

First Sergeants' Barracks Program (FSBP) 2020  
 Single Soldier Housing (SSH)  
 Unaccompanied Personnel Housing (UPH)  
 UNITED STATES ARMY GARRISON  
 AREA 1, KOREA  
 Fact Sheet #1

***"KEY REPLACEMENT / LOCKOUT"***



- When a key or key core needs replacement, Soldiers and First Sergeants will no longer call the DPW Service Order Desk / Fire Station. Instead the Soldier will visit the First Sergeant Barracks Program (FSBP) Representative (FSBP Building Manager, Supply Sergeant, First Sergeant or CQ / SDO as applicable).
- A member of the unit FSBP Team will prepare a statement of charges (UPH / SSH Staff will prepare the statement of charges for all SLQ's).
- The Soldier will sign a statement of charges before the unit FSBP Team submits a hard copy service order / key cutting memo and provides it to the DPW Service Order Desk. No telephonic key cutting or lock replacement service orders are accepted.
- After the locksmith completes the work, a member of the UPH/SSH Office or FSBP will pick up the new key from the DPW Lock Shop – Individuals can not pick up the keys.
- FSBP Teams / Key Control Representative are responsible for the statement of charges and finance processing along with providing housing with the monthly dashboard information of quantity of keys made and building/room numbers . Unit POC's must update key control logs for accountability.
- DPW locksmiths provides Housing with the key cutting memorandums weekly as they are completed.
- The FSBP Team may place an order for one or more key system replacements when it is necessary to reestablish physical security to the room(s) and upon determination of liability.
- **For Soldiers who find themselves locked out after FSBP duty hours** (after 1700 weekdays, weekends, and federal holidays) Soldiers must gain access to their room by contacting the Brigade or Separate Battalion Staff Duty Desk, Charge of Quarters, First Sergeant or FSBP Building Manager responsible for their building/room. **CRC Bunker Staff Duty Officer has a Onity Card Master Key to all SLQ's in Area 1 for all no cost entries. Only Unit / FSBP Teams can unlock the Soldier's door at no cost. SLQ Residents will be charged a service call for any lockouts that require DPW / Housing personnel to come in after hours.**
- After hour service by Housing or DPW Locksmith will incur a cost to the Soldier or unit as applicable.
- Key and key core replacement costs include both material and labor.
  - **Key Card - \$19.92** - If a suitemate needs a key for the common area add \$1.25
  - **Hard Key - \$21.97** - If a suitemate needs a key for the common area add \$3.30
  - **Lock System Replacement – \$251.40.**
- Only when its determined that the system didn't fail and damage was abuse / neglect
- Normally when a key is lost multiple keys have to be replaced / recoded.
- Key replacement / lockouts are not considered an emergency. Housing Office, Service Desk, and Locksmith will not place orders or make keys after duty hours. In the case of the Unit / FSBP Team not being able to locate the keys to allow Soldier room entry due to simple lockout (Soldier left the key in the room) the 1SG or CSM may place an emergency room access request by calling SSH Branch Chief or direct the unit to billet the person in a transient room until the next duty day . **Room access "only" service calls cost is up to \$120.00 and requires a statement of charges.** **Only the SSH Manager can call the Service Order Desk / Fire Station to place service orders under the above procedures.** FSBP will initiate a Statement of Charges or Financial Liability Investigation the next duty day as directed by SSH.
- Mechanical system failures are not considered the fault of the Soldier and incur no cost for replacement or repair. These efforts are called in by the CQ and recorded in the log. When reported to SSH that the locksmith arrived as an emergency and determined the lock not a mechanical failure a retroactive statement of charges will be process immediately by the Unit/FSBP and provided SSH.