

FSILG Cooperative, Inc.

Facilities Management Program Description

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1. Summary

- 1.1. Facilities Management shall be provided as a new, optional FCI service for AILG member organizations.
- 1.2. The FCI shall continue to provide its existing Project Management services for both individual houses and community-wide projects.
- 1.3. The FCI shall separately provide Building Safety Facilitator services, identical in scope to the current BSF offering.
- 1.4. A Director of Facilities shall be hired by the FCI to effect all of the above offerings.

2. Services offered

2.1. Facilities Management

- 2.1.1. Facilities Management service shall be optional for houses.
- 2.1.2. Houses will sign up for Facilities Management services through the FCI.
- 2.1.3. Houses which sign up for Facilities Management will be charged \$12,000 per year (for FY 2021), billed monthly, based on the FCI fiscal year starting July 1.
- 2.1.4. A single tier of Facilities Management service will be offered. All member organizations which sign up for Facilities Management will receive the same level of service.
- 2.1.5. Facilities Management will include the following services:
 - 2.1.5.1. Management of normal maintenance activities, including plumbing repairs, electrical repairs, window and door repairs, and HVAC repairs.
 - 2.1.5.2. Informing and scheduling vendors to make repairs, *e.g.*, call the plumber, schedule access, admit them to the building, and supervise their activities as needed.
 - 2.1.5.3. A walk-through of each building under management every two weeks to identify issues and needed repairs.
 - 2.1.5.4. The Director of Facilities, or employees so designated and agreed upon, shall have full access to the buildings under management.
 - 2.1.5.5. Scheduling, providing access for, and attending the required Life Safety Inspections (Sprinkler, Ansul, Hood, Fire Extinguishers) and managing all follow-up visits by vendors to correct deficiencies if required.
 - 2.1.5.6. Development of a consistent facility operations manual and framework.
 - 2.1.5.7. Collection and timely handling of repair requests from building residents. FCI shall act on the requests in a timely manner, as pertinent to the particular need (*e.g.*, a broken pipe needs immediate action; a loose but still operating doorknob may not). Requested repairs will be done by professionals. The cost of the repair will be charged to the AILG member organization.
- 2.1.6. Facilities management will **not** include the following services:
 - 2.1.6.1. Cleaning services.
 - 2.1.6.2. Trash disposal.
 - 2.1.6.3. Ordering or replacing supplies.
 - 2.1.6.4. Payments to vendors
 - 2.1.6.5. Handling of insurance and other financial matters.
 - 2.1.6.6. Project management, as described in section 2.2

- 2.1.7. FCI personnel will **not** be expected to make any repairs personally. Thus minor repairs will either need to be handled directly by the house (alumni or undergraduate), or contracted to outside vendors.
- 2.1.8. FCI shall develop relationships with a building's residents and alumni officers to establish an agreeable operational model for work to be done. For example:
 - 2.1.8.1. Some houses may wish to manage vendors themselves for some repair efforts.
 - 2.1.8.2. Some houses may provide prior authorization to the FCI staff such as the Director of Facilities to spot issues during walkthroughs and call vendors to address.
 - 2.1.8.3. Some houses may want the FCI to schedule, provide access, and attend vendor visits.
 - 2.1.8.4. Vendors shall **not** have open access to buildings unless this is agreed to by a given organization.
- 2.1.9. Performance metrics will be developed and agreed to between subscribers and the FCI.

2.2. Project Management – Individual houses and Community wide

- 2.2.1. Project Management is required for any project beyond the reasonable definition of regular maintenance. Such projects typically include new roofs, heating system replacement, new floors, and similar work. A good rule of thumb is that such a project takes longer than a day or two, involves several thousand dollars of expense, and requires significant planning and possible disruption to normal household activities.
- 2.2.2. FCI will continue to offer Project Management services to individual houses, for a fee, as described in its Project Management Offering on the FCI Website.
- 2.2.3. FCI will continue to offer Community Project Management services system-wide, for a fee, as described in its Project Management Offering on the FCI Website.

2.3. Building Safety Facilitation

- 2.3.1. The FCI will provide Building Safety Facilitation services in accordance with the BSF Consultant's Agreement.
- 2.3.2. Houses will be charged by the AILG for BSF services billed annually (FY 2020 \$825)
- 2.3.3. A portion of the AILG Safety, Licensing and Inspection (SLI) Program is supported by the MIT Independent Residence Development Fund (IRDF).
- 2.3.4. **Note:** The BSF service is not tied to the Facilities Management service. Houses will continue to utilize the BSF service even if they don't sign up for Facilities Management services.

3. Director of Facilities

- 3.1. Full-time position, hired by FCI.
- 3.2. Salary range XXXXXX per year (plus benefits). Will support maintenance management services of approximately 10 houses.
 - 3.2.1. Higher demand will stimulate the potential hiring of more staff, and/or independent contractors.
- 3.3. Director of Facilities overall responsibilities:
 - 3.3.1. Implement the Facilities Management services described above.
 - 3.3.2. Assume the BSF responsibilities for all participating AILG organizations
 - 3.3.3. Ensure that the participating FSILG facilities are maintained to the level expected by the AILG and MIT.
 - 3.3.4. Ensure that issues that arise in the participating FSILGs are addressed in a timely fashion.
 - 3.3.4.1. **Note:** The Director of Facilities is **not** a hands-on position, and will not be expected to make any repairs personally.
 - 3.3.5. Manage System-wide Community Projects, as availability allows.
 - 3.3.6. Manage Individual Organization Projects, as availability allows.
 - 3.3.6.1. **Note:** Project Management tasks are at a lower priority than regular maintenance management.
 - 3.3.7. Refine and codify, in conjunction with participating organizations, the scope of services to be offered.
 - 3.3.8. Review, onboard, and manage vendors to do the maintenance work.