

Headquarters
U.S. Army Armor Center and Fort Knox
Fort Knox, Kentucky 40121-5000
3 January 2001

*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 Exchange Services (AAFES), U.S. 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 Commander, USAARMC, ATTN: ATZK-OSC, 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.

2. **References.**

a. AR 215-1, 25 October 1998, Morale, Welfare, and Recreation Activities and Nonappropriated Fund Instrumentalities.

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

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

d. AR 420-16, 30 September 1987, Facilities Engineering Reports.

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

*This regulation supersedes USAARMC Reg 420-2, 9 November 1978

Fort Knox Reg 420-2 (3 Jan 01)

f. TRADOC Reg 420-3, 21 August 1992, Maintenance and Repair (MAR) Project Management.

g. Fort Knox Reg 210-50, 26 March 1999, Family Housing Policy.

h. Fort Knox Reg 420-6, 22 July 1999, Construction and Maintenance of Miscellaneous Structures.

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 \$500,000 (\$1 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 1). Work which takes priority over all other work requests and requires immediate action, including diverting personnel from other jobs, if necessary, to alleviate the emergency. Usually the work is necessary for the protection of health, safety, security, or to prevent significant damage to property. Goal is to alleviate the emergency within 24 hours.

e. Urgent Work (Priority 2). Work which shall be accomplished by the first available mechanic. Mechanics shall not be diverted from scheduled jobs for this work. Includes work required to correct a condition which could become an emergency, work that could seriously affect morale, work that has command emphasis, or work required by an activity to accomplish its mission. Goal is to complete service request work in 7 calendar days.

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

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

h. Service Requests. Work requested by the customer, usually by telephone, which is expected to take less than 40 labor hours to complete and cost less than \$5,000.

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

4. Objectives.

a. Establish standard procedures for submission and administration of facilities engineering service 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 each customer's top 10 projects into a draft installation priority list (IPL) based on health and safety issues; commanders' guidance documents; safe/reliable utility needs; Commanding General's Strategic Plan; reimbursable projects; and engineer judgment. DBOS will then host an installation project priority review meeting to refine and prioritize the IPL. The IPL will then be staffed to the CG for approval. The IPL will be utilized in designing and awarding projects as funds/resources become available.

(2) For work requests which involve less substantial manhours and costs on unscheduled maintenance and repair, DBOS will first accomplish that work which has been classified as Emergency Work (Priority 1); secondly, 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 included in the Backlog of Maintenance and Repair (BMAR) Projects until funds are available for accomplishment by contract. If after 18 months resources are not available to accomplish the

Fort Knox Reg 420-2 (3 Jan 01)

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) Maintain facility project information in the TRADOC Maintenance and Repair (MAR) Project Management and Priority System data base.

(4) 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.

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 prior to final action.

7. Requests for DBOS Work and Assistance.

a. Service requests as defined in para 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 request will be requested on DA Form 4283 and submitted in accordance with 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.

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 a bi-weekly automated status report showing status of their work requests from receipt to completion.

9. Miscellaneous. Inquiries concerning the status of work requests will be directed through the same channels as work requests were 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.

FOR THE COMMANDER:



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Fort Knox Reg 420-2 (3 Jan 01)

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