

Guide to Services

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“Guide to Services”

Welcome to the Facilities Management “Guide to Services”. This guide references important information about the role of Facilities Management on campus, current services, context, and some key definitions.

Contact Us:

Facilities Management is located at **210 University Services Building, Iowa City, IA 52242-1922**

Helpful phone numbers:

Emergency	911
Work Control Center	335-5071
Facilities Management, main	335-5500

Helpful links:

Facilities Management	http://www.facilities.uiowa.edu
E-mail Work Control	facilities-wcc@uiowa.edu
Building Coordinators	http://www.facilities.uiowa.edu/BldgCoordinator/index.asp

Emergency Services

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Fire or other life-threatening emergency: call 911.

Maintenance Emergency: Call the Work Control Center 24 hours a day, 7 days a week (335-5071) and indicate the urgent nature of the situation. (If you are in The University of Iowa Hospital and Clinics, please call 356-1897.)

Facilities Management defines a maintenance emergency as any situation that will result in a threat to life, safety, health, facilities, or utilities if not responded to immediately. Facilities Management also defines a maintenance emergency as any situation that will result in the cancellation of classes, clinics, or events if not responded to immediately. For example, a broken water pipe flooding the building would qualify as a maintenance emergency.

We respond as quickly as possible to stabilize the situation and prevent further damage. If departmental negligence causes the emergency, we will bill the cost to the department. We bill customers in non-general fund space for all Facilities Management emergency assistance.

Routine Services

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Unless otherwise noted, the services listed in the A-Z section are provided by Facilities Management (FM) to care and maintain general fund space. Visit our Web site for more information and to request a service <http://facilities.uiowa.edu>

Additional Resources: Service/Department	Phone
Athletics	335-9327
Cambus	335-8633
Campus Mail (Central Mail System)	384-3810
Environmental Services	335-6190
Equipment Rental	384-3922
Fleet Services	384-0564
General Stores	384-3900
Environmental Health & Safety	335-8501
Information Technology Services	384-0800
Parking and Transportation	335-1475
Public Safety	335-5022
Risk Management	335-0010
Housing, Facilities and Operations	335-9970
UIHC, Facilities	335-2009
UI Foundation	335-3305

Alphabetical Guide to Services Frequently Requested

A	A B C D E F G H I J K L M N O P Q R S T UVW top
Accessibility	Students should call Student Disability Services (335-1462). Faculty or staff members requiring additional accommodations should call Faculty and Staff Disability Services (335-2660).
Access (electronic) controls	Report problems with access (electronic) locks to Work Control Center (335-5071). Facilities Management can install access (electronic) locks at department expense through FMReqs.
Air conditioning, central	Facilities Management maintains central air conditioning systems in general fund buildings.
Air conditioning, window	The UI encourages central cooling. If a department is purchasing an air conditioner, Energy Star rated product are required. Departments must pay to replace window air conditioners.
Air intakes	Check building plans or call Work Control Center for identification of or trouble with air intake systems. Vehicles cannot idle near building air intake systems.
Animals	The Iowa Administrative Code authorizes only leader dogs and animals used in research to be in University buildings.
Animal waste disposal	Animal waste shall be placed in appropriate Animal Care Unit containers.
Animal removal	For removal of nuisance animals on campus, call Work Control (335-5071) or submit a request through FMReqs.
Animal waterers, utilities	Facilities Management supplies utilities to animal waterers. Departments may use FMReqs for additions, modifications, and repairs to these units.
Architectural design	For more information see http://www.facilities.uiowa.edu/dpdc/pdc.htm
Artwork, maintenance	The Director of the Museum of Art oversees the campus placement of artwork purchased by the University. Departments are responsible for maintaining artwork they acquire.
Asbestos, removal	For more information see http://www.facilities.uiowa.edu/pdc/pdc.htm
Asphalt, repair	Parking & Transportation (335-1475) maintains parking lots. Facilities Management maintains institutional roads.
Athletic fields	The Athletic Department maintains athletic practice fields and playing fields, including Finkbine Golf Course. Athletics also maintains the buildings and facilities that house their programs.
Auditorium seating	Facilities Management will make minor repairs to auditorium seating, if parts are available. When Facilities Management cannot repair seating, the department must replace damaged seats.
Autoclaves	Facilities Management will install, maintain, and repair autoclaves at departmental expense. All connections to building utility systems must be coordinated through Facilities Management.

B	A B C D E F G H I J K L M N O P Q R S T UVW top
Ballast lighting	Facilities Management replaces ballasts in fluorescent lights.
Basketball court/hoops	Call Recreational Services (335-9293) if you have problems.
Batteries, disposal	For policies related to disposal of batteries, call Environmental Health & Safety (335-8501).
Batteries, for locking systems	Facilities Management will replace the batteries in electronic lock systems at departmental expense.
Batteries, for uninterrupted power supply	Facilities Management will replace the batteries in uninterrupted power supply systems at departmental expense.
Benches, exterior	Facilities Management maintains all exterior benches and seating areas. Facilities Management repairs and maintains all non-upholstered benches in public areas inside buildings.
Bicycle parking	Parking & Transportation (335-8312) provides and maintains bicycle racks. You can find the locations of bicycle parking in the brochure "Bicycling at The University of Iowa", available at the Iowa Memorial Union Campus Information Center (335-1475).
Bicycle paths	Facilities Management maintains campus bicycle paths. Find a map of paths at http://www.uiowa.edu/~cpc/cpf/pdfdocs/
Bio-hazardous waste	The bio-hazardous waste pick-up service collects waste from research and health facilities, including University of Iowa Hospitals and Clinics. Call Environmental Health & Safety (335-8501) for information.
Biological safety cabinets	Facilities Management repairs biological safety cabinets at departmental expense.
Blinds	See window coverings.
Boilers and steam vessel inspection	Facilities Management clears all permits for general fund and departmental equipment in general fund buildings. The department pays for all upgrades to steam vessels that are required by code. Facilities Management keeps inspection certificates on file in the Work Control Center.
Bottled water	Departments must provide and maintain bottled water at their own expense.
Break rooms	Facilities Management services break rooms daily. The custodial staff cleans sinks only if they are empty. In the break room itself, the department must clean dishes and utensils, and maintain appliances such as microwave and conventional ovens and stoves, refrigerators, dishwashers, and coffee makers. Suppliers must maintain vending machines.
Bridges	Facilities Management maintains institutional roads and University footbridges.
Building identification signs	Exterior: Facilities Management installs and maintains exterior building signs, campus directional maps, and campus signs. Facilities Management follows the requirements of the campus sign system. Address questions to Landscape Services at 335-3671. Interior: Facilities Management maintains room number signs. Interior building signs must meet Americans with Disabilities Act requirements. Address questions to Facilities Management Work Control at 335-5071. To submit a request for an interior or exterior building sign, submit a request through FMReqs.
Bulletin boards, University	See Chapter 29 of the University Operations Manual for more details. University Life Centers (335-3114) must approve all items on University bulletin boards. Go to the Iowa Memorial Union University Box Office to obtain an

	"approved for posting" stamp. Remove posters in public areas not on University bulletin boards and all posters not approved by University Life Centers.
Bus stop shelters	Parking & Transportation (335-1475) maintains bus stop shelters.
C	A B C D E F G H I J K L M N O P Q R S T U V W top
Cable television	Call Broadcast Services (335-5730).
Cage washers	Facilities Management supplies utilities to cage washers. For additions, modifications, and repairs to these units submit a request through FMReqs to Work Control Center.
Campus mail	Call Central Mail Services (384-3810).
Carpet	See floor covering
Centrifuges	Departments install, maintain, and repair centrifuges.
Chalk	Facilities Management supplies most classrooms with four to six sticks of chalk and three to four erasers appropriate to the writing surface.
Chemicals (hazardous), disposal	Call Environmental Health & Safety (335-8501).
Chemicals, grounds maintenance	Facilities Management applies chemicals for grounds maintenance as needed.
Classrooms, general assignment	Facilities Management provides service to general assignment classrooms by cleaning chalkboards, white boards, chalk trays and erasers daily. Report classroom damage to Work Control Center (335-5071). For detailed information, see Classroom Scheduling http://classrooms.uiowa.edu/
Classrooms, general assignment access	If room is locked, contact Work Control Center (335-5071).
Clocks	Facilities Management resets and maintains clocks in public spaces.
Cold rooms	Call Work Control Center (335-5071) for information.
Compressed air	Facilities Management maintains building compressed air. Departments must maintain individual or supplemental air compressors.
Construction	For more information see http://www.facilities.uiowa.edu/pdc/
Cranes, outdoor	Call Work Control Center (335-5071) with questions regarding crane use on campus.
Curtailment, energy	See the Facilities Management website, http://www.facilities.uiowa.edu/uem/curtailment/ , for a complete explanation of the University's energy use curtailment program and the buildings affected. Call the Work Control Center for more information.
Custodial service	FM provides custodial service to general fund spaces. Customers in non-general fund spaces may receive these services on a billable basis.

D	A B C D E F G H I J K L M N O P Q R S T UVW top
Damage repair	To report damage caused by building equipment or system failure, call Risk Management (335-0010). Facilities Management will repair the damage and bill the department or individual responsible. Facilities Management will pay to repair damage to equipment caused by Facilities Management negligence. The department or individual will pay to repair damage caused by departmental or individual negligence.
Data, ethernet jacks	Telecommunication and Network Services (335-2945), a department within Information Technology Services, installs and maintains Ethernet jacks.
Dead animals	Submit a request through FMReqs or call Work Control Center for removal.
De-ionized water systems	Facilities Management installs and maintains de-ionized water systems using departmental funds.
Directories, building	Building occupants maintain interior building directory boards. Facilities Management maintains exterior directories and campus maps.
Disability access	Facilities Management installs and maintains door openers for disability access.
Display cases	Departments maintain interior display cases. University Relations (335-0557) maintains display cases mounted on the exterior of Schaeffer Hall and Macbride Hall.
Docks, loading	Use loading docks for delivery of materials to buildings. Do not block them or use them for departmental storage.
Doors and related hardware	Facilities Management performs routine maintenance on door hardware. All locksmith work on campus, except UIHC and the UI Foundation, must be done by Facilities Management. Departments pay for re-keying. See also, Disability access.
Drains	Facilities Management maintains indoor and outdoor drains.
Draperies	See Window Coverings.
Dry-erase markers	Instructors must supply their own dry-erase markers for whiteboards. In some cases, the instructor's department may furnish the dry-erase markers at the beginning of the semester. Do NOT use permanent markers where dry-erase markers are to be used.
Drinking fountains	Facilities Management installs and maintains indoor fountains.
Dumpsters	You may not use University dumpsters for personal refuse. Make special arrangements with Work Control Center to dispose of furniture, appliances, and other large items. When you generate larger than normal amounts of trash, the department may request more frequent trash pick-ups. See also Bio-Hazardous Waste.

E	A B C D E F G H I J K L M N O P Q R S T UVW top
Electric service	Call Work Control Center for electric service issues or to report damage. Departments should also report damage to departmental equipment or supplies to Risk Management (335-0010).
Electronic access control	Report problems with access (electronic) locks to Work Control Center (335-5071). Facilities Management can install access (electronic) locks at department expense with a requisition through FMReqs.
Elevators	Facilities Management maintains elevators, dumbwaiters, and wheelchair lifts.
Emergency calls	<i>In case of fire and other life-threatening emergency, dial 911.</i> Call Work Control Center (335-5071) for maintenance emergencies.
Emergency generators	Facilities Management purchases, maintains, and installs emergency generators.
Emergency telephones	Information Technology Services (384-0800) installs and maintains emergency telephones.
Energy conservation	See the Facilities Management website, http://www.facilities.uiowa/energy-management/energy-management.html , to learn more about energy conservation at the UI.
Environmental rooms and chambers	Departments maintain environmental rooms or chambers at their own expense.
Ethernet jacks	Information Technology Services (384-0800) installs and maintains Ethernet jacks.
Exit lighting	Facilities Management installs and maintains exit lighting.
Extension cords	The National Electrical Code and the State Fire Marshal prohibit the use of extension cords for permanent appliances, such as lab equipment, desk lamps, radios, refrigerators, or pencil sharpeners. The National Electrical Code and State Fire Marshal prohibit multiple plug outlet adapters. You may use extension cords if you use them as a temporary power source for portable equipment, such as a vacuum cleaner or an electric drill. Remove the cord when you complete the task. You may use surge-protected plug strips for personal computers and their components only. If you need additional electrical outlets, submit a requisition through FMReqs.
Eye wash stations	Facilities Management maintains eye wash stations. To install a new station send a requisition through FMReqs.

F	A B C D E F G H I J K L M N O P Q R S T UVW top
Fans, portable	Facilities Management does not provide portable fans.
Fences	Facilities Management must review and approve all fences on campus. Facilities Management maintains all construction fencing and other fencing in general fund areas.
Fields, intramural play	Athletics (335-9327) and Recreational Services (335-9293) maintain intramural and play fields.
Fire	<i>In case of fire and other life-threatening emergency, please dial 911.</i>
Fire safety systems	Facilities Management maintains fire alarms, extinguishers, and other fire safety systems.
Flammable liquid cabinets	Departments provide flammable-liquid cabinets. For additional information, call Environmental Health & Safety (335-8501).
Floor covering	For more information see http://www.facilities.uiowa.edu/pdc/ Facilities Management cleans and repairs carpets. Facilities Management also maintains and replaces hard surface flooring in general fund spaces.
Flowers and plants	Facilities Management plants, maintains, and approves outdoor plantings, but does not maintain indoor plants.
Footbridges	Facilities Management maintains University footbridges.
Freezers	Departments provide and maintain freezers, and are responsible for their contents. Facilities Management does not pay for loss of contents due to power failure.
Fume hoods	Departments pay for installation of fume hoods. Facilities Management performs routine maintenance. Environmental Health and Safety conducts periodic safety checks and relays this information to Facilities Management. Departments must pay to replace or redesign non-compliant hoods.
Furniture, indoor	Discarding Furniture: Dispose of University furniture in poor condition through University Surplus (335-5001). Do NOT put furniture into refuse dumpsters. Departments must pay for the removal of all non-University furniture discarded into the corridors and the disposal of furniture brought into offices by individuals. When disposing of large quantities of trash and furniture, such as end of the year clean up of TA offices and studios, send a requisition through FMReqs for additional refuse collection.
Furniture, outdoor	Facilities Management installs, maintains and approves outdoor furniture in general fund areas. Landscape Services must approve installation of any picnic tables or benches.

G	A B C D E F G H I J K L M N O P Q R S T UVW top
Gates, traffic control	Call Parking & Transportation (335-1475).
Graffiti removal	Call Work Control Center (335-5071) for removal of graffiti.
Grounds	Facilities Management provides grounds maintenance for general fund supported areas.
Growth chambers	Departments pay for maintenance of growth chambers.

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Heating	Facilities Management maintains heating systems in general fund buildings. Report malfunctions through FMReqs.
Hoists	Facilities Management maintains hoists installed as original equipment in general fund buildings.

I	A B C D E F G H I J K L M N O P Q R S T UVW top
Ice machines	Departments install and maintain ice machines.
Incubators	Departments install and maintain incubators.
Infectious/Bio-hazardous wastes	When presented as a sealed, properly labeled container, set into the hallway, custodians will remove infectious/bio-hazardous waste to a staging area for pickup and disposal. For specifics, consult Environmental Health & Safety on instructions for proper laboratory procedures concerning infectious or other hazardous waste. For more information, call Environmental Health & Safety (335-8501).
Inspections	Facilities Management coordinates state-mandated elevator and steam vessel inspections. The Work Control Center keeps inspection certificates on file.
Intercom systems	Departments install and maintain intercom systems.

K	A B C D E F G H I J K L M N O P Q R S T UVW top
Keys	<p>Facilities Management must approve all lock changes. Purchase building keys from Facilities Management Key Services by requisition through FMReqs. Departments pay for the cost of re-keying due to lost or stolen keys. Departments may replace key systems with electronic access systems at their own expense. Forward requisitions for electronic access systems through FMReqs. Facilities Management Key Services may replace keys to locking furniture by requisition through FMReqs. Purchase parking lot keys from Parking & Transportation (335-1475). Requisitions for all key services should be sent through FMReqs.</p>
Kilns	<p>Departments install and maintain kilns. Facilities Management must approve kiln installation, due to the need to comply with air quality regulations.</p>

L	A B C D E F G H I J K L M N O P Q R S T UVW top
Lab chemicals, disposal	Call Environmental Health & Safety (335-8501).
Lab equipment	Departments purchase and maintain lab equipment. Send an FMReq to request repair of certain equipment.
Landscape Services	See http://www.facilities.uiowa.edu/bls/landscape/ or call 335-3671
Lead abatement	Facilities Management or an approved contractor must complete all lead abatement. For more information see http://www.facilities.uiowa.edu/pdc/
Lighting, building interior	Facilities Management maintains building lighting in general fund-supported space.
Lighting, building exterior	Facilities Management maintains lighting installed by the University. To report an outage, call Work Control Center (335-5071). The Facilities Management Utilities Engineer (335-5146) responds to concerns about lighting intensity. Facilities Management reviews requests for lighting changes to insure consistency with the building architecture. Lights that are on sensors or time-controlled are controlled by Facilities Management.
Loading dock	Report problems with loading dock equipment through FMReqs.

M	A B C D E F G H I J K L M N O P Q R S T UVW top
Mail	Facilities Management does not provide campus mail service. Campus Mail (384-3810) distributes U.S. and campus mail to the University.
Maintenance services	Maintenance services are provided in general fund spaces. Information can be found at http://www.facilities.uiowa.edu/bls/
Markers, classroom	Instructors must supply their own dry-erase markers for whiteboards. In some cases, the instructor's department may furnish the dry-erase markers.
Marlok systems(electronic access control)	Report problems with electronic locks through FMReqs. Facilities Management can install Marlok electronic locks at departmental expense.
Mats	Facilities Management provides and maintains entrance mats inside all buildings. UI Laundry (335-5045) will provide additional exchangeable mats at departmental expense.
Mechanical equipment	Facilities Management maintains mechanical equipment that supports building systems. Departments maintain other mechanical equipment.
Memorials	Submit proposals for exterior memorial plaques to Facilities Management (210 University Services Building). The President's Committee on Building Names must approve naming spaces within buildings (see University Operations Manual, Chapter 42).
Moving	Facilities Management provides moving services. Send requisition through FMReqs. Call Information Technology Services (384-0800) to move data and phone locations.
Mowing	Facilities Management maintains lawns in general fund-supported areas. Call Work Control Center (335-5071) with questions or concerns.

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Nameplates	Facilities Management will order nameplates, if you send a requisition through FMReqs.
Natural gas	Requisition natural gas service extensions within University buildings through FMReqs.
Newspaper vending machines	Newspaper vending machines may be installed only in areas within the right-of-way of the City of Iowa City. Newspaper vending machines are not allowed on University property except for the Collegiate Readership Program coordinated through Student Services. For information call Student Services at 335-3557 or their website, http://www.uiowa.edu/~crp/faculty.shtml

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Odor problems

Report suspicious odors by calling the Work Control Center (335-5071).

Office equipment

Departments are responsible for the maintenance and repair of office equipment. Most furniture repair is covered by a manufacturer's warranty; service is provided by the local furniture dealer. For more information see <http://www.facilities.uiowa.edu/pdc/>

P	A B C D E F G H I J K L M N O P Q R S T UVW top
Painting	Facilities Management, based on budgetary constraints, determines the frequency of maintenance painting. Call your Area Service Center Manager to discuss specific requests. The Work Control Center (335-5071) can provide the name of your Area Service Manager. Departments pay for painting more frequently than scheduled.
Parking	Parking & Transportation (335-1475) administers parking lots, parking meters, and parking assignments.
Pest control	Facilities Management provides termite control, and contracts pest control services for routine building and campus service. Contact the Work Control Center (335-5071) to report a problem.
Phone jacks	Information Technology Services (384-0800) provides telephone service.
Picnic furniture	Facilities Management installs, maintains and approves outdoor furniture in general fund areas. Landscape Services must approve installation of any picnic tables or benches.
Plants	Facilities Management installs and maintains exterior building plantings. Facilities Management does not provide or maintain interior plants. Departments must pay for damage done by watering interior plants. You can obtain a list of contractors approved to maintain indoor plants from the Purchasing Department (335-0379).
Playing fields	Call Recreational Services (335-9293) for problems.
Plumbing	Report problems through FMReqs or call the Work Control Center (335-5071). Facilities Management must perform all plumbing extensions and repairs. Departments must pay for removal of non-authorized installation.
Power line conditioners	Departments must install and maintain all Uninterrupted Power Supply (UPS) systems and power conditioners.
Power Plant, steam and electricity	The Facilities Management Power Plant provides steam to the campus and generates some electricity.
Process cooling water	Facilities Management must review and authorize the installation of process cooling water using central chilled water.
Projects, construction or renovation	For more information see http://www.facilities.uiowa.edu/pdc/

R	A B C D E F G H I J K L M N O P Q R S T UVW top
Ramps, parking	Parking & Transportation (335-1475) administers parking lots, parking meters, and parking assignments.
Recreation fields	Athletics (335-9327) and Recreational Services (335-9293) maintain intramural and play fields.
Recycling	Facilities Management manages campus paper and cardboard recycling in general fund spaces. Departments may request additional recycling bins when discarding large quantities of paper or cardboard. Call Work Control Center (335-5071) for further information.
Refrigerators	The University requires the use of energy-efficient refrigeration units in compliance with energy standards, effective January 1, 1993. Departments must maintain refrigerators and walk-in coolers. Should water damage occur to the building due to neglect, Facilities Management will charge the department for repairs to the building. When you want to repair or discard a unit, empty it of contaminants and obtain an Environmental Health & Safety certification of the unit as "clean". Facilities Management will charge pick-up and disposal fees to the department for removing the refrigerants, oil, and/or units.
Remodeling and renovation	For more information see http://www.facilities.uiowa.edu/pdc/
Residence halls	Residence Services provides maintenance and custodial support for the residence halls. Call Residence Services (335-9970).
Roofs	Report roof leaks to Work Control Center (335-5071). To help prevent leaks, do not store any materials on roofs.

S	A B C D E F G H I J K L M N O P Q R S T UVW top
Safety issues	For fire and other life threatening emergencies call 911. For environmental and job related issues Call Environmental Health & Safety (335-8501). Otherwise, call Public Safety (335-5022).
Screens, audio-visual	Screens are provided in all general assignment classrooms. To report a missing or damaged screen, call the Classroom Technology Support Help Line at 335-1976.
Screens, window	Facilities Management repairs existing screens in general fund buildings when possible. Facilities Management normally does not provide new window screens.
Security systems	Use FMReqs in order to purchase, install, and maintain a security system.
Security	For fire and other life threatening emergencies, call 911. Otherwise, call Public Safety (335-5022).
Sidewalks	Facilities Management installs, maintains, and cleans sidewalks with the exception of University of Iowa Hospitals and Clinics. See also "Snow Removal."
Signs	Facilities Management installs and maintains exterior building signs. Building occupants and Facilities Management pay for the installation and maintenance of interior signs jointly.
Snow removal	The City of Iowa City maintains roads on the east side of campus. Facilities Management plows and puts down sand on institutional roads, mainly on the west side of campus, including Research Park. Facilities Management clears sidewalks throughout the winter, sanding and spreading ice control materials as needed.
Space heaters	The State Fire Marshal's office prohibits the use of space heaters in University owned and operated buildings. If you are having problems with the temperature in your space, call Work Control Center (335-5071) to report the problem.
Space Planning & Utilization	For more information see http://www.facilities.uiowa.edu/space/space-info.html
Street maintenance	Facilities Management maintains all institutional roads. Streets within the campus include a combination of institutional roads and city streets.
Surplus furniture and equipment	Departments must pay for disposal of equipment and discarded furniture. Call University Surplus (335-5001) for salvageable equipment and furniture. See "Furniture, Indoor" for additional information.

T	A B C D E F G H I J K L M N O P Q R S T UVW top
Task lighting	Facilities Management replaces lamps in modular furniture/office cubicles.
Telephone equipment and services	Telecommunication and Network Services (TNS), within Information Technology Services (ITS), installs and maintains telephone connections and equipment (335-2945).
Trash receptacles	Facilities Management installs and maintains exterior trash receptacles adjacent to general fund buildings. Facilities Management also maintains public corridor trash receptacles in general fund buildings.
Trash removal	Facilities Management custodians provide routine trash removal in general fund spaces. Departments may request additional trash pick-ups when they discard large quantities of trash, or contract with Facilities Management for additional levels of service. Facilities Management provides trash removal beyond this routine service if a department sends a requisition through FMReqs.
Trees and shrubs	Facilities Management maintains an inventory of trees on campus. Facilities Management plans, plants, maintains, and removes landscape materials adjacent to general fund buildings.

U	A B C D E F G H I J K L M N O P Q R S T UVW top
Uninterrupted power supplies (UPS)	Departments must purchase, install, and maintain uninterrupted power supply systems. Facilities Management will replace the batteries in uninterrupted power supply systems at departmental expense.
V	
Vandalism	Report vandalism to Public Safety (335-5002). Call Work Control Center (335-5071) for repairs and removal of graffiti.
W	
Water	Facilities Management maintains a water treatment plant and monitors water quality on campus. Facilities Management will make any extensions of water systems. Departments may not attach equipment or instruments to domestic water systems.
Water damage	Report water damage by calling Work Control Center (335-5071). Departments also should report damage to departmental equipment or supplies to Risk Management (335-0010).
Window coverings	Existing blinds/shades: Facilities Management replaces worn and/or broken coverings in general fund buildings with horizontal blinds. Non-existent window blinds/shades: For spaces that lack blinds/shades, building occupants must submit and FMReq for inquiry, purchase and installation. Other window coverings: If building occupants prefer options other than horizontal blinds, the department may forward a requisition through FMReqs for purchase and installation. See also "Draperies."
Window washing	Window washing is a service that must be requested and is paid for by the department. Request through FMReqs or Call Work Control Center (335-5071) for more information.
Window wells	Facilities Management cleans and maintains window wells. Report window wells that are blocked to Work Control Center (335-5071).
Windows and related hardware	Facilities Management maintains and repairs existing windows and related hardware. Report problems by calling the Work Control Center (335-5071).
Work requests	Submit an FMReq identifying the problem or need.

Who Pays for What

Billable services: Facilities Management receives an annual budget to maintain existing general fund facilities. Services that extend beyond this scope will require payment from customers. Some examples of billable services are replacing window air conditioners, maintaining special departmental air systems, moving, special events set-up, furniture repair, re-keying, metal fabrication, refrigeration equipment service, remodeling or renovation, and special cleaning. To receive such service, please use FMReqs by visiting our web site and selecting either Request Service or Request Project. Facilities Management bills customers monthly for billable services, and for projects done on a time and materials basis. Facilities Management has a separate cost-accounting system for capital projects that manages funds from the beginning of a project allocating them to make necessary payments as the project progresses.

Building systems: Facilities Management repairs and replaces equipment necessary for building systems operation in general fund space. Facilities Management determines the need for repair of public spaces such as lobbies and corridors, and also the repair and replacement of the building envelope (roofs, windows, and doors).

Damage by individuals or departments: Individuals or departments whose actions result in the need for repair or restoration must pay for such work. As occupants and users of the campus buildings each of us has a personal responsibility to ensure that our building use does not result in excessive wear or disrepair. Examples of behaviors that can lead to excessive wear or disrepair include bringing pets or bicycles into buildings, and damage to walls caused by hardware used to hang pictures. If departments or individuals make aesthetic or architectural changes without Facilities Management oversight, those departments and/or individuals may be required to pay to restore the space to its original condition.

Departmental equipment: Facilities Management does not pay for maintenance of departmental equipment. This is property that a department or unit has purchased specific to the needs of that department. Refrigerators, centrifuges, freezers, incubators, warm and cold rooms, special environmental systems with non-standard controls and tolerance of less than three degrees or five percent humidity, special filtering systems, package units and power conditioners used for temperature control of specialized departmental equipment are all considered departmental equipment and will require a requisition for repair.

General fund space: University of Iowa property that Facilities Management is funded to maintain through the General Education Fund. This includes areas occupied by academic departments and designated academic and administrative support units. Within the same University building, there may be some areas where Facilities Management pays the cost of custodial and maintenance, and other areas where the non-general fund unit occupying the space pays for operations and maintenance.

Non-general fund space: Facilities Management does not pay for the cost of custodial and maintenance in space occupied by a non-general fund unit. This generally includes facilities used by departments, programs and units that sell a product or service on the open market. It also includes self-supporting units such as Parking, Athletics, Iowa Memorial Union, Residence Services, and University of Iowa Hospitals and Clinics. Facilities Management can provide services to groups in non-general fund space, at the expense of the occupant. The department, program, or unit that uses the space pays to maintain it.

Outside: Facilities Management maintains sidewalks, grounds, planting areas, and building entrances adjacent to general fund supported buildings.

Maintenance and Custodial

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Facilities Management receives funding from the General Education Fund (GEF) for the maintenance and custodial care of GEF space, as staffing and funds allow. UI departments outside the GEF have the option of contracting with Facilities Management for service. Customers in non-general fund space may receive services from Building & Landscape Services on a billable basis. Our staff evaluates each project request, whether billable or non-billable. In-house staff or contracted outside vendors may perform the requested work as appropriate.

Repair/Cleaning Emergency

- **Call the Work Control Center 24 hours a day, 7 days a week (335-5071) and indicate the urgent nature of the situation.** (If you are in University of Iowa Hospital and Clinics, please call 356-1897.)

Request Service

- FMReqs is an on-line service requisition program now available for you to request a service. Simply fill out the on-line form and your request will be answered as soon as possible. Visit <http://facilities.uiowa.edu> and Request Service, to get started.
- To request a service, you may contact the Facilities Management Work Control Center (335-5071).

Information to Include

- The room number – not just the room name – of the area in need of service.
- Your name, phone number, and the department for which you work.
- Estimated urgency of the problem.
- How long you think the problem has been going on.
- Any details that will help us determine an appropriate response. Examples: If you have an elevator problem, give the floor number on which the problem occurred. If you have a water leak, give as precise a location of the leak as possible.

Routine repairs:

We define everyday work that originates within Facilities Management-supported facilities and that addresses normal wear and tear on building structure and equipment as routine repairs. For example, repair of dripping faucets, replacement of broken windows, or door and lock repair qualifies as routine.

Facilities Management processes and completes each customer's routine-repair request as rapidly as possible.

- When you submit your request through FMReqs or call the Work Control Center, we log your request into our Maintenance, Planning, and Scheduling system.
- Facilities Management handles customer requests on a first-come, first-served basis, except in the case of an emergency.
- If the repair might be disruptive to building occupants or visitors, Facilities Management staff will call the customer and coordinate schedules to minimize any inconvenience.

Preventive Maintenance:

To reduce frequency of equipment breakdown, Facilities Management conducts ongoing preventive maintenance on fixed equipment located in general fund space. These preventive measures include inspection, lubrication, cleaning, and filter and belt changes. We perform the work according to the manufacturer's recommended maintenance procedures and typically the work does not require a customer request. Facilities Management's preventive maintenance responsibilities include those mandated by government regulation, insurance requirements, and building codes. Many of these, such as fire alarm testing, ensure the safety of building occupants. Additional preventive maintenance follows industry standards, equipment manufacturers' recommendations, and equipment warranty requirements.

Facilities Management provides preventive maintenance services in non-general fund space on a billable basis at the customer's expense. To request service, go to <http://facilities.uiowa.edu> and Request Service via FM Reqs to get started or contact Facilities Management Work Control Center (335-5071).

Should a customer wish to have Facilities Management maintain departmental equipment we will bill such services. To request such service, use FMReqs at <http://facilities.uiowa.edu> and Request Service, or contact Facilities Management Work Control Center (335-5071).

Facilities Management receives funding from the General Education Fund for custodial service to general fund spaces. Customers in non-general fund spaces may receive these services on a billable basis.

Routine Cleaning

The custodian works on a route through his or her area, cleaning rooms as scheduled for service. The custodian routinely performs the following tasks:

- Dusting and cleaning of horizontal and vertical surfaces
- Dusting and cleaning of furniture and cleared surfaces. Custodians do not move items or clean office equipment and personal items.
- Emptying trash
- Cleaning floors
- Cleaning doors and vents
- Relamping

Special cleaning

- Project work: Facilities Management defines cleaning that requires special equipment as project work. Examples include buffing floors, washing walls, cleaning carpets, refinishing floors, etc. Facilities Management performs project work on a regular schedule, and at no charge, in general fund spaces. You will receive advance notice from your custodian whenever Facilities Management plans a major project for your space.
- Extra cleaning: Requests for cleaning beyond routine work require a requisition sent through the appropriate administrative channels.

Cleaning schedules

Your custodian can supply a service schedule for your space upon request (335-5071).

- Public Spaces: Facilities Management provides daily service to all public spaces such as entrances, lobbies, halls, rest rooms, elevators, loading docks, and stairways. In addition, spaces such as conference rooms, classrooms and other scheduled teaching areas, break rooms, and locker rooms, also receive daily service. We service departmental libraries daily, but some portions, such as stack areas, we clean less frequently.
- Private Spaces: Facilities Management services private spaces such as offices, research and medical laboratories, etc. We determine cleaning frequency by the amount of traffic in the space and/or the amount of trash generated. For instance, departmental offices and workrooms may be cleaned several times weekly, while we clean private offices less frequently.

Building Entrances

Custodians provide daily cleaning to the area immediately outside each entrance, including sweeping and snow removal. Custodians provide and maintain matting inside building entrances during winter months.

Lock up responsibilities:

To check building hours, call the Work Control Center (335-5071). Call Public Safety (335-5022) if you need assistance with admittance.

- Each occupant must secure his or her assigned space.
- Keep your office and lab keys with you. Custodians may not admit anyone to locked spaces, even if they know the person.
- On the days that custodians clean the space, the custodian will lock unlocked vacant spaces after cleaning.
- Depending on the shift, the custodians will either unlock or lock the building entrances daily. Some buildings are now on an electronic access control system that automatically locks (at designated times) entrance doors, elevators and some interior doors leading off stairways.
- Public Safety unlocks some campus buildings.

Infectious/Bio-Hazardous Waste:

When presented as a sealed, properly labeled container, set into the hallway, custodians will remove infectious/bio-hazardous waste to a staging area for pickup and disposal. For specifics, consult the Environmental Health & Safety instructions for proper laboratory procedures concerning infectious or other hazardous waste. For more information, call Environmental Health & Safety (335-8501).

Grounds Maintenance

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Facilities Management receives funding from the General Education Fund for the planning, design, and routine maintenance and repair of the GEF grounds. UI departments outside the GEF have the option of contracting with Facilities Management for service, operating their own grounds crew, or out-sourcing this work. These departments include Athletics, University of Iowa Hospitals and Clinics, UI Foundation, Residence Services, IMU, Tenant Properties and Parking & Transportation.

- FMReqs is an on-line service requisition program now available for you to request a project or report service. Simply fill out the on-line form and your request will be answered as soon as possible. Go to <http://facilities.uiowa.edu> to get started.
- Alternatively, you may contact the Facilities Management Work Control Center (335-5071).

Remodeling and New Construction

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Facilities Management provides comprehensive project management and delivery services for all renovation and new construction projects on campus. Facilities Management must protect the long-term interests and architectural integrity of the University, obtain all appropriate approvals and authorizations from the Board of Regents and the State of Iowa, and ensure that construction follows all applicable laws, building codes, and other state and federal rules and regulations.

Project: Facilities Management defines a project as any body of work that has the effect of repairing, modifying, or improving the physical environment in some way.

All types of projects, from moving a door to constructing a building share a number of common steps:

1. Identification of a problem or need
2. Formulation of project scope
3. Preliminary design and preparation of cost estimate
4. Identification of funding source
5. Final approval of budget and project, the decision to proceed with construction.
6. Final design and bidding
7. Construction
8. Project close out

This process becomes progressively more complex as the size and cost increase, and additional approvals become necessary.

For more information see <http://www.facilities.uiowa.edu/pdc/> or contact the Work Control Center (335-5071) if you have questions regarding these processes.

Facilities Management Terms

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Capital Project – A capital improvement project provides for the construction, repair, or improvement of buildings (including fixed equipment within buildings) or grounds under jurisdiction of the Board of Regents.

Capital Renewal – Capital renewal is the timely repair, replacement or rebuilding of major components of a facility to keep the asset in good condition. A roof replacement at the end of its useful life is capital renewal whereas roof replacement several years after its normal useful life would be deferred maintenance. Capital renewal also includes the replacement or rebuilding of major components of a facility to meet current codes. Examples include compliance with changing codes (e.g. accessibility, fire protection, etc.), and improvements occasioned by the adoption of modern technology (e.g., the conversion of an existing research laboratory’s HVAC system to comply with current standards for ventilation and indoor air quality). Capital renewal is a “keep-up” expense.

Capital Renewal Reinvestment Rate – The level of funding that should be set aside annually to maintain facilities equilibrium. The rate is expressed as a percentage of the facility replacement cost.

Commissioning – A systematic, quality-focused process for enhancing the delivery of a project that focuses upon verifying and documenting that the facility and all of its systems and assemblies are planned, designed, installed, tested, operated, and maintained to meet the Owner’s Project Requirements and Basis of Design.

Deferred Maintenance – Deferred maintenance is the repair or replacement of all or a part of an existing capital asset that was not repaired or replaced at the appropriate time because of a lack of funds. Deferred maintenance is a “catch up” expense.

Decommissioning – Decommissioning includes demolition or otherwise managing the facility at the end of its useful life.

Facility Replacement Cost (FRC) – The facility replacement cost (FRC) represents the total expenditure (in current dollars) required to replace a facility, inclusive of construction costs, design costs, project management costs and project administrative costs. The FRC does not include moveable equipment and furniture. The FRC of a new facility equals the total project cost of that facility, minus moveable equipment and furniture.

Operating Costs – Annually budgeted expenses for all activities necessary for the routine, day-to-day use, support and maintenance of a building or physical asset. Operating costs include such things as routine maintenance, minor repairs, preventative maintenance, custodial services, pest control, snow removal, grounds care, trash removal, and utilities (power, steam, chilled water, water, and sewer). Additionally, this category includes expenditures for services or contracts for services such as environmental operations, fire protection services, information technology, security, and asset insurance, as applicable at each institution.

Operations Investment Rate – The operations investment rate is the amount of money that needs to be set aside annually for the operating costs of a building or physical asset, reflected as a percentage of the current replacement value. $\text{Operations Investment Rate} = \text{Operating Costs} / \text{FRC}$

Total Cost of Ownership – The total cost of ownership is a composite of building costs, including the total project cost, operating costs, capital renewal and decommissioning.

$\text{Total Cost of Ownership} = \text{Total Project Cost} + \text{Operating Costs} + \text{Capital Renewal or Deferred Maintenance} + \text{Decommissioning}$