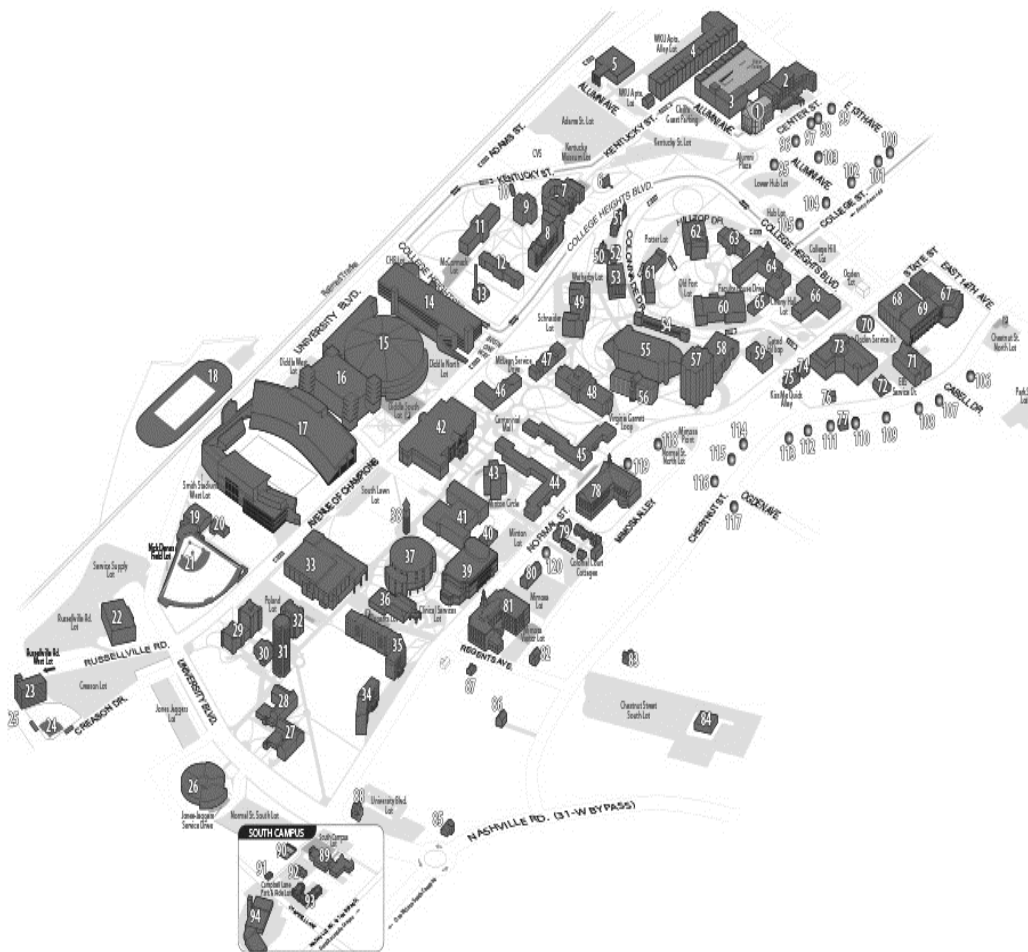




Facilities Management Service Level Agreement

December 1, 2025



Facilities Management

Our Mission: Guided by our shared value, each one of us is fully empowered to consistently exceed the expectations of the university to insure a safe, clean and stimulating learning, working and living environment for all involved. To this end, we will provide the most efficient and effective routine and preventative maintenance services needed to support the strategic goals of Western Kentucky University.

Hours of Operations:

Monday thru Friday 730am-430pm

Main Line: 270-745-3253

- After Hours: Contact University Police at 270-745-2548 and they will dispatch the appropriate staff.

More detailed information can be found on our website: <https://www.wku.edu/facilities/>

Purpose

The purpose of this Service Level Agreement (SLA) is to inform the University community of the range of services provided by the WKU Department of Facilities Management (DFM), a description of basic vs. non---basic services, how to access the services, and the response times to expect for these services.

The objectives of the SLA is to define the DFM service delivery guidelines by:

- clarifying maintenance responsibilities for the building and grounds assets;
- specifying the minimum requirements for maintenance management;
- ensuring that physical assets are adequately maintained;
- ensuring that associated risks are effectively managed;
- ensuring that the built physical assets perform effectively and efficiently throughout their service life;
- preserving the natural physical assets appropriately;
- ensuring informed decisions are made in selecting maintenance strategies;
- ensuring that a sound basis exists for the allocation of maintenance funds;
- ensuring that an accurate database is maintained for deferred maintenance requirements and assets past their service life

Facilities Management Department Organization

Within Facilities Management, there are five (5) Operational Groups responsible for the delivery of services and three (2) Support Groups:

- **Maintenance Services**
- **Plant Operations**
- **Custodial Services**
- **Campus Services & Grounds**
- **Housing and Residence Life**
- **Business Operations & Fiscal Services**
- **Human Resources/Safety/Training**

Types of services covered by DFM SLA include:

- General cleaning;
- General building maintenance;
- Roof and gutter cleaning;
- Pest, vermin, and termite control;
- Fire protection system maintenance;
- Electronic maintenance services;
- Elevator maintenance and repair;
- Air conditioning & heating system maintenance including chilled water and steam systems;
- Waste disposal, recycling, compost program support;
- General grounds maintenance;
- Utility commodity purchasing and billing;
- Campus Event support;

Generally, DFM is responsible for funding and executing campus building and infrastructure maintenance and repairs that are due to the normal wear and tear. Where possible, maintenance work resulting from misuse, accidents, or vandalism will be addressed and then charged to the appropriate party. A general list of specific tasks and funding sources are listed in Appendix A.

Service Response Time Definitions

To effectively manage the department’s workload, DFM prioritizes service request by assigning a priority rating based upon the information received from the requestor, effects of other on-going work, and other impactful factors involved.

Rating	Response	Completion	Definition of Work Request
Emergency	1 hour	24 hours	Immediate risk to: personal safety or security; business continuity; major asset integrity; or the environment.
Urgent	4 hours	48 hours	Immediate risk to: student, faculty, or staff welfare; prevention of critical asset failure; thermal comfort in an open facility; research project.
Routine	48 hours	3-5 days	No discernible impact to: delivery of teaching, learning or research activities within specified timeframe.
Planned	30 days	30 days	Work subject to planning requirements and/or a programmed start date. Usually of a larger scale than routine maintenance activities i.e. Minor Works, etc.

Emergency Service

A maintenance emergency is any situation that if not responded to immediately will result in a threat to life, safety or health of any person or will pose a significant and immediate threat to buildings, utilities or grounds that would have a significant impact on the university mission. For emergencies after hours, please call WKU Police at 270-745-2548 and they will contact the DFM Duty Manager.

Parts and materials required may not be immediately available in the local market area to meet the normal response timelines and if so, completion times may be extended. In the event of an emergency, expediting parts delivery may be possible.

Continual Improvement Process

Facilities Management is committed to maintaining a high level of customer service and highly encourages feedback for service improvement. Service complaints should be directed to DFM.

Service Level Agreement Guideline Exclusions

- Facilities not owned by the University;
- Facilities excluded by formal lease arrangements or Memo of Understanding (MOU), etc.;
- Facilities or part thereof that support the generation of financial income and therefore could contribute towards the cost of maintenance activities;
- Special billable requests including small renovation projects;
- Housing Resident Life (HRL) facilities.

Appendix B outlines the current fiscal year charging rates for “charge back” service requests.

Building occupants are responsible for:

- Submitting all maintenance requests in a timely and informative manner;
- Ensuring that their use of the facilities does not negatively impact on the appearance, condition or designed service life of the building;
- Responsible usage of the campus amenities;
- Reporting observed issues that may impact authorized access and safe usage of the campus facilities;
- Reporting building related faults to the DFM Customer Service Center;
- Inform the Building Coordinator of facility issues and work request(s) submitted;
- Coordination with the WKU Chief Facility Officer (CFO) on “do not enter” space approval(s).

Custodial Services Group Services

The DFM Custodial Services Group (CSG) provides building custodial services on a scheduled basis. The CSG consults with clients to determine the optimal time to schedule routine work by the Custodial Service Attendants. The level of cleaning is generally based on national APPA II cleaning standards. The ESG team is specifically trained to clean and maintain all types of floor coverings at the University and is familiar with the special needs that each floor covering requires. Unscheduled cleaning and event cleaning is scheduled by submission of a Work Order and billed to the requestor.

Examples of basic services:

- Daily cleaning of restrooms;
- Scheduled general cleaning of offices, classrooms and laboratories;
- Maintenance of the hard floor surfaces, including dusting, damp mopping; burnishing, stripping and refinishing;
- Carpet care including vacuuming and shampooing (budget permitting);
- Removal of waste in trash and recycling cans;
- Replenishment as needed of bathroom paper goods;
- Liaison for services and contract management for pest control services.

Examples of chargeable services:

- Clean-up during and after special events;
- Refrigerator, microwave, and interior cabinet, lockers, desks, etc. cleaning;
- Work scheduled outside normal service times;
- Requests for cleaning services which are in addition to the regular cleaning scope and/or schedule;
- Clean-up after renovation and/or repair projects;

Maintenance Services Group Services

Maintenance Services Group (MSG) provides services and work to maintain the existing building interiors, building envelopes, system components and exterior architectural components. The level of maintenance services is generally based on national APPA II building maintenance standards and annual budget levels. Building component and building systems “repair by replacement” requirements are placed on a backlog and accomplished when funding and priorities allow.

Examples of basic building maintenance services:

- Preventative Maintenance (PM);
 - PM activities are typically completed at times when they have minimal impact on the operations of the facilities.
 - PM services include:
 - Inspections, cleanings, lubrication of dynamic building components;
 - Changing air and water filters;
 - Replacement of belts;

- Lubrication of motors;
 - Cleaning of coils;
 - Replacement of bearings;
 - Inspection and repair of air filtration systems;
 - Inspection and repair of exhaust fans;
 - Preparation of building equipment for seasonal use.
- Repair and maintenance to existing doors and door hardware;
- Repair and maintenance to interior tile surfaces;
- Repair and maintenance of walls and ceilings;
- Repair of torn carpeting;
- Door re-alignments for “sticking” doors;
- Door lock repairs;
- Repair and maintenance of heating and air conditioning interior components;
- Re-lamping of light fixtures;
- Elevator services;
 - DFM must be contacted for all elevator breakdown calls. DFM maintains this equipment through contractual arrangements with specialist service providers who in addition to routine maintenance activities also provide certifications and emergency breakdown service.
 - Telephones located in the lift cars are linked to WKU Police that can assist in obtaining an expedient response to a call.
- Plumbing, Drainage and Gas Fitting services;
 - Plumbing services are provided to ensure the campus infrastructure is properly installed and maintained to required building code(s). Plumbing infrastructure includes sanitary and storm water drainage systems; potable water systems; water supply for fire protection services; and natural gas systems.
 - Plumbing services include:
 - Maintenance of all in-ground water mains and interior building piping systems throughout the buildings including sanitary fixtures;
- Repair and maintenance of plumbing components such as boilers, chilled water units, tanks, valves, traps, thermostatic mixing valves, RPZ devices, heat exchangers and water heaters;
- Repair and maintenance of natural gas systems and hard plumbed fixtures;
- Repair and maintenance of fire protection service systems and firefighting fixtures;
- Repair and maintenance of sewage and storm water systems and fittings;
- Plumbing leak repairs;
- Toilet repairs;
- Painting & finishes services;
 - Painting and finishes required to preserve structures;
 - Re-paint of faded external and internal painted surfaces.
 - Note; paint typically lasts for ten (10) years or longer with the exception of high traffic areas or in harsh environments. DFM is not currently able to re-paint on a ten-year cycle; however, DFM maintains a deferred painting & finishes backlog and prioritizes work based on the severity of need.
- Electrical Services
 - Electrical services are provided to ensure the campus electrical infrastructure is properly installed, operated and maintained to current codes. Electrical infrastructure

includes High Voltage system; Low Voltage system; and those electrical components considered to be part of the buildings basic electrical wiring.

- Electrical services include:
 - Maintenance of all in ground and above ground distribution networks owned by the University;
 - Repair and maintenance of electrical components such as lighting, general purpose devices, air conditioning and heating, hot water units, Residual Current Devices (RCD);
 - Repair and maintenance of fire detection systems;
 - Thermal imaging services and program management;
 - Transformer oil tests;
 - Electrical pole and conductor inspections.
- Warranty and facility commissioning support services.

Examples of chargeable services:

- Modifications of existing facilities;
- Renovations of facilities in good condition;
- Scope additions to capital projects and renovation projects;
- Assembly, dis-assembly, or construction of office furniture;
- Repair of non--standard furniture or furnishings;
- Hanging of picture frames, etc.;
- Door lock core replacements for key loss or other keying changes (Access Control);
- Repair of damage caused by the negligence of others under the control of Faculty, Staff, contractor or external entity;
- Software related issue resolution of electronic door lock systems;
- Maintenance and repair of athletic equipment (field groomers, pitching machines, etc.)
- Maintenance and repair of non-DFM vehicles;
- Maintenance and repair of solar panels;
- Maintenance and repair of non-DFM speakers and sound systems;
- Plumbing, Drainage and Gas Fitting services;
 - Repair of damage by others to in-ground assets, building systems and fixtures;
 - Installation, maintenance and repair of appliances (e.g. dishwashers, dryers, clothes washers, etc.);
 - Installation of new special purpose equipment;
- Repair or maintenance of department equipment and appliances (e.g. training aides, reverse osmosis, DI systems, centrifuge, specialty gas lines, interceptor or neutralizing pits, specialized hoods, compressed air, meat chill lockers, furnaces, projectors, radioactive equipment, microscopes, etc.);
- Repair or maintenance of plant and equipment related to enterprises, auxiliary units or affiliated bodies (e.g. trade waste systems, farm services, wine producing equipment, food preparation systems, etc.);
- Repair and maintenance of Athletic Field lighting and score boards;
- Painting and finishes services
 - Cosmetic painting when not required to address asset protection processes or

prior to a condition based need to do so or DFM's ability due to basic funding shortfalls;

- Furniture refinishing;
- New furniture painting;
- Changing paint colors on occupants' request;
- Painting repaired walls damaged by the occupant or someone under their control;
- Special event support
 - Note: Requestor is responsible for any equipment loss or damage during event unless request includes labor funding to monitor equipment through event period.

Plant Operations Group Services

The Plant Operations Group (POG) provides maintenance and operations of the Steam Plant, steam line system, Chill Water Plant, chill water line system, localized chiller systems, and localized Boilers. Utility systems and component's "repair by replacement" requirements are placed on a backlog and provided when funding and priorities allow unless they pose a critical safety or operational risk.

Examples of basic Plant Operations Division services:

- Management of the campus WKU Energy Policy;
- Repair, maintenance and operation of the Steam Plant and the associated distribution system;
- Repair, maintenance and operations of localized chiller systems;
- Repair, maintenance and operation of heating boilers;
- Scheduling of heating and cooling periods;
- Liaison and work coordination with local utility providers;
- Utility supply metering;
- Management of billings and payments for utility commodities;
- Warranty and facility commissioning support services.

Examples of chargeable services:

- Requests for modifications to the existing utility infrastructure for increased capacity, increased quality standards, an alternate generation source or delivery location;
- Repairs, testing and maintenance for laboratory hoods;
- Repairs, maintenance and installation of specialty air chillers;
- Any service provided to enterprises, auxiliary units or affiliated bodies that results in a cost;
- Utility supply requested by non-WKU Education and General (E&G) functions or entities;
- After hours requests to confirm temperatures and unscheduled "occupied" temperature setting requests;
- Special event support.

Grounds and Landscape Services

The grounds maintenance team maintains the aesthetics of 200 acres of campus grounds and the condition and health of the ground's natural assets. The level of grounds maintenance is generally based on national APPA II standards.

Examples of basic grounds and landscape services include:

- Turf Care Services
 - Turf and grass areas are mowed and cut to present a neat and clean appearance. Services include: mowing, edging and pathway clearing ;
 - Turf and grass health care services are designed to obtain a standard species blend, uniform appearance and strong health and endurance to meet usage demand and aesthetics. This service includes aeration, fertilizing, top dressing and over-sowing;
 - Athletic field mowing;
 - Athletic field seasonal routine turf maintenance (seeding, aeration, spraying, fertilization).
- Tree Care Services
 - Inventory of campus trees by location and species;
 - Health monitoring through a hazard identification process for disease and structural integrity;
 - Pruning and trimming to promote health and eliminate hazards;
 - Removal of “at risk” trees;
 - Replacement of trees lost due to health or damage;
 - Administration of the Campus Tree Policy.
- Shrub Pruning Services
 - Bi-annual pruning and trimming
- Floral Plantings Services
 - Bi-annual seasonal color annuals are planted in strategic locations for campus aesthetics.
- Irrigation services
 - Maintenance, operation and “winterization” of existing irrigation systems;
 - System repairs.
- Litter control services
 - Campus grounds, parking lots, and parking structures are patrolled and litter removed once per weekday.
- Winter weather planning and support
 - Snow and Ice removal services
 - Walkway and roadway ice condition preparations

Examples of chargeable Grounds and Landscape services include:

- When possible, repairs required to landscape assets due to negligent acts or vandalism;
- Landscape enhancement(s) requests;
- Power washing exterior assets;
- “Flagging” of sprinkler heads for projects and special events held on irrigated turf.
- Special event support.

Waste Removal Services

The waste management team provides and maintains the waste cans, recycle cans and bins, compost bins, trash compactors, and large dumpsters ensuring that all waste is properly removed from campus.

Examples of basic waste removal services include:

- Servicing of all waste cans, recycling cans and large dumpsters;
- Liaison services with local waste haulers;
- Recycling services;
 - Materials collected for recycling basic service include:
 - White paper;
 - Mixed paper;
 - Magazines, books and newspapers;
 - Aluminum and other metals when economical;
 - Glass marked recyclable;
 - Plastics containers for non-toxic contents;
 - Corrugated cardboard.

Examples of chargeable waste removal services:

- Waste removal from construction and renovation projects;
- Waste removal for Dining Services, enterprises, auxiliary units or affiliated entities;
- Waste removal for Housing Residence Life (HRL) facilities.

Special Events Services

DFM provides services for special event preparation as a priority. Sufficient notice is required to allow time to plan other work activities around the event schedule.

Examples of Chargeable Special Event services include:

- Event labor support performed;
- Electrical alterations to circuits, special equipment set-up;
- Buildings and grounds clean-up crews;
- Waste removal and litter clean-up;
- Rental equipment costs, including full replacement costs for damage or loss.

APPENDIX A
SERVICES AND FUNDING SOURCES

Item	Description	Funding Source
A. Campus Services and 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 and design	Chargeback
7	Solid waste and recycling materials management	Cost Allocation*
8	Animal and bird control, carcass removal(s)	Cost Allocation*
9	Removal of exterior trash and debris across campus, including emptying of outdoor campus trash and recycling collectors	Cost Allocation*
10	Street and sidewalk sweeping, and storm drain and inlet cleaning	Cost Allocation*
11	Pressure washing of hardscape, and exterior graffiti removal	Chargeback**
12	Special event support, including set-ups and breakdowns, and delivery/set-up of equipment	Chargeback
13	Special event related pressure washing	Chargeback
14	Special event related services	Chargeback
15	General athletic field maintenance	Cost Allocation*
16	Commencement event support services	Cost Allocation***
17	Planning, Design and Construction Management (CM) consulting support on Landscape Major Projects	Cost Allocation*
18	Warranty Liaison and management services on Landscape projects	Cost Allocation*
B. 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	Weeknight (5) cleaning of all public areas: hallways, lounges, lobbies, and available horizontal surfaces	Cost Allocation*
7	Weeknight (5) cleaning of classrooms; includes floor-care, washing of whiteboards or chalk boards, removal of spills and graffiti from furniture.	Cost Allocation*
8	Weeknight detailed cleaning of all restrooms/locker rooms with replenishing of all products	Cost Allocation*
9	Special cleaning requests of an area above and beyond normal scheduled cleaning	Chargeback

Item	Description	Funding Source
10	Hard floor maintenance in public areas, classrooms, locker rooms, restrooms	Cost Allocation*
11	Scheduled vacuuming and shampooing of carpet in public spaces	Cost Allocation*
12	Spot cleaning of walls	Cost Allocation*
13	Interior graffiti removal	Chargeback**
14	Periodic cleaning of vents and lights	Cost Allocation*
15	Cleaning of elevators and stairs	Cost Allocation*
16	Cleaning of all indoor sports facilities	Cost Allocation*
17	Bulk recycling and clean-outs in buildings, including disposal of large amounts of delivery boxes, which are picked up by special request	Chargeback
18	Liaison for services and contract management for pest control services	Cost Allocation*
19	Interior extermination and general pest control	Cost Allocation*
20	Public area furniture cleaning	Cost Allocation*
21	Shampooing of private office furniture	Chargeback
22	Daily cleaning of entrance door glass	Cost Allocation*
23	Inside window cleaning, outside first floor window cleaning	Cost Allocation*
24	Window cleaning requests in addition to scheduled cleanings	Chargeback
25	Cleaning of departmental microwaves , refrigerators, cabinetry, lockers, etc.	Chargeback
26	Special request lab cleaning	Chargeback
27	Furniture movement for DFM custodial projects	Cost Allocation*
28	Furniture movement not for custodial purpose(s)	Chargeback
C. Facilities Maintenance		
1	Maintenance and repair of plumbing systems, HVAC systems, electrical and lighting systems	Cost Allocation*
2	Mechanical, electrical, or plumbing system modifications due to program changes	Chargeback
3	Maintenance, repair and replacement of emergency electrical power for departmental lab equipment, uninterruptible power supplies, and processed chilled water systems	Chargeback
4	Maintenance and repair of building automation controls, energy management systems, elevators	Cost Allocation*
5	Maintenance, calibration and certification of DFM meters	Cost Allocation
6	Modifications to building systems to accommodate space reconfiguration due to program or personnel changes	Chargeback
7	Modifications to building systems to accommodate new departmental equipment installation	Chargeback
8	Renovations of facilities in good condition	Chargeback
9	Air balancing and duct cleaning	Cost Allocation*
10	Repair and replacement of radiant heat system components, fan coil units, and unit ventilators	Cost Allocation*
11	Repair, replacement, inspection and certification of life-safety systems: fire alarm systems, fire sprinkler and suppression systems, standby emergency power and lighting.	Cost Allocation*
12	Maintenance, repair and replacement of specialty fire alarm systems (e.g., in kitchens and computer rooms)	Chargeback
13	Maintenance and repair of building common area walls and ceilings (patching and painting), acoustical ceiling tiles, light fixtures, lamps, flooring, and carpet	Cost Allocation*
14	Maintenance and repair of other building common area items such as toilet partitions, fixtures, and accessories; doors, door hardware, and locks; and water fountains	Cost Allocation*

Item	Description	Funding Source
15	Liaison and contract management for elevator services, repairs and maintenance	Cost Allocation*
16	Re-lamping of light fixtures, interior and exterior	Cost Allocation*
17	Graffiti removal, interior and exterior	Chargeback**
18	Maintenance and repair of Dining Facility equipment and supporting facility components	Chargeback
19	Interior and exterior railing maintenance and repair	Cost Allocation*
20	Repair and replacement of interior directories and way-finding signage	Cost Allocation*
21	Repair and replacement of loading dock levelers, roll-up doors, and vehicle restraint	Cost Allocation*
22	Disaster recovery (e.g., power outage, fire, flood)	Cost Allocation*
23	Environmental remediation and asbestos abatement for maintenance operations	Cost Allocation*
24	Flood/storm damage preparation and response	Cost Allocation*
25	Repairs due to leaks from roof or plumbing/mechanical systems	Cost Allocation*
26	Space refurbishments (e.g., paint, electrical, flooring, etc.) due to program or personnel changes	Chargeback
27	Installation of additional electrical receptacles due to program or personnel changes	Chargeback
28	Electronic Access Control (EAC) system hardware maintenance and repair	Cost Allocation
29	Assembling furniture, and hanging pictures, boards, signs and banners	Chargeback
30	Original window treatment repair or replacement in public areas and classrooms	Cost Allocation*
31	Window treatment replacement and/or installation requested in private offices	Chargeback
32	Securing departmental equipment and PCs	Chargeback
33	Maintenance, repair, and servicing of “non-original” and/or Department installed equipment, fixtures, window, wall and floor treatments	Chargeback
34	Demolition and removal of student/research projects and department equipment	Chargeback
35	Sign replacement and support of security initiatives due to program changes	Chargeback
36	Special event support (e.g., temporary electric and plumbing, and standby technicians)	Chargeback
37	Planning, Design and Construction Management (CM) consulting support on Capital Projects	Cost Allocation*
38	Warranty Liaison and management	Cost Allocation*
F. Plant Operations and 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	Boiler operations, maintenance, repairs, inspections and certifications	Cost Allocation*
3	Demand management services and energy efficiency upgrades	Cost Allocation*
4	Scheduling “Occupied” and “Unoccupied” energy management periods via Astra data	Cost allocation*
5	After hours adjustment requests for “Occupied” energy management settings	Chargeback
4	Oversight of campus utility infrastructure, including distribution systems and utility plants	Cost Allocation*
5	Planning, Design and Construction Management (CM) consulting support on Capital Projects	Cost Allocation*

* Cost Allocation is to the DFM Annual Budget for the Education and General (E&G) facilities, other facilities are Chargeback according to Memorandums of Agreements (MOA) and/or negotiations. Annual funding levels determine the specific level of capability(s), services may be placed on “hold awaiting funding” to comply with budget constraints.

** Graffiti removal is charged to the appropriate person(s) as appropriate following WKU Police Department investigation(s).

***Budget set to 2017 expenditure level, remaining costs are Chargeback.

APPENDIX B

WKU FY 2026 CHARGE RATE SCHEDULE

Estimated Average Labor Charges (Hourly rates)		
Maintenance and Operations* (effective January 2026)	Straight	Overtime
Area Technicians	44.82	67.23
Electricians	48.20	73.29
Electronics	48.99	73.48
Painters	34.12	51.17
Plumbers	51.71	77.56
Heating, Ventilation and Cooling (HVAC)	51.40	77.10
Carpentry	41.11	61.67
Roofer	43.31	64.96
Steam Technicians	48.64	72.96
Energy Management	42.03	63.04
Custodial	18.18	27.27
Grounds	20.02	30.03

*The labor rate for maintenance and operations staff is intended to recover actual direct costs and allocated indirect costs, including fringe benefits. The Controller's Office established the methodology for the labor rate calculation and annually approves any rate adjustments. The cost of inventory materials and purchased goods are passed through with no mark-up.