



COUNTY OF SAN BERNARDINO  
STANDARD PRACTICE

NO 4-1.20

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BY Betty Vaughn

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DEPARTMENT BEHAVIORAL HEALTH

SUBJECT

MAINTENANCE - PLANT & EQUIPMENT

APPROVED

*James McReynolds*  
James McReynolds, Director

I. PURPOSE

To establish procedures for obtaining repair and/or maintenance within the Department of Behavioral Health.

II. EMERGENCY/NON-EMERGENCY REPAIRS

A. To effect repairs:

1. Telephone Property Management Office, extension 7571 or 7434, and report repair needed.
2. Give complete description of repair needed. State if emergency of safety hazard.
3. Give specific location of problem and name and telephone number of on-site contact person.
4. Job orders other than simple repairs or emergencies should be requested by memo from the program manager to the Property Management office.
5. Locations other than Gilbert Street should check their lease agreement to make sure that the requested repair is County responsibility. Some repairs are the responsibility of the building owner and others are the responsibility of the County. If after checking the lease agreement there is doubt, contact Real Property.

IV. EQUIPMENT REPAIRS

A. When equipment needs repair:

1. Request repairs through Property Management Office. (The exception is copier machines. They should be called in directly to the vendor's service department.)
  - a. Describe nature of problem.
  - b. Property Management can advise proper vendor for repair and if necessary, assign LV# for billing.

2. When service person arrives:
  - a. Show the service person what is wrong with your equipment.
  - b. Satisfy yourself that equipment is working properly **before** the service person leaves.
  - c. Keep or make a copy of the invoice you signed, and forward it to Property Management Office.
  - d. **Do not release any piece of equipment to an alleged maintenance person until you have received approval from Property Management. This approval may be received over the telephone.**
  - e. Obtain a receipt for a machine which must be taken to the shop for repair. The receipt should be dated, show the tab number and/or serial number of the machine, the brand and model, the name of the company and signature of person **picking up machine.**