

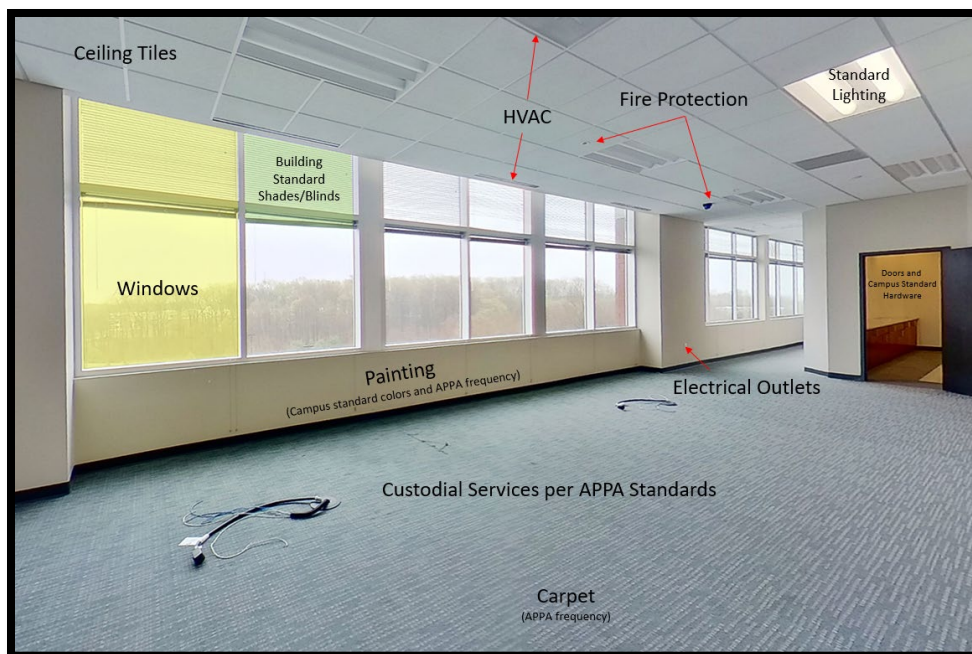
Regular Maintenance vs Billable Maintenance

The Facilities Maintenance team has a major role in both regular and billable maintenance across campus. One of the most frequently asked question is, “How does Facilities distinguish between what is regular building maintenance and what maintenance a department will be billed for?”

Regular Maintenance is covered by Facilities and can generally be described as maintaining integral building systems and infrastructure and providing basic services. Integral building systems and infrastructure and basic services include, but are not limited to:

- Basic physical components that represent the building envelope including standard window treatments (Note: A building envelope or building enclosure is the physical separator between the conditioned and unconditioned environment of a building.)
- Heating and cooling (i.e. conditioning) of interior spaces
- General electrical distribution systems
- General lighting systems
- Domestic water systems and sanitary systems
- Restroom fixtures
- Building life safety systems
- Campus Standard door hardware
- Cleaning per APPA standards
- Pest control
- Fixed auditorium seating
- Elevators

The following image depicts what would be considered Regular Maintenance items in a generic room on campus:



Billable Maintenance is a work request that falls outside the normal guidelines of regular building maintenance. The labor and material required to complete the request is therefore billed back to the department. This includes maintenance performed on department owned equipment, furniture, and non-essential changes to areas to meet a department's unique needs or preferences. Requests made by departments that are based on preferences, or those that exceed campus/building standards, are considered billable. Campus standards can be consistent across the campus (such as mechanical door hardware) or change from building to building (such as window treatments). Additionally, any maintenance to support a piece of equipment or system that is required for a specific department to meet their specific needs, but that other departments would not need if relocated into the same space, is considered a departmental expense.

The following is a list of examples that would be considered billable maintenance:

- Hanging items or monitors on walls or removing items from walls
- Repairing drywall from previous hanging wall décor
- Repainting an office for personal preferences
- Adding extra data lines and electrical outlets
- Assembling and repairing furniture
- Lab fume hood maintenance
- Lab safety equipment and stations maintenance
- Greenhouse heating unit repair
- Connecting and disconnecting kitchen appliances
- Cutting keys and re-coring due to lost or stolen keys
- Constructing or demolishing walls
- Adding or removing doorways
- Installing and maintaining electronic access door hardware

The lists above are not all-inclusive. These are just examples of items that are most frequently questioned. If your department has any further question please submit an email to Facilities at facilities@tntech.edu and we will get back to you as soon as possible.

The following table lists several examples of items are considered Billable vs Regular Maintenance, including but not limited to:

	Billable	Non-billable
Carpentry	Departmentally purchased loose furniture repairs	Permanently installed auditorium seating repairs
	Assembling departmentally purchase furniture	Repairing windows
	Hanging/removing items and monitors from walls	Ceiling tile replacement (stained)
	Upgrading blinds above campus standard	Repairing/replacing campus standard blinds
	Modifying Doors (Windows/Vents)	Replacement of damaged floor tiles
	Floor replacement due to user preference	Periodic replacement of carpet (12 years) and tiles (20 years) per APPA standards
	Shuttle Stop Repair/Maintenance	
	Install/Remove Cubical Walls	
	Moving / Hanging Departmental Signs	
Locksmith	Cypher/Swipe/Proxy lock repairs/code changes	Cypher/Swipe/Proxy lock repairs/code changes when employee within department is terminated
	Requesting New Keys	Campus standard lock repairs
	Re-coring and replacement keys due to lost or stolen keys	Repairing doors and openers
	Re-coring and replacement keys due department preference	
	Electric Strikes Cut in Doors	
Electrical	Upgrading light fixtures	Blown Bulb replacement
	Adding extra data lines	Elevator repairs
	Repeated breaker resets due to overloading of circuits	Resetting accidental breaker trips
	Purchase/replacement of Primex clock	Repair/battery replacement of Primex clock
	Adding extra electrical outlets (i.e.. Equipment, Carts)	
	Connecting/disconnecting kitchen appliances	
	Shuttle Stop Solar Lights Repair/Maintenance	
HVAC	Lab fume hood maintenance	Inspecting HVAC units and adjusting temperature setpoints
	Greenhouse heating unit repairs	
Masonry	Concrete pads/sidewalks for departmental needs/wants	Roof repairs
	Interior block installation/removal at department request	

Paint	Repairing and repainting damage to paint due to abuse/misuse	Periodically repainting spaces with campus standard colors at a frequency defined by APPA (Kilim Beige, Stardust, Alpaca)
	Repainting room due to personal preferences (including accent walls)	Repainting room of newly hired faculty members if the room paint is not in good condition
	Repairing drywall from previous hanging wall décor	
	Repainting room for new faculty that move into office with accent wall	
Plumbing	Repairing safety showers and eye wash stations	Maintaining common sinks
	Water/Gas connections to Departmentally Owned Equipment	Maintaining Commodes
		Maintaining Water Fountains and bottle filling stations
		Checking water pressure and hot water supplies
Custodial	Special event set-up, tear-down, clean-up	General cleaning (defined by APPA standards)
	Off contract cleaning	Light bulb replacement
		Cleaning carpet
Logistics	Departmental waste disposal	Removing Surplus
	Painting/Branding Parking Spaces	Painting Parking Lines Annually
	Compact Departments Scrap Metal Dumpsters	
Warehouse	Under \$5k asset item delivery	Receiving deliveries
	Surplus item delivery	Over \$5k fixed asset item delivery
		TAF Purchase deliveries