

# **FACILITIES OPERATIONS AND MAINTENANCE MANUAL**

## **ROLES AND RESPONSIBILITIES OF THE PROPERTY MANAGEMENT DIVISION AND AGENCIES OCCUPYING STATE OWNED FACILITIES**

Updated May 2022

### **TABLE OF CONTENTS**

- I. Introduction
- II. Purpose
- III. Scope
- IV. PMD Responsibilities
  - a. Climate Control
  - b. Hazardous Materials
  - c. ADA Compliance
  - d. Electrical Services
  - e. Grounds Maintenance
  - f. Custodial Service
  - g. Safety and Security
  - h. Breakrooms
- V. Requesting Service
- VI. Agency Responsibilities
  - a. Decorating
  - b. Plants
  - c. Animals
  - d. Trash/ Recyclables
  - e. Storage
  - f. Building Modifications
  - g. Space Requests/ Modifications
  - h. Agency Mission-Specific Requirements

## **I. INTRODUCTION:**

The Bureau of General Services (BGS)/Property Management Division (PMD) is responsible for providing proper and safe operation of all state-owned buildings in multiple complexes. PMD's mission is to provide an environment conducive to productive and effective execution of the state's business. This includes implementing a vigorous preventative maintenance program, responding efficiently to service requests, and ensuring the comfort, safety and security of all State of Maine employees, contractors and the public who enter our facilities. To be most effective, this is done in partnership with all tenant agencies/departments.

## **II. PURPOSE:**

The purpose of this document is to define PMD's and the agencies' respective roles, responsibilities, and obligations as owners and agency occupants of State of Maine owned facilities. Specifically, this document will identify:

- the systems and equipment for which PMD is responsible
- the standards applicable to operation and maintenance of the systems and equipment and
- how building occupants may request service through a maintenance ticket (Section V)

Additionally, this manual outlines the responsibility of the agencies for items which provide support specifically and singularly to their mission.

## **III. SCOPE:**

This document applies to all State of Maine owned facilities in Augusta, Vassalboro, and Hallowell.

## **IV. PMD RESPONSIBILITIES:**

### **a. Climate Control**

- i. PMD will comply with the State of Maine's statute regarding indoor space temperatures as required by unallocated language in P.L. 2003, Ch. 20. Part U, Sec U-1 which states:

*"All state agencies are directed to implement measures to reduce energy consumption within their agencies. Conservation measures to be initiated must include regulating temperatures within offices to 68 degrees during the heating season and 75 degrees during the cooling season..."*

- ii. PMD will initiate corrective measures per the Department of Administrative & Financial Services (DAFS), "Policy on the Maintenance of Temperatures in State Employee Occupied Facilities" when the temperature in an employee occupied space, as measured at the employee's workstation:
  - Falls to 60° F or below for one hour or longer, or
  - Falls to 65° F or below for a period of four hours or longer, or
  - Rises to 86° F at 55% humidity or an equivalent combination of temperature and humidity as set forth on the heat index chart which accompanies the DAFS policy. This provides a heat index of 89, which requires that precautionary measures be initiated but does not reach an "extreme caution" situation.
- iii. If temperatures, during the heating season, cannot be maintained at 68° F, PMD will provide either insulated window shades or radiant heaters to make the space more comfortable. If the temperatures are in the mandated range but the agency is not satisfied, they are welcome to purchase either item themselves following approval of the unit's specifications by PMD. Radiant heaters must be under-desk electric heater panels only that draw very little electricity, less than 200 watts, and must be highly efficient.

- iv. **Electric space heaters are not allowed.** They pose a safety hazard and draw a lot of electricity which often results in tripped breakers.
- v. **Air exchanges.** PMD will provide and maintain equipment to meet positive ventilation rates with outdoor air in accordance with American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) standards. In July 2022, state law will be updated to reference the “Maine Uniform Building and Energy Code (MUBEC). Under no circumstances will any type of treated re-circulated air be a substitute for the outdoor air requirements of these standards.
- vi. **Personal humidifiers/dehumidifiers are not allowed.**
- vii. The layout of spaces/cubicles has a significant impact on PMD’s ability to maintain consistent temps throughout an area. Areas that have been reconfigured from original design often have heating/cooling issues due to the location of sensors, air intakes and diffusers. Placement of cubicles along windows and near exterior doors, placing cabinets and other items in front of sensors or blocking air intakes and diffusers, and using panels that are near ceiling height also pose challenges when trying to maintain consistent area temperatures. To achieve the best air flow, temperature control, and lighting in cubicle spaces, solid cloth panel heights should not exceed 67”. Cubicle wall height can be increased to a maximum of 84” only with prior approval from the BGS Director and only with the use of glass stackers. New office designs must have BGS Director approval before the reconfiguration is executed and a copy of the new design must be provided to BGS.

**b. Hazardous Materials**

- i. All custodial, maintenance or other activities on the premises which are, or will be, conducted are done in compliance with applicable hazardous materials statutes and regulations including, but not limited to, those set forth in 38 M.R.S. § 1301 *et seq.* as may be amended from time to time.
- ii. If a building occupant has a suspicion that there may be hazardous materials, i.e., asbestos, lead, or mold, present in their workspaces, they should report their concern per section V. REQUESTING SERVICE. Testing of suspect materials will be conducted and results forwarded to appropriate parties.

**c. ADA Compliance**

- i. PMD will provide an environment that is free of architectural barriers and complies with all federal and state laws which protect people with disabilities including, but not limited to, the Americans With Disabilities Act of 2008 (ADA) as may be amended from time to time, and The Maine Human Rights Act, 5 M.R.S. § 4551 *et seq.* (MHRA) as may be amended from time to time. If a building occupant becomes aware of a non-ADA compliant situation, that concern should be reported per section V. REQUESTING SERVICE. PMD will investigate and resolve as necessary.
- ii. Requests for reduced / removed lighting in workspaces shall be submitted through Human Resources. Special lighting arrangements will be initiated as required to comply with an ADA accommodation.

**d. Electrical Services**

- i. PMD will furnish all electrical power distribution, outlets, and lighting in compliance with the most current National Electrical Code standards. This does not include surge protectors which shall be procured by the agency, as needed.

**e. Grounds Maintenance**

- i. PMD will maintain shrubbery, trees, ground coverings, and fencing on premises and routinely inspect for decaying plants and cleanliness of areas. We will annually mulch grounds, collect leaves, and replace shrubbery if necessary; and during summer months, will mow/trim grass as necessary to maintain manicured appearance.
- ii. PMD will work diligently to ensure ice and snow are removed from steps, walkways, doorways, sidewalks and parking lots, including sanding as needed, prior to normal working hours; or continuously during working hours, if ice accumulates or more than a 3" build-up of snow occurs.

**f. Custodial Service**

- i. Custodial services include daily cleaning and servicing of restrooms, collection of trash and recyclables, and maintenance of floors. Waxing of floors is done on a less frequent basis.
- ii. Shampooing of carpets is done by outside contractor per request via section V. REQUESTING SERVICE. Agencies may request carpet shampooing once per year at PMD's expense, and more often if they wish to use their own funding.
- iii. Custodial staff are also responsible for changing out light bulbs, assisting with moving of light weight furniture, and providing and setting up tables and chairs for conferences and meetings. These services can be requested per section V. REQUESTING SERVICE. PMD does not move or rearrange modular furniture.
- iv. Custodial staff responds to all requests for spills, special cleaning & disinfecting of areas, and supplying additional recycle and waste cans. These services can be requested per section V. REQUESTING SERVICE.
- v. Cleaning of laboratory areas is generally limited to floor care and collection of trash and recyclables due the sensitive nature of the equipment in those areas but may vary depending on the lab usage. Additional, more detailed, cleaning may be requested by the lab occupants, per section V. REQUESTING SERVICE.

**g. Safety and Security**

- i. PMD's Building Control Center (BCC) has drafted a Safety and Security Policy which lays the groundwork for ensuring the safety and security of all State of Maine employees, contractors, and the public who come to our facilities. Copies are available upon request.
- ii. PMD administers annual fire drills in all State of Maine owned facilities. This is an opportunity to verify the operation of the fire alarm equipment and to ensure all employees know what to do in the event of a fire. All employees present during the annual drill must participate. PMD will work with agencies, at their request, to develop evacuation procedures.
- iii. State of Maine facilities, both owned and leased, are accessed via the employee access card. Agencies shall appoint Building Access Coordinators (BACs) to manage the access card program for their buildings, i.e., assign access levels identifying which employees/visitors can enter the building and during what timeframes. The access card is configured to allow employees to enter approved locations during specific timeframes. No one will be provided access to facilities without approval from the agency BAC, unless PMD needs to enter spaces for emergency situations and the BAC is unavailable.
- iv. In areas that have key access, the BAC will coordinate key requests via an e-mail to Building Control. Additionally, the BAC will keep records of key authorization and will ensure their return when the keys are no longer needed. Under no circumstances should a key be duplicated. If additional keys are needed, contact Building Control.

#### h. **Breakrooms**

- i. PMD will provide a refrigerator and a microwave in facility break rooms. Additionally, if a coffee maker is desired, the agency may purchase one and PMD will install in the break room.
- ii. Other appliances, either in the break rooms or the workspaces, are prohibited due to possible overloading of circuits and the resultant fire hazards.
- iii. An exception to the above prohibition is the occasional special event, such as an agency party, for which appliances, i.e., crockpots, can be used for that event and removed by the end of the day. Please use good judgement when plugging in additional electrical items to reduce the occurrence of tripped breakers and loss of power.

### V. **REQUESTING SERVICE:**

- i. If any of the preceding PMD responsibilities are not being fulfilled for your workspaces, you are requested to contact the Building Control Center (BCC) via phone, 287-4154, or email, [building.control@maine.gov](mailto:building.control@maine.gov). The BCC is manned 24/7/365 and is your primary contact for all your facility needs. A building control specialist receives requests, inputs them to our work order system and forwards to the correct shop for execution. All requests for service should be directed to BCC to ensure the best response and accountability. The building control specialist will forward an email to the requester with the case number of the request. We ask that customers not report concerns directly to PMD trade supervisors or employees, either verbally or by email, as that does not generate a work order number for customer tracking. Additionally, if that person is out of the office, resolution of your concern may be delayed.
- ii. Requests for status of a service order can be sent to the BCC via [building.control@maine.gov](mailto:building.control@maine.gov) or to the PMD Director. Additionally, if an agency wishes to have a report of their outstanding and/ or completed work orders, they can contact the PMD Director.

### VI. **AGENCY RESPONSIBILITIES:**

#### a. **Decorating**

- i. If you require an item to be permanently attached to fixed building walls, please contact the BCC and initiate a work order.
- ii. It is requested that items not be hung on common area walls.
- iii. Agencies can decorate their common area for holidays per HR guidelines. It is requested that seasonal decorations be removed within a reasonable time frame. No live trees or wreaths.
- iv. Please do not use tape on walls as tape can damage the wall finish.
- v. Bulletin boards will be provided in common areas for postings.
- vi. Workstations – nothing should show over the workstation walls e.g., no placement of items on the edge of panels or on top of shelving units.

#### b. **Plants**

- i. **Live plants are not allowed in buildings.** Air quality studies demonstrate that live plants can contribute to mold and bacterial growth, air quality issues, allergies, and insect infestation. Plant watering leads to spills on carpets, and mold growth.

- ii. Delivered plants and flowers should be taken home at the end of the day.
- iii. Silk plants are acceptable providing they are within the workstation.

**c. Animals**

- i. No animals are allowed in State of Maine owned facilities unless they are fully trained service animals.
- ii. Further information regarding service animals can be found in the below link, paragraph IV: Pre-requisites for Service Animals  
[https://www.maine.gov/ag/about/service\\_animal\\_policy.html](https://www.maine.gov/ag/about/service_animal_policy.html)

**d. Trash/Recyclables**

- i. PMD provides blue recycle bins in all cubicles for disposal of recyclable materials, i.e., paper and cardboard. Plastic is not recycled in state offices; however, state employees are encouraged to take plastic waste home with them for recycling.
- ii. PMD provides a limited quantity of gray community trash bins at various locations within workspaces, but not at every workstation, to encourage recycling.

**e. Storage**

- i. If you have assigned storage spaces in your facility, including but not limited to lockers, please contact PMD for installation of lock hardware as all spaces must be on the PMD key system and installed by PMD personnel. Additionally, PMD will retain keys to access those spaces for after-hours emergencies, as needed, such as an electrical issue or flooding.
- ii. No hazardous or flammable materials may be stored in any building without approval from PMD and without the required approved storage lockers.

**f. Building Modifications**

- i. If an agency wishes to make modifications to the building in the spaces to which they are assigned, the request must be reviewed and approved by either BGS/ Division of Planning, Design, and Construction (DPDC) or BGS/PMD before any work can be started. Additionally, if approved, the project will be fully funded by the requesting agency unless funding has been requested and approved from BGS.
  - 1. If the project is more than \$5,000, a Public Approval Application (PAA) request must be submitted. This form can be accessed via the BGS website. The PAA request will be reviewed by a BGS committee and approved/disapproved based on compliance of the project with the state's Master Plan, technical adequacy and facility need.
  - 2. If the project is less than \$5,000 it shall be submitted via the work order submittal process, i.e., a call or email to BCC, noting that it is a project for PMD review and approval. These projects will be reviewed by the appropriate technical personnel within PMD to ensure the project will not adversely impact operations of the facility regarding location of sprinkler heads, outlets, light sensors, HVAC equipment and sensors, etc. Additionally, the project will be reviewed to ensure compatibility with other planned PMD projects.

**g. Space Requests/Modifications**

- i. If an agency wishes to re-arrange their assigned space or request any additional space, the request must be reviewed and approved by BGS before any work can be started. Additionally, if approved, the project will be fully funded by the requesting agency unless funding has been requested and approved from BGS.
  1. Requests for re-arrangement of assigned space or requests for additional space will be submitted to the BCC who will forward to BGS for review.
  2. If the project includes moving of or additional modular furniture, a pre- and post-plan must be developed by the requesting agency. BGS can help with this work to include procurement process with moving vendors, program development, plan review, coordination with OIT and PMD, and supplying existing modular furniture for the reconfiguration, if available.
  3. Special provisions addressing modifications for telework are in place. Please contact the Director, Bureau of General Services, for more information.

**h. Agency Mission-Specific Requirements**

- i. Agencies are solely responsible, operationally, and financially, for items, such as lab equipment which is required specifically and singularly for the execution of their mission. It will be the responsibility of the agency to ensure the equipment is compatible with the space into which it will be located.
  1. If equipment needs to be installed, PMD can support the installation if all necessary parts and materials are purchased by the agency.
  2. If PMD is required for installation, this must be scheduled in advance.
- ii. Agencies are solely responsible, operationally, and financially, for additional environmental control of spaces if their equipment, materials, or storage needs require conditions beyond which PMD provides for general office spaces.
- iii. Maintenance of specialized equipment is the responsibility of the agency, as is the cost to move and calibrate/recalibrate it.

This document does not replace or supersede any federal, state, or local codes or existing Department of Administrative and Financial Services' policies or procedures.