

Standard

Maintenance of City Facilities



Program Impacted	Project and Asset Management <i>The City of Edmonton's projects are well managed and assets are maintained for accountable service delivery</i>
Approved By	City Manager
Date of Approval	May 13, 2026
Approval History	N/A
Next Scheduled Review	May 13, 2029

Purpose

The purpose of this Standard is to ensure all City facilities receive maintenance services and custodial services to established standards in the most effective and economical manner by centralizing the responsibility with Facility Maintenance Services, wherever feasible, to avoid duplication of services between Departments and/or contractors.

Application

This Standard applies to all City departments involved in the maintenance of City facilities and all City employees, including full-time, part-time and temporary employees, and all contract staff working on facility maintenance.

Requirements

1. The Standard must be applied to all City facilities.
2. Operations, functionality and maintenance schedules for building components and systems must comply with the appropriate legislation.
3. A summary of all maintenance requirements will be created for the current inventory of City facilities on an annual basis.
4. The majority of work performed by Fleet and Facility Services falls within the operating budget. There are some instances that require work to be performed on capital projects, including:
 - a. Capital renewal projects may require assistance with single trade discipline work, which is charged back to the project. Prior to the project, a condition assessment must be completed on the facility or asset to determine the overall need of the components and/or systems.
 - b. As deemed necessary, certain repairs or replacements may be classified as capital work if they significantly extend the useful life of the asset.
 - c. Client funded requests for enhancements or improvements that are capital in nature.
 - d. Construction or alterations made to facilities and/or assets that require additional budget.

Exemptions

1. Unless specifically exempted by the City Manager, maintenance of all City facilities will be completed to Fleet and Facility Services' established standards.
2. Fleet and Facility Services will review requests for exemptions to this Standard and recommend approval or refusal of exemption requests to the City Manager.
3. Approved exemptions can be reviewed at the sole discretion of Fleet and Facility Services and may include items such as lease renewal, change of ownership, Service Level Agreement discussions, budget cycle preparation, facility condition, evidence of neglected maintenance or safety concerns.
4. A client may request a review at any time. Fleet and Facility Services will determine the timing of the exemption review following client consultation. Unless specifically exempted by the City Manager, maintenance of all City facilities will be completed to established standards by Fleet and Facility Services.
5. Departments and clients in violation of this Standard, resulting in substandard work, will be held responsible for any associated costs.

Responsibilities

1. The City Manager has authority to exempt City facilities from the Standard.
2. The Fleet and Facility Services Branch must do the following:
 - a. Develop Service Level Agreements for maintenance of City facilities for each client.
 - b. Respond to service requests from clients as required.
 - c. Develop maintenance strategies that align with industry best practices, manufacturer recommendations and meet legislative compliance. Review maintenance requirements as required.
 - d. Provide maintenance estimates for facilities added to the City's portfolio or additional services at current facilities.
 - e. Review and determine client exemption requests.
 - f. Support capital and operating budget preparation and reporting as required.
 - g. Prepare and submit a comparative cost report as requested.
 - h. Adhere to all Occupational Health and Safety standards.

Definitions

1. **City facility** - Any building, structure, enclosure or similar owned, managed or leased by the City of Edmonton (office space, recreation centre, fire hall, swimming pool, fleet vehicle garage, etc.).
2. **Client** - City of Edmonton Branch or tenant occupying and operating within a City of Edmonton owned facility.
3. **Condition assessment** - The action or instance of making a judgment on the functionality of the City facility and the facility components and systems.
4. **Custodial services** - All aspects of cleaning activities, ensuring hygienic, safe and aesthetically pleasing environments to established standards. Services also include structural pest management, on-street waste collection and restoration services.
5. **Established standard** - A standard that ensures the cleanliness, aesthetic appearance, efficient and safe operation of City facilities based on industry practice, manufacturer recommendations and professional expertise.
6. **Exemption** - A special exception granted to a client in relation to the established standard.
7. **Legislative compliance** - Conforming to government requirements of operability, functionality and maintenance schedules regarding building components and systems.
8. **Maintenance services** - Routine planned, preventative, corrective and predictive maintenance of building equipment and systems to established standards. Services also include emergency repairs.
9. **Service Level Agreement** - An agreement between Fleet and Facility Services and the client outlining the terms and conditions of agreed upon maintenance services.
10. **Service request** - Work outside of agreed upon maintenance services requested by a client.

References

- [Alberta Occupational Health and Safety Code](#)
- [Asset Management](#)
- [Living Wage for City of Edmonton Employees](#)
- [Project Management for Capital Projects](#)
- [Sustainable Procurement](#)
- [Understanding Capital & Maintenance Funding](#)