



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, RED CLOUD AND AREA I
UNIT # 15707
APO AP 96258-5707

IMRD-ZA

1 Dec, 2014

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: After Duty Hours Lockout Response for Unaccompanied Personnel Housing (UPH), First Sergeants Barracks Program (FSBP) 2020

1. PURPOSE: To detail the procedures for replacement of lockset and key and access card duplication.

2. APPLICABILITY: This policy applies to replacements of locksets and duplicate key/cards due to negligence. Unless distinctly addressed by type, the term key applies to hard keys, dog tag key, cipher locks, and access cards.

3. REFERENCES:

- a. Army Regulation 190-13, The Army Physical Security Program, 25 February 2011
- b. Army Regulation 190-16, Physical Security, 31 May 1991
- c. Army Regulation 190-51, Security of Unclassified Army Property, 9 September 1993
- d. Army Regulation 420-1, Army Facilities Management, 24 August 2012
- e. DA Pam 190-51, Risk Analysis for Army Property, 30 September 1993
- f. IMCOM FSBP 2020 Handbook, 26 March 2014
- g. SOP for Duplex and Senior Leaders Quarters (SLQ), June 2014

4. PROCEDURES: Repair/Replacement of Door Locks and duplication of Keys

a. Duplication or Fabrication of Keys. Support will be provided on a reimbursement basis for lost keys and willful negligence. The unit Commander must complete a key replacement memo, initiate a DD Form 200 (Financial Liability Investigation of Property Loss) or DD Form 362 (Statement of Charges/Cash Collection Voucher) before authorizing key duplication services. No key will be produced without a DD Form 362 completed and processed to finance.

b. A copy of the current key inventory is required along with the unit Commander's justification for additional keys before duplicate keys will be provided in order to ensure that issuance of the key requested is warranted and would not create an unacceptable security risk.

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c. DPW Service Order Branch will process Service Orders (SO's) upon review of accompanying forms and issue approved SO's to the locksmiths shop for work. All accompanying documents will be subsequently turned-in to Housing Divisions to maintain key registers. DPW will provide a weekly roll up of keys, and lock services provided to Single Soldier Housing (SSH) along with the lost key memo for validation of cost recoupment and QA/QC of key control efforts. DPW's target response time is 2 hours during duty hours.

d. Key card replacement services when provided within Housing Offices will be staffed by a Soldier attached to housing for operational support. Operational hours will be commensurate with the level of Soldier support provided. Housing Office and/or DPW will provide training, accountability, equipment, work space, and general support as applicable.

e. Lock-outs:

1) UPH/FSBP (barracks) occupants must first contact the FSBP Barracks/Building Manager, First Sergeant, or the unit Commander who maintains or has access to extra keys or master keys. If an extra key is not available, the unit Commander or the First Sergeant must contact the Emergency Services Order Desk, Fire Station after duty hours and weekends at DSN 732-8119 (CRC Enclave) or 732-8110 (Casey Enclave) who will then call Lock Smith, Buildings & Grounds Branch, DPW, for duplication services after duty hours. During normal duty hours, any work rendered by DPW will follow the procedures set forth in above paragraph 3. Lock-outs UPH occupants: \$25.00 per door affected during normal duty hours and \$120.00 for after duty hours, respectively. Plus the cost of the key or lock as applicable.

2) Card cutting machines may be made available and/or provided to the MSC S-4 on each camp within Area I having received card access locks. Requests for card cutting machines including a written justification and understanding of purchase responsibility will be processed for the Garrison Commander's approval. All card supplies, machine maintenance, and programming requirements will be staffed and monitored by the Housing Office. All warranty applicable concerns must be addressed in a service order manner to allow DPW Operations & Maintenance, Housing Office, Directorate of Emergency Services and the Provost Marshall an opportunity to respond.

5. POC is the Single Soldier Housing Office at DSN (315) 732-7506.

3 Encls

1. Sample DD 362
2. Factsheet Key Replacement/Lockout
3. Key Request Memo


JOHN W. HAEFNER
COL, EN
Commanding

STATEMENT OF CHARGES/CASH COLLECTION VOUCHER				1. DATE 6 JUN 2014	
				2. DOCUMENT/VOUCHER NUMBER	
3. ORGANIZATION HHC 123 AVN BN UNIT 0987 APO AP 12345			4. STATION CAMP RED CLOUD KOREA		
5. DISBURSING OFFICE COLLECTION VOUCHER NUMBER		6. DISBURSING STATION SYMBOL NUMBER		7. ACCOUNTING CLASSIFICATION	
STOCK NUMBER a.	ITEM DESCRIPTION b.	QTY c.	UNIT PRICE d.	TOTAL COST e.	
	Key Card Replacement (Primary)	1	19.92	19.92	
	Key Card Replacement (Additional for Suite / Roommate)		1.25	0.00	
	Hard Key (Standard)		21.97	0.00	
	Hard Key (Additional for Suite / Roommate)		3.30	0.00	
	Dog Tag Key (Primary)		19.92	0.00	
	Dog Tag Key (Additional for Suite / Roommate)		1.25	0.00	
	Lock System Replacement (Card-Cipher-Disk-Electronic) Other than normal Fair Wear & Tear or Mechanical Failure		251.40	0.00	
	After Hours Service Call		120.00	0.00	
				0.00	
				0.00	
				0.00	
				0.00	
8. TYPE OR ACTION <i>(Select one)</i>					
a. PAYROLL DEDUCTION <input checked="" type="checkbox"/>		b. CASH COLLECTION		c. GRAND TOTAL 19.92	
9. CERTIFICATION OF RESPONSIBLE INDIVIDUAL I certify that my signature hereon constitutes a. An authorization to recover the amount of the indebtedness through payroll deduction, if payroll deduction is checked. If cash collection is checked, I am remitting debt in cash. b. An affirmation that the articles are not now in my possession. c. An agreement to turn-in to the appropriate supply officer all articles later recovered, it being understood that the U.S. Government retains title to the articles listed hereon.					
d. RANK/ GRADE SPC/E4	e. NAME <i>(LAST, First, Middle Initial)</i> DOE, JOHN I. f. SOCIAL SECURITY NUMBER 123-45-6789	g. CAUSE FOR CHARGE	h. SIGNATURE SOLDIERS SIGNATURE	i. AMOUNT 19.92	
10. ORGANIZATION COMMANDER The statements hereon are complete and correct. All damaged property has been disposed of in accordance with current directives and the charges have been computed in accordance with the provisions of AR 735-5, Appendix B.			11. DISBURSING OFFICER OR PAYROLL CERTIFYING OFFICER The amount entered in grand total has been (FAO) check the appropriate action below. <input checked="" type="checkbox"/> a. Entered on the appropriate pay record or payroll, or DD Form 139 has been prepared and forwarded for collection. b. Remitted through cash collection.		
a. DATE 6 Jun 2014	b. SIGNATURE BLOCK/SIGNATURE Unit First Sergeant / Commander or Housing DOD GS-11 or Above	c. DATE 7 JUN 2014	d. SIGNATURE BLOCK/SIGNATURE Roger T. Rabbit, CPT, AG Commanding 123 Fin Battalion Maude Hall & Camp Casey Korea		



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.

Date: _____

MEMORANDUM FOR: Directorate of Public Works (DPW), O&M Division,
Attention Service Order Desk / Locksmith Department

SUBJECT: Lost FSBP Barracks Room Key / Card

The Soldier listed below has lost his / her room key / card.

_____ This Soldier's residence has the new Card-Key device.

_____ This Soldier's residence has the traditional Hard Key entry.

_____ This Soldier's residence has the traditional Dog Tag Key entry.

The Soldier listed below is required to pay the following amount: \$ _____

The full replacement cost will be will be paid in full by DD 362 Statement of Charges.

Soldiers Name (Last, First, MI): _____

Soldiers Last Four SSN: _____

Soldiers Building #: _____ Room #: _____ Unit: _____

The Soldier listed below **has been** verified with the enterprise Military Housing (eMH) system as the resident for this room by the undersigned.

COMMENTS: _____

SERVICE ORDER # _____

Chain of Command Point of Contact for this memorandum is listed below.

Printed Name and Rank
(Only accepted with ISG or CDR actual signature)

Signature

FSBP Building Manager / Key Control Contact Information / Phone:

Upon Completion of efforts SSH/UPH Housing Office will retrieve these forms weekly from O&M Service Order Department to verify statements of charges were processed at Finance and report finings on Command Dashboards.

(Reference: Sample DD362 & Fact Sheet # 1 Key Replacement / Lock Out and Housing Policies)