

FACILITIES OPERATIONS & MAINTENANCE Services Provided

This page serves as a guide for customers regarding our services to clarify what services we provide and outlines how to access these services. Click on a heading below to view services provided for each department.

Building & Residential Housekeeping Services – This department provides cleaning services for all the campus facilities. Environmentally conscious, the department operates as a sustainable entity. It is committed to reducing the impact on the environment through the use of Green Cleaning Methods.

Energy & Utilities – This department consists of HVAC & Utilities and Operational Compliance and Maintenance Programs.

Exterior – Exterior services consists of Grounds, Hardscapes, Pest Control, and Recycling & Waste Services.

- [Grounds](#)
- [Pest Control](#)
- [Staging & Moving](#)
- [Special Events](#)
- [Recycling Services](#)
- [Waste Removal](#)

Operations & Maintenance -The Operations & Maintenance department efficiently maintains the interior and exterior of the buildings which house the CAU community. The department consists of Zones which focus on general repairs as well as Electrical, Plumbing and Carpentry services, Lock Systems and Painting Services.

- [Building Maintenance](#)
- [Paint, Plaster, and Drywall Services](#)
- [Carpentry Service](#)
- [Security Systems/Lock Service](#)

Special Events

Facilities Management provides assistance with special events to campus constituents. Room Reservation forms and the Room Reservation Policy can be found on the Business Services webpage.

Non-Billable Services Include:

- Completed during regular working hours, 9:00a.m. – 5:00p.m. Monday-Friday and include:

- Delivery and set up of folding tables, chairs, platforms, trash cans, recycling containers, and compost containers (Please specify both recycling and trash containers if you would like to recycle at your event).

Billable Services Include:

- Event support performed on overtime (outside regular hours of 9:00a.m. to 5:00p.m.)
- Requests received within 48 hours or two business days of the event
- Rental of additional equipment
- Special clean-up crews
- Electrical work including but not limited to new or additional power supplies
- Stand-by electricians and flood light set-up

For questions about support for campus special events, please contact the Facilities Department at 404.880.8985.

Staging & Moving Services

Special event set-ups and moving services are provided by the Facilities Movers. When submitting Work Requests customers should be very specific as to which items will be moved or set up. Please provide the date of the event or move, date of delivery and pick-up, and the location of the event or move. Personnel and time allotted for jobs are determined by the information provided by the customer.

Contract moving is required when the work exceeds the Facilities Mover's capability. Evaluations of all large moves are done based on the information provided to the Movers and/or at the request of the customer. Please note that the Facilities Movers cannot move any laboratory equipment or furnishings that are under a warranty. The vendor of those respective items should be contacted for moving assistance.

Non-Billable Services Include:

These services are provided during regular work hours of 8:00a.m. to 4:00p.m., Monday-Friday. Examples of items Facilities are capable of moving include:

- Furniture (file cabinets, desk drawers, bookshelves/cases, etc. must be emptied by the customer prior to the move date)
- Laboratory equipment (must be inspected and approved for move by Lab Safety Manager and/or EHS prior to service date)
- Photocopied materials
- Boxed items

- Items to/from on-campus storage areas

Billable Services Include Those Performed:

- Outside regular hours of 8:00a.m. to 4:00p.m. Monday-Friday, weekends, and holiday work
- For large department moves that require the entire Facilities Move staff
- In conjunction with small or major project renovations
- By outside contracted firms
- Requiring items to be moved to/from off campus storage areas and/or rearranging/sorting/maintaining on campus storage areas.
- When requests are received less than 48 hours or two business days of the work to be performed.

Estimates are provided by the Facilities Department, upon request. However, a change in the scope of original work will result in a revised written estimate with appropriate customer notification.

When placing a Work Order, please specify if items to be moved are especially fragile or valuable. The Facilities Department may request a waiver of liability be filed.

The Facilities Department is not responsible for incidental damage to items being moved including dents, scratches, or any other damage to particle board furniture, as this type of furniture is not designed or constructed to be moved.

Recycling Services

Recycling services are provided for virtually all campus buildings. For detailed information regarding accepted commodities, or to request recycling services or recycling container(s) please contact Foroud Azimi at 404.880.8985.

Recycling Containers and Charges:

- 23-gallon Slim Jim Containers - CAU recommends placing white paper and mixed paper containers in copy rooms, mail rooms, and in centrally located areas around cubicles and offices. Aluminum and plastic containers are recommended in break rooms, kitchens, and lobby areas.
- Desk-side Containers - Please order through your department from our office supply vendor
- Custom containers - Call for samples and pricing
- Special Event recycling containers and compost containers are available upon request. Delivery and pick-up of containers are provided by the Facilities Department. Please allow 48 hours for delivery after request is made.

Materials collected for recycling from all campus buildings:

- White Paper
- Mixed Paper (includes magazines, cardstock, and colored paper)

- Aluminum
- Green, clear and brown glass
- Plastic #1-#7 and includes sachet waste such as chip and candy wrappers (no Styrofoam)
- Corrugated Cardboard

Waste Removal

The Facilities Department provides campus-wide solid waste removal in conjunction with a third party vendor.

Non- Billable Services Include:

- Service to trash compactors and dumpsters

Billable Services Include:

- Services performed for auxiliary units and affiliates
- Services performed for projects or department moves
- Waste removal service for outdoor events that is completed outside of regular working hours, M-F 8:00am-4:00pm, or requests made less than 48 hours or two business days prior to the event.

Please place a Work Order to request event waste removal, special needs or requests for additional services.

Building Maintenance

A significant number of service requests are for general repair services. General repair work items are typically non-billable.

- Burned out light bulbs
- Sticking doors / locks
- Room temperature too hot/too cold
- Odors (gas, fire, electrical, etc.)
- Water leaks
- Toilet repairs

- Internal and external graffiti removal (unless the damage can be billed directly to specific perpetrators)
- Items or issues that take less than a half hour to repair

Painting, Plaster, and Drywall Services

Maintenance painting is completed on an as-needed basis to protect surfaces (e.g. wood, drywall, etc.) from deterioration. Routine building inspections are performed to assess painted surface conditions. Maintenance painting is generally performed as determined by the Paint shop supervisor for offices, labs, etc. where traffic is light and the potential for marking and paint damage is minimal. In high traffic areas painting may occur more frequently, depending on need.

Non-Billable Services Include

- Maintenance painting (as described above)

Billable Services Include:

- Cosmetic painting of all building interior and exterior surfaces (e.g. soiled areas or marks exposed when wall-hung items or furniture is moved)
- Dry-walling, texturing and painting associated with remodels or renovations
- Furniture refinishing
- Painting or staining new furniture
- Changing color of walls, trim, cabinets and doors
- Areas that require more regular maintenance (e.g. retail areas, etc.)
- Surfaces requiring patch and paint as a result of abuse or vandalism

Note: Changing colors of walls, trim, cabinets, or doors may require two or more coats of new paint. Typically, if the painting is for maintenance the first coat is non-billable and the customer pays for the subsequent labor and materials for additional coats.

Carpentry Services

Carpentry services involve repair to existing building interior architectural components.

Non-Billable Services Include:

- Repair of existing doors, door stops and hinges
- Repair and maintenance of interior tile surfaces

- Repair/replacement of acoustical tiles in ceilings
- Repair of torn carpeting
- Repair to moldings, baseboards and weather stripping
- Replacement of handrails
- Repair of counter tops

Billable Services:

These are services where new work or work on non-facility items are accomplished. Examples of billable services include:

- Renovations of limited sizes from new counter tops to single-room or multi-room modifications
- Installation or relocation of wall-mounted shelves, new chalkboards and dry erase boards
- Assembly/disassembly or construction of furniture such as desks, computer stations, freestanding bookcases, and prefabricated partitions
- Placement of pictures, plants and minor wall items
- Construction of bulletin boards
- Installation of new doors, door conversions, door stops and door enclosures
- Repair of wooden furniture
- Installation of desk tops
- Relocation of wall shelves

Lock Services

Lock Services provides services designed to secure property and assets. The level and detail of security is based on the area's need and type of usage. The locksmith is responsible for mechanical key control in buildings. Electronic access control is handled by OITC.

The locksmith works in conjunction with the CAU Public Safety Department and the Office of Informational Technology to provide customers with an access control system that interfaces and allows the CAU Public Safety Department to monitor and review electronic data in the event of an incident. The Locksmith oversees fire door assembly inspection for compliance with NFPA-80.

Non-Billable Services Include:

- Lock repairs
- New keys for new construction or renovations
- Estimates for billable services

Billable Services Include:

- Re-keying and replacement of keys and access cards when lock cores must be replaced for security reasons.
- Replacement of locks to filing cabinets, desks and other furniture
- Safe combination changes or safe repairs.
- Key duplication for master keys, file cabinets and office machines
- Mechanical or electrical access systems.

Planning, Design and Management

Business Services and Facilities team leaders prepare design and construction proposals for University committee approval and further supervise ongoing design review. They also maintain budget reports, coordinate construction schedules and administer contracts for all project consultants. Many of our leaders have been certified as a LEED Accredited Professional and further implement such design practices into their buildings. Clark Atlanta University obtained its first LEED- Silver certified, higher-education building in 2010 with the renovation of the Clement Hall School of Education building. Since then, our team leaders have brought another LEED-accredited building and LEED-Silver compliant standards into its inventory.

Collaboration:

The Office of Business Services collaborates with many university departments to deliver projects that are in the best interest of Clark Atlanta University. In addition, we must meet county building requirements and also strive to respect the needs of community partners. Those partners include:

- Facilities Operations and Management
- Title III Office
- CAU Public Safety Department
- Office of Information Technology
- Environmental Health and Safety
- City of Atlanta Building Code, Planning & Development Offices