FSILG
Cooperative
Incorporated

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for independent residences

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Facilities Management Program

The FSILG Cooperative, Inc. is now offering an optional Facilities Management Program. This service has been created in response to the need expressed by the AILG community over the past few years.

The Board of the AILG endorsed the FCI Facilities Management Program Charter on 1/30/2020.

Goal:
The goal of the FCI Facilities Management Program is to help ensure the participating FSILG facilities are maintained to the level expected by your organization, the AILG, MIT, and facility issues that arise are addressed in a timely fashion.

Facilities Management Offering:
The Facilities Management Service includes the following:

- A walk-through of your facility every two weeks to identify issues and needed repairs, with reports.
- Management of normal maintenance activities, including plumbing repairs, electrical repairs, window and door repairs, and HVAC repairs.
- 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.
- 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.
- Development of a consistent facility operations manual and framework.
- Collection and timely handling of repair requests from building residents.

FCI personnel shall act on the requests in a timely manner, as pertinent to the particular need.

FCI personnel will **not** be expected to make any repairs personally. Thus minor repairs will either need to be handled directly by the undergraduates, the house corporation, or contracted to outside vendors.

Operational Model:
FCI Directors of Facilities will meet with your organization to refine and codify the exact scope of service and expectations. The goal is to develop a relationship with the building's residents and alumni officers to establish an operational model for work to be done.

For example:

- Your organization may wish to manage specific vendors themselves for some repair efforts.
- Your organization may provide prior authorization to the FCI staff to spot issues during walk-through and call vendors to address, up to certain cost and time levels.
- Your organization may request that FCI relay to the Undergraduate officers that certain repair tasks be undertaken, per the developed operational model
- Some houses may want the FCI to schedule, provide access, and attend vendor visits.

Vendors brought in by the FCI shall **not** have open access to buildings unless this is agreed to by a given organization.

The FCI staff (Director of Facilities, or other so designated and agreed upon), shall have full access to the buildings under management during normal business hours, and during emergency facilities situations.

Performance metrics will be developed and agreed to between your organization and the FCI.

Facilities management will **not** include the following services:

- Cleaning services.
- Trash disposal.
- Ordering or replacing supplies.
- Payments to vendors
- Handling of insurance and other financial matters.
- Project management – Available on a per project basis

Notification Structure:
FCI Staff will report to the FCI Facilities Director who will generally be the communication point with your organization.

The developed operational model may contain issue specific contact paths that differ (ie. boiler goes out – house corporation are contacted before undergraduates, trash issue – undergraduate contacted first, then house corp)

The FCI Director of Facilities reports to the FCI Executive Director who reports to the Board of the FSILG Cooperative, Inc.

If life safety issues are persistent, or of a critical nature, notification may be made to the AILG Facilities Committee as has been practice for the past decade. The AILG Facilities Committee can then elevate the issues to the Board of the AILG and MIT DSL.

Commitment and Cost:

- The FCI would like a letter of commitment by 3/17/2020.
- The initial term of service will start on or about 5/1/2020 through 6/30/2021.
- Subsequent annual terms will initiate on 7/1 of each year
- Cost will be $1,000 per month billed monthly, in advance, by the FCI.
- If your organization elects to stop service that can be done on the half year after 6/30/2021

Timeline:
The FCI is targeting 4/1/2020 to employ a Director of Facilities.
The Facilities Management Program is targeted to be initiated 5/1/2020, or sooner.

Additional related services offered by the FCI (for a fee):
Owners Rep / Project Management – Individual houses and Community wide
Owners Rep / Project Management service is available 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 if a project takes longer than a day or two, involves several thousand dollars of expense, and / or requires significant planning and possible disruption to normal household activities a Project Manager is recommended.

FSILG Cooperative, Inc.
Facilities Management
Program Description

January 22, 2020

Charter

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.