

OAKLAND UNIVERSITY

ADMINISTRATIVE POLICIES AND PROCEDURES

380 WORK ORDERS

SUBJECT: WORK ORDERS

NUMBER: 380

AUTHORIZING BODY: VICE PRESIDENT FOR FINANCE &
ADMINISTRATION

RESPONSIBLE OFFICE: FACILITIES MANAGEMENT

DATE ISSUED: APRIL 1970

LAST UPDATE: JUNE 2021

RATIONALE: To provide information regarding the submission and processing of Work Orders. To ensure that alterations and improvements of physical structures are in conformity with Oakland University policy.

POLICY: The Facilities Management Department is responsible for repairs, renovations, alterations, improvements, elimination of safety hazards to campus buildings and grounds, and moving/setup operations. Alterations or modifications to the physical features of University facilities require the approval of Facilities Management (see OU AP&P #310 Building Alterations, Renovations and/or Modifications).

SCOPE AND APPLICABILITY: Administrators, faculty, and staff of the University community are required to abide by this policy.

DEFINITIONS:

Chargeable Work Orders: "New work" services completed for a general funded Department, defined as alterations, renovations, and/or modifications. All services, regardless of whether the work is "new" or "routine", for non-general funded activities and Auxiliaries.

Non-Chargeable Work Orders: Preventive or corrective maintenance services to existing facilities within a general funded Department. These calls are normally considered "routine".

Quick Calls: A service call considered to be an emergency or of a time-sensitive nature.

Routine Calls: A service call not of an emergency or time sensitive nature that is scheduled on a first-in, first-out basis, unless otherwise noted by a higher authority.

PROCEDURES:

All service calls generated by work order requests are dispatched by the Work Control Center. Service calls considered emergencies and/or "quick calls" are handled immediately by a radio call to the "building specialist". All other calls are considered "routine" and are forwarded to the supervisor of the applicable trade necessary to correct the problem. These calls (routine) are scheduled on a first-in, first-out (FIFO) basis, unless higher authority establishes a priority. HVAC trades-personnel are referred to as the "building specialists" and are assigned specific buildings to cover calls considered emergencies and/or "quick calls".

When remodeling or alterations to University facilities are requested, approval is required from Facilities Management. Service calls are handled by the corresponding area:

- Heating, Ventilation, and Air Conditioning (HVAC)
- Electricians (excluding low voltage wiring, such as internet, which is overseen by UTS)
- Plumbers
- Carpenters
- Locksmiths
- Painters
- Custodians
- Groundskeepers
- Moving & setup personnel

- Mechanic

The Work Request form (found on The Hub, a work order request system) should be completed whenever remodeling, altering or requesting service. The form must list all required information and include the Department Head's approval or authorized representative. This form should be forwarded to the Work Control Center.

Work Requests/Work Orders: Work Order requests are received by the Work Control Center via:

1. Telephone request: (248) 370-2381
2. Campus Mail: Work Control Center, Facilities Management Building
3. Internet: Go to <https://www.oakland.edu/facilities/work-order-requests/>

Billing of Work Orders:

There are two categories of Work Orders:

1. **Non-Chargeable Work Orders:** Preventive or corrective maintenance services to existing facilities within a general funded Department. These calls are normally considered "routine".
2. **Chargeable Work Orders:** "New work" services completed for a general funded Department, defined as alterations, renovations, and/or modifications.

All services, regardless of whether the work is "new" or "routine", for non-general funded activities and Auxiliaries.

FM Service Charge Rates

The billing of chargeable Work Orders is comprised of the costs of actual labor and materials. Labor will be billed at a standard rate per trade regardless of when work is performed. Materials will be billed at actual cost.

Estimates for New Work

A department can request an estimate for the new work. If the estimate requires more than 1/2 hour to create, there is a charge totaling the labor hours. The cost of the estimate will be charged whether or not the work goes forward. Any estimate requiring less than 1/2 hour labor will not incur a charge.

These charges are posted monthly to the fund of the applicable Department in Banner.

RELATED POLICIES AND FORMS:

OU AP&P #310 Building Alterations, Renovations and/or Modifications

APPENDIX:

FM Chargeback Rates