

Facilities Management Department Chargeback Guidelines

Applies to:	All University Departments and Activities
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The Facilities Management (FM) Department provides multiple services to University owned facilities in the areas of new construction and renovation, installation of new equipment, repairs of existing equipment, facility & equipment maintenance, landscape & grounds and building services.

University-owned facilities are classified into three distinct groups:

1. **State-supported facilities:** These are primarily funded by State of North Carolina appropriations and income fund, which includes tuition and certain fees.
2. **Auxiliary funded facilities:** This category encompasses Student Residence Halls, Student Center, University Place Apartment, Student Dining Hall, Student Center, Lilly Gym (Sport Side – under Student Affairs), Health and Wellness projects at Spalding Bldg., Athletic Department Projects (e.g., scoreboard replacement, track resurfacing, or office renovation), Early Childhood Center Projects, Police and Public Safety, Parking lots and facilities, Seabrook Auditorium projects, and Bronco Midtown projects.
3. **Mixed-use:** This category includes buildings that receive funding both from the University and through user fees. (e.g., Williams Hall, Lilly Gym, Capel Arena)

The FM Operations & Maintenance (FMOM) Section accepts work requests via the service request portal [Service Request Form](#), and the FM Planning & Construction (FMPC) Section uses Project Request Form [Project Request Form \(PRF\)](#) to administratively initiate and track FMPC projects.

Facilities Management Operations & Maintenance

The FMOM section is frequently asked to clarify which services are “routine” (no charge) and chargeable to a department. The intent of this section is to define our approach and to identify the current chargeback rates used. Work requests are processed and assigned based on several criteria with the goal of appropriately completing the work as quickly as possible.

Work request expenses (labor and material) that address existing conditions requiring repair or replacement **due to normal wear and tear** are covered by Facilities Management. However, there may not be funds available to complete all work requests, although every effort will be made.

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Work request expenses **for reasons other than normal wear and tear** will be charged to the requesting department. Charges for new equipment purchased or services added by a department for academic purposes will be evaluated by FM leadership. Special time constraints requiring overtime or work outside of normal business hours could add to the cost of the service.

The following tables may not include all possible cases and are intended to provide examples only.

Maintenance Services	
Services Covered by Facilities Management <i>All areas for the exclusive use of Auxiliaries <u>are not</u> included.</i>	
Maintenance of building structures including roofs, walls, floors, ceilings, windows, doors, locks & closure devices.	
Maintenance of electrical-mechanical-plumbing systems for lighting, heating, ventilation, air conditioning, water supply and waste disposal.	
Maintenance of classrooms, corridors, restrooms, lounges, and lobbies.	
Maintenance of utility systems, drainage ways, and area and street lighting systems.	
Billable Services <i>All services provided for Auxiliary funded facilities are billable.</i>	
Elective Moving Services	Repair/replace kitchen & specialty equipment
Replacement of floor coverings	Replace blinds/shades
Keyboard trays, shelves, bookcases, mailboxes, banners, etc.	Assemble/repair/replace furniture
Add convenience outlets & electrical services	Painting
Provide dumpsters for events/special projects	Fleet vehicle repair/fuel (FSU Vehicles)

Housekeeping-Building Services	
Services Covered by Facilities Management <i>All areas for the exclusive use of Auxiliaries <u>are not</u> included.</i>	
Cleaning services performed daily in general use spaces such as lobbies, corridors, restrooms, and other public areas.	Cleaning services in offices, classrooms, and other supported areas.

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Cleaning services include vacuuming, dust/wet mopping, window cleaning, dusting, etc.	Removal of indoor trash/recycle in common areas.
Disinfecting/sanitizing of classroom desk, restrooms, locker rooms, daycare, infirmary.	Floor care, graffiti removal, and spill clean-up
Billable Services <i>All services provided for Auxiliary funded facilities are billable.</i>	
Cleaning chemicals or supplies for department use.	Support for weekend, holiday, or after hour events.
Cleaning of appliances	Carpet cleaning outside of scheduled annual service.

General Labor and Moving Services	
Services Covered by Facilities Management <i>All areas for the exclusive use of Auxiliaries <u>are not</u> included.</i>	
Parking lot repairs (minor repairs only)	Maintenance of walks, drives, parking lots, including snow removal, ice control, removal of trash/debris.
Window Cleaning	Pressure washing of academic buildings and exterior surfaces.
Billable Services <i>All services provided for Auxiliary funded facilities are billable.</i>	
Special event support (labor)	Window cleaning outside of our regular schedule
Pressure washing outside of regular schedule	Placement and removal of special event signage within regular operating hours.

FMOM Labor Rates		
Maintenance Shops	Labor Rate (\$/hour)	Overtime Rate (1.5x)
Carpentry	\$30	\$45
Electrical, HVAC, Plumbing	\$40	\$60
Custodial	\$25	\$37.50
Locksmith	\$40	\$60
General Labor/Moving	\$25	\$37.50
Painting	\$30	\$45
Vehicle Shop	\$30	\$45

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Facilities Management Planning & Construction

The Facilities Management Planning & Construction (FMPC) Section oversees the planning, design, and the execution of the university's Capital projects. They play a key role in implementing the University's Physical Master Plan and provide architectural guidance for all facility-related matters. In addition, FMPC oversees the construction of new facilities, spatial transformation of existing facilities, engineering feasibility studies and significant renovation to campus facilities. Projects request submitted to the FMPC section are projects that are beyond the normal services of FMOM section. These projects, depending on the scope and cost of work, may require State Construction oversight.

Please be informed that a project management fee, calculated based on the project cost, will apply to all university auxiliary and self-supporting departments, as well as any specialized services tied to their spaces. It's crucial to recognize that this fee is mandatory to ensure compliance with the policy and procedures outlined by the UNC System Office.

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Regardless of whether a project fee is applicable, the initiation of FMPC projects involves the submission of a Project Request Form (PRF). FMPC staff will oversee the proper completion of all administrative tasks associated with the proposed project.

How to request services from FMPC?

1. Through the Asset Essentials/TMA portal, the Requester submits a [Project Request Form \(PRF\)](#) describing the type of work, and location of the area where work is to be performed.
2. The Requester will select the type of service required.

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3. Funding source(s) must be identified on the [\(PRF\)](#). If the funding source is not identified the request for service will be returned to the originator, and the project will not get initiated.
4. Please identify the project representative in the space provided. This is the person from your organization who is familiar with the scope of work for the project. They will work closely with the project manager during the scoping and estimating phase.
5. Please be aware that the request must receive approval by provost, vice chancellor or dean. Without their approval, we cannot proceed with the project.
6. A Budget Officer's signature is required to ensure funding is in place for the project.

NOTE: Throughout the project's duration, stakeholders will receive regular updates on the progress until completion.

FM fees are based on the total cost of the project, which includes design, purchased and owner-provided materials, and contracted expenses. The PM fee will be determined at the outset of the project when all costs are known or can be estimated. Depending on the size, scope and duration of the project the fee may be billed progressively or in a lump sum at the outset of the project. Fee will apply to projects that are considered nonacademic space on project.

Project Total Cost	Max PM Fee %	Max Fee
Less than \$100,000	6.0%	\$6,000
\$100,001 - \$500,000	3.0%	\$15,000
\$500,001 - \$1,000,000	2.0%	\$30,000
\$1,000,001 - \$5,000,000	1.5%	\$62,500
\$5,000,001 - \$10,000,000	1.0%	\$100,000
Greater than \$10,000,000	.5%	TBD