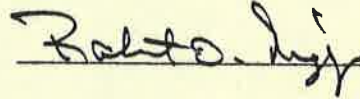


AUSTIN PEAY STATE UNIVERSITY  
POLICIES AND PROCEDURES MANUALPOLICY NO.: II:05:01 DATE: August 2, 1982SUPERSEDES POLICY NO.: II:05:01 DATED: April 21, 1982SUBJECT: Policy and Procedures for Obtaining Service from the  
Physical Plant Department (Work Orders)

APPROVED: Robert O. Riggs, President

General

The purpose of this policy is to establish procedures for initiating routine work requests (PPM Form II:05:01:a) for Physical Plant services; e.g., maintenance, custodial, roads and grounds, heating, air conditioning, property movements, etc.

Final Authority

The Director of the Physical Plant has the final responsibility for approving, determining priority, and authorizing the work to be done. The Physical Plant Department will attend to requests for emergency service but will complete all appropriate forms for an after-the-fact approval by the Physical Plant Director in order to maintain records on all services provided.

Initiating Authority

Any person having responsibility for any area of University operations will have authority to initiate a request for service. All requests for routine services may be submitted directly to the Physical Plant Director. All requests for major services must be submitted to and approved by the initiating individual's superior(s). Final authority, before submission to the Physical Plant Director, shall be limited to the Vice President for Academic Affairs, Vice President for Administration and Development, Dean of Students, or Business Manager. In case of emergency maintenance, the person discovering the problem should call the maintenance office directly (648-7456), and report the emergency.

Maintenance Types Defined

Routine Maintenance: The normal upkeep and repair required to maintain the facility in its original condition, function or capacity, including housekeeping operations and utility services. Examples include:

painting; plastering; servicing doors and windows, including locks, latches, screens, panes, doorstops, tracks, etc; floor tile, or carpet replacement or repair; servicing air conditioners and heaters, including thermostats light fixture repair and/or replacement; servicing all bathroom fixtures and appliances (a clogged toilet will require a routine maintenance work order unless the valve is stuck and the toilet is continually overflowing); wall vent repair; furniture repair or replacement; and routine electrical and plumbing service. All persons occupying a building should be familiar with the location of circuit-breaker panels. In case of electrical failure, this panel should first be checked and any blown circuit reset. The maintenance department should not be called or contacted for such service. However, if the circuit continues to break, an emergency maintenance work order should be telephoned to the Physical Plant Director by the supervisor of the facility involved.

Major Maintenance: Any addition to or alteration of existing structure or location of facilities and/or equipment. Examples include adding room partitions, lowering ceilings, adding doors or windows, relocating plumbing or electrical service, building shelving, etc. All major maintenance must be requested by a department head or supervisor.

Major Maintenance: Any maintenance where a problem, if not corrected immediately, will result in damage to the structure, facility, or equipment. Examples include: broken water lines; smoking electrical circuits or appliances and equipment, etc. As stated earlier, the person detecting the emergency problem should immediately assume the responsibility for notifying the Physical Plant (phone 648-7456) or the Public Safety Department (phone 648-7786) during non-working hours. These offices will only accept phone orders for emergency service. The exact nature and location of the maintenance emergency should be identified when it is reported in order to assist the maintenance staff in making prompt responses.

#### Custodial Services Defined

The primary services performed by the custodial staff are as follows: all cleaning; all moving; campus mail service; freight receiving and distribution; set ups for special meetings or convocations, including delivery of public address systems. Pianos will not be moved by Physical Plant personnel.

AUSTIN PEAY STATE UNIVERSITY

ROUTINE WORK ORDER

TO : DONN. W. BROWN Director of Physical Plant  
FROM: \_\_\_\_\_ Department Head or Supervisor  
DEPT: \_\_\_\_\_ DATE: \_\_\_\_\_

\*\*\*\*\*  
Please have the following items attended to as soon as possible (give building name, room number, person to contact, phone number and account to charge if applicable):

\*\*\*\*\*  
Approved: \_\_\_\_\_ Date: \_\_\_\_\_  
Director of Physical Plant

Work Order No. Assigned: \_\_\_\_\_ Priority: \_\_\_\_\_

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FOR PHYSICAL PLANT USE ONLY  
(List materials and labor in space below)

Date work completed \_\_\_\_\_

Total Project Cost \_\_\_\_\_

\_\_\_\_\_ Cost of Labor

\_\_\_\_\_ Cost of Materials

\_\_\_\_\_ Charged directly to Account

Work completed by \_\_\_\_\_