

Facility Services - Operations

401 Sunset Avenue
Windsor, Ontario, Canada N9B 3P4
T 519-253-3000 F 519-561-1404
www.uwindsor.ca/facilityservices

To: Campus Community
From: Facility Services Operations
Reference: Charge-Out Rates for Services
Date: December 1, 2025

Facility Services Operations has established new rates for Maintenance, Energy Conversion Centre (ECC), and Environmental Services for the budget year of 2025/2026, effective January 1, 2026.

These rates are reviewed annually to ensure they reflect the actual cost of providing services. The analysis incorporates data from current and past fiscal years and includes consultation with the Budgets team to confirm alignment with the University's operating parameters. Additionally, a comparison with peer institutions shows that our rates remain competitive and, in most cases, well below those of similar universities.

Please note: Due to the recent 2% wage increase, charge-out rates have also been adjusted by an additional 2%.

As the campus continues to evolve—driven by changes in enrollment, faculty, staff, and student expectations—Facility Services Operations remains committed to reviewing practices to improve efficiency, enhance service quality, and deliver value to our customers.

Funded and Non-Funded Work Request

Facility Services is funded to maintain and repair building infrastructure, defined as the basic, permanent structure and fixtures that support the essential needs of the building and comply with codes at the time of construction. These include:

- Electrical
- Lighting
- Heating and cooling
- Ventilation
- Plumbing
- Waste Removal

Requests that fall outside the scope of building infrastructure are the financial responsibility of the requesting faculty or department and will be processed as a chargeback. For details, refer to **Appendix A: Services and Funding Sources**, which outlines classifications for chargeback and cost allocation.

An **information sheet** identifying the hourly charge-out rates for each service is provided in **Appendix B**.

For assistance or questions, please contact our administration team at fac-admin@uwindsor.ca.

Sincerely,



John Regier
Director, Facility Operations

cc Rachel McRae, Associate Vice-President, Finance
Andrew Kuntz, Manager, University Budgets
John Osborne, Director, Capital Projects
Rachel Badour, Junior Budget Analyst

Our mission

To provide a physical Campus environment that supports the universities needs and mission.

Our vision

We are always there and doing our best to provide solutions.

Facility Services - Service Level Agreement
Appendix A
Services & Funding Sources

Item	Description	Funding Source
A.	Transportation and Logistics Support	
1	Solid waste and recycling materials management	Cost Allocation
2	Inter-office mail processing	Cost Allocation
3	Postal mailing service, including bulk	Chargeback
4	Office relocations and moves	Chargeback
5	Surplus property removal or delivery from warehouse	Chargeback
6	Sports and band equipment transportation	Chargeback
7	Special event support, including set-ups and breakdowns, and delivery/set-up of equipment	Chargeback
8	Athletic field event support and indoor sports facility set-ups and breakdowns	Chargeback
9	Rental of special event equipment	Chargeback
B.	Grounds Maintenance	
1	Campus-wide snow and ice removal, including plowing of snow, salting of steps and walkways, and concentrated service in all entrance areas	Cost Allocation
2	Lawn maintenance and recycling of landscape debris	Cost Allocation
3	Herbicide and pesticide spraying on campus grounds	Cost Allocation
4	Trimming of trees, pruning of bushes, hedges, ivy, etc., planting of seasonal flowers and trees	Cost Allocation
5	Authorized dedication tree planting	Chargeback
6	Interior plant maintenance	Chargeback
7	Removal of exterior trash and debris across campus (7 days per week), including emptying of outdoor campus trash and recycling collectors	Cost Allocation
8	Daily street and sidewalk sweeping, and weekly storm drain and inlet cleaning	Cost Allocation
9	Pressure washing of hardscape, and interior and exterior graffiti removal	Cost Allocation
10	Special event-related pressure washing, if beyond normal services	Chargeback
11	General athletic field maintenance	Cost Allocation
12	Event Setup	Chargeback
C.	Custodial Services	
1	Ongoing policing of all public areas during building business hours	Cost Allocation
2	Policing of restrooms, and replenishing paper products during building business hours	Cost Allocation
3	Cleaning of spills throughout campus buildings during business hours	Cost Allocation
4	Routine cleaning of offices: vacuuming of carpets, mopping of hard floor surfaces, dusting, and wiping of available horizontal surfaces	Cost Allocation
5	Scheduled trash and recycling removal from interior building spaces	Cost Allocation
6	Nightly cleaning of all public areas: hallways, lounges, lobbies, and available horizontal surfaces	Cost Allocation
7	Nightly cleaning of classrooms; includes floor-care, washing of whiteboards or chalk boards, removal of spills and graffiti from furniture, and rearrangement of classroom seating	Cost Allocation
8	Nightly detailed cleaning of all restrooms/locker rooms and replenishing of all products	Cost Allocation
9	Special cleaning requests of an area above and beyond normal scheduled cleaning (e.g., athletic recruitment weekends)	Chargeback
10	Hard floor maintenance in public areas, classrooms, locker rooms, restrooms	Cost Allocation
11	Window treatment repair or replacement in public areas and classrooms	Cost Allocation
12	Window treatment replacement requested in private offices	Chargeback
13	Scheduled vacuuming and shampooing of carpet in public spaces	Cost Allocation
14	Spot cleaning of walls, and interior and exterior graffiti removal	Cost Allocation
15	Periodic cleaning of vents and lights	Cost Allocation
16	Cleaning of elevators and stairs	Cost Allocation
17	Cleaning of all indoor sports facilities and swimming pools	Cost Allocation

Our mission

To provide a physical Campus environment that supports the universities needs and mission.

Our vision

We are always there and doing our best to provide solutions.

Facility Services - Operations

401 Sunset Avenue
Windsor, Ontario, Canada N9B 3P4
T 519-253-3000 F 519-561-1404
www.uwindsor.ca/facilityservices

18	Bulk recycling and clean-outs in buildings, including disposal of large amounts of delivery boxes, which are picked up by special request	Cost Allocation
19	Interior extermination and general pest control	Cost Allocation
20	Public area furniture maintenance, shampooing, and repair	Cost Allocation
21	Shampooing of private office furniture	Chargeback
22	Daily cleaning of entrance door glass	Cost Allocation
23	Window cleaning at all buildings, once per year	Cost Allocation
24	Window cleaning requests, in addition to scheduled cleanings	Chargeback
25	First floor public area window cleaning (inside and out) once a year in buildings scheduled for Open House and Commencement events	Cost Allocation
26	Cleaning of departmental microwaves and refrigerators	Chargeback
27	Special request lab cleaning	Chargeback
D.	Operations & Maintenance	
1	Maintenance and repair of plumbing systems, HVAC systems, electrical, lighting, rainwater collection systems, roofs, facades, and life safety (Fire Alarm and Sprinkler) systems	Cost Allocation
2	Mechanical, electrical, exterior, life safety or plumbing modifications due to program and or personnel changes as required	Chargeback
3	Maintenance, repair, and replacement of emergency electrical power for departmental lab equipment, uninterruptible power supplies, specialty controls systems, special suppression systems, auto dialers, and data loggers	Chargeback
4	Maintenance and repair of building automation controls, energy management systems, elevators	Cost Allocation
5	Maintenance, repair, and replacement of back-up air conditioning units, computer room air conditioning units, secondary cooling systems for labs, processed chilled water systems, and condenser water for program equipment	Cost Allocation
6	Certification of building systems as required by the grant	Chargeback
7	Maintenance, repair, and replacement of departmental programmatic support systems/equipment such as refrigerators, freezers, autoclaves, fume hoods (excludes exhaust valve and fans which are covered under cost allocation), dance floors, swimming pools, AV (projectors, cameras, electronic wayfinding displays, podiums, monitors), dust collection systems, glassworks furnaces, artificial turf, fitness equipment, athletic field lighting, RODI systems, vacuum, compressed air (excludes BAS air which is covered by cost allocation), desiccant systems, power reels, lab benches, specialty freezers, ice machines, clean steam, cage washers, temporary structures, grease traps for food service, stage lighting, stage curtains, stage ropes, stages, stage lifts, display cases, art, plaques, sound systems, and dark rooms	Chargeback
8	Air balancing (not for certifications as required by grants)	Cost Allocation
9	Repair and replacement of radiant heat system components, fan coil units, and unit ventilators	Cost Allocation
10	Repair, replacement, inspection, and certification of life-safety systems: fire alarm systems, fire sprinkler and suppression systems, fire extinguishers, standby emergency power and lighting	Cost Allocation
11	Maintenance, repair, and replacement of specialty fire alarm systems (e.g., industrial kitchen Ansul suppression and computer rooms – Halon suppression)	Chargeback
12	Corrections or adjustments to original access and key requests over and beyond regular duties (e.g., changes to student lists after processing, inaccurate prox numbers)	Chargeback
13	Maintenance and repair of building common area walls and ceilings (patching and painting), acoustical ceiling tile, light fixtures, lamps, flooring, and carpet	Cost Allocation
14	Maintenance and repair of other building common area items such as toilet partitions, fixtures, and accessories; doors, door hardware, and locks; and water fountains	Cost Allocation
15	Graffiti removal	Cost Allocation
16	Animal and bird control	Cost Allocation

Our mission

To provide a physical Campus environment that supports the universities needs and mission.

Our vision

We are always there and doing our best to provide solutions.

17	Common space window treatments.	Cost Allocation
18	Repair and replacement of directories, way-finding signage, and message board kiosks. (excludes electronic or powered displays)	Cost Allocation
19	Repair and replacement of loading dock levelers, roll-up doors, and vehicle restraint	Cost Allocation
20	Emergency management (e.g., evacuation drills, TU Alerts, and preparedness activities)	Cost Allocation
21	Disaster recovery (e.g., power outage, fire, flood)	Cost Allocation
22	Environmental remediation and asbestos abatement	Cost Allocation
23	Flood/storm damage preparation and response, including snow and ice removal	Cost Allocation
24	Repairs due to leaks from roof or plumbing/mechanical systems	Cost Allocation
25	Space refurbishments (e.g., paint, electrical, flooring, etc.) due to program or personnel changes	Chargeback
26	Installation of additional electrical receptacles due to program or personnel changes	Chargeback
27	Assembling furniture, and hanging pictures, boards, signs, and banners	Chargeback
28	Securing departmental equipment and PCs	Chargeback
29	Maintenance and repair of card readers for main building access	Cost Allocation
30	Installation, maintenance, and repair of private security equipment such as interior access control (including standalone locking systems), security alarm panels, security alarm sensors and security panic alarms. Replacement or software upgrades to security equipment due to obsolescence. Labour for the installation & replacement of card access readers for department suites, offices, and non-common spaces	Chargeback
31	Demolition and removal of student/research projects and department equipment	Chargeback
32	Sign replacement and support of security initiatives due to program changes	Chargeback
33	Special event support (e.g., temporary electric and plumbing, and standby technicians)	Chargeback
34	Requests made by Residence Services	Chargeback
E.	Utilities Management	
1	Procurement, metering, and strategic management of: electricity, domestic water, sewage/wastewater, storm water management, natural gas, heating oil, steam, chilled water	Cost Allocation
2	Demand management services and energy efficiency upgrades	Cost Allocation
3	Oversight of campus utility infrastructure, including distribution systems and utility plants	Cost Allocation

Our mission

To provide a physical Campus environment that supports the universities needs and mission.

Our vision

We are always there and doing our best to provide solutions.

Facility Services - Operations

401 Sunset Avenue

Windsor, Ontario, Canada N9B 3P4

T 519-253-3000 F 519-561-1404

www.uwindsor.ca/facilityservices

Appendix B Facility Services Operations

Charge Out Rates 2025-2026

Maintenance		Rates
Lead Electrician		67.24
Electrician		66.19
Lead Plumber or Fitter		65.92
Plumber or Fitter		64.89
Asbestos Worker		46.38
Carpenter		60.07
Key Control		43.22
Stock Clerk		44.96
Painter		54.13
Helper		44.48
Power Plant		
2nd Class Shift Engineer		67.08
3rd Class Maintenance Engineer		63.00
3rd Class Assistant Engineer		63.00
2nd Class Lead hand		67.08
4th Class Helper		46.17
Refrigeration Mechanic		61.16
Grounds		
Gardener		54.52
Groundkeeper		41.19
Caretaking		
Caretaker		37.85

Our mission

To provide a physical Campus environment that supports the universities needs and mission.

Our vision

We are always there and doing our best to provide solutions.