needed	Annually
Mop Floors	Daily	Daily	Daily	Weekly	Annually
Mop Stairwells	Daily	Daily	Daily	Weekly	Annually
Vacuum Floors	Daily	Daily	Daily	Weekly	Annually
Vacuum Stairs	Daily	Daily	Daily	Weekly	Annually
Wipe Equipment	Daily	Daily	Daily	Weekly	Annually
Wipe Furniture	Daily	Daily	Daily	Weekly	Annually
Clean Exterior Glass	Annually	Annually	Annually	Annually	Annually
Extract Carpets	Annually	Annually	Annually	Annually	Annually
Refinish/Polish Floors	Annually	Annually	Annually	Annually	Annually
Strip/Scrub Floors	Annually	Annually	Annually	Annually	Annually

*Daily refers to M-F when UD is open. Please contact the Custodial Manager for labs and buildings not listed.



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