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Section I. General Information

This guide to services provides information regarding “Vice Chancellor funded” services versus fee for service (previously known as direct charge), clarifies what services Plant Operations provides; and outlines how to access them. The services are divided into eight different categories which are defined in pages 8-14. Also, included in this guide are other services that Plant Operations provides on a fee for services basis.

Each year, Plant Operations receives funding to provide custodial services, maintenance and operational services for campus buildings and grounds. These services are referred to as “Vice-Chancellor funded” throughout this document.

Special requests from schools or departments for services not considered ordinary maintenance or requests made outside the schedule for routine maintenance will be billed directly to the requestor. Other fee for services include minor renovations, special events, key requests, etc.

Section II. Service and Information Systems (SIS)

Service and Information Systems (SIS) is the single point of contact for all Vanderbilt University departments to Plant Operations. They are the first line of communication with customer for maintenance and service requests for campus buildings, grounds and utilities. Regular business hours are 8:00 a.m. to 4:30 p.m., Monday - Friday.

To contact SIS, call extension 4-WORK (4-9675) or 3-WORK (3-9675) during regular business hours. SIS representatives will create a work order for your request and relay it to the appropriate service unit. For services and facilities related emergencies after normal business hours and weekends contact Building Systems Control (BSC) at 322-2621.
Schools or departments can request work through SIS in one of the following ways:

- By calling 3-WORK (3-9675) or 4-WORK (4-9675)
- By completing the on-line Facilities Services Request screen on the Plant Operations web site at: (https://www4.vanderbilt.edu/plantops/request/fsronline.php)
- By submitting a customer request in AiM, Plant Operations work management system. (Available to trained customers with AiM access only)
- By submitting a completed hard-copy Work Request
- In person at Room 103 in the Bryan Building

SIS can only accept work requests for which all required information is provided; including verification that the person submitting or signing the request is authorized to do so, except in the case of recycling requests which any VU staff, faculty or student can submit.

Section III. Building Systems Control (BSC)

BSC is Vanderbilt University’s main control center for monitoring fire alarms, security alarms and building control systems. BSC operates 24/7, and serves as the first line of communication with customers for after hours, weekends and holidays service requests for campus buildings, grounds and utilities. To contact BSC, call 322-2621.

Section IV. How a Work Request is Processed

Many buildings and departments have facility coordinators or contact persons who work with Plant Operations regularly and know the service procedures well. Please coordinate requests with the
facility representative in your building to eliminate duplication and facilitate service delivery.

The procedure for requesting work is as follows:

A. When possible, contact the facility coordinator in your building to inform him/her of the work request.

B. The facility coordinator will request work from SIS.

C. Upon receipt of the request, the SIS representative will determine if the work requested is routine maintenance and therefore, at no additional cost to the requestor, or if it is considered a fee for service. Note: Service priorities are addressed on pages 6-7.

D. If the request is fee for service, the requesting department is asked to provide an account and center number to which the work will be charged.

E. If the work request is made over the phone, SIS will then provide the requestor a work order number for future reference.

F. A work order is then created and forwarded to the appropriate Plant Operations service unit. In addition through AiM (Plant Operations work management system) an e-mail will be sent to the requester notifying them that a work order has been created. The system also generates status e-mail at various stages in the Work Order process.

G. The service unit will contact the requesting department, if necessary, and set a schedule to perform the work.

H. If the work order is considered an emergency (flooding, gas leak, power outage, etc.), the appropriate service staff member(s) will be dispatched immediately to resolve the emergency.
Section V. Service Priorities and Responses

In addition to planned maintenance of infrastructure, buildings, and grounds, Plant Operations receives approximately 25,000 work requests every year. In order to give appropriate attention to all requests, Plant Operations management team assigns work based on the stated need for the work, the potential mission impact, the overall resources involved in completing the work, and the relative urgency of the request when compared to other outstanding requests.

A. Emergency—Imminent threat to life, property, security or environment. Emergencies will be responded to immediately, and at a minimum mitigated until a permanent repair can be made. Examples are: electrical power failure, an overflowing toilet, elevator systems malfunctions, chemical odors, flooding, or broken windows that pose imminent risk. These requests take precedence over all other requests.

B. Urgent—Urgent situation posing a threat of personal 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. 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 facilities, systems, equipment or components. 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; respond 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 facilities, systems equipment, or components. Examples are: projects, improvements or enhancements to existing infrastructure/equipment/assets, purchasing of parts are required.

E. **Preventive Maintenance**—Scheduled maintenance and upkeep of buildings and major equipment assets to ensure reliable and efficient operations. Examples are: work to uncover potential hazards to personnel or property and prevent failure of equipment. This work should be planned and scheduled based on equipment and systems manufacturer specifications.
Section VI. Services Categories

The eight service categories are defined as follows:

A. **Building Envelope**—Maintenance and minor repair to the outer shell of the building including the foundation, roofs, exterior walls, doors, windows, and substructures.

B. **Building Interior Service Systems**—Maintenance and minor repair to heating, ventilation, and cooling, plumbing systems, electrical service, lighting, fire suppression systems, energy management systems.

C. **Interior Structures**—Maintenance and minor repair to ceilings, floor coverings, interior walls, stairs, handrails.

D. **Custodial**—Cleaning of building common and private spaces to include furnishings, artwork and floor coverings.

E. **Grounds**—Cleaning, maintenance and repair of exterior and interior grounds including landscape, hardscape, irrigation systems and seasonal weather events.

F. **Waste Management and Recycling**—Collection and disposal of solid waste and recyclable material.

G. **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.

H. **Utilities**
Section VII. Services Covered Under Each Category

A. Building Envelope

Building envelope services cover the following:

1. Roof and drains maintenance and repairs.
2. Window maintenance and repairs.
3. Broken window replacement, not considered intentional damage.
4. Window cleaning every other year.
5. Cyclic painting of building exterior.
6. Maintenance and repair of exterior building walls, e.g. brickwork.
7. Maintenance and repairs of exterior building steps, entrances, columns and handrails associated with building access.
8. Maintenance and repairs of exterior lighting.

B. Building Interior

Building interior services systems services cover the following:

1. Lighting repair and maintenance of fixtures that are part of the building, excluding office lamps.
2. Elevator maintenance and repairs.
3. Plumbing services including sewer and maintenance of drains and traps.
4. Plumbing fixtures maintenance and repairs.
5. Maintenance and repair of drinking fountains.
Building Interior (cont.)

6. Utilities services to tables or equipment or to the basic electrical disconnect or shut-off valve that services the equipment building/occupant.

7. Maintenance and repair of air conditioning/heating systems.

8. Preventive maintenance services to building mechanical, electrical and plumbing systems.

9. Monitoring and maintenance of life systems, i.e., heating, cooling, refrigeration, plumbing, electrical, alarms, fire suppression, fire alarms, and fire detection.

10. Maintenance and repairs of surveillance systems installed through Plant Operations.

11. Energy Management Systems. (e.g., lighting control and building automations)

12. After hours emergency services.

13. Maintenance and repair of compressed air systems.

14. Compliance with all applicable federal, state and local laws and regulations within a building.
C. **Interior Structure**

Building interior structure covers the following:

1. Cyclic painting of common and public areas.
2. Annual hard floor surface detail cleaning and refinishing.
3. Walls repairs.
4. Maintenance and repairs of doors and door locks.
5. Repairs of floor surfaces in common areas.
6. Replace public spaces floor coverings.
7. Maintenance and repair of stairs, handrails, and glass.
8. Maintenance and repairs of ceilings.
9. 

D. **Custodial Services**

Custodial Services covers the following:

1. Daily removal of trash and recycling from all building areas.
2. Daily routine cleaning of common and public spaces (restrooms, lounges, corridors, stairwells, classrooms, conference rooms, kitchens, break rooms, etc.).
4. Weekly detail cleaning of private spaces (offices and research labs).
5. Desk side recycling removal to a building central location (in selected buildings).
6. Spot carpet cleaning as needed.
Custodial Services (cont.)

7. Annual carpet extraction.
8. Annual hard floor surfaces detail cleaning.
10. Cleaning of light fixtures except for those requiring specialized equipment due to their height or disassemble:
   • Residential Halls—Annually
   • Academic/Administrative Buildings—As needed

¹ - Custodial Services are covered in more details on pages 16-20.

E. Grounds Maintenance

Grounds maintenance covers the following:

1. Litter and trash removal.
3. Maintenance of green space including lawns, flower beds, and interior gardens.
4. Trees and shrubs maintenance.
5. Streets sweeping.
6. Vanderbilt streets maintenance and repairs less parking garages and parking lots.
7. Maintenance and repairs of irrigation systems.
9. Maintenance, repairs and replacement of campus way finding signage (does not include signage attached to buildings.)
10. Maintenance and repair of water features.
Grounds Maintenance (cont.)

11. Maintenance and repair of hardscape, i.e., sidewalks, retaining walls, bike racks, benches, curbs, etc.
12. Maintenance and repairs of waste and recycling containers.

F. Waste Management and Recycling

Waste management and recycling covers the following:

1. Solid waste removal from campus and disposal.
2. Recycling paper, cardboard, plastic and aluminum.
3. Recycling of household batteries. (Drop-off service at designated locations.)
4. Recycling fluorescent light bulbs.
5. Recycling of computers.
6. Removal of recycled materials (paper, cardboard, plastic and aluminum) from buildings’ central locations.
7. Remove recycled materials from campus grounds recycling containers.
8. Furnish standard waste and recycling containers.
G. Integrated Pest Management (IPM)

Provide monitoring and identification, prevention and control services using IPM practices as follows:

1. Quarterly treatment/application of traps, baits or pesticide in academic/administrative buildings.
2. Annual exterior application to administrative/academic buildings.
3. Monthly applications for food services facilities.
4. Interior monthly application at residential halls.
5. Semi-annual exterior application to residential halls.
7. Seasonal nuisance wildlife control.
8. Annual termite inspection of selected buildings.
9. Seasonal bird control.

H. Utilities

Utility services include the following:

1. Electric
2. Steam
3. Water
4. Sewer
5. Chilled water
6. Gas
Section VIII. Fee for Services

In addition to the services provided by Plant Operations based on the pre-determined level of Vice-Chancellor funding for each budget year, Plant Operations offers as “fee for service” (previously known as direct charge services) the following:

A. Special events support.

B. Intra-campus moving.

C. Bio-hazardous waste removal—This service is provided through the Arts & Sciences Department and the School of Engineering in support of their hosted research programs.

D. Underground utilities location.

E. Art work installations.

F. Lighting retrofits.

G. Making keys.

H. Maintenance and repair of specialized classroom or laboratory equipment, and other departmental property.

I. Fabrication of cabinets, shelves, signs, name tags, and other miscellaneous items; furniture repairs.

J. Asbestos abatement when part of a customer initiated renovation project.

K. Maintenance and repair of refrigerators, freezers, microwaves.

L. Uninterrupted power systems (UPS) in support of departmental needs.

M. Emergency generators in support of departmental needs

N. Renovations, improvement, alterations and new construction.

O. Vehicle preventive maintenance, maintenance, repairs and emissions testing.
Section IX. Custodial Services

A. General Information

The Plant Operations Building Services Department cleans with the goal of enhancing the health and general well being of students, faculty and staff. We are committed to utilizing sustainable products and processes.

To better serve the needs of the University schools and departments, Building Services provides custodial services using three work shifts:

<table>
<thead>
<tr>
<th>Shift</th>
<th>Schedule</th>
<th>Period</th>
<th>Type of Building</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>5:00 am—2:00 pm</td>
<td>M-F</td>
<td>Academic/Admin</td>
</tr>
<tr>
<td></td>
<td>6:00 am—3:00 pm</td>
<td>M-F</td>
<td>Academic/Admin</td>
</tr>
<tr>
<td></td>
<td>8:00 am—5:00 pm</td>
<td>M-Sun</td>
<td>Residential</td>
</tr>
<tr>
<td>2nd</td>
<td>2:00 pm—10:30 pm*</td>
<td>M-F</td>
<td>Academic/Admin</td>
</tr>
<tr>
<td></td>
<td>6:00 pm—10:00 pm**</td>
<td>M-F</td>
<td>Academic/Admin</td>
</tr>
<tr>
<td>3rd</td>
<td>11:00 pm—7:30 am</td>
<td>Sun-Thu</td>
<td>Academic/Admin</td>
</tr>
</tbody>
</table>

* Full-time staff    **Part-time staff

The custodial staff is lead by Housekeeping Supervisors, responsible for supervising services of anywhere from 10 to 15 buildings. During the normal academic year, Plant Operations has a Housekeeping Supervisor on campus, both on Saturday and Sunday from 8:00 am through 5:00pm who responds to incidents requiring custodial support, and oversee the weekend staff. This supervisor can be reached through Plant Operations BSC at 322-2621.
B. Services

All areas within a building considered *Common or Shared Spaces* primarily in administrative and academic buildings, (e.g. exterior entrances, public circulation, restrooms, locker rooms, lounges, libraries, lounges, classrooms, lecture halls, conference rooms, kitchens, break rooms, etc.) receive daily routine services and a more thorough cleaning once per week. *Private spaces* (e.g. offices and research laboratories) have trash and desk-side recycling (where applicable) removed daily and receive more thorough cleaning once per week.

1. Private Spaces

   a. **Daily cleaning services**— emptying of trash receptacles

   b. **Weekly cleaning services**—Dusting of surfaces, floor care, wet wiping of surfaces, and disinfecting of contact surfaces such as push plates and door handles. Removal of desk-side recycling (where applicable)

Each private space is assigned a specific day of the week when the more detailed cleaning services are performed, according to the specified building cleaning routine. Each private space occupant is furnished with a “Special Attention Needed” door tag. If there is a need for any of the detail cleaning tasks to be performed before the next scheduled day of cleaning, the occupant should place the door tag on the outside knob of the office or laboratory door, or on the wall outside of the door along with an explanation on a “sticky note.” Custodial workers will check for this tag at the beginning of their work shift and will provide these extra services as time permits.
2. Common/Shared Spaces

These spaces are cleaned daily and receive a more thorough cleaning weekly, on a designated day of the week according to each individual building cleaning routine.

a. Daily cleaning Services

1) Emptying of trash cans and recycling bins
2) Emptying paper recycling bins
3) Vacuuming carpeted floors
4) Dust mopping and spot mopping hard floor surfaces
5) Cleaning chalkboards and white boards
6) Straightening furniture
7) Spot-cleaning glass doors and glass storefronts
8) Thorough cleaning and disinfecting of lavatory fixtures, toilets, and urinals
9) Spot cleaning restroom walls, hardware and partitions
10) Replenishing paper supplies and refill dispensers (restrooms, kitchens, break rooms, labs)
11) Cleaning/disinfecting of contact surfaces
12) Cleaning of water fountains
b. **Weekly cleaning services**

1) Perform high and low dusting
2) Spot cleaning of carpet
3) Vacuum or damp wiping furniture
4) Scrubbing floors in restrooms and locker rooms
5) Emptying aluminum and plastic recycling bins
6) Vacuum and wet mop elevator tracks
7) Clean entrance mats

c. **Annual Services**

1) Extract carpets
2) Strip/scrub and refinish hard floor surfaces

Figure 1 in page 20 summarizes the Custodial Services Levels for academic and administrative buildings.
<table>
<thead>
<tr>
<th>Task/Frequencies</th>
<th>Exterior Entrances</th>
<th>Elevators Stairs Corridors</th>
<th>Restrooms Locker Rooms</th>
<th>Libraries Lounges</th>
<th>Classrooms Lecture Halls</th>
<th>Labs</th>
<th>Conference Rooms</th>
<th>Kitchens Break Rms.</th>
<th>Offices Research Labs</th>
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<tbody>
<tr>
<td><strong>TRASH/RECYCLING</strong></td>
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<tr>
<td>Empty trash cans</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
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<td>Empty paper recycling bins</td>
<td>Daily</td>
<td>Daily</td>
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<tr>
<td><strong>GENERAL CLEANING</strong></td>
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<tr>
<td>Remove litter and debris</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
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<tr>
<td>Straighten furniture</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
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<tr>
<td>Clean entrance mats</td>
<td>Weekly</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td></td>
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<tr>
<td>Clean or disinfect contact surfaces</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
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<tr>
<td>Clean/disperfect restroom fixtures, toilets, urinals, mirrors</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
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<tr>
<td>Spot clean walls, hardware, doors &amp; partitions</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
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<tr>
<td>Spot clean water fountains</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
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<tr>
<td>Clean chalk boards and white boards</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
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<tr>
<td>Spot cleaning of door glass &amp; glass storefront</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
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<td>Daily</td>
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<tr>
<td>Replenish paper supplies &amp; refill dispensers</td>
<td>Daily</td>
<td>Daily</td>
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<td>Daily</td>
<td>Daily</td>
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<td>Daily</td>
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<tr>
<td>Remove graffiti</td>
<td>As needed</td>
<td>As needed</td>
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<td>As needed</td>
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<td>As needed</td>
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<tr>
<td>Vacuum or damp wipe furniture</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Daily</td>
<td>Weekly</td>
<td>Weekly</td>
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<tr>
<td>Spot clean &amp; wet wipe surfaces</td>
<td>Daily</td>
<td>Daily</td>
<td>Weekly</td>
<td>Daily</td>
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<td>Daily</td>
<td>Daily</td>
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<tr>
<td>Vacuum &amp; wet mop tracks</td>
<td>Weekly</td>
<td>Daily</td>
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<td><strong>FLOOR CARE</strong></td>
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<tr>
<td>Dust mop &amp; spot mop hand floors</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Weekly</td>
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<tr>
<td>Wine mop</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Weekly</td>
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<td>Vacuum</td>
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<td>Daily</td>
<td>Daily</td>
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<td>Daily</td>
<td>Weekly</td>
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<td>Sweep</td>
<td>Daily</td>
<td>Daily</td>
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<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Weekly</td>
<td></td>
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<tr>
<td>Scrub floors in restrooms/locker rooms</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Weekly</td>
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<tr>
<td>Spot clean carpets</td>
<td>Weekly</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Weekly</td>
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</tr>
<tr>
<td>Extract carpet</td>
<td>Annually</td>
<td>Annually</td>
<td>Annually</td>
<td>Annually</td>
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<td>Annually</td>
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</tr>
<tr>
<td>Strip/scrib &amp; re-finish hand floors</td>
<td>Annually</td>
<td>Annually</td>
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</tbody>
</table>

*Figure 1 – Custodial Service Levels – Academic and Administrative Buildings*
3. **Residential Buildings**

Vanderbilt University students are housed in various configurations of residence halls and apartments. Figure 2 describes the frequency and types of services provided by the Building Services custodial staff inside the residence halls and other categories of living quarters. Residence halls common areas services such as; community bathrooms, kitchens, laundry rooms, study rooms, lounges, lobbies, hallways, stairwells and elevators, are standard throughout. Room variations receiving different services are as follows:

- Apartments – multiple rooms with one and/or two bathrooms, and common kitchen and living room areas. (i.e., Chaffin, Mayfield, Morgan, Lewis)
- Suites – multiple rooms with one bathroom, and common kitchen and living area. (i.e., Carmichael West –III & IV and Carmichael East – I)
- Rooms with half baths – two rooms connected by half baths. (i.e., Scales, Vaughn)
- Rooms with private bathrooms – (North House –1st & 2nd floors, Memorial/ Hank Ingram Houses – 2nd & 3rd floors, East/West/ Gillette/ Crawford/Sutherland/Stambaugh/Murray Houses – 2nd floor)

Living quarters that do not receive regular housekeeping services are as follows:
- Year round apartments – services provided only in between occupants

Figure 2 in page 22 summarizes the Custodial Services Levels for residential buildings.
### Vanderbilt University
### Plant Operations - Custodial Service Levels
### Residential Buildings

<table>
<thead>
<tr>
<th>Task/Frequencies</th>
<th>Lobbies, Lounges, Study Rm., Classrooms</th>
<th>Hallways, Stairwells, Landings</th>
<th>Community Bathrooms</th>
<th>Kitchens 1, 2</th>
<th>Laundry Rooms</th>
<th>Apts. w/ Bath</th>
<th>Suites w/ Bath</th>
<th>Rooms w/ ½ Bath</th>
<th>Room w/ Private Bath</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TRADE</strong></td>
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<tr>
<td>Clean and change liners of trash cans</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
</tr>
<tr>
<td><strong>GENERAL CLEANING</strong></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Clean or disinfect contact surfaces, door knobs, lever handles, push plates/bars</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
</tr>
<tr>
<td>Spot cleaning of door glass &amp; glass storefront as applicable</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Daily</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
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<tr>
<td>Remove grease</td>
<td>As needed</td>
<td>As needed</td>
<td>As needed</td>
<td>As needed</td>
<td>As needed</td>
<td>As needed</td>
<td>As needed</td>
<td>As needed</td>
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<tr>
<td><strong>FLOOR CARE</strong></td>
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<td></td>
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<tr>
<td>Dust mop/vacuum as applicable</td>
<td>Daily</td>
<td>Daily</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
</tr>
<tr>
<td>Spot clean carpets</td>
<td>As needed</td>
<td>Weekly</td>
<td>As needed</td>
<td>As needed</td>
<td>As needed</td>
<td>As needed</td>
<td>As needed</td>
<td>As needed</td>
<td>As needed</td>
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<tr>
<td>Extract carpet</td>
<td>Annually</td>
<td>Annually</td>
<td>Annually</td>
<td>Annually</td>
<td>Annually</td>
<td>Annually</td>
<td>Annually</td>
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<td>Annually</td>
</tr>
<tr>
<td>Strip/sweep &amp; re-finish hard floors</td>
<td>Annually</td>
<td>Annually</td>
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</tr>
</tbody>
</table>

**Figure 2 - Custodial Service Levels - Residential Buildings**

- Kitchens in suites are cleaned weekly.
- Building Services will clean and disinfect sinks and counters in common kitchens, if found clean and uncluttered of dishes. Building Services does not clean stovetops, ovens, microwaves, refrigerators, or dishwashers.
VU-Plant Operations Maintenance Zones

**ZONE 1**
- East House
- Gillette House
- North House
- West House
- Hank Ingram House
- Stambaugh House
- Sutherland House
- Crawford House
- Memorial House
- Murray House
- Dean's Residence
- The Commone Center
- Hill Center
- PB Maintenance
- Maintenance Shop
- Curb Center
- Stallworth Child Care
- Infant Care
- Home Economics
- Home Ec Greenhouse
- Mytobon
- Frayn
- Jesus Psychology
- Hobbs HDL
- Wyatt Center
- Cuhien Memorial
- Peabody Admin
- Peabody Library
- One Magnolia Circle
- English Language Center
- 1202 18th
- Chestnut

Total No. Buildings: 32
Total GSF: 1,212,593
Average: 60.71

**ZONE 2**
- Vanderbilt Hall
- Barnard Hall
- Rainke Hall
- Mims Hall
- Kasam Hall
- Dyer Hall
- Currey Hall
- Hemingway Hall
- Alumni Hall
- Kirkland Hall
- Neely Auditorium
- Benson Old Central
- Calhoun Hall
- Garland Hall
- Farrow Hall
- Wilson Hall
- Law School
- Owen Graduate Mgmt
- Divinity Quad
- General Library
- 2N North

Total No. Buildings: 24
Total GSF: 1,463,054
Total Average: 43.1

**ZONE 3**
- CT East
- CT West
- McGill Hall
- Tolman Hall
- Cole Hall
- 14 - Fraternity Houses
- NPH Sororities
- Cumberland
- KG Potter Center
- Women's Center
- WSR Delphi
- Targey Building
- Admissions & Fin Aid
- Old Gym
- Sarratt Commons
- Rand Hall
- Bishop Johnson Center
- Vaughn House
- Power House
- Bryan Building
- Schuster Center Hilil

Total No. Buildings: 34
Total GSF: 902,460
Total Average: 33.5

**ZONE 4**
- Lupton House
- Seales House
- Stapleton House
- Vaughn House
- Market
- McTyeire Hall
- Keck FDN FEL Center
- Student Life
- Community Partnerships House
- Residence 7
- Biomedical NMR
- Buttrick Hall
- S/C Math
- S/C Lecture
- S/C Library
- S/C Science & Engineering
- S/C Physics/Astronomy
- S/C Chemistry
- S/C Molecular Biology
- Featheringill-Jacobs Hall
- Studio Arts Center
- Zertos

Total No. Buildings: 22
Total GSF: 1,182,223
Total Average: 97.1

**ZONE 5**
- Morgan House
- Lewis House
- Mayfield Place (5 buildings)
- Glenall Place (6 buildings)
- Blakey House
- Olin Hall
- Blair School of Music
- Police Building
- Music Rehearsal
- Library Annex Bldg
- Library Annex Rear
- McGuigan Complex
- Parmer Field House
- Student Recreation Center
- Outdoor Recreation
- Natchez Field
- Sports Club Field
- Capers Field
- IM Field
- Currey Tennis
- Memorial Gym
- BB Practice Complex
- Football Stadium
- Dudley Field
- Hawkins Field
- Baseball Field House
- Baseball Stadium
- LaCrosse Stadium
- Soccer/Lacrosse Field
- Dyer Observatory
- Dyer Residence
- Chancellor Residence

Total No. Buildings: 33
Total GSF: 1,273,994
Average: 129.15