

Headquarters
US Army Armor Center and Fort Knox
Fort Knox, Kentucky 40121-5000
6 July 2005

*Fort Knox Reg 420-2

Facilities Engineering

FACILITY SERVICE AND WORK REQUESTS

Summary. This regulation establishes the policy and responsibilities for real property facility service and work requests for Fort Knox, Kentucky.

Applicability. This regulation applies to all major subordinate commands, directorates, staff offices/departments, tenant commands, Department of Defense Dependent Schools (DODDS), Army and Air Force Services (AAFES), US Army Commissary, other government agencies, contractors, and private organizations, this headquarters.

Suggested Improvements. The proponent for this regulation is the Directorate of Base Operations Support (DBOS). Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to US Army Garrison, ATTN: IMSE-KNX-OSO, Fort Knox, Kentucky 40121-5000.

1. **Purpose.** To prescribe standard practices and procedures for the submission and administration of requests for maintenance, repair, and minor construction (new work) to facilities and structures.

2. **References.**

a. AR 215-1, Morale, Welfare, and Recreation Activities and Nonappropriated Fund Instrumentalities, 1 December 2004.

b. AR 415-15, Army Military Construction Program Development and Execution, 4 September 1998.

c. AR 420-10, Management of Installation Directorates of Public Works, 15 April 1997.

d. DA Pam 420-6, Directorate of Public Works Resource Management System, 15 May 1997.

e. Fort Knox Reg 210-50, Family Housing Policy, 21 May 2003.

f. Fort Knox Reg 420-6, Construction and Maintenance of Miscellaneous Structures, 2 February 2005.

*This regulation supersedes Fort Knox Reg 420-2, 3 January 2001.

3. Explanation of Terms.

a. Minor Construction (New) Work. The erection, installation, or assembly of a new facility or the addition, expansion, extension, alteration, or conversion to a facility which costs under \$750,000 (\$1.5 million if work is intended solely to correct a deficiency that is a threat to life, health, or safety). Work of this nature which exceeds this level falls under the Military Construction Army (MCA) Program.

b. Maintenance. Work required to preserve and maintain a real property facility in such a condition that it may be effectively used for its designated functional purpose.

c. Repair. Work to restore a real property facility, system, or component to such a condition that it may effectively be used for its designated functional purpose.

d. Emergency Work (Priority E). Work where immediate action is required to eliminate life threatening or serious injury in regards to personnel, including diverting personnel from other jobs if necessary. Response is within 1 hour of the request and completed within 24 hours of the request, unless the urgency of the work has been reduced to a priority 1, 2 or 3.

e. Critical Work (Priority 1). Work which prevents loss or damage to Government property, restores essential services, corrects a condition which could become an emergency, responds to command emphasis, provides basic human services in facilities where individuals and families sleep, or aids an activity in accomplishing a mission. Response is within 12 hours of the request and completed within 48 hours of the request, unless the urgency of the work has been reduced to a priority 2 or 3.

f. Urgent Work (Priority 2). Work which the failure in service does not immediately endanger personnel or property but would soon inconvenience or affect the security, health, or well-being of personnel. Work is completed within 10 calendar days of receipt.

g. Routine Work (Priority 3). Work which does not meet the criteria of Priority E, 1 or 2. Goal is to complete service request routine work in 30 calendar days.

h. Requestor. The unit, activity, or organization that submits work requests for their activity or resident of Army Family Housing (DBOS customer).

i. Service Orders. Work requested by the customer, usually by telephone, which is expected to take 40 labor hours or less to complete and cost less than \$5,000. Service orders are for repair work only.

j. Work Requests. Work requested by the customer via the submission to DBOS of a completed DA Form 4283 (Facilities Engineering Work Request). This may be either minor construction or maintenance and repair work beyond the level of a service order.

4. Objectives.

- a. Establish standard procedures for submission and administration of facilities engineering service orders and work requests.
- b. Ensure the command attains the maximum practical return from resources expended.
- c. Establish procedures for minor construction (new work) and maintenance and repair via prioritization and project scoring systems.
- d. Provide efficient customer support.

5. Policy.

a. Changes to structures or facilities, removal or disposal of facility components, and changes in the current use of facilities will not be made without prior knowledge and approval of the DBOS.

b. The DBOS will categorize and prioritize work requests for scheduled accomplishment based on requestor justification and priority. The following procedures will be utilized:

(1) For work requests involving substantial labor hours and cost, DBOS will integrate all projects into a draft installation priority list (IPL). The list will be based on health/safety issues; commanders' guidance; customer priorities; safe/reliable utility needs; installation strategic plans; and sound engineering judgment. The Garrison Commander will have final approval.

(2) For work requests which involve less substantial man-hours and costs on unscheduled maintenance and repair, DBOS will first accomplish that work which has been classified as Emergency Work (Priority E); secondly, Critical Work (Priority 1); thirdly, Urgent Work (Priority 2); and lastly, Routine Work (Priority 3).

c. When the work requests on hand in DBOS exceed scheduling capability in manpower or financial resources, requests will be reviewed, evaluated, and lower priority work will be backlogged until funds are available for accomplishment by contract. If after 18 months, resources are not available to accomplish the request, it will be returned to the requestor who may resubmit after validating the requirement still exists.

d. Credit Cards. IMPAC credit cards will not be used for construction, alteration, or repair of real property unless prior written approval has been obtained from the DBOS by a work request, DA Form 4283 (example: lock repair).

6. Responsibilities.

a. The DBOS will:

(1) Develop and manage comprehensive annual and long-range plans covering all real property investment, maintenance, and repair initiatives.

(2) Administer the Facilities Engineering Program, to include the assignment of priorities, approval, and scheduling of real property work to be accomplished with in-house forces or by contract.

(3) Develop and manage the IPL as described above.

b. Major subordinate commanders, commanders of tenant activities, and directors of staff offices or their designees will review work requests submitted by subordinate units to ensure compliance with this regulation and continuity of the facilities engineering program within their command. Where more than one agency occupies the same building, the official designated as responsible for the building will be responsible for review of work requests. Evidence of review will be indicated by appropriate signature or stamp, to include date, on the face of DA Form 4283 which will indicate organization approval of the work request.

c. Maintenance, repair, or construction work funded by tenant activities will be coordinated with and approved by DBOS regardless of the source of funds or method of accomplishment. Approval will be requested using a work request, DA Form 4283.

d. Residents of Army Family Housing are responsible for preventing damage to quarters, grounds, or government property; maintenance of grounds, sidewalks, and outside areas; and initiating preventive measures per Appendix A of Fort Knox Reg 210-50. Residents are expected to perform certain repairs and maintenance to their dwelling and grounds per the Family Housing Self-Help Program per Appendix B of Fort Knox Reg 210-50.

e. The official designated as reviewing authority for work requests will maintain a DD Form 577 (Signature Card) on file at DBOS at all times. Only those work requests with authorized signatures will be accepted.

f. Major subordinate commanders, commanders of tenant activities, and directors of staff offices or their designees will:

(1) Indicate on the work requests those that will be reimbursable by the requestor.

(2) Staff work requests generated through the Incentive Awards Program or settlement of union grievances requiring expenditure of DBOS resources through DBOS for comment before final action.

7. Requests for DBOS Work and Assistance.

a. Service orders as defined in paragraph 3 above, will be requested by telephone to DBOS Work Reception, 624-4246 or 624-1171.

b. Maintenance, repair, and minor construction work outside the scope of a service order will be requested on DA Form 4283 and submitted per this regulation.

c. Materials, tools, and equipment for the Self-Help and Troop Repairs and Utility (R&U) Programs are available through the Self-Help Center located in Bldg. No. 72, Quartermaster St.

d. Requests for work by family housing residents will be made by telephone to the Housing Maintenance contractor. This number will be provided to residents by the DBOS Housing Division.

8. Preparation and Submission of Work Request. DA Form 4283 will be submitted to DBOS through channels specified in this regulation. The request must have the requestor ID and serial number entered and other information as indicated in instructions on reverse side of DA Form 4283. The request will be entered into the DBOS Integrated Facilities System upon receipt. Each requestor will receive an automated status report on an as-needed basis but not more often than monthly unless there are extenuating circumstances.

9. Miscellaneous. Inquiries concerning the status of a work request will be directed through the same channels that the work request was submitted, referring to the serial number assigned the request. This number is the control number used throughout the DBOS organization and is the only means of identifying the document. Service order status can also be obtained through the DBOS homepage located on the Fort Knox homepage.

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