



# UNIVERSITY OF GEORGIA

Facilities Management Division

**FMD SERVICES DEPARTMENT**

**Last Modified: February 16, 2024**

Services Department performs the following services throughout the campus.

## **SCOPE OF WORK**

**Custodial services.** Normal custodial services which consist of cleaning of classrooms, corridors, rest rooms, common areas, study areas, high-traffic areas, and vending machine areas, etc., are provided daily Monday through Friday (individual offices cleaned/sanitized and trash service by special request) in Resident Instruction buildings. Restrooms are cleaned and disinfected, floors are mopped, and swept on a daily basis. Classroom desk tops and academic auditoriums are cleaned and disinfected daily. Expendable supplies are provided as required.

Interior facility windows are washed, light bulbs replaced, and window blinds dusted, as needed. Facility floors are cleaned and waxed on a scheduled basis. Laboratory rooms and spaces are cleaned in accordance with the desires of the various department heads.

**Support Services / Event Support / Surplus Property Support.** Support Services Department personnel are available upon request, on a scheduled basis, to assist in setting up extra equipment in classrooms and auditoriums. In addition, a truck and labor crew are available for moving of furniture and equipment. Services requested during other than normal working hours, i.e., on a weekend, holiday, or overtime basis, and special requirements, will be considered based on manpower availability. All these services must be requested as far in advance as possible so that these can be scheduled when needed. All additional services will be reimbursed by the user to Facilities Management Division.

**Pest Control.** Pest control services are provided for Resident Instruction Buildings on a scheduled basis or as requested by departments. All Resident Instruction Building will be inspected on a semi-annual basis.

**Building Security.** FMD Building Services is responsible for securing buildings used for Resident Instruction purposes after completion of the cleaning by the custodial forces, Monday through Friday (7am – 4pm). Using departments are responsible for security, including the locking of all exterior windows and doors, at all other times



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Service Frequency	Building Services Scope of Work, Tasks, & Frequencies
Daily	Inspect/fill paper/soap/disinfecting wipe dispensers Clean and disinfect all restroom surfaces Spot clean restroom stall walls and partitions Dust mop and wet mop restroom floors Clean/disinfect all hand touch surfaces (common areas and classrooms) Clean interior entrance mats, remove leaves and debris Clean exterior entrance mats, remove leaves and debris to 8' from door Spot clean door entrance glass Remove all trash and debris (common areas and classrooms) Dust mop / vacuum high traffic areas (within 40 feet from door entrances) Dust mop all hard floors as needed Pull trash and recycling, replace liners (all areas except offices) Spot mop hallways/remove spills from carpet Clean/disinfect drinking fountains Spot clean elevators and door tracks Spot clean doors and walls/remove graffiti and unsightly marks or stains Replace burnt out light bulbs in elevators/stairwells accessible with 8' ladder
Weekly	Vacuum stairways/treads/landings/elevators High and low dust Clean door entrance glass/door jams/door treads Deep clean stall walls and urinal partitions Damp mop interior steps/stairwells/treads/landings Dust handrails Deep clean grouted tile in restrooms Replace burnt out light bulbs in offices and common areas as needed Offices cleaned on scheduled basis Dust mop / vacuum medium traffic areas (beyond 40 feet from entrances)
Monthly	Burnish waxed floors as necessary based on visual inspection Detailed high dusting - accessible with 8' ladder or extension pole Clean/disinfect all common area trash cans and wipe dry Remove bugs from light fixtures accessible with 8" ladder Dust mini blinds Clean all entrance glass to a height and width of 8' around entrances
Annually	Deep clean all carpet Scrub and Recoat/Strip and wax VCT

- \*\*\* Office occupant is responsible for taking their trash/recycling to the hallway trash/recycling bins.
- \*\*\* Lab cleaning - on a scheduled set up by the lab contact and building Lead.
- \*\*\* Floor cleaning - based on the above schedule as well as foot traffic building supervisor.
- \*\*\* Offices are cleaned weekly on a scheduled basis.



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<b>Service</b>	<b>Scope of Services</b>
Event Support / Equipment Rental	<p>Support Services works closely with the Office of Special Events in supporting graduations, commencements, convocations &amp; is available to provide set up and breakdown with equipment in our inventory.</p> <ul style="list-style-type: none"><li>• Tables</li><li>• Chairs</li><li>• Security Stations</li><li>• Coat Racks</li><li>• Podium / Lecterns</li><li>• Moving Totes</li><li>• For additional details on equipment inventory and pricing; see link at <a href="https://fmd.uga.edu/resources/documents/FY23_Inventory_Price_List.pdf">https://fmd.uga.edu/resources/documents/FY23_Inventory_Price_List.pdf</a></li></ul>
Office Moves	<p>Department, Office, Lab and limited equipment based on size and weight. All lab equipment must be certified "clean" per ESD policy prior to moving or relocating.</p> <p>In coordination with OUA and FMD O&amp;M, personnel are available to move furniture and equipment prior to construction and replacement after completion.</p>
Surplus Property Support	<p>Support Services works closely with UGA Property Control to coordinate and pick up surplus property on campus for delivery to their warehouse.</p> <p>All surplus property must be processed through UGA Property Control prior to it being picked up.</p>
Deliveries	<p>Support Services assists the deliveries of limited equipment from Central Receiving. We uncrate the equipment in the presence of staff to inspect for any shipping damage. Additionally, Support Services will support additional deliveries throughout the campus.</p>
Pole Banners	<p>Support Services coordinates with UGA's Marketing Dept with placing all pole banners. These banners must be approved through MARCOM.</p>
Pest Control Services	<p>Supports Services facilitates small animal wildlife removal through contracted services. Provides in house pest control team for all Resident Instruction Buildings. All Resident Instruction Buildings will be inspected semi-annually. For Pest Control Services, please contact the FMD Work Reception Center at: <a href="https://workrequest.fmd.uga.edu">https://workrequest.fmd.uga.edu</a> or call Monday - Friday, 7:30 AM to 5 PM. (706) 542-7456.</p>



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## **Specialized Cleaning Support for Special Event Reservations or Weekend Events**

The Facilities Management Division (FMD) Building Services Office is responsible for the routine Monday - Friday, 5-day weekly cleaning of Resident Instruction facilities. The routine responsibilities are listed in the FMD Facility Responsibility Guide. The FMD Building Services Office is committed to providing a superior and professional service to our customers.

Any facility cleaning needed to support departments, student groups, athletics, and outside users in organizing meetings, special events (Commencement, Orientation, etc.), weekend events, conferences, concerts, luncheons, dinners, lectures, or facility activities which are at a higher level than routine facility cleaning, should be requested through the FMD work order system to allow for appropriate allocation of manpower, equipment, resources, and cleaning time.

### ***Special Event or Weekend cleaning includes:***

- 1. Reserved facility reservations which have 25+ persons in estimated attendance*
- 2. Reserved facility reservations where food and/or beverages will be served*

The responsible department or organization will need to place a work order with their university account number. The cleaning charges will be based on current FMD shop clearing rates for custodial services needed to staff the event. ***\*Overtime charges may be applied for activities which occur on weekends or holidays.***

The cleaning request work order must be placed in at least **ten days (10) prior to the event date. Failure to submit valid work order request may result in not having appropriate custodial support for the event and may lead to additional excessive cleaning fees being applied.**

Questions about this policy should be directed to the FMD Services Director at 706-542-0293 or to the FMD Work Control Office at 706-542- 7456 (email: [fmdwork@uga.edu](mailto:fmdwork@uga.edu))