



## NEW YORK UNIVERSITY

*A private university in the public service*

Memo To: Facilities and Construction Management Re-engineering Task Force

From: Alison Leary  
Anthony Jiga

Re: Facilities Maintenance Costs and Charge-backs:  
Request for Clarification

Date: May 22, 2009

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We are writing in response to the concern and confusion identified by the Facilities and Construction Management re-engineering task force regarding facilities maintenance costs and client charge-backs. Traditionally, the schools and units have occasionally been asked to fund some facilities maintenance charges, and the work of your task force identified inconsistencies in these charges that require clarification and, in some cases, correction.

In response to your request, this memo will establish:

- a definition of the services Facilities Management provides at no cost to the schools and units in academic and administrative buildings only; there are variations that apply to faculty and student residential buildings that are not covered in this memo;
- the types of facility maintenance work the schools and units will generally be asked to fund;
- clarification of the types of building expenses that are included in the schools' and units' plant costs and indirect costs.

### **Facilities maintenance work funded by Facilities Management:**

- **Custodial Services<sup>1</sup>**
  - Trash removal
  - Trash cans provision
  - Recycling pick-up
  - Toilet paper
  - Paper towels
  - Hand soap
  - Clean bathrooms
  - Vacuum/sweep floors
  - Wash/polish floors
  - Shampoo carpets
  - General cleaning
  - Light bulb replacement
  - Clean out refrigerators and microwaves in pantries (on request)
  - Replace damaged carpet if caused by structural problem (water damage, for example)
  - Scheduled window washing
  - Light carpentry
  - Missing or broken blinds (in some cases)
  - Pest control
  - Provision of and scheduled placement of chalk and erasers (including dry boards and dry erasers) in classrooms

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<sup>1</sup> Basic services are provided to maintain health and safety under conditions of "normal" building use. FCM will generally expect clients to fund special events or circumstances beyond basic services.

- **HVAC**
  - Preventative maintenance
  - Repair
  - Emergency response service
  - University infrastructure
- **Fire/Life Safety**
  - Sprinkler inspection and maintenance
  - Standpipes inspection and maintenance
  - Fire extinguishers inspection and maintenance
  - All maintenance and repair needed to meet code requirements for safe occupancy
- **Infrastructure**
  - Mechanical (heating and cooling), electrical and plumbing maintenance and repair
  - Ceiling, flooring, doors and other architectural maintenance and repair
  - Elevator maintenance and repair
  - Change faulty locks
- **Painting**
  - Building exteriors
  - Interiors of lobbies and other public spaces
  - Painting needed because of a structural repair (water damage, for example)

**Facility maintenance work for which schools may be asked to fund:**

- Events set ups
- Custodial support during events
- Custodial clean up after events
- Custodial support beyond basic services that requires overtime
- Painting of offices or other proprietary space
- Custom painting
- Major/minor moves
- Installations (for example: pictures, bulletin boards, coat hooks)
- Installation of new or additional shelving
- Replacement or repair of furniture, fixtures and equipment
- Lost key replacement
- Voluntary lock change
- Carpet replacement (other than damage due to structural problem)
- Missing or broken blinds (in some cases)
- Heavy carpentry

The schools/units are prohibited from directly contracting for facilities maintenance and construction work with outside contractors.

In response to the request for a clarification of the types of building expenses that are included in the schools' and units' plant costs and administrative overhead charges, we are currently working on a new allocation model which will be incorporated in the fiscal 2011 budget. Historically, the basic categories of costs to be allocated are as follows:

- Building operating costs, including cleaning, maintenance, utilities and insurance, and rent for leased space
- Costs of Facilities and Construction Management Division allocated on a square foot basis

The primary mission of Facilities & Construction Management is to maintain and operate buildings to ensure their safe occupancy and continuity of the essential services required to support the academic programs they house. All facilities resources are dedicated to meeting these priorities.

We hope this information is useful. If you have any questions, or would like to discuss this further, please call Alison Leary at 212-998-4217 or email her at [alison.leary@nyu.edu](mailto:alison.leary@nyu.edu).

Yours truly,

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Alison Leary  
Senior Vice President

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Anthony Jiga  
Vice President