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# Haverhill Public Schools

Facilities Operations and Maintenance Manual

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## Mission Statement

*This mission of the Haverhill Public Schools Facilities Plan is to effectively and efficiently provide maintenance and operational services to the faculty, staff and students in the Haverhill Public Schools. All building occupants shall have a clean, safe, and well maintained physical plant.*

*To attain this mission, the following goals will be achieved:*

**Clean and safe schools.** Modern cleaning practices, coupled with the proper oversight and evaluation tools ensure buildings occupants have a clean learning environment. Security and safety of all building occupants is paramount.

**Preventive Maintenance.** The HPS Facilities Department will use data driven information through inspections and manufacturers recommendations to tailor scheduled repairs and service to ensure all components related to the physical plant meet their life expectancy.

**Community Pride.** Our school facilities will be sources of pride for the community. Well manicured landscaping, attractive common areas (such as gymnasiums, auditoriums, computer labs), will attract members of the community to seek use of our assets. User-friendly rental procedures will aid in this goal.

**Clearly Defined Job Roles.** Clearly defined job roles will erase questions of responsibility. Skilled craftspeople will all collaborate and contribute to the improvement and sustainability of our physical plants.

**Professional Development.** Useful training for all HPS Facilities Staff is necessary for the organization to grow. Training related to safety, advances in various fields, and general job tasks will be scheduled on a regular basis.

## Qualified Technicians

The Haverhill Public Schools Facilities Department has highly qualified staff servicing our buildings. In addition to the routine day-to-day repairs, and keeping our legacy equipment running, our personnel also performs preventive maintenance on all equipment to ensure proper operation. Below is a list of qualifications that our team shares.

- Licensed Construction Supervisor
- Licensed Master Electrician
- Licensed Fire Alarm Technician
- Licensed Journeyman Plumber
- Licensed HVAC Technician
- Licensed Boiler Burner Technician

## Day-to-day Operations

Using a Computer Managed Maintenance System (CMMS), the Haverhill Public Schools Facilities Department uses data driven methods to maintain our buildings and use each dollar wisely.

Building deficiencies are classified as “emergency” or routine maintenance.

🕒 An *emergency* is defined as an item that is urgent in nature and effects the well being and/or safety of any building occupant. Examples: lack of heat, broken windows, fire alarm issues, elevator issues, etc.

- Reporting Protocol: The facilities department instituted a 24 hour emergency answering service who dispatch the emergency to the proper technician. For example, if a pipe breaks in the middle of the night, the call gets dispatched immediately to the plumber.

🕒 *Routine maintenance* is defined as HVAC repairs, plumbing repairs, etc, that are not time sensitive. All routine repairs are addressed in a timely manner.

- Reporting protocol: The Building Custodian submits a work request into the CMMS. The work is assigned by craft and the requester is allowed to track progress of their request. Labor and material are tracked. Each job has a total cost reported.

## Preventive Maintenance

Using our CMMS to assign tasks, our preventive maintenance program includes the following periodically scheduled services:

Integrated Pest Management (I), Visual Building Envelope Inspections (BE), Boiler Service (B), HVAC Service (H), and Elevator Service (E), and NFPA72 Fire Protection Inspection (F). Frequencies vary based on condition of infrastructure.

School	Annually	Bi-Annually	Quarterly	Monthly
Bradford	B,F	H, E	BE	I
Consentino	F	H, E	BE	I, B,
Crowell	B,F		BE	I
Golden Hill	B,F	H, E		I
Greenleaf	B,F		BE	I
HHS	B,F	H, E	BE	I
Hunking	B,F	H		I,BE

Moody	B,F	H, E, BE		I
Nettle	B,F	H, E, BE		I
Pentucket Lake	B,F	H, E, BE		I
Silver Hill	B,F	H, E, BE		I
St James	B,F	H, BE		I
Tilton	B,F			I, BE
Walnut Square	F		BE	I, B
Whittier		H	BE	I

**HPS FACILITIES – CUSTODIAL SERVICES**  
Preventative Maintenance

<b>System</b>	<b>Task</b>	<b>Frequency</b>	<b>Special Notes</b>
<b>HVAC</b> Unit Ventilator	Clean	Annually	Vacuum coils, fans, and housing.
	Lubricate	Annually	Follow manufacturer's lubrication requirements.
	Filters	Every 3 months of use	More often if needed.
	Inspection	Weekly	Pay close attention to sounds, vibrations, and temperature.
Air Handlers	Clean	Semi-Annually	Vacuum coils, fans, and housing.
	Lubricate	Semi-Annually	Follow manufacturer's lubrication requirements.
	Filters	Every 3 months of use	More often if needed
	Belts	Inspect annually	Replace as needed
	Inspection	Weekly	Pay close attention to sounds, vibrations, and temperature.
Rooftop Units	Lubricate	Semi-Annually	Follow manufacturer's lubrication requirements.
	Inspection	Weekly	Pay close attention to sounds, vibrations, and temperature.
Boiler	Inspect	Daily	Report any issues to Facilities Department.
Air Compressor	Clean	Annually	Vacuum coils, fans, and housing.
	Lubricate	Annually	Follow manufacturer's recommendations.
	Intake Filter	Quarterly	Clean and replace as necessary.
	Belts	Annually	Replace as needed.

Preventative Maintenance

<b>System</b>	<b>Task</b>	<b>Frequency</b>	<b>Special Notes</b>
<b>Elevator</b>			
Car	Clean	Daily	
Lights	Check	Weekly	
Emergency Phone	Check	Monthly	
<b>Fire System</b>			
Sprinkler Heads	Check and clean	Annually	
Fire Pumps	Clean and lubricate	Weekly	Check for leaks.
Fire Pump Room	Clean	Monthly	
Fire Alarm Pull Boxes	Inspect	Weekly	Pay close attention to vandalism.
Smoke Detectors	Vacuum	Annually	Notify Fire Dept. before cleaning.
<b>Plumbing</b>			
Toilets	Clean and Inspect	Daily	Pay close attention to base and keep watch for leaks.
Sinks	Clean and Inspect	Daily	Pay close attention to pipe under sink and check for leaks.
Water Fountains	Clean and Inspect	Daily	Check water flow height.
<b>Electrical</b>			
Rooms	Clean	Monthly	
Panels	Inspect	Monthly	Pay close attention to cabinet temperature and sounds.
Outlets	Inspect	Semi-Annually	Pay close attention to damages (burned, cracked).
Floor Boxes	Clean and Inspect	Annually	Vacuum out debris with caution: sensitive computer connections inside.
Fluorescent Lights	Clean and Inspect	Annually	Replace if flickering or out.
Incandescent Lights	Clean and Inspect	Annually	Check that bulb does not exceed watt rating.

Preventative Maintenance

<b>System</b>	<b>Task</b>	<b>Frequency</b>	<b>Special Notes</b>
<b>Security Systems</b>			
Controls	Inspect and Dust	Semi-Annually	
Sensors	Vacuum	Semi-Annually	
<b>Building Envelope</b>			
Roof	Inspect	Semi-Annually	Any roof problems report to Facilities Dept.
Roof Drains	Clean and Inspect	Semi-Annually	
Gutter	Inspect	Monthly	
Windows	Inspect for Damage	Weekly	
	Lubricate	Annually	
Door Hinges	Inspect	Weekly	
	Lubricate	Semi-Annually	
	Inspect	Weekly	
Door Locks	Lubricate	Semi-Annually	Liquid graphite.
	Inspect	Semi-Annually	Tighten fasteners, check for leaks.
Door Closers	Inspect	Monthly	
Panic Hardware	Inspect	Semi-Annually	Check for free movement.
<b>Grounds</b>			
Lawn	Mow	Weekly	Mowing height 2" Spring & Fall, 2 ½" Summer.
	Trim	Bi-Weekly	
	Fertilize	Minimum Semi-Annually	May 15 and September 15
	Water	One inch per week	Deduct any rain totals from the one-inch requirement.
Shrubs	Trim	Annually or as needed	
	Mulch	Annually	
Preventative Maintenance			



<b>System</b>	<b>Task</b>	<b>Frequency</b>	<b>Special Notes</b>
<b>Grounds-Continued</b>			
Trees	Prune Mulch Inspect	As needed Annually Semi-Annually	Pay close attention to damaged or decayed limbs which could be safety issues.
Litter Control	Inspect	Daily	

### Waste Receptacles

**1 - Minimum Requirements** - Trash containers hold only daily waste, are clean and odor-free.

**3 - Minimum Requirements** - Trash containers has old trash. They are stained and marked. Trash containers smell sour.

**5 - Minimum Requirements** - Trash containers overflow. They are stained and marked. Trash containers smell sour.

### Floor Appearance

**1 - Minimum Requirements** – Floors are swept or vacuumed clean, shine and/ or are bright and clean; stain free, colors are fresh. There is no buildup in corners or along walls.

**2 - Minimum Requirements** – Floors are swept or vacuumed clean, shine and/ or are bright and clean; colors are fresh. There is no buildup in corners or along walls, but there can be up to one day [all public areas] worth of dust, dirt, stains, or streaks.

**3 - Minimum Requirements** - Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirty and/or floor finish in corners and along walls can be seen.

**4 - Minimum Requirements** - Floors are swept or vacuumed clean, but are dull, dingy, and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls. There is a dull path and/or obviously matted carpet in the walking lanes.

**5 - Minimum Requirements** - Floors and carpets are dull, dirty, dingy, scuffed, and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls, Gum stains, dirt, dust balls, and trash are broadcast.

### Vertical and Horizontal Dusting

**1 - Minimum Requirements** – All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints.

**2 - Minimum Requirements** – All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation.

**3 - Minimum Requirements** – All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints.

**4 - Minimum Requirements** – All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks.

**5 - Minimum Requirements** – All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, all of which will be difficult to remove. Lack of attention obvious.

### **Furniture**

**1 - Minimum Requirements** – All furniture has a freshly cleaned or polished appearance and has no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints.

**2 - Minimum Requirements** – All furniture is clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation.

**3 - Minimum Requirements** – Furniture has obvious dust, dirt, marks, smudges, and fingerprints.

**4 - Minimum Requirements** – Furniture has conspicuous dust, dirt, smudges, fingerprints, and marks.

**5 - Minimum Requirements** – Furniture has major accumulations of dust, dirt, smudges, and fingerprints, all of which will be difficult to remove. Lack of attention obvious.

### **Chalkboard and Whiteboards**

**1 - Minimum Requirements** – All chalkboard and whiteboards have a freshly cleaned appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. The tray clean has been cleaned out with chalk replaced and eraser cleaned.

**2 - Minimum Requirements** – All chalkboard and whiteboards are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation.

**3 - Minimum Requirements** – Chalkboard and whiteboards have obvious dust, dirt, marks, smudges, and fingerprints.

**4 - Minimum Requirements** – Chalkboard and whiteboards have conspicuous dust, dirt, smudges, fingerprints, and marks.

**5 - Minimum Requirements** – Chalkboard and whiteboards have major accumulations of dust, dirt, smudges, and fingerprints, all of which will be difficult to remove. Lack of attention obvious.

### **Door**

**1 - Minimum Requirements** – All door surface and frames have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints.

**2 - Minimum Requirements** – All door surface and frames are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation.

**3 - Minimum Requirements** – Door surface and frames have obvious dust, dirt, marks, smudges, and fingerprints.

**4 - Minimum Requirements** – Door surface and frames have conspicuous dust, dirt, smudges, and marks.

**5 - Minimum Requirements** – Door surface and frames have major accumulations of dust, dirt, smudges, all of which will be difficult to remove. Lack of attention obvious.

# Restroom

## Sinks

**1 - Minimum Requirements** - Sinks [above & below] are in perfect condition. All vertical and horizontal surfaces have a freshly cleaned appearance and have no accumulation of dust, dirt, marks, streaks, or smudges. The fixtures have been cleaned and polished.

**2 - Minimum Requirements** - Sinks [above & below] are in perfect condition, but marks, dust, smudges, and fingerprints are noticeable upon close observation.

**3 - Minimum Requirements** – Sinks [above & below] have obvious dust, dirt, marks, smudges, and fingerprints.

**4 - Minimum Requirements** – Sinks have conspicuous dust, dirt, smudges, and marks.

**5 - Minimum Requirements** – Sinks have major accumulations of dust, dirt, smudges, all of which will be difficult to remove. Lack of attention obvious.

## Dispenser (Soap, Paper Towels, Toilet Paper)

**1 - Minimum Requirements** - Dispensers are in working order, they are filled to a satisfactory level. All vertical and horizontal surfaces have a freshly cleaned appearance and have no accumulation of dust, dirt, marks, streaks, or smudges. The fixture inside/outside is clean..

**2 - Minimum Requirements** - Dispensers are in working order, they are filled to a satisfactory level, but marks, dust, smudges, and fingerprints are noticeable upon close observation.

**3 - Minimum Requirements** - Dispensers have obvious dust, dirt, marks, smudges, and fingerprints.

**4 - Minimum Requirements** – Dispensers have conspicuous dust, dirt, smudges, and marks.

**5 - Minimum Requirements** – Dispensers have major accumulations of dust, dirt, smudges, all of which will be difficult to remove. Lack of attention obvious.

**Mirror**

**1 - Minimum Requirements** - Mirrors are in perfect condition. All vertical and horizontal surfaces have a freshly cleaned appearance and have no accumulation of dust, dirt, marks, streaks, or smudges. The mirror is visibly clean. There is no spotting or haze; there is no dust around the edges of the mirror. Mirror has been cleaned, is completely free of drip marks and streaks.

**2 - Minimum Requirements** - Mirrors are in perfect condition, but marks, dust, smudges, and fingerprints are noticeable upon close observation.

**3 - Minimum Requirements** - Mirrors have obvious dust, dirt, marks, smudges, and fingerprints.

**4 - Minimum Requirements** – All mirrors have conspicuous dust, dirt, smudges, and marks.

**5 - Minimum Requirements** – All mirrors have major accumulations of dust, dirt, smudges, all of which will be difficult to remove. Lack of attention obvious.

**Bathroom Trash (See [Waste Receptacles](#))****Urinals**

**1 - Minimum Requirements** – All urinals and fixtures have been cleaned. All vertical and horizontal surfaces have a freshly cleaned appearance and have no accumulation of dust, dirt, marks, or streaks. The urinal and underneath rim are clean.

**2 - Minimum Requirements** – All urinals and fixtures have been cleaned, but marks, dust, smudges, and fingerprints are noticeable upon close observation.

**3 - Minimum Requirements** – Urinals and fixtures have obvious dust, dirt, marks, smudges, and fingerprints.

**4 - Minimum Requirements** – Urinals and fixtures have conspicuous dust, dirt, and marks.

**5 - Minimum Requirements** – All urinals and fixtures have major accumulations of dust, dirt, all of which will be difficult to remove. Lack of attention obvious.

## Toilet

**1 - Minimum Requirements** – All toilets and fixtures have been cleaned. All vertical and horizontal surfaces have a freshly cleaned appearance and have no accumulation of dust, dirt, marks, or streaks. The toilet and underneath rim are clean.

**2 - Minimum Requirements** – All toilets and fixtures have been cleaned, but marks, dust, smudges, and fingerprints are noticeable upon close observation.

**3 - Minimum Requirements** – All toilets and fixtures have obvious dust, dirt, marks, smudges, and fingerprints.

**4 - Minimum Requirements** – All toilets and fixtures have conspicuous dust, dirt, and marks.

**5 - Minimum Requirements** – All toilets and fixtures have major accumulations of dust, dirt, all of which will be difficult to remove. Lack of attention obvious.

## Bathroom Door (See [Door](#))

### Floor Appearance

**1 - Minimum Requirements** – Floors are clean, bright; stain free, colors are fresh. There is no buildup in corners or grout.

**2 - Minimum Requirements** – Floors are clean, bright, colors are fresh. There is no buildup in corners or grout, but there can be up to one day worth of dust, dirt, stains, or streaks.

**3 - Minimum Requirements** - Floors are clean, but upon close observation there can be stains. A buildup of dirty and/or floor finish in corners and grout.

**4 - Minimum Requirements** - Floors are clean, but are dull, dingy, and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls.

**5 - Minimum Requirements** - Floors are dull, dirty, dingy, scuffed, and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and grout, Gum stains, dirt, dust balls, and trash are broadcast.

## Floor Drain

**1 - Minimum Requirements** - Water has been poured down drains regularly there freshly clean free of all debris and odors.

**2 - Minimum Requirements** - Water has been poured down drains regularly, but upon close observations have debris.

**3 - Minimum Requirements** - Water has been poured down drains regularly, odor free.

**4 - Minimum Requirements** - Drain has conspicuous odor and dirt.

**5 - Minimum Requirements** – Drain has major accumulations dirt and strong odor. Lack of attention obvious.

**Ceiling/Wall Vent** (See [Vertical and Horizontal Dusting](#))

**Shower Area Fixtures**

**1 - Minimum Requirements** - The fixtures are completely clean. No removable spots or stains remain, all dust has been cleared and there is no buildup anywhere.

**2 - Minimum Requirements** - The fixtures have been cleaned of all obvious stains and spots, but marks, dust, smudges, and fingerprints are noticeable upon close observation.

**3 - Minimum Requirements** - Fixtures have obvious dust, dirt, marks, smudges, and fingerprints.

**4 - Minimum Requirements** – All fixtures have conspicuous dust, dirt, and smudges.

**5 - Minimum Requirements** – All fixtures have major accumulations of dust, and dirt, all of which will be difficult to remove. Lack of attention obvious.

**Floor**

**1 - Minimum Requirements** – Floors are clean, bright and stain free, colors are fresh. There is no buildup in corners or grout.



**2 - Minimum Requirements** – Floors are clean, bright, colors are fresh. There is no buildup in corners or grout, but there can be up to one day worth of dust, dirt, stains, or streaks.

**3 - Minimum Requirements** - Floors are clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and grout.

**4 - Minimum Requirements** - Floors are clean, but are dull, dingy, and stained. There is a noticeable buildup of dirt and/or floor finish in corners and grout.

**5 - Minimum Requirements** - Floors and carpets are dull, dirty, dingy, scuffed, and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls, Gum stains, dirt, dust balls, and trash are broadcast.