

# Maintenance Services

For Facilities Maintained by Department of Public Works and Services

## INTRODUCTION

PWS maintains facilities for GNWT departments, boards and agencies, as well as for some community governments. Services provided include preventive maintenance, emergency repairs, scheduled servicing, testing and component replacements, and the operation of building mechanical and electrical systems.

There are a number of different arrangements for providing maintenance services. This can cause confusion for client departments about the responsibility for payment for maintenance and the degree of communication and consultation required for the work. The purpose of this document is to provide clarification and reduce potential misunderstandings between PWS and its clients.

All maintenance services are based on the PWS Maintenance Management System (MMS) and its standards. All required preventive maintenance work is identified based on the MMS standards and then the Computerized Maintenance Management System (CMMS) is programmed to generate work orders at the required intervals. Repair work orders are created as needed.

This document will help PWS Facility Managers and Maintenance Coordinators deliver services to our valued clients in a consistent manner and will help PWS clients have a better understanding of the services that PWS provides. It outlines the various financial arrangements for maintenance of government assets and sets the parameters for service agreements and cost recovery.

## TYPES OF MAINTENANCE ACTIVITIES

Maintenance can be divided into three types of activities:

**Preventive Maintenance (PM):** PM accomplishes two separate functions: 1) The day-to-day building checks, the legislative and code-required monitoring, testing, servicing and inspection of building systems and components; and 2) The scheduled inspection, servicing and adjustment of systems and components to ensure they are performing as intended and reach their planned service life.

**Repair Service:** Repair includes fixing or replacing broken, worn out or faulty building components. Repairs may be required to address normal wear and tear, unanticipated breakdown, or to correct minor willful damage such as vandalism or graffiti. The intention is to replace components with the same or an equivalent component.

**Discretionary Maintenance:** This includes replacing wear-prone materials such as flooring and the periodic painting of walls. The necessity for this is determined by the PWS Facility Manager or Maintenance Coordinator.

## WHAT IS OPERATIONS & MAINTENANCE (O&M)?

**O&M** is a term that encompasses both the operations and maintenance of an asset.

**Operations** - A day-to-day function of the program and the building. As well as the program activity, operations include building expenses such as utilities and custodial services.

**Maintenance** - Building maintenance is the ongoing process of keeping up the performance of building systems, subsystems and components. The goal is increased efficiency, reliability, and safety and ensures the building reaches its full design life.

## WHAT IS CAPITAL?

A Capital Project involves the construction, reconstruction, acquisition, or installation of a physical improvement, with a value of \$50,000 or more. Capital investment improves the building elements, extends its life or changes the function or program delivered.

An effective Maintenance Program results in measurable improvements to reliability, tenant comfort, reduced future capital costs, and minimized operating costs and ensures a building reaches its full design life.

# MAINTENANCE SERVICES

## FINANCIAL ARRANGEMENTS

PWS uses a number of business or financial arrangements for carrying out maintenance work for its clients:

### 1 Base Funding – Vote 1

The PWS appropriation includes base funding to carry out the maintenance work on facilities belonging to some clients, as outlined in the MMS Standards. Vote 1 clients are not charged for normal PWS maintenance activities. An annual workplan is created and reviewed with the client to outline what preventive maintenance tasks will be done and request input on discretionary maintenance items.

### 2 Chargeback Agreements

A number of departments, boards and agencies are funded to provide their own maintenance activities. Where the client department chooses to have PWS carry out the work for them, written agreements are required to define responsibilities of each department. Typically this is a Vote 4/5, Service Agreement and Memorandum of Understanding (MOU).

### 3 Work Request/Journal Voucher

Some clients ask for minor renovation work to be done in their facilities. Expenditures for materials and labour are recovered from the client through journal voucher.

## CHARGEBACK SERVICE AGREEMENTS

PWS has a standard MOU for facility maintenance and standard Service Agreements for operation and maintenance of water and sewer systems. A signed agreement must be in place for all clients who fund their own maintenance work.

### TYPES OF SERVICE AGREEMENTS:

#### • Full Service Agreement

PWS creates an annual workplan based on MMS Standards, discusses the work plan with the client, makes any requested changes or adjustments to meet the clients identified budget and implements the plan. With full service, PWS assumes the responsibility to ensure the building systems and components are functioning. PWS automatically includes the client's assets in any contract for specialty services (such as fire alarm testing, generator load testing, elevator servicing, etc.). Cost recovery is outlined in the MOU or service agreement.

#### • Specific Services/Limited Service Agreement

Clients request that PWS provide only specific services, such as boiler maintenance or testing of fire alarms, or specialized repair work. Clients provide for other maintenance services by other means.

In some instances clients want a wide range of services but on a very limited basis. Although PWS tries to be flexible in meeting its client's needs, limited service agreements are not recommended. In some cases, for example, where services are so limited that proper functioning of the building is at risk, or where administrative demands are excessive for the amount of work done, PWS may recommend not to use this type of arrangement.

## COST RECOVERY – WHAT IS INCLUDED IN PWS COSTS?

### Cost recovery includes the following:

- Own-forces labour – actual number of hours worked at approved labour rates (approved by FMB)
- Materials – actual cost of purchased materials
- Contracted services – actual costs billed by third party

## SERVICES COVERED UNDER PWS VOTE 1 FUNDING

In general, PWS maintenance funding is used to maintain facilities and operate building systems at a level of service and for a lifespan expected at the time the facility was originally designed and constructed. Typical examples:

- Performing the daily checks and ongoing adjustments of a heating system as required by legislation and regulations. PWS also designates a qualified employee to be Plant Chief when required by the Boiler and Pressure Vessel Act and Regulations.
- Changing air filters in a ventilation system.
- Performing monthly tests of a fire alarm system and performing or contracting the annual certification of the fire alarm system. This also includes the cost of “Central Monitoring” and associated telephone charges.
- Replacing a wood-framed window that has rotted with a new comparable window. This replacement could apply to several windows in the same building.
- Repairing or replacing a water tank that has started to leak.
- Replacing a defective heat detector on a fire alarm system.
- Responding to mechanical alarms.
- Conducting scheduled maintenance and servicing of assemblies and components as outlined in the PWS Maintenance Management System.
- Painting walls and ceilings, replacing carpet or other flooring, etc., when PWS determines it is necessary.
- Repairing damage caused by vandalism or occupants of the facilities (restitution should be pursued by the client and PWS).
- Removing or covering graffiti on a building.
- Repairing a damaged door, window or the hardware on this type of component.
- Replacing a heating boiler that has reached the end of its service life or when repair parts cannot be obtained due to obsolescence, except where this constitutes a capital project.
- Providing light bulbs and tubes to client facilities. Installing these when the location (height or difficult access) or type of the fixture requires special equipment or knowledge that makes changing the bulb or tube not safe for program staff.
- Repairing or replacing existing gym stage curtains.
- Repairing window blinds or shades when cost effective.
- Snow removal from defined access roads and parking lots but not walkways or steps.

### THE PRINCIPLE THAT GUIDES US:

Deliver reliable, timely, cost effective service of the highest possible standard.

## SERVICES NOT COVERED UNDER PWS VOTE 1 FUNDING

Although PWS will assist clients as much as possible, some maintenance items are not included in its appropriation. Typical examples:

- Maintaining or repairing client-specific program equipment, such as furniture, medical equipment, basketball and volleyball nets, etc.
- Installing new materials purchased by the client. For example, if a department purchases new storage cabinets, PWS funding does not cover assembly or installation.
- Repairing building systems and assemblies that are beyond their economic or normal service life. This includes replacing entire systems where parts are no longer available due to obsolescence or changing technology. For example, the entire sprinkler system in a building.
- Replacing roofs, siding and foundation systems, or renovating these systems to change function, appearance or performance.
- Upgrades required to meet changed codes or interpretation of current codes.
- Changing all locks or re-keying an entire building locking system for security or key control.
- Boiler and furnace burner conversions to change the type of fuel used.
- Installing surveillance cameras or intrusion alarm systems.
- Remediation or removal of asbestos, lead or other hazardous materials or cleaning up spilled hazardous or dangerous liquids in client program buildings.
- Performing minor renovations, for example, moving a door to a different location, or tenant improvements such as adding partitions or constructing offices to meet changing program needs.
- Installing larger tanks (fuel, water, sewer) to meet building use or program changes.
- Purchasing new blinds and other window coverings.
- Handling medical waste including loading and cleaning medical waste incinerators.

Please note that the examples listed above are meant to be suggestive and are not all encompassing. It should also be noted that these examples are a mixture of items that would be funded by the client either through the program's O&M funding or through capital funding (as described in the following Notes).

### Notes:

- 1 For major repairs or renovations, such as roof replacement or code-mandated replacement of major components, capital funding should be requested through the normal capital planning process.
- 2 Minor renovation work that is not included in the PWS's appropriation can be done and the costs recovered through a journal voucher (JV) from the client department's funding.
- 3 Requests to clients for funding are submitted before the work is done, so that the client has the opportunity to approve the work and secure funding.

## MANAGEMENT OF HAZARDOUS WASTE

PWS staff and contracted maintenance service providers do not package, handle or transport program-generated material that could be classified as toxic, hazardous, explosive or biological waste. This includes medical waste, waste from school science labs and shops, and waste from college or other program laboratories.

When ordered by WCB or other regulatory agencies or requested by the client, the removal of building materials determined to be hazardous will be done using specialty contractors on a chargeback basis. PWS will be responsible for the removal of small amounts of material necessary to complete minor repairs. PWS will inspect buildings with identified hazardous materials on an annual basis to ensure the facility is safe to occupy.

## PROPERTY MANAGEMENT SERVICES (GENERAL OFFICE SPACE)

In addition to the O&M or maintenance services outlined in this document PWS also provides general office space to client departments through the Property Management Section. General Office Space (leased or owned) is "space used to accommodate general administrative functions" and "can usually be reallocated between departments with minimal changes required". PWS through its Property Managers is responsible for arranging necessary building maintenance, repairs, resolving issues related to building comfort levels, ensuring custodial services (cleaning) and snow removal on sidewalks or steps is done to a satisfactory level.

If there are questions about specific Property Management Services clients should contact the PWS Regional Superintendent for clarification.

## MAINTAINING CLIENT PROGRAM SPECIALITY EQUIPMENT

Clients may have equipment and furnishings in their buildings and facilities that are specific to their program. As a general rule, PWS will do very minor repairs to office furniture and repairs to permanently installed building systems such as school clock and bell systems or nurse call systems or intercom systems. Typically the components of these systems become obsolete very quickly, as do the systems themselves, resulting in replacement of entire systems when repairs are needed.

Maintenance, operation and repair of other specialty program equipment is not funded by PWS. This includes program items such as medical equipment. PWS is responsible to ensure that the program equipment has a suitable supply of utilities (water, electricity, heat) for the equipment to operate. Even under a chargeback arrangement, PWS staff and contracted maintenance service providers will not operate, repair, or service medical equipment that may have an impact on the health of people. Maintaining medical equipment is a specialty service. PWS staff is not trained to provide such service and the department is not funded for this work. PWS may, however, assist by establishing a service contract with a specialty firm on a chargeback basis.

## WHAT IS A WORKPLAN?

A Workplan details the PM, tasks required to maintain the assets to meet current applicable codes and regulations and to PWS standards. It usually identifies and estimates the costs for mandatory ongoing checks, service and testing, preventive maintenance, scheduled maintenance and discretionary maintenance tasks. Estimates for repairs based on past history and for discretionary maintenance items are included. A workplan is created for each asset.

## PWS STRIVES TO:

- Develop and implement regularly scheduled routine, reactive, and preventive maintenance programs;
- Ensure the comfort, health and safety of building occupants through properly functioning building systems; and
- Facilitate the compliance with territorial legislation and regulations.

## ALARM RESPONSE PROCEDURES

PWS is frequently asked about response to alarms from buildings or building systems.

Alarm systems are installed in GNWT buildings for a variety of functions as outlined in the table below. Most of these alarms require someone to respond to the alarm situation. The decision as to who should respond to the alarms depends on the type of alarm, who is responsible for the asset, and the qualifications of the people in the community.

It should be clear who has the primary responsibility to respond to each type of alarm. It is up to the primary responder to determine who should provide the back-up services when the primary responder is not available.

Listed below are the various types of alarms, and the individual or agency that has the primary responsibility to respond to the alarms. The table is only a guide as it is recognized that every community has differences, and these differences may dictate different responsibilities. Although PWS does not provide initial Intrusion Alarm response, if repairs are necessary to secure or repair the building, the local PWS maintenance provider should be contacted.

Type of Alarm	Location(s)	Primary Responder
Intrusion	Schools	Principal
Intrusion	Health Centers	Nurse in Charge
Intrusion	Community Buildings	SAO
Intrusion	GNWT General Office Buildings	PWS Property Manager or local Maintenance provider
Panic	Health Centers	H&SS
Temperature (High/Low)	All facilities	PWS Maintenance provider or Alarm Contractor
Low Water/High Sewer Level	All facilities	PWS Maintenance provider or Alarm Contractor
Fire	All facilities	Alarm Contractor (or similar agency) contacts the fire department

## GRAY AREAS – RESPONSIBILITIES OR FUNCTIONS

Obviously there will always be some gray areas, but it is important that PWS clients feel their requirements are a priority, and that their requests are given proper consideration.

PWS strives to provide the same level of maintenance service to clients regardless of the Region. If there are questions about specific maintenance items, ask the PWS Regional Superintendent or Area Manager for clarification.

Regional Superintendent (PWS)	Fort Smith Region	(867) 872-7401
Regional Manager (PWS)	Hay River	(867) 874-7012
Regional Superintendent (PWS)	Inuvik Region	(867) 777-7140
Maintenance Coordinator (PWS)	Norman Wells	(867) 587-2381
Regional Superintendent (PWS)	North Slave Region	(867) 873-7650
Director, Petroleum Products (PWS)	Yellowknife	(867) 920-3447
Area Manager (PWS)	Fort Simpson	(867) 695-7285
Senior Maintenance Advisors (PWS)	Headquarters	(867) 920-8835
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