



# Building Manager's Guidebook



## Directorate of Public Works

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## **Message from the Director, Public Works**

Dear Customer,

Welcome to the Building Manager's Guidebook!

To help you understand our business, we've prepared this guidebook for the most important work we do – SERVING YOU!

The Directorate of Public Works serves as the “Public Works” for United States Army Garrison, USAG-RC. Our mission supports readiness and power projection while continuing to provide a top-quality environment in which Soldiers, their families and civilians live, work and train to meet the operational demands in the Korean theater. We are committed to protecting our environment and conserving natural and cultural resources for present and future generations.

The Directorate of Public Works services all grounds, roads, utilities, and most of the structures on the installation. We are responsible for providing continuous reliable water, sewer, electrical, fuels and natural gas services throughout the installation.

The Directorate of Public Works is proud of our employees and we are eager for you to meet our outstanding team of dedicated professionals.

Director of Public Works  
USAG Red Cloud

# 1.0 What is DPW?

DPW is the Directorate of Public Works.

## 1.1 Our Mission

DPW is a team of caring, qualified professionals that:

- Provide facilities, housing, and engineering services necessary to support and sustain soldiers and families
- Support realistic and effective training in harmony with the environment and the natural resources

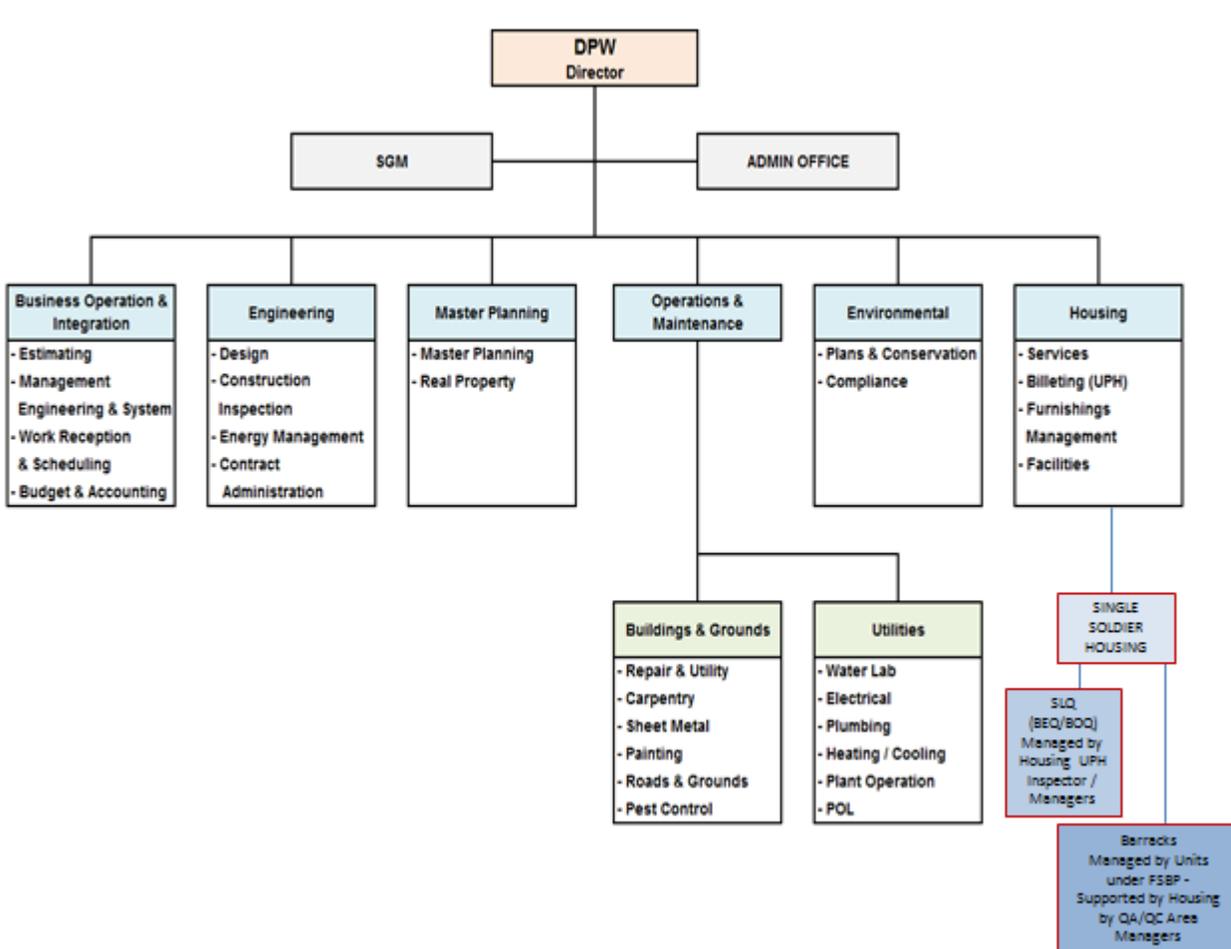
## 1.2 Our Vision

DPW's vision is to:

- Be the best service organization within USAG-RC
- Be the best facilities management and maintenance organization in the Korea Region
- Be the best Public Works Organization in the Army

## 1.3 Our Organization

The DPW is organized into six Divisions. Each Divisions functional area is listed below.



## 1.4 Important Telephone Numbers

DPW Service Orders: 732-8120 or 732-8119 or 732-8110 at CRC  
DPW Work Orders: 732-8120 or 732-8119 or 732-8110 at CRC  
DPW Construction Inspection Office: 730-3713 at Camp Casey or 732-6355 at CRC  
DPW Real Property Office: 732-6894 at CRC or 730-3722 at Camp Casey (Wednesdays only)  
**DPW Housing Office: CRC 732-7506, Hovey 730-3049, Casey 730-3911, Stanley 732-5073**  
DPW Appliance repair: 730-3389 at Camp Castle north  
DPW Appliance turn-in (barracks): 732-5835 at Camp Stanley  
DPW Appliance turn-in (off post housing): 730-6034 Camp Castle north  
Fire Station: 730-2089 at Camp Casey or 732-6617 at CRC  
Fire Prevention: 730-4011 at Camp Casey or 732-6720 at CRC

## 2.0 What is a Building Manager?

A Building Manager is the link between your unit and the Directorate of Public Works (DPW). A Building Manager is also responsible for maintaining the fire prevention program at their assigned building. You, as the Building Manager, ensure that the facility that you are responsible for is properly maintained by conducting periodic checks of the facility and correcting any deficiencies within your ability – all persons can unstop a commode or replace a light bulb. Should you come across a facility issue that is outside your expertise, the DPW has teams of in-house professionals who are the “subject matter experts” in determining how to best accomplish the work that you need to have done.

**Traditionally a Building Manger is the person(s) assigned a building however the barracks buildings have a building manager that is commonly referred to as the First Sergeants Barracks Program (FSBP) Barracks / Building Manager. The FSBP Barracks Building Manager has extensively more responsibilities other than basic building manager’s responsibilities. Additional training for these duties is required and provided by Single Soldier Housing QA/QC Area Managers as outlined in FSBP Guides and Garrison policies.**

At any time, **IF YOU DO NOT FEEL SAFE ATTEMPTING A REPAIR...DO NOT DO IT!**

Building Managers are encouraged to handle minor work themselves (Self Help) instead of submitting a Service Order. Your support in properly operating and maintaining your facility is the key to minimizing the Army’s cost to repair facilities on the installation.

A Building Manager is also the Building Energy Manager. Here is the link to the USAG-RC Energy website:

<http://redcloud.korea.army.mil/energy>

## 2.1 Designation of a Building Manager

Every building/facility should have one primary Building Manager and one alternate Building Manager appointed by the Unit Commander/Agency Director to ensure continuity if the primary building manager is unavailable.

### Primary Building Manager

- Must be the unit Commander or Director, except for remote sites
- Must sign for facility, keys, and furniture

### Alternate Building Manager

- Must be E-6 and above or GS/NAF/KN 7 and above or senior building occupant
- Must be designated in writing by the Primary Building Manager

Every SLQ (BOQ/BEQ) will have a primary and alternative Building Manger assigned by the Housing Office on behalf of the Garrison Commander. Priority for selection will be seniority with at least 6 months remaining in country. Only the selected Building Mangers Brigade XO can request removal based upon mission however they must identify a replacement from their Brigade to perform the duties.

Every Barracks (UPH Junior Enlisted) will identify in writing who the FSBP Barracks / Building Manger and post to the bulletin board. Barracks with multiple users will assign a FSBP Barracks Manager based upon the space, rooms, and furniture that the Commander has signed for from Housing. The identified FSBP Barracks Manager will establish an eMH account at Housing. Each FSBP Barracks Manager will receive specialized training specific to these duties. The unit First Sergeant is the responsible NCO when the FSBP Barracks Manager is not available or fails to perform responsible duties.

Note: Building Managers will comply with USAG-RC Policy Letter # 6-13 dated 1 December 2014 and / or FSBP Guide dated June 2014 along with all related Garrison policies.

## **2.2 Building Manager Training**

Commanders and Directors are Primary Building Managers. Primary Building Managers can appoint Alternate Building Managers. All Building Managers must attend Building Manager Training conducted by the DPW **and Housing if applicable** and must also attend Building Manager Fire Prevention Training conducted by the Fire Department.

The DPW conducts Building Manager Training at Camp Red Cloud and Camp Casey.

**The Single Soldier Housing (SSH) Office provides individualized FSBP training and eMH account set up once contacted by the unit.**

The Fire Department conducts Building Manager Fire Prevention Training at the Fire Department on the third Wednesday of each month at 14:00 hours at both Camp Casey (Bldg 2362) and CRC (Bldg 803). Contact the appropriate Fire Prevention Office at 730-1901 for Camp Casey or 732-6720 for CRC with any questions regarding Building Manager Fire Prevention Training at the Fire Department.

## **3.0 General Information**

DPW has teams of in-house professionals who are the “subject matter experts” in determining how to best accomplish the work that your facility needs. If we determine that work your facility needs cannot be accomplished in-house, we will establish contracts to obtain outside assistance. Depending on the scope and complexity of the work, these contracts are administered by the local U.S. Army Contracting Command Korea (CCK) or Far East District (FED).

Our contract methods include: credit card, small contract, requirements contract, indefinite delivery/indefinite quantity contract, job order contract, and conventional construction contract.

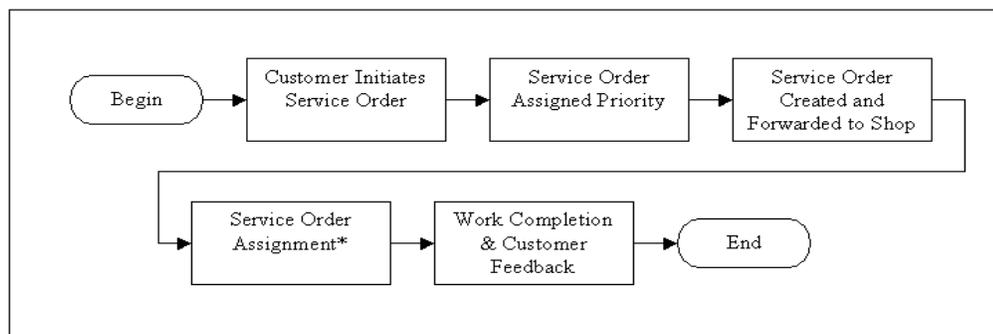
### 3.1 The Process to “Get Stuff” Done

Your first step is to inform the DPW regarding the work that your facility needs! You do that with a “Service Order” or “Work Order”. A “Work Order” can be categorized as either a Service Order or an Individual Job Order (aka Work Order), based on the scope and complexity of the requested work. **Self-Help** is another avenue available to get work done.

### 4.0 Service Orders

Request for minor maintenance and repair of real property is called a Service Order. Service Orders are the quickest and easiest way to accomplish your work. Service Orders are used for minor facility maintenance and repair that is normally accomplished by a single shop and do not exceed \$2,500 in cost and require less than 40 hours of labor. In most cases, Service Orders are funded by the DPW for tenant units. The DPW charges customers for repairs to real property when DPW determines that damages were caused by non-fair wear and tear.

Service Order Process



\*Remember, we respond to “life and death” and “emergency” Service Orders immediately.

### 4.1 Initiating a Service Order

A Service Order can be initiated by **four** different methods:

- Preferred method is via **Telephone: 732-8110 or 732-8120 or 732-8119**
- **Email: [usarmy.casey.imcom-korea.list.usag-rc-dpw-service-order-section@mail.mil](mailto:usarmy.casey.imcom-korea.list.usag-rc-dpw-service-order-section@mail.mil)**
- **Walk-in: DPW Main Office at CRC in building S-827**
- **Call in / leave message with the SLQ UPH Inspector / Manager or the FSBP Barracks Manager who will relay and track the information with the DPW to include data entry into eMH database for Housing**

**Telephone:** The DPW Service Order desk is staffed from 8:00 am to 5:00 pm, Monday through Friday, except Korean holidays. **After duty hours, holidays, and weekend Service Order calls to DPW must be for Emergencies only. Your call will automatically be forwarded to the Fire Department for resolution.**

During duty hours, when you call the DPW Service Order desk at the phone numbers listed above, the Service Order Clerk will take your call and notify the applicable DPW shops. Before calling the Service Order Desk to initiate a Service Order, please have the following pertinent information available:

- Facility Number
- Room Number (if applicable)
- Unit Name
- POC Name (Bldg#, Manager)
- POC Phone Number
- Detailed Description of the Problem

Please be patient until your call is taken. The Service Order clerk will input the requested work into GFEBs. All Service Orders are tracked through GFEBs. Service Orders are categorized by priority and are assigned to the applicable DPW shops.

**Email:** Requests will be converted into Service Orders normally within one (1) hour. (Do not use this method if you have an emergency). The Service Order number will be emailed back to you, the Building Manager. We highly encourage you send us an email for all priority 2 & 3 Service Orders and not call them into the Service Order desk.

**Walk-in:** Customers will be assisted on a first-come, first-served basis, in the same “queue” as the phone callers. The first clerk available will take your request as soon as possible. If you have more than three (3) Service Orders, please make a list containing the pertinent information above, and leave it with one of the Service Order clerks located in building 827 at CRC.

Note: Due to the high volume of calls received daily, the Service Order clerks CANNOT:

- Input more than three (3) Service Orders “while you wait” or
- Provide the status of more than three (3) Service Orders “while you wait.”

*To obtain the status report for a Service Orders previously submitted to DPW, please provide the Service Order number(s) to the service order clerks **or your SLQ UPH Inspector / Manager or the Unit FSBP Barracks Manager.** They will call you or e-mail you when the report is ready for pick up. Or, if you prefer, they will email the information to you. (The Fire Department does not have any information regarding the status of your Service Order).*

**Anyone can call in an Emergency Service Order at anytime.**

**Effective 1 February 2013: Only Primary and Alternate Building Mangers, FSBP Barracks Managers and Housing can call in Urgent and Routine Service Orders.**

## 4.2 Duty Hours Operation

The DPW Service Order clerk receives all verbal requests, telephonic or walk-ins, for work and:

- If the work requested is acceptable, determines the appropriate priority category IAW established priority guidelines
- For emergency Service Orders, the Service Order Desk notifies the shop foreman for immediate response

The Housing Office is open from 0800 – 1630 Monday – Friday except Thursday from 0800-1300 closed for training. The Housing office is also closed all Federal and Korean holidays.

## 4.3 After Duty Hours Operation

For emergency Service Orders during after duty hours, the installation Fire Department receives all telephonic requests for emergency work and notifies the stand-by DPW or Housing personnel.

## 4.4 Prioritizing a Service Order

It is important to know that under normal circumstances, the Service Order Clerk will not accept any Service Order requests from anyone except the facilities designated Building Manager or Alternate Building Manager. As the Building Manager, you, better than anyone, understand the facility's maintenance needs and will be able to prioritize Service Orders within your unit and work with us to coordinate repair efforts. The time limit in working days for completion of each category is as follows:

- Priority 1 – Emergency – 1 day
- Priority 2 – Urgent – 7 days
- Priority 3 – Routine – 30 days

Service Order priority definitions are the follows:

**Priority 1 (Emergency)** – The work is usually required to correct an emergency condition that is detrimental to the mission or causes reduced operational effectiveness. Situations in which human life, safety or health could be harmed or endangered if the situation is left uncorrected or, will cause significant damage to a facility or infrastructure, or compromise security or safety, or negatively affect the mission or productivity for an entire operation or group. It includes, but is not limited to, the failure of any utility, fire protection system, security alarm system, stopped-up sewer, and fire hazards.

Examples of Priority 1 Service Orders (not all inclusive):

- Gas or oil leak
- Electrical hazard
- Chemical spill
- Manhole overflowing or water main break

- Downed trees or power line blocking the road
- Busted pipe or flooding in room or building
- Essential room, barracks room or building locked or unable to lock, or door failure
- Dining facility or barracks without A/C, heat, water and/or power
- Whole buildings or entire floors without A/C, heat, water and/or power
- Special rooms without A/C, heat, water and/or power
- Sewage spillover
- Other critical services as directed by the Director, DPW

**Priority 2 (Urgent)** – This category of work includes work required to correct a condition which could become an emergency, could seriously affect morale, or has command emphasis. Situations that, if left uncorrected will measurably reduce productivity, cause discomfort or inconvenience to the customer, waste resources, or create the need for additional minor repairs.

Examples of Priority 2 Service Orders (not all inclusive):

- Leaking pipe causing potential minor damage
- Barracks or office rooms without A/C, heat, water and/or power
- Toilet clogged (if more than 1 toilet available; otherwise emergency)
- Security gate/fence unable to lock
- Rats or wasps in building
- Entire parking lot without lights
- Other services as directed by DPW

**Priority 3 (Routine)** – Problem is low priority and will be performed after higher priority Service Orders are completed. Situation that, if left uncorrected, will cause measurable discomfort or inconvenience to the customer or waste resources or create the need for additional minor repairs.

Examples of Priority 3 Service Orders (not all inclusive):

- Water leaks which do not cause potential damage
- Minor electricity or plumbing problems in buildings
- Sink or shower clogged
- Major pot hole/sink hole repair
- Pest control problems (other than rats or wasps in buildings)
- Non-essential room or building locked

## **4.5 Service Order Creation and Forwarding to Applicable Shop**

The DPW Service Order Clerk will create the Service Order and forward the Service Order to the applicable DPW shop. The Service Order Clerk may also contact the Shop Supervisor via phone.

The DPW Service Order Clerk does not schedule the date and time our craftsmen or mechanics will respond to your Service Order. They simply input the information into the DPW automated Installation Facilities System (ISF) and then notify applicable DPW repair shops.

## 4.6 Types of Service Orders Other Than Building Maintenance

**Excavation Service Orders (Also called Digging Permits)** – Prior to self-help digging anywhere on the installation, you must obtain a digging permit. This is also referred to as an Excavation Request. To obtain a digging permit, you must call the DPW Customer Service Desk. Normally, excavation requests are processed through the DPW on a DA Form 4283.

**Re-keying Barracks Doors or New Keys Made** – If you need to re-key locks on facility doors, a Service Order is created as long as there are no more than three re-keys, and a memorandum from the Unit Commander authorizing re-issue of key(s). If a key is lost or damaged due to negligence, the Building Manager or Alternate must submit a Work Request on a DA Form 4283 with either a Financial Liability Investigation of Property Loss (FLIPL) or cash collection voucher attached, and a memorandum from the Unit Commander authorizing re-issue of key(s). No keys for SLQ's or Barracks can be made without a memorandum from Housing validating that a statement of charges or FLIPL has been completed. **No call in for SLQ / Barracks keys is allowed. Only Housing is allowed to pick up SLQ and Barracks keys from DPW.**

**Furniture & Used appliances** – To turn in furniture and used appliances, call the Furnishing Management Branch (FMB) at the DPW Housing Division. **All damaged or lost property other than fair wear and tear must have a processed and completed statement of charges / FLIPL attached.**

**Mold in Building** – Call the DPW Service Order Desk **for information or you SLQ / Barracks point of contact so the mold issue can be logged into eMH.**

**Dining Facilities** – All dining facility repairs must be submitted on a Work Request (DA Form 4283). Repairs to windows, doors, locks, lights, exhaust fans, etc., are handled either by a Service Order or Work Order, depending upon the scope of work.

**Exterior Signs** – For repairs or repainting on existing signs that were originally made by the DPW, a Service Order is required. All requests for new signs must be submitted to the DPW on a DA Form 4283. All signs must be in accordance with the Installation Design Guide (IDG). DPW is not responsible for non-real property signs, e.g., personal name, parking, doors, etc.

## 4.7 Miscellaneous Items Not Covered By Service Orders

- Microwaves & small refrigerators for offices
- Microwaves & small refrigerators for soldiers
- Barracks furniture
- Window screens, shades, or blinds
- Carpet (must be on the DA Form 4283, work request)
- Touch-up painting
- Ceiling tiles in rooms less than 10 feet high
- Light bulb replacement in rooms less than 10 ft. in height
- Telephones

- Dumpsters
- All new work (must be on the DA Form 4283)
- Repair coffee pot/vacuum cleaner/buffer machine, etc
- Repair and/or install combination lock and safe

#### **4.8 Service Order Assignment**

The DPW Service Order Clerk will forward your Service Order to the applicable repair shop without delay. The DPW will respond as quickly as possible to all Priority 1 (Emergency) Service Orders.

#### **4.9 Work Completion and Customer Feedback**

The DPW technician will try to contact the Building Manager or Alternate to set up an appointment prior to arriving at the site to perform the scheduled repair work. Someone from the unit (preferably the Building Manager or Alternate) with knowledge of the Service Order must be present when the technician arrives.

If no one is present when the technician arrives, the DPW technician will attempt to locate the Building Manager or Alternate representative listed on the Service Order. After 15 minutes, the DPW technician will hang a notice on the door of the building with the following instructions:

*“We visited to complete Service Order #\_\_\_\_\_ Shop\_\_\_\_\_.  
Contact your Building Manager to reschedule another Service Order appointment.”*

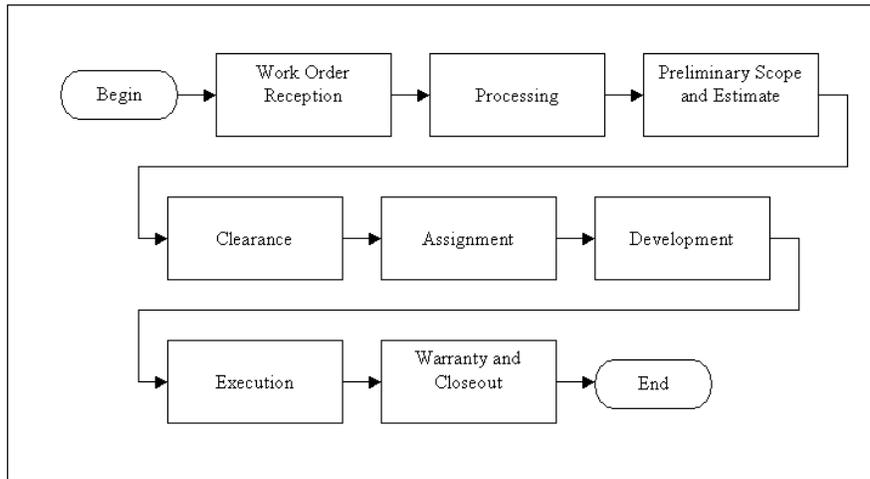
When the work is completed, the DPW technician or contractor may ask you to complete a Customer Comment Card to close the Service Order. Additionally, DPW conducts random inspections of Service Order work as another way of ensuring DPW’s service to you is as good as it can be.

#### **5.0 Work Orders**

Work Orders are created in response to customer requests for repairs, new work, complex maintenance, and/or construction in excess of \$2,500 and require more than 40 hours of labor. Work Orders are also submitted in response to planned infrastructure construction projects as administered by the DPW. Work requests are first created and submitted by the requestor on a DA Form 4283 and received by the DPW Work Reception and Scheduling Branch. After the initial review of the work request by the Work Order Clerk, valid work requests are then converted to a Work Order and entered into the IFS. The work order is then forwarded to the DPW Estimation Branch where upon an estimator will conduct a site visit and concurrently prepare a cost estimate and a Bill of Materials (BOM).

At this point, the Work Order is submitted for clearance to subject matter experts within the various DPW Divisions to ensure the proposed work is in compliance with energy management, fire prevention, environmental, force protection and other regulations.

## Work Order Process



### 5.1 Work Order Reception

Anyone can prepare a work request but only the Building Manager or Alternate can sign the Work Order (DA Form 4283). A work request can be submitted in person or via e-mail to the DPW Work Reception and Scheduling Branch. A work request should be prepared in sufficient detail so as to completely describe the work needed (include sketches where applicable), and provide a detailed justification stating why the work is needed, and a statement describing what will happen if the work is not accomplished. The justification “what will happen if work is not accomplished” is very important. It determines how a specific scope of work impacts a unit’s readiness ability. Any work requested as a result of an inspection by safety, fire, health, environmental, etc, should have a copy of the inspection report attached to the Work Request (DA Form 4283). The Work Description Box on the DA Form 4283 needs to clearly state the deficiency in a clear and straight forward manner. Do not describe the required work by proposing a solution. A DPW representative working with you will determine the best solution. A .mil or AKO email address for the ‘person to contact for additional information’ is extremely important. No outside email addresses will be accepted.

A DPW Work Reception Clerk will first review your work request. The information on the DA Form 4283 is validated and compared with any previous requests to prevent duplicate submittals. Next, the clerk confirms completeness of the work request by checking the authorized requestor’s signature, and reviews the justification and any attached sketches or maps. The work request is then entered into the IFS.

### 5.2 Processing

Receipt of your Work Request by the DPW Work Reception and Scheduling Branch is only the beginning. After your Work Request receives a cost estimate, it is forwarded to the work order approval authority for review and approval. This “screening process” includes determining whether the facilities involved have been placed in the installation’s Facilities Reduction Program (i.e. scheduled for demolition), whether the proposed site is acceptable to the

installation master plan, whether the requested work is allowed within facility engineering regulations, and/or whether environmental concerns (i.e., endangered species, asbestos) must be addressed.

### **5.3 Preliminary Scope and Estimate**

DPW will provide an initial cost estimate based on the project scope/narrative that you provide. The initial estimate is the “first round” budget estimate. A site inspection is typically conducted by the DPW project managers. This initial estimate is used to make early funding decisions and to help determine the best method of project accomplishment.

### **5.4 Clearance**

Most Work Requests require review and clearance by various subject matter experts (SME) before the requested work can be performed. The main areas of concern are Environmental, Fire Prevention, Fire Safety, and Energy Management is addressed before a Work Request is assigned to a Project Manager to ensure the requested work complies with Army standards and Army regulations. If a Work Request is rejected by DPW during the review, the customer is notified and the Work Request is either modified or it will be canceled.

### **5.5 Assignment**

This step is where many questions are answered that determines the future of the Work Request. Based on the priority and availability of funds, a Work Request is either accepted or rejected. The approach is based on a combination of factors that include: the Commander’s current priorities; mission support; present building or infrastructure condition; requirements to support future construction and planning; and potential consequences of the project not being accomplished. Accepted Work Requests are assigned a Project Manager and move forward to the Development Stage. In addition to prioritizing the Work Request, the DPW determines whether the project will be accomplished in-house or via contract. Any project that exceeds our in-house capability will be identified and put on the Area Priority Project List (APPL).

#### ***Availability of Funds***

As with any vital issue, funds drive the initiative. The DPW considers your Work Request important but, unfortunately, resources prevent us from executing all Work Requests. In cases where DPW cannot fund the work you requested, one of our DPW Customer Service Representatives will contact you via e-mail or phone to inquire if your unit will fund the project. In this situation, you have thirty days to respond or the Work Request will be canceled.

### **5.6 Development**

The DPW contacts the customer with the approval decision and checks for any additional requirements (supporting documents, clearances, etc.). The project’s estimated cost and technical complexity are factors in determining the execution method. The Government Purchase Card, the Indefinite Delivery-Indefinite Quantity (IDIQ), the Multiple Award Task Order (MATOC), and the conventional sealed-bid contract are vehicles that may be available.

Work Requests that require design are forwarded to the DPW Design Branch. Designs can either be done by a team of designers within the DPW or by an A/E Firm at the discretion of the DPW. This decision is determined by many factors that include complexity of work, time requirements, and funding requirements. At this point, the design is developed by review and possible revisions with the customer's involvement.

The most important factor driving your Work Request is funding. No matter which type of solicitation method is used, either funds or a firm commitment by the customer to fund the project must be in hand before the project can be advertised. In addition to obtaining the funds, your Project Manager will prepare the plans, technical specifications, government estimate and any other necessary instructions for any potential contractors. Your project is now ready to Advertise (RTA) and will be forwarded to the executing agency.

The executing agency could be either the Contracting Command – Korea (CCK) or the Corps of Engineers Far East District. Depending on the contract method involved. Bids from prospective contractors may be sealed bids, negotiated proposals, or from pre-priced construction items lists. Once the design and contract award are completed, the Work Request can move to Execution.

## **5.7 Execution**

The contracting agent will issue a notice to proceed once the contract has been awarded. The contracting agent and Contracting Officers Representative (COR) will monitor the construction through the execution stage.

Once your Work Request is completed, there are usually two inspections prior to accepting the facility. These inspections are the pre-final and final. You, your COR, the contractor's quality control staff, government quality assurance inspectors (either in-house or Corps of Engineers), government facility maintenance workers, and government real property managers attend the acceptance inspections. Any deficiency found is noted on a "punch list" that the contractor must correct before final acceptance of the project and payment. Once the facility passes final inspection, the DPW Real Property Accountable Officer (RPAO) accepts the new or renovated facility on behalf of the installation. The facility is then added to the permanent real property records of the installation. The DPW Real Property Office then issues keys and turns the facility over to the customer's property book officer.

## **5.8 Warranty and Closeout**

Once construction is completed and a facility is handed over to the Army and ultimately to the customer, it usually enters a warranty period. Complaints and inquiries about maintenance, repairs or minor construction for facilities covered by contract warranties are handled through a warranty resolution process. This process is initiated by the customer contacting the DPW Work Order Desk, who will then initiate warranty inquiries to the DPW Construction Inspection Branch. If the facility or equipment involved is not covered by warranty, the DPW technician will repair as needed. If it's a warranty issue, the DPW technician will initiate the process to have the original contractor make the repairs.

You should also be aware of the unique aspects of caring for warranty-covered facilities. We outline these unique considerations below. They are especially important if one or more of your facilities are covered by a warranty.

- **Warranty Period:** The effective period for a warranty usually begins upon official acceptance of the facility by the installation. The DPW will conduct a joint final inspection of the facility prior to acceptance.

- **Facility transfer to the DPW:** The Contractor is responsible for providing submittals (documents, manuals, drawings) to the DPW for the facility and equipment. Those submittals include periods, terms, and conditions of the warranty.

- **Identifying warranted items:** Warranties cover both equipment and workmanship (when accomplished by a private contractor).

**COVERED:** For new buildings, anything considered part of the permanent structure is covered. Common items requiring warranty repairs are the heating and cooling system, roofs, door hardware (locks, hinges, etc.) plumbing fixtures, electrical outlets, and lights. For renovations to existing building, the warranty only covers the actual work done per the contract.

**NOT COVERED:** Warranties do not cover damage caused by the occupants; any modification or additions subsequent to final acceptance of the facility; or damages caused by contractors other than the original contractor. “Other contractors” may include furniture movers, cable television installers or phone installers/repairmen. You must pursue resolution for damages caused by other contractors through the contracting agency of that contractor. Warranties also do not cover items that wear out through normal wear and tear, nor items damaged through lack of normal preventive maintenance (e.g., not replacing air filters, changing machine drive belts, or changing oil).

**VOIDING A WARRANTY:** Be very cautious not to void your facility’s warranty. Self-help repairs or modifications to a new building during the one-year warranty period will in most cases void the warranty. You should never attempt to self-repair any mechanical or electrical systems. Instead, submit a Service Order or Work Order to the DPW. There are exceptions to this general warning: fixing minor damage to walls, ceilings, or floors will not void a warranty. If you have any doubts about a repair or maintenance tasks you are planning, contact us for advice first.

**HOW TO REQUEST REPAIRS TO FACILITIES UNDER WARRANTY:** Procedure for repairs is to call in a normal Service Order. DPW will send a technician to check the problem. If the facility or the equipment involved is not covered by warranty, the DPW technician will repair as needed. If it’s a warranty issue, the technician will initiate the process to have the original contractor make the repair.

## **6.0 Self-Help**

The purpose of Self-Help is to provide the facility repair and upgrade through the use of the unit's internal capabilities. The unit has the ability to order and pick up materials required to do small repairs on their facilities that do not require specialized equipment or technical expertise to complete.

The Self-Help program provides the customer a mechanism to perform basic facilities maintenance. After a condensed approval process, your Building Manager or Alternate will give you approval to purchase work materials and allow you to perform the work in a safe manner.

If self-help is within your unit's capabilities, annotate "self-help" on your DA Form 4283 and include a completed bill of materials along with the sketches/drawings detailing the scope of work. As with all our construction projects, our team of subject matter experts will offer technical advice, provide oversight, and inspect your project upon completion.

Examples of self-help projects: Painting, ceiling tile/floor replacement, grounds maintenance/landscaping, fencing, etc.

## **6.1 Self-Help Program**

- Minor routine repairs such as changing light bulbs, spot painting, fixing hinges, etc. can be performed by the unit utilizing materials drawn against their assigned account
- Design/sketches and specification, etc., must be approved by DPW in order to promote maintainability
- Construction permit must be obtained from DPW prior to the start of any work

## **6.2 How to Order Self-Help Materials**

- Call the Self-Help store at 730-6605 for Camp Casey; or 732-7740 for CRC
- Visit the Self-Help store at Camp Casey (Bldg S-614); or CRC (Bldg S-819)

If the self-help store does not have the materials you need, the Building Manager or Alternate must submit a DA Form 4283 to the DPW Work Order Desk. Once the order has been received, a DPW representative will call you to inform you that your materials are ready for pick-up.

## **6.3 Items Available for Ordering**

The following items can be ordered through Self Help (not all inclusive):

- Air Filters (Please provide specific filter sizes)
- Light Bulbs (Except for Honeywell Lights) – Please provide specific sizes & wattages
- Paint (Ordered through SSSC)
- Paint Supplies
- Wall Repair Supplies
- Ceiling Tiles (Please provide size when ordering)
- Towel Racks/Soap Dishes

- Switch & Outlet Covers

## 7.0 Services Contract Support

In addition to providing the installation with engineering support, master planning, real property management, design and Inspection of projects for construction, maintenance and repair, the DPW offers a myriad of other services to our customers. They range from on-post housing (UPH/SLQ), to assistance with disposing of hazardous waste, to providing fresh drinking water in your work place. In this section, we will describe some of the services that apply directly to your job as a Building Manager for facility.

The DPW also provides such diverse services as entomology for pest management; refuse collection, disposal services; washers, dryers, and refrigerators in quarters/barracks and soldiers community facilities; grass cutting on a reimbursable basis; custodial service for authorized buildings; and repair, maintenance and/or replacement of glass, windows, and electric doors. We provide these services using our own in-house service contract office that is charged with managing our service contracts. These service contracts are generally free to you. A few of these DPW-contracted services require our customers to reimburse DPW based on the extent to which they use the service. You can benefit from these service contracts by submitting a Service Order through one of the three convenient methods described in Section 4.1. You can also initiate a Service Order if a piece of equipment covered by one of our service contracts requires repair.

With all the services the DPW provides, we must also point out five types of facilities service that we do not provide. They are:

Portable toilets: Only DPW's permanently placed portable latrines are funded in the Portable Latrine service contract. If you need portable latrines on a temporary basis, for a field exercise or other event, you must coordinate and fund it yourself via Government Purchase Card for requirements less than \$2,500 or for requirements over \$2,500, submit a DA Form 3953, Purchase Request, to the Service Order Desk or the appropriate service contract manager.

Grounds: If your unit desires to contract grounds maintenance around its own facilities, you must fund the work yourself. To coordinate this type of service, submit a memorandum requesting a maintenance contract to DPW, Attention: Service Contracts Office (SCO). Include the building number(s), unit point of contact name and phone number, and drawing of work area depicting unit grounds boundary. You can call our Service Contracts Office for advice on how to establish such a contract.

Custodial: The basic custodial contract paid for by the installation provides cleaning for authorized administrative facilities. If your facility is included in this contract and you desire cleaning of your administrative areas more frequently, your unit must pay for the increased frequency of services and project work via Government Purchase Card. Project work is inclusive of stripping/re-waxing floors, carpet cleaning/shampooing and one-time spot cleaning. You can call the Service Contract Office for advice on how best to accomplish contract services.

Cable Television: DPW is responsible for cable TV drops in dayrooms only. The units/soldiers are responsible for cable TV services in their administrative offices, individual barrack's rooms and/or quarters. DPW does not manage cable TV services in any way.

Telephone: DPW does not handle telephone services in any way. Contact the Directorate of Information Management at 8324 for assistance with your unit telephone service requirements. Individuals must contact a local phone company for telephone service in barracks or quarters.

Getting help: There may be times when you do have to contact DPW to let us know about a specific need in one of these service areas. For repairs to equipment or facilities covered by a contracted service, either contact the service contract manager or submit a Service Order to our Service Order Desk.

Construction supplies issued from the DPW must be on an approved DA Form 4283. The only stipulation is that all supplies must be used on real property. If a tenant unit request supplies for other than real property repair/maintenance/construction, it may be on a reimbursable basis.

## 7.1 Responsibilities

Any damages to buildings/facilities or real property due to negligence or misuse on the part of the customer/user will be considered non-fair wear and tear. In this instance, the unit must initiate a Financial Liability Investigations of Property Loss (FLIPL), or a charging document, i.e. Statement of Charges or Cash Collection Voucher, before initiating a Work Request. These documents should be attached to the DA Form 4283. The work will not be performed on a Service Order. Exception: If the safety of personnel or security of a building is threatened, DPW should be notified immediately. DPW may provide a temporary fix while a FLIPL is conducted.

The breakout below explains which work is to be performed by the unit Building Manager and which work should be called in as a Service Order to be performed by DPW technicians.

	<b>Unit</b>	<b>DPW</b>
<b>Electrical</b>	<ul style="list-style-type: none"> <li>- Light bulb and lens replacement 10 ft. in height or less</li> <li>- Reset breakers when tripped</li> <li>- Replace switch and outlet covers</li> </ul>	<ul style="list-style-type: none"> <li>- Light bulb and lens replacement 10 ft. in height or more</li> <li>- Electrical circuits</li> <li>- Light Ballasts</li> <li>- All other electrical problems</li> </ul>
<b>Plumbing</b>	<ul style="list-style-type: none"> <li>- Know the location of all water shut-off valves</li> <li>- Unclog toilets (plunger or snake)</li> <li>- Unclog drains</li> <li>- Turn off water to overflowing toilets or leaking pipes</li> <li>- Tighten loose toilets and seats</li> </ul>	<ul style="list-style-type: none"> <li>- Unclog toilets and drains beyond the self-help capability</li> <li>- Fix leaking pipes</li> <li>- All other plumbing problems</li> </ul>

<b>Heating &amp; A/C</b>	<ul style="list-style-type: none"> <li>- Check air filters in rooms quarterly and replace at a minimum twice a year (May and November)</li> <li>- Clean grills and diffusers while changing filters</li> <li>- Verify thermostat is on and set correctly (78° F in summer and 68° F in winter)</li> <li>- Verify and/or Reset breakers if possible</li> <li>- Troubleshoot HVAC outages</li> </ul>	<ul style="list-style-type: none"> <li>- Change filters in mechanical rooms</li> <li>- Unclog condensate lines</li> <li>- All other heating or A/C problems</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>- Any other self-help projects</li> <li>- Clean mold with Bleach and report to DPW if mold returns</li> </ul>	<ul style="list-style-type: none"> <li>- Replace ceiling tiles.</li> <li>- All other problems</li> </ul>

In addition, Building Managers will comply with AR 420-1, Fire Prevention and Protection.

## 7.2 General Rules of Thumb

- If you can reach it on an 6 ft ladder, you should try to fix it
- If you would not call a technician to your house and pay \$100.00 per hour to fix the problem, you should do it yourself and not call DPW to create a Service Order
- **IF YOU DO NOT FEEL SAFE ATTEMPTING A REPAIR... DO NOT DO IT!**

## 7.3 Suggested Tool List

DPW suggests that you have some tools on hand for small jobs that you can do yourself:

- 6 ft Step ladder
- Phillips and flathead screwdrivers
- 6” & 8” Adjustable wrench
- Channel locks 14”
- Pipe wrench
- Needle nose and Dyke pliers
- Hammer
- Good quality plunger
- Safety glasses & gloves
- Flashlight w/spare batteries

## 8.0 Checklist for Building Occupancy

- **Ensure key control is maintained at all times**
- Inspect handicap ramps

- Verify that outlets, switches, thermostats, etc. are not blocked
- Verify that nothing is stored within drop ceiling
- Verify that nothing is hanging from the drop-ceiling grid
- Verify that there are no personal or unit-owned items in mechanical rooms
- Remove all trash from rooms to eliminate pest problems
- Avoid excessive use of power strips (Distribute outlet usage throughout entire room)
- Do not wash TA-50 in unit washers, dryers or sinks
- Ensure no unauthorized items are attached to building (interior/exterior) or placed on roof
- Maintain lawn and landscaping within 50 feet of building – including snow/ice removal
- No smoking in building or within 50 feet of building
- Smoking area has been designated by the Command and proper receptacles are in place
- Building is in a fire safe condition at the end of each day
- Fire extinguishers are properly maintained, hung, and inspected
- Review of fire regulation by manager/alternate

## 9.0 Customer Satisfaction

Do you suspect the Service Order you submitted has “disappeared in the system”? Or you have a complaint about the quality of work by a DPW employee or contractor?

The first step, and often the only one required, is to express your concern to your assigned Project Manager (for FEWRs), our Service Order Desk (for Service Orders), or the appropriate service contract manager (for service contracts). To make an ICE comment, follow this link: [https://ice.disa.mil/index.cfm?fa=card&service\\_provider\\_id=107364&site\\_id=26](https://ice.disa.mil/index.cfm?fa=card&service_provider_id=107364&site_id=26)

If the service we provide ever falls short of your expectations, please let us know! We at the DPW pride ourselves in listening to, working with, and learning from the most important person in our business – THE CUSTOMER! We don’t just solve problems, we create opportunities to improve. After all, small complaints can generate big improvements!

POC for this document is Mr. Patrick Hannigan, Real Property Accountable Officer (RPAO) at 732-6894.

## 10.0 Definitions and Acronyms

Annual Work Plan (AWP): The DPW Annual Work Plan is a prioritized list of projects to be accomplished. The list contains all FEWRs (DA Form 4283) which:

- Have been reviewed and approved by DPW;
- Fit within the installation commander’s facility priorities; and are funded for design or construction (or both) by either the customer or the DPW.

Architect-Engineer (A-E) – A-E firms are private architecture and engineering firms that provide contract project design and technical study services.

Bill of Materials (BOM) – A BOM is simply a list of materials required to accomplish a construction, repair or maintenance project. Depending on the project, a BOM can be as simple as “one pound of 10d nails and three 8’2” x 4 “pieces of lumber” or so complex that it fills a notebook.

Business Operations & Integration Division (BO&I) – This DPW Division is the microprocessor of our engineering Champions. Our Champions are responsible for the implementation of a 5-year investment plan to maintain and revitalize the critical infrastructure of the installation. Our Systems personnel provide automation hardware and software support within DPW, to include network administration. They also maintain the Integrated Facilities System (IFS) for DPW. In addition, the BO&I Division has oversight for the development and maintenance of the DPW Annual Work Plan (AWP) and coordination responsibility for DPW support to the installation’s many on-post activities, events and training exercises.

Common Levels of Support (CLS) – CLS is IMCOM’s method for linking budget decisions to execution results. It provides Service Support Program (SSP) priorities and performance targets within services to equitably focus scarce resources and establish consistent and predictable levels of service to Soldiers wherever they live in the Army. Commanders must consider requests for installation support IAW senior leadership identified high priority service support programs and approved budget thresholds. CLS is a key initiative that has received continued support from the highest levels of leadership within the Army.

Constructive Changes – BEWARE! Constructive changes are usually unintentional informal changes to contracts that have the same effect as formal changes ordered by a contracting officer. They occur when a customer discusses completion time and/or work scope with a contractor on the work site and the contractor proceeds with a project change based on the informal discussion. The installation is liable for such unauthorized changes. The customer may inadvertently lower the construction quality, delay project completion, or even violate regulations or laws! Only the contracting officer or designated representative will discuss contract matters with a contractor.

Customer-Funded Projects – Customers can expedite the completion of their project by providing the funding. Customer-funded projects should include a memorandum stating the customer’s intent to fund the design, construction, or both. Once the project cost estimate is complete, DPW will ask the customer to send the necessary funding documents (MIPRs or cost transfers).

DA Form 4283 – DA Form 4283 is the Department of the Army’s “Engineer Work Request”, more commonly known as a “FEWR.” FEWRs are used by DPW customers to request repairs or construction that exceed the dollar/labor thresholds of a Service Order (\$2,500 and 40 hours labor). FEWRs are submitted by the customer to DPW’s Customer Service Office.

Directorate of Public Works (DPW) – That’s us! DPW is the organization responsible for planning, management, construction and maintenance of real property facilities at all Garrisons in Korea.

Engineering Division – This DPW Division is responsible for facility planning, design and repair, contract package preparation, project inspection, and energy management. A project manager (PM) is assigned to each project and remains the DPW lead for the life of the project. The Energy Manager ensures power and fuel are used efficiently at all facilities on the installation.

Environmental Assessment (EA) – The EA is an evaluation, prior to the beginning of construction, of the potential impact of a proposed project on the local environment. EAs are required by federal law, including the Environmental Review Guide (ERG), and U.S. Army regulations. An EA will result in one of two determinations: either that a more detailed Environmental Impact Statement (EIS) is required, or that there is no significant impact.

Facility Reduction Program (FRP) – Facility Reduction Program runs Army-wide to remove all old (primarily Quonset hut), dilapidated structures from Korea installations, thereby improving our soldiers' living and working conditions. DPW runs the FRP for all installations in Korea.

Facilities Engineering Work Request (FEWR) – An FEWR or DA Form 4283 is for all work which does not fall within the \$2,500 Service Order limits. The work requirements will be surveyed and estimated and accomplished by In-house or by Contract.

Indefinite Delivery/Indefinite Quantity (IDIQ) – An IDIQ Contract allows DPW to place orders for repair and construction projects without having to prepare full designs and contract solicitation packages. The scope and completion time of each project is negotiated individually as that project is added to the IDIQ. The IDIQ contract method provides DPW the ability to respond more quickly to our customers' needs. The IDIQ is similar in basic concept to the JOC.

Installation Design Guide (IDG) – The IDG is a document prepared by IMCOM-Korea and maintained by DPW to provide specific guidance on exterior and interior facility sitting and design. IDG is to provide design guidance for standardizing and improving the quality of the total environment of the installation. This includes not only the visual impact of features on the installation, but also the impact of projects on the total built and natural environment. All real property construction, renovation and other improvements must comply with the IDG.

Integrated Facilities System (IFS) – The IFS computer software application serves as DPW's work management and real property database system. It is a U.S. Army Corps of Engineers application and is used widely throughout the Army for facilities management.

Job Order Contract (JOC) – JOC is a type of contract through which DPW can place orders for repair and construction projects without having to prepare full designs and contract solicitation packages. The base JOC contract is awarded with pre-established unit prices for over 25,000 repair/construction items.

Military Interdepartmental Purchase Request (MIPR) – A MIPR (DD Form 448) is a funding transfer method, a governmental form of a "check" for movement of funds between military organizations. It is a common means by which DPW customers who wish to fund their own construction projects provide the finances for those projects.

Operations & Maintenance Division (OMD) – This DPW division is responsible for the routine repair, maintenance and preventive maintenance of facilities on the installations. This division has responsibility as DPW’s first-responder for all Service Order calls, and is the heart of DPW’s response and restoration effort during and after natural disasters (typhoons, monsoon, etc.).

Permission Only Projects and Work Requests – Permission Only projects are those in which a unit or activity wishes to manage – fund and administer – the project itself. Permission Only projects are rare, as few activities on the installations have the necessary expertise to properly manage them.

Master Planning Division – This DPW Division conducts master planning for all facilities and infrastructure on the installation, including space utilization and all Real Property Management.

Service Order (SO) – A Service Order is a minor request for emergency, urgent, and routine maintenance and repair of real property below \$2,500 in cost and less than 40 hours of labor.

Subject to Availability of Funds (SAF) – Projects which have been identified and defined but for which funding has not yet been found are carried as “SAF” by DPW.

Unfunded Requirement (UFR) – Any requirement, such as a construction project, for which funds are not available.

Work Order (WO) – A Work Order is an approved work request for new construction, alteration, renovation, maintenance and/or repair of real property above \$2,500 in cost and more than 40 hours of labor.