

Background

The Division has a responsibility to protect the community's capital investment in school facilities by ensuring school buildings and grounds are adequately maintained.

Procedures

1. Work requests are submitted by the Head Building Operator at each site into AssetPlanner (an electronic service request system). The Service Response Centre (SRC) receives and reviews the request. The Service Response Centre evaluates the request and, if approved through the proper channels, assigns a subledger using the correct budget code.
2. AssetPlanner access is available for the Principal or designate. This access allows the requests in the system to be viewed and notes to be added. Notes are automatically sent by e-mail to the requestor, the assigned individual and anyone copied on the request.
3. All work requests in AssetPlanner are assigned a priority, chosen by the Principal/HBO. The priorities are: Urgent (must be called in), High (as soon as possible), Medium and Low. Request priority will be reviewed by the Service Response Centre and Trade Coordinators. Work will be prioritized based on current workload(s) and emergency situations. All urgent requests must be phoned in to the Service Response Centre.
4. Duplicate service requests will be closed as more than one request for the same problem causes confusion.
5. The Director of Operations, as well as the Trade Coordinators, will work with the HBO to schedule projects. Principals may be involved in the scheduling if the project is large or has a high impact on students/staff.
6. The Service Response Centre is available to take calls if there are questions about existing requests.
7. Schools must be kept in a condition suitable for a variety of staff. Classrooms and work areas are not to be modified to excess, as the costs to revert the areas back for a new staff member would be very high.
8. Work cannot be completed without submitting a service request.

Reference:

- Education Act Sections 33, 52, 53, 68, 197, 222, 225
- AP5306 – Urgent Facility Concerns

Appendix A – MAINTENANCE AND GROUNDS DEPARTMENT WORK FLOW CHART

