

TOWN OF BEDFORD
FACILITIES DEPARTMENT

MAINTENANCE REQUEST PROCEDURES

4/1/2013

General:

The Facilities Department is responsible for maintaining all school and town buildings in a cost effective customer oriented manner that provides a safe, comfortable and functional environment for the occupants and protects the capital investment made by the town in its public facilities.

The Facilities Department is organized into four functional areas: administration, building maintenance, custodial services and construction administration.

The Department's administrative responsibilities include budget management both operating and capital projects, purchasing, accounts payable, maintenance management system administration, energy management and environmental and regulatory compliance. Many of these responsibilities require keeping duplicate accounts to separately track services provided to school and town departments.

Maintenance activities include scheduled preventive maintenance and routine and emergency repair of all building systems, weekend building checks and on call emergency response services.

Custodial Services include daily and periodic cleaning, integrated pest management, non-hazardous waste disposal, recycling, general safety and custodial coverage for special events.

Project Management responsibilities include defining the scope of work for capital projects, procuring and managing design services, reviewing design documents, bidding projects, construction contract management, and overall project management.

The primary mission of the Facilities Department is to make emergency and routine repairs and perform preventive maintenance services. Minor alterations, additions and enhancement projects are done as staff availability and funding permit or the work is deemed a health and safety concern. All other projects will be done as a contracted service. Project funding is requested as part of the operating or capital budget process.

Requesting Services:

With the exception of emergencies and high priority work, all requests for service are made using the "SchoolDude" maintenance management system. For emergencies and urgent requests call the Facilities Office or Public Safety Dispatcher. DO NOT e-mail requests to the Director of Facilities. If you have a question about your service request please call the Facilities Office (781) 275-5290.

Emergencies:

Emergencies are situations that have or may result in personal injury or property damage.

All emergencies should be immediately reported to the Building Administrator's Office (Principles Office) and custodian on duty.

In the case of fire, gas leak or other event that threatens the safety of building occupants, follow the emergency procedures established to protect life and property at the facility.

Notify the Facilities Department of the emergency by calling (781) 275-5290. If the emergency occurs after hours or no one answers call the Public Safety Dispatcher at (781) 275-1212. In reporting an emergency, be prepared to provide the following information: Your Name, Building Address, Location (floor and room number) and Nature of the problem.

Routine Maintenance:

Routine maintenance is all repair work except emergencies and building improvement projects.

Routine maintenance is requested using the web based maintenance management system "SchoolDude." The request process may be centralized or decentralized. The process to be used is determined by the Building Administrator.

A maintenance request using the centralized process is submitted in writing to the Building Administrator or designee for review and approval. A person designated by the Building Administrator enters the approved request into the web based maintenance management system.

A maintenance request using the decentralized process is entered directly into the web based maintenance management system by the requestor. The Building Administrator provides a list of authorized requestors to the Facilities Department. The Facilities Department sets up the requestor as a user in SchoolDude.

To request instructions for entering work requests in to the maintenance management system "SchoolDude" please call the Facilities Department at (781) 275-5290.

Preventive Maintenance:

The Facilities Department has an on going program to identify building systems and equipment that need periodic lubrication, adjustment and inspection. A schedule and checklist is established for each system or piece of equipment and entered into the web based maintenance management system. The system produces a work order when the service is due.

Building systems and equipment not part of the PM plan can be added by written request from the Building Administrator. The requested should be sent to the Facilities Director. The request should include the make, model, serial number of the equipment and other identifying information such as building and location. Facilities will work with the requestor to develop a PM checklist and schedule.

Capital Projects:

Renovations, alterations and enhancements are typically projects funded and scheduled as part of the Facilities Department Capital program. Capital projects are identified during the annual building inspection and through meetings with the Building Administrator. Specific requests for a project can be made via e-mail or inter-office mail. The request should include the requestor's name, contact information, building, location, description of work, and explanation of need. Requests should be submitted no later than October for the next budget year.

Priority of Work:

High – Problems that are not an emergency as defined above which prohibit the occupants from using a space for its intended purpose. Examples are no lights or power, heating and cooling problems effecting one or more classrooms, entire building system is not working, elevator malfunction, inoperative door hardware, etc.

Medium – Problems that limit the occupants from using a space for its intended purpose. Examples are one row of lights is out, one plugged toilet, heating, cooling and ventilation problems effecting offices, seldom used spaces and storage areas, door hardware sticks, one phone doesn't work.

Low – An annoyance problem that does not limit the occupants from using a space for its intended purpose. Examples are painting, window sticking, missing screw, furniture move, etc.

Work Request Follow Up:

Call the Facilities Office at (781) 275-5290 or e-mail the Director of Facilities to upgrade the priority or follow up on a work request.

Follow up should be initiated if a maintenance problem continues to deteriorate and warrants a higher priority, a high priority work request has aged thirty (30) days or more, a medium priority work request aged sixty (60) days or more and a low priority work request has aged ninety (90) days or more.