

## **Association of Higher Education Facilities Officers**

### **APPA Maintenance Levels**

#### **Custodial**

- o Level 1: Orderly Spotlessness
- o Level 2: Ordinary Tidiness
- o Level 3: Casual Inattention
- o Level 4: Moderate Dinginess
- o Level 5: Unkempt Neglect

o APPA recommends Level 2 as the reasonable standard

o Standard Spaces – Not all spaces are created equal. Different space types require different cleaning approaches and effort

o All data presented in Cleanable Square Feet – an industry standard of measure

**Engineering – If maintenance activities are accomplished with decreasing frequency, breakdowns will increase and service will suffer.**

- o Level 1: Showpiece Facility
- o Level 2: Comprehensive Stewardship
- o Level 3: Managed Care
- o Level 4: Reactive Management
- o Level 5: Crisis Response

o APPA recommends Level 2 as the reasonable standard

**Grounds – If grounds maintenance activities are accomplished with decreasing frequency, appearance will suffer.**

- o Level 1: State of the Art
- o Level 2: High Level
- o Level 3: Moderate Level
- o Level 4: Moderately Low-Level
- o Level 5: Minimum Level

o APPA recommends Level 2 as the reasonable standard