

# AFRICOM Facilities Management Office (FMO) - Building Manager (BM) Program

## Frequently Asked Questions (created 14 MAR 2015, updated 16 JULY 2015)

Type of request to submit  Type of issue	Emergency Service Order	Service Order	Reimbursable Service Order	Work Order Request	Facilities Management Office	Other	Notes
Toilet overflowing	x						Call 421-6200. After duty hours the call will be transferred to the SAAF FCC. If no answer call 115
Power outage	x						Call 421-6200. After duty hours the call will be transferred to the SAAF FCC. If no answer call 115
AC not working in TR	x						Call 421-6200. After duty hours the call will be transferred to the SAAF FCC. If no answer call 115
Toilet won't flush		x					Call 421-6200 or email <a href="http://www.g4sifs-de.com/Service-Order-Form.31.0.html">http://www.g4sifs-de.com/Service-Order-Form.31.0.html</a>
Hot water not working		x					Call 421-6200 or email <a href="http://www.g4sifs-de.com/Service-Order-Form.31.0.html">http://www.g4sifs-de.com/Service-Order-Form.31.0.html</a>
Light bulb needs replaced		x					Call 421-6200 or email <a href="http://www.g4sifs-de.com/Service-Order-Form.31.0.html">http://www.g4sifs-de.com/Service-Order-Form.31.0.html</a>
AC not working in office space		x					Call 421-6200 or email <a href="http://www.g4sifs-de.com/Service-Order-Form.31.0.html">http://www.g4sifs-de.com/Service-Order-Form.31.0.html</a>
Change lock on door			x				Call 421-6200 or email <a href="http://www.g4sifs-de.com/Service-Order-Form.31.0.html">http://www.g4sifs-de.com/Service-Order-Form.31.0.html</a>
Request to have space painted			x				Call 421-6200 or email <a href="http://www.g4sifs-de.com/Service-Order-Form.31.0.html">http://www.g4sifs-de.com/Service-Order-Form.31.0.html</a>

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Install generator				x			<a href="http://armypubs.army.mil/eforms/pdf/a4283.pdf">http://armypubs.army.mil/eforms/pdf/a4283.pdf</a>
Request for new carpet throughout your space				x			<a href="http://armypubs.army.mil/eforms/pdf/a4283.pdf">http://armypubs.army.mil/eforms/pdf/a4283.pdf</a>
Rearrange furniture (exist to remain)					x		Email facilities organizational mailbox africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil
Request for an additional piece of furniture					x		Email facilities organizational mailbox africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil
Request for installation of additional workstations					x		Email facilities organizational mailbox africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil
Request for safe to be moved					x		Email facilities organizational mailbox africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil
Request to obtain wall lockers/wardrobes					x		Email facilities organizational mailbox africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil
Request to access Mother's Nursing Room					x		Email facilities organizational mailbox africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil
Request to hang new white board that your organization has already obtained					x		As long as you have all equipment, including screws/clips, FMO can assist with installation. Email facilities organizational mailbox africom.stuttgart.accs-hc.mbx.facilities-management-office@mail.mil
Requesting new white board						x	Purchase should be made with your directorate GPC. FMO can assist in installation.
Civilian employee has request for adjustable height workstation						x	Contact Ms. Rebecca Koning who can point you in the right direction for approval based on medical need; once approved FMO will procurement / install desk

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Cleaning services not being performed per contract						x	Contact your Building Manager who will assist you in filling out the required documentation. BM to submit documentation to <a href="mailto:laura.f.gaffney.civ@mail.mil">laura.f.gaffney.civ@mail.mil</a>
Request to have lawn mowed						x	Anyone can contact DPW grounds at 421-6280, 421-6265, or 421-6261
Request to have sidewalk shoveled or salted						x	Anyone can contact DPW grounds at 421-6280, 421-6265, or 421-6261
Need escort to secure area						x	Contact the building manager for that facility
Request to reserve gazebo						x	This service is handled by MWR, not FMO. Contact MWR at 421-2622