

<b>Policy Name:</b>	<b>Alteration, Repair and Maintenance of University Buildings, Infrastructure, Structures and Outdoor Space</b>
<b>Originating/Responsible Department:</b>	<b>Facilities Management and Planning</b>
<b>Approval Authority:</b>	<b>Senior Management Committee</b>
<b>Date of Original Policy:</b>	<b>April 2011</b>
<b>Last Updated:</b>	<b>June 2026</b>
<b>Mandatory Revision Date:</b>	<b>June 2031</b>
<b>Contact:</b>	<b>Associate Vice-President (Facilities Management and Planning)</b>

**Policy Statement:**

The University is committed to the safe, sustainable, functional, and compliant stewardship of its buildings, infrastructure, structures, and outdoor spaces. This policy establishes governance, roles, and procedures for the alteration, repair, and maintenance of all University-owned, leased, or managed facilities, structures, and grounds. All work must support the University mission, safeguard occupants and visitors, protect assets, and comply with applicable laws, codes, and standards.

**Purpose:**

The purpose of this policy is to:

- Ensure consistent, coordinated, and transparent management of alterations, repairs, and maintenance
- Protect the integrity, standards, safety, and value of university facilities and outdoor spaces
- Minimize disruption to university operations

To ensure that alterations, renovations, construction, repairs, and maintenance activities involving university buildings, infrastructure, structures, and open spaces are planned, executed, and managed in a manner that mitigates risk, meets operational requirements, is fit for purpose, and complies with applicable legal, health and safety, and public procurement requirements

Facilities Management and Planning has been assigned the responsibility to engage and work with stakeholders across the University for the alteration, repair, and maintenance of all university buildings, infrastructure, structures and open space.

**Scope:**

This policy applies to:

- All University-owned, leased, or managed buildings and structures
- All outdoor spaces, including grounds, pathways, courtyards, landscaping, parking areas, athletic fields, and related infrastructure
- All University staff, faculty, students, contractors, consultants, tenants, visitors, users and affiliates
- All work types, including routine maintenance, repairs, renovations, alterations, upgrades, and emergency work, regardless of funding source.

**Procedure:**

All requests for alterations, repairs, maintenance or physical changes to University facilities must be submitted to Facilities Management and Planning, through a Service Request by email at [fm.service.centre@carleton.ca](mailto:fm.service.centre@carleton.ca)

Physical changes include, but are not limited to the following:

- Adding, replacing, modifying, relocating, removing, or painting doors, walls, windows, ceilings, bulletin boards, built-in casework, shelving, or flooring, including corridor surfaces;
- Performing work involving modifications to walls, ceilings, or floors (e.g., openings, holes, cuts, coring, or drilling);
- Adding or subdividing existing space;
- Working on building utility systems, including electrical, plumbing, ventilation, air conditioning, control systems, fire alarms, fire sprinklers, security systems, laboratory fume hoods (including local exhaust ventilation units), and telecommunications equipment;
- Installing equipment in mechanical or electrical rooms or on roofs;
- Altering landscaping, including creating or modifying planting beds and removing or adding plants or trees;
- Installing temporary or permanent signage;
- Installing murals within buildings.

Facilities Management & Planning will consult with and include relevant parties as appropriate, when engaging architects, engineers, contractors, tradespersons, or other professionals to perform building or system evaluations, maintenance, repairs, renovations.

**Roles and Responsibilities:**

Building Authorities are responsible for ensuring that faculty and staff within their assigned portfolios are aware of this policy.

All University staff, faculty, students, contractors, consultants, tenants, visitors, users, and affiliates are responsible for adhering to this policy.

Facilities Management and Planning is responsible for reviewing requests related to the alteration, repair, and maintenance of university buildings and outdoor spaces. In collaboration with the appropriate stakeholders, the department facilitates the assessment and resolution of such requests in a coordinated manner.

Any work undertaken, whether in accordance with or outside of this policy, is subject to review by the Office of Risk Management. Work undertaken without prior approval or outside established procedures will be considered non-compliant and subject to review. The responsible party may be required to cease work immediately and undertake corrective actions, including removal, repair, or restoration to original condition, at their own expense.

**Contacts:** Associate Vice-President (Facilities Management and Planning)  
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Director (Energy and Sustainability Services), Facilities Management and Planning  
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**Links to related Policies:**

Asbestos Management Policy  
Capital Planning Policy/Process  
Environmental Health and Safety Policy  
Space Management Policy  
Building Authority Policy  
Accessibility for Persons with Disabilities Policy