



**SUBJECT: Maintenance Work Order Request System**

**REFERENCE:**

**1. PURPOSE**

The purpose of this policy is to establish the procedures for requesting maintenance, repairs and/or improvements at Southern West Virginia Community and Technical College.

**2. SCOPE AND APPLICABILITY**

This policy is applicable to all departments and employees of the institution.

**3. DEFINITIONS**

- A. Emergency - Problems that create safety hazards, interrupt building operations, or seriously disrupt academic, administrative, or student services functions.
- B. Routine - problems less serious than emergencies that may be handled on a first-come-first served basis.
- C. Standing - Work that is not necessarily assigned to specific work orders such as preventative maintenance of the HVAC systems. Also included in this category are seasonal jobs that may be performed to equalize the workload throughout the year.

**4. POLICY**

All requests for maintenance, repairs, and improvements must be submitted in an approved manner, and such requests will be handled by a prescribed method. The primary objective of the maintenance department is to maintain the College's facilities and grounds in a manner conducive to a learning atmosphere.

**5. BACKGROUND OR EXCLUSIONS**

**6. GENERAL PROVISIONS**

**7. RESPONSIBILITIES AND PROCEDURES**

- A. All work requests are to be forwarded to the Director of Boone/Lincoln Campus, Capital Projects and Maintenance. The requests are to be send via e-mail.



- B. If necessary, the individual requesting work shall prepare drawings or sketches and forward the documents to the Director: they will be attached to the work request.
- C. Upon receipt of a request, the Director shall print the request, forward a copy to the maintenance staff, and schedule the work to be performed. Attempts will be made to complete all requests as expeditiously as possible; however, emergencies will be given priority.
- D. If costs are involved, the maintenance staff shall promptly prepare an estimate and present it to the Director.
- E. The maintenance staff shall develop a list of materials needed to complete the job and present it to the Purchasing Assistant.
- F. The Purchasing Assistant shall type the purchase order and submit it to the Director or the Vice President of Finance for approval and signature.
- G. Upon completion of each request, the maintenance worker/repairman shall sign the form, date it, and present it to the Director for record-keeping purposes.
- H. To ensure that all work meets acceptable standards, the Director or designee shall periodically inspect completed jobs.

**8. CANCELLATION**

This policy replaces the "Maintenance Work Order Request System" dated July 1, 1984, in Chapter 29 A-2, Series I of the college's Administrative Regulations.

**9. SIGNATURE**

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**President** **Date**

**Attachments**

**Distribution**

**Revision Date**

September 1, 2000