



Service Level Agreement for Maintenance, Custodial, and Landscape Services

As of January 2025

Overview

Facilities Management and Development (FMD) provides services to ensure safe, functional, attractive, and sustainable facilities and infrastructure for the campus community. FMD values its partnerships with customers and is committed to providing excellent service, focusing on continuous improvement.

This Service Level Agreement (SLA) outlines the description of maintenance, custodial, and landscape services FMD provides to the Cal Poly campus and clarifies expectations regarding services from facilities.

Purpose

- To provide a governing document encompassing FMD maintenance, custodial, and landscape services offered to the Cal Poly campus.
- Establish a clear understanding of what campus customers can expect from FMD services related to maintenance, custodial, and landscape service.
- To clarify how different California State University (CSU) policies determine services and funding.

Routine Maintenance for State-Supported Facilities

FMD provides the ongoing routine, corrective, and preventative maintenance to keep state-supported structures, building systems, infrastructure, roads, and grounds in good repair and operating condition. FMD is responsible for maintaining state-owned building structure, envelope, building systems and core infrastructure supplying the building services. This includes:

- Maintaining utility infrastructure and building systems such as electrical, water, gas, sewer, heat, ventilation, air conditioning, storm drain, and various other plumbing systems.
- Maintenance of basic architectural components of campus buildings and grounds including foundations, walls, roofs, stairs, ceilings, floors, basements, doors, windows, wall and window coverings, hardware, sidewalks, and roads.
- Preventive maintenance includes inspection, adjustment, testing, analysis, and minor repair of components at scheduled intervals to ensure peak efficiency and minimal system deterioration and breakdowns.

Routine Maintenance for Non-State Supported Facilities

FMD can provide preventative maintenance on department equipment and/or non-state building systems on a chargeback basis. Special-use systems or department-purchased assets may also be maintained on a chargeback basis. This would include vehicles, department owned generators, window washing, etc.

FMD receives minimal funding for deferred maintenance and special repair projects. However, this funding is insufficient for major repairs or replacements, which require one-time funding from the University or external, non-state sources.

Non-Routine Corrective Maintenance

FMD performs corrective maintenance on state-owned building systems at no additional charge. Corrective maintenance on department equipment in state facilities is performed on a chargeback basis, upon request. For non-state facilities or department equipment, corrective maintenance is performed upon request on a chargeback basis. Typical costs may include labor, materials, equipment rentals, and any outside contracted services.

FMD is generally not financially responsible for maintaining department-specific or instructional equipment outside the basic building operation / systems. This includes, but is not limited to, utility feeds dedicated to department equipment used for purposes other than the building's core operation.

Exceptions to Standard Maintenance Responsibilities

There are a few historically established campus-wide exceptions, where FMD funds and maintains the following building systems and fixtures:

- Building fume hoods
- Boilers systems (with some exceptions such as Animal Nutrition Center 154B, Meat Processing Center 155, Performing Arts Center 6, Food Processing 24, and Beef Unit 16, which are chargeback services due to department-specific use)
- Walk-in refrigeration units installed as permanent fixtures
- Greenhouse glass window replacement (facility must be on the CSU systemwide Space and Facilities Database)
- Classroom window coverings
- Classroom clocks
- Built-in furniture and cabinetry
- State-provided fire extinguishers
- Water treatment systems for campus-wide utility loops (FMD does not maintain water treatment systems used solely for lab-specific needs)
- Compressed air systems for buildings with compressed air for HVAC controls