



## **TOWN OF WELLESLEY FACILITIES MANAGEMENT DEPARTMENT**

### **MAINTENANCE PROCEDURES**

Revised 9-30-2024

The procedure below is intended to clarify and define the responsibilities for maintenance, including routine/responsive and preventive, of all schools and municipal buildings within the Facilities Management Department (FMD) for the Town of Wellesley.

Maintenance is defined as the work of keeping a building and its mechanical equipment, etc. in a state of proper operation and to sustain its existing condition. It is not the intent of the Facilities group to implement major building alterations, renovations or similar capital projects.

If it is determined by the Facilities Director that an alteration, renovation or enhancement is necessary, it would be classified as a capital project as stated in these guidelines. \$500,000 is generally used as the limit for construction projects that can be managed by Facilities; however, there are exceptions. The projects would generally be addressed in the capital funding process by the Facilities Department and if necessary, the Permanent Building Committee (PBC).

**Exception:** Under certain circumstances Facilities may perform “project” work if it is deemed a safety issue and/or is deemed more economical to be performed by in-house staff. The project will be scheduled when time, staffing and budget allocations allow. PBC may also allow Facilities to manage projects over the \$500,000 threshold.

***In order to ensure a safe and healthy environment for our building users, any and all outside contractors, PTO work, volunteer work, Town department work, vendor work pertaining to building / grounds shall be coordinated through the Facilities Management Department.***

The intent of this procedure is to allow the Maintenance group to be able to provide the highest level of service to the School District and Municipal Buildings in accordance with the FMD’s mission statement. Also, this procedure will enhance the communication process between School Principals, Department Managers and the Facilities group regarding status of work orders.

## **MAINTENANCE DEPARTMENT PROCEDURES**

**Subject:** Maintenance Repairs and Improvements

**Goal:** To maintain a safe and operational environment for the students, faculty and support staff related to Facilities Management Department (FMD).

**Procedure:** The District utilizes two web-based computerized work order management systems called “Maintenance Direct” and “Preventive Maintenance (PM) Direct” by SchoolDude.com. In the event a maintenance repair, improvement or preventive action is necessary, the following procedure shall be followed.

The Department Manager, Principal, Head Custodian, Principal’s Secretary or other designee shall log on to <http://myschoolbuilding.com> enter their user name and password. If an organization number is requested (first time) please type in #192762829.

**Step I** Your name and e-mail address & Tel. # should already show (after first time).

**Step II** Scroll to Location: Click: Drop Down Menu & Highlight your Building

Scroll to Area: Click: Drop Down Menu & Highlight area.

Scroll to Room #: Click: Drop Down Menu & type in Room # or a further description of the area.

**Step III** Scroll to Select Problem Type: There are 85 types to choose from. Click on the most appropriate, the icon will turn RED.

**Step IV** Description:

Please type in the box available the description of the problem. Be brief but as specific as possible. Please list in this box the classification that you believe meets this work order as listed below. Also list the person making the original request.

1. There are six (6) Priority classifications for work order requests. The designated Department Manager, Principal or Custodian should identify which category the request meets. The Maintenance Manager can revise this classification if deemed appropriate. The categories are High, Medium, Low, Scheduled, Safety and Emergency.

Step V            Submit

Click on the submit button. The work order will be routed for approval to the Maintenance Manager who will assign it to an FMD staff member or reach out to a vendor or contractor as necessary.

**GENERAL NOTES OF IMPORTANCE**

1. **Each job/task requires a separate Work Order Form**
2. The Maintenance Manager will prioritize all work orders and assign accordingly.
3. Please allow ten (10) working days for the completion of a job request to be performed before contacting the Facilities Management Department. The Department Manager, Principal, or Head Custodian may contact the Department at (781) 431-1019 Monday-Friday 7:30 a.m. to 4:00 p.m., in order to discuss any issues regarding a specific job request. They are to speak with Administrative Assistant Meghan Bond, Maintenance Manager Michael Andersen or Director Joseph F. McDonough, P.E.
4. Under the discretion of the Director or Maintenance Manager a “work order request” may be declined if warranted. This “work order” will include a reasonable explanation stating the reason(s) for not taking action on the work order.
5. When each “work order” is completed, the Facilities staff member assigned the work will complete the “computerized work order form” and the computerized system will state **complete**. The Maintenance Manager will then check work orders for final notes, cost charges or follow up and if none is needed, he will **close** the work order on the web-based work order system.
6. **Emergency:**
  - A. In case of an emergency, any employee, citizen, support staff or student may contact the Facilities Management Department at (781) 431-1019 and explain the emergency situation. In the event no person answers the phone, please call Maintenance Manager Michael Andersen on his cell phone at (508) 745-3640, Custodial Services Manager Nick Ponte on his cell phone at (781) 790-3202, or Joe McDonough, Director of Facilities at his cell phone at (781) 389-5070 and state the emergency. If these managers do not answer, please call Electrician Dave Watkins for Schools (781) 389-5075 or Electrician Dan Neville (781) 336-3088.

- B. When an emergency call is made by any building users or support staff, it is still necessary that a “work order form” be completed by the appropriate staff and submitted on a follow-up basis.

**7. Violations:**

Upon receipt of a work order pertaining to a code violation by any regulating agency or department, the Director will verify the violation, and prioritize the work order accordingly.

- 8. Work order status is able to be reviewed by mouse clicking on MY REQUESTS at the top of the page.

## **PREVENTIVE MAINTENANCE**

The School Dude program “PM Direct” is utilized by the Facilities Management Department to plan, schedule, implement and track preventive maintenance tasks. The Operations Manager creates templates and schedules for major PM functions which will notify the person or vendor to whom the work order has been assigned on a regular basis. This system ensures that vital maintenance work to maintain buildings and equipment is accomplished in a timely manner and according to well established requirements. The PM Direct program has templates for items such as boiler cleaning and tune-ups, emergency light checks, generator maintenance, roof inspections, etc. A complete list of the Department’s preventive maintenance items is listed below:

## ***WELLESLEY FACILITIES MANAGEMENT DEPARTMENT PREVENTIVE MAINTENANCE CHECK LIST***

\*Indicates summer vacation activity

The preventative maintenance tasks have been categorized by the following Disciplines/Trades:

- Electrical
- Heating Ventilating and Air Conditioning (HVAC)
- Plumbing
- Building Envelope (roof, windows, exterior walls and doors)
- Interior Systems and Finishes
- Life Safety (fire extinguishers, flame-proofing, etc., fire suppression)
- Security (door controllers and video surveillance cameras)
- Environmental (AHERA, IPM, drinking water, etc.)
- Custodial
- Site (grounds, fields, landscaping, playgrounds, pavements, utilities)

<b>Discipline/Trade: <i>ELECTRICAL</i></b>	
<b>Task</b>	<b>Description</b>
Lighting and Controls	Custodians to report non-functioning lights (after bulb replacement tried) or switch problems via Work Order.
Power Outlets	Custodians to report non-functioning receptacles or other problems via Work Order.
Fire Alarm	Quarterly inspections by NOREL Fire Services.
Intrusion Alarm	Annual inspections by vendor (S.A.S).
Exterior Lights	Custodians to report non-functioning lights (after bulb replacement tried) or switch problems via Work Order.
Emergency Generators	Exercised weekly (Wednesdays btwn 6:00 am and 7:00 am). Annual maintenance performed.
Emergency Exit Lights	Custodians to use “test” button monthly.
Emergency Lights on Generators	Custodians to check functionality monthly during one of the weekly generator tests.

<b>Discipline/Trade: <i>HEATING, VENTILATING and A/C</i></b>	
<b>Task</b>	<b>Description</b>
Univents/Air Supply Boxes	Custodial Task: Change Filters 3-4 times per year
Fans – Exhaust and Supply	Check/replace belts, housings and water-tightness.
Controls	Townwide METASYS building controls system managed by the FMD HVAC & BAC Systems Administrator
Outdoor Air Intakes	Clear obstructions, clean, and verify that dampers work.
Rooftop Units	Clean and check belts, filters, pressure and water tightness of metal enclosure.
Boiler Maintenance	Annual cleaning and tune-up of boilers per contract requirements by vendor.
Anti-Corrosion Additive	AquaLabs to provide anticorrosion additive in boiler to protect black steel piping throughout system and boiler tubes.

<b>Discipline/Trade: <i>PLUMBING</i></b>	
<b>Task</b>	<b>Description</b>
Backflow Preventer Testing	DPW performs required annual testing on all backflow preventer devices.
Hot Water Heaters	Annual inspection to include at minimum check for failing devices and leaks.
Sump Pits	Check for standing water and operation, serviced 1-2 times per year by vendor.
Gas Meter/Supply	Custodian to visually check monthly.
Floor Drains	Custodians to verify “P” traps do not run dry. Pour wash water down drain as needed.

<b>Discipline/Trade: <i>BUILDING ENVELOPE</i></b>	
<b>Task</b>	<b>Description</b>
Roof Inspections	Custodians to inspect roof surfaces monthly per year utilizing the Massachusetts Interlocal Insurance Association's (MIIA) "Quarterly Roof Inspection Form". Emphasis on blocked drains and debris – particularly items that can puncture roof.
Windows	Custodians to verify operation daily and prepare a Work Order for windows with any problems (cracked glazing, operation, seals, handles, etc.).
Facade	Custodians to monitor brick façade and document serious cracks, spalls or other deficiencies requiring repair via Work Order.
Doors and Hardware	Custodians to review operation of all exterior doors daily – check hardware, locking ability, security controllers and seals (to keep air/water/rodents out). Document items requiring repair via Work Order.
Painting	Painting done as Summer work on an as needed basis, based on requests from building occupants.

<b>Discipline/Trade: <i>INTERIOR SYSTEMS and FINISHES</i></b>	
<b>Task</b>	<b>Description</b>
Overall Cleaning	Performed by custodians
Painting	Based upon solicitation of building occupants, determine interior surfaces to be painted as part of annual summer cleaning.
Ceilings	Custodians to replace stained acoustical ceiling tiles. If a result of active roof leak or piping leak to be reported via Work Order.
Flooring	During daily work in their respective sections, custodians should report worn or loose flooring materials that could result in safety issues to be reported via Work Order.

<b>Discipline/Trade: <i>LIFE SAFETY</i></b>	
<b>Task</b>	<b>Description</b>
Fire Extinguishers	Vendor (Keane) to inspect all fire extinguishers during summer and replace, repair or recharge as necessary.
Sprinkler System	NOREL Fire Service performs annual summer sprinkler inspections of the following systems: wet sprinkler systems, dry sprinkler systems (N/A), water supplies, Fire Department connections, fire pumps, pre-action & deluge systems, sprinklers & piping and alarms.
Emergency Exit Lights	Custodians inspect monthly
Emergency Lights	Custodians inspect monthly
Flame-proofing Stage Curtains	All stage curtains which are not naturally fire-retardant to be vacuumed (if necessary) and treated with flame-proofing material. Certificate required for WFD.
Boiler Inspections	MIIA's designated insurance vendor (Travelers) inspects boilers once per year. For certain boilers that require internal inspections, this work should be scheduled to coincide with the boiler maintenance.
Tank Inspections	Air compressors are also inspected annually by MIIA's designee.
Elevator and Chair Lift Inspections	Coordinated by our elevator maintenance contractor (Motion Elevator).
Building Inspections	Annual inspection of all school scheduled by Building Inspector. Certificate issued.
Fire Department Inspections	Annual inspection of all schools scheduled by Fire Prevention Officer. Letter issued for areas which need attention only.

<b>Discipline/Trade: <i>SECURITY</i></b>	
<b>Task</b>	<b>Description</b>
Video Surveillance	FMD schedules bi-annual or quarterly inspections with vendor (BCM). FMD responsible for replacing failed hardware components (cameras).
Door Access Controllers	FMD Schedules bi-annual or quarterly inspections with vendor (BCM). FMD responsible for replacing failed hardware components (card readers, aiphones).

<b>Discipline/Trade: <i>ENVIRONMENTAL</i></b>	
<b>Task</b>	<b>Description</b>
Water Fountains	DPW checks water quality for lead and copper.
AHERA	6 Month and 3 Year Inspections by vendor required.



<b>Discipline/Trade: <i>CUSTODIAL</i></b>	
<b>Task</b>	<b>Description</b>
Univent Cleaning	Annual summer task and as needed during the year.
Window Cleaning	Annual summer task and as needed during the year.
Floor Stripping and Waxing	Annual summer task
Furniture Cleaning	Annual summer task and as needed during the year.
Gym Floor Screening and Sealing	Annual summer task
Carpet Cleaning	Annual summer task – by vendor

<b>Discipline/Trade: <i>SITE</i></b>	
<b>Task</b>	<b>Description</b>
Landscaping	Trim, prune, weed, edge and mulch landscaping immediately around all buildings. Usually done in August. Perform same as needed throughout the year. DPW to assist.
Pavement	Custodians and FMD staff to inspect all pavements and make repairs or crack-sealing as determined necessary. Work to be performed by the DPW.
Tree Cutting	Custodians and FMD staff to identify all trees of school property that represent a safety hazard or require cutting/pruning/trimming. Work to be performed by DPW.
Pavement Markings	FMD staff to evaluate the condition of existing pavement markings (Pickup/Drop Off, curbing, parking stalls, etc) and engage a vendor to repaint as necessary during summer.
Playgrounds	Maintained by DPW
Winter Equipment Maintenance	Mechanic to tune-up and prepare snowblowers and all related winter equipment.
Spring/Fall Equipment Maintenance	Mechanic to tune-up and prepare blowers, weed-whackers, lawn mowers, tractors and all related lawn care equipment.