

June 18, 2012

To: Mr. Robert Edwards
Vice Chancellor for Administration and Finance

Dr. Sam Miller
Vice Chancellor for Student Affairs

From: Joe Walker, P.E.
Associate Vice Chancellor for Facilities Management

Keith Corzine
Director of Residential Living

Re: Facilities Management and Residential Living
Maintenance Responsibility Memorandum of Understanding (MOU)

The following represents the Memorandum of Understanding (MOU) between the Office of Facilities Management and the Department of Residential Living in regards to the performance of routine and preventative maintenance duties permitted by Residential Living Facility Maintenance Technicians (FMT's) and other rules governing such actions, effective July 1, 2012.

1. This MOU does not replace the services or responsibility of maintaining Western Carolina University facilities that is currently provided by Facilities Management. The intent is to reduce the total number of routine or preventative work requests required by Residential Living and to offer savings in cost and efficiencies to Residential Living by performing agreed upon services in house.
2. The Residential Living FMT's shall be funded, assigned to, and reside within the Department of Residential Living for the sole purpose of exclusively supporting Residential Living.

3. Residential Living FMT's reporting responsibility and work requirements shall be under the purview of the Office of Facilities Management, through generated reports of work completed and scheduled inspections of the work. This is to insure code requirements are met, safety and OSHA requirements are maintained, reporting is under the hierarchy of individuals with required technical and professional competency, required certifications and reporting are in place (i.e.: refrigerant monitoring), and standards for materials and workmanship are met.
4. The Department of Residential Living shall provide any and all equipment, tools transportation, and supplies required to support said positions.
5. Work requests serviced by Residential living FMT's, and meeting the requirements of this MOU, are to be addressed during normal working hours of 8am to 5pm, Monday-Friday. Work that is started prior to 5pm by Residential Living FMT's is to be completed or reasonably solved prior to leaving the work area.
6. Facilities Management is to be notified of and address all work requests received outside normal working hours (5pm-8am), weekends and holidays.
7. Both Facilities Management and Residential Living will strive to make sure customer service is paramount and that this MOU will only improve said service to our customer base.
8. Residential Living FMT's will be required to receive training and instruction prior to implementation, from Facilities Management, in regards to performance of work, safety (i.e.: lockout and tag out), materials and standards. Residential Living FMT's will also participate in all safety training during the calendar year as applicable to job function. This applies to DRL Assist. Dir. for Facilities and all new appointments in said positions.
9. Training shall be scheduled as soon as possible following new appointments with training updates provided on an as needed basis. Training to include, but not limited to, utility demarcations (plumbing and electrical), isolation, equipment locations, and access to building drawings and schematics.
10. Facilities Management and Residential Living will work collaboratively in regards to the warehousing and procurement of materials to create the most effective and efficient process. Most items required by Residential Living FMT's will be housed in Residential Living facilities and managed and procured by Residential Living.
11. Facilities Management will offer representation and input in hiring and interview process of Residential Living FMT's. Final decision on hire(s) rests solely with Residential Living.

12. Generally agreed upon work not included in this MOU includes, but is not limited to:

- New construction, major repair, complex systems, demolition, renovation, and/or reconfiguration of systems or space.
- Life safety systems, including but not limited to, fire alarm systems and associated devices, fire suppression/sprinkler systems, generator, and repair of emergency or life safety branch circuiting. Repair and/or replacement of exit lighting and light fixture repair on emergency branch circuits allowed per below.
- Building security systems, including but not limited to, all door hardware, closers, panic hardware, keying, and card access components.
- Data and communication systems.
- Work on electrical, plumbing, HVAC and general construction beyond the scope of those items agreed upon below.
- Exterior site lighting, wall packs, bollards and street lighting.

13. Description of agreed upon work to be performed by Residential Living FMT's:

Electrical

- Work to only be performed on single phase, 120 or 277 volt branch circuits. Lockout and tag-out safety measures to be jointly reviewed and strictly enforced.
- Replacement and/or repair of existing electrical devices to include power receptacles/outlets and light switches.
- Replacement, repair and/or conversion of lighting fixtures, including exit lights, or ceiling fans. Light fixture repair to include lamps, ballasts, light clips, etc.
- Bathroom exhaust fans, 120 or 220 volt electric heaters (wall or ceiling mount).

Plumbing:

- Work to be limited to the immediate stop of a particular fixture. Stop valves that control multiple devices/fixtures (ie: stacks, block of rooms) is not permitted due to the failure rate of old or non-functioning valves. Shutting off of stack valves to be limited to absolute necessity. Replacement of stack valves and all work requiring any wall penetration to be performed by Facilities Management FMT's.
- Clearing or unstopping of sinks, showers, commodes, urinals, water fountains, and floor drains. In areas where no cleanouts are provided and auger through P-trap fails, Facilities Management personnel are to be contacted for inspection and further repair. Removal of commode or urinal to clear line is allowed and fixture shall be seated and re-installed properly. Auger work of a questionable nature and requiring collaboration and/or communication shall be coordinated with Facilities Management FMT's
- Flush valve and faucet repair and/or replacement.
- Service, repair, removal and re-installation of residential type water heaters (50 gallons or less). All other water heaters, electric and steam, that serve a central system are not allowed to service or repair. Residential Living FMT's shall sweat copper joints as needed in order to perform assigned tasks.
- Preventative maintenance of drain lines, including but not limited to, scheduled snaking and/or enzyme application.


HVAC:

- Cleaning of units and filter replacement for PTAC units (ie: Village, Norton Road Hall).
- No work to be performed on central plant equipment, including but not limited to air or water cooled chillers, central air distribution equipment, pneumatic or DDC control devices, steam systems, medium temperature hot water distribution, converters and central pumps.
- Bleeding of radiators as needed and cleaning of fin tubes (i.e.: Scott, Walker, Albright-Benton, Buchanan Residence Halls).

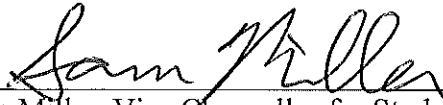
General Construction:

- Basic window and screen repair.
- Furniture repair.
- All painting, including drywall repair and/or replacement, and plaster repair as related to painting.

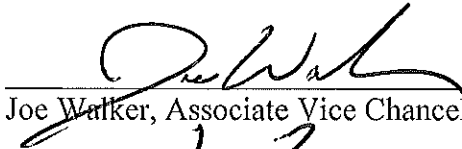
14. Monthly intra-departmental meetings shall continue so as to provide open dialogue, transparency and collaboration. Additional attendees shall be invited as needed to address items within this MOU.
15. Items of mutual concern shall be communicated in writing for review and discussion during monthly intra-departmental meetings. Items of an urgent nature or concern shall be addressed expeditiously and both parties shall be notified in writing within 24 hours of urgent event.
16. Additional work items and/or expansion of duties may be added to this MOU upon mutual agreement of both parties. Further, items of work and/or scope may be removed from this MPU upon mutual agreement of both parties.
17. In the event this Memorandum of Understanding is deemed unacceptable, then by mutual consent, the scope of work and performance thereof shall revert back to Facilities Management.



Robert Edwards, Vice Chancellor for Administration and Finance



Sam Miller, Vice Chancellor for Student Affairs



Joe Walker, Associate Vice Chancellor for Facilities Management



Keith Corzine, Director of Residential Living

6/26/2012