





City of Arts & Innovation

City of Riverside Administrative Manual

Effective Date: 07/2003
Last Review Date: 07/2018
Latest Revision Date: 07/2022
Next Review Date: 07/2025
Policy Owner(s): General Services

Approved: 

Department
City Manager

SUBJECT:

Building Services Requests for Maintenance and Repair

PURPOSE:

To establish responsibility for the maintenance and upkeep of City buildings and related equipment and implement an orderly and efficient procedure for obtaining building maintenance and repair services from the General Services Department.

SOURCE OF AUTHORITY: City Charter Section 601

POLICY:

[The heads of departments or offices are responsible for assuring that the premises they occupy are maintained in a safe and efficient manner. The Building Services Division of the General Services Department is responsible for maintenance of City-owned buildings or space except for the Airport and Park and Recreation Department for which only air conditioning and heating services will be provided. Additionally, the Division provides only custodial support for the Water Quality Control Plant. All new construction or repair work must comply with City Building Codes and is subject to inspection. The approval of the Building Services Division must be obtained prior to the start of any construction on or facility maintenance.

The Building Services Division is equipped to provide routine building maintenance and repair and other services such as carpentry, plumbing, painting and some electrical work. The Division also supervises and administers elevator, security, custodial, and Heating & Air Conditioning (HVAC) service contracts.

The responsible department or office shall anticipate the needs for building maintenance and repairs services as far in advance as possible. Departments should assure that major maintenance and repair projects are included in the Capital Improvements Program (CIP) budget, as applicable. The Building Services Division, upon request, will assist departments in determining cost estimates for building repairs or maintenance they wish to include in the CIP budgets.

To expedite service, departments will submit an electronic Work Request via Oracle UWAM, formerly known as SPL (instructions attached) to the Building Services Help Desk for processing. Each department

will appoint designees who will submit Work Requests for service. Emergency and urgent requests should be called in to the Building Services help desk at 351-6160, or as instructed on the attached.

It shall be the responsibility of the General Services Director, or his designee, to complete service requests or projects within established timeframes as listed on the service request form; to provide the requesting party with service request or project status; to communicate the estimated timeframe for completion on special or complex requests; and to provide follow-up communication should there be any problem or delays encountered.

PROCEDURE:

Responsibility	Action
Requesting Department	1. The respective department designee(s) will submit a Work Request via Oracle UWAM (SPL). If the request is urgent, contact the Building Services Help Desk at 351-6160. If the request is a life threatening emergency, please dial 911.
Building Services Help Desk	2. Building Services Help Desk will process the Work Request into a Work Order via the work order management system (Oracle UWAM/SPL). A copy of the Work Order is sent to the Requester. If the request is an emergency or urgent, the Building Services Supervisor will be notified immediately. All service requests will be assigned an initial priority based on the criteria on the attached service request form.
Maintenance Services Manager	3. The Maintenance Services Manager will review all new work requests. Work Orders will be prioritized and scheduled based on the urgency and availability of resources. Work will generally be scheduled based on the following criteria: <ul style="list-style-type: none"> a. If the request is an emergency, maintenance personnel will be dispatched immediately. If follow-up maintenance is required, the supervisor will schedule the work and notify the Requestor of the scheduled completion date. b. If the work is of a routine nature (minor maintenance or repair work), the work will be scheduled for completion within 10 workdays. A Work Order will be forwarded to the requesting party acknowledging receipt and scheduling of the request. c. If the request entails a special project designation (i.e. painting, electrical rewiring, carpentry, etc.) that requires extensive work or cost: <ul style="list-style-type: none"> I. The Maintenance Services Manager will establish a cost estimate and a schedule date. II. The Maintenance Services Manager will assign an account number. III. The requesting party will be provided with a copy of the approved project Work Order. d. It is the responsibility of the Maintenance Services Manager to ensure jobs are completed as scheduled or that revised schedules are reported according to procedure. e. Requesting parties can obtain the status of work orders from the order management system (SPL). f. The Maintenance Services Manager, the Building Services Crew Leader, or the Building Services Project Manager will review outstanding Work Orders and projects on a weekly basis and

PROCEDURE:

Responsibility

Action

- g. update status and notify requestor of any changes to status.
- g. The General Services Director will be briefed monthly on status of open work orders and projects.

Attachments:

Work Order Request Instructions

Department Review			
<i>Required</i>	<i>Department</i>	<i>Signature</i>	<i>Printed Name</i>
<input type="checkbox"/>	City Attorney		
<input type="checkbox"/>	City Clerk		
<input type="checkbox"/>	CEDD		
<input type="checkbox"/>	Off. of Communications		
<input type="checkbox"/>	Finance		
<input type="checkbox"/>	Fire		
<input type="checkbox"/>	General Services		
<input type="checkbox"/>	Housing		
<input type="checkbox"/>	Human Resources		
<input type="checkbox"/>	IT		
<input type="checkbox"/>	Library		
<input type="checkbox"/>	Museum		
<input type="checkbox"/>	Off. of Homeless Solutions		
<input type="checkbox"/>	Parks, Rec & Comm Svcs		
<input type="checkbox"/>	Police		
<input type="checkbox"/>	Public Utilities		
<input type="checkbox"/>	Public Works		

ORACLE UWAM – SPL: WORK REQUESTS

1. Access UWAM/SPL from the City Intranet.

City of Riverside

Home Forms & Manuals Project Sites Departments Reports Search...

Quick Links

- Add Your Photo
- City Council Agenda
- City Council Meeting Streaming Video
- Planning Commission Streaming Video
- City Directory Online
- City Website
- Convention Center Room Request Form
- Cost Saving Suggestions
- Employee Discounts
- Employee Online
- Share Your Ideas Riverside
- The Hive
- Enterprise Rent-A-Car (for official city use only, not for personal rentals)
- IFAS Log On
- Pcard Works Log On
- Mayor's Night Out Calendar
- Printable Directory
- Property Viewer
- Report Suspicious Activity
- Activity
- Rideshare Program
- Oracle UWAM**
- Timecard Online
- WEBstaff
- More...

Featured Items

City Jobs Website
Check for open positions within the city.

Weather

72°F
Riverside, California
4-4-2017 | 11:00 AM

66°F
Los Angeles, California
4-4-2017 | 11:00 AM

66°F
San Diego, California
4-4-2017 | 11:00 AM

Last update on: 04/04/2017, 11:02:45

News & Announcements

2016 Step Up Your Health - 3rd Quarter Winners[®]
by: Daniels, Mylene 12/29/2016 4:43 PM

2016 Step Up Your Health 3rd Quarter Winners!
1st place: Tiffany Burton (CAO) - 2,450 swipes
2nd place: Adriana Simon (HR) - 1,424 swipes
3rd place: Alicia Sahagun (Finance) - 1,318...

2017 Holiday & Payroll Calendar[®]
by: Daniels, Mylene 12/15/2016 9:49 AM

Attached is the 2017 Holiday & Payroll Calendar.

Employee Discounts

- 2017 Legoland Rate Sheet
- Theme Parks, Movies, Hotels & Dining
- Sprint City of Riverside Discount
- Sprint City of Riverside Discount
- Auto Loan
- Collision Discount
- Leisure Rental Guidelines
- Enterprise Rental 2017
- C8U 2017

2. Log in: Userid = First Initial and Last name. Password: Probably your employee ID.

3. Select "Work Request" from "Favorites" box. If "Work Request" is not already in your favorites, then see 3(A) below

3A. After logging in to UWAM, single-click on the Application Map from the Oracle home screen and select the work order module.

RESOURCE	MAINTENANCE	PURCHASING	INVENTORY	SYSTEM ADMINISTRATION	CUSTOMER
Account	Account Log	Blanket Contract Log	Checkout Requests	Approval Limit	No data to display
Area	Benchmark Work Orders	Blanket Contract to PO	Checkout Transaction Log	Responsibility	
Asset	Crew	Blanket Contracts	Receiving	User Profile	
Asset Class	Crew Activity Log	Cost Adjustments	Receiving (Multi-Step)	WorkFlow Groups	
Asset Inspection Data	Direct Charges	Invoice Batch	Receiving Log		
Asset Navigator	Direct Charges Log	Invoicing			
Asset Reliability	Leave Request	Purchase Order			
Bill of Materials	PM Events	Purchasing Log			
Catalog	PM Master	Requisition			
Change Request	PM Route - Create Schedule	Vendor			
Component ID	PM Route - Display Schedule				
Component Tracking Log	PM Route Planning				
Department	Permit Templates				
Document Control	Permits	ENTERPRISE			
Document Log	Project/Subproject	Asset Type Analysis			
Employee	Runtime Entry	Enterprise Asset			
Function	Timekeeping	Enterprise Catalog			
MSDS	Timekeeping Log	Organization			
MSDS Chemical Label	Work History				
Maintenance Manager	Work History Failure History				
Operational Asset Data	Work Order				
Regulatory Account	Work Order Task				
Specification	Work Order Task Assignment				
Specification Template	Work Request				
Standard Notes					
Storeroom					
Storeroom Transaction Log					

4. Select New Record icon (looks like a piece of paper)

Search Options

Results

Work Request

Views

- Notes
- Attachments
- Approval Log
- Manufacturer Warranty

Actions

- Search
- Save Search
- Custom SQL
- Clear Fields
- Save Default Fields
- Restore Default Fields

Select from your list of personal saved searches:

Search for

Search In Searches Bookmarks Alerts Exact Match

Refine your search. Include specific items in your search:

Work Request No	<input type="text"/>	Class	<input type="text"/>
Request Status	<input type="text"/>	Category	<input type="text"/>
Asset ID	<input type="text"/>	Required <=	<input type="text"/>
Component ID	<input type="text"/>	Work Order No	<input type="text"/>
Planner	<input type="text"/>	Deficiency	<input type="text"/>
Department/Area	<input type="text"/>	Work Request Type	<input type="text"/>
Approval Route	<input type="text"/>	Work Priority	<input type="text"/>
Initiator	<input type="text"/>	Downtime Type	<input type="text"/>
Created >=	<input type="text"/>	Change Req	<input type="text"/>
Building/Location	<input type="text"/>		
Description	<input type="text"/>		
Safety	<input type="checkbox"/>	ISO Related	<input type="checkbox"/>
Health	<input type="checkbox"/>	Environmental	<input type="checkbox"/>
Run to Failure	<input type="checkbox"/>	Renewal	<input type="checkbox"/>
Order By	<input type="text" value="Created Date (Descending)"/>		
Map Page & Grid	<input type="text"/>	Ward	<input type="text"/>
Neighborhood	<input type="text"/>	Elect Circuit	<input type="text"/>
Exp Code Filter	<input type="text"/>	Rough Estimate	<input type="text"/>

5. Enter GS-BS into Approval Route
6. Enter a service date in the "Required by" field, if the request is time or date specific
7. Enter the location and a detailed description of the services you are requesting in the "Description Field." Include "
8. Enter the Letter "L" (Location) in the first "Asset" field and it will automatically move to the next field
9. Click on the grey Asset ID, or press the F9 key, and select your location
 - a. Scroll down to your location by dragging the up/down navigation bar on the far right
 - b. Search for your location by entering a few key words after the % sign (Fire, Lib, Police) press the find button to initiate search
10. Always enter the Number "1" in the "Priority" field (highlighted in yellow). This will be assigned by General Services
11. Change "Status" block from "Created" to "PENDING APPROVAL."
12. Click on "Save" Button

Work Request

Request: [] Type: Regular Work

11 Status: Created

Initiator: HUNT, KATHERINE

Phone: (951)826-5122

Description: City Hall - 5th Floor - Please hang photos in (name)'s office. See Kathy Hunt Ext. 5122 **7**

8 Asset: L

Component: [] Department: []

Failure Code: []

Account No: []

Bldg/Loc: []

Position: []

Init WO Type: Regular Status: Planning

Class/Catg: []

Priority: 0 = (4 *)+ Downtime?

Work Order: []

5 Approval Route: []

Required By: [] **6**

9

Asset ID	Description
00026	Airport
00027	Cal Towers / PU Market Street (Prev. HR)
00028	City Hall - 1st Floor
00029	City Hall - 2nd Floor
00030	City Hall - 3rd Floor
00031	City Hall - 4th Floor
00032	City Hall - 5th Floor
00033	City Hall - 6th Floor
00034	City Hall - 7th Floor
00035	City Hall - Basement

10

Work Request

Request: [] Type: Regular Work

Status: Cre **12**

Initiator: HUNT, KATHERINE

Phone: (951)826-5122

Work Order: []

Approval Route: []

Required By: []

10

WORK REQUESTS

1. Access UWAM/SPL from the City Intranet.
2. Log in: Userid = First Initial and Last name. Password: Probably your employee ID.
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 - a. If "Work Request" is not already in your Favorites, after logging in to UWAM, single-click on the Application Map from the Oracle home screen. Select the Work Order Module
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6. Enter a service date in the "Required by" field, if the request is time or date specific
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