

Sam Houston State University
A Member of The Texas State University System

Finance & Operations Policy FO-FM-06
Property, Maintenance & Repair

PURPOSE

The Sam Houston State University department of Facilities Management oversees infrastructure, construction, modifications, maintenance, and repairs to all properties owned by or under the control of Sam Houston State University. All properties must adhere to compliance laws, regulations, and Texas State University System Policies.

MAINTENANCE AND REPAIR

Maintenance and Repair is work that is required to maintain or is an unanticipated failure in the building or properties structural, mechanical, or electrical systems. This includes but is not limited to: burned out lights, parking lot pot holes, water leaks, broken windows, HVAC issues, sticky locks, doors, pest control, etc.

Any maintenance or repairs that impact safety or security are classified as urgent and will be addressed promptly.

This policy does not include departmental equipment such as office copiers, research equipment, or furnishings not attached to the building, etc.

REPORTING

All maintenance and repair requests can be submitted via the current Facilities Management work order system or called into the Facilities Management Customer Service Office. For urgent matters please call in the request. Customer Service office hours are Monday- Friday, 8:00am-5:00pm. After hours emergency maintenance repairs should be reported to the University Police Department.

Customer Service: 936-294-3663

University Police Department: 936-294-1800

E-Mail: FacilitiesCustomerService@shsu.edu

FEES

Maintenance and repairs are performed at no expense to facilities classified as educational and general use. All services for auxiliary facilities are performed on a cost reimbursable basis and require an account number for labor and material charges.

Reviewed by: Juan Nuñez, Vice President for Facilities Management- 02/2022