

APPA STANDARDS (Maintenance, Custodial & Grounds)

APPA MAINTENANCE STANDARDS

Under the Association of Physical Plant Administrators (APPA) there are six levels of maintenance. Please reference below for standards for each level.

Level 1: Showpiece Facility

Maintenance activities appear highly focused. Typically, equipment and building components are fully functional and in excellent condition. Service and maintenance calls are responded to immediately. Buildings and equipment are regularly upgraded, keeping them current with modern standards and usage.

Level 2: Comprehensive Stewardship

Maintenance activities appear to be somewhat organized, but they remain people dependent. Equipment and building components are usually functional and in operating condition. Service and maintenance calls are responded to in a timely manner. Buildings and equipment are regularly updated, keeping them current with modern standards and usage.

Level 3: Managed Care

Maintenance activities appear to be somewhat organized, but they remain people-dependent. Equipment and building components are mostly functional, but they suffer occasional breakdowns. Service and maintenance call response time are variable and sporadic without apparent cause. Buildings and equipment are periodically upgraded to current standards and usage, but not enough to control the effects of normal usage and deterioration.

Level 4: Reactive Management

Maintenance activities appear to be somewhat chaotic and are people-dependent. Equipment and building components are frequently broken and inoperative. Service and maintenance calls are typically not responded to in a timely manner. Normal usage and deterioration continues unabated, making buildings and equipment inadequate to meet present usage needs.

Level 5: Crisis Response

Maintenance activities appear chaotic and without direction. Equipment and building components are routinely broken and inoperative. Services and maintenance calls are never responded to in a timely manner. Normal usage and deterioration continues unabated, making buildings and equipment inadequate to meet present usage needs.

APPA CUSTODIAL STANDARDS

Under the Association of Physical Plant Administrators (APPA) there are five levels of cleaning. Please reference below for standards for each level.

Levels of Cleaning

Level 1: Orderly

This level establishes cleaning at the highest level. It was Spotlessness developed for the corporate suite, the donated building or the historical focal point. This is show-quality cleaning for that prime facility.

- Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges or fingerprints.
- Washroom and shower tile and fixtures gleam and are odor free. Supplies are adequate.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

Level 2: Ordinary

This level is the base upon which this study is established. Tidiness is the level at which cleaning should be maintained. Lower levels for washrooms, changing/locker rooms and similar type facilities are not acceptable.

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days' worth of dirt, dust, stains or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges and fingerprints are noticeable with close observation.
- Washroom and shower tile and fixtures gleam and are odor free. Supplies are adequate.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

Level 3: Casual

This level reflects the first budget cut, or some other staffing- related Inattention problem. It is a lowering of normal expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.

- Floors are swept clean, but upon observation dust, dirt and stains, as well as a buildup of dirt, dust and/or floor finish in corners and along walls, can be seen.
- There are dull spots and/or matted carpet in walking lanes and streaks and splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges and fingerprints.
- Lamps all work and all fixtures are clean.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

Level 4: Moderate

This level reflects the second budget cut, or some other significant Dinginess staffing-related problem. Areas are becoming unacceptable. People begin to accept an environment lacking normal cleanliness. In fact, the facility begins to constantly look like it requires a good "spring cleaning."

- Floors are swept clean, but are dull. Colors are dingy and there is an obvious buildup of dust, dirt and/or floor finish in corners and along walls. Molding is dull and contains streaks and splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints and marks that will be difficult to remove.
- Less than 5 percent of lamps are burned out and fixtures are dingy.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash cans smell sour.

Level 5: Unkempt Neglect

This is the final and lowest level. The trucking industry would call this "just-in-time cleaning." The facility is always dirty, with cleaning accomplished at an unacceptable level.

- Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy and there is a conspicuous buildup of dirt, dust and/or floor finish in corners and along walls. Base molding is dirty, stained and streaked. Gum, stains, dirt dust balls and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges and fingerprints, as well as damage. It is evident that no maintenance or cleaning is done on these surfaces.
- More than 5 percent of lamps are burned out and fixtures are dirty with dust balls and flies.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour

APPA GROUNDS STANDARDS

Standardized Levels of Attention

APPA: The Association of Higher Education Facilities Officers has quantified workload measures into five standardized 'levels of attention'.

LEVEL 1

State-of-the-art maintenance applied to a high-quality diverse landscape. Associated with high-traffic urban area, such as public squares, malls, government grounds, or college/university campuses.

- **Turf Care:** Grass mowed according to species and variety, at least once every 5 days, as often as every 3 days. Aeration required not less than 4 times per year. Reseeding as needed. Weed control to no more than 1% of surface.
- **Fertilizer:** Adequate fertilizer applied to plant species according to their optimum requirements.
- **Irrigation:** Sprinkler irrigated by electronic automatic controls. Frequency follows rain fall, temperature, season length and demands of individual plant species.
- **Litter Control:** Minimum of once per day, seven days per week. No overflowing receptacles.
- **Pruning:** Frequency dictated by species, length of growing season, design concept also a controlling factor i.e., using clipped method vs. natural-style hedges.
- **Disease and Pest:** Controlling objective to anticipate and avoid public awareness of any problem.
- **Surfaces:** Sweeping and cleaning frequency as such that at no time does accumulation of debris distract from look or safety of the area.
- **Repairs:** Done immediately when problems are discovered.
- **Inspections:** A staff member to conduct inspections daily.

LEVEL 2

High-level maintenance. Associated with well-developed public areas, malls, government grounds, or college/university campuses. Recommended level for most organizations.

- **Turf Care:** Grass cut once every 5 days. Aeration required no less than 2 times per year. Reseeding when spots are present. Weed control to no more than 5% of surface.
- **Fertilizer:** Adequate fertilizer level to ensure all plants are healthy and growing vigorously.
- **Irrigation:** Sprinkler irrigated by electronic automatic controls. Frequency follows rain fall, temperature, season length and demands of individual plant species.
- **Litter Control:** Minimum of one per day, 5 days per week. Accumulation depends on size of container available to public.
- **Pruning:** Usually done at least once per season, species planted may dictate more frequent attention.
- **Disease and Pest Control:** Done when disease or pest are inflicting noticeable damage or reducing vigorous plant material growth.
- **Surfaces:** Should be kept clean, repaired or replaced when their condition has noticeable deterioration.
- **Repairs:** Done whenever safety, function or appearance is in question.
- **Inspections:** A staff member to conduct inspections daily when regular staff is scheduled.

LEVEL 3

Moderate-level maintenance. Associated with locations that have moderate to low levels of development or visitation, or with operations that, because of budget restrictions, cannot afford a high level of maintenance.

- **Turf Care:** Grass cut at least once every 10 days. Normally not aerated unless turf indicates need. Reseeding done only when major bare spots appear. Weed control to no more than 15% of surface.
- **Fertilizer:** Applied only when plant vigor seems to be low. Low-level application done once per year.
- **Irrigation:** Depends on climate. Areas with more than 25 inches per year rely on natural rainfall. Areas with less than 25 inches per year have some form of supplemental irrigation, normally 2 to 3 times per week.
- **Litter Control:** Minimum service of 2 to 3 times per week.
- **Pruning:** When required for health of reasonable appearance.
- **Disease and Pest Control:** Done only to address epidemics or serious complaints.
- **Surfaces:** Cleaned on complaint basis. Repaired or replaced as budget allows.
- **Repairs:** Done whenever safety or function is in question.
- **Inspections:** Inspections are conducted once per week.

LEVEL 4

Moderate to low-level maintenance. Associated with locations affected by budget restrictions that cannot afford a high level of maintenance.

- **Turf Care:** Low-frequency mowing schedule based on species. Low growing grasses may not be mowed, high grasses receive periodic mowing. Weed control limited to legal requirements for noxious weeds.
- **Fertilizer:** No fertilization.
- **Irrigation:** no irrigation.
- **Litter Control:** Once per week or less, complaints may increase level above one servicing.
- **Pruning:** No regular trimming. Safety or damage from weather may dictate actual work schedule.
- **Disease and Pest Control:** None, except where the problem is epidemic and epidemic conditions threaten resources or the public.
- **Surfaces:** Replaced or repaired when safety is a concern and budget is available.
- **Repairs:** Done whenever safety or function is in question.
- **Inspections:** Conducted once per month.

LEVEL 5

Minimum-level maintenance. Associated with locations that have severe budget restrictions.

- **Turf Care:** Low-frequency mowing schedule based on species. Low growing grasses may not be mowed, high grasses receive periodic mowing. Weed control limited to legal requirements for noxious weeds.
- **Fertilizer:** No fertilization.
- **Irrigation:** no irrigation.
- **Litter Control:** On demand or complaint basis.
- **Pruning:** No pruning unless safety is involved.
- **Disease and Pest Control:** No control except in epidemic or safety situations.
- **Surfaces:** Serviced only when safety is a consideration.
- **Repairs:** Done whenever safety or function is in question.
- **Inspections:** Inspections are conducted once per month.