

Campus Planning & Operations

Base Maintenance Services vs Billable Services

October 2025

Campus Planning & Operations (CPO) is responsible for the maintenance, repair, and upkeep of all buildings on campus. Each building, regardless of age, design, or function, has a series of “base building” systems and components. Most of these components are as follows:

- MEP (Mechanical, Electrical, Plumbing) systems required for building function
- Building envelope: roof, façade, exterior doors, and windows
- Utilities
- Building automation and life safety systems (sprinklers and fire alarms).
- Building security systems
- Base flooring (VCT tile, carpet, wood, etc.)

The services below are provided by Campus Planning & Operations for occupants in University-maintained buildings. Some services are billable to the requesting department, as noted below. Work is generally deemed billable when beyond baseline maintenance and operations. This means that such work generally pertains to specialized programmatic equipment, off-cycle requests, or requests for services that are best anticipated and therefore budgeted for by the requesting department.

(1) Alarm Services

Routine Maintenance

- Alarm repairs and response for BU Facilities-maintained building and equipment alarms including existing fire alarms, building burglar alarms, panic alarms and building automation system alarms, and security intercom systems.

Billable to Department

- New installation for building automation equipment alarms (e.g. freezer, fridges, special research equipment)
- New burglar alarm monitoring based on departmental/research requirements
- All requests for new alarm services are based on a security assessment
- Security intercom systems

(2) Card Access, Emergency Call Boxes, and CCTV cameras

Routine Maintenance

- Life cycle replacements for all installed equipment, electrified hardware for all card access, emergency call boxes, CCTV cameras, and security intercom systems

Billable to Department

- Any additional requests for new or upgraded security services, such as card access, emergency call boxes, CCTV cameras, will require a formal security assessment. The assessment will identify specific risks and needs and determine whether the cost is a base building or departmental.

(3) Custodial

Routine Maintenance

- Cleaning services are performed daily in general-use spaces such as lobbies, corridors, bathrooms, office kitchenettes, and other public areas. These include emptying trash, sweeping and/or mopping, and vacuuming.
- Annual carpet cleaning and hard surface refinishing
- Window cleaning – once every 5-7 years, depending on available budgetary funds
- Trash removal – regular trash in standard containers
- Recycling and compost pick-up and removal
- Routine scheduled pest control

Offices – Routine Maintenance

Varying times through week and month, dependent on service

- Remove trash and single stream recycling 2-3 times per week. For those with private offices, recommend placing receptacles outside their office door for pick up.
- Daily removal of trash and single stream recycling from kitchenettes and shared common spaces (like conference rooms and copier/printer facilities)
- Vacuum carpet or dry mop floors traffic lane (weekly)
- Vacuum carpet or dry mop floors – entire office (monthly)
- Spot clean stains (wash weekly) of LVT or VCT tile floor
- Dust open surface areas monthly (not computers)
- Shampoo carpet or refinish floor (1x per year)
- Replace light bulbs as needed

Laboratories – Routine Maintenance

Daily (Monday-Friday)

- Remove trash and single stream recycling (not plastic)
- Dry mop floors
- Spot wash stains (wash weekly) of LVT or VCT tile floor
- Provide periodic floor maintenance as needed (buff or refinish) 1x per year
- Desks, shelving, and lab tables are not touched

Classrooms – Routine Maintenance

Daily (Monday-Saturday or Sunday – Friday as scheduled)

- Remove trash and single source recycling
- Vacuum carpet or dry mop floor
- Wash floor if LVT or VCT tile
- Spot wash of all study surfaces
- Refinish tile 1x per year
- Shampoo carpet 2x per year (winter break and summer)

Clinical Spaces – Routine Maintenance

Daily (Monday-Friday)

- Remove trash and single stream recycling
- Dry mop floors
- Spot wash stains (wash weekly) of LVT or VCT tile floor

Billable to Department

- Furniture and special item pickup (outside of scheduled bulky waste pickup)
- Event setups, coverage, and cleanups
- Specialty high-clean requests
- Cleaning office kitchenette microwaves, refrigerators, and other equipment
- Interior or exterior window cleaning (if requested by department outside of 5-7 year FMO cycle)
- Minor moving services of equipment, furniture, etc.
- Off-hours building opening
- Carpet shampoo or floor refinish beyond 1 x per year

(4) Elevators & Escalators

Routine Maintenance

- All general elevator and escalator maintenance and repairs including button and flooring repairs.
- Upgrades and refurbishment addressed depending on available budgetary funds

Billable to the Department

- Elevator operator on site (typically renovation project related)
- Equipment delivery requiring elevator mechanic

(5) Envelope

Routine Maintenance

- Overall maintenance and repairs to building facades and exteriors
 - Roof maintenance and repairs
 - Waterproofing
 - Gutter and downspout maintenance and repairs
 - Window and glass repairs and replacement
 - Cosmetic condition addressed depending on available budgetary funds
 - Exterior door maintenance and repairs (functionality)
 - Cosmetic condition addressed depending on available budgetary funds

(6) Grounds

Routine Maintenance

- General landscape maintenance of BU Facilities-maintained property
- Hardscape maintenance and trash removal

- Tree trimming, removal, and replacement
- Litter pickup
- Road and walkway maintenance, snow removal, and repair on University-owned roads, pathways, and property.
- Irrigation system installation and repair
- Exterior planter beds and containers not specifically assigned to a department

Billable to Department

- Project-related landscape needs or repair of damage caused by project work
- Special requests for plantings or color changes
- Special event preparation and cleanup

(7) Lock & Access Controls

Routine Maintenance

- Repair, maintenance and replacement of existing architectural door hardware: standard locksets, key cylinders, closers, door operators, and panic devices on all doors.
- Installation and maintenance of Electronic Access Control systems for non-dedicated exterior, interior student residences, and public spaces

Billable to Department

- Dedicated intrusion/freezer alarm installation, maintenance, and repairs
- Key fabrication, reissue
- Lock re-keying and installation
- Window, cabinet, file, and desk locks
- Emergency lock change requests

(8) Mail Services

Routine Maintenance

- Pickup and delivery of campus mail from designated mail locations
- Metering of mail and small parcel post packages

Billable to Department

- Pickup or transport and delivery of parcel post outside of routine delivery schedules or locations
- Bulk item transport
- Inter-library transport
- Event and conference storage and delivery

(9) Maintenance (Carpentry, Painting, General Maintenance)

Routine Maintenance

- Ceiling tile replacement and repair
- Door and window repairs

- Replacement of existing window shades and minor repairs to specialty blinds
- Restroom partitions
- Replacement and/or repair of carpets, linoleum, vinyl floors and baseboards, wooden floors, and other floor surfaces in public spaces
- Mirror replacements in restrooms and public or residential spaces
- Hand railings and steps repair and replacement
- Maintenance and repairs required after floods or other insurable losses

Billable to Department

- Furniture assembly
- Hanging pictures or bulletin boards
- Replacement of carpet or flooring in office
- Installation of new blinds or shades

(10) Mechanical, Electrical, & Plumbing (MEP) including HVAC

Routine Maintenance

- Building air handlers, chillers, heating, and air conditioning systems
- Light fixture repairs, bulb, driver/ballast replacement
- Circuit breaker resets, repair or replacement (if not excessively due to customer equipment overloading circuits or a result of space heaters or portable air conditioners)
- Electrical distribution repair
- Emergency generator and transfer switch maintenance
- Emergency lighting
- Building lighting control systems
- Drinking fountains in public spaces
- Toilet and lavatory maintenance
- Facility-wide systems: chilled water, RO/DI water, vacuum and gas up to lab shut-off valve
- Repairs to fume hoods as specified by EHS (replacement/installations are billable to department)
- Leaks, facility drain stoppages, and flooding
- Window air conditioning repairs and replacements of existing units.

Billable to Department

- Portable or space-specific humidifiers
- Additional outlets and circuit requests, power conditioners, and uninterrupted power supplies (UPS), and additional connections to emergency circuits
- Departmental display case lighting installation, repair, and relamping
- Department-owned equipment installation and hook-up
- Specialized lighting requests such as desk lamps, UV lamps, dark room lamps, performance lighting, including special use bulb replacements
- Laboratory equipment hook-up, installation, and repairs, including DI Water, waste systems, cooling systems, vacuum systems, gases, gas sensors, clean rooms and environment-controlled rooms, and/or equipment such as MRIs, autoclaves, scrubbers, lasers, magnets, and microscopes, and self-contained/specialized

department level water filter installation, maintenance, and/or repairs (*these services are included in routine maintenance at the NEIDL*)

- Installation of new fume hoods
- Dining Services kitchen equipment
- Installation, maintenance and repair to water dispensers
- Additional equipment that is not currently installed (dishwasher, garbage disposal, etc)
- Installation of new AC systems, including new window ACs
- Event support and event standby

(10) Signage

Routine Maintenance

- Maintenance and upkeep for exterior building signage

Billable to Department

- Installation of or repairs to signage / name plates / holders*
- Directory updates*
- Event signs

* These services are provided to the campus community on a billable basis, unless specifically done as part of a new construction or renovation project managed by CPO.

(11) Trucking/Moving Services

Routine Services

- Snow plowing on all campuses
- Pick-up and delivery of trades materials to job sites per FSR

Billable to Department

- Rearranging or transporting furniture or department equipment
- Pick-up and delivery of departmental items
- Forklift services