

PROCEDURE

Series:	Property Management	COA: ASE 4 CFOP: NA
Procedure Name:	Building Maintenance	
Procedure Number:	PM-716	
Reviewed Date:	2/20/13, 04/28/16, 10/21/2020, 4/16/24	
Revision #/Date:	9/10/25	
Effective Date:	10/01/08	
Applicable to:	Center/Facility Managers or Designee	

SUBJECT: Building Maintenance

PURPOSE: To ensure that appropriate resources are directed toward meeting the requirement of proper operations and maintenance of the agency's facilities.

Attachment:



Foxit PhantomPDF
PDF Document

PROCEDURE:

1. Work Orders

To establish effective communication, building maintenance work orders will be submitted to the Business and Property team via the Team Dynamix portal by selecting the designated category, answering the remaining questions, and submitting.

2. General Cleaning

Janitorial services are contracted to provide the overall general cleaning of the facilities. This service is responsible for the provision of routine cleaning such as emptying of trash, vacuuming, cleaning of restrooms, and various other duties.

Employees are required to maintain their own work areas in a clean manner and are expected to attend to minor cleaning requirements individually as the need arises.

3. Routine and Preventative Maintenance

Routine and preventative maintenance of facilities is managed by the Business and Property team. This includes replacement of light bulbs, switches, annual carpet cleaning, quarterly HVAC maintenance, and more. Work will be scheduled and completed because of work order requests submitted through the Team Dynamix portal or as indicated through regular maintenance audits of facilities and grounds.

When appropriate, maintenance issues covered within the scope of property leases entered into by FPOCF will be referred to the landlord immediately by the Business & Property team. This team will be responsible for ensuring that referred issues are attended to within an appropriate timeframe.

4. Emergency Maintenance Services

For emergency maintenance services, the Business and Property Manager should be contacted immediately, so appropriate action may be taken.

1. Examples of emergency requests include the following:
 - a. Faulty heating or air conditioning
 - b. Broken or leaking pipes
 - c. Leaking roof
 - d. Utility interruptions (water/gas/steam/electrical)
 - e. Plumbing problems (kitchen, rest room, irrigation, etc.)
 - f. Lighting (two or more lights out in a space)
 - g. Broken windows
 - h. Emergency keying or duplication
 - i. Unsafe area – floods or other hazards

5. Maintenance Audit

On a monthly basis, each building will be thoroughly inspected for safety and/or maintenance issues that require attention. At a minimum the maintenance audit will include the following:

1. General inspection of work areas
2. Evaluation of the area for potential safety violations
3. Inspection of lights for burned out bulbs
4. Inspection of windows, doors, and locks to ensure they properly close and are secure.
5. Inspection of receptacles and electrical equipment to ensure safe and proper use of outlets, extension cords or other similar devices
6. Inspection of fire exits and equipment

6. Maintenance Records

1. The Business and Property team will maintain a record of all maintenance activities requested and performed. The list will be used to track and monitor agency responsiveness to helpdesk tickets, and to assist with forecasting budgets and cost savings. At a minimum the maintenance record will include:
Nature and location of problem or issues
2. Date the maintenance issue was referred to or noted
3. Recommendation or actions taken to resolve the issue at the initial action
4. Necessary follow-up actions taken to resolve issues (if applicable)
5. Recommended training or follow-up action to be taken by the agency (for instance, is additional training necessary to reduce future issues)

Maintenance records, trend data, and associated recommendations will be presented to the

Risk Committee on a quarterly basis for review and action.

BY DIRECTION OF THE PRESIDENT AND
CHIEF EXECUTIVE OFFICER:



PHILIP J. SCARPELLI
President and Chief Executive Officer
Family Partnerships of Central Florida

APPROVAL DATE: 10/15/2025