



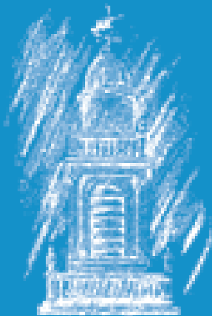
THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL

Facilities Services Customer Handbook

Facilities Services professionally maintains, renovates, and improves buildings and grounds and provides quality support services for the Carolina community.

Facilities Services Division
Campus Box 1800 • 103 Airport Drive
Chapel Hill, North Carolina 27599-1800

919.962.3456
www.fac.unc.edu



The University of North Carolina at Chapel Hill Mission

To serve all the people of the State, and indeed the nation, as a center for scholarship and creative endeavor. The University exists to teach students at all levels in an environment of research, free inquiry, and personal responsibility; to expand the body of knowledge; to improve the condition of human life through service and publication; and to enrich our culture.

CONTENTS

Why use Facilities Services	4
Who do you contact for	5
Facilities Services Organizational Chart	6
Billing	8
Climate Control and HVAC	8
Construction (Under \$500,000)	8
Elevators	8
Energy Management and Reduction	9
Events Planning	9
Fire Alarms and Sprinklers	9
Furniture/Equipment Loan	9
Grounds	9
Housekeeping (Extra/Missed/Emergency)	10
Interior Design, Furnishings, & Cabinetry	10
Keys and Locks	11
Lights	11
Mail Services	11
Motor Pool/Car Rentals	11
Moves (On-Campus)	12
Painting	12
Pest Control	12
Power Outages	12
Recycling & Composting	12
Renovations	13
Repairs	13
Service Station	14
Sidewalks	14
Signs	14
Storm Drains	14
Surplus Equipment	14
Temperature/Humidity Monitoring	15
Trash	15
Water Use and Conservation	15
Weather	15
Quick Reference Phone Roster	back cover



University of North Carolina at Chapel Hill

Facilities Services Customer Handbook

The Facilities Services Division is responsible for the overall maintenance and operations of the University's facilities and grounds. Facilities Services ensures that students, faculty, staff and visitors experience a campus that is functional, attractive, safe and conducive to the pursuit of academic excellence in teaching and research.

This Customer Handbook is a quick guide to the numerous and wide-ranging services provided by the Facilities Services Division. Organizationally, the Facilities Services Division is a unit of the Vice Chancellor for Finance and Administration, and under the umbrella of the Associate Vice Chancellor for Campus Services. Facilities Services provides most core maintenance services to campus buildings through state appropriated funding. Specialized maintenance, new construction and renovations, and work for campus auxiliary organizations are performed on a reimbursable basis.

Facilities Services is committed to being fully responsive to the needs of our customers—students, faculty and staff. You can be assured that we will do our best to meet your needs while exceeding your expectations, every day, around the clock!

To see the latest information and happenings in Facilities Services, or to learn more about our services, please visit us at www.fac.unc.edu.

Van Dobson
Chief Facilities Officer

Why use Facilities Services?

PROFESSIONAL EXPERTISE

Facilities Services employs more than 1,000 talented craftspersons, skilled professionals and highly-qualified support personnel that work together to serve the campus community. By submitting your request to Facilities Services, you directly benefit from our technical expertise and extensive institutional knowledge. Whether your job is as simple as hanging a picture or as complicated as renovating a building, our division has the diverse skills and coordinated project management that will ensure a job well done.

COST EFFECTIVE

Regardless of your project scope, Facilities Services is the perfect partner to ensure you get the most value for your money. Responsible for more than 18,000,000 square feet of building space and over 4,000 acres of property in the Chapel Hill area, our department has existing relationships and extensive experience with a huge variety of vendors and contractors. By submitting your work request to our knowledgeable team, you can ensure that your job will be done efficiently and effectively – the first time.

GUARANTEES PROJECTS FOLLOW MANDATED GUIDELINES

All modifications to campus buildings and grounds must be approved by the State Construction Office. To ensure all campus buildings and grounds are safe, healthy, and sustainable, it is the responsibility of all building managers and occupants to follow specific university, local, and state regulations. Working with the trained specialists in Facilities Services guarantees that your project will adhere to all applicable regulations and be approved by the State Construction Office. This is especially true for maintenance or renovation work done in existing campus buildings, which may impact such areas as building operation, emergency preparedness, or the workplace environment.

Who do you contact for...

PROJECTS

Financial responsibility for project costs varies by department and request type. In general, services performed in and to the building's structure or building systems (e.g. plumbing, electric, heating and cooling systems) are not billed to a department. Items added to this space or modifications to the structure would, in general, be a billable service. Regardless of the type of work requested, it is most important to note that:

- UNC depends on building occupants to proactively report any necessary maintenance or repair issues.
- There is no cost obligation for requesting an estimate for services. When in doubt, contact Facilities Services to discuss your project and available options.

SCHEDULED SERVICES

For most campus buildings, there is a scheduled routine of basic services that addresses general facility upkeep. Depending on the area and the building type, this may include house-keeping, grounds services, recycling, heating/cooling system maintenance, and building repairs. These services are financially supported by Facilities Services through a fixed contract or on a fee service basis for receipt-supported departments.

ELECTIVE SERVICES

Beyond the basic scheduled services, building occupants may request additional services. A full catalog of available services is presented in this booklet. In general, elective services are the financial responsibility of the requesting department.

SUBMITTING REQUESTS

To submit any work request to Facilities Services, please contact your department's Business Office or assigned Building Contact. This will ensure a single, reliable line of communication between you and Facilities Services. Visit www.fac.unc.edu to find your building contact.

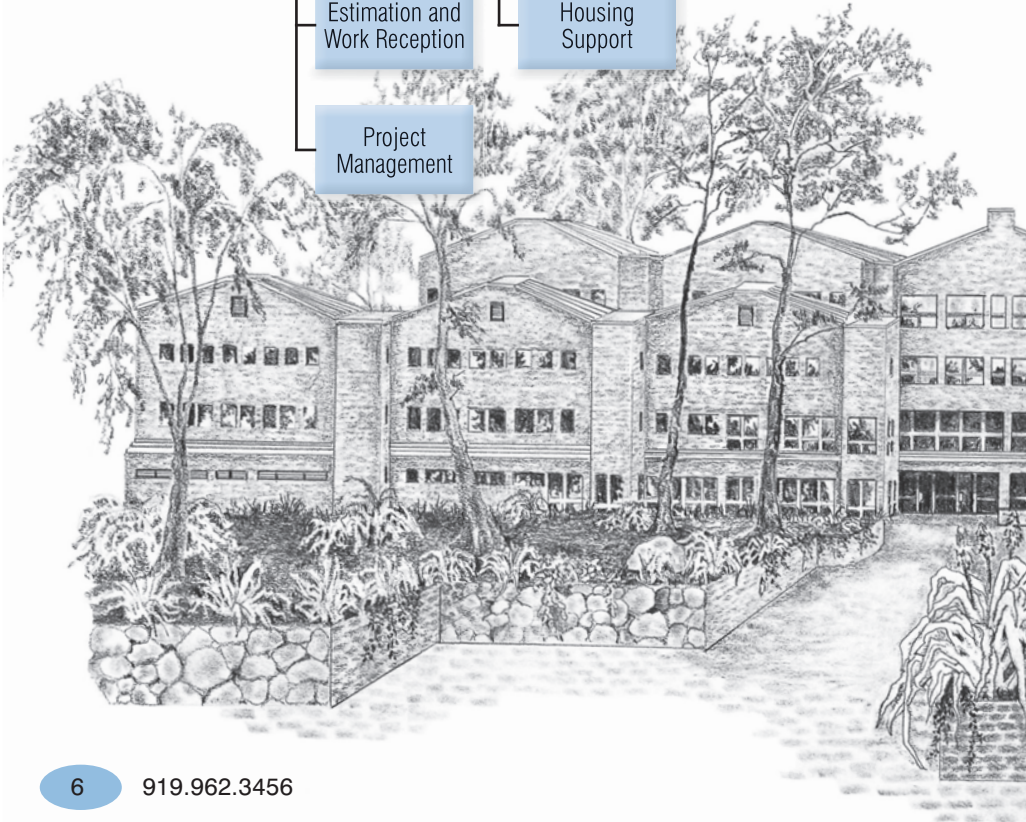
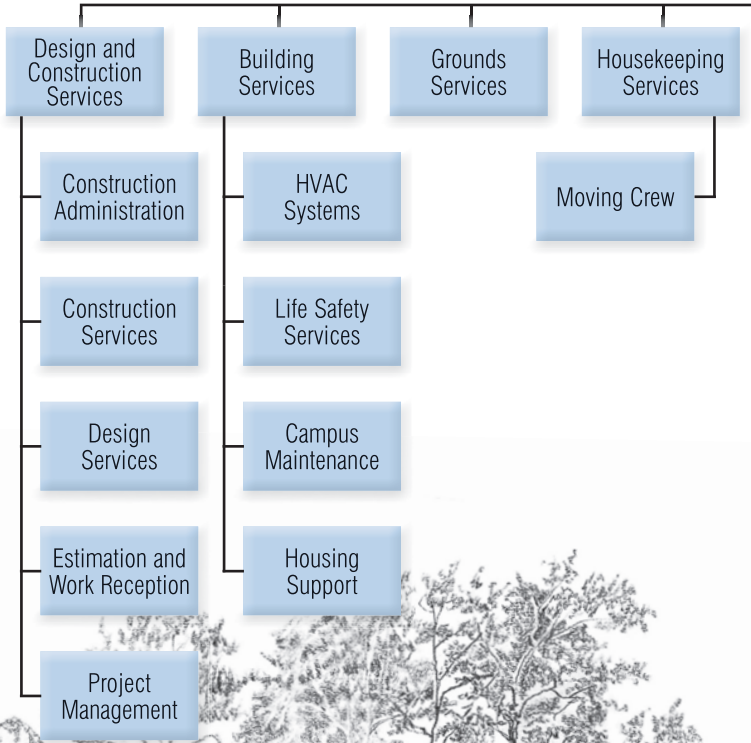
Please note that service charges and costs vary greatly by department and request type. If an estimate of costs is desired prior to starting work, request a free budget estimate when contacting Facilities Services. Routine services in State appropriated buildings and flat-fee services do not require a funding source for a service request.

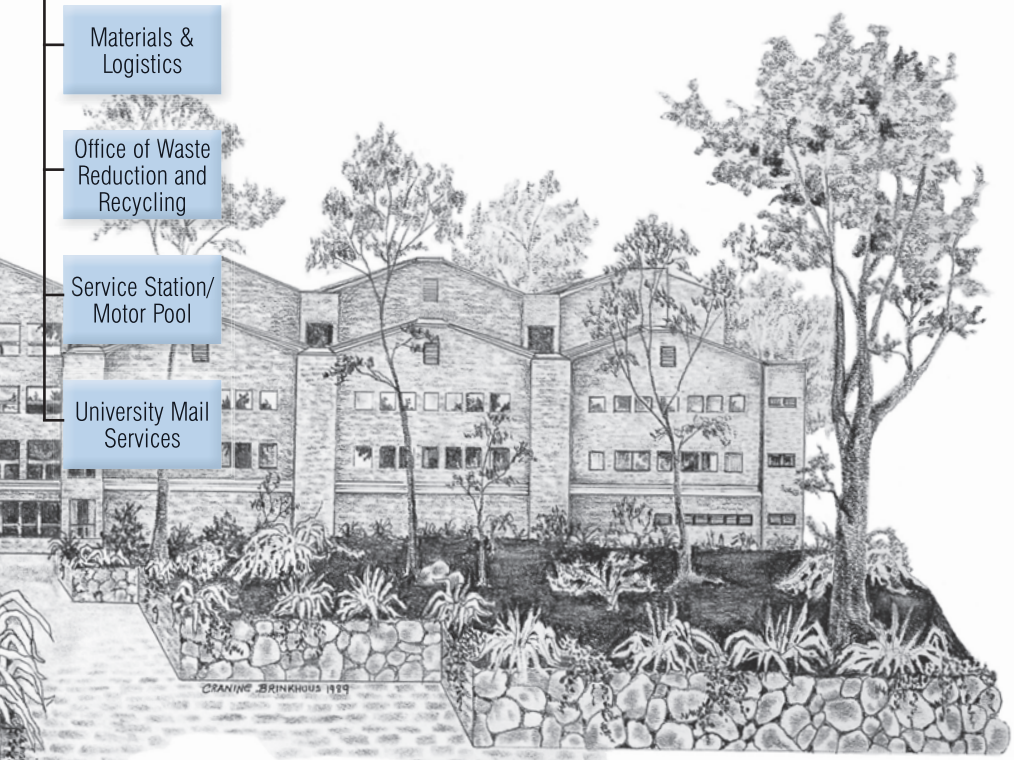
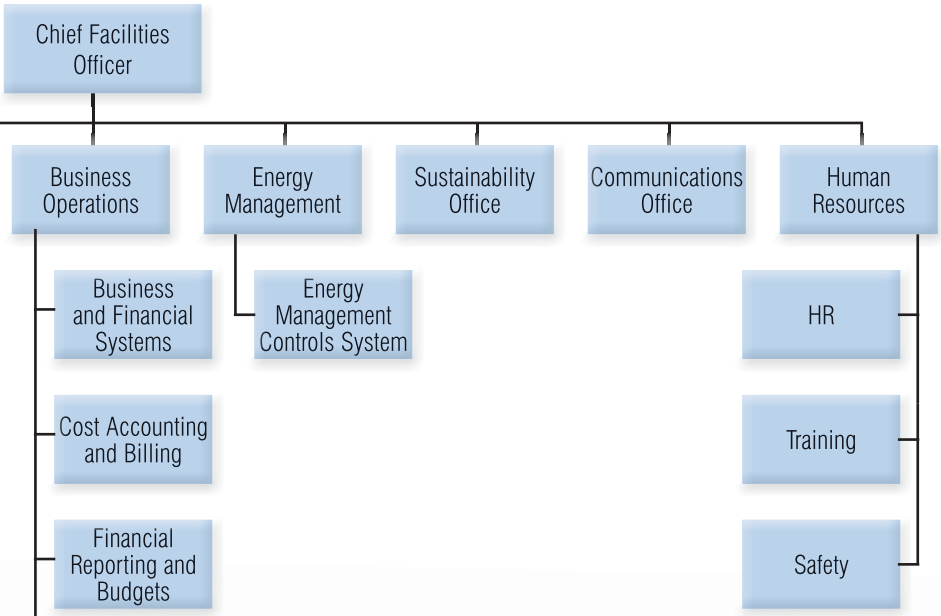


If you have any questions about whether services require a funding source, contact the Facilities Services Work Management Desk at 919-962-3456.

Facilities Services Organizational Chart

The Facilities Services Division is comprised of more than 1,000 talented craftspersons, skilled professionals and highly-qualified support personnel. Submit your requests to the appropriate department by calling or visiting the Facilities Services website.





Facilities Services Contacts

BILLING

The Business Operations office manages accounts related to customer service requests. To access account, work order and transaction information, visit the Financial Portal on the Facilities Services website.

CLIMATE CONTROL AND HVAC

The HVAC (Heating, Ventilation, and Air Conditioning) team maintains, optimizes, and improves indoor air quality, energy efficiency, and occupant thermal comfort. Additionally, the department ensures proper functioning of certain refrigerated food service equipment, critical scientific refrigeration, and specialized laboratory environmental controls. To request preventive and corrective maintenance, technical service, emergency calls (24/7), and installations/upgrades, please call or visit the Facilities Services website.

CONSTRUCTION (Under \$500,000)

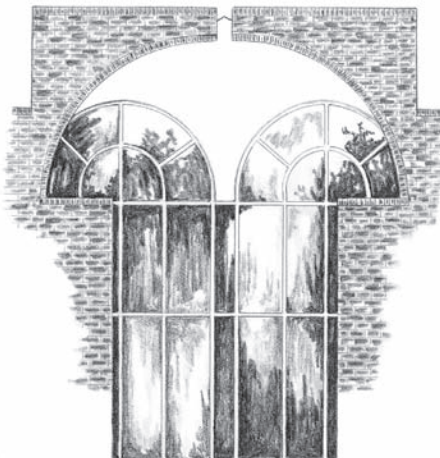
Facilities Services provides design, construction and project management services to assist University customers with accomplishing informal construction, renovations, repairs and maintenance projects. Informal projects are any projects with contracted costs estimated to be less than \$500,000. Available in-house services include:

- Architectural and interior design
- Mechanical, electrical and plumbing engineering design
- Construction estimating services
- Project management
- Small Jobs
- Carpentry
- Electrical
- Painting
- Plumbing
- Sheet Metal
- Signage

To request any of these services, please call or visit the Facilities Services website.

ELEVATORS

UNC elevators are maintained by licensed elevator maintenance contracting companies. To report any problems with elevators during normal business hours, contact Facilities Services. Facilities Services will dispatch the appropriate party and call the Department of Public Safety if an elevator evacuation is necessary. All elevators are also equipped with in-car phones that connect directly with the Department of Public Safety Dispatcher's Office. During non-business hours, call the Department of Public Safety (see back cover for phone number).



ENERGY MANAGEMENT AND REDUCTION

Making campus buildings more energy efficient saves money and supports the University's commitment to be climate neutral by 2050. The Energy Management Department works with building managers and occupants to implement energy conservation measures that achieve significant energy savings. These measures include building energy audits, heating and cooling temperature standards, building setbacks during unoccupied periods, installation of energy efficient fixtures, and more. If you have questions regarding existing energy reduction practices, or recommendations for future energy conservation practices, visit save-energy.unc.edu.

EVENTS PLANNING

If hosting an event outdoors, please consult with the Grounds Department to ensure preparations are made to protect the landscape. Needs vary according to location and event, and may include tree fencing and limits on vehicular traffic in the set-up of the event. Consult with the Grounds Department for all events taking place on the Historic Quads.

"Green Events" is a program that helps event planners host more sustainable, less wasteful events. Events that meet certain benchmarks for being low-waste and/or educational are able to use the "Carolina Green" logo in event promotion. Visit carolinagreen.unc.edu to learn more about planning "green events."

FIRE ALARMS AND SPRINKLERS

The Life Safety unit is responsible for the testing and inspection of all fire alarm and sprinkler systems. For all questions, comments, or requests related to building fire alarm and sprinkler systems, please call or visit the Facilities Services website.

FURNITURE/EQUIPMENT LOAN

Items available for short-term loan include tables (6' x 3'), chairs, trashcans, hand trucks, and dollies. Complete a short-term loan form to receive a loan. A loan request form can be obtained on the Facilities Services website. Once a loan request form has been submitted and received, you will be contacted by the Moving Crew to schedule a date/time for delivery/pick-up. Equipment setup is not included.



GROUNDS

The Grounds Services Department routinely does grounds maintenance. Services performed include:

- Shrubs: planting, pruning, fertilizing, controlling insects and diseases, mulching, and watering
- Grass: planting, cutting, fertilizing, and controlling weeds, undesirable grass, insects, and disease
- Trees: planting, pruning, controlling pests, and removing trees when necessary
- Seasonal flowers: install and maintain annuals and perennials in color bed areas
- Litter removal and leaf recycling
- Parking lot cleaning
- Forest and trail management at Carolina North
- Capital Projects: reviewing landscape

plans for new facilities and providing site preparation, plant purchase and installation of all newly installed landscapes.

- Landscape improvements: working with the UNC Landscape Architect to provide for landscape design plans for projects funded by campus departments, and provides installation services for these improvement projects.

For all grounds-related questions, comments, or requests, please call or visit the Facilities Services website.

HOUSEKEEPING (Extra/Missed/Emergency)

Custodial services are regularly performed in academic, administrative, laboratory, research, physical education, residence halls, and allied buildings on and off campus. Special requests, concerns, recommendations, or questions about custodial services may be submitted through the Facilities Services website.

Emergency housekeeping services are provided in situations where the health and welfare of individuals are endangered, or when buildings, equipment, or property could be damaged or destroyed. Examples include fire or flood. For emergency housekeeping services from 8:00 AM to 5:00 PM, Monday through Friday, contact the Housekeeping

Office. At other times, contact the Department of Public Safety (see back cover for phone number).

INTERIOR DESIGN, FURNISHINGS, AND CABINETRY

The Interior Design Department works with campus clients to integrate practical, technical, and aesthetic factors in designing building interiors. Projects range in scope from office layouts to complete building interior renovations. Working with Facilities Services ensures seamless project management with other campus services, access to a huge variety of vendors and contractors, and adherence to applicable building regulations.

Services include, but are not limited to:

- Space Planning: code compliance and furniture layout
- Coordination of architectural finishes: paint and wallcovering, flooring materials, fabrics, architectural lighting, window treatments
- AutoCAD drawing: schematic planning
- Procurement and project management
- Support of capital projects and renovation work
- Custom cabinet work

For all interior design services requests, please call or visit the Facilities Services website.



KEYS AND LOCKS

Facilities Services creates and maintains the University's lock and key system, including schematics, codes, product standards and equipment maintenance. For all questions or requests regarding keys and locks, please call or visit the Facilities Services website. For requests related to electronic card access systems, contact the UNC One Card Office (see back cover for phone number).

Broken or damaged keys must be returned to Facilities Services. Report lost, stolen, or un-returned key/access devices immediately through the appropriate department head to the Department of Public Safety (see back cover for phone number).

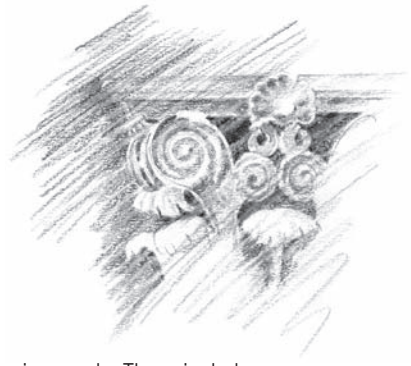
LIGHTS

To request the replacement or repair of building lights or lighting systems, please call or visit the Facilities Services website. This may include dim or nonfunctional lamps, inoperable light switches, or other lighting malfunctions. If the outage concerns exterior lamps, such as parking lot or sidewalk lighting, contact Energy Services (see back cover for phone number). If the outage poses any danger or requires immediate attention, contact the Department of Public Safety (see back cover for phone number).

MAIL SERVICES

U.S. and campus mail may be placed in centrally located collection boxes in most University buildings. Mail may also be taken to the Campus Mail Center on the ground floor of the Bioinformatics Building, at the corner of Mason Farm Road and Daniels Drive.

University Mail Services offers a wide variety of services to meet your postage and ship-



ping needs. These include:

- Inter-office campus mail
- Incoming and outgoing U.S. mail
- Large volume campus mailings
- On-call pickups of large mailings
- Address database management
- National change of address
- State Courier services

Notify the Campus Mail Center in advance of large bulk mailings, including both U.S. mail and campus mail, so that pickup and handling may be arranged. Bulk mail (now called Standard Non-Profit) is defined as at least 200 pieces or 50 pounds of identical mail. For all questions or requests regarding University Mail Services, please call or visit the Facilities Services website.

MOTOR POOL/CAR RENTALS

The University maintains a small fleet of mid- and full-sized sedans, and mini- and full-sized vans for departments and student organizations that require the use of a motor vehicle. University employees who need a motor vehicle to conduct official University business may reserve a vehicle by completing a web-based reservation request or calling 962-MOPO. Reservations by UNC-recognized student organizations are permitted provided they are coordinated

through the organization's advisor/program director and provided that all drivers are on the UNC payroll. For vehicle information, rates, and to submit a reservation, please call or visit the Facilities Services website.

MOVES (On-Campus)

Moving services are available from the Housekeeping Services Department. Services include office relocations (up to 20 boxes), room evacuations, and items bound for the landfill or surplus. Unfortunately, we are unable to move technology equipment such as computers, printers, and copiers. A move request should be submitted online through the Facilities Services website. Once a move request has been submitted and received, you will be contacted by the Moving Crew to schedule a date/time for the move. The moving service does not include the assembly or disassembly of modular furniture. If you require this service, please make a general work request and note this information on the Facilities Services website. There is a charge for moving services.

PAINTING

Facilities Services provides routine painting of interior and exterior surfaces if required for maintenance reasons. To report issues related to paint conditions or request additional painting services, please call or visit the Facilities Services website.

PEST CONTROL

The Grounds Services and Building Services Departments provide routine pest control. To request additional exterior or interior pest control, please call or visit the Facilities Services website.

POWER OUTAGES

Power outages may be the result of larger issues related to electrical wiring, plug load, or energy distribution. In the event of isolated power outages (i.e., not the whole building), please call Facilities Services for repair. For widespread power outages (i.e., building-wide or campus-wide), contact the Energy Services Department (see back cover for phone number). If the power outage poses any danger, contact the Department of Public Safety (see back cover for phone number).

RECYCLING & COMPOSTING

University waste reduction policy states, "each member of the campus community must assume his or her responsibility to recycle all possible wastes." In addition, source reduction (minimizing the generation of waste) should take precedence, even over recycling.

The Office of Waste Reduction and Recycling promotes comprehensive waste reduction practices and provides effective solid waste services including recycling, composting, and trash disposal. Recycled materials include:

- Basic materials such as mixed paper, plastic bottles, cardboard, glass, cans, phone books, printer cartridges, athletic shoes, and plastic transparencies
- Technological waste such as personal cell phones (work cell phones go to Surplus Property), computer equipment, and CD/DVDs
- Confidential paper
- Construction and demolition waste

The costs for recycling services are typically covered under general building maintenance or special waste handling fees. To request new recycling service, schedule a recycling pickup, or arrange for temporary bins, please

call or visit the Facilities Services website. Green Event services, including extra recycling bins, compost bins, and consultation, are also available from the Office of Waste Reduction and Recycling. For hazardous materials recycling, including batteries, mercury, silver, and more, please contact the Department of Environment, Health and Safety (see back cover for phone number).

RENOVATIONS

Facilities Services provides design, construction and project management services to assist University customers with accomplishing informal construction, renovations, repairs and maintenance projects. Informal projects are any projects with contracted costs estimated to be less than \$500,000. Available in-house services include:

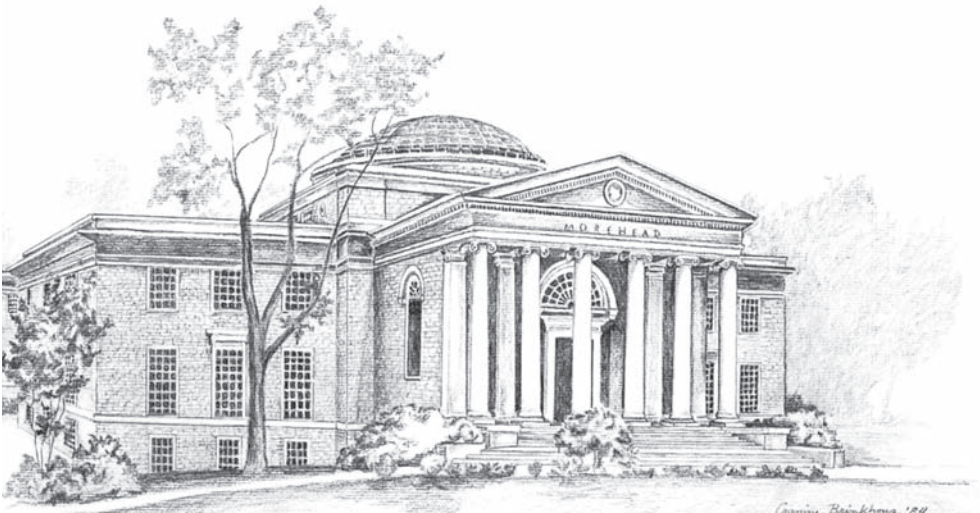
- Architectural and interior design
- Mechanical, electrical and plumbing engineering design
- Construction estimating services
- Project management

- Small Jobs
- Carpentry
- Electrical
- Painting
- Plumbing
- Sheet Metal
- Signage

To request any of these services, please call or visit the Facilities Services website.

REPAIRS

Certain maintenance and repair functions are completed on a regular schedule. For other maintenance or repair needs, Facilities Services depends on requests for service from building occupants. These include exterior painting, interior painting, mechanical equipment maintenance, electrical systems maintenance, and the repair of water, air, gas, steam, and sewer systems. To request any of these services, please call or visit the Facilities Services website.





SERVICE STATION

The University operates a Service Station, located in the Giles F. Horney Complex on Airport Drive, as part of the Facilities Services Division. University vehicles are serviced (lubrication and oil change) on a routine basis as proscribed by the Service Station. Normal service from the Service Station also includes tire rotation and a safety check to supplement the annual State-required safety inspection.

The Service Station does not do body work, but will arrange for it to be done by a local vendor. An estimate can be provided before the work is done. Major repairs such as engine or transmission replacements are done by the Service Station with an estimate to the customer before the work is done. To request services, please call or visit the Facilities Services website.

SIDEWALKS

Campus sidewalks and pathways are maintained by Facilities Services. To report damage to sidewalks or pathways, please call or visit the Facilities Services website.

SIGNS

The Sign Shop is responsible for the fabrication, maintenance, installation and oversight of signs on campus. The Sign Shop is also available to create high quality, custom signage for campus customers. To report concerns related to campus signage or request new signage, please call or visit the Facilities Services website.

STORM DRAINS

Each month, a percentage of storm drains are scheduled for inspection and are cleaned by the Grounds Services Department. Grounds Services also maintains the green roofs and permeable pavement parking lots on and off campus. To report blocked or overflowing storm drains on campus, please call or visit the Facilities Services website.

SURPLUS EQUIPMENT

Any University-owned furniture or equipment that is functional, but no longer needed must be sent to Surplus Property. To arrange for pickup and delivery of items to Surplus Property, submit a move request online through the Facilities Services website.

TEMPERATURE/HUMIDITY MONITORING

24-hour temperature/humidity monitoring services are available to campus customers. To learn more or request service, please call or visit the Facilities Services website.

TRASH

While routine trash collection and disposal is a scheduled service, additional service or collection bins may be requested to accommodate special events, moves, or litter on campus. To arrange for temporary trash bins, please submit a Housekeeping equipment loan request on the Facilities Services website. To arrange for temporary recycling and compost bins at a special event, please call or contact the Office of Waste Reduction and Recycling on the Facilities Services website.

To report litter that needs to be cleaned up in campus buildings, submit a request for housekeeping services by calling or visiting the Facilities Services website. To report litter that needs to be cleaned up on campus grounds, please call or visit the Facilities Services website to request grounds services. To report a trash or cardboard dumpster that needs emptying or repair, or a compactor that isn't working, please call or contact the Office of Waste Reduction and Recycling on the Facilities Services website.

WATER USE AND CONSERVATION

By using products and practices that conserve water, UNC saves money and helps reduce demand for Orange County's limited water supplies. Building occupants can help this effort by promptly reporting water leaks and waste. To report a leak, please call or visit the Facilities Services website.

WEATHER

Adverse weather includes flooding, thunderstorms/lightning, tornados, hurricanes, snow, or ice. In the event of adverse weather, Facilities Services is responsible for securing the campus, removing debris, and repairing any damage to campus buildings and grounds. In the event of snow and/or ice, Facilities Services is responsible for deicing campus roads and walkways as necessary. Requests related to weather preparedness or damage can be made by calling Facilities Services. If the damage poses any danger or requires immediate attention, contact the Department of Public Safety (see back cover for phone number).

To determine the current adverse weather status of the University, call the Adverse Weather and Emergency Phone Line at 919-843-1234. During adverse weather incidents, status updates will also be communicated on the University's homepage at <http://www.unc.edu>.

Quick Reference Phone Roster

TO REQUEST SERVICES Please complete the online request form at **www.fac.unc.edu** or call **962-3456**.

FREQUENTLY CALLED NUMBERS

- Normal Hours: 7:30 AM to 5:00 PM**
- Service Calls/
 - Customer Service Information 962-3456
 - Carolina Motor Pool 962-6676
 - Cost Accounting
(Jobs & Work Requests) 962-9052
 - Electric Power Outages
(Energy Services)..... 962-8394
 - Grounds Services Department..... 962-2069
 - Heating & Cooling Problems..... 962-3456
 - Housekeeping & Moving..... 962-6586
 - Housing Support..... 966-2471
 - MRO Facilities Store 962-6767
 - Sign Shop..... 962-3762
 - Waste Reduction & Recycling 962-1442
 - After Hours/Weekend/Holidays
 - Emergencies (Police Dispatch)..... 962-8100

FACILITIES SERVICES DEPARTMENTS

- Chief Facilities Officer
- Admin. Assistant..... 962-0761
- Building Services..... 962-1235
- Business Operations 962-0764
- Communications..... 843-0838
- Design & Construction Services 962-9051
- Energy Management 843-0456
- Grounds..... 962-0785
- Housekeeping..... 962-9360
- Materials & Logistics 962-4165
- Human Resources 843-3855
- Safety Manager 923-0976
- Sustainability 843-7284
- Work Management 969-9075

OTHER UNC DEPARTMENTS

- Environment, Health and Safety..... 962-5507
- Energy Services 962-8394
- Public Safety 962-8100
- UNC One Card Office 962-1385
- Facilitates Planning and
Construction 962-9047



Facilities Services Division • www.fac.unc.edu
Campus Box 1800 • 103 Airport Drive
Chapel Hill, North Carolina 27599-1800