Town of Shutesbury

Policy Title: Municipal Maintenance & Request Policy

Policy Number: 261013

Effective Date: October 27, 2026

1. Purpose

This policy establishes standard operating procedures for requesting, prioritizing, authorizing, and executing maintenance, repair, and facility improvements across all municipal buildings, grounds, and physical assets. The objective is to ensure town infrastructure is maintained safely, prolong asset lifespans, manage municipal operational costs efficiently, and maintain clear cross-departmental communication.

2. Scope

This policy applies to all employees, department heads, board members, and staff authorized to manage or occupy town-owned facilities, including but not limited to Town Hall, Shutesbury Public Library, Highway Garage, Fire Station, and Shutesbury Elementary School.

3. General Policy Statements

- **Centralized Submission:** All work requests must be formally submitted using the standard *Town Maintenance Work Order Request Form*. Verbal or informal requests (e.g., in-passing conversations or emails) will not be scheduled except in immediate safety emergencies.
- **Departmental Approval:** Maintenance requests must be reviewed and signed by the submitting Department Head prior to submission to certify that the work is necessary, aligns with department priorities, and identifies the appropriate budget account. Final work authorization and vendor routing are determined by the Town Administrator, in coordination with the Building Committee for projects $500 and above.

- **Departmental Site Liaison & On-Site Coordination:** The submitting Department Head (or designated staff member) shall serve as the primary local point of contact for approved contractors and DPW personnel. The requesting department's role is to facilitate on-site coordination, including providing building or room access, communicating local operational preferences (e.g., quiet hours or preferred work windows), and confirming that the vendor has completed their visit. Department Heads are not expected to serve as technical project managers or supervise physical repairs. Department Heads may request technical support, guidance, or site inspection assistance from the Town Administrator or the Building Committee at any time during a project.
- **Emergency Exceptions:** Emergency situations involving immediate hazards to life, safety, or critical infrastructure must be reported immediately via direct telephone call to the Town Administrator's cell phone (or designated back-up) prior to or concurrently with form submission.
- **Unauthorized Work:** To ensure building safety, structural integrity, and compliance with building codes, town personnel shall not perform licensed trade work (electrical, plumbing, HVAC), structural alterations, or lock/security system re-keying on town facilities without prior authorization from the Town Administrator. This restriction does not apply to routine office arrangements, hanging wall decor or signage, assembling standard furniture, or minor organizational adjustments made by departments within their assigned spaces. Department Heads seeking permanent physical alterations, wall removal/construction, or utility modifications must submit a standard Maintenance Request Form

4. Request Prioritization & Service Level Agreements (SLAs)

Priority Level	Criteria & Examples	Initial Handling / Response Action
Emergency	Active water main breaks, gas leaks, complete power failure, structural hazards, or severe safety threats.	**Immediate Action:** Triage within 2 hours; emergency contractors or town staff dispatched immediately.

Priority Level	Criteria & Examples	Initial Handling / Response Action
High / Urgent	Partial HVAC failure, compromised security/locks, or issues causing direct disruption to public operations.	**Prioritized Dispatch:** Reviewed within 24 hours; scheduled with the next available qualified contractor or staff member.
Medium / Standard	Routine plumbing issues (dripping taps), burnt-out lighting fixtures, non-critical door alignment, or general facility upkeep.	**Batch / Queue Handling:** Queued for standard maintenance visits, grouped with similar tasks, or scheduled around contractor availability.
Low / Scheduled	Seasonal painting, cosmetic touch-ups, minor office furniture adjustments, or preventative maintenance projects.	**Planned / Seasonal Work:** Evaluated during annual planning, deferred to seasonal lulls, or addressed when resources permit.

5. Standard Operating Procedures

5.1 Submitting a Request

1. The Department Head completes Sections 1 through 4 of the Town Maintenance Work Order Request Form, signs as Requestor, and submits it to the Office of the Town Administrator.

5.2 Review, Approval & Routing

1. **Minor / Routine Repairs (Under $500):** The Town Administrator approves vendor dispatch directly and notifies the Department Head.
2. **Major Repairs & Projects ($500 and Above):** The Town Administrator forwards the request to the Building Committee to evaluate the scope of work, select an approved contractor, and authorize the project.
3. **On-Site Coordination:** The submitting Department Head is responsible for vendor scheduling, site access, and on-site oversight during the work

5.3 Completion & Verification

1. Upon work completion, the vendor submits their invoice and job summary to the Town Administrator's Office
2. **Technical Sign-off:** The Building Committee (or its representative) inspects the work and signs off to confirm that facility standards and technical requirements have been met. (Building Committee sign-off is waived for routine repairs under $500).
3. **Final Payment:** The Town Administrator conducts final financial review, processes the invoice for payment, and closes out the request.

6. Cost Allocation & Budgeting

- **Routine Repairs & Maintenance:** General facility maintenance, minor repairs, and standard upkeep expenses are billed directly to the Building Repairs line, unless otherwise noted.
- **Department-Specific Upgrades & Alterations:** Requesting departments seeking custom alterations, non-standard office buildouts, or specialized equipment installation beyond routine maintenance are responsible for funding the costs via their designated department account/fund code.
- **Capital Improvements:** Repairs or structural replacements exceeding $5,000 will be evaluated for Capital Improvement Program (CIP) funding or specialized town meeting appropriation.

7. Policy Compliance & Inquiries

Failure to comply with facility safety rules or unauthorized modifications may result in administrative review. Inquiries regarding this policy should be directed to the Select Board/Town Administrator Office.