

Tenant Work Requests

Design, Construction and Maintenance Guideline

GU.FAC.045 - Version 7.1

For: All Tenants, TLC, Design Coordinators, Principals, Facility Team Leaders, Caretakers and Project Supervisors

Approved by FS Leadership Team:

- March 26, 2014
- March 3, 2015
- April 27, 2017
- April 25, 2018
- March 5, 2021
- August 31, 2023

Contents

A. Repairs and Maintenance	2
Basic Maintenance and Repairs.....	2
Operating Schools.....	3
Non-Operating Schools (Head Caretaker Not on Site)	3
Tenant Funded Maintenance and Repairs	3
Maintenance is prioritized as follows.....	4
B. Tenant-Funded Improvement Projects.....	4
C. Requesting Work.....	5
Project Costs	5
D. Requests Requiring Additional Levels of Review and/or Approval	6
Tenant Outdoor Projects	6
Large Interior Projects that Require Design	7

Request to Install Air Conditioning.....	7
For Maintenance and Repairs to Appliances:.....	7
Request to Install a Secure Access System.....	8
Requests to Install Outdoor Signs	9
E. Using the Facility Services Work Request Form.....	10
Appendix A: Design Requirements for Interior Projects.....	12
Submitting Documents.....	13
Paying for your Project	13
Examples of Interior Projects Requiring Design.....	13
Appendix B: Common Tenant Improvement Budget Ranges.....	14

Definitions:

A **tenant** is an agency or person external to the TDSB who leases TDSB space, e.g., child care operator, third party operators, Toronto Catholic District School Board.

Tenant-funded improvement project is work that the tenant has identified as a priority and has plans to pay for. A tenant-funded project should not result in a significant increase in school or TDSB operating costs.

A. Repairs and Maintenance

The TDSB is responsible for maintaining the space occupied by the tenant in accordance with the Board's standards for school buildings. Municipal and provincial standards that tenants are required to meet often exceed those required of the TDSB. The TDSB will pay the cost of basic maintenance and repairs to ensure that the tenant is in compliance with licensing requirements.

Basic Maintenance and Repairs

The TDSB will pay for basic maintenance and repairs. To address repairs such as lighting and heating problems, cracked or lifting tiles, broken door locks, plugged toilets, broken windows or other safety concerns and to request additional deep cleaning of floors or carpets, please follow the process below:

Operating Schools

1. The tenant notifies the head caretaker of the problem.
2. The head caretaker creates a notification to have the repairs corrected and then gives the notification number to the tenant for tracking purposes.
3. The head caretaker forwards the request to the facility team leader (FTL).
4. The FTL forwards the request to the appropriate maintenance team leader.

Non-Operating Schools (Head Caretaker Not on Site)

1. The tenant contacts the TDSB Security Operations Centre (SOC) at 416-395-4620 about the problem.
2. The SOC creates a notification to have the repairs corrected and gives the notification number to the tenant for tracking purposes.
3. The FTL directs the work as appropriate.

Tenant Funded Maintenance and Repairs

If the tenant wants to exceed the basic maintenance and repair requirements, the tenant must pay for the cost e.g.,

- The TDSB will pay to replace a cracked tile or patch peeling paint but will not fix any undamaged portions.
- If a portion of outdoor rubber surfacing is damaged, the TDSB will pay to repair the damage, but will not pay for a whole new surface.
- Repairs to items the tenant has funded e.g., secure access system, door buzzer, dishwasher, dryer, refrigerator, air conditioner, and equipment.

For tenant funded maintenance and repairs the Caretaker follows [FS.WI.045C Create a Notification for Tenant](#). The FTL receives the notification and follows [FS.WI.045B Create a Work Order for Tenant](#). To invoice the tenant and recuperate the cost, the FTL will instruct the Budget Finance Assistant (BFA) to follow [FS.WI.045A 335 Reports for Tenant Invoicing](#).

Maintenance is prioritized as follows:

Type	Definition	Examples
Emergency Work	Is any condition that threatens health or safety of people, the integrity of the facility or has a major disruptive impact on normal operations (e.g., no heat, gas leak, flood, racial/hate/gang graffiti).	Fixtures plugged, broken glass
Urgent Work	Work that will not immediately affect the safe operation of the site, but which, if left unaddressed, could compromise health and safety over time or inhibit the operation of the site. Issues identified by Toronto Public Health in a report will be prioritized as urgent.	Loose carpet, leaking toilets or taps
Routine Maintenance	Minor repairs and activities related to the site.	Loose ceiling tiles, loose or missing floor tiles

See [GU.FAC.036 Maintenance Defects](#) for a list of maintenance priorities and response times.

B. Tenant-Funded Improvement Projects

When a tenant signs a lease agreement with the TDSB, through the TDSB Toronto Lands Corporation (TLC) office, the tenant agrees to accept the space as outlined in the lease agreement. All improvement projects must be funded by the tenant and follow the process outlined in this procedure. For information on how to arrange payment for your tenant-funded improvement project, see Part C: Requesting Work.

Tenants are not typically responsible for paying for routine maintenance, emergency repairs or major capital improvements such as roofing or boilers; however, please check your lease agreements for specifics. If you have any questions about your lease, please contact the [TLC](#). In case of a maintenance emergency, please contact the Caretaker at your site, the Facility Team Leader, or the Security Operations Centre (SOC) at 416-395-4620.

If the space is shared between the school and the tenant, the tenant shall pay for any upgrades that exceed the TDSB standards (e.g., those that are required to meet basic child care licensing regulations). For example, installing a new dishwasher or hand-washing sinks, installing rubberized surfacing and artificial turf.

If a Caretaker has submitted a request by notification, the role of the FTL is to use his or her expertise to provide as much scope and understanding of the project as possible.

Tenant-funded improvement projects should be submitted by [Facility Services Work Request form](#), not by notification. If it is submitted by notification, the FTL will:

1. Instruct the tenant to fill out a [Facility Services Work Request form](#). The FTL will add the notification number to the Work Request form, for tracking documentation purposes.
2. If costs need to be recuperated, the FTL will Instruct the Budget Finance Assistant (BFA) to follow the work instruction for [FS.WI.045A 335 Reports for Tenant Invoicing](#).

Notes:

- **Use of outdoor space is not addressed in lease agreements.** To initiate outdoor projects, tenants must follow the process outlined in Part D: Requests Requiring Additional Review and/or Approval. See page 6.
- Tenants can obtain a copy of their lease agreements through the [TLC](#).

C. Requesting Work

The tenant and the Facility Team Leader (FTL) will be the main contacts during maintenance and work request projects.

To initiate your tenant-funded improvement project, speak to the Head Caretaker, who will consult with the FTL. If the Head Caretaker confirms with the tenant that the project is not a routine maintenance issue or repair, he or she will ask the tenant to fill out a [Facility Services Work Request form](#). (see Part D: Requests Requiring Additional Levels of Review and/or Approval for guidance on what is required).

Project Costs

The costs of tenant-funded improvement projects include design fees, permit and regulatory fees, materials, and labour (construction costs) and taxes. Some projects require specialty work, such as geotechnical investigations, and legal surveys. Project costs also include hazardous material assessment, testing, and abatement e.g., asbestos.

Note: The tenant is required to pay for the full costs of construction in advance. The tenant must submit a cheque payable to the TDSB, along with relevant documentation prior to project construction.

- **Health and Safety projects above \$20,000** that are funded by the City of Toronto may submit 50% of the project cost in advance along with a letter from the City confirming the remaining 50% cost of the project will be forwarded to the TDSB upon completion of the project.
- **Section 37 funded projects**—A letter from the City of Toronto confirming full payment will be received after project completion is acceptable for Section 37 funded projects.
- **Capital Projects for child care centers and Early ON**—TDSB will establish cash flow requirements for the project, the City of Toronto will transfer funds based on the payment schedule.

D. Requests Requiring Additional Levels of Review and/or Approval

Tenant Outdoor Projects

All outdoor projects such as adding new features, altering surfaces, gardens, storage containers, shade provisions and fencing require additional review in the form of a viability review. To request a viability review meeting, fill out the [Facility Services Request for a Viability Review Meeting](#) form.

Following the viability review meeting, a draft design with a preliminary cost estimate will be sent to the tenant. The [School Grounds Business Process Analyst](#) will guide the tenant through the design process and how to request construction.

Note: Tenants who make investments in an outdoor space (e.g., log climber) or a shared indoor space (e.g., air conditioning window units) must understand that those areas are not covered in the lease agreement and the improvements are not transferable.

Maintenance and repair of play structures: The TDSB conducts quarterly inspections of all play structures, regardless of ownership of the structure. When maintenance and/or minor repairs are required, the Caretaker submits a notification to complete the work. However, the tenant is responsible for the costs associated with major repairs to play structures, such as replacement of a whole component.

Large Interior Projects that Require Design

Many improvement projects require formal design documents before they can begin. See Appendix A, Design Requirements for Interior Projects, for a description of what design includes and examples of when design is required.

Request to Install Air Conditioning

Tenants may request to have air conditioning installed under the following conditions:

1. The tenant is fully responsible for labour and material costs to maintain, repair and replace the air conditioning.
2. For new installations and replacement of existing air conditioning units the tenant will be charged an energy surcharge of \$300 per year per air conditioning unit. Air conditioning units that presently exist will not be subject to the \$300 per year surcharge until such time as they are replaced.
3. When the tenant completes and submits the [Air Conditioning Energy Surcharge form](#) the air conditioning unit will be installed and the TDSB Accounting department will reconcile the funds annually.

For more information see [GU.FAC.106 Air Conditioning Energy Surcharge for Child Care Tenants Guideline](#).

Note: Tenants may submit requests for air conditioning at any time of the year, but to aim for installation by June 1, requests should be submitted by February 1, and payment submitted by March 15.

For Maintenance and Repairs to Appliances:

1. Consult with the Caretaker to determine the source of the problem (e.g., it may be easily resolved, such as a breaker). If it is a plumbing or electrical power issue, the Caretaker will submit a notification.
2. If the problem is with the appliance itself, call the dealer if the appliance is still under warranty.
3. While it is often more cost-effective to replace an appliance, the TDSB Purchasing Department may be able to arrange for a quote from a board-approved contractor to repair the appliance. The tenant must pay for the quote and the repair. To receive a list of TDSB-approved appliance vendors contact the TDSB [Purchasing and Distribution Services Department](#).
4. The tenant can arrange to have the appliance repaired off-site.

Notes:

- Please submit a [Facility Services Work Request form](#) for hook-up of a new appliance in advance of the delivery date.
- For new telephone or internet installations, tenants must complete and submit a [Facility Services Work Request form](#).
- If a tenant has any questions or concerns regarding a tenant funded work estimate, the tenant should contact the estimator.

Request to Install a Secure Access System

Tenants sometimes want to provide a secure entrance to their facility, separate from the school's own secure entrance. Any new secure access system installed for the tenant must be compatible with the school's security system, and if possible, tied into the existing system. Any requests to install a secure access system must be reviewed and approved by the Caring and Safe Schools advisor.

1. To install a secure access system for their facility, the tenant must discuss their security needs with the school Principal.
2. The Principal will contact the Caring and Safe School advisor to request an on-site security consultation.
3. During the consultation, the school Principal, the FTL, the tenant, and the Caring and Safe School advisor will discuss the security needs of the school as a whole and the child care's specific security needs to determine the most suitable type of secure access system.
4. Some secure access systems are not considered acceptable. The Caring and Safe School Advisor has the authority to decide if a system preferred by the tenant or the school is permissible.
5. During the consultation, the Caring and Safe School Advisor will describe the specific requirements of his or her recommended secure access system on the [Facility Services Work Request form](#). The Caring and Safe School Advisor will sign the Facility Services Work Request form to indicate that he/she approves the installation of the system described.
6. The tenant will submit the Facility Services Work Request form to the FTL, with the appropriate signatures.

Note: Tenants must review their security requests first with the principal and then with Safe Schools before sending in the [Facility Services Work Request form](#).

Requests to Install Outdoor Signs

Tenants may wish to install wall or post mounted outdoor signs. Costs associated with the purchase and installation of signs is the responsibility of the tenant. Cost of installation depends on the size and location of the sign.

The tenant should follow these steps:

1. Consult with the principal and the FTL regarding the proposed location and size of the sign.
2. Once verbal agreement on the location and size of the sign has been reached, the tenant will contact the [TDSB Digital Transformation Business Process Analyst](#) (BPA) for **free sign design** services.
3. To ensure a consistent appearance for signage posted on school property, the tenant and BPA must make sure the sign complies with TDSB design specifications for signs. Approved templates for signs are shown at the bottom of this section.
4. The Business Process Analyst will share the sign design with the tenant for review and then with the TDSB approved vendor for an estimate.
5. The larger the sign, the more likely it is that it will require a City of Toronto sign permit. The tenant must check with the vendor at the time of request to confirm that your sign does not require a permit. If a permit is required, the TDSB vendor will apply for the permit at the tenant's cost.
6. When the template and the estimate have been received from the vendor (along with the City permit, if applicable), the tenant must fill out the [Facility Services Work Request form](#). Include the location of the installation and attach the template, estimate, and permit, (if applicable) from the vendor to the work request form. If an existing sign needs to be removed, please include that information in the [Facility Services Work Request form](#).
7. After the tenant has received the signed and approved Facility Services Work Request from the [Customer Service Assistant](#) (CSA), including reference number, the sign may be ordered from the vendor.
8. Once the sign has been received, contact the Head Caretaker, who will schedule installation through the FTL, who will assign the work according to the complexity of the job. Please communicate the Facility Services Work Request reference number to the Head Caretaker and request a quote for installation.

Note: New or replacement in-ground signs may not be permitted by zoning bylaws.

Approved Tenant Sign Templates:

For free sign design contact the TDSB [Digital Transformation Business Process Analyst](#).

For **Custom Sign Requests** the Child Care Operator should consult with the Principal and the FTL, then complete the [Custom Sign Request](#) form and submit to the [Digital Transformation Business Process Analyst](#).

E. Using the Facility Services Work Request Form

The following steps trace the path a [Facility Services Work Request form](#) takes depending on its scope of work and whether it requires design.

Step	Action	Notes
1.	<p>The tenant requesting the service fills out the Facility Services Work Request form and passes it to the principal.</p> <p>During July and August, tenants can send the form directly to the FTL. If the FTL feels the request requires the principal's approval, then the request will need to wait until their return.</p>	<p>Only submit the form if it is your intent to pay for the project.</p> <p>For tenant outdoor projects, see Section D, on page 6.</p> <p>For the installation of an air conditioning unit see Section D, page 6.</p> <p>Summer Work:</p> <p>There is no guarantee that larger scale requests received after May 15 will be completed during the summer term.</p>

2.	<p>The Principal reviews it and, if he/she supports the project, signs the Facility Services Work Request form and forwards it to the FTL.</p> <p>If a notification had previously been submitted for the same issue the notification number should be added to the Facility Services Work Request form. The FTL will review the request.</p>	<p>If it is a maintenance issue, the FTL will go back to the caretaker and ask that a notification be created for the work or request that the caretaker perform the work under Schedule A of GU.FAC.036 Maintenance Defects. If it is not a maintenance issue, the FTL will send the request to the Toronto Lands Corporation (TLC) office to check the request against the tenant's lease agreement. The TLC office adds pertinent information to the form, such as whether the space in question is an exclusive or shared space.</p>
3.	<p>The TLC office will send the Facility Services Work Request form back to the FTL, who will determine if the improvement will be done by Maintenance or if it will be forwarded to Construction.</p>	<p>Maintenance will handle small improvements funded by the tenant that do not exceed two hours of trades time and do not involve multiple trades staff, e.g., plumber, carpenter, electrician. The FTL will ask the Caretaker to submit a notification for small improvements.</p> <p>When work will be done by Maintenance, the FTL must discard the Facility Services Work Request form. The FTL will inform the tenant of the decision.</p>
4.	<p>If the project is to be done by Construction, the FTL sends the work request form to a customer service assistant (CSA) for logging and tracking. The CSA will confirm receipt of the Facility Services Work Request form with the tenant and send by email a PDF of the signed and approved form, including the reference number. The CSA will copy the FTL on the email.</p>	
5.	<p>The CSA forwards the work request form to a Board estimator. The estimator will confirm if the project requires a design or not.</p> <p>If design is required, the CSA will inform the tenant and provide them with a list of TDSB-approved consultants. See more information on Design Documents for Interior Projects, in Appendix A, on page 13.</p>	<p>To prepare the estimate, the estimator may need to contact the tenant and/or school principal by phone or in person.</p> <p>The estimator may require the assistance of a trades person to assess the project. A notification may be created to charge the assessment, if required.</p>

6.	<p>If a design is not required, the estimator will provide the CSA with the estimate. The CSA will forward the estimate to the tenant and copy the FTL.</p> <p>The tenant either</p> <ol style="list-style-type: none"> approves the estimate and proceeds, modifies the scope of the project or their budget as required, requests the project be tendered to outside bidders; or, cancels the project. 	<p>If the tenant rejects the estimate and would like to tender the project to outside bidders, the tenant must provide a design for the project even if a design was not required for the TDSB to estimate and proceed with the work. Once the design goes to tender, the tenant may not revert to accepting the Board estimate.</p> <p>If the tenant approves the estimate and proceeds, this is the final step for Part E.</p>
----	---	--

Appendix A: Design Requirements for Interior Projects

Larger interior projects often require formal design documents before they can start. These design documents communicate what is needed to take a project from the original idea, solidify it through discussions and translate it into drawings for construction. They also allow the tenant to understand what the full costs will be. Often, that means the scope and/or timelines of the project are changed to fit the budget available.

The design professional (usually an architect or landscape architect) guides the tenant through the design process and provides professional advice on aesthetics, technical, regulatory, budgeting, and other issues. As well as meeting legal and technical requirements, the design documents define the scope of work and materials to be used and set out the specifications of the construction contract.

Note:

- **Design** refers to the documents, e.g., drawings and specifications, which are required to develop a project. For work that **requires design**, additional approvals by authorities (e.g., City permits) are typically required, which will add time and costs to the project. The tenant is responsible to verify if any approvals are required.
- As of January 1, 2016, the Accessibility for Ontarians with Disabilities Act (AODA) Design of Public Spaces standards are in effect for all redevelopment and new development of outdoor spaces in the public sector, including school boards. The standards require that consultation with the school and community be undertaken to

confirm which accessibility requirements should be considered. These standards may result in the need for a design and additional fees.

Submitting Documents

If your project requires a design (see Examples of Design Requirements on page 15), you will be asked to provide the following documents to the CSA:

For Review

- A transmittal listing the content of the submission, signed by the owner or owner's agent
- A copy of a project approval from TLC (signed form, letter, etc.)
- One hard copy of drawings and specifications for review, and a CD with PDF version
- Contact information for project owner and consultant

The Design department will review the drawings and provide comments. After the comments are addressed, the tenant must submit a tender/construction set of documents, as follows:

For Tender/Construction

- A transmittal listing the content of the submission, signed by the owner or owner's agent
- Two hard copies of drawings and specifications, and a CD with ACAD and PDF versions (include a draft of the Bid form in Word format)
- Building permit
- Contact information for project owner and consultant
- Statement confirming funding availability and contact information for fund transfer

Paying for your Project

The tenant is required to pay for the full costs of construction in advance. Once the project is approved and paid for by the tenant, Construction will assign a TDSB Project Supervisor. The project is executed according to TDSB guidelines and procedures.

Examples of Interior Projects Requiring Design

Some projects require a design by a TDSB-approved consultant, which can add cost and complexity to your project.

Design Required	No Design Required
1. Anything for which a building permit is required	1. Painting
2. Any addition to an existing building	2. Replacing carpets or floor tiles
3. Structural alterations	3. Replacing existing dishwashers
4. Demolishing or removing all or a portion of a building	4. Minor millwork (e.g., installing cubbies)
5. Changing a building's use (e.g., converting storage into classrooms)	
6. Installing, changing, or removing partitions and load bearing walls	
7. Making new openings for, or changes to the size of doors and windows	
8. Installing or modifying heating, plumbing or air conditioning systems (e.g., replacing or adding roof top units)	
9. Altering or adding new plumbing (e.g., new washroom)	

Appendix B: Common Tenant Improvement Budget Ranges

Many factors can affect the installation costs, such as availability of electrical power, proximity of plumbing and drainage and access to the space. For an actual cost estimate, please fill out a [Facility Services Work Request form](#).

The TDSB follows an approved-materials standard so that the items used in our projects meet Board-monitored compliance criteria and are institutional grade.

- Signs: Tenant purchase signs directly from a TDSB sign vendor (See p. 8). A sign must be selected prior to submitting a [Facility Services Work Request form](#) in order to get quote for installation. Installation costs vary depending on the complexity and the scope of work involved (e.g., height and placement of the sign, the number of signs, etc.). Installation costs: \$250–\$1500 +.
- Commercial dishwasher: Cost of the dishwasher is approximately \$5000, depending on the model. Commercial dishwashers typically require electrical and plumbing amendments, which are site-specific, so child cares should submit a [Facility Services Work Request form](#) for a quote.

The following items include all materials and installation costs:

- [Large outdoor cast-concrete storage bunker with double door](#) (115 sq. ft.):

approximately \$14,000–\$16,000.

- [Large outdoor metal storage container](#) (an alternative to cast concrete, 160 sq. ft.): approximately \$4,000–\$6,000.
- [Stock tank](#) (for raised planters and small sandboxes): approximately \$250.00
- Custom sun shelter, with concrete footings (10 ft. x 10 ft.): approximately \$5,000.
- Sandbox, wood constructed, and site prepared (12 ft. x 12 ft.): approximately \$1,500–\$1,800.
- Flooring, VCT tile (12 in. x 12 in): \$3.50–\$5 per sq. ft.
- Chain link fence, 4 ft. high: \$102 per linear ft.
- [Tall posts](#) (for play and creating shade)

Note: Each project and site are unique. The above costs are meant to be estimates only. Prices are subject to change.