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| --- | --- |
| Project: Project Name Here | Building Name: XXXXFACID Number: XXXX |
| Project Number: XXXX | Occupancy Date: XX/XX/XXXX |
| Project Turnover Status: [ ] Partial Turnover [x] Full Turnover | Turnover Date: XX/XX/XXXX |
| Yale Project Manager:[Name here] | Email: XXXX@Yale.eduPhone: (XXX) XXX-XXXX |
| Yale Facilities Superintendent:[Name here] | Email: XXXX@Yale.eduPhone: (XXX) XXX-XXXX |
| Associate Director, Plant Operations and Planning:[Name here] | Email: XXXX@Yale.eduPhone: (XXX) XXX-XXXX |
| General Contractor/Construction Manager (GC/CM) Company: [Name here] |  |
| GC/CM Primary Contact and Role:[Name here] | Email: XXXX@XXXX.XXXPhone: (XXX) XXX-XXXX |
| GC/CM Secondary Contact and Role:[Name here] | Email: XXXX@XXXX.XXXPhone: (XXX) XXX-XXXX |

Yale project manager is to fill out this form immediately prior to occupancy of the project. Highlighted text indicates required information to be provided, red text provides instructional information. Document naming convention for consistency: [Project Number]\_[ [Project Name]\_PCOWR \_SOP.doc.

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| **Occupant Information** |
| * Please call the Facilities Service Center 203-432-6888 for all **emergency** issues. For non-emergency, please submit **routine** maintenance request through the Office of Facilities at: <https://yale.assetworks.cloud/ready>.
* **Yale PM**, **Yale Facilities Superintendent**, and the **Associate Director, Plant Operations and Planning** are copied on all warranty communication.
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| **Partial Turnover: XX/XX/XX through XX/XX/XX (For FACOPS Use)** |
| * Identify areas/equipment not being turned over to Yale Facilities:
	+ [note areas/equipment here]
* List all Stakeholders and their roles during this period: (examples below)
* Custodial:
	+ Report all custodial issues through the Yale Facilities Service Center
		- Facilities Services is responsible for space user service.
		- Facilities Services will triage construction issues to **(GC/CM)** for daily construction cleanup.
* Grounds:
	+ Dumpsters (add date)
		- Facilities Grounds will service dumpsters.
	+ Landscaping turnover date is (add date)
	+ Maintenance services will be triaged to (**General Contractor/ Construction Manager**) from 7:00 AM to 6:00 PM (confirm times for each project), Monday through Friday.
	+ **Note:** Yale Plant Operations will respond to critical emergencies.
		- Dispatch a Yale Facilities Operations service responder.
		- E.g.: pipe burst, no power, etc. Yale should repair, if possible, or isolate (make safe), then triage to GC/CM if applicable.
* Creating Yale work orders for warranty response: Refer to Full Turnover section for “FACOPS use below.
* Contact (**Refer to document header for GC/CM contact information**)
* Email all work orders to **Yale PM** and **Associate Director, Plant Operations and Planning**
	+ Emergency maintenance services from 6:00 PM to 7:00 AM, Monday through Friday, and 24/2 for Saturday & Sunday.
		- Dispatch a Yale Facilities Operations service responder.
		- If the service responder is unable to repair:
			* Create warranty work order.
			* Follow directions above for contact information.
		- If the servicer responder is unable to isolate, and it is a “emergency”:
		- Contact **GC/CM, Refer to document header for contact information**.
	+ **Yale Project Manager** will be added as the alternate requester on the service work orders.
	+ **General Contractor/Construction Manager** will respond:
		- **GC/CM** will provide status of work order(s) by responding to the Open Warranty Work Order report that Associate Director, Plant Operations and Planning will email on Monday’s.
		- **GC/CM** will return the updated report (within 48-hours) to Associate Director, Plant Operations and Planning.
		- FACOPS will update the status of work orders upon receiving the report from **GC/CM**.
 |
| **Full Turnover: XX/XX/XX through XX/XX/XX (For FACOPS Use)** |
| Yale Facilities is the first service responder to all maintenance issues. * Dispatch/Triage maintenance service requests to appropriate shop/trade.
* (Additional maintenance services response type)
	+ As an example:
		- YARC is responsible for routine cleaning of the vivarium and aquatics (animals only) facility.
		- Triage custodial and moving services to TS/OC (Tenant Services).
	+ If repair work is identified as warranty work (not routine maintenance):
		- Service responders add troubleshooting notes to the work order.
		- Create phase work order(s).
		- Campus Site
			* **Central**
				+ P-MEP-OC/WW (Mechanical)
				+ P-OC/WW (Structural)
			* **MED**
				+ M-OCCO/WW (MED - OC CONTROLS)
				+ M-OCEL/WW (MED - OC ELECTRICAL)
				+ [M-OCHV](https://yale.assetworks.hosting/fmax/screen/SHOP_DEF_BROWSE)/WW (MED - OC HVAC)
				+ M-OCPL/WW (MED - OC PLUMBING)
				+ M-OCRF/WW (MED-OC Refrigeration)
				+ M-OCST/WW work order for structural items
			* **West Campus**
				+ W-OC-P/WW
* Contact **GC/CM** by email and phone.
* Contact **Yale PM** by email and phone.
* Add **Yale PM** (and space user(s), when applicable) as alternate requesters on service work orders.
* Copy the **Associate Director, Plant Operations and Planning** on the email.
	+ **GC/CM** will provide status of work order(s) by responding to the Open Warranty Work Order report that the **Associate Director, Plant Operations and Planning** will email weekly.
	+ **GC/CM** will return the updated report (within 48-hours) to the **Associate Director, Plant Operations and Planning**.
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| **Warranty: Warranty end period turnover date to Yale Facilities Operations**  |
| **Warranty period for commissioned items (MEP related, 15 Months if applicable) XX/XX/XX*** For portions of the Work that require commissioning per the Specification, Section 4.1.6.2 of the Project Conditions, the warranty period shall be no less than 15 months from Substantial Completion.

**Warranty period for all other items (12 Months) XX/XX/XX*** After the above dates, when the construction warranty has expired, Yale Facilities Operations will contact the warranty vendor for follow-up if individual product warranties exceed the construction warranty period.
* An 11th month warranty building tour will occur on or around X/XX/XX. This will allow for a 30-day response to the final warranty list.
* **Yale Facilities Superintendent** is the person-in-charge (point person)
* The **Associate Director, Plant Operations and Planning** will be kept informed on all building issues.
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| **STAKEHOLDER INFORMATION** The information below is for project specific information regarding ancillary departments related to building turnover and warranty (i.e. Custodial, Landscape and Grounds, etc.)**Custodial:**  |
| * [Enter relevant information here]
* Example below: For Tenant Services and YARC spaces
	+ Tenant Services will be first service responder
	+ YARC is responsible for routine cleaning of the vivarium and aquatics (animals only) facility.
	+ Triage custodial and moving services to TS/OC (Tenant Services)
 |
| **Grounds:** |
| * [Enter relevant information here]
 |
| **Other:****(i.e. Parking, Hospitality, etc., as necessary** |
| * [Enter relevant information here]
 |
| **Resources for Building Occupants:** Attach floor plans and other resources to this document |
| * Facilities Work Request User Guide: <https://yale.assetworks.cloud/ready/>
* Facilities Operations Service Schedules: [Services | Office of Facilities (yale.edu)](https://facilities.yale.edu/services)
* Facilities Design Standards, Standard Temperature: [Utilities & Energy Management | Office of Facilities (yale.edu)](https://facilities.yale.edu/utilities-engineering)
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