



# Facility Operations Manual Outline

## Routine Operations

1. Janitorial and Supply Contacts

## Repairs & Maintenance

1. **Repair Request System.** What is the procedure for a repair request? Do you have a tracking system or form? What happens afterhours? Who is the key contact(s)?
2. **Routine Visual Inspections.** What systems need routine, periodic visual inspection? At what frequency?
3. **Description of Maintenance and Repair Request Systems.** What systems need regular routine maintenance? At what frequency and by whom?  
Systems can include (you should add whatever is relevant to you building):
  - a. HVAC systems, filters, fans and motors
  - b. Elevators, lifts and stairways
  - c. Fire suppression systems and equipment
  - d. Electricity and communications
  - e. Water mains, boilers and drains.
  - f. Building envelope: roof, windows, exterior walls, gutters and downspouts
  - g. Floor coverings, interior walls and ceilings. Note encapsulation of lead or asbestos only if previously identified.
  - h. Waste enclosures, compactors and shoots.
  - i. Landscaping, irrigation and drainage
  - j. Interior and exterior lighting, especially if on a timer or sensor
  - k. Furniture, Fixtures and Equipment (FF&E)
  - l. Signage and Easements
4. **Vendor List.** This is a contact list of all vendors who work on or provide support around your building system. Include account/contract numbers and model numbers on the list.



5. **Building Systems Maintenance**, Inspection and Permit Renewal Schedule for items like:
  - a. HVAC Systems, fans and motors
  - b. Elevators and other licensed vertical conveyance
  - c. Fire Suppression systems and equipment
  - d. Other permit required systems or equipment
6. **Operations and Maintenance Manuals** for building systems
  - a. Emergency Procedures
  - b. Emergency repair procedures
  - c. How to handle false fire alarms
  - d. Procedures for evacuation and emergency response
7. **Floorplans**
  - a. Electrical panels
  - b. Gas shut-off
  - c. Water shut-off locations and sewage cleanouts
  - d. Communications equipment locations and conduits
  - e. Emergency exits and exit paths, which must remain unobstructed
  - f. Fire safety equipment locations
  - g. Landscaping and irrigation
  - h. Easements and signage