

Yavapai College Facilities Management Service Level Expectations (SLE)

1.0 Purpose

The purpose of this Service Level Expectations (SLE) is to define the services provided by Facilities Management, establish service expectations, clarify customer responsibilities, and support safe, functional, and welcoming environments for students, employees, residents, and visitors.

This agreement serves as a partnership between Facilities Management and the College community. It is intended to promote clear communication, efficient use of resources, and consistent service delivery across the institution.

This SLE provides general service expectations and is not a guarantee of specific completion times. Service delivery may vary based upon safety considerations, operational priorities, staffing, weather conditions, funding availability, regulatory requirements, and other institutional needs.

2.0 Definitions

Building System

Permanently installed systems that support the operation of a College facility, including HVAC, plumbing, electrical, fire protection, structural components, building controls, roofing, and other integrated building infrastructure.

College-Owned Asset

A building, structure, utility, fixed equipment, infrastructure, vehicle, or other physical asset owned or maintained by the College.

Corrective Maintenance

Maintenance performed to restore a failed or malfunctioning asset to its intended operating condition.

Customer

Any department, employee, student, resident, contractor, or other authorized occupant requesting or receiving Facilities Management services.

Department-Owned Equipment

Equipment purchased, owned, or maintained by a College department to support instructional, research, administrative, or programmatic activities and not considered part of the building or facility infrastructure.

Elective Modification

A discretionary addition, alteration, or upgrade requested by a department or resident that is not required to maintain safety, regulatory compliance, or existing facility functionality.

Facilities Management

The College department responsible for stewardship, maintenance, operation, and management of College-owned facilities, infrastructure, utilities, grounds, fleet, and associated support services.

Preventive Maintenance

Planned maintenance activities intended to preserve asset condition, reduce failures, and extend useful life.

Resident

An individual authorized to occupy College-owned housing under an approved housing agreement.

Routine Maintenance

Recurring maintenance activities performed to preserve facility condition and functionality that do not constitute capital improvements or elective modifications.

3.0 Guiding Principles

Facilities Management supports the College's mission through responsible stewardship of facilities, infrastructure, grounds, utilities, and other physical assets.

Service delivery is guided by the following principles:

3.1 Safety First

Protect people, property, and the environment.

3.2 Stewardship

Preserve and maximize the value of College assets.

3.3 Customer Service

Provide responsive, professional, and respectful service.

3.4 Equity

Deliver services consistently across campuses and facilities.

3.5 Sustainability

Utilize resources responsibly and efficiently.

3.6 Accountability

Measure performance and continuously improve.

4.0 Services Provided

Facilities Management provides the following services.

4.1 Trades Services

Maintenance and repair of building systems and fixed assets.

4.2 Custodial Services

Cleaning and sanitation of interior spaces.

4.3 Grounds Services

Maintenance of exterior campus spaces.

4.4 Fleet Services

Maintenance of College-owned vehicles and mobile equipment.

4.5 Building Access and Security Infrastructure

Management of physical and electronic access infrastructure.

4.6 Regulatory Compliance

We provide safety inspections, monitor environmental compliance, and ensure accessibility.

4.7 Capital Projects and Renovations

Project management of construction and renovation activities

4.8 Planning and Capital Support

Facilities Management provides strategic space planning, campus master planning, and review of facility-related capital budget requests.

5.0 Service Boundaries

Facilities Management maintains College-owned buildings, infrastructure, utilities, grounds, and permanently installed equipment and building systems.

Facilities Management generally does not maintain:

- Department-owned equipment
- Academic equipment
- Instructional equipment
- Research equipment
- Personal appliances
- Personal property

Examples include:

- Laboratory equipment
- Kilns
- Winery production equipment
- Theater equipment
- Lathes
- Culinary equipment
- Specialized instructional machinery

Departments retain responsibility for operation, maintenance, repair, regulatory compliance, and operational practices associated with department-owned equipment and department-managed program activities.

Facilities Management is responsible for supporting infrastructure such as electrical, plumbing, HVAC, and structural systems serving such equipment.

6.0 Work Request Priorities

Facilities Management prioritizes requests according to risk, operational impact, and urgency. This SLE is intended to provide general service expectations and is not a guarantee of specific completion times. Service delivery may vary based on safety considerations, operational priorities, staffing, weather conditions, funding, and other institutional needs.

6.1 Priority 1 – Emergency

A condition that poses an immediate threat to life, health, safety, security, or significant property damage.

Examples:

- Fire or smoke
- Major water leak
- Electrical outage affecting critical operations
- Gas leak
- Building access/security failure
- Hazardous material incident

Response Goal: Immediate response focused on stabilization and risk mitigation

6.2 Priority 2 – Urgent

A condition causing significant disruption to College operations.

Examples:

- HVAC or electrical failure in occupied spaces
- Restroom outage
- Residential habitability issue
- Minor plumbing leaks
- Safety concerns not requiring emergency response

Response Goal: Same business day

6.3 Priority 3 – Preventative Work

Planned maintenance activities intended to prevent failures and extend asset life.

Examples:

- Scheduled inspections
- Preventive maintenance work orders
- Regulatory testing

Response Goal: Scheduled according to maintenance plans.

6.4 Priority 4 –Routine

Conditions affecting comfort, convenience, or appearance but not significantly impacting operations.

Examples:

- Furniture repairs
- Lighting replacement
- Minor HVAC adjustments

Response Goal: Scheduled within normal operating workflows.

6.5 Priority 5 – Planned Work

Projects requiring planning, scheduling, funding, or contractor support.

Examples:

- Office remodel
- Department relocations or office moves
- Furniture installations
- Space reconfigurations

Response Goal: Scheduled based on scope, funding, and resource availability.

7.0 Facilities-Funded Services

The following services are generally funded through the Facilities departmental budget:

- Maintenance
 - Corrective maintenance
 - Preventive maintenance
 - Repair and replacement of existing building systems and infrastructure
 - Custodial services
 - Grounds maintenance
 - Activities required to achieve regulatory compliance
 - Routine event support
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8.0 Department Funded Services

The following services require departmental funding or Capital Improvement Plan budget approval:

- Renovations or remodels
- New equipment installation
- Department-requested modifications
- Off-cycle furniture purchases and installation
- Department relocations
- Special event support beyond standard services
- Specialty equipment maintenance
- Safety projects beyond regulatory standards

Facilities Management will provide cost estimates before work begins whenever practical.

9.0 Facilities Responsibilities

Facilities Management is responsible for:

- Maintaining College-owned facilities and infrastructure.
- Performing preventive maintenance.
- Managing work requests and service delivery.
- Communicating project status and timelines.
- Ensuring regulatory compliance.
- Managing contractors and consultants.

10.0 Customer Responsibilities

Departments, employees, and occupants are responsible for:

10.1 Requesting Service

- Submit work requests through approved systems.
- Provide complete and accurate information.
- Report emergencies immediately.

10.2 Access to Facilities

Departments and occupants are responsible for providing reasonable access to facilities requiring service.

Delays in access may affect scheduling and completion timelines.

10.3 Care of Facilities

- Use facilities appropriately.
- Promptly report maintenance concerns.
- Avoid unauthorized modifications.

10.4 Project Participation

- Secure funding approvals.
- Participate in planning and design discussions when appropriate.

10.5 Pest Prevention and Operational Conditions

Departments, residents, and occupants are responsible for maintaining assigned spaces and program operations in a manner that minimizes conditions conducive to pest activity. This includes proper sanitation, food storage, waste management, and management of department-operated gardens, vineyards, agricultural operations, composting areas, and other program activities that may reasonably attract pests.

Facilities Management coordinates pest management services affecting College-owned buildings and grounds. When pest activity is attributable to department operations, occupant practices, or program-specific activities, the responsible department or occupant is expected to take reasonable corrective action to eliminate or reduce the contributing conditions. Facilities

Management coordinates pest management services as appropriate; however, correction of the underlying contributing conditions remains the responsibility of the department or occupant.

11.0 Service Exclusions

Facilities Management does not generally provide:

- Maintenance of personally owned property.
- Assembly of furniture.
- Cleaning of breakroom sinks and appliances
- Residential housekeeping (other than turnover) or maintenance of private residential outdoor areas
- Computer, printer, network, or telecommunications support. (Contact ITS)
- Department-Owned equipment repair.
- Event management services other than scheduled and approved set up and tear down.

Requests outside normal service offerings may be reviewed on a case-by-case basis.

12.0 Performance Measures

Facilities Management monitors service performance through the following measures:

Measure	Target
Emergency Response	100% within target
Urgent Response	90% within target
Preventive Maintenance Compliance	90% on time
Customer Satisfaction	90%
Net Asset Value	Top Quartile
Work Order Completion Metrics	Semi-annual review

Performance results will be reported periodically to College leadership.

APPENDIX A Custodial Service Catalog and Task Frequency Matrix

A.1 Custodial Services Summary

Service	Included	Excluded / Notes
Routine Interior Cleaning	Floor care, surface cleaning, trash removal, restroom cleaning, consumable replenishment	Frequency varies by room type and usage
Public Restroom Sanitation	Cleaning, disinfecting, restocking supplies, odor control	Plumbing repairs handled by Trades
Floor Care & Periodic Services	Carpet extraction, stripping, refinishing, polishing	Floor replacement excluded
Interior Window Cleaning	Interior windows, glass doors, partitions, display cases	Repairs handled by Trades
Exterior Window Cleaning	Designated exterior windows	High-access work may require contractor support
Planned Event Support	Room setup, breakdown, trash removal, post-event cleaning	Must be scheduled in advance
Special Cleaning Requests	Spill response, bodily fluid cleanup, targeted cleaning	Subject to staffing and operational priorities
Housing Turnover Cleaning	Cleaning of vacant housing units between occupants	Routine housekeeping not included

A.2 Custodial Task Frequency Matrix

Actual frequencies may vary based on staffing, occupancy, APPA standards, and operational priorities.

Area	Daily (5 days/wk)	Weekly	Monthly/Annual
Offices	• Empty wastebaskets • Vacuum carpets (2x/week) • Spot clean carpets as needed	• Dust accessible horizontal surfaces not occupied by paperwork, books, electronics, or personal belongings	• Interior/exterior window cleaning (annually) • Deep carpet extraction (move-out)
Labs (Science, Art, Woodshop)	• Empty waste • Restock paper/soap		• Door glass cleaned monthly • Window cleaning (annually)
Conference/Meeting Rooms	• Empty waste • Vacuum/spot clean carpets	• Wipe tables (3x) • Wipe chairs (1x)	• Door/partition glass monthly • Window cleaning (annually) • Deep carpet extraction (annually) • Upholstery/furniture cleaning (annually)
Classrooms/Lecture Halls	• Vacuum/spot clean carpets • Mop hard floors • Empty waste	• Dust desks, counters, sills, ledges • Clean door/partition glass (1x)	• Dust blinds twice/year • Window cleaning (annually) • Deep carpet extraction (annually) • Upholstery/furniture cleaning (annually)
Restrooms & Locker Rooms	• Empty waste • Mop hard floors • Restock paper & soap • Disinfect toilets, urinals, sinks, showers • Clean mirrors		• Power wash floors • Full wall wash (annually) • Window cleaning (annually)

Common Areas (Building interiors, including breakrooms)	• Sweep/mop floors • Vacuum carpets • Empty waste • Clean drinking fountains	• Dust horizontal surfaces (1x) • Clean door/partition glass (1x)	• Door/partition glass monthly • Window cleaning (annually) • Deep carpet extraction (annually) • Upholstery/furniture cleaning (annually)
Common Areas (Residential halls & laundry rooms)	• Sweep/mop floors • Vacuum carpets • Empty waste • Restock lounge/restroom supplies	• Dust desks, counters, sills, ledges • Restrooms deep cleaned (1x)	• Spray buff floors (2x/month) • Carpet extraction (bi-annually) • Window cleaning (annually) • Upholstery/furniture cleaning (annually)
Dining Areas/Cafeteria		• Spot clean glass windows	• Window cleaning (annually)
Executive Suite	• Empty waste • Vacuum carpets • Mop hard floors • Restock restroom supplies • Disinfect toilets, sinks, high-touch surfaces • Spot clean glass, mirrors & furniture	• Dust ledges, counters & furniture (2x) • Clean interior glass (1x)	• Deep carpet extraction (annually) • Window cleaning (annually) • Upholstery/furniture cleaning (annually) • Floor refinishing (as scheduled)
Customer/Department Responsibilities	Individuals: Clean personal desks, filing cabinets, window ledges, tables, whiteboards, dishes & sinks, and interiors of refrigerators, microwaves, and ovens. Custodial: Floors, waste, and common-area cleanliness.		Frequencies shown are minimum service levels. Custodial staff should address obvious cleanliness and safety concerns whenever observed during routine cleaning.

A.3 APPA Custodial Appearance Levels

Yavapai College utilizes APPA Custodial Appearance Levels to describe the intended cleanliness condition of facilities. These levels describe the expected appearance and condition of a space rather than specific staffing levels or task frequencies.

Institutional Target

Yavapai College's custodial program is managed to achieve an overall **APPA Level 3 – Standard Institutional Appearance** across the district. Individual buildings, room types, and special-use areas may be assigned higher or lower target appearance levels based on function, occupancy, institutional priorities, available resources, and operational requirements.

APPA Level	Description	Typical YC Examples
Level 1 – Showcase Appearance	Exceptional cleanliness with virtually no visible deficiencies.	President's Office, Board Room, major ceremonial spaces (none currently designated).
Level 2 – High Quality Appearance	Very clean and orderly with only minor and infrequent deficiencies.	Main entrances, Enrollment Services, Library, primary public gathering spaces, high-profile event venues.
Level 3 – Standard Institutional Appearance	Clean, functional, and well maintained with some minor imperfections.	Typical classrooms, laboratories, administrative offices, conference rooms, student commons, residence hall common areas.
Level 4 – Moderate Appearance	Acceptable cleanliness focused primarily on health and safety.	Service shops, mechanical rooms, warehouse spaces, storage areas, utility buildings, low-occupancy support spaces.
Level 5 – Basic Health and Safety Appearance	Minimal custodial service focused on essential health and safety needs.	Managed storage facilities, undeveloped support buildings, seasonal facilities, or other spaces receiving only limited custodial service.

A.4 Special Event Support

Included	Not Included
Room setup	Event planning
Table and chair arrangement	Event management
Trash removal	Audio/visual support

Included

Post-event cleaning

Furniture reset

Not Included

Catering support

Event supervision

APPENDIX B Grounds Service Levels and Activity Matrix

B.1 APPA Grounds Appearance Levels

Grounds Services utilizes APPA Appearance Levels to describe the intended condition of campus landscapes and exterior environments.

Institutional Target

Yavapai College's grounds program is managed to achieve an overall **APPA Level 3 – Institutional Standard** across maintained campus landscapes. Higher appearance levels may be designated for primary entrances, event venues, and other high-visibility areas, while lower levels may be appropriate for natural areas, utility corridors, and other low-intensity spaces.

APPA Level	Description	Typical YC Examples
Level 1 – Showcase	Exceptional appearance with immediate attention to deficiencies	None currently designated
Level 2 – High Quality	Very well maintained with only minor deficiencies	Main entrances, housing commons, event venues
Level 3 – Institutional Standard	Attractive, functional, and well maintained with some imperfections	Academic core, vineyard, parking lot landscapes
Level 4 – Moderate Maintenance	Functional and safe; appearance is secondary	Service yards, utility corridors
Level 5 – Managed Natural Area	Maintenance focused on safety, erosion control, and fire mitigation	Prescott Pines forest, undeveloped acreage

B.2 APPA Grounds Assignments

(To be replaced by color-coded maps)

Area	APPA Level
Prescott Campus Main Entrance	2
Housing Commons	2
Event Venues	2
Academic Core	3
Vineyard	3
Parking Lots	3
Service Areas	4
Utility Corridors	4
Prescott Pines Forest	5
Undeveloped Land	5

B.3 Grounds Services Summary

Service	Included	Excluded / Notes
Landscape Maintenance	Mowing, trimming, pruning, irrigation monitoring, weed control	Major redesigns and landscape renovations
Exterior Pathways	Debris removal, clearance of obstructions, seasonal access support	Structural sidewalk replacement
Pavement & Hardscape	Minor repairs, striping coordination, pressure washing	Major reconstruction projects
Weather Response	Snow and ice mitigation on designated routes	Personal vehicles, non-priority areas
Grounds Waste & Debris	Leaf collection, litter removal, Firewise activities	Construction debris and departmental waste
Event Support	Pre-event preparation, post-event restoration, temporary access support	Event planning, equipment rental, event staffing

B.4 Grounds Activity Matrix

This matrix establishes general maintenance expectations. Actual frequencies may vary based on weather, staffing, APPA level assignments, and operational priorities.

Activity	Typical Service Cycle	Level 2	Level 3	Level 4	Level 5
Weed Control	Seasonal	Aggressive	Moderate	Limited	Safety Only
Shrub Pruning	Annual/Semiannual	Frequent	Routine	Limited	Hazard Only
Tree Inspection	Annual/Triennial	Proactive	Scheduled	Reactive	Hazard Only
Irrigation Inspection	Weekly/Monthly	Weekly	Monthly	As Needed	Minimal
Litter Removal	Daily/Monthly	Frequent	Routine	Periodic	Periodic
Turf Mowing	Seasonal	Frequent	Routine	Limited	None
Firewise Activities	Annual	As Needed	As Needed	Routine	Primary Focus
Parking Lot Sweeping	Monthly/Quarterly	Frequent	Routine	Limited	None

Activity	Typical Service Cycle	Level 2	Level 3	Level 4	Level 5
Snow & Ice Response	Event Driven	Immediate Priority	Priority Routes	As Resources Allow	Not Typically Provided

B.5 Seasonal Grounds Calendar

Spring

Irrigation startup
Fertilization
Weed control
Tree inspections
Seasonal pruning

Summer

Irrigation monitoring
Landscape maintenance
Weed control
Monsoon response

Fall

Leaf collection
Tree pruning
Winter preparation
Irrigation adjustments

Winter

Snow and ice mitigation
Firewise activities
Irrigation winterization
Tree maintenance

APPENDIX C Other Services Catalog

C.1 APPA Maintenance Levels

Yavapai College utilizes APPA Maintenance Levels to describe the intended condition and management of building systems and fixed assets. These levels reflect the overall maturity and effectiveness of the maintenance program rather than the condition of any single building or asset.

Institutional Target

Yavapai College's maintenance program is managed to achieve an overall **APPA Level 2 – Comprehensive Stewardship**, emphasizing preventive maintenance, timely corrective repairs, regulatory compliance, and responsible asset stewardship. Individual facilities or assets may temporarily operate at different maintenance levels based on age, condition, funding, operational priorities, and planned capital improvements.

C.2 Trades Services

Building Systems Maintenance

Service

HVAC
Plumbing
Electrical
Carpentry
Roofing & Building Envelope

Included

Repairs, PM, controls, air distribution
Fixtures, piping, drains, valves
Lighting, panels, receptacles, wiring
Doors, walls, ceilings, cabinetry repairs
Roofs, windows, exterior walls

Excluded

Department-owned equipment
Specialty process equipment
Department-owned equipment
New furniture
Cosmetic enhancements

Preventive Maintenance

Included

Scheduled inspections
Equipment servicing
Regulatory testing
Asset preservation activities

Excluded

Capital replacements
Department-owned equipment
Program equipment
Cosmetic upgrades

Corrective Maintenance

Included

Repair of failed systems
Building component repairs
Mechanical repairs
Electrical repairs

Excluded

Program equipment
Elective upgrades
Renovation projects
New installations

Emergency Response

Included

Water leaks
Power outages
Building security failures
Life safety failures

Excluded

Permanent repairs beyond stabilization
Capital improvements
Program operations
Department-owned equipment failures

Goal: Stabilize conditions and mitigate risk.

C.3 Building Access (Physical key and digital access)

Facilities Management maintains the physical and electronic infrastructure necessary to support authorized access to College facilities.

Service	Included
Keys	Issuance, replacement, rekeying
Lock Cores	Repair and replacement
Door Hardware	Repair and replacement
Electronic Access	Reader installation and maintenance
Building Access Changes	Implementation of approved changes

Notes

- Access authorization is governed by College policy and approved administrative processes.
 - Facilities Management maintains access infrastructure but does not determine who receives access.
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C.4 Fleet Services

Fleet Services maintains College-owned vehicles and mobile equipment to support safe, reliable, and cost-effective operations.

Service	Included
Preventive Maintenance	Scheduled service and inspections
Repairs	Mechanical and safety repairs
Safety Inspections	Required inspections and testing
Vendor Coordination	Outside repair scheduling
Vehicle Replacement Planning	Lifecycle analysis and replacement recommendations

Notes

- Fleet Services supports only College-owned vehicles and equipment.
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C.5 Who Pays?

Type of Work	Funding Source
Repair Existing Infrastructure	Facilities
Preventive Maintenance	Facilities
Regulatory Compliance	Facilities
Replace Failed Building Systems	Facilities
Department-Requested Upgrades	Department
Space Remodels	Department or CIP
Furniture Purchases	Department
New Equipment Installation	Department
Program Expansions	Department or CIP
Elective Modifications	Department
Housing Maintenance (College Housing Units)	Facilities (Allocation model)
Housing Maintenance (College-Owned RVs)	Property Management

C.6 Quick Reference Guide

Question	Answer
Who fixes HVAC?	Facilities
Who fixes a kiln?	Department
Who fixes winery equipment?	Department
Who repairs a leaking roof?	Facilities
Who issues keys?	Facilities

Question

Who approves access?

Who pays for a remodel?

Who cleans occupied housing units?

Who cleans units between occupants?

Who approves facility modifications?

Who funds elective upgrades?

Answer

Authorized administrators

Department/Capital Improvement Plan

Resident

Facilities

Facilities Management (*Housing modifications also require Property Management approval.*)

Department

APPENDIX D Residential Space Support

Trades support for building systems and fixed assets within residential facilities to support habitability, safety, and operational continuity.

Facilities Management provides limited, defined services within College housing rental units to support building integrity, safety, and orderly transitions between occupants.

Services are delivered through the appropriate service domains and are not intended to replace resident responsibilities associated with day-to-day living within housing units.

Typical Inclusions:

Maintenance and repair of building systems serving residential spaces

Response to failures affecting habitability or life safety

Coordination with housing to obtain access for service

Notes / Exclusions:

Tenant-owned furnishings, appliances, and/or equipment are excluded

Elective modifications within tenant spaces follow established approval and funding processes

Housing Rental Units

Facilities Management continues to maintain shared interior common areas within housing buildings, including offices, conference rooms, corridors, and other common-use spaces, in accordance with applicable service catalogs.

D.1 Grounds

Grounds maintains common and shared exterior areas associated with housing properties, including roadways, walkways, and shared landscaped areas. Grounds snow removal within housing areas is limited to roadways. Exterior areas designated for the exclusive use of an individual resident are outside the normal scope of Grounds services unless specifically authorized by Facilities Management.

D.2 Custodial

Custodial support for College-owned housing is limited to turnover cleaning associated with approved occupant transitions and other institutionally authorized circumstances. Routine custodial service within occupied housing units is not provided.

Facilities Management will perform or coordinate turnover cleaning for:

- Student housing at the conclusion of each academic year or other approved periods.
- Long-term (>90 day) employee housing following permanent move-out.
- Initial cleaning of newly acquired or newly placed College-owned recreational vehicles (RVs) prior to being placed into service.

Property Management will perform or coordinate cleaning for:

- Short-term housing units, including Building 34 or similar facilities.
- Airbnb-style or transient rental units.
- Temporary guest housing.
- Turnover cleaning of College-owned recreational vehicles (RVs) between occupants, including coordination of third-party cleaning services as necessary.

D.3 Trades

Trades provides maintenance and repair of building systems and fixed assets within housing rental units. Work is limited to preventive maintenance, corrective maintenance, and emergency repairs as defined in Section C of these Service Level Expectations. Facilities will perform or coordinate renovations that have been approved through the annual budget cycle or the Space Allocation Committee.

Facilities Management does not administer housing agreements or manage resident relationships. Work within housing rental units is performed in accordance with institutional authorization, established access protocols, and approved scope.

D.4 Financial Responsibilities

Financial responsibility for maintenance and repair of College-owned housing assets is assigned based on the housing type and established institutional funding practices.

Real Property: Houses, Apartments, and Tiny Homes

Maintenance and repair of College-owned houses, apartments, and tiny homes are funded through the Facilities Management allocation model established by Accounting, consistent with other College-owned facilities. When repairs are required due to resident-caused damage, Facilities Management will complete or coordinate the necessary work. The Resident is financially responsible for those repair costs and Property Management will pursue reimbursement from the responsible party in accordance with applicable housing agreements and College procedures.

Recreational Vehicles (RVs)

Property Management is financially responsible for maintenance and repair costs associated with College-owned RVs. Vendor invoices are paid directly by Property Management. Facilities Management remains responsible for defining the technical scope of work, coordinating repairs, and verifying satisfactory completion.

For RV repair or preventative maintenance activities performed by Facilities Trades, Property Management will be charged for the purchase of materials, supplies, or replacement components—but not labor.

Facilities Management is responsible for the initial installation and setup of College-owned RV utility connections and associated equipment, including hoses, adapters, and similar infrastructure required to place an RV into service. Subsequent replacement of those components resulting from normal wear, damage, or maintenance is funded by Property Management.

Financial responsibility for maintenance and repair does not alter Facilities Management's authority to determine the appropriate technical scope of work, repair methodology, or prioritization of maintenance activities under these Service Level Expectations.

D.5 Elective Modifications within Housing Rental Units

Elective additions, upgrades, or modifications requested by residents within housing rental units require prior review and approval by both Facilities Management and Property Management. Facilities Management reviews requests for compliance with building standards, safety requirements, and institutional design standards. Property Management reviews requests for compliance with housing agreements, occupancy requirements, and applicable operational policies. Approved elective modifications are funded by the

resident unless Property Management elects to provide funding through an authorized source. Facilities Management may incorporate related modifications when directly associated with previously approved work affecting the same asset or space.

D.6 Tenant Responsibility Clarification

Tenant responsibilities referenced in this section are included solely to clarify Facilities Management service boundaries. Broader tenant obligations, standards of care, and enforcement are governed through housing agreements and related processes and are not administered through these Service Level Expectations.

Examples of Resident-Managed Items

To clarify service boundaries, the following are examples of items or conditions that are typically the responsibility of the resident and are not serviced by Facilities Management unless specifically authorized by Facilities Management:

- Replacement of standard light bulbs, toilet paper, cleaning supplies and similar consumable items within living spaces
- Refrigerator water filters routine replacement
- Cleaning and maintenance of personal or resident-provided furnishings
- Interior cleaning during occupancy, including floors, surfaces, and appliances
- Trash removal
- Management and maintenance of personal appliances and electronics
- Upkeep of private yards, patios, or exterior areas designated for exclusive resident use
- Conditions within the resident's control that contribute to pest activity, as governed by housing agreements.

These examples are provided for clarity only and are not intended to define or replace resident obligations established through housing agreements or related processes.

D.7 Third-Party Housing Operations

During periods in which College-owned housing is operated under a third-party management, rental, or event agreement, designated custodial services and maintenance activities for designated spaces may be performed by the operating entity as defined by the applicable agreement. The Facilities Management Service Level Expectations remains the governing standard for all services unless

specific responsibilities have been expressly assigned through an approved operating agreement or coordinated between Property Management and Facilities Management. Facilities Management retains responsibility for building systems, asset stewardship, and technical oversight except where otherwise authorized by the College.