



Administration and Finance

Operations Detail: **FACILITIES PLANNING & MANAGEMENT – 09**

ADMINISTRATION & FINANCE | FACILITIES PLANNING & MANAGEMENT

## **Cost Recovery Guidelines**

July 2024

### **1.0 PURPOSE**

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This operations detail establishes clear and consistent procedures for the recovery of costs associated with Facilities Management services provided to internal units. This guideline ensures accountability, transparency, and financial sustainability for the department by accurately tracking and recovering costs incurred in delivering services to campus partners.

### **2.0 BACKGROUND**

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Facilities Management encompasses a variety of tasks, including maintenance, operations, and space utilization, all of which result in financial implications. To sustainably manage these facilities, it is essential to recover costs efficiently. This guideline aims to streamline the process of accurately tracking and recovering costs associated with providing services to internal stakeholders. By establishing transparent and consistent procedures, the department seeks to optimize resource allocation and ensure financial sustainability while continuing to deliver high quality services to its constituents.

### **3.0 OVERVIEW**

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Facilities Management oversees crucial maintenance requirements, encompassing routine upkeep, utility infrastructure, roadways, and other additional essential tasks. Additionally, FPM provides non-routine maintenance services and ensures the recovery of associated costs, both direct and indirect, from the appropriate parties. The Total Maintenance Authority (TMA) is a CMMS used to monitor work orders eligible for reimbursement, as well as to track the labor and costs associated with the services provided.

### **4.0 CITATIONS**

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[Cal Poly Pomona Strategic Plan 2017-2025](#)

[Premium Service Priorities](#)

[Base vs. Cost Recovery \(Premium Services\) Guideline](#)

[Cost Recovery Brochure](#)

[Cost Recovery Monthly Journal Process Guide](#)

## **5.0 PROCEDURES**

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This procedure ensures prompt management of service requests, promoting clear communication and accountability for Facilities Management costs incurred.

### **5.1 Service Types**

Facilities Management provides services in two classifications: base and premium. The following section outlines the definitions for both service types.

#### **Base Services (Routine Maintenance)**

Fundamental or essential services provided to support the operations and functions of a facility. These services include regular inspections, basic repairs, and standard upkeep of facilities. Facilities Management covers the costs associated with these services, ensuring that departments do not incur direct expenses for these fundamental operational needs.

The services listed below are categorized as fundamental base services:

- Light bulb replacement
- Exterior lighting repairs
- Door repairs
- Walkway and road maintenance
- Plumbing repairs
- Elevator maintenance
- General building envelope repairs: roof, windows, or doors
- Routine custodial services: general cleanup, trash disposal
- Heating/cooling and humidification system maintenance and repairs

#### **Premium Services (Chargeback)**

Any specialized services that extend beyond routine maintenance tasks or operations. These specialized services are not part of regular upkeep and are billed to the requesting unit.

The following services do not fall under routine maintenance and will incur charges to the requesting unit:

- Auxiliary and enterprise facility maintenance
- Architectural and concept plan development
- Project scoping for major renovations
- Structural alterations
- Vehicle maintenance
- Installation of furniture, shelving, and cabinetry
- Hanging white boards, plaques, pictures, or banners
- Floor cleaning or new carpet; other than routine scheduled maintenance
- Special events; labor and equipment rentals
- Parking lot maintenance
- Removal of unused or unwanted equipment, furniture, or goods

## 5.2 Cost Recovery Procedure

The following section outlines the recovery procedure for base and premium services.

### Base Service Requests

1. All standard service requests must be submitted through the designated online service request portal, by email, or via phone.
2. Customer service representatives will review the request for completeness and accuracy. Incomplete requests will be sent back to the requester for further information.
3. Once the request is verified, it will be routed to the appropriate team or technician. A confirmation email will be sent to the requester acknowledging receipt of the request.
4. The assigned team or technician will perform the requested service as per established guidelines. Any deviations or challenges encountered are to be documented and reported to the supervisor.
5. After service completion, the technician will record the details of the work performed, including applicable before-and-after photos, and update the material costs and labor hours on the work order.
6. The service request will be marked as 'completed' in the service platform, and the work order will be finalized and closed.
7. Each month, the customer service lead generates a system report to ensure all base service requests are closed promptly and accurately.

### Premium Service Requests

1. Clients seeking Facilities Management Premium Services will initiate the process by submitting a service request through the [online portal](#).
2. Upon submission, the requester will receive an automatic notification confirming receipt of the service request. The confirmation will include a unique request number and a summary of the request details.
3. Facilities Management personnel will assess each request based on urgency, available resources, and budgetary constraints. Approved service requests will be assigned to the appropriate team or technician.
  - a. If nature of the request suggests significant costs or resource requirements, or if the customer requests an estimate in advance, the request is to be labeled as 'Estimated Chargeback' in the service platform.
    - i. The estimate request will be directed to the appropriate trade supervisor for evaluation.
    - ii. Utilizing internal tools to calculate costs, the supervisor will prepare an estimate for the customer with a detailed breakdown of costs.
    - iii. Prior to scheduling the work, the supervisor must ensure the estimate has been approved by the customer.
4. The assigned technician will schedule and perform the required work. Any additional costs or necessary changes will be communicated to the requester for approval before proceeding.
5. Upon completion of the service requests, a statement detailing the actual costs incurred will be generated and sent to requesting unit for review. Payment will be collected the month after the work has been completed.

## 6.0 DEFINITIONS

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### Premium Services

Any specialized services that extend beyond routine maintenance tasks or operations. These specialized services are not part of regular upkeep and are billed to the requesting unit.

### Base Services

Fundamental or essential services provided to support the operations and functions of a facility. These services include services such as regular inspections, basic repairs, and standard upkeep of facilities.

## 7.0 CONTACTS

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This operations detail is owned, administered, interpreted, and revised as necessary by the [Department of Facilities Planning & Management](#).

Sarah Aiken

*Customer Service Center Lead*

909-869-3336

[scfroid@cpp.edu](mailto:scfroid@cpp.edu)

FPM Customer Service Team

909-869-3030

[fmcustomer@cpp.edu](mailto:fmcustomer@cpp.edu)

## 8.0 REVISION TRACKING

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### Revision History

| Revision Date | Revised by        | Summary of Revision | Section(s) Revised |
|---------------|-------------------|---------------------|--------------------|
| 04/06/2021    | Jeffrey Beal Sr.  | Initial Draft       | All                |
| 04/22/2024    | Sarah Aiken       | Initial Draft       | All                |
| 05/31/2021    | Natalie Schroeder | Initial Draft       | All                |
| 06/04/2024    | Laurie Hamilton   | Final Draft         | 5.0                |
| 01/14/2025    | Vanessa Garcia    | Final Draft Revised | 5.0                |

### Review/Approval History

| Approval Date | Approved by      | Summary of Approval | Section(s) Approved |
|---------------|------------------|---------------------|---------------------|
| 06/05/2024    | Vanessa Garcia   | Final Draft         | All                 |
| 07/17/2024    | Matthew Whinery  | Final Draft         | 5.0                 |
| 01/06/2025    | Michelle Cardona | Reviewed w/Comments | All                 |
| 01/14/2025    | Vanessa Garcia   | Revised Final Draft | All                 |
| 09/23/2025    | Michelle Cardona | Approved            | All                 |