Overview of
Facilities Services Charges

Facilities Services Operations
02/14/2024

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Introduction

The purpose of this guide is to explain how and why Facilities Services related charges to departments appear on the Account Analysis reports.

Our Mission:

To provide a physical campus environment that supports the University's needs and mission.

Our Vision

We are always here and doing our best to provide solutions.

Guide Overview

When you request work or a service from Facilities Services Operations, sometimes your unit/department will incur a charge. Understanding why and the amount, as well as when or how you are billed can be confusing for requestors and administrators. We will explain what work and services are billable, when a unit or department may be exempt from costs associated with each, and how to read charges that show in the Account Analysis report that were issued for Facilities Services Operations work.

Technology and Systems Access Required

To view charges to your unit/department, you will need to obtain an Account Analysis report from your budget analyst. The Account Analysis reports are sent out by your budget analyst usually in the middle of the following month after a particular month is closed.

General Knowledge/Helpful Learning

For general information about General Ledger and Chart of Accounts go to:

General Ledger and Chart Of Accounts

When are Charges Incurred for Services

There are 2 distinct groups when it comes to maintenance costs for buildings, Academic units, Administration units and Ancillary units, each is explained below.

Academic, Administration Units	Ancillary Units
Non-ancillary units do not incur a charge for routine maintenance such as regular caretaking or servicing of heating/cooling systems.	**Ancillary** Units do incur charges for all building maintenance, including routine or specialized work, such as all caretaking (either regular or specialized caretaking for an event), service to heating/cooling systems, renovations, installations, etc.
Academic units and Administration units do incur a charge for any non-routine maintenance, such as maintaining specialized (non-standard) equipment, installing additional outlets, cosmetic improvements, and additional caretaking requests for an event or caretaking services above and beyond normal duties.	

Services and Funding Sources – this link shows a listing which can provide further insight whether the funding source is a "chargeback" to your department or a "cost allocation" for routine work. (See **Appendix**)

Another way to know if your unit/department incurs charges for routine building maintenance is to look at the fund number for the unit/department.

If it is:
- **Fund 01** will not typically be charged for routine building or equipment maintenance.
- **Fund 03** is used for Ancillary Units, and they do incur charges.
- **Fund 09** is used for Agency Trusts, and they do incur charges.

Determining the Cost of Billable Work or Service

There are 2 methods used to determine the cost of work or a service, each one is outlined below. The one utilized will depend on the scope of the work or service being requested.

For:
A. A general sense of the hourly rates:
   Can be found on the current: Charge Out Rate Listing

Note: Rates charged are below industry standard labour charges as FS Operations does not build in a profit margin.

Charge out rates are determined using the following calculation:

Job Classification	Per employee per job classification						Total Direct Costs	Number of employees per category	Total Direct Costs	W Overhead Expense Caretaking & Grounds	X Overhead Expense Trades and stores	Y Overhead Expense ECC Plant	Total Direct and Indirect Cost	Regular Time Charge Out Rate
	weekly hours	Yearly Hours	Hourl y Rate	Yearly Billable Hours	Annual Salary yyyy/mm	Annual Benefits yyyy/mm								
						24%				10.46%	6.58%	16%		
										F = W * C where V = "C"	G = X * C where V = "T"	H = Y * C where V = "I"		
			U	A	B	C = A + B	D	E = C * D					I = C+F+G+H	J = I/U

B. For basic work/service requests: contact repair@uwindsor.ca, enter a work request in Azzier, or call 519-253-3000 ext. 2850.
   a. Provide the building name and room number where the work or service is to be performed.
   b. Outline the service/work needed and ask if it is billable or not billable.
      i. If you are asked for an account number, this indicates that there will be a charge.
      ii. For Azzier requests, you must enter your account number when a work request is submitted. If it is not billable, the account number provided will be removed and you will not be charged.
         1. If you are unsure whether it will be charged or not, once you get an email stating your work request has been approved, and a work order has been assigned, you can call ext. 2850 or email repair@uwindsor.ca referencing the work order number to ask if the request is billable or not billable.

In most cases, your departmental requestor or designate should have access to Azzier to enter work requests directly into the system.

If you or your departmental requestor do not have access to Azzier, an email request should be sent to repair@uwindsor.ca for non-urgent requests. An email template can be found on the Facility Services website at the bottom of the page (if using the template, copy and paste into an email – do not attach the word document to the request). To streamline the process, and avoid multiple requests for the same work, please report issues to your departmental requestor or designate so they can send an email to repair. If you choose not to use the template, please provide the following information in your email:
- Requesting Faculty/Department
- Account Number for Billing
- Requester Name and Extension
- Description of Work Request
- Service Location (Building, Floor, Room#)
- Request Details (Specific date/times, H&S Concerns, Accessibility Impacts)
- Service Trade Type Requested

C. To request a quote:

Enter a work request directly into Azzier with the words "QUOTE ONLY" in the description box or send an email to repair@uwindsor.ca requesting a quote for work.

Quote Process:

Depending on the nature and complexity of the work, a supervisor or manager will consult with internal trades and/or outside contractors to determine the amount of work involved and come up with an estimated cost for the work. On the quote, you can expect to see the following:

Will Include	Will Include at least [1] of the following:
10% Contingency fee	Labour costs
10% Administration & Management fee	Contractor costs
	Supplies/Parts costs

- Quotes are only valid for **30 days**, as quotes obtained from external sources expire and change after 30 days or less.
- Once a quote is issued, it will be sent by the supervisor/manager to the requestor. Once the requestor approves, they must provide an account number prior to the start of the work and a work order will be generated (if not already done).
- Only the actual cost of the work will be charged. If the cost exceeds the quote amount, only the quote amount will be charged unless agreed to by the requester.
- Upon request, a detailed breakdown of costs charged will be provided by emailing fac-admin@uwindsor.ca

Facility Services Operations Zoning Structure and Work Order Triage.
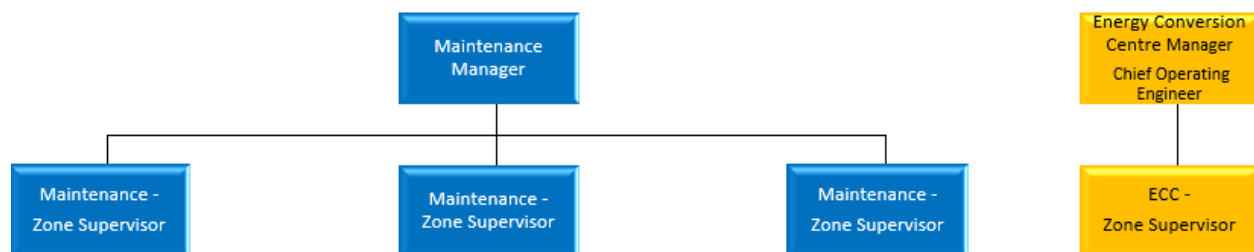
Facility Services Operations will attempt to respond to client requests for support as quickly as possible, prioritizing urgent or emergency requests. All requests will be prioritized by the Area Manager and/or Zone Supervisor to be dealt with immediately given the resources/labour force to complete the necessary work.

As repair requests come in (via website, phone, email) they are triaged and assigned a priority when inputted into our CMMS through dispatch. They are then reviewed and prioritized by either the Area Manager or Zone Supervisors who dispatch the appropriate trade employees.

Services Offered

Facility Services Operations provides several services to the campus community which include the following divisions:

Operations Administration:

Regular Hours of Operation: Mon-Fri, 7:30am-4:00pm

- Approximately 15,000 work orders are processed annually using our Computerized Maintenance Management System (CMMS) Azzier.
- Azzier is used to track the status of work orders and invoices are processed through FIS then recorded on corresponding work orders.
- Report KPIs, Work Order status, and financial position.
- Dispatch Services working with "Repair" to liaison with the Facility Services Supervisors/Manager coordinating the trades staff to complete work order requests across campus.
- Interior Signage Requests (room numbers, nameplates, wayfinding boards, directories, etc.)
- Provide cost information and service support to client areas.

Maintenance Services:

Regular Hours of Operation: Mon-Fri, 7:30am-4:00pm

- Provides services to plan, operate, and maintain the buildings, and infrastructure to standards that are sustainable and supportive of education and research.
- Coordination of our trades staff across campus, offering plumbing, electrical, and carpentry services.
- On Demand Work Order Services (requests).
- PM - Preventative Maintenance Services across campus.
- Fire Protection System Management, including preventative maintenance and testing.
- Elevator Maintenance Services, including preventative maintenance and testing.
- Emergency Response.

Custodial Services:

Regular Hours of Operation: All Days & Hours 24/7

- Custodial cleaning of all spaces.
- Waste removal & Recycling.
- Pest control and monitoring.
- Event Setup and Breakdown.
- Furniture Delivery & Moving
- Emergency Response.
- Additional Services Provided at Cost: Special Event/Project cleaning, Non-University Event setups, etc.

University of Windsor

Energy Conversion Centre:

Regular Hours of Operation: All Days & Hours 24/7

- Service to HVAC systems, heating & cooling, as well as air quality is services.
- Provide steam for heating and domestic hot water.
- Provide chilled water for cooling.
- Provide a portion of campus electrical consumption.
- Provide compressed air for buildings systems and laboratories.
- Emergency Response.

Grounds Services:

Regular Hours of Operation: Mon-Fri, 7:00am-3:30pm

- Landscape design and maintenance.
- Snow removal and salting.
- Emergency Response.
- Recycling and waste management.
- Maintenance of turf areas.
- Maintenance of Living Walls.
- Exterior event setups.
- Special planting requests (provided at cost).
- Special event setups (provided at cost).

Key and Access Controls:

Regular Hours of Operation: Mon, Tues, Thurs, Fri: 8:00am-12:00pm and 1:00pm-3:45pm
(Closed on Wednesdays)

- Provides Faculty, Students, Staff, and Contractors secure access to buildings and rooms across Campus, including all off-site locations such as the downtown buildings. Key Control liaisons with our campus clients to provide the appropriate type of access service to fulfill their request.
- Using our computerized request interface through the online request portal we process requests to create physical stock keys as well as FOB/Access Cards to Faculty, Students, Staff, and Contractors.
- Additional Services Provided at Cost: Pinning cylinders, Programming doors for swipe card locks, Lock changes (per department request).

Mail and Distribution Services:

Distribution Regular Hours of Operation: Mon-Fri, 8:00am-3:45pm.
(1:45pm-3:45pm for pickup of parcels and courier services)

- Centralized mail service to assist and serve various Departments, Faculty, Staff, and Students across Campus including Downtown locations.
- Canada Post mail and packages student and staff shipments.
- Internal campus mail processing.
- IUTS Intra University Mail Service.

Shipping & Receiving Services:

Regular Hours of Operation:

Mon-Fri, 7:30am-3:50pm (see below for closed times)

Closed Periods:

8:55am-9:15am

11:50am-12:30pm

1:55pm-2:15pm

- Centralized service established to assist and serve the various Departments across Campus including Downtown locations.
- Shipping & Receiving provides efficient receiving, sorting, and delivery of incoming parcels from all third-party couriers.
- Courier and freight shipments.
- Perishable items, and gas tank transfers.
- Package inquiries and tracking.
- Special instructions/arrangements for parcels, deliveries, etc.
- Move Requests – from Repair.

Financial Life Cycle of a Billable Work or Service

Flowchart of Facility Services Operation Work Requests

The flowchart below shows the entire lifecycle of a billable work/service. The yellow boxes show the initiation of the work/service, the blue boxes show the financial steps.
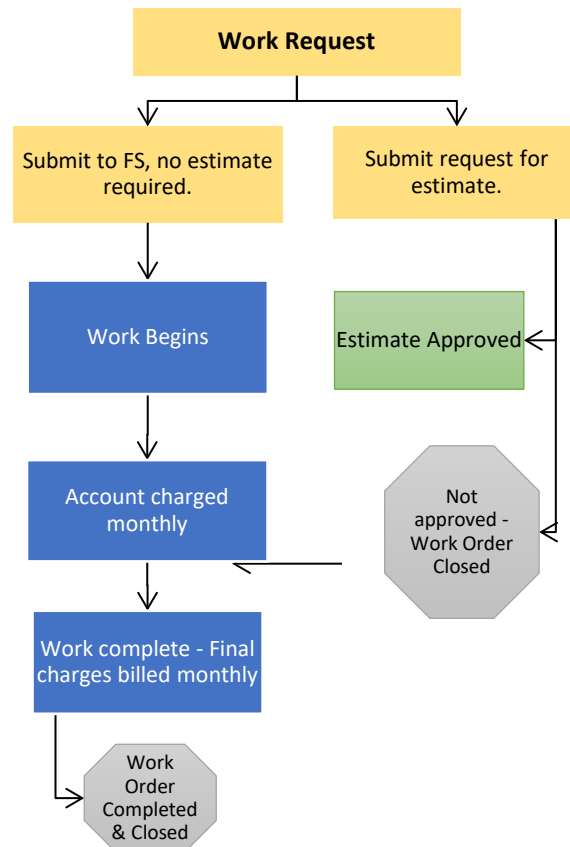
Overview

All billable work or services performed by Facility Services Operations is charged monthly using an account number. All charges are processed on a monthly basis and are posted to the GL. Once the GL is closed for the month, you or someone in your department will receive an account analysis report from your budget analyst.

Work Requests

Work orders are issued for all work/service requests and are submitted electronically through Azzier by the requestor as previously described.

- At the time of the request an account is provided, and charges are put through at the end of each month.
- The charges that show up on your account analysis report are for charges/expenses that occurred in the previous month for one work order.
  - For example, a work order was opened March 28 for an electrician to install a new outlet. An electrician may need to come out to review the location where a new outlet will be installed and then return the next day to do the install. This will result in 2 entries on the work order but only the **total cost** of the labour, material, and/or services used in the month of March will show on your Account Analysis report. Since the work order was opened was close to month end, material or service charges may not be entered on the same work order until the following month.

How Work Order Charges Appear in the Account Analysis Report

To view costs associated with a work order you need to view the Account Analysis report for the account/project being charged.

1. Review the Line Description column for the charge you are investigating:

ORACLE
UW CAD

Account Analysis Report

Report Date   01-Mar-2024 11:15 AM
Page   1 of 1

Ledger Name	UW CAD		Ledger Currency	CAD		Balance Type	Actual

Account   01.XXXX.XXXXX.000000.72320.000.00.000

Description   Operating Fund.TEST.TEST.NA - Default.Internal Expense Maintenance and Repairs.NA - Default.NA - Default.NA - Default

					Beginning Balance for Period Jan-24	1,737.71	0.00

Source	Category	GL Date	Event Class	Transaction Number	Line Description	Debit	Credit
UW Workorder	UW Internal Expenses	01-Jan-2024			Journal Import 5564592:-Trade:CP-Building: Lambton Tower (Caution Mca)-Room:N/A-456337-NAME PLATE/DOOR SIGN INSTALL NAME PLATES: HOLDERS NOT REQ.	154.64	0.00
UW Workorder	UW Internal Expenses	01-Jan-2024			Journal Import 5564592:-Trade:CP-Building: Lambton Tower (Caution Mca)-Room:10109-457156-DESK KEY LOST - OPEN DESK. JI @ 10:50 AM, 1/31/24	97.17	0.00
					Total for Period	251.81	0.00
					Ending Balance for Period Jan-24	1,989.52	0.00
					Total for Account	1,989.52	0.00
					Total for Ledger	1,989.52	0.00

In the line description you will find the Trade, Building, Work Order number, and the description of the work/request.

2. If you are still uncertain what a charge is for after reviewing the columns or would like a breakdown of the total cost:
    a. Contact Facility Service Operations' Office Coordinator by emailing fac-admin@uwindsor.ca
        i. Reference the work order, account number, and debit amount in the email. A copy of the account analysis is helpful.

NOTE: Azzier will only send notification when a work order is closed if the client entered the work request directly through Azzier. This lets the customer know the final charges have come through. Occasionally, another charge may come through if not all work has been submitted for the request.

Azzier Notifications

If you enter requests directly through Azzier, you will receive an email notification when a status change has taken place. NOTE: if you are NOT receiving notifications, email fac-admin@uwindsor.ca to turn your email notifications on (for requests entered directly in Azzier only).

1. You will receive an email with the work order number one your request has been approved. Use must use the work order number when inquiring about a work order.
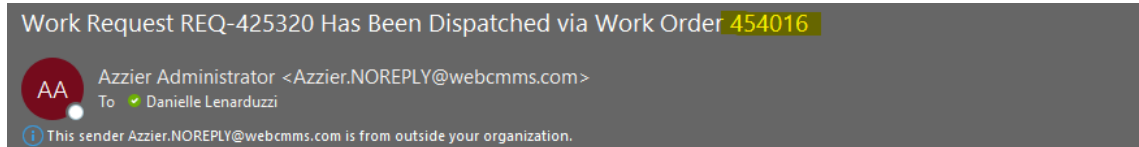
2. You will receive an email when the status is changed from "APPR" (approved) to any of the following:
    a. **WORKERCOMPLETE:** Trades have completed the work.

Work Request REQ-425320 Has Been Set to Status "Workercompleted," via Work Order 454016

Azzier Administrator <Azzier.NOREPLY@webcmms.com>
To ✓ Cheryl D'Alimonte; ✓ Danielle Lenarduzzi

Fri 3/1/2024 12:15 PM

This sender Azzier.NOREPLY@webcmms.com is from outside your organization.

This is an automatic email notification from Webwork Azzier.

Your Work Request "REQ-425320" has been set to status "Workercompleted" via Work Order 454016.

Location:
Equipment: MAIN-02
Open Date: 03/01/2024
Status: CLOSE
Assigned to:

Description of Work:
TEST TEST TEST

Please don't reply to this system-generated email.
If you received this by mistake, please contact Maintenance.

b. **COMP:** Work is complete by outside contractor but has not been invoiced yet or additional charges are still to be added to the work order.

Azzier Notification - Work Order #: 454016

Azzier Administrator <Azzier.NOREPLY@webcmms.com>
To ✓ Danielle Lenarduzzi

Fri 3/1/2024 12:16 PM

This sender Azzier.NOREPLY@webcmms.com is from outside your organization.

[You don't often get email from azzier.noreply@webcmms.com. Learn why this is important at https://aka.ms/LearnAboutSenderIdentification]

This is an automatic email notification from Azzier system.
454016 - is complete.
Open Date: 03/01/2024
Target Date:
Status: COMP
Priority: 3
Location: Maintenance Building
Equipment: OFFICE
Assigned to:
Supervisor:
Request Description:
TEST TEST TEST
Completion Note:
COMPLETE

c. **CLOSE:** Work is completed & all charges have been entered.

Work Request REQ-425320 Has Been Set to Status "Close," via Work Order 454016

AA   Azzier Administrator <Azzier.NOREPLY@webcmms.com>

To ✓ Danielle Lenarduzzi

← Reply   ← Reply All   → Forward

Fri 3/1/2024 12:16 PM

ⓘ This sender Azzier.NOREPLY@webcmms.com is from outside your organization.

[You don't often get email from azzier.noreply@webcmms.com. Learn why this is important at https://aka.ms/LearnAboutSenderIdentification]

This is an automatic email notification from Webwork Azzier.

Your Work Request "REQ-425320" has been set to status "Close" via Work Order 454016.

Location:
Equipment: MAIN-02
Open Date: 03/01/2024
Status: CLOSE
Assigned to:

Description of Work:
TEST TEST TEST

Please don't reply to this system-generated email.
If you received this by mistake, please contact Maintenance.

Facility Services - Service Level Agreement
Appendix A
Services & Funding Sources

Item	Description	Funding Source
A.	**Transportation and Logistics Support**	
1	Solid waste and recycling materials management	Cost Allocation
2	Inter-office mail processing	Cost Allocation
3	Postal mailing service, including bulk	Chargeback
4	Office relocations and moves	Chargeback
5	Surplus property removal or delivery from warehouse	Chargeback
6	Sports and band equipment transportation	Chargeback
7	Special event support, including set-ups and breakdowns, and delivery/set-up of equipment	Chargeback
8	Athletic field event support and indoor sports facility set-ups and breakdowns	Chargeback
9	Rental of special event equipment	Chargeback
B.	**Grounds Maintenance**	
1	Campus-wide snow and ice removal, including plowing of snow, salting of steps and walkways, and concentrated service in all entrance areas	Cost Allocation
2	Lawn maintenance and recycling of landscape debris	Cost Allocation
3	Herbicide and pesticide spraying on campus grounds	Cost Allocation
4	Trimming of trees, pruning of bushes, hedges, ivy, etc., planting of seasonal flowers and trees	Cost Allocation
5	Authorized dedication tree planting	Chargeback
6	Interior plant maintenance	Chargeback
7	Removal of exterior trash and debris across campus (7 days per week), including emptying of outdoor campus trash and recycling collectors	Cost Allocation
8	Daily street and sidewalk sweeping, and weekly storm drain and inlet cleaning	Cost Allocation
9	Pressure washing of hardscape, and interior and exterior graffiti removal	Cost Allocation
10	Special event related pressure washing, if beyond normal services	Chargeback
11	General athletic field maintenance	Cost Allocation
12	Event Setup	Chargeback
C.	**Custodial Services**	
1	Ongoing policing of all public areas during building business hours	Cost Allocation
2	Policing of restrooms, and replenishing of paper products during building business hours	Cost Allocation
3	Cleaning of spills throughout campus buildings during business hours	Cost Allocation
4	Routine cleaning of offices: vacuuming of carpets, mopping of hard floor surfaces, dusting, and wiping of available horizontal surfaces	Cost Allocation
5	Scheduled trash and recycling removal from interior building spaces	Cost Allocation
6	Nightly cleaning of all public areas: hallways, lounges, lobbies, and available horizontal surfaces	Cost Allocation
7	Nightly cleaning of classrooms; includes floor-care, washing of whiteboards or chalk boards, removal of spills and graffiti from furniture, and rearrangement of classroom seating	Cost Allocation
8	Nightly detailed cleaning of all restrooms/locker rooms and replenishing of all products	Cost Allocation
9	Special cleaning requests of an area above and beyond normal scheduled cleaning (e.g., athletic recruitment weekends)	Chargeback
10	Hard floor maintenance in public areas, classrooms, locker rooms, restrooms	Cost Allocation
11	Window treatment repair or replacement in public areas and classrooms	Cost Allocation
12	Window treatment replacement requested in private offices	Chargeback
13	Scheduled vacuuming and shampooing of carpet in public spaces	Cost Allocation

14	Spot cleaning of walls, and interior and exterior graffiti removal	Cost Allocation
15	Periodic cleaning of vents and lights	Cost Allocation
16	Cleaning of elevators and stairs	Cost Allocation
17	Cleaning of all indoor sports facilities and swimming pools	Cost Allocation
18	Bulk recycling and clean-outs in buildings, including disposal of large amounts of delivery boxes, which are picked up by special request	Cost Allocation
19	Interior extermination and general pest control	Cost Allocation
20	Public area furniture maintenance, shampooing, and repair	Cost Allocation
21	Shampooing of private office furniture	Chargeback
22	Daily cleaning of entrance door glass	Cost Allocation
23	Window cleaning at all buildings, once per year Ground floor exterior and interior windows in all buildings / Interior glass less than 10' off the ground (Complete building windows once every 10 years.)	Cost Allocation
24	Window cleaning requests, in addition to scheduled cleanings	Chargeback
25	First floor public area window cleaning (inside and out) once a year in buildings scheduled for Open House and Commencement events	Cost Allocation
26	Cleaning of departmental microwaves and refrigerators	Chargeback
27	Special request lab cleaning	Chargeback
D.	**Operations & Maintenance**	
1	Maintenance and repair of plumbing systems, HVAC systems, electrical, lighting, rainwater collection systems, roofs, facades, and life safety (Fire Alarm and Sprinkler) systems	Cost Allocation
2	Mechanical, electrical, exterior, life safety or plumbing modifications due to program and or personnel changes as required	Chargeback
3	Maintenance, repair, and replacement of emergency electrical power for departmental lab equipment, uninterruptible power supplies, specialty controls systems, special suppression systems, auto dialers, and data loggers	Chargeback
4	Maintenance and repair of building automation controls, energy management systems, elevators	Cost Allocation
5	Maintenance, repair, and replacement of back-up air conditioning units, computer room air conditioning units, secondary cooling systems for labs, processed chilled water systems, and condenser water for program equipment	Cost Allocation
6	Certification of building systems as required by the grant	Chargeback
7	Maintenance, repair, and replacement of departmental programmatic support systems/equipment such as refrigerators, freezers, autoclaves, fume hoods (excludes exhaust valve and fans which are covered under cost allocation), dance floors, swimming pools, AV (projectors, cameras, electronic wayfinding displays, podiums, monitors), dust collection systems, glassworks furnaces, artificial turf, fitness equipment, athletic field lighting, RODI systems, vacuum, compressed air (excludes BAS air which is covered by cost allocation), desiccant systems, power reels, lab benches, specialty freezers, ice machines, clean steam, cage washers, temporary structures, grease traps for food service, stage lighting, stage curtains, stage ropes, stages, stage lifts, display cases, art, plaques, sound systems, and dark rooms	Chargeback
8	Air balancing (not for certifications as required by grants)	Cost Allocation
9	Repair and replacement of radiant heat system components, fan coil units, and unit ventilators	Cost Allocation
10	Repair, replacement, inspection, and certification of life-safety systems: fire alarm systems, fire sprinkler and suppression systems, fire extinguishers, standby emergency power and lighting	Cost Allocation
11	Maintenance, repair, and replacement of specialty fire alarm systems (e.g., industrial kitchen Ansul suppression and computer rooms – Halon suppression)	Chargeback
12	Maintenance and repair of building common area walls and ceilings (patching and painting), acoustical ceiling tile, light fixtures, lamps, flooring, and carpet	Cost Allocation

15	Animal and bird control	Cost Allocation
16	Common space window treatments.	Cost Allocation
17	Repair and replacement of directories, way-finding signage, and message board kiosks. (excludes electronic or powered displays)	Cost Allocation
18	Repair and replacement of loading dock levelers, roll-up doors, and vehicle restraint	Cost Allocation
19	Emergency management (e.g., evacuation drills, TU Alerts, and preparedness activities)	Cost Allocation
20	Disaster recovery (e.g., power outage, fire, flood)	Cost Allocation
21	Environmental remediation and asbestos abatement	Cost Allocation
22	Flood/storm damage preparation and response, including snow and ice removal	Cost Allocation
23	Repairs due to leaks from roof or plumbing/mechanical systems	Cost Allocation
24	Space refurbishments (e.g., paint, electrical, flooring, etc.) due to program or personnel changes	Chargeback
25	Installation of additional electrical receptacles due to program or personnel changes	Chargeback
26	Assembling furniture, and hanging pictures, boards, signs, and banners	Chargeback
27	Securing departmental equipment and PCs	Chargeback
28	Maintenance and repair of card readers for main building access	Cost Allocation
29	Installation, maintenance, and repair of private security equipment such as interior access control (including standalone locking systems), security alarm panels, security alarm sensors and security panic alarms. Replacement or software upgrades to security equipment due to obsolescence. Labor for the installation & replacement of card access readers for department suites, offices, and non-common spaces	Chargeback
30	Demolition and removal of student/research projects and department equipment	Chargeback
31	Sign replacement and support of security initiatives due to program changes	Chargeback
32	Special event support (e.g., temporary electric and plumbing, and standby technicians)	Chargeback
33	Requests made by Residence Services	Chargeback
E.	**Utilities Management**	
1	Procurement, metering, and strategic management of: electricity, domestic water, sewage/wastewater, storm water management, natural gas, heating oil, steam, chilled water	Cost Allocation
2	Demand management services and energy efficiency upgrades	Cost Allocation
3	Oversight of campus utility infrastructure, including distribution systems and utility plants	Cost Allocation

Please email FAC-ADMIN fac-admin@uwindsor.ca for inquiries related to this document.