

## **BUILDING COORDINATOR PROGRAM**

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## **Building Coordinator Program Description**

The wide range of University programs and activities often require the coordination of building operations by various departments. Building coordination is most efficiently accomplished through the assignment of Building Coordinators. The Building Coordinator program helps to facilitate communications, support facility minor capital planning and renewal, and represent user needs within UNM facilities. As a partner with Facilities Management (FM), the Building Coordinators and their alternates represent the users and occupants of their buildings and serve as a resource to FM on matters related to facilities. Building Coordinators help to enhance and improve facility services on campus through their commitment to UNM and to the stewardship of our facilities.

Every building on campus should have a Building Coordinator. A Building Coordinator is a University employee who has a defined role in building maintenance, campus emergency, disaster preparedness, and building security. The Building Coordinator serves as a point of contact with FM for matters related to the condition of a building and its environment, such as electrical, plumbing, elevator, HVAC, grounds and custodial maintenance. A Building Coordinator should have a broad understanding of the activities of the department(s) housed within the building, and be familiar with the building, occupants, special equipment, labs and research areas, as well as with building entrances, access controls, and door and key systems. It is recommended that the Building Coordinator be a full-time employee with more than six months experience in their position at the time of designation and be on duty during regular business hours. An alternate Building Coordinator will perform the duties in the absence of the primary Building Coordinator. It is essential that either the primary or alternate Building Coordinator be physically located in the designated building or department.

### **Responsibilities of the Building Coordinator**

1. Serve as a building contact between occupants, essential service providers and emergency responders if an emergency occurs during regular working hours.
2. Act as coordinator for building occupants in implementing building emergency response and evacuation plans.
3. Work as a building liaison to other campus departments and units that provide support, assistance and input to emergency preparedness planning.
4. Serve as the primary communication liaison between institutional support services and building occupants.
5. Notify occupants of impending access interruptions to public areas or utilities in the building.
6. Be involved with renovation and construction work in the building that could affect occupants, energy conservation measures and other matters related to building operations.
7. Work directly with Safety and Risk Services (SRS) in matters of safety and the annual Fire Marshall inspection.
8. Work directly with the UNM Police Department in matters of safety and security in their building.
9. Work directly with Accessibility Services regarding ADA compliance issues in your building.
10. Periodically schedule time with FM to discuss specific problems or concerns within their assigned building.
11. Tour assigned buildings on a regular basis to help identify equipment and/or facilities problems and report issues like doors not closing or locking correctly, light bulbs not working, trash accumulation, pest issues, noxious odors, maintenance issues, water leaks or drainage concerns, etc.
12. Train an alternate to assume these duties when the primary coordinator is absent.
13. Attend the Building Coordinator meetings every semester and provide regular feedback to assist FM in improving services and communications.

## Contact List

All work requests should originate by calling the Facilities Management Work Control center at 277-1600 between the hours of 7:00 am – 4:30 pm, Monday through Friday, or by submitting an iService Desk request at <http://iservicedesk.unm.edu/>. If there is an after-hours issue that needs reporting, please call UNM Police at 277-2241 and the appropriate Facilities Management personnel will be contacted. For other inquiries, use the list below to find your point-of-contact depending on your needs or questions.

### AREA 1 – HOURS OF OPERATION 7:00 AM – 4:30 PM, MONDAY - FRIDAY

<i>Manager:</i> Edwin Trujillo	277-0100	edtrujillo@unm.edu
<i>Supervisor:</i> John DeMar	277-9996	jdgemar@unm.edu
<i>Supervisor:</i> Abdiel Yebra	277-4361	ayebra01@unm.edu

### AREA 2 - HOURS OF OPERATION 7:00 AM – 4:30 PM, MONDAY - FRIDAY

<i>Manager:</i> Leo Lucero	272-9002	LelLucero@salud.unm.edu
<i>Supervisor:</i> Andre Castillo	304-57117	ABCastillo@salud.unm.edu
<i>Supervisor:</i> Ron Baca	272-1191	rbaca05@unm.edu

### AREA 3 - HOURS OF OPERATION 7:00 AM – 4:30 PM, MONDAY – FRIDAY

<i>Manager:</i> Steven Dussart	277-6798	sdussart@unm.edu
<i>Supervisor:</i> Augustine Aragon	277-9381	aarago06@unm.edu
<i>Supervisor:</i> Dirk Coffman	277-9381	dcoffman@unm.edu

### AREA 4 - HOURS OF OPERATION 7:00 AM – 4:30 PM, MONDAY – FRIDAY

<i>Manager:</i> Joseph Lopez	277-3777	jgl1972@unm.edu
<i>Supervisor:</i> Noe Garcia	362-9270	chenoe@unm.edu
<i>Supervisor:</i> Kris Webb	277-3785	krwebb@unm.edu

## CUSTODIAL SERVICES - HOURS OF OPERATION 4:30 AM – 1:00 AM, MONDAY - FRIDAY

### **Main Campus**

<i>Operations Manager:</i> Victor Tovar	277-1814	vtovar@unm.edu
<i>Manager:</i> Lisa Reeder	277-1814	lisareeder@unm.edu
<i>Supervisor (East):</i> Brandon Coriz	313-1854	andrezmoya@unm.edu
<i>Supervisor (Central):</i> Erika Alas	277-9478	ealas01@unm.edu
<i>Supervisor (South):</i> Maria Pacheco	277-3496	npacheco@unm.edu
<i>Supervisor (North):</i> Paul Benavidez	277-5030	pablo212@unm.edu
<i>Supervisor (West):</i> Hazel Gallegos	277-6119	ppd097@unm.edu

### **HSC North Campus**

<i>Manager:</i> Michael Crocker	272-5083	msc7@unm.edu
<i>Supervisor:</i> Zaklina Zera	272-5030	zeraz@unm.edu
<i>Supervisor:</i> Ruben Tello	272-5030	rtello@unm.edu

## GROUNDS & LANDSCAPING – HOURS OF OPERATION 4:30 AM – 3:00 PM, MONDAY – FRIDAY *\*\*Unless otherwise specified*

<i>Manager:</i> Richard Schorr	277-0615	rschorr@unm.edu
<i>Supervisor (Arboriculture):</i> Alan Billau	277-1066	abillau@unm.edu
<i>Supervisor (Grounds):</i> Greg Brachle	277-1324	gbrachle@unm.edu
<i>Supervisor (Grounds):</i> Franklin Wittkofsky	350-9238	frankw@unm.edu
<i>Supervisor (Grounds):</i> Mark Russell	269-3467	mrsse01@unm.edu
<i>Supervisor (Automotive):</i> Tim L'Esperance <i>**8:00 am – 5:00 pm</i>	277-3650	tlesperance99@unm.edu
<i>Supervisor (Special Activities):</i> Nick Royle <i>**8:00 am - 4:00 pm</i>	277-7246	roylen@unm.edu
Rene Herrera (Pest Management) <i>**6:00 am – 2:30 pm</i>	277-1324	rherrera3@unm.edu

## RECYCLING – HOURS OF OPERATION 7:00 AM – 3:30 PM, MONDAY - FRIDAY

<i>Manager (Office of Sustainability):</i> Mary Clark	277-1142	lobosust@unm.edu
<i>Supervisor (Recycling):</i> John “Ski” Shaski	277-0842	ski@unm.edu

## UNM EMERGENCY PREPAREDNESS

<http://campussafety.unm.edu>

<http://loboalerts.unm.edu>

<http://loboguardian.unm.edu>

The University of New Mexico, Office of Emergency Management would like to offer the following general guidance for preparedness. We would be happy to explore these concepts in greater detail or provide additional training on these items or any other in the field of emergency management and preparedness.

1. **Emergency Preparedness** - Emergency preparedness begins at the lowest level - what should one do to prepare themselves? First, one must assess their surroundings - what hazards do I face? Next, they should outline a plan as to how to proceed in an emergency. Finally, they should acquire those necessary items to sustain themselves (food, water, medications, identification, money, telephone, etc.). One should follow the same steps anytime they enter a new environment. If this environment happens to be on campus for the next semester, then apply the previous steps.
  - a. **Personal Preparedness**
    - i. Know your surroundings
    - ii. Have a plan
    - iii. Have a kit
  - b. **Campus Preparedness**
    - i. Know your location
    - ii. Know evacuation plans
    - iii. Know how to contact UNM Police Department  
(505) 277-2241 or 911 from a campus phone
    - iv. Know where the nearest Blue Light phone is located
    - v. Know where the nearest fire alarm is located
    - vi. Know how to tell if the Campus is closed and what to do UNM Delays and Closures Hotline - (505) 277-SNOW
2. **In Case of Emergency** - If one encounters an emergency situation, they must first take care of themselves or they can be of no further benefit to anyone else. The UNM Police Department is available 24/7 and provides more than just emergency response. In addition to the items listed, they also house "lost and found," bicycle registration and finger printing, and can provide copies of Police Reports.
  - a. **If you come across an emergency situation, you should:**
    - i. **Step One:** Make yourself safe
    - ii. **Step Two:** Warn others of the situation
    - iii. **Step Three:** Call for assistance
  - b. **UNM Police Department**
    - i. (505) 277-2241, or 911 from a campus phone
    - ii. Available for emergencies, assistance or escort service.

3. **UNM Communications Systems** -The primary ways that UNM can provide emergency updates to students, faculty and staff are via these methods. Contact preferences and updates can be made at: <http://loboalerts.unm.edu>. If the Campus Warning System Siren sounds, one should follow the two simple steps listed below.

If one is in a building and doesn't hear the siren, that is not a problem - the main reason for use is to get people inside buildings. If you receive a text message or email, you should share the information with anyone nearby who does not have the information.

a. **LoboAlerts**

Update preferences at: <http://loboalerts.unm.edu>

- b. **Warning Siren System** -This system is tested at the beginning of each semester to help familiarize the campus community with the sounds. Tests are broadly announced in advance through the UNM Webpage, email messages and local notices. If you hear the siren and there has been no advance notification, assume it to be a real alert and take these two actions:

1. **Step One:** Seek shelter in the nearest building
2. **Step Two:** Seek additional information from:
  1. LoboAlerts
  2. UNM Web Page
  3. Local Media

4. **Shelter In Place** - In some instances, it is safer to shelter in place and wait for further instructions. Shelter in place orders are usually given to protect people from moving into an area where they could encounter danger. If you are instructed to Shelter in Place, then:

- a. Remain calm
- b. Move away from windows and glass.
- c. If available, take a radio or television with you to monitor the news.
- d. Lock the door and wait for further instructions.
- e. If possible, check for LoboAlerts or email alerts, or the UNM web page for updates and further instructions.
- f. Keep the telephone lines free for emergency information. Do not call 911 or the UNM Police Department for information. *However, if you are trapped or need assistance, please call 911 for assistance!*
- g. Don't leave your room until instructed by a Police Officer or authority figure.

5. **Additional Safety Precautions**

- a. Develop a phone call-tree for your department or residence hall.
- b. Practice your evacuation plans with friends and coworkers until everyone knows them well.
- c. Review and revise plans regularly to include new people and room changes.
- d. Share emergency alert information received from the TextMe or email alert systems with those who may not have received it.
- e. Update your emergency contact information through LoboWeb.

For further information please contact the UNM Office of Emergency Management:

**Byron Piatt, MPA, CEM**  
Emergency Manager (505)  
277-0330

[bpiatt@salud.unm.edu](mailto:bpiatt@salud.unm.edu)



## **Work Control and Service Requests**

### **Policy 5050: Section 2.1.2. Facilities Management Service Requests and Completion**

Requests for Facilities Management services should be submitted by completing an online I-service Request, <http://iservicedesk.unm.edu/>, or by calling 277-1600. Once a request is received, Facilities Management will assign a work order number and make a determination on whether the services will be classified as chargeable or non-chargeable.

If the request is determined to be chargeable, the department contact will be notified in writing and provided with a work order number and an estimate of the cost of the services. The estimates are non-binding and are intended to assist the department in determining whether it wants to authorize Facilities Management to proceed with performance. If the requesting department wishes to have the work order executed, it should reply to Facilities Management in writing and provide an index number and specific authorization to schedule and perform the services. When the service is performed, departments will be billed the actual cost of performing the services. This may include overtime labor rates if work is performed outside normal business hours. If the department disputes the determination that the services are chargeable, it should contact the Manager of Facilities and Maintenance. Facilities Management will automatically cancel the work order if departmental authorization to proceed has not been received within ten (10) working days.

Facilities Management will schedule work orders to meet the requirement of a specified completion date and time, and will notify departments if the services cannot be performed as requested. If a completion date is not specified, Facilities Management will schedule work orders in the order received.

Inquiries about work orders in process should be made by phone to the Facilities Management Work Control Center (277-1600) or by contacting your [Facilities Management Area Manager](#). The work order number will be required in order to respond to any inquiry.

## **Work Controls - iServiceDesk**

### **HOW TO SUBMIT A WORK REQUEST:**

Before going to the *iServiceDesk* webpage, have the following required information available:

- Building- If work requested is an outside area, then the nearest building
- Name- This person will be the primary customer contact for FM Techs
- Phone- This number should be for the primary contact
- E-mail- This e-mail address will receive status updates from *iServiceDesk*
- Repair Center- Your area's repair center (i.e. Area 1 Maintenance, Area 2 Maintenance, Area 3 Maintenance, or Area 4 Maintenance)
- Area- Location of the work in the Building (Select from list provided)
- Request- Description of problem or task. Please be *specific* with relevant details (i.e. Building Name, Rm#, (if there is not a room #, then compass location (i.e. N, E, S, W)), and the Problem)
- 

### **INSTRUCTIONS TO ACCESS ISERVICEDesk:**

- Internet Explorer, or other browser
- <https://iservicedesk.unm.edu>
- Under Work Request- Click Submit a Request
- Select your campus
- Select your building (buildings are arranged numerically in the dropdown)
- Complete the Work Request Form and click Submit
- You will receive an e-mail from *iServiceDesk* indication "Your request has been received by the Facilities Management Department and action is pending."



## **Custodial Services Emergencies**

The Custodial Services staff works seven days a week, 21 hours a day. To submit a request for services please contact the Facilities Management Work Control office at (505) 277-1600, or submit a request online at [servicedesk.unm.edu](https://servicedesk.unm.edu).

If you require emergency service or have a custodial question, you may call the Custodial offices Monday through Friday between the hours of 7:00 AM and 4:00 PM.

- Main Campus - (505) 277-1814
- Health Science Center (HSC) - (505) 272-0230

After hours emergencies can be reported by calling (505) 277-2241.

## **Clean and Sanitize Your Bottled Water Dispenser**

The Facilities Management Water Safety Committee recommends that bottled water dispensers be cleaned and sanitized at least every six months. We recommend using a commercially available bottled water dispenser cleaning solution. The following procedure is recommended by the International Bottled Water Association.

1. Disconnect the water dispenser power cord from the outlet.
2. Remove the bottle from your dispenser base and drain the reservoir through the cold water faucet into a bucket and discard. If there is ice in the reservoir, allow it to melt and then drain.
3. Remove the water guard or spill-free top from the cooler (pressure fit or twist-on).
4. Once the top is off, lift out the baffle, if present, (white plastic or stainless steel) from inside the reservoir.
5. Once the baffle is removed, locate the two holes in the bottom of the reservoir leading to the faucets. Note: In a hot/cold water cooler, the hole in the center is the hot water supply and must be plugged with a cork to prevent the cleaning solution from getting into the hot tank.
6. Clean and sanitize the water dispenser exterior and faucets with hot water and soap. Rinse and dry thoroughly.

### **IF YOU HAVE A HOT AND COLD COOLER:**

7. Use a commercially available bottled water dispenser cleaning solution and thoroughly clean all interior surfaces of the reservoir. Fill the dispenser reservoir with the cleaning solution and allow to sit for 5 minutes.
8. Drain the cleaning solution through the cold faucet and dry the inside of the reservoir.
9. Wipe the spill-free top and baffle with the cleaning solution and let it sit for 5 minutes, then rinse several times and air dry.
10. Fill the reservoir full of clean water and completely drain through the cold faucet. Repeat the draining process two more times to ensure complete removal of the cleaning solution (This will use approximately 3 total gallons of water).
11. Remove the hot tank cork and replace the spill-free top and baffle in the reservoir.
12. Place a full bottle on the dispenser and drain two cups of water from each faucet (hot, room temp, and cold). Always wipe the new bottle neck with a clean, damp cloth. Wipe the top of the dispenser, including the lip of the reservoir.
13. The dispenser drip tray is not a drain, but rather a basin to catch spills. It should be emptied and cleaned at least once per month. Remove the drip tray from the dispenser, clean with mild soap and water, rinse and replace.
14. Plug the dispenser back into the outlet and allow 30 minutes for water to reach cold and hot operating temperatures.
15. The Facilities Management Water Safety Committee requires that a record of the date the unit was cleaned and by whom, is kept on file.
16. Always keep full bottles standing upright and away from direct sunlight.



## RECYCLING SERVICES

Recycling *reduces* disposal costs, *conserves* precious resources and *builds* community. However, only materials with a *current*, *viable*, and *familiar* market will be collected.

### WHAT WE COLLECT:

Plastic Bottles and Metal Cans

Cardboard

Clean Paper

### WHAT WE DO NOT:

no **glass**, no **liquid**, no **food**, **oil** or **grease**

*flattened* only, no **plastic**, **foam**, **food**, **oil** or **grease**

no **plastic**, **food**, **oil** or **grease**

**Note:** Trash receptacles *should always be an option* wherever recycling is collected. Including prohibited and/or questionable items/material with the recycling adds to the processing cost and therefore puts the ENTIRE COLLECTION at risk of disposal.

### OTHER ITEMS WE COLLECT:

Toners

Batteries

Fluorescent bulbs

Wire (and other metal scrap)  
next page)

Glass bottles  
next page)

### WARNING:

(must be *re-packaged* and labelled as *recycling*)

(box or bag *separately* and label as *recycling*)

(must be in an approved box and labeled)

(collect separately and bring to drop off location – see

(collect separately and bring to drop off location – see

For labels and boxes, contact John Shaski at [ski@unm.edu](mailto:ski@unm.edu) or 277-0842

### PICK UP:

AVOID FEES by adhering to your building's schedule. Contact John Shaski at [ski@unm.edu](mailto:ski@unm.edu) or 277-0842 for latest schedule.

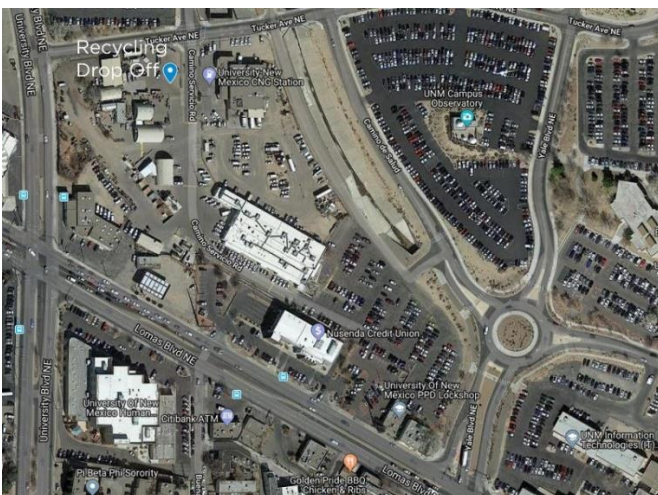
Requests submitted **WITHOUT** an **INDEX#** will be **CANCELLED**.

Submit requests via [iServicedesk.unm.edu](https://iservicedesk.unm.edu)

Fees for additional services (subject to change):

Circumstance	Fee
<b>Additional volume/bin</b> (overwhelms the available bin(s) AND is deemed to exceed day-to-day operations, i.e., remodeling, retirements, moves, storage recovery projects, updating, etc.)	\$25.00
<b>Additional date/time or sensitive location visits</b> , such as secure locations, return trips, unscheduled location stops.	\$25.00

Boxed and labeled items can be *dropped off* at the UNM Recycling Services Yard at 1818 Camino del Servicio. For labels and boxes, contact John Shaski at [ski@unm.edu](mailto:ski@unm.edu) or 277-0842



The Yard is open from 7a – 3p

- Cardboard
- Glass
- Scrap metal
- Books
- Plastic bottles
- Metal cans
- Fluorescent bulbs
- Batteries
- Toners
- Newspaper
- Office paper
- Junk mail
- Cereal board

Please request new/additional equipment via [iServicedesk.unm.edu](https://iservicedesk.unm.edu)

Requests submitted **WITHOUT** an **INDEX#** will be **CANCELLED**.

Fees for additional equipment (subject to change):

Item	Qty.	Purchase	Rent	Volume	Dimension (D x W x H)
Desk-side bin	ea.	\$8.00		3 gal.	12" x 8" x 12"
Medium bin	ea.	\$20.00		14 gal.	20" x 16" x 14"
Slim Jim	ea.	\$35.00		23 gal.	11.5" x 20" x 30.5"
Bottles and Cans	ea.	\$12.00		40 gal.	21" x 13" x 36"
Large bin	ea.	\$130.00	\$1.00	40 gal.	23" x 28" x 33"
Basket truck	ea.	\$279.00		180 gal	48" x 32" x 37"
Tilt truck	ea.	\$399.00		101 gal	57" x 28" x 39"
Can liner, roll	10 ea.	\$3.00		40 gal.	46" x 48"
Can liner, case	100 ea.	\$30.00		40 gal.	12" x 16" x 7"
Labor	1 hr.	\$40.20		n/a	n/a
Bulb box, 4'	ea.	\$3.50		n/a	8" x 8" x 50"
Bulb box, 8'	ea.	\$6.50		n/a	10" x 11" x 96"
Bulb box, Utube	ea.	\$5.00		n/a	24" x 16" x 24"





## **Guidelines for Outdoor Events at the University of New Mexico**

*(October 2018)*

All main campus exterior events at the University of New Mexico must be sanctioned through the Student Activities Center (SAC), except for those events held and scheduled on Johnson Field. SAC & Johnson Center representatives will assist in determining space requirements and grant permissions for the requested areas.

### **Student Activities Center (SAC)**

Phone: 505-277-4706

Fax: 505-277-2987

Email: [sac@unm.edu](mailto:sac@unm.edu)

### **Johnson Center / Field**

Phone: 505-277-0178

Fax: 505-277-4380

Email: [recsvcs@unm.edu](mailto:recsvcs@unm.edu)

Below are guidelines from the Facilities Management (FM) for exterior events and are for planning purposes only. Specific event questions and activities should be directed to the SAC and/or Johnson Center for additional requirements, clarification or for forwarding to the proper department.

1. No vehicles are allowed to drive on landscape surfaces. This includes activities for loading and unloading supplies and equipment. All vehicles must park on hardscape surfaces or roadways.
2. For events on the interior of campus, arrangements can be made to allow vehicle access to sidewalks on a limited basis and at limited times. This would include arranging for lowering of bollards at entry points. This option is very limited and prior arrangements with SAC and/or FM Grounds and Landscaping is required. The safety of pedestrian traffic is paramount and the convenience of allowing vehicle traffic onto campus will be heavily scrutinized.

### **Facilities Management, Grounds & Landscaping (G&L)**

Phone: 277-0615

3. No portable toilets shall be installed on landscape surfaces. Portable toilets must be installed in non-landscaped areas or on hardscape areas only. If portable toilets are to be left up overnight or longer, they must be secured to prevent being tipped over. In this case, they must be installed in dirt areas or on asphalt locations. FM Grounds and Landscaping staff will assist with location selection. Portable toilet vendors are responsible for securing.
4. The sponsoring organization is responsible for trash removal for their event. This includes any associated flyers or signage to promote the event. Trash may not be left in area trashcans. For student organization sanctioned events, trashcans with liners can be provided at no cost to the event, please contact FM Special Activities to request. Trashcans must be requested at least one week in advance and the sponsoring organization is responsible for servicing the cans, as well as, ensuring they are secured in the event of an overnight or weekend event. Trash pickup can be accommodated for

events by requesting a trailer, stake bed truck or trash trucks for your event. Request must be made at least one week in advance and fees are negotiable depending on volume of trash. Failure to police the area of the event and pick up litter and debris will result in extra charges to the sponsoring organization.

#### **Facilities Management, Special Activities (SA)**

Phone: 505-277-7246

5. FM Grounds and Landscaping staff must be notified prior to any tents being setup on campus. Small (10 foot by 10 foot) tents are available for rent from the FM Special Activities. Larger tents must be rented through Albuquerque Tents (505) 873-6190. All tents must be solid in color; no stripes. White is preferred. Striped tents and certain colored tents cause damage to lawn areas. Tents may not be setup for more than five (5) days. Tents are to be secured with water barrels, sand bags, or concrete blocks. Water sources can be made available however tent vendor must provide hoses. Stakes are not allowed except on large tents (50 feet by 50 feet or greater) and with prior approval. If staking is required, the tent vendor must call in a utility locating request to New Mexico One call at 811 a minimum of 48 hours prior to the tents being erected. FM Grounds & Landscaping staff will then mark all sprinkler heads in turf areas as well as known irrigation lines. However, if irrigation components or landscape features are damaged the sponsoring organization will be responsible for costs associated with repairs. Please also contact Safety & Risk Services (SRS) to determine other requirements and permits necessary for setting up tents on campus.

#### **Safety & Risk Services (SRS)**

Phone: 505-277-2753

Email: [srsweb@unm.edu](mailto:srsweb@unm.edu)

6. Tents, banners, lights or signs are not allowed to be attached to trees, light poles, signs, art work or other landscape features. Go to <http://sac.unm.edu/posting-guidelines.html> for a complete list of UNM posting guidelines.
7. Food vendors are not allowed to dispose of grease or cooking oil on site. Vendor must transport off-site for disposal. Charcoal for grilling must also be transported off-site for disposal. For further instructions on vendors, please consult the SAC.
8. No open flames are allowed under tree canopies or adjacent to vegetation and buildings. Please contact SRS to determine what other requirements and permits may be relevant.
9. If the event is scheduled for evening or weekend hours, the sponsoring organization should consider requesting that landscape irrigation be suspended prior to and during the event. This request should be made through the FM Grounds and Landscaping at 277-1600 or by submitting a work order in [iService](#), a minimum of (3) business days before the event.

## **Locks and Keys**

*(Based on Policy 5010: Key Authorization)*

### **1. GENERAL**

Security of University buildings and rooms is essential for the protection of individuals and University assets. To ensure security, the University Lock Shop is responsible for issuing keys and installing and maintaining locks for University facilities, vehicles, and equipment. All keys issued remain the property of the University of New Mexico. Keys for University facilities cannot be produced, duplicated, or obtained from any source other than the University Lock Shop. Unless otherwise stated in this policy, the term "key" includes electronic key cards and fobs (proximity chips).

Unauthorized possession, use, or reproduction of a University key may constitute theft or misappropriation of University property and lead to prosecution under NMSA 1978, § 30-14-2. Any employee who violates this policy may be subject to disciplinary action.

This policy applies to the Albuquerque campus, including the Science and Technology Park. Branch campuses have their own procedures for issuing keys and installing and maintaining locks.

### **2. ASSIGNMENT OF KEYS**

The Lock Shop may issue keys to authorized faculty, staff, and students. Student employees must provide proof of their titles and normally will be issued a key only for the room they are authorized to occupy. Employees will not be issued more than one (1) key with the same number.

The Director of Facilities Management may authorize the Lock Shop to issue keys to non-University employees who work for organizations affiliated with the University, including vendors, contractors, and consultants doing business with the University. Non-employees issued keys are subject to the same requirements as employees.

#### **2.1. Department Authorization**

Vice presidents, deans, assistant deans, directors, and department heads are responsible for determining which employees are issued keys. This authorization may be delegated in writing to a subordinate under the direct supervision of one of these administrators. These administrators or delegates should use good judgment when determining who needs keys. Keys should be issued only to individuals who have a legitimate need for a key. Master and sub-master keys are normally issued only to individuals who need access to buildings outside of regular building hours and special care should be taken when assigning these keys to students. Keys should not be authorized for on-call or temporary employees except under unusual circumstances.

Vice presidents, deans, assistant deans, directors, department heads, and their delegates may authorize keys only for their departments and are responsible for informing employees of their responsibilities as stated in Section 2.3. Administrators or delegates authorized to sign key authorization cards must have a signature card on file with the Lock Shop. This allows the Lock Shop to verify signatures on authorization cards. Rubber stamped signatures will not be accepted. It is prohibited to keep pre-signed, blank authorization cards within a department.

## **2.2. Authorization Card**

To obtain a key, employees must take a signed authorization card to the Lock Shop. A separate authorization card, containing original signatures, is required for each key issued. Authorization cards with changes on them will not be accepted. Keys cannot be authorized by telephone. Employees must show the Lock Shop a photo identification card (preferably a LoboCard) when picking up a key.

## **2.3. Employee Keys**

Employees may use University keys and key access cards for access to their assigned work areas and should lock doors when leaving their work area. Employees must ensure that keys and key codes are safeguarded and properly used. Keys must be returned to the Lock Shop in accordance with Section 3. Employees may not lend or exchange an assigned key or key code.

## **2.4. Residence Hall Keys**

Keys to residence halls and student family housing are subject to applicable sections of this policy and the administrative procedures of Residence Life and Student Housing. Keys and locks to residence hall facilities, student family apartments, and service areas of Residence Life and Student Housing are maintained by an in-house locksmith who works closely with the Lock Shop. Lost or stolen keys must be reported to the information desk at the residence hall or the student family housing office. The person assigned the key will be charged for re-keying:

- if the person cannot locate lost keys after a reasonable time, or
- if keys are not turned in when checking-out or changing residence.

Residence Life and Student Housing has its own fee structure for lost or stolen keys and for re-keying.

## **2.5. Departmental Keys**

Departmental keys may be issued to a department by submitting a memorandum on departmental letterhead to the Lock Shop. The memorandum must be signed by the applicable department head and contain the following information:

- Reason for an additional key.
- How the key will be checked in and out (the process for a person to check it out and how is it recorded and tracked)
- Where and how the key will be secured while not in use.
- Name or contact information for the responsible party if the key should become lost or stolen.

Each request will be evaluated by the Lock Shop and approved on an individual basis.

## **3. KEY RETURN**

Employees must return keys to the appropriate Lock Shop when:

- the keys are no longer needed;
- the employee changes departments;
- a supervisor requests the keys be returned; or
- the keys are unusable due to re-keying or remodeling.

New or replacement keys will not be issued to an employee until unused keys are returned or a lost key fee has been paid as stated in Section 4.1.

When there is a disciplinary problem, where a supervisor has reason to believe that an employee will not return the assigned key to the Lock Shop, the supervisor may request the employee to surrender the assigned key to the supervisor. The supervisor must give a receipt to the employee. The supervisor

should return the employee's assigned key with a copy of the receipt to the Lock Shop within one (1) working day.

Employees on extended leave, such as summer vacation or sabbatical leave, are encouraged to turn keys into the Lock Shop and have the keys reissued upon return.

### **3.1. Separation of Employment**

When employees leave the University, employees must return their keys to the Lock Shop and submit the appropriate signed separation checklist ([faculty](#) or [staff](#)) to their supervisor, department administrator, or the Payroll Department. For more information, refer to [UAP 3225 \("Separation of Employment"\)](#) and the appropriate employment center.

Separation checklists enable the University to verify that keys are returned. If an employee separates from the University without returning assigned keys, fees for lost keys may be deducted from the employee's last paycheck (see Section 6). If the fee is not withheld from the employee's last paycheck, the University has the right to pursue collection of the fee.

### **3.2. Students and Student Employees**

Students must return all assigned keys to the Lock Shop at the end of each spring semester and upon withdrawal, transfer, or graduation. Departments are responsible for ensuring that students return their keys. If a department believes a student has not returned a key, it should inform the Lock Shop immediately. If students need to retain their keys for the Summer, the cognizant dean or director must send written authorization to the Lock Shop before the end of the Spring semester. Students who do not return keys may be prohibited from registering for classes or receiving their transcripts and diplomas.

## **4. FACILITY SECURITY**

### **4.1. Lost or Stolen Keys**

Anyone finding a University key should turn it in to the Lock Shop. Individuals must immediately report lost or stolen keys to the Lock Shop, appropriate administrator or delegate, and the University Police Department. Fees for a lost or stolen key are charged to the individual responsible for the key (see Section 6).

To obtain a replacement key, an individual must bring a receipt for payment of the fee, a new authorization card, and a copy of the police report to the Lock Shop. Employees must show the Lock Shop their LoboCard or another form of photo identification. If the key is not to be reissued, the employee must bring a receipt for payment of the fee and a police report to the Lock Shop.

### **4.2. Re-keying**

When a key is lost or stolen, the administrator or delegate is responsible for deciding whether to re-key an area. If the area is not re-keyed, security may be compromised which could affect insurance coverage for any property reported missing in the future. The costs to re-key due to loss or theft may be charged to the individual responsible for the key.

### **4.3. Installation of Locks**

The Lock Shop must approve the installation of locks on University buildings. Private locks may not be used on University buildings. Departments will be charged for locks installed, removed, or re-keyed during a remodeling project.

## **5. VEHICLE AND EQUIPMENT KEYS**

### **5.1. Vehicle Keys**

Vice presidents, deans, assistant deans, directors, department heads, or administrative coordinators may request a vehicle key from the University Automotive Center. Departments will be charged for vehicle keys.

### **5.2. Equipment Keys**

If departments choose, they may request keys to University equipment, such as desks, file cabinets, or lab benches from the Lock Shop. The signed key authorization card must include the key number from the lock. If re-keying is necessary, departments will be charged for re-keying locks on equipment.

## **6. UNIVERSITY KEY FEES**

### **6.1. Lost or Stolen Keys**

In the event a key is lost, the individual responsible for the key must pay a fee to the University Cashier Department. There is a \$10.00 fee for each individual key and a \$25.00 fee for each master key. A department may not pay or waive this fee for the individual. The cost of replacing electronic key cards will be determined by the department that is responsible for the purchase of key cards. These fees will be refunded if the individual finds the lost or stolen key and returns the key to the Lock Shop.

There is no fee if a key is stolen and a police report is provided to the Lock Shop, but re-keying costs might be assessed to the individual responsible for the key under Section 4.2. However, anyone filing a false police report will be subject to discipline and/or criminal charges.

Residence Life and Student Housing has its own published policy on lost and stolen keys, which includes the fees that are assessed in such circumstances.

### **6.2. Broken Keys**

Broken keys will be replaced without charge if all the broken parts are returned to the appropriate Lock Shop.

### **6.3. Deposits**

Any key deposits currently held by the University will be refunded to employees upon separation from the University and return of the applicable key

### **6.4. Contractors**

There is a \$25.00 fee per key for all outside contractors performing duties on campus. The Director of Facilities Management may waive this fee for continuous service providers, such as the Veteran's Administration. The fee will be refunded when keys are returned to the Lock Shop at the completion of duties. The department contracting with the outside contractor shall verify that keys have been returned to the Lock Shop before authorizing final payment. The Planning, Design, and Construction Department shall verify that construction contractors have returned keys before authorizing final payment. The cost of re-keying may be withheld from the University's final payment for those outside contractors who do not return University keys.

## **7. ELECTRONIC KEY CARD SECURITY SYSTEMS**

Departments may decide to install an electronic security system for the protection of specialized facilities, such as biomedical research facilities, telecommunication facilities, animal research facilities, or computer rooms. The purchase and installation of such systems must be approved and coordinated with the Facilities Management Department. Facilities Management will ensure compliance with safety and security requirements, including the provisions of this policy.

## **8. SCIENCE AND TECHNOLOGY PARK**

The Real Estate Office, through its Property Management Office in the Science and Technology located at 851 University Blvd., Suite 202, coordinates with the Lock Shop for the issuance of keys and access cards for facilities located in the Science and Technology Park. In addition to University employees and students, keys may be issued to employees and tenants leasing space in the Park. These individuals are subject to all the requirements listed in this policy with the following additions.

### **8.1. Key and Access Card Authorization**

Senior management of organizations leasing space in the Science and Technology Park must authorize keys and access cards for the leased space under the provision of Section 2. Authorization sheets are used instead of authorization cards. Authorized individuals will have access capability added to their Lobo Card. Individuals who do not have a Lobo Card (such as tenants) will be issued a white access card. Access cards will be returned to the Property Management Office when they are no longer needed or the individual is no longer authorized to have building access.

## **9. EMERGENCIES**

In cases of emergencies, employees can enter a building and/or office by contacting the University Police Department. The Lock Shop will not open locked doors.

## **10. EXCEPTIONS**

Any exceptions to this policy must be approved in writing by the Director of Facilities Management. When requesting an exception, the administrator or delegate should include department procedures designed to ensure key security. The administrator or delegate will take a copy of the approved procedure to the Lock Shop to obtain a key.

# **Administrative Policies and Procedures Manual - Policy 5050: Facility Maintenance, Repair, and Alteration**

Date Originally Issued: 01-04-2018

Authorized by [RPM 7.9 \("Property Management"\)](#)

Process Owner: Associate Vice President for Institutional Support Services

## **1. GENERAL**

This policy defines institutional and departmental responsibilities relating to University facility maintenance, repair, and alterations. To ensure adherence to UNM standards and regulatory requirements for health and safety, the University employs a professional staff dedicated to the effective planning, construction, and operation of all campus facilities. The construction, maintenance, repair, and alteration of University facilities shall not be performed by non-authorized employees, students, or volunteers.

Unless otherwise authorized in this policy, only the Facilities Management Department and Planning, Design, and Construction (PDC) can authorize facilities work at UNM's Albuquerque Campuses and the UNM West campus. Individuals wishing to perform facilities work at branch or off-campus facilities should consult the appropriate administrators at those locations. Any facilities work authorized by administrators of branch or off-campus facilities must conform to local codes and University standards.

All facilities work must be done in accordance with Title II and accessible design/ADA standards.

For the purpose of this policy, "facilities work" is defined as any work that modifies campus buildings or grounds (such as replacing, modifying, relocating, removing, or painting doors, walls, windows, shelving, or flooring; the alteration or penetration of corridors or ceilings; adding on to or dividing existing space; and work on any building utility system).

Additional information on facility maintenance, services, and standards may be found on the Facilities Management (<http://fm.unm.edu>) and PDC (<http://pdc.unm.edu>) websites.

## **2. INSTITUTIONAL RESPONSIBILITIES**

The University provides basic facility services, such as custodial services, waste disposal, recycling and building maintenance and repair, through Facilities Management and PDC. These services may be without charge or chargeable, depending on the unit and source of funding. The University also has funding for minor repairs and improvements, covering basic building renewal and safety projects. Some central funds are targeted for improving access accommodations. Alterations work on components and systems of University facilities (buildings and grounds) must be coordinated or performed by either Facilities Management or PDC, depending on project scope. This includes gifts in place (in-kind donations) and foundation supported contracts, and ensures compliance with applicable codes and University requirements.

### **2.1. Facilities Management Department**

The primary mission of Facilities Management is to perform the essential maintenance, repair, and minor alteration services necessary to make and keep the University's campuses operational, safe, and in compliance with legal requirements set forth in law or code and UNM standards.

These services are provided without charge to UNM programs or departmental budgets that are classified as Instructional and General (I&G). Priority for non-chargeable services is given first to building infrastructure, then common use areas, then specific departments or units.

Facilities Management may provide other services that are chargeable, within time and resource constraints. This includes services for units that are not classified as I&G (such as auxiliary or research), student organizations, or other chargeable requests by staff and faculty in departments. Such services will be charged to the requesting program, department, or student organization. Examples of chargeable services include:

- installation of personal property (such as framed pictures or documents)
- non-standard classroom configurations, and
- installation of fixed and non-fixed equipment in spaces not classified as I&G (such as fume hoods and biosafety cabinets in research areas).

Goods and services acquired from outside contractors must be handled and installed in accordance with this policy. This includes maintenance and repair of items ordered through the Purchasing Department, which require installation or which impact building systems.

### 2.1.2. Facilities Management Service Requests and Completion

Requests for Facilities Management services should be submitted by completing an online I-service Request, <http://iservicedesk.unm.edu/>, or by calling 277-1600. Once a request is received, Facilities Management will assign a work order number and make a determination on whether the services will be classified as chargeable or non-chargeable.

If the request is determined to be chargeable, the department contact will be notified in writing and provided with a work order number and an estimate of the cost of the services. The estimates are non-binding and are intended to assist the department in determining whether it wants to authorize Facilities Management to proceed with performance. If the requesting department wishes to have the work order executed, it should reply to Facilities Management in writing and provide an index number and specific authorization to schedule and perform the services. When the service is performed, departments will be billed the actual cost of performing the services. This may include overtime labor rates if work is performed outside normal business hours. If the department disputes the determination that the services are chargeable, it should contact the Manager of Facilities and Maintenance. Facilities Management will automatically cancel the work order if departmental authorization to proceed has not been received within ten (10) working days.

Facilities Management will schedule work orders to meet the requirement of a specified completion date and time, and will notify departments if the services cannot be performed as requested. If a completion date is not specified, Facilities Management will schedule work orders in the order received.

Inquiries about work orders in process should be made by phone to the Facilities Management Work Control Center (277-1600) or by contacting your [Facilities Management Area Manager](#). The work order number will be required in order to respond to any inquiry.

## 2.2. Planning, Design, and Construction

PDC facilitates best practices in project development, management, and construction for the University and provides comprehensive guidance related to the institution's built environment. This includes campus master planning, programming, design development, building efforts, and best design practices. Project requests may be submitted online at [goto.unm.edu/project](http://goto.unm.edu/project) intake. Prior to initiating a project request, individuals shall consult with the appropriate department administrator to determine specific department policies and procedures for requesting facilities work.

## 3. DEPARTMENTAL RESPONSIBILITIES

Facilities and space are allocated in accordance with [UAP 5020 \("Allocation and Assignment of Space"\)](#). Deans, directors, and department heads are responsible for ensuring that space is used for the purposes assigned, and used in ways that promote the health and safety of all who use or visit the department's facilities.

All members of the University community have a responsibility to treat campus facilities with care; to avoid any actions that create dangerous, hazardous, unsafe, or unhealthful conditions; and to report any such conditions that they may see. The University relies on department heads and supervisors to inform and educate the students, faculty, staff, and visitors to department facilities about their use. Department responsibilities include:

- Authorizing access to space in restricted or secured areas and after hours;
- Having unit emergency plans, disaster mitigation and recovery plans, and identifying unit responsibilities for the safe storage, handling, and disposal of hazardous materials; and
- Following all University policies and procedures for facility alterations, maintenance, and repair, including this policy.

### **3.1. Departmental Maintenance Staff**

Departments, primarily self-sustaining units (such as Residence Life and Student Housing, Athletics, Student Union Building, Popejoy Hall, UNM Bookstore, and Science and Technology Park) that have, or intend to have, staff hired specifically for departmental maintenance and small alteration tasks, must have a memorandum of understanding with Facilities Management. Those agreements must be periodically reviewed, to ensure that the work accomplished by these units does not exceed what can be done safely and in compliance with applicable regulatory codes. These agreements do not negate the department's responsibility to comply with UNM standards; environmental, safety, and health regulations; and permitting processes.

The Real Estate Department handles proposed alterations in leased spaces as well as spaces managed by that office. Parking and Transportation Services is responsible for lot maintenance and related services.

## **4. VIOLATIONS**

Departments that violate this policy, whether with paid staff or volunteers or using an outside contractor, will be responsible for all costs associated with bringing work into compliance with University standards. Any fees, fines, or penalties that are assessed for violations of public codes and requirements are also the responsibility of the department. Individuals violating this policy may be subject to disciplinary action.

## **5. EXCEPTIONS**

Exceptions to this policy will require advance written approval from the Executive Director for Institutional Support Services, after those requests have gone through the intake process (see Section 2.2). Approval generally will be given for simple projects that can be completed safely with minimum risk of injury.

## **6. REFERENCES**

[UAP 5020 \("Allocation and Assignment of Space"\)](#)  
[Facilities Management Department](#)  
[Planning, Design, and Construction](#)