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PUC  
SERVICES  
GUIDE

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## Section I. What is PUC?

PUC stands for Public Utilities Commission, a framework for providing cleaning, maintenance, and operational services across the university for a nominal fee. All Vanderbilt schools and departments pay this fee and receive Basic Services.

Basic Services are performed by the Offices of Facilities Maintenance and Operations (VUMO) and Environmental Health, Safety, and Sustainability (EHS&S) departments for university-owned buildings and grounds. Basic Services are sometimes referred to as "PUC funded" services. Special Services are services above and beyond Basic Services. Special Services requested from schools or departments are not PUC funded and are billed directly to the requestor. Also, any Basic Service that exceeds \$20,000 per incidence is billed directly to the school or department.

This guide details the services that Facilities provides, and how to access these services.

## Section II. How To Request Service

Many schools and departments have facility officers, coordinators, or contact persons who work with VUMO regularly and know the service procedures well. Please coordinate requests with the facility representative in your building to facilitate service delivery.

The procedure for requesting work is as follows:

- A. When possible, contact the facility coordinator in your building to discuss your request.
- B. The facility coordinator will request work through the [ReADY](#) software application.
- C. If the request is for a Special Service the requesting department is asked to provide the account (COA, GAR, POET) to which the work will be charged.
- D. Facilities will receive the request and assign a Service Priority.
- E. A Work Order is created and automatically forwarded to the appropriate VUMO service unit. An e-mail will be sent to the requestor indicating that a work order has been created. Status emails are sent when each phase of the work order is completed.

**Urgent and Emergent Calls:** Contact Building Systems Control (BSC) at 615-322-2621.

## Section III. Service Priorities and Response

In addition to scheduled cleaning and maintenance Facilities receives tens of thousands of work requests every year. VUMO prioritizes work based on potential risk to people and assets, the potential mission impact, and the overall resources required to complete the work.

- A. **Emergency**—Imminent threat to life, property, security or environment. Emergencies will be responded to immediately and mitigated until a permanent repair can be made. Examples are: electrical power failure, an overflowing toilet, elevator malfunctions, chemical odors, flooding, or broken windows.
- B. **Urgent**—Situation posing a mild threat of injury, equipment damage, or serious disruption to university operations. Urgent requests will be responded to as soon as possible. If circumstances prevent an immediate response, then it will be addressed within 24 hours, and resolved within 72 hours. Examples are: malfunctioning heating and cooling (too cold/too hot), plumbing (continuously running toilets/faucets), graffiti, flickering office lights or lights out in a large area, Fire Marshal or code compliance corrective actions, ADA compliance issues (e.g. inoperative door opener), and problems affecting the security of facilities.
- C. **Routine**— Normal maintenance or service item that does not pose an immediate risk to people, facilities, systems, or equipment. Examples are: repairing or replacing door hardware; patching and repainting; checking, inspecting, servicing, and adjusting various systems or components; pruning, trimming, mowing, and fertilizing grounds areas; and repairing or replacing ceiling tiles. Advance notice from the customer is required to allow scheduling of personnel and receipt of materials. Response is within 5 days and completed in 15 days or less depending on workload.
- D. **Scheduled**—Normal maintenance or service that does not pose an immediate risk to people, facilities, systems, or equipment. Examples are: projects, and improvements or enhancements to existing infrastructure/equipment/assets.
- E. **Preventive Maintenance**—Scheduled maintenance to ensure the reliability of university assets. Examples are: filter changes, lubrication, regulatory maintenance, and vibration analysis. Completion of scheduled equipment maintenance is prioritized based on available resources.

## Section IV. Basic Services

- A. **Asset Management** – Data Collection and Maintenance of serialized equipment assets including:
  - a. Asset Information: Manufacturer, Model Number, Serial Number and Photograph (Updated every 5 years)
  - b. Renewal Information: Year Installed, Useful Life, Renewal Estimate, Recommended Renewal Year.

- c. Data Collection and Maintenance of renewal projects based on Stakeholder discussions.
- d. Recurring meetings with Stakeholders to review Asset Information

**B. Preventive Maintenance** – Preventive maintenance applies to all serialized mechanical, electrical, and plumbing (MEP) assets, as well as life safety systems and regulatory compliance equipment, but does not include renewal, refurbishment, or deep cleaning. Inspection frequency is equipment specific. Examples include:

- a. Inspections of steam traps, condensate tanks, hydronic pumps, air handling units, air compressors, and steam driven instantaneous water heaters.
- b. Filter replacements in AHUs, VAVs, FCUs, bottle filling stations, etc.
- c. Lubrication of rotating machinery
- d. Compliance/Regulatory inspections including elevators, backflow preventors, fire pumps, safety showers, EPA run time reporting, fire extinguishers, and other inspections.
- e. Roof maintenance including debris removal, gutter and downspout cleaning
- f. Grease interceptor and grease trap cleanouts
- g. Dryer vent cleaning in residential properties

**C. Building Envelope** - Maintenance and minor repair to the outer shell of the building including the foundation, roof, exterior walls, doors, windows, and substructures. Examples include:

1. Roofs and gutters
2. Building façade and fenestrations
3. Broken window replacement not considered intentional damage
4. Cyclic window cleaning every other year
5. Cyclic power washing of building every 3 years
6. Cyclic painting of building exterior every 5 years
7. Exterior stairs, entrances, columns and handrails associated with building access
8. Attached porches, patios, and decks
9. Exterior lighting
10. Underground fuel tanks for generators

**D. Building Systems** - Maintenance and minor repair to heating, ventilation, cooling, plumbing, electrical, lighting, life safety, energy management, and other building systems. Examples include:

1. 24/7/365 monitoring of critical building systems
2. Lighting fixtures that are part of the building, excluding office lamps
3. Elevators
4. Drains, traps, drinking fountains, plumbing fixtures
5. Electrical panels, transformers

6. Air conditioning and heating systems
7. Preventive maintenance services including mechanical, electrical, and plumbing systems
8. Life safety systems such as fire suppression, fire alarms, and fire detection
9. Dryer duct cleaning
10. Energy management systems
11. Building-wide DI and RO water systems
12. Building-wide vacuum and compressed air systems

**E. Building Interiors** - Maintenance and minor repair to ceilings, floor coverings, interior walls, stairs, handrails, and signage. Examples include:

1. Touch up painting of common and public areas
2. Walls, floors, and ceilings
3. Doors, door hardware, and door openers/closers
4. Stairs, handrails, glass, and signage
5. Fume hoods and biosafety cabinets
6. Teaching and research lab safety, compliance, and sustainability support
7. Energy, water, and waste conservation support

**F. Custodial Services** - Cleaning of horizontal and vertical surfaces in common and private spaces including restrooms, lounges, corridors, stairwells, classrooms, conference rooms, kitchens, break rooms, offices, and laboratories. Tasks and frequencies are based on space type, usage, and occupancy load, and align with APPA Level 3 performance standards at a minimum. Services occur on a scheduled routine basis with adjustments made seasonally or in response to specific campus needs.

**G. Grounds and Hardscape Maintenance** – Maintenance and repair of exterior elements, and response to seasonal weather events. Examples include:

1. Lawns, trees, plants, flowers, ground cover, and mulch care
2. Irrigation and drainage
3. Litter and trash removal
4. Street sweeping, pavement repairs, and markings
5. Parking garage cleaning
6. Exterior lighting
7. Wayfinding signage
8. Water features
9. Sidewalks, retaining walls, bollards, bike racks, benches, curbs, patios, decks, railings, stairs, and outdoor furniture
10. Outdoor trash and recycling can cleaning and repair
11. Snow and ice removal

**H. Keys**

- a. Issuing and collecting keys
- b. Making keys
- c. Replacing keys
- d. Installing and removing key cores
- e. Maintaining door hardware

**I. Waste Management and Recycling** – Collection and disposal of solid waste and recyclable material. Examples include:

- 1. Recycling paper, cardboard, plastic, and aluminum
- 2. Recycling batteries
- 3. Recycling light bulbs
- 4. Recycling electronics
- 5. Recycling scrap metal
- 6. Recycling glass bottles and jars
- 7. Surplus furniture (unless it exceeds the weight and volume capability of Facilities staff), but not material intended for landfill
- 8. Composting food wastes (select locations only)
- 9. Bio-hazardous and infectious waste removal
- 10. Chemical waste removal
- 11. Radioactive waste removal
- 12. Equipment decommissioning for radiological, biological, chemical, and laser hazards

**J. Integrated Pest Management (IPM)** - Managing/controlling pests through an effective and environmentally sensitive approach that relies on a combination of common-sense practices and current comprehensive information on the lifecycles of pests and their interaction with the environment. Examples include:

- 1. Regular inspection of buildings and other structures
- 2. Appropriate annual/seasonal application of traps, baits, or pesticides
- 3. Seasonal nuisance wildlife control
- 4. Annual termite inspection of select buildings

**K. Utilities** – Maintenance and repair to utility systems including all equipment and devices related to production, delivery, and M&V. Examples include:

- 1. 24/7/365 monitoring of plant operations
- 2. Electrical switching and outage support
- 3. Electricity
- 4. Natural gas
- 5. Steam and condensate
- 6. Heating hot water
- 7. Chilled water
- 8. Potable water

9. Sanitary sewer
10. Stormwater sewer

**L. Engineering** – Essential technical support functions. Examples include:

1. Utility master planning
2. Water management planning (water reuse and storm/sanitary separation)
3. Capital project support and quality review
4. Technical troubleshooting support to maintenance
5. Commissioning and special project lead

**M. Business Operations** – Essential support functions. Examples include:

1. Financial management including accounting, budgeting, and claims
2. Technology systems including CMMS, GIS, and building controls
3. Employee engagement including onboarding and training
4. Communications

## **Section V. Special Services**

Following are examples of Special Services offered by VUMO:

- A. Installation of additional electrical power
- B. Painting, window washing, and power washing out of cycle
- C. Card readers, panic buttons, and security cameras
- D. Installation of flood alarms
- E. Special events support to include sporting events, fire drills, post event cleaning, or other off hour requests
- F. Deep cleaning of upholstered furniture
- G. Post construction, renovations, and departmental deep cleaning
- H. Intra-campus moving for business purposes of more than two offices
- I. Maintenance and repair of laboratory freezers and cold rooms
- J. Lighting retrofits
- K. Assembly, dismantling, and repair of furniture, cubicles, cabinets, TVs, speakers, etc.
- L. Installation of artwork, shelving, and sculptures
- M. Uninterrupted power systems (UPS) in support of departmental needs
- N. Emergency generators in support of departmental needs
- O. Building signage alterations
- P. Cleaning of furniture, area rugs, blinds, and drapery
- Q. Landscape renewal beyond regular maintenance
- R. Intra-campus research and teaching lab moves involving hazardous materials
- S. Biosafety cabinet or chemical fume hood decontaminations

- T. Bulk removal of furniture and equipment (unless it exceeds the weight and volume capability of Facilities staff)

Following are examples of services **NOT** offered by VUMO:

- A. Maintenance and repair of refrigerators/freezers, dishwashers, washers, dryers, ice machines, customer installed water filters, microwaves, etc
- B. Maintenance and repair of autoclaves and specialized monitoring systems
- C. Maintenance and repair of specialized classroom and laboratory equipment
- D. Renovations, improvement, alterations, and new construction
- E. ACM abatement when part of a customer-initiated renovation project