



# Facility Leader Action Guide U.S. Army

## Directorate of Public Works

### Housing Division

#### First Sergeant Barracks Program

(FSBP)

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## A Message from Housing

Dear Customer,

Welcome to the First Sergeant's Barracks Initiative (FSBI) Facility Leader Action Guide. To help you understand the FSBI, we've prepared this guide to show the most important work we do - SERVING YOU!

The Directorate of Public Works, FSBI, in partnership with Garrison Unit Chain of Command, and Soldiers occupying the barracks, serves as the facility manager for the day-to-day operations of Fort Bragg Barracks. Our FSBI mission supports readiness and power projection, while continuing to provide a top quality living environment in which Soldiers live, work, and train to meet the operational demands of our Nation.

DPW will have approximately 65 FSBI staff professionals on board by FY 2010, dedicated to the quality of life of single Soldiers living in Fort Bragg barracks.



GREGORY G. BEAN  
Director of Public Works

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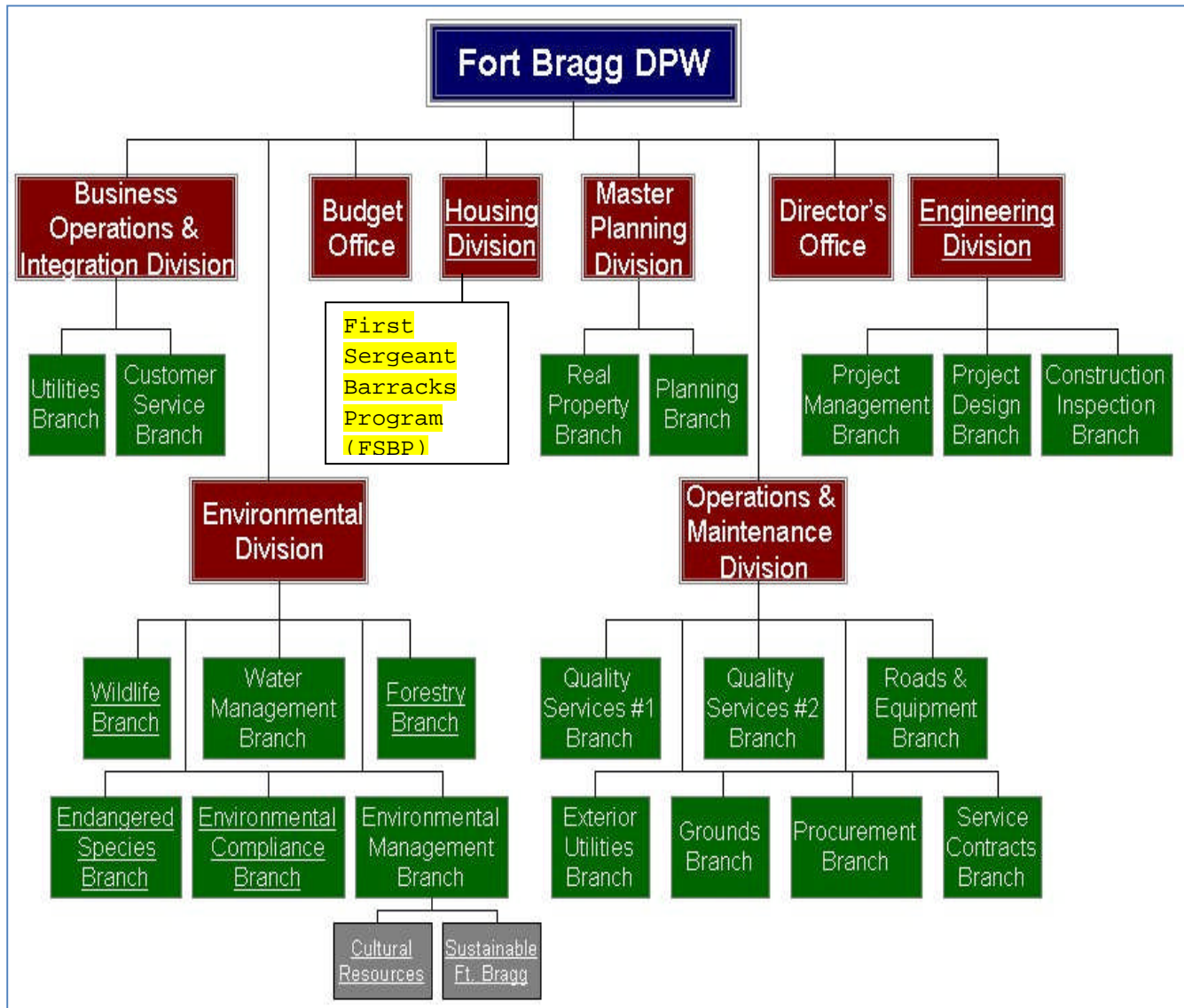
**1.0 What is the First Sergeant's Barrack's Program (FSBP)?** The FSBP is the Department of the Army's Program that, in partnership with the Chain of Command, transfers the responsibility of the day-to-day-operations for the barracks from the assigned units to the garrison staff. It frees the Chain of Command to concentrate more on their mission. FSBP standardizes management of barracks Army wide, and is analogous to property management/apartment management.

**1.1 Mission of DPW, FSBP.** Provide a team of caring, qualified and professional barracks managers dedicated to providing quality facilities and housing and engineering services to Soldiers living in Fort Bragg Barracks. FSBP will ensure a high quality of life as they work, train, mobilize, deploy, and re-deploy in support of their missions.

**1.2 FSBP Vision.**

- Serves in partnership with, not a replacement for, the Chain of Command.
- Improve the Quality of Life for Soldiers living in Fort Bragg Barracks.
- Reduce response time for work requests (Service Orders, Work Orders, and Self Help) for barracks maintenance and repairs.
- Improve barracks utilization Rate.
- Reduce the number of Soldiers collecting basic housing allowance (BHA).
- Facility Battle Handover - Joint inspections by the Garrison Chain of Command, Unit Chain of Command, and DPW FSBP during Deployment/Re-deployment, as established by Installation Management Command (IMCOM) Execution Order 08-12.
- Manage and provide maintenance and repair of vacant barracks during deployments.
- Maintain Standards for Unaccompanied Enlisted Personnel Housing (UEPH).
- Establish and maintain 100% property accountability in barracks.

### 1.3 DPW, FSBP Organization



### 1.4 Important Websites:

DPW: <https://pwbc.bragg.army.mil/pwbc/DPWInternal/Default.aspx>

DPW, Installation Design Guide:

<https://pwbc.bragg.army.mil/pwbc/idg/index.htm>

### 1.5 DPW FSBP Telephone Numbers:

Mr. Douglas Jackson, Chief, Housing	394-5334
Mr. Charles Williams, Manager, FSBP	643-4676

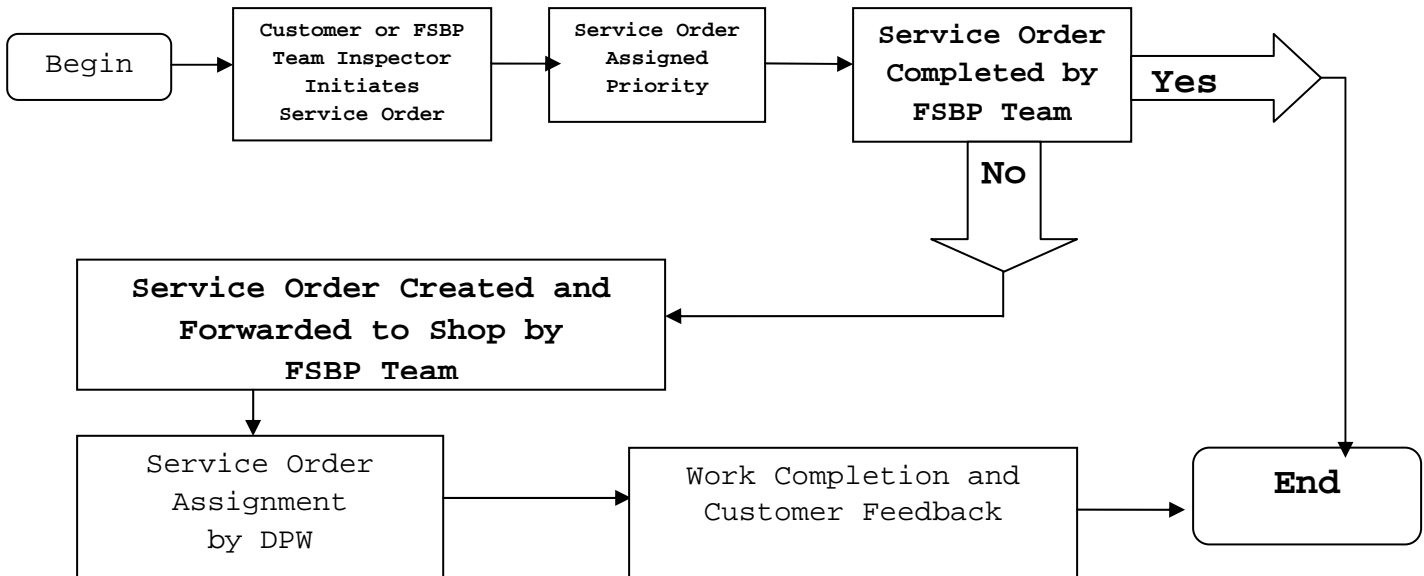
Mr. Ken Riley, Manager, Area 1	396-4795
Team 1 (1 <sup>st</sup> BCT)	396-4583
Team 2 (2 <sup>nd</sup> BCT)	432-5655
Team 3 (3 <sup>rd</sup> BCT)	643-8807
Team 4 (4 <sup>th</sup> BCT)	432-7961
Team 5 (DSTB/Fires/CAB)	643-3824
Mr. Jeff Polk, Manager, Area 2	396-2843
Team 1 (16 <sup>th</sup> MP/Corps STB)	643-3927
Team 2 (Mod Vil/525BfSB)	643-4538
Team 3 (USASOC)	432-3271
Mr. Cephuse Baker, Manager, Area 3	643-3833
Team 1 (20 <sup>th</sup> ENG)	643-3831
Team 2 (108 <sup>th</sup> ADA)	396-8875
Team 3 (82 <sup>nd</sup> Sus)	643-0505
Team 4 (1 <sup>st</sup> TSC/44 <sup>th</sup> Med)	396-7227

**2.0. Getting Stuff Done.** Your first step is to inform the DPW, FSBP Barracks Manager of your needs. You do this with a SERVICE ORDER, or WORK ORDER REQUEST.

**2.1. Barracks Maintenance.** Maintenance of the barracks is done with the submission of Service Orders or Work Orders.

**2.1.1. Service Orders (SO)** - The request for minor or simple repair/maintenance is called a SERVICE ORDER. Service orders are the quickest and easiest way to get minor repair/maintenance work done. They are used for minor facilities maintenance and repair that normally is accomplished by a single shop and do not exceed \$2,500, in cost of labor and materials (depending on local garrison implementation). Unless you belong to a tenant unit on the installation, these service orders are funded by DPW, and are not charged to the user/unit. DPW charges customers for repairs to real property facilities when damages are determined not to have been the result of "FAIR WEAR AND TEAR".

## Service Order Process



**Remember, we respond to "life, health, safety" and emergency" service orders immediately.**

Service Orders are small in nature and normally do not exceed 40 man-hours of labor. The system includes urgent and routine service orders.

### 2.1.2. Initiating a Service Order

A service order can be initiated by two different methods

- Telephone
- Walk-in to FSBP Building Management Team Office

**Telephone** The FSBP Building Management Team Office is staffed Monday thru Friday, 0730-1600 hours, except holidays. Emergency service orders that occur during non-duty hours can be submitted by calling the DPW Service Order Section, 396-0321. FSBP needs to be in the loop when there is an emergency, i.e. fire, flood.

Before submitting a service order, please have the following information ready:

- Facility Building Number
- Room Number (if applicable)
- Unit Name

- Customer ID Code
- POC Name - Bldg #, FSBP Building Manager
- POC Phone Number, E-Mail
- Detailed Problem Description

### 2.1.3. Prioritizing a Service Order

The time limit in working days for completion of each category is as follows:

- Priority 1 - Emergency - 24 Hours
- Priority 2 - Urgent - 7 Days
- Priority 3 - Routine - 30 Days

Service order priority definitions are as 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, security alarm system, stopped-up sewer, and fire hazards.

**Priority 2 (Urgent)** - This category of work includes work required to correct the 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.

**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, waste resources, or create the need for additional minor repairs.



#### **2.1.4. Types of Service orders, Other Than Typical Building Maintenance and Repair Work.**

- **Excavation Service Orders (Also called Digging Permits)**- Prior to self-help digging anywhere on post, you must obtain a digging permit. To obtain a digging permit, customers should call the DPW Customer Service Desk. Normally, excavation requests are processed through DPW with a DA Form 4283 Work Order. Housing customers may be asked to call another specific DPW section (i.e. Housing Division) that is set up to handle the request directly.
- **Re-Keying Barracks Doors or New Keys Made** - If you need to re-key locks on barracks doors, or need a replacement for a lost key, please contact your FSBP Building Management Team.
- **Furniture & Used Appliances** - To turn in furniture and used appliances, you need to call the appropriate FSBP Building Management Team.
- **Exterior Signs** - Request for new signs must be submitted on a DA Form 4283 Work Order. All signs must be in accordance with the Installation Design Guide, found on the DPW, Installation Design Guide Website: <https://pwbc.bragg.army.mil/pwbc/idg/index.htm>
- **Mold in Buildings** - There is a major misconception about mold. Mold is a naturally occurring organism and is everywhere. Mold requires moisture and some form of food such as dust, paper, sheetrock, etc. to grow. Mold can be cleaned with soap and water. Failure to keep surfaces dry allow mold to start growing. If these areas are cleaned and dried at the first sign of mold, the problem should go away. This type of cleaning does not require special equipment or procedures. Standard house cleaning will go a long way towards eliminating mold growth.

**Measures to be taken to aid in the prevention of mold growth in the barracks:** The occupants should take the below listed actions in all barracks living areas under their area of responsibility to aid in this process. This becomes especially important during months of high humidity. The key to combating mold is MOISTURE CONTROL and ensuring surfaces are kept dry.

In an effort to reduce potential mold growth and minimize backlogs of service orders, DPW recommends the following for unoccupied rooms:

- Ensure dehumidifiers are checked and emptied at a minimum once every two days. These units can fill their tanks within 24 to 48 hours and will shut down on a full condition. Once the units shut down, the unit will not start working again until the tank is emptied. Dehumidifiers should be set on low speed and about midrange on the drying range.
- Conduct a weekly check of each room for proper operations of the HVAC, plumbing, electrical and appliances to include flushing toilets, turning on lights and faucets.
- Keep the HVAC controls on Automatic and temperature range between 75-78 degrees. Operating the units at too low of a temperature causes some surfaces to get below the dew point of the air and will allow condensation to form on the surfaces. This condensation is all the moisture mold needs to start growing. Turning the HVAC unit off allows the humidity in the room to increase; this will also cause moisture to form on surfaces. Replace the HVAC filters each month.
- Verify the ventilation system in the bathroom is working by putting a piece of paper in front of it. The paper should be sucked against the duct.
- Keep the closet doors partially open to allow for air circulation.
- Keep doors and windows closed. Allowing outside air to enter the room will generally increase the humidity in the room especially during the summer months.
- Turn in service orders when a discrepancy is identified.

For occupied rooms, DPW recommends the following:

- Report maintenance issues as soon as possible to allow small problems to stay small problems.
- Use the provided dehumidifiers, **empty** when full. Unplugging and sticking the unit in a closet does not help the moisture concerns. Continuous use of the dehumidifiers will dry out the room's surfaces and also reduce the frequency the dehumidifier's tank needs to be empty. A dryer room will also feel more comfortable during the summer months.

- Replace the HVAC filters monthly.
- Minimize the humidity in the rooms by keeping doors and windows closed, not storing wet or damp items (i.e.; TA-50) in the closets and cleaning up spills immediately.
- Keep the HVAC thermostat set between 75-78 to minimize condensation.
- Verify the ventilation system in the bathroom is working by putting a piece of paper in front of it. The paper should be sucked against the duct.
- As soon as mold is noticed, clean the area with soap and water and wipe area dry. Do not use excessive amounts of water for cleaning. General housekeeping practices will prevent the majority of mold growth in the barracks.

**\*\*Note: If you have any issues or concerns regarding mold or mildew notify your chain of command and ask your 1SG/SGM/CSM, to contact the FSBP Area Manager.**

**2.1.5. Service Order Assignment** If the scope of work is beyond the FSBP Team's capabilities, the FSBP Building Manager will generate a DPW Service Order. The DPW Service Order Clerk will forward your service order to the appropriate shop without delay. The DPW will respond as quickly as possible to all Priority 1 service orders. The Branch or Shop supervisor will dispatch craftsmen as appropriate.

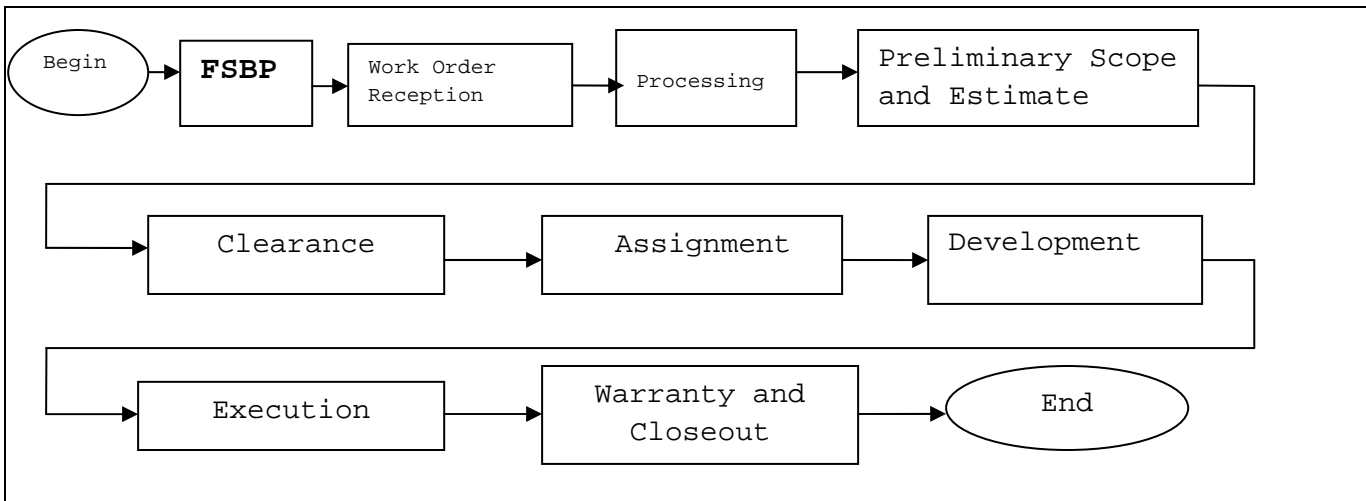
#### **2.1.6. Work Completion and Customer Feedback**

- The technician will contact the FSBP Building Manager to set up an appointment prior to arrival at the site to perform the scheduled service. An FSBP Team Member with knowledge of the service order will be present when the technician arrives.
- 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 the service order work as another way of ensuring DPW's service to you is as good as it can be.

## 2.2. Work Orders (WO) (DA Form 4283)

- Work orders are created by the DPW for planned sustainment/restoration and modernization projects; or, in response to customer request for expansive or complex maintenance or construction. Requests should be submitted to the appropriate FSBP Team Office. FSBP Team Members will submit the Work Order to a DPW Customer Service Representative (CSR) for further validation and processing. The CSR then performs an initial site visit to develop a preliminary scope and cost estimate.
- At this point, the work order is submitted for clearance by subject matter experts within the various DPW branches to ensure the proposed work is in compliance with environmental, force protection, and other regulations. Once cleared, the work order is assigned to a Project Manager (PM) with the appropriate skills and responsibility to oversee project development and execution. Upon completion of satisfactory work, the PM is responsible for project warranty oversight and closeout by completing and updating the applicable systems and records, as appropriate for the type of work, customer, and method of execution.
- In general, work orders are typically utilized for maintenance, repair and construction requirements over \$2,500 in labor and material costs.
- Work requests are submitted on a DA Form 4283-Engineer Work Request. Please remember to have your DA Form 4283 signed by an appointed representative who has a Delegation of Authority (DA Form 1687) on file with our Customer Service Office.
- The DPW tracks work orders in the Integrated Facilities System (IFS).

## Work Order Process



### 2.2.1. Work Order Reception (User Requested)

- A user requested work order should be submitted to the FSBP Building Manager/Inspector. These requests should be prepared in sufficient detail so as to completely describe the work needed (include sketches where applicable), 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 of "what will happen if the work is not accomplished" on the form is very important. It determines how a specific scope of work impacts unit's readiness ability. Any requested work as a result of an inspection by safety, fire, health, environmental, etc, should have a copy of the inspection attached to the DA Form 4283, Facilities Engineer Work Request. Work Description Box needs to clearly state the deficiency in a clear and straightforward manner. Do not describe the required work by proposing a solution. DPW, working with you, will determine the best solution. An E-Mail address for the "person to contact for additional information" is extremely important. No outside E-Mail addresses will be accepted.
- A Work Reception Clerk will first review your request. Each request is validated based on the defining criteria and compared to previous requests to prevent duplicate submittal. Next the clerk confirms completeness of the request by checking for the appointed authorizing official's signature and any necessary sketches or maps. The work order is entered into the Integrated Facilities System (IFS) and documents are grouped into an electronic folder.

### **2.2.2. Work Order Processing**

- Receipt of your work order by DPW, FSBP Office is only the beginning. Before your work order is forwarded for an estimate, it is reviewed by an approval team.
- The DPW team will review your work order package for technical feasibility and environmental and compliance. 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 whether environmental concerns (i.e., endangered species, asbestos) must be addressed.

**2.2.3. Preliminary Scope and Estimate** DPW will provide an initial cost estimate based on the project scope you provide. The initial estimate is the "first round" budget estimate. It is typically with minimal site investigation 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.

**2.2.4. Clearance** Most work orders require review and clearance by various subject matter experts (SME) before the requested work can be performed. These areas of concern, such as environmental, are addressed before a work order is assigned to a Project Manager to ensure the requested work complies with standards and regulations. If a work order is rejected by any Clearance SME at anytime in the process, the customer is notified and the work order needs to either be modified, or canceled.

**2.2.5. Assignment** The Assignment step is where many questions are answered that determine the future of the work order. Based on the priority and availability of funds, a work order is either accepted or rejected. The approach is based on a combination of factors that include:

- Commander's Current Priorities
- Mission Support
- Present Building or Infrastructure Condition
- Requirements to Support Future Construction and Planning
- Potential Consequences of the Project not being accomplished.

Rejected work orders are canceled and the customer is notified. Accepted work orders are assigned a Project Manager and move forward to the Development State. In addition to prioritizing the work order, DPW determines whether the project will be accomplished in-house, or via contract. Finally, DPW will provide all projects on the Annual Work Plan

(AWP) with an Area Priority Project List (APPL) date. The APPL date is DPW's goal date.

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 on your work order, one of our Customer Service Representative may contact you via e-mail, or phone to inquire if you intend to fund the project. In this situation, you have thirty days to respond, or the work order will be canceled.

**2.2.6. Development** At this point, DPW Project Manager contacts the customer with the approval design and checks for any additional requirements (supporting documents, clearances, etc.) The project's estimated cost and technical complexity are factors in determining which execution method will be used.

The Government Purchase Card contract, the Indefinite Delivery-Indefinite Quality (IDIQ) contract, The Multiple-Award Task Order Contracts (MATOC)/Job Order Contract (JOC), and Conventional sealed-bid contracting are four contract vehicles that are readily available.

- Any estimate that falls under \$2,500 and forty (40) hours of labor can be executed via a government purchase card contract.
- The IDIQ contract method is an expedient contract and is used for projects that do not require extensive design. Funded projects that are best suited to the IDIQ contract method are awarded to a single pre-identified contractor as task orders (TO) that are only issued through DPW. IDIQ is not always the best contract method for all work orders. The IDIQ contract has a yearly overall dollar limitation and can sometimes cost significantly more than other contract methods, because it does not take advantage of the widespread advertisement and full competition of more traditional contracting methods.
- The MATOC/JOC is another expedient contracting method that does not require the full solicitation process customary in normal sealed-bid contracting awarding. Funded projects are awarded to a single pre-identified contractor as task orders (TO) through DPW. There are thousands of pre-priced/pre-negotiated items of work and materials. If every element of your work order can be found on this list, the MATOC/JOC may be the best contract method to use. If your work order requires extensive design, then this may not be best-suited method since these projects usually do not require extensive design.

- We use conventional contracts for work orders where neither IDIQ nor MATOC/JOC is appropriate. Conventional contracts are designed and solicited through the standard advertising, open bidding, and award process. The designer, either in house or a consultant architect-engineer (A-E) prepares the plans, sketches, maps, technical specifications, cost estimates, bidding and work schedules, and obtains construction/regulatory permits in accordance with the scope developed with the customer at the pre-design conference. The designer will forward your draft design submissions at pre-arranged points of the design process to your assigned DPW Project Manager.
- Work Orders that require design are forwarded to the 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 Design Branch Chief. This decision is determined by many factors that include complexity of work, time requirements, and funding requirements. At this point, the design is performed involving review and revisions with customer involvement.
- The most important factor driving your work order project is funding. No matter which type of solicitation method is used, either funds, or a firm commitment by the customer to fund must be in hand before the project can be advertised.
- In addition to gathering 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.
- Depending on the contract method involved, bids from prospective contractors may be sealed bids, negotiated proposals, or from pre-priced construction items list.
- Once the design and contract award is complete, the work order can move to Execution.

#### **2.2.7. Execution**

- The contracting agent will issue a notice to proceed once the contract has been awarded. The contracting agent and Project Manager (PM) will monitor the construction through the execution stage.
- Once your work order is completed, there are usually two inspections prior to accepting the project/work. These inspections are the pre-final and final. You, your PM, FSBP Representative, 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, Your Real Property manager accepts the new or renovated facility on behalf of the installation. The facility is then added to the permanent real property records and the installation. The Real Property staff then issues keys and turns the facility over to the customer's property book officer.

#### 2.2.8. Warranty and Closeout

- Once construction is complete and a facility is transferred to the army and ultimately to the customer, it usually enters a warranty period. Complaints and inquiries about maintenance, repairs or other deficiencies for facilities covered by contract warranties are handled through a warranty resolution process. For Barracks, this process will be initiated by contacting your FSBP Team Office. DPW will send a technician to check the problem. If the facility or equipment involved is not covered by warranty, the technician will fix it on the spot. If it is a warranty issue, the technician will initiate the process to have the original contractor make the repair.
- 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 Warranty.
- **Warranty Period:** The effective period for a warranty usually begins upon official acceptance of the facility by the installation. Prior to acceptance, the DPW, USACE, and contractor jointly inspect the facility.
- **Facility transfer to DPW:** The Contracting Officer gives the DPW warranty documents for the facility and its equipment. Those documents include the names, addresses, and telephone numbers to contact in case of problems. They also include periods, terms, and conditions of the warranty.
- **Identifying warranted items:** Warranties cover both equipment and workmanship (when accomplished by a private contractor) or equipment only (for troop construction).
- **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 buildings, the warranty only covers the actual work done per the work order.

- **NOT COVERED:** Item warranties do not cover damage caused by the occupants or caused by contractors other than the original contractor. "Other contractors" may include furniture movers, cable television installers, or phone installers/repairmen. DPW, FSBP will pursue resolution for damages caused by other contractors through the contracting agency or 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. Any type 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 system. Instead submit a service order to FSBP. There are exceptions to this general warning: fixing minor damage to walls, ceilings, or floors will not void a warranty.

### 2.3 Self-Help and Permission Only Work Orders

- **Self-Help** - The Self-Help program provides the customer (FSBP Inspectors) a mechanism to perform basic facilities maintenance. After a condensed approval process, your FSBP Representative will give you approval to purchase work materials and allow you to perform the work. If self-help is within your capabilities, annotate "self-help" on your DA Form 4283 and include a completed bill of materials (BOM) 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 on upon completion.
- **Examples of self-help projects:** Painting, ceiling tile/floor replacement, grounds maintenance/landscaping, and fencing.
- **Permission only** - "Permission Only" work orders allow the customer to perform improvements within their own source of execution. Requests must still be approved for permission prior to execution and inspected by the FSBP post-execution. To request this option, please annotate "Permission Only" on your DA Form 4283.

### **3.0 Barracks Common Areas**

- Units are responsible providing custodial services for all common areas, to include lounges, day rooms, bathrooms, stairwells, kitchens, and foyers.
- Units are responsible for keeping the grass cut and policing the outside of the barracks
- Unit leadership is responsible for inspection of these areas.

### **4.0 Customer Satisfaction**

- Do you suspect the service order you submitted has "disappeared in the system"? Or do you have a complaint about the quality of work by a DPW employee or contractor?
- If the service we provide ever falls short of your expectations, please let us know! We pride ourselves in listening to, working with, and learning from the most important person in our business - THE CUSTOMER!
- The first step, and often the only one required, is to express your concern in an ICE comment, and to your FSBP Team, your assigned FSBP Building Manager/Inspector, then the Project Manager (for work orders), our DPW Service Order Desk (for service orders), or the appropriate service contract manager (for service contracts). We don't just solve problems, we create opportunities to improve. After all, small complaints can generate big improvements!

Appendix A  
 Barracks Move-in / Move out Inspection Checklist

<b>Bldg:</b>	<b>Rm #</b>					
<b>Type Inspection:</b>	Routine					
<b>Occupant Information:</b>	Name:		Rank/Grade:	Duty Tel #:		
<b>Barracks Room Condition and Maintenance Status inspection</b>						
<b>ITEM INSPECTED</b>		<b>CONDITION OF ITEMS</b>				
		<b>GOOD (X)</b>	<b>BAD (X)</b>	<i>DEFICIENCIES FOR BAD ITEMS ONLY!</i>		
<b>C O M M O N  R O O M  A R E A</b>	Ceiling	Peeling Paint: Yes ___; No ___				
	Floor:	Vinyl Tiles ___; Carpet ___				
	Walls	Peeling Paint: Yes ___; No ___				
		Regular key				
		Electronic lock keyless card				
	Doors	Exterior				
		Interior				
		Stoppers				
	Baseboards/Trim					
	Light Fixture					
	Change light bulbs					
	Switches/Outlets					
	Window(s):	Window				
		Frame				
		Sill				
Screen						
Curtains/Blinds						
	Curtain Rods/ Tracks					
Smoke/Heat Detector						
Occupant Installed	Equipment Removed: Yes ___; No ___					
<b>K I T C H E N</b>	Ceiling	Peeling Paint: Yes ___; No ___				
	Floor:	Vinyl Tiles ___; Carpet ___				
	Walls	Peeling Paint: Yes ___; No ___				
	Door(s)					
	Door Stoppers					
	Baseboards/Trim					
	Change light bulbs					
	Light Fixture					
	Switches/Outlets					
	Window(s):	Window				
		Frame				
		Sill				
		Screen				
		Curtains/Blinds				
		Curtain Rods/ Tracks				
Cabinets						
Handles/Knobs/Door/Draw Pulls						
Shelves/Drawers						
Change light bulbs						
Sink						
Sink Taps:	WD ___; MD ___					
Plumb. Fix./Pipes:	WD ___; MM ___; MD ___; SW ___					

Appendix A

Barracks Move-in / Move out Inspection Checklist (cont)

	Countertops:	WD ___; Burn Marks ___				
	Manuals For All	Appliances: Yes ___; No ___				
	Stove:	# Oven Racks: ___				
		Drip Pans				
		Burners				
	Microwave					
	Refrigerator	# Shelves ___; # Drawers ___				
	Smoke/Heat Detector					
<b>B A T H R O O M</b>	Ceiling	Peeling Paint: Yes ___; No ___				
	Floor:	Vinyl ___; Carpet ___				
	Walls	Peeling Paint: Yes ___; No ___				
	Door(s)					
	Door Stoppers					
	Baseboards/Trim					
	Change light bulbs					
	Light Fixture					
	Switches/Outlets					
	Window(s):	Window				
		Frame				
		Sill				
		Screen				
		Curtains/Blinds				
		Curtain Rods/ Tracks				
Cabinets						
Handles/Knobs/Door/Draw Pulls						
Shelves/Drawers						

Appendix A

Barracks Move-in / Move out Inspection Checklist (cont)

ITEM INSPECTED		CONDITION OF ITEMS			
		GOOD (X)	BAD (X)	DEFICIENCIES FOR BAD ITEMS ONLY!	
B A T H R O O M	Sink				
	Sink Taps: WD ___ ; MD ___				
	Plumb. Fix./Pipes: WD ___ ; MM ___ ; MD ___ ; SW ___				
	Countertops: WD ___ ; Burn Marks ___				
	Shower/Tub				
	Tub/Shower Taps: WD ___ ; MM ___				
	MD ___ ; Recaulk ___				
	Shower Head: Hose/C. Rod: MD ___ ; Rust ___				
	Commode				
	Commode/Flush Tank: MD ___ ; Rust Stains ___				
	Commode Seat				
	Toilet Paper Holder				
	Medicine Cabinets: # Shelves ___				
	Change light bulbs				
	Mirrors				
	Fans/Ventilator: WD ___ ; Rust ___				
Towel Bars					
Soap Dish(es)					
B E D R O O M	Ceiling	Peeling Paint: Yes ___ ; No ___			
	Floor:	Vinyl ___ ; Carpet ___			
	Walls	Peeling Paint: Yes ___ ; No ___			
	Door(s)				
	Door Stoppers				
	Baseboards/Trim				
	Change light bulbs				
	Light Fixture				
	Switches/Outlets				
	Window(s):	Window			
		Frame			
		Sill			
		Screen			
Curtains/Blinds					
	Curtain Rods/ Tracks				
Cabinets					
Handles/ Knobs/Door/Draw Pulls					

**Appendix A**

**Barracks Move-in / Move out Inspection Checklist (cont)**

	Shelves/Drawers				
	Closets/Cabinets:	Empty: Yes ___; No ___			
	Occupant Installed	Equipment Removed: Yes ___; No ___			
<b>F U R N I T U R E</b>	Wardrobe				
	Bed / Frame				
	Mattress				
	Night Stand				
	Computer Desk				
	Chairs				
	Lamp				
	Ceiling Fan(s)				
	Smoke/Heat Detector				
<b>H E A L T H</b>	Peeling Paint				
	Mold				
	Mildew				
	Thermostat between 70-75 degrees				
	Insects				
	Rodents				
<b>AC &amp;</b>	AC Cools				
	Heat Available				
<b>H E A T</b>	Sweating Pipes				
	Leaking Pipes				
	AC Filters Change				
	Outside Air Available				

**NOTE: 3 days to annotate any deficiencies within your assigned room / turn-in Inspection sheets into to the FSBP Building Manager**

**CODES**

<b>CH</b> (Chipped)	<b>BL</b> (Burn)	<b>SP</b> (Spots)	<b>P</b> (Paint)	<b>SW</b> (Sweating Pipes)
<b>DT</b> (Dented)	<b>BR</b> (Broken)	<b>ST</b> (Stains)	<b>I</b> (Install)	
<b>SC</b> (scratched)	<b>WA</b> (Warped)	<b>M</b> (Missing)	<b>R</b> (Repair)	
<b>CR</b> (Cracked)	<b>NH</b> (Nail Holes)	<b>MM</b> (Mold/Mildew)	<b>RP</b> (Replace)	
<b>BE</b> (Bent)	<b>WD</b> (Water Damage)	<b>MD</b> (Mineral Deposit)	<b>S</b> (Service)	

**Occupants Signature & Date:**

**FSBP Building Manager / Inspector Signature & Date:**

**Appendix B  
Barracks Cleaning Standards Checklist**

<b>BARRACKS ROOM CLEARING STANDARDS</b>									
Used for Soldiers clearing their rooms									
<i>The following areas will be inspected for out-processing the barracks.</i>									
BLDG #	RM:		# Keys Issued	# Keys Returned					
<b>Clearing checklist for room ( no roommate)</b>									
									<b>CHECK WHEN PASSED</b>
1. Ensure that all trash is removed from the room.									
2. Ensure that drawers to all furniture and/or cabinets are wiped out & completely empty.									
3. Ensure that all hangers are removed from the all closets or wall-lockers.									
4. Ensure that the room is swept properly (under beds, under furniture, in closets, behind frige, etc).									
5. Ensure that the room is mopped properly (under beds, under furniture, in closets, behind frige, etc).									
6. Ensure that the refrigerator is empty, wiped out, and defrosted. (leave plugged in)									
7. Ensure that the microwave is wiped out.									
8. Ensure that the sink area is properly cleaned.									
9. Ensure that the toilet and restroom area is properly cleaned to include tile walls.									
10. Ensure that the shower or tub is properly cleaned to include tile walls.									
11. Ensure that the celing fan, lights and trim boards are dusted off.									
12. Ensure that window, blinds, and window sills are cleaned and are wiped off.									
13. Ensure that all furniture is wiped off.									
14. Ensure that the AC vents are dusted and cleaned.									
<b>Clearing checklist for room (with roommate)</b>									
1. Ensure that all trash is removed from your side of the room.									
2. Ensure that your drawers to all furniture and/or cabinets are wiped out & completely empty.									
3. Ensure that all hangers are removed from the all closets or wall-lockers.									
4. Ensure that your side of the room is swept properly (under beds, under furniture, in closets, behind frige, etc).									
5. Ensure that your side of the room is mopped properly (under beds, under furniture, in closets, behind frige, etc).									
6. Ensure that your items are out of the refrigerator.									
7. Ensure that the microwave is wiped out.									
8. Ensure that your side of the sink area is properly cleaned.									
9. Ensure that your toilet items are picked up and area is cleaned.									
10. Ensure that the ceiling fan, lights and trim boards are dusted off.									
11. Ensure that window, blinds, and window sills are cleaned and are wiped off.									
12. Ensure that the AC vents are dusted and cleaned.									
Failure to meet the above requirements may result in re-inspection and/or charges for cleaing and slow down your clearing process.									
Upon clearing the Barracks Management Office, ensure that any room deficiencies have been brought to the Barracks Management Offices attention.									
PASSED INSPECTION ON: _____			FAILED INSPECTION ON: _____			REINSPECT ON: _____			
			FAILED 2ND INSPECTION ON: _____						
CHARGE FOR DAMAGES AND/OR CLEANING: \$ _____									
Inspector's Name					Occupant's Name and Rank				
Inspector's Signature and date					Occupant'S Signature and Date				



## Appendix C Mattress Exchange Procedures



LC Industries = 5,000



\$75.00 per recycle mattress  
\$139.00 cost of a new mattress  
Total award = \$375,000.  
Total savings = \$165,000  
Recycle vs. New Mattress.

FMB has an annual 5,000 mattress contract with LC Industries.  
4500 Emperor Boulevard, Durham, N.C. 27703  
P.O. Box 13629 Durham, N.C. 27709  
919-596 8277.

LC Industries recycles, sterilizes and repair mattress for FMB at a cost of \$75.00 per mattress. This includes transporting the mattress from Fort Bragg DOL / Warehouse #2 to Durham, N.C. and delivery back to warehouse #2.



Included in the price is transport and delivery of mattress.

The Furniture Management Branch Mattress contract is a fixed price contract. The contract is set up to compensate the contractor on an annual basis, when work is performed. The cost savings for having the mattress refurbished as opposed to buying new ones is \$192K. New mattresses are \$139 each, refurbished mattress are \$75 each time 3000.



All mattress are delivered to the DOL Warehouse #2 and can be DX with the approval of the FMB inspector.

1.3547 standard hrs in sterilizing and repairing a mattress--Fort Bragg; Labor rate=\$13.43 per hr & overhead (fixed & variable is 190%)  
1.3547 x \$13.43 =\$18.19.



FMB "is the only agent authorized" to inspect, and replace mattress in the barracks. This includes DX determination.

We have ~26 to 28 employees in the mattress department with a 3 to 1 ratio. (3 non-sighted to one sighted employee)  
~7 other employees, shipping, etc ~7 to say  
~35 employees involved totally one way or the other.

Mattress size = 38/80



All unserviceable mattress return to warehouse #2 and await pick up from LC Industries.



LC Industries picks up all unserviceable mattress from warehouse #2 and delivers them to LC Industries for recycle.

**LC Industries**

The life expectancy of the mattress is six years, but that does not mean it will be replaced. If the mattress is ripped, torn, stained, cut, soiled or lost its ability to support the Soldier, it will be recycled.  
**NOTE: The life of the mattress can be extended with the use of mattress covers.**

Sanitize, Repair Mattress  
Size; 38X80. ticking will be completely removed. Upholstery will also be replaced or repaired as needed. Inner springs unit will be sewn into mattress, sanitized and repaired. Mattress will be sealed in new polyurethane.



## Appendix C Mattress Exchange Procedures (cont)

### **Excuse me Soldier, How do you know your mattress needs to be replaced?**

The life expectancy of a mattress is approximately six years under normal wear and tear.

### **What are some indicators to let you know your mattress needs to be inspected by your FSBP Building Manager for a possible replacement?**

1. If your mattress is soiled or stained from bodily fluids, spills, etc.
2. If your mattress is coming apart at the seams, ripped or torn.
3. If your mattress is sagging and has lost its support.

**If your mattress meets one or more of the conditions above, please contact your FSBP Building Manager immediately. They will know exactly what needs to take place at that given point.**

### **Simple Rules to Follow:**

- **Do be** kind to your mattress and it will last you beyond the six year expectancy
- **Do not** lay down on your mattress without a mattress pad or cover.
- **Do use** a towel at the base of your bed *when laying down on the mattress with soiled footwear, i.e., boots, running shoes etc..*
- **Do not** spill liquids on the mattress.
- **Do not** smoke in bed
- **Do** rotate your mattress monthly. Front to back and foot to head
- **Do** wipe the mattress with warm wash cloth monthly
- **Do** use a mattress pad or mattress cover.

### **There are a number of steps that “YOU the Soldier,” can take to ensure that your mattress meets its life expectancy of six years.**

- Use a high-quality washable mattress pad.
- Keep bedding clean by using a mattress pad or by vacuuming the mattress often.
- Body impressions are a normal occurrence in the mattress and indicate upholstery layers are settling and conforming to the body's individual shape.
- For spot cleaning, treat spills and stains as quickly as possible. Use warm soapy water as the main cleanser to remove spills. Avoid dishwashing or laundry detergents, and don't scrub with a brush.
- Take time to adjust to your new mattress; at least one month.
- Don't fold or bend the mattress more than 20 degrees. Don't let anyone stand, jump or kneel on it.
- **Don't smoke in bed.**
- Don't allow the mattress to get wet.

**Essentially, your mattress is an investment to your health. “So it is really important that “YOU, the Soldier,” take care of your investment like you would your car with regular oil changes, tune-ups and simple PMCS. Care of your mattress is just as valuable.” Remember, if it is not Fair Wear and Tear..., you just bought it. So please make wise decisions and help us help you keep your money where it belongs..., that is with you!!!**

