

To: Joe Walker, P.E., Associate Vice Chancellor of Facilities Management

From: Keith Corzine, Assistant Vice Chancellor for Student Affairs  
Robert Walker, Director of Auxiliary Services

Date: February 27 2020

Re: Facilities Management and Auxiliary Services  
Maintenance Responsibility Memorandum of Understanding (MOU)

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The following represents the Memorandum of Understanding (MOU) between the Office of Facilities Management and the Department of Auxiliary Services in regards to the performance of small projects coordinated through the Office of Facilities Management, routine and preventative maintenance duties permitted by Auxiliary Services Maintenance Technicians, and other rules governing such actions, effective March 1, 2020,

1. This MOU does not replace the services or responsibility of maintaining Western Carolina University facilities that is currently provided by Facilities Management, and does not modify or supersede the MOU between Facilities Management and Residential Living. The intent of this MOU is to reduce the total number of routine or preventative work requests required by Auxiliary Services and to offer savings in cost and efficiencies to Auxiliary Services by performing agreed upon services in house.
2. The Auxiliary Services Maintenance Technicians shall be funded, assigned to, and reside within the Department of Auxiliary Services for the sole purpose of exclusively supporting Auxiliary Services in the following spaces: Courtyard Dining Hall, Brown Hall, Noble Hall, University Center, Hunter Library (Java City), HHS Building (Java City), Ramsey Center (Catering Kitchen and Concessions). Other Auxiliary Services areas, such as the WCU Bookstore, will still work through Facilities Management but may utilize Auxiliary Services Maintenance Technicians on a case-by-case basis, if agreed upon by Auxiliary Services and Facilities Management.
3. Auxiliary Services Maintenance Technicians reporting responsibility and work requirements shall be under the purview of the Office of Facilities Management, through generated reports of work completed and scheduled inspections of the work. This is to insure code requirements are met, safety and OSHA requirements are maintained, reporting is under the hierarchy of individuals with required technical and professional competency, required certifications and reporting are in place (i.e.: refrigerant monitoring), and standards for materials and workmanship are met.
4. The Department of Auxiliary Services shall provide any and all equipment, tools, transportation, and supplies required to support said positions.
5. Work requests serviced by Auxiliary Services Maintenance Technicians, and meeting the requirements of this MOU, are to be addressed during normal Auxiliary Services work hours, between 7am and 7pm, on weekdays. Work that is started prior to end of service by Auxiliary Services Maintenance Technicians is to be completed or reasonably solved prior to leaving the

work area.

6. Facilities Management is to be notified of and address all work requests related to buildings and infrastructure received outside normal work hours, as stated above, and any work over weekends and holidays.
7. Both Facilities Management and Auxiliary Services will strive to make sure customer service is paramount and that this MOU will only improve said service to our customers.
8. Auxiliary Services Maintenance Technicians will be required to receive training and instruction prior to implementation, from Facilities Management, in regards to performance of work, safety (i.e.: lockout and tag out), materials, and standards. Auxiliary Services Maintenance Technicians will also participate in all safety training during the calendar year as applicable to job function. Safety training to be coordinated with the office of Safety and Risk Management.
9. Training shall be scheduled as soon as possible following new appointments with training updates provided on an as needed basis. Training to include, but is not limited to, utility demarcations (plumbing and electrical), isolation, equipment locations, and access to building drawings and schematics.
10. Facilities Management and Auxiliary Services will work collaboratively in regards to the warehousing and procurement of materials to create the most effective and efficient process. Most items required by Auxiliary Services Maintenance Technicians will be housed in Auxiliary Services facilities and managed and procured by Auxiliary Services. Storage of supplies and materials within mechanical and electrical equipment rooms is strictly prohibited in all buildings or facilities.
11. Facilities Management will offer representation and input in the hiring and interview process of Auxiliary Services Maintenance Technicians. Final decision on hire(s) rests solely with Auxiliary Services.
12. Generally agreed upon work not included in this MOU includes, but is not limited to:
  - New construction, major repair, complex systems, renovation, and/or reconfiguration of systems or space.
  - Life safety systems, including but not limited to, fire alarm systems and associated devices, fire suppression/sprinkler systems, generator, and repair of emergency or life safety branch circuiting. Repair and/or replacement of exit lighting and light fixture repair on emergency branch circuits allowed per below.
  - Building security systems, including but not limited to, all door hardware, closers, panic hardware, keying, and card access components.
  - Data and communication systems.
  - Work on electrical, plumbing, HVAC and general construction beyond the scope of those items agreed upon below.

- Exterior site lighting, wall packs, bollards and street lighting beyond the scope of those items agreed upon below.

13. Description of agreed upon work to be performed by Auxiliary Services Maintenance Technicians:

Electrical

- Work to only be performed on single phase, 120 or 277 volt branch circuits. Lockout and tag-out safety measures to be jointly reviewed and strictly enforced. For any work associated with three phase power (including appliances), Facilities Management must be notified and Facilities Management will isolate, lockout and tagout power source prior to work commencing.
- Replacement and/or repair of existing electrical devices to include power receptacles/outlets and light switches.
- Replacement, repair and/or conversion of lighting fixtures, including exit lights, or ceiling fans. Light fixture repair and maintenance to include lamps, ballasts, light clips, track lighting, rails, etc.
- Repair and replacement of electrical appliances.
- Other electrical work requested outside of this MOU as approved and deemed acceptable by Facilities Management Electric Shop following close coordination and clearly defined scope of means and methods.
- Facilities Management will coordinate any required inspections pertaining to electrical work defined within this MOU.

Plumbing:

- Work to be limited to the immediate stop of a particular fixture. Stop valves that control multiple devices/fixtures is not permitted due to the failure rate of old or non-functioning valves. Shutting off of stack valves to be limited to absolute necessity. Replacement of stack valves and all work requiring any wall penetration to be performed by Facilities Management Maintenance Technicians.
- Clearing or unstopping of sinks, showers, commodes, urinals, water fountains, and floor drains. In areas where no cleanouts are provided and auger through P-trap fails, Facilities Management personnel are to be contacted for inspection and further repair. Removal of commode or urinal to clear line is allowed and fixture shall be seated and re-installed properly. Auger work of a questionable nature and requiring collaboration and/or communication shall be coordinated with Facilities Management Maintenance Technicians.
- Flush valve and faucet repair and/or replacement.
- Service, repair, removal and re-installation of residential type water heaters (50 gallons or less). All other water heaters, electric and steam, that serve a central system are not allowed to service or repair. Auxiliary Services Maintenance Technicians shall sweat copper joints as needed to perform assigned tasks.
- Preventative maintenance of drain lines, including but not limited to, scheduled snaking and/or enzyme application.

- Other plumbing work requested outside of this MOU as approved and deemed acceptable by Facilities Management Plumbing Shop following close coordination and clearly defined scope of means and methods.
- Facilities Management will coordinate any required inspections pertaining to plumbing work defined within this MOU.


#### HVAC:

- Cleaning of units and filter replacement, as appropriate, for refrigeration equipment.
- Cleaning and other preventative maintenance associated with individual equipment grease traps, such as exhaust fans.
- Single phase, 120 or 277 volt general exhaust fans.
- No work to be performed on central plant equipment, including but not limited to air or water cooled chillers, central air distribution equipment, pneumatic or DDC control devices, steam systems, medium temperature hot water distribution, converters and central pumps.
- Other HVAC work requested outside of this MOU as approved and deemed acceptable by Facilities Management HVAC Shop following close coordination and clearly defined scope of means and methods.
- Facilities Management will coordinate any required inspections pertaining to HVAC work defined within this MOU.

#### General Construction:

- Casework and furniture repair.
- Replacement of ceiling tiles.
- Minor renovations, including: alteration and modification of countertops, wall and floor surfaces, casework, cosmetic fixtures, and replacement of ceiling tile/grid as appropriate.
- Small project coordination through Facilities Management, including responsibilities for sourcing labor, materials, etc. All small projects to be approved by a designated Facilities Management representative.
- Coordinate hookup, changes, and maintenance of appliances using natural gas and/or alternate fuel sources through Facilities Management and WCU's authorized provider.
- Coordinate with Facilities Management on existing and new preventative maintenance handled by outside vendors for work on main grease traps and hoods.
- Painting, including drywall repair, and plaster repair as related to painting.
- Any work activity on building roofs requires 48 hour notification to Facilities Management Carpentry Shop prior to work commencing.
- Weekly Auxiliary Services meetings will discuss the projects and performance of items contained within this MOU. Items requiring coordination with Facilities Management shall be communicated in writing for review and discussion. Items of an urgent nature or concern shall be communicated to Facilities Management immediately.
- Additional work items and/or expansion of duties may be added to this MOU upon mutual agreement of both parties. Furthermore, items of work and/or scope may be removed from this MOU upon mutual agreement of both parties.

- In the event this Memorandum of Understanding is deemed unacceptable, then by mutual consent, the scope of work and performance thereof shall revert back to Facilities Management.

 4/22/2021  
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Keith Corzine Date  
Assistant Vice Chancellor for Auxiliary Enterprises

 4/22/21  
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Joe Walker Date  
Associate Vice Chancellor of Facilities  
Management

 4/22/21  
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Robert Walker Date  
Director of Auxiliary Services

CC:

Mike Byers, Vice Chancellor for Administration and Finance

Sam Miller, Vice Chancellor for Student Affairs