



UNITED STATES MARINE CORPS
MARINE CORPS BASE
PSC BOX 20004
CAMP LEJEUNE, NC 28542-0004

BO 11014.1K
I&E/PWD

04 NOV 2008

BASE ORDER 11014.1K

From: Commanding Officer
To: Distribution List

Subj: FACILITIES MAINTENANCE PROGRAM

Ref: (a) MCO P11000.7C
(b) BO 11100.5R
(c) BO P7000.1K
(d) BO 11013.4E
(e) BO P3440.6G
(f) BO 11380.4E
(g) BO 11300.1J
(h) OPNAVINST 6250.4B
(i) BO 11014.3
(j) BO 2305.5L
(k) BO 11350.2D
(l) BO P11101.33A
(m) DoD Directive 4150.7
(n) NAVFACINST 6250.14

Encl: (1) LOCATOR SHEET

1. Situation. Real property facilities maintenance management onboard Marine Corps Base (MCB), Camp Lejeune, can be quite difficult without knowing and understanding the Base's maintenance management policies, guidance, and instructions.

2. Cancellation. BO P11014.1J.

3. Mission

a. This Order provides information, guidance, instructions, and policy regarding real property facilities maintenance management and other general engineering support on board MCB Camp Lejeune in accordance with the references.

b. Summary of Revision. This Order has been revised in its entirety and should be thoroughly reviewed.

DISTRIBUTION STATEMENT A: Approved for public release;
distribution is unlimited.

4. Execution. Commanders will review and follow the policies and procedures set forth in this Order.

5. Administration and Logistics. Not applicable.

6. Command and Signal

a. Command

(1) This Order has been coordinated with and concurred by the Commander, U. S. Marine Corps Forces Special Operations Command; the Commanding General, II Marine Expeditionary Force,; and the Commanding Officer, Marine Corps Air Station, New River, and Commanding Officer, Naval Hospital, Camp Lejeune.

(2) This Order is applicable to Marine Corps Base, Camp Lejeune, and all tenant organizations.

b. Signal. This Order is effective the date signed.


W. A. MEIER
By direction

DISTRIBUTION: A

LOCATOR SHEET

Subj: FACILITIES MAINTENANCE PROGRAM

Location: _____
(Indicate location(s) of the copies of this Order.)

RECORD OF CHANGES

Log completed change action as indicated.

Change Number	Date of Change	Date Entered	Signature of Person Incorporating Change

TABLE OF CONTENTS

<u>IDENTIFICATION</u>	<u>TITLE</u>	<u>PAGE</u>
Chapter 1	GENERAL INFORMATION.....	1-1
1.	Information.....	1-1
2.	Responsibilities.....	1-1
3.	Facilities Maintenance Functions and Limitations.....	1-2
Chapter 2	ORGANIZATIONAL MAINTENANCE PROCEDURES.....	2-1
1.	General.....	2-1
2.	Facilities Management Responsibilities.....	2-1
3.	Coordination and Liaison.....	2-1
4.	Functions of Designated Coordinator/Liaison Personnel.....	2-2
5.	Procedures.....	2-3
Chapter 3	WORK REQUESTS AND RESOURCE MANAGEMENT.....	3-1
1.	General.....	3-1
2.	Telephone Requests for Maintenance And Repair.....	3-1
3.	Written Work Requests.....	3-2
4.	Work Requests for New Work and Construction.....	3-4
5.	Work Requests for Installation of Equipment.....	3-5
6.	Cost Estimates.....	3-6
7.	Cyclic Maintenance Program.....	3-6
8.	Resource Management.....	3-7
9.	Work Scheduling.....	3-7
Figure 3-1	Example of a Completed Work Request.....	3-8

TABLE OF CONTENTS

<u>IDENTIFICATION</u>	<u>TITLE</u>	<u>PAGE</u>
Chapter 4	MAINTENANCE MANAGEMENT PROCEDURES AND STANDARDS FOR FACILITIES AND EQUIPMENT.....	4-1
1.	Introduction.....	4-1
2.	Antennas.....	4-1
3.	Blinds.....	4-1
4.	Bridges.....	4-1
5.	Carpeting.....	4-1
6.	Damage Cost Estimates.....	4-2
7.	Demolition.....	4-2
8.	Draperies.....	4-2
9.	Electric Fans.....	4-2
10.	Electrical Generators.....	4-2
11.	Electrical Water Coolers.....	4-3
12.	Electronic Devices.....	4-3
13.	Equipment Installation.....	4-3
14.	Fabrications/Manufacturing.....	4-4
15.	Fencing.....	4-4
16.	Furniture Repair.....	4-4
17.	Garrison Property.....	4-4
18.	Grass Cutting.....	4-5
19.	Grass Seed/Fertilizer.....	4-5
20.	Heating, Ventilation, and Air Conditioning (HVAC).....	4-5
21.	Heating/Cooling Switchover.....	4-6
22.	Insect Vector.....	4-7
23.	Keys, Combinations, Locks, and Safes....	4-7
24.	Landscaping.....	4-9
25.	Lawnmowers and Weedeaters.....	4-9
26.	Leaves.....	4-9
27.	Light Bulbs.....	4-9
28.	Limited Technical Inspections (LTIs)....	4-9
29.	Mechanical Rooms.....	4-9
30.	Parking Areas.....	4-10
31.	Public Address Systems/Intercoms/ Radios.....	4-10
32.	Paint.....	4-10

TABLE OF CONTENTS

<u>IDENTIFICATION</u>	<u>TITLE</u>	<u>PAGE</u>
33.	Refrigerators.....	4-10
34.	Reimbursable Work.....	4-11
35.	Screens.....	4-11
36.	Security and Fire Alarm Systems.....	4-12
37.	Septic Tank Cleaning.....	4-12
38.	Signs.....	4-12
39.	Snow Removal.....	4-12
40.	Space Heaters.....	4-13
41.	Street Lights.....	4-13
42.	Telephone Service.....	4-13
43.	Trash and Garbage.....	4-13
44.	Troop Training Projects.....	4-14
45.	Utility Locates.....	4-14
46.	Utility Systems.....	4-14
47.	Washing Machines and Dryers.....	4-14
Chapter 5	SELF-HELP PROGRAM.....	5-1
1.	General Information.....	5-1
2.	Policy.....	5-2
3.	Procedures.....	5-3
4.	Self-Help Guidelines.....	5-4
5.	Self-Help Prohibitions.....	5-8
Chapter 6	CONTROL OF HOUSEHOLD PESTS (COCKROACHES AND ANTS).....	6-1
1.	Purpose.....	6-1
2.	Background.....	6-1
3.	Action.....	6-1
4.	Procedures.....	6-1
5.	Contract Services.....	6-4
APPENDIX A	GLOSSARY OF DEFINITIONS.....	A-1
1.	Construction.....	A-1

TABLE OF CONTENTS

<u>IDENTIFICATION</u>	<u>TITLE</u>	<u>PAGE</u>
2.	Customer.....	A-1
3.	Cyclic Maintenance.....	A-1
4.	Emergency Work.....	A-1
5.	Equipment Installation.....	A-1
6.	Estimate.....	A-1
7.	Facility.....	A-1
8.	Installed Equipment.....	A-2
9.	Maintenance.....	A-3
10.	Military Construction (MCON) Projects...	A-3
11.	Minor Construction.....	A-3
12.	Real Property Maintenance Activities (RPMA).....	A-3
13.	Reimbursable Work.....	A-3
14.	Repairs.....	A-3
15.	Replacement.....	A-4
16.	Self-Help.....	A-4
17.	Troop Training.....	A-4
18.	Work Request.....	A-4

Chapter 1

General Information

1. Information

a. Scope. The policies, guidance, and instructions of this Manual pertain primarily to real property facilities maintenance management and certain services categorized as General or Other Engineering Support.

b. Definitions. See Appendix A.

2. Responsibilities

a. Commanding Officer, Marine Corps Base. The Commanding Officer, Marine Corps Base (MCB), Camp Lejeune, is responsible for the implementation and execution of a facilities maintenance management program for the MCB Camp Lejeune, and Marine Corps Air Station (MCAS), New River, as required by reference (a).

b. Public Works Officer. The Public Works Officer (PWO) is tasked with the overall responsibility for the management of the Real Property Maintenance Activities (RPMA) program and other maintenance related functions as described in chapter 1 paragraph 3.

c. Organizational Commanders. Organizational and area commanders are responsible for ensuring that occupants of facilities assigned to their care maintain these facilities and adjoining grounds in a high state of serviceability as would be expected of prudent homeowners. These responsibilities include:

(1) Protecting facilities and grounds from malicious damage and vandalism.

(2) Restricting the use of vehicles on grassed areas except when absolutely necessary.

(3) Reporting maintenance and repair problems to Public Works Division (PWD) through organizational S-4 offices.

(4) Appointing responsible personnel (usually within the S-4 sections) to serve as maintenance coordinators with the Public Works Division Maintenance Operations (PWD Maint Ops) Branch.

(5) Establishing and enforcing an aggressive Self-Help Program within their organization. Chapter 5 contains further information on this subject.

(6) Area commanders maintain overall responsibility for the exterior police of their designated areas as set forth in reference (b).

(7) Tenants of all buildings are responsible for housekeeping care. Such janitorial duties include, but are not limited to: cleaning of floors, walls, HVAC Registers and diffusers, windows (inside and outside), cleaning of fixtures and various Marine Corps owned appliances, such as window air conditioners, stoves, range hoods, refrigerators, washing machines, dryers, water fountains, etc. Janitorial supplies such as floor wax, cleaners, light bulbs, and fluorescent tubes are tenant responsibilities. Fluorescent fixtures hanging above 10 feet or not working due to unavailable tube size or ballast failure should be reported to PWD Maint Ops for repair or replacement.

(8) Tenants are responsible for the police of grounds, sidewalks, parking areas, and streets adjacent to their buildings. This includes leaf raking, shrubbery maintenance, snow removal, and the emptying of small trash/litter containers into available dumpsters.

3. Facilities Maintenance Functions and Limitations

a. Real Property Maintenance Activities (RPMA). RPMA are identified as those functions covered under SABRS Budget Execution Sub-Activity Groups (SAGs) P1, M1, R1, and N1. For purposes of this Order, RPMA costs apply to the undertakings of the PWD Maint Ops Branch. The work may be performed in-house or by contract and may include services performed on a reimbursable as well as a non-reimbursable basis. Briefly, costs of the RPMA include labor, material, hourly use of equipment, fuels, and contracted services. Specifically, these RPMA categories are as follows:

(1) SAG P1 (Facilities Services). Also referred to as Other Engineering Support. Includes services such as entomology, refuse collection, landfill operation, snow removal, locksmith services, signs, maintenance of Garrison Mobile Engineer Equipment items, operation of Onslow Beach bridge, and repairs to installed equipment such as water fountains, grounds, window air conditioners, etc.

(2) SAGs ES/M1 (Facilities Maintenance). Also referred to as Maintenance of Real Property. Includes the maintenance and repair of all buildings, paved surfaces, utilities systems, and other real property facilities.

(3) SAG R1 (Facilities Minor Construction). Includes all work relating to the new construction, alteration, addition, or modification to facilities.

(4) SAG N1 (Utilities Operations). Includes all costs associated with the operation, distribution, and purchase of utilities.

b. Other Operational Support. PWD Maint Ops Branch performs limited other operational support as directed by the Director, Installations and Environment (I&E) Department. Routinely, this support is restricted to the installation and maintenance of minor and Classes 3 and 4 plant property (EXCLUDING those items for which the Base Property Control has base-wide funding responsibilities).

c. Equipment Installation. Equipment installation costs for items procured by other Fund Administrators, operating force organizations, Non-Appropriated Fund (NAF), and other reimbursable customers must be funded by the procuring activity per reference (c). These costs will include modifications to buildings and/or upgrades to utility systems.

d. Work Support for Personal Property. The PWD Maint Ops Branch is not responsible for services to personal property, as distinguished from real property or installed equipment, which is not included in the term RPMA. Work support, if approved by the PWD Maint Ops Branch Officer, will be accomplished only when RPMA requirements allow and will not be charged to RPMA funds.

e. Limitations and Prohibitions

(1) Staffing within the PWD Maint Ops Branch is based solely on the workload and functions to be performed in executing the RPMA program. Accordingly, accomplishing work requirements external to the RPMA program serves to divert personnel from needed maintenance and repair functions and also jeopardizes future staffing authorizations. To ensure proper execution of the RPMA program, limitations/prohibitions on work requests are as follows:

(a) No fabrication of attachments or modifications to plant account or installed production or service type equipment.

(b) No repairs to organizational power tools and equipment except as specified in chapter 4.

(c) No repairs or modifications to Table of Equipment (T/E) items.

(d) No repairs or modifications to temporary structures such as vans, trailers, and storage sheds not on base property records, to include leased or rented facilities.

(2) Repairs to facilities or its installed equipment while such facilities or equipment are still under warranty, except in emergency situations or when given approval to perform the work by the PWO (as a reimbursable chargeable to the contractor).

(3) Organizations are prohibited from engaging in any undertakings beyond those identified in chapter 5 of this Order which involve repair, maintenance, construction, alteration, or modification to any structure, facility, or grounds area, unless specifically approved by the Director, I&E, or his representative. These prohibitions also include the engagement of commercial contractors for the above purpose.

(4) Organizations and individuals are prohibited from engaging in any activity which may expose, puncture, cut, or break buried utility lines such as steam, water, sewage, natural

gas, or communication lines. Organizations and individuals with requirements to dig, excavate, trench grounds, or emplace pilings or posts in and around built-up areas or areas that are likely to be utility right-of-ways will follow the procedures contained in chapter 4, paragraph 45, prior to any of the above actions.

(5) Organizations, individuals, and commercial contractors are prohibited from making connections to utility systems without approval from the PWO.

Chapter 2

Organizational Maintenance Procedures

1. General. Units of tenant commands that occupy facilities at MCB Camp Lejeune, and MCAS New River, are considered tenants. Tactical units own no facilities and have only limited facilities maintenance responsibilities. The absence of facilities ownership does not, however, relieve commanders of the responsibility for effective use, care, and preservation of facilities occupied and conservation of resources (especially utilities).

2. Facilities Management Responsibilities. All facilities at MCB Camp Lejeune, and MCAS New River, are under the facilities management of the Commanding Officer, MCB Camp Lejeune.

3. Coordination and Liaison. The execution of an effective facilities maintenance management program is dependent upon the full support, cooperation, and assistance provided by the tenants it supports. This support can best be achieved through proper coordination and liaison between the PWD Maint Ops Branch and representatives of the tenant commands utilizing the organization's chain of command structure. This process allows all levels within the chain of command to be aware of their respective maintenance requirements and supports PWD by reducing the number of authorized requesters to a minimum.

a. Accordingly, commanders of tenant organizations and base support elements shall accomplish the following:

(1) Designate a Facilities Maintenance Officer to coordinate facilities maintenance and repair matters for their respective command.

(2) Designate a Police Sergeant from each company-size unit to serve as maintenance representative for individual facilities assigned to that unit.

b. Separate staff sections, i.e. Base S-4/S-6/BPO, Marine Corps Community Services (MCCS), and Base Food Services, and tenant activities will appoint Facilities Maintenance Representatives, as appropriate, to coordinate maintenance and repair matters for facilities occupied by their respective activities.

c. Organizations or staff activities having functional responsibility for commercial contractors and vendors not otherwise contracted through the Camp Lejeune PWO/Jacksonville Resident Officer in Charge of Construction (ROIICC) will ensure that such contractors and vendors comply with those procedures established by this Order.

4. Functions of Designated Coordinator/Liaison Personnel

a. Facilities Maintenance Officers/Representatives. It is highly recommended that newly appointed Facilities Maintenance Officers/Representatives, upon assignment, attend one of the quarterly S-4 classes scheduled by the PWD Maint Ops Branch. Facilities Maintenance Officers/Representatives:

(1) Prevent unauthorized additions, modifications, or alterations to all facilities within their charge. Damage caused by disregard for public property or damage resulting from negligence and improper use will be immediately reported to the respective commander/staff officer. A damage cost estimate will be requested by the command, if appropriate (refer to chapter 3, paragraph 6).

(2) Ensure a high quality of life environment for personnel within their commands through effective coordination of facilities maintenance requirements with PWD.

(3) Foster successful Self-Help programs that "fix" minor repair problems as they occur.

(4) Provide "quality control" feedback to the PWD Maint Ops Officer regarding unsatisfactory maintenance or repairs by Base or contracted personnel.

b. Police Sergeants. The Police Sergeant is an important link in the facilities maintenance program, serving as the foundation for effective implementation and execution of the unit "self-help" program. Police Sergeants can improve the living conditions in assigned facilities by conducting housekeeping and routine maintenance with personnel within those spaces (See chapter 5). PWD Maint Ops Branch will conduct a

periodic S-4 class to educate and instruct newly appointed police sergeants in their duties. Police Sergeants:

(1) Must be totally familiar with the facilities under their care.

(2) Report emergency and routine requirements to the organizational Facilities Maintenance Officer/Representative who, in turn, will request work as outlined in chapter 3.

5. Procedures

a. Submission of Work Requests

(1) Specific procedures for reporting emergency requests, and for the preparation of the work request form, are contained in chapter 3 of this Order.

(2) Routinely, the preparation of the written work request originates with the command S-4 or Facilities Maintenance Representative who will screen the request and sign/initial/date the request prior to forwarding to the PWD Maint Ops Officer.

(3) All dining facility repair requests will be routed through and submitted by the Base Food Services Officer.

(4) All requests pertaining to facilities under the program administration of the Commanding Officer, MCAS New River, will be submitted via the chain of command to the Station S-4.

b. Reconciliation of Work Requests. Command S-4s and Facilities Maintenance Representatives should maintain a copy of all written work requests submitted to PWD and a log with ticket numbers for all phone requests. Written work requests should be reconciled quarterly. The Work Reception Section of the PWD Maint Ops Branch, 451-3294, will provide computerized listings of outstanding work requirements and will schedule appointments for reconciliation as requested.

c. Customer Cooperation

(1) The name, rank, title, and telephone number of

individuals authorized to sign and approve work requests and requests for cost estimates should be submitted in writing to the PWD Maint Ops Director and should be updated when redesignations occur.

(2) Work requests should be submitted sufficiently in advance to permit the work to be prioritized, programmed, and completed by the time requested.

(3) Telephone requests will be limited to only Emergency and Service-type work as defined in Appendix A, coupled with the special restrictions noted in chapter 3, paragraph 1, of this Order.

(4) Telephone inquiries will be made to the respective work reception desks for MCB Camp Lejeune, or MCAS New River, and not to the outlying maintenance shops.

(5) Customers receiving services on a reimbursable basis should provide the proper documents authorizing reimbursement in advance of project initiation (See chapter 3).

Chapter 3

Work Requests and Resource Management

1. General. Requests for maintenance support may be accomplished either by telephone or by written work request. Telephonic requests are limited to emergency or service-type work as defined below. Additionally, certain types of requests such as sign support, equipment installation, and some locksmith functions must always be requested by written work request. Facilities Maintenance Officers/Representatives should review the facilities maintenance procedures and standards in chapter 4 and the definitions in Appendix A to avoid submitting work requests that are not within the purview of PWD Maint Ops Branch.

2. Telephone Requests for Maintenance and Repaira. Telephone Numbers for Emergency or Service-Type Work:

<u>Organization</u>	<u>Duty Hours</u>	<u>After duty, Weekends*</u>
Marine Corps Base (Camp Johnson, Camp Geiger, Rifle Range, and Courthouse Bay)	451-3001/3002	451-3001/3002
MCAS New River	449-6068	451-3001/3002
Family Housing (Atlantic Marine Corps Communities)	1-877-509-2424	1-877-509-2424

*Emergency calls only

b. Emergency Work. Emergency calls will be accepted from any caller by the Work Reception Desk (during duty hours) or the night duty foreman. Whenever possible, however, it is recommended that emergency calls be passed through organizational S-4s or its designated Facilities Maintenance Representatives. This will alert the command to the problem and also allow maintenance personnel to refer to established points of contact in the event further information access is necessary.

c. Service Work. Requests for Service (or Ticket) Work will be accepted and processed via telephone during regular duty hours by calling the numbers noted above. Requests will be placed by the unit S-4s or designated maintenance representative. Limiting callers and the number of telephone requests will prevent switchboard backlog, duplication of requests, and will provide commanders with information on work requested within their area of responsibility. Requests for Service Work **WILL NOT** be accepted after duty hours or weekends when calls are restricted to those of an emergency nature. Callers will be asked to call their respective work reception desk during the next duty day.

d. Emergency callers and unit representatives requesting maintenance and repair service work should be prepared to provide the following information:

(1) Requester Code for the organization/activity (assigned by the Work Reception Supervisor, PWD Maint Ops Branch).

(2) Building or structure number.

(3) Name and telephone number for point of contact at the location or vicinity of the problem. This individual should be someone who will be available and who knows about the problem.

(4) Description of the problem.

(5) Specific location of the work or problem within the building, structure or area.

3. Written Work Requests

a. General. Requests for services other than those categorized as emergency or service type work must be submitted on a NAVFAC 9-11014/20, Work Request (Maintenance Management).

b. Preparation

(1) Written work requests will be submitted by the organizational S-4 or designated maintenance representatives. Organizations will provide PWD Maint Ops Branch with an

up-to-date roster of personnel authorized to sign written work requests. Authorized signature lists should be limited to personnel who are familiar with all maintenance, repair and new work procedures. Newly appointed personnel will be required to attend the Facilities Maintenance Officer or Police Sergeant briefing conducted by PWD Maint Ops Branch.

(2) If the requested work is the result of a formal inspection (i.e., physical security, fire, safety, environmental, health/sanitation), attach a copy of the Inspection Discrepancy Report. Work that is requested in order to meet regulatory requirements must also have the applicable portion of that regulation attached to include the standards and specifications. Work requests containing incomplete information, poor justification, or an unauthorized signature or endorsement will be canceled. PWD Maint Ops Branch will notify the originator of such action.

(3) An example of a completed work request is shown in figure 3-1. In addition to the standard information described on the form, the following additional notations are required:

(a) Item 2. Annotate the unit's Requester Code followed by a space, then a three digit serial number, a dash and the fiscal year (e.g., B014 127-08).

(b) Item 8. Denote the building or structure number. Describe the work to be performed. Indicate the specific location within the building (i.e., 2d deck head, Room 210, etc.). A realistic justification should accompany all requests for maintenance and repair work not self evident by the description. Sketches/drawings should accompany the request whenever possible in order to describe the work sufficiently so that on-site inspections can be kept to a minimum.

(c) Item 9. Customers requesting services for which reimbursement is required will complete the information in this column. In some cases customers may be required to coordinate further with their Comptroller or the Comptroller, MCB Camp Lejeune, and prepare appropriate funding documents before services can be performed. Reimbursable customers should annotate the RON RBC as appropriate.

c. Routing

(1) Prepared work requests from organizations/activities (excluding those located at MCAS New River) may be forwarded to PWD Maint Ops Branch via message center (Stop 1) or hand carried (Building 1005, Wing A, Work Reception). Unless otherwise directed by their higher headquarters, requests for routine maintenance may be forwarded directly to PWD Maint Ops Branch from the initiating unit to preclude delays inherent to staffing.

(2) Work requests for facilities or areas under the cognizance of the Commanding Officer, MCAS New River, will be forwarded to the S-4, MCAS for review and endorsement in accordance with appropriate MCAS New River regulations. Work requests returned from PWD to MCAS originators will be sent via the S-4 MCAS.

d. Reconciliation. Commands/organizations should reconcile work request submissions on at least a quarterly basis with the Work Reception Section of PWD Maint Ops Branch.

e. Status of Work Requests. Inquiries regarding the status of work requests should follow the same chain of command as submission requirements. If proper reconciliation has been performed, the S-4 or maintenance representative should be able to answer all inquiries from subordinate units. If additional information or clarification is required, call 451-3294. Specific inquiries relative to planning and estimating, material, scheduling, etc., should be directed to the Operations Officer, 451-0867, or the Assistant Operations Officer, 451-0895.

4. Work Requests for New Work and Construction

a. Work requests that necessitate additions, alterations, upgrades or modifications to facilities, or require new construction must be accomplished under the Minor Construction (R1) program regardless of cost.

b. The R1 Program is funded separately from maintenance and repair and routinely this funding is extremely limited with

requirements exceeding availability of resources by 200 to 300 percent. Therefore, all work requests involving Minor construction funds require that each request be evaluated, prioritized, and accomplished based on overall needs.

c. All work requests for Minor Construction (R1) support must be submitted and properly endorsed by the unit's chain of command.

d. Requests which exceed the Maint Ops Branch Officer's approval threshold of \$5,000 will be returned to the requester for submission to the Director, I&E, in accordance with reference (d).

e. Tenant commands and MCB organizations may not request the accomplishment of minor construction type projects utilizing organizational appropriations (considered reimbursable work) without the advance approval of the Director, I&E, and the Comptroller, MCB Camp Lejeune.

5. Work Requests for Installation of Equipment

a. Requesters should thoroughly review the provisions of chapter 1, paragraph 3c., and chapter 4, paragraph 13, prior to submitting requests for equipment installations. Activities will be expected to reimburse PWD for equipment installations.

b. Organizations considering the purchase (or lease) of equipment end items that require installation (i.e., direct utility connections, foundation upgrades, attachment to structures, etc.) should include such installation costs in the purchase/lease contract. Organizations will also be required to fund outyear projected life-cycle maintenance costs associated with the equipment.

c. PWD Maint Ops Branch involvement prior to the purchase/lease process is extremely important to ensure compatibility of the equipment with electrical systems and to certify that existing utility systems (water, sewage, HVAC) can support it.

6. Cost Estimates

a. Cost estimates will be provided to reimbursable customers, commanders for the purpose of establishing government charges, for documentation in investigations and as requested by the Director, I&E. Reimbursable customers are reminded that the preparation of estimates is itself a reimbursable cost.

b. The preparation of a cost estimate does not constitute approval or authorization to initiate the requested work. Actual work requirements must still be submitted in accordance with paragraph 3 above.

7. Cyclic Maintenance Program

a. Refer to Appendix A for the definition of cyclic maintenance.

b. The PWD Maint Ops Branch will inspect and evaluate the state of repair of all bachelor enlisted quarters (BEQs), chow halls, and other designated facilities on an annual basis.

c. This inspection will be used as the foundation for the scheduling of cyclic maintenance teams into designated BEQs during the following 12 to 18 month period. The actual level of work will be dependent however, on workforce availability, funding, and repair criticality. Scheduling will normally be prioritized to accommodate those facilities needing the work the most and for units returning from deployments. However, facilities will normally not be revisited within any 6 month period.

d. Organizations will be notified approximately 90 days prior to the arrival of the Cyclic Maintenance Team. At that time coordination will be made by the Maintenance Liaison noncommissioned officer (NCO) with the unit Facilities Maintenance Representatives or Police Sergeants for maximum Self-Help support during the visit. The amount of Self-Help provided by the unit cannot be overemphasized and is instrumental in the success of the cyclic maintenance program.

e. All outstanding work requests and repair tickets will be researched by the PWD Maint Ops Branch and incorporated into the cyclic maintenance visit.

8. Resource Management

a. Maintenance Policy. It is the policy of the Commanding Officer, MCB Camp Lejeune, to maintain the installation's real property in the most efficient and cost effective manner consistent with available resources. To achieve this goal, the PWO is tasked to perform specific and continual maintenance which will:

- (1) Guard facilities against more costly repairs.
- (2) Extend the useful life of the facilities.
- (3) Reduce annual costs over the life of the facilities.
- (4) Permit an orderly development of workload and allocation of resources.

b. Maintenance Priorities. In keeping with the above policy, maintenance priorities for the contractor work forces are set as follows:

- (1) Emergency work.
- (2) Preventive/cyclic maintenance.
- (3) Service work.
- (4) Specific work requests.
 - (a) Major repair projects.
 - (b) Construction projects.
- (5) Reimbursable work requests.

9. Work Scheduling. The PWD Maint Ops Branch will schedule work priorities in accordance with the policy set forth in paragraph 8a above. Projects are further prioritized based on fire, safety, security or mission requirements and the severity of those requirements. Work schedules will also be coordinated with organizational facilities representatives whenever possible to accommodate deployments and the Training Exercise Employment Plan (TEEP).

WORK REQUEST (MAINTENANCE MANAGEMENT)
 NAVFAC 9-11014/20 (REV. 2/94 (EF)) (New S/N number pending)

PW Department see instructions in NAVFAC MQ-321

Requestor see instructions on Reverse Side

PART I--REQUEST (Filled out by Requestor)

1. FROM 2d Marine Division (G-4)		2. REQUEST NO. 252-07	
3. TO Operations Branch, Public Works Division		4. DATE OF REQUEST 20070724	
5. REQUEST FOR <input type="checkbox"/> COST ESTIMATE <input checked="" type="checkbox"/> PERFORMANCE OF WORK		5a. REQUEST WORK START 20071022	
6. FOR FURTHER INFORMATION CALL GySgt I. M. Marine 451-1234		7. SKETCH/PLAN ATTACHED <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
9. DESCRIPTION OF WORK AND JUSTIFICATION (Including location, type, size, quantity, etc.)			

Location: Building Z-1 Wing 2ES

Repair approximately 100 linear feet of broken floor tile in hallway. See POC at this location.

9. FUNDS CHARGEABLE	10. SIGNATURE (Requesting Official)
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PART II--COST ESTIMATE
 (Filled out by Maintenance Control Division if estimate requested)

11. TO		12. ESTIMATE NO.	
13. COST ESTIMATE		14. SKETCH/PLAN ATTACHED <input type="checkbox"/> YES <input type="checkbox"/> NO	
a. Labor	15. <input type="checkbox"/> APPROVED PROGRAMMING TO START <input type="checkbox"/> APPROVED PROGRAMMING TO START PROGRAMMING TO START IF AUTHORIZED BY 25TH OF ARE MADE AVAILABLE. <input type="checkbox"/> DISAPPROVED. (See Reverse Side)	16. SIGNATURE	
b. Material			
c. Overhead and/or Surcharges			
d. Equipment Rental/Usage			
e. Contingency			
f. Total	17. DATE		

PART III--ACTION (Filled out by Requestor)

18. TO		19. AUTHORIZATION TO PROCEED IS ATTACHED (Check one if other than PW funds are involved) <input type="checkbox"/> NAVFACMPY 14D <input type="checkbox"/> OTHER		20. WORK REQUESTED <input type="checkbox"/> HAS BEEN CANCELLED <input type="checkbox"/> HAS BEEN DEFERRED <input type="checkbox"/> WILL BE PERFORMED BY OTHERS	
21. SIGNATURE		22. DATE			

(See Part IV on Reverse Side)

Figure 3-1.--(Example of a Completed Work Request)

Chapter 4

Maintenance Management Procedures and Standards
for Facilities and Equipment

1. Introduction. Subsequent paragraphs of this chapter serve to explain and define maintenance management procedures and standards for facilities and equipment normally associated with the PWD.
2. Antennas. Requests for the installation, removal or relocation of an antenna will be submitted to PWD on a work request with complete justification and site diagram. The PWD will ensure the requesting unit has coordinated all antenna work with the Information Assurance Division and the Base Antenna Working Group. The installation of antennas upon or the affixing of guy wires to roofs on any structure is prohibited. Antenna systems should be designed to be supported by a tower or a pole. Television antennas are not allowed on facilities/structures aboard Camp Lejeune.
3. Blinds. Blinds are not repaired by PWD procurement. The replacement of unserviceable blinds will be submitted on a work request and forwarded to Self-Help. Blinds that have been found to be unserviceable due to abuse or malicious damage will be reported to the appropriate command for action.
4. Bridges. Bridges are structurally inspected every two years by PWD. The PWO determines the safe load limits and ensures the posting of signs in accordance with applicable regulations. The posted safe load limits are for two-way traffic. Organizational representatives with vehicles heavier than the posted safe load limit will obtain permission from the PWO before exceeding the safe load limit (restricting traffic to one way and using the middle of the bridge permits higher load limits on some bridges). All tracked-vehicle operations across the Onslow Beach bridge will be requested through the PWO.
5. Carpeting. The use of wall-to-wall carpeting to cover other types of adequate floor coverings is considered Minor Construction (R1) and must be approved in advance by the Operations Superintendent. Area rugs or carpeting not affixed

to the floor are the responsibility of the organization for purchase and replacement.

6. Damage Cost Estimates. Requests for damage cost estimates may be requested on a work request when culpability is apparent. Requests will contain a statement that the cost estimates are to be used in a formal or informal investigation or in connection with Article 15, UCMJ. Damage cost estimates will include the direct cost of labor and material plus overhead costs. Instances of negligence or malicious damage which come to the attention of the PWO from maintenance workers or inspectors will be reported to the commanding officer of the activity involved. All levels of command are requested to investigate reported damage, identify individual responsibility, and take corrective action.

7. Demolition. Requests for demolition of excess or unserviceable facilities will be addressed to the Director, I&E. Buildings that have been approved for demolition will receive only the minimum maintenance required for safety, sanitation, and protection of government property.

8. Draperies. The installation, cleaning, maintenance, and replacement of draperies are the responsibility of each organization. Activities purchasing draperies from private contractors should include necessary hardware and installation costs in the purchase price.

9. Electric Fans. Electric fans are property items unless built into the facility, i.e., exhaust fans. Using organizations are responsible for routine care, cleaning, and oiling. Wall fans and all exhaust fans will be installed or removed only by PWD maintenance personnel.

10. Electrical Generators. The frequency and duration of electrical outages does not justify the expense of electrical generators except at the most critical medical, communication, utility, environmental control facilities and at designated emergency shelters. The use and locations of electrical generators held and maintained by PWD is included in reference (e).

11. Electric Water Coolers. Water coolers are considered a Base Property item and are the responsibility of using organizations for care and cleanliness. PWD is responsible for the installation, removal, and relocation. Limited Technical Inspections (LTIs) will be requested by the organization for turn-in to Base Property (see paragraph 28 of this chapter for further information on requesting an LTI).

12. Electronic Devices. Requests for installation, relocation, and repair of intercoms, public address systems, radios, and other electronic devices are to be forwarded to the Mobile Technology Services Branch Chief, Base S-4/S-6/BPO at 451-3721 for action.

13. Equipment Installation

a. Prior to the purchase of any new equipment that will require utility connections (electrical, water, steam, etc.) or construction work for its installation and operation, approval will be obtained from the PWO by submitting a work request. The request will contain complete nomenclature, model, specifications to include amperage, voltage, size, weight, etc., and manufacturer of the items desired. Upon receipt of the request, a designated representative from PWD Maint Ops Branch will determine compatibility with existing utility systems and facility structure and estimate the cost to install the proposed equipment. This service and approval must be requested prior to any commitment to procure the equipment.

b. The cost of equipment installation (and possibly any construction expense) will be included as part of the budgeted cost for the equipment which must be borne by the requesting activity. The PWD will install the equipment on a reimbursable basis subject to scheduling, limitations of manpower and material availability when installation cannot be accomplished by contract.

c. In some instances, that portion of equipment installation which involves new construction (i.e., increasing the capacity of utility services or modifications to structures) may be funded under the Minor Construction (R1) Program unless the activity agrees to fund these costs. Proper coordination is essential if activities expect new construction costs to be

incorporated into the Minor Construction program for the fiscal year required. In those cases where the activity has failed to coordinate equipment installations or R1 approval has not been granted, either by the Minor Construction Review Board or the Director, I&E, the activity will be required to fund all construction costs or defer the equipment installation.

d. Equipment installation, particularly Food Services and Data Systems Processing Equipment, estimated at \$100,000 or greater, will be processed by the Director, I&E, as a facilities project.

14. Fabrications/Manufacturing. The manufacture or fabrication of items such as picture frames, shelving racks, desk nameplates, plaques, furniture, picnic tables, and other items is not a function of the PWD. These items can be more readily obtained through supply or purchasing and contracting channels. Requests for such services will be canceled.

15. Fencing. Chain-link security fencing will be installed, removed, relocated and repaired by PWD. Requests for new fencing or modifications to existing chain-link fencing are classified as Minor Construction. Fencing requests that exceed \$5,000 will be returned to the activity for submission in accordance with reference (d). All fencing and obstructions (less housing) desired for decorative purposes or for the protection of grassed areas and road shoulders must be approved by the Director, I&E. The PWD will not install, remove, repair, or provide materials for decorative fencing.

16. Furniture Repair. The repair of furniture or furnishings, which are not inherent permanent parts of a facility, is not a PWD responsibility. Furniture repair is an organizational responsibility. Commercial sources must be utilized and requests should be addressed to the Director, Base S-4/S-6/BPO, for action.

17. Garrison Property. Garrison property is managed by the Director, Base S-4/S-6/BPO, through the Base Property Control Officer. Repair of garrison property (such as office equipment, desk and pedestal fans, floor buffers, vacuum cleaners, barracks

furniture, modular offices, etc.) is not repaired by PWD.

18. Grass Cutting

a. Grass cutting of most common areas is performed by contract. Complaints regarding grass cutting or contractor personnel should be reported telephonically to the Facilities Support Contracts Section, PWD, at 451-5783. Requests for grass cutting for a specific period should be submitted on a work request to the PWD Maint Ops Branch 30 days prior to the desired cutting period if the scheduled cut is for a ceremony. Requests for MCAS New River, grass cutting should be referred to the S-4 MCAS at 449-6506. This will allow for negotiated changes to the contractor's cutting schedule without incurring additional cost. Requests for grass cutting which do not allow sufficient time for changing contractor scheduling normally require the payment of additional fees to the contractor.

b. Requests for grass cutting of areas not covered by contract, such as ranges, Landing Zones, etc., will be submitted on a work request to PWD Maint Ops Branch at least 30 days prior to the desired cutting date.

19. Grass Seed/Fertilizer. Reseeding or initial seeding of large lawn areas will be done by PWD. Requests for improvements to grassed areas and Self-Help grass seed will be forwarded to PWD by work request during the months of April, May, and June.

20. Heating, Ventilation, and Air Conditioning (HVAC)

a. All requests for the installation, reinstallation, or movement of window air conditioners or heat pumps will be submitted with complete justification, using the work request form. Specific procedures concerning requests for new installations are contained in reference (f). Once approval has been made, the unit will be given a letter to have Base Property provide the correct size unit for the designated area. The installation, removal, and maintenance of window air conditioning and heat pump units are the responsibility of PWD.

b. Replacement of window air conditioning units will be processed by Base Property upon receipt of a LTI and unit turn-in. Using organizations are responsible for the proper operation and care of units and will ensure that they are turned off when facilities/rooms are unoccupied or the temperature is below 78 degrees Fahrenheit outside. Additionally, window units will not be operated prior to or after seasonal start up or shut down dates unless otherwise approved (see paragraph 21 below).

c. The majority of facilities aboard the Camp Lejeune Complex are air conditioned using large central air conditioning units that service one or more buildings. These units may be housed separately or located in building mechanical rooms. Occupants are prohibited from gaining entry to or attempting to service or adjust these units. Central air units are also connected to energy management control devices that automatically cycle these units from a full to 50 percent capacity mode to maximize energy savings. This cycling normally lasts for a short period (approximately 15-20 minutes) and should automatically recycle before occupants feel any long-term discomfort. Before reporting malfunctions of central air units, occupants should wait for approximately 30-35 minutes to ensure that the unit is not in a 50 percent capacity mode.

d. Steam is the primary source for heating buildings in most areas of Camp Lejeune and MCAS New River. Central steam plants are underground with some exceptions. Occupants are prohibited from entering steam pits, boiler rooms, etc.

e. Thermostats are normally preset to specific comfort zones and should not be adjusted. Buildings/rooms with hot or cold spots should be reported to the PWD Maint Ops Branch.

21. Heating/Cooling Switchover. Weather conditions may dictate earlier or later switchover as appropriate. Exemptions that allow early turn-on of heating or air conditioning units may be requested from the Director, I&E, providing sufficient justification is provided. Reference (g) outlines the validation requirements for approval. The PWD Maint Ops Branch maintains an up-to-date listing of exempt facilities. Currently this command expends approximately \$26,000,000 annually to heat and cool facilities on Camp Lejeune and MCAS New River.

Utilities conservation is therefore of prime importance and can be extremely beneficial as a cost reduction tool. Commanders, Facilities Maintenance Representatives, and Police Sergeants need to be acutely aware of those measures they can impose which can maximize utilities conservation. Further information is contained in reference (g).

22. Insect Vector. Termites, wasps, rodents, roaches, and mosquitoes are some of the more common pests that are controlled for an improved health environment. Pest control services will be accomplished by certified pest controllers except where outlined in chapter 6 of this Order. Problem areas that require immediate attention can be reported in writing to the Work Reception Desk. Specific pest control procedures are contained in chapter 6 of this Order. Reference (h) establishes the procedures for the control of mosquitoes.

23. Keys, Combinations, Locks, and Safes

a. For security reasons, all locksmith work must be submitted in writing using the work request signed by the organization's authorized Facilities Maintenance Representative. In emergency situations that pose a threat to personnel or security, an on-site request may be telephonically approved. A Physical Security Assessment must accompany all requests for new cipher and X09 locks in order to meet security measures.

b. The PWD is not responsible for the purchase or repair of regular padlocks, locks associated with desks, cabinets or automobiles, or the duplication of keys for the above items.

c. Keys and locks that are broken or damaged due to "normal or reasonable" circumstances will be repaired or replaced by PWD Maint Ops Branch. Keys lost, locks replaced, or other locksmith service requirements that are determined to be the result of abuse, negligence, or unsatisfactory security or care of real property will not be considered "normal and reasonable" and will only be completed on a reimbursable basis. Several major activities such as 2d Marine Division (MarDiv) and 2d Marine Logistics Group (MLG) have been issued key duplicating machines for replacing keys (other than master keys) lost or broken by units or personnel.

d. High security padlocks and keys will be repaired/duplicated by PWD Maint Ops Branch. Procurement of high security padlocks and keys are the organization's responsibility.

e. Master keys are strictly controlled and documented by PWD for security purposes. BEQ/BOQ Master keys will be limited to two per building regardless of organizational occupancy. Master keys for buildings other than BEQ's should have as few master keys as possible; however, the quantity and security of assigned master keys will be the responsibility of the responsible officer for that building. Broken master keys will be replaced by PWD on a one-for-one basis. Lost master keys for BEQ's/BOQ's will be replaced only upon written request outlining the details of the loss and signed by the battalion commander. Lost master keys and change of occupancy are not sufficient justification to re-key a facility and will only be entertained if the unit provides Provost Marshal Office (PMO) reports that provide evidence the lost master key is leading to thefts and the unit is willing to fund the work as a reimbursable cost.

f. Procedures for the repair of combination safes, file safes and "field safes" are as follows:

(1) Changes to safe combinations are the responsibility of the organization. Units should ensure that qualified personnel are available within their commands to perform safe combination changes.

(2) File safes and field safes on organizational property records will not be repaired by PWD. Organizations desiring rapid repairs to these types safes should arrange for commercial repair utilizing the services of Purchasing and Contracting.

g. Locksmith services required after normal duty hours, weekends and holidays will be approved by the respective Officer of the Day (OOD)/Command Duty Officer (CDO) and requested by telephone at 451-3001. Locksmiths will NOT be requested after duty hours for the purpose of opening BEQ/BOQ rooms. A written statement of the required locksmith service will be provided by the OOD/CDO upon his arrival.

24. Landscaping. Requests for landscaping, tree planting, trimming or removal, or other ground vegetation projects will be submitted by work request with an attached sketch/drawing of the project. Self-Help is encouraged on all new/upgrade-landscaping projects. Operations will assist and provide on-site directions for landscaping work accomplished through the Self-Help Program. The maintenance of landscaped areas is the responsibility of organizations/tenants. Further guidance is contained in chapter 5 of this Order.

25. Lawnmowers and Weedeaters. Lawnmowers and weed eaters that are in the custody of base or tenant organizations are no longer serviced by PWD. Equipment of this type should be turned into the Base Property Control Officer or organizational S-4s for appropriate disposition/repair.

26. Leaves. The raking and removal of leaves in common areas is accomplished by contract. Area Commanders' Organizations/tenants are responsible for the raking, bagging, and removal of leaves to the landfill for all other areas to include buildings, parking lots, etc.

27. Light Bulbs. Replacement of light bulbs is a housekeeping responsibility of each building's Facilities Maintenance Representative or Police Sergeant. Bulbs for fixtures placed 10 feet above the finished floor will be procured by the tenant and replaced by PWD upon receipt of a work request or trouble call. Specialty bulbs not held in Self-Service stock and ballasts will be replaced/repaired by PWD upon receipt of a work request.

28. Limited Technical Inspections (LTIs). LTIs for plant property will be requested by written work request and must include the Plant Account No., serial number, stock number (as appropriate) and acquisition cost. Voltage and BTU information should be included for all air conditioner LTIs. Upon completion of LTIs, the maintenance contractor will issue a serviceability code statement to be used with property turn-in.

29. Mechanical Rooms. Mechanical rooms house the utility equipment required for heating water and electrical systems. These rooms are accessible only to PWD Maint Ops Branch personnel and are not to be utilized for storage by building occupants. Unsecured mechanical rooms should be reported to the Work Reception Desk at 451-3001.

30. Parking Areas. For parking signs and striping of parking lots, submit work request to PWD Maint Ops Branch. Requests to pave unpaved parking areas, construct parking areas, or expand existing parking areas are classified as Minor Construction and should be submitted in accordance with reference (d).

31. Public Address Systems/Intercoms/Radios. Public address systems, intercoms, and radios are repaired and controlled by the Mobile Technology Services Branch, Base S-4/S-6/BPO, at telephone 451-3721.

32. Paint. Building interiors and exteriors are painted on an as needed basis. Inspections are conducted on each facility on a recurring basis to determine interior and exterior painting requirements. Most buildings require interior or exterior repainting every four years, although some lesser-used facilities will last more than seven years. Requests for interior and/or exterior painting of a facility should be submitted on a work request. Colors will normally remain standardized and unchanged. Lead contamination tests are required on all surfaces before any preparation work can be performed. Tile or concrete floors, walls, steps, and brick walls will not be painted. Special skid resistant coatings may be approved for application on concrete surfaces in hazardous duty areas when recommended by Base Safety. Special guidelines regarding Self-Help painting are contained in chapter 5.

33. Refrigerators

a. Refrigerators that are on base property records and determined to be unserviceable must be LTI'd and have all freon gas removed and reclaimed by PWD Maint Ops Branch. Refer to paragraph 28 above for instructions on obtaining an LTI. Upon LTI and reclaiming of freon gas, owning organizations will be issued an Equipment Disposal Verification by PWD certifying that the refrigerator is free of any refrigerants. This form must accompany the refrigerator when turned in to the Defense Reutilization and Marketing Office (DRMO).

b. Refrigerators that are on unit T/Es and not otherwise on base property records will follow the above procedures except that such LTIs are reimbursable.

c. Repair of refrigerators should be referred to the Director, Base S-4/S-6/BPO. Unserviceable refrigerators located in BOQ/BEQs should be reported to the appropriate Billeting Manager for action.

34. Reimbursable Work. Requests for work or cost estimates for work, which are to be accomplished on a reimbursable basis, will be submitted on a work request. Reimbursable customers will designate, in writing, person(s) authorized to commit funds for their activity. Requests for reimbursable work or cost estimates signed by unauthorized personnel will be returned without action. It should be noted that requests for cost estimates constitute reimbursable work, and customers should allow sufficient time to coordinate establishment of a Reimbursable Financial Information Pointer (FIP) with the Comptroller, MCB Camp Lejeune, prior to initiation of the required cost estimates. Customers with recurring reimbursable work requirements are encouraged to establish RON/RBC for ease in processing their requests. Reimbursable work **WILL NOT** be scheduled or accomplished in advance of appropriate funding data in which to charge the work. In-house workload and the established maintenance priority system (reference paragraph 8, chapter 3) will normally require that reimbursable work be completed by contract vice in-house workforces. Accordingly, customers should be prepared to fund all contract costs. All requests for reimbursable work which are classified as Minor Construction (R1) will be returned to the unit to forward to the Director, I&E, for review and approval prior to accomplishment.

35. Screens

a. Dining facilities, medical, dental, child care, and other food handling facilities may request that their screens be repaired or replaced by submitting a written work request. Self-Help repairs are encouraged where applicable.

b. Screens for facilities not having central air conditioning may submit a written work request for screens through the Self-Help Program. Screens are discouraged for centrally air conditioned facilities; however, units may submit a written work request for replacements through the Self-Help Program.

c. Fabrication and installation of screens may be requested by written work request. These requests will be reviewed and approved on a case-by-case basis.

36. Security and Fire Alarm Systems. All security alarm projects and maintenance contracts for alarm systems for Camp Lejeune and MCAS New River, are to be reviewed by their respective PMO. Alarm systems classified as Intrusion Detection System (IDS), also referred to as remote sensor systems for physical security for burglar/unauthorized access alarms systems, are classified as plant property. Power supply, conduit, and lighting requirements needed for IDS installation will be accomplished as equipment installation (see paragraph 13 of this chapter). Maintenance of IDS systems (to include contractor serviced systems) is the responsibility of the using organization. Alarm systems that are an integral part of the facility and were installed during original building construction (or as a Minor Construction project) are considered "installed equipment" and are the responsibility of PWD Maint Ops Branch to maintain. Fire alarm and fire protection systems are also considered installed equipment. Repair of fire alarm and fire protection systems will be requested through the Director of Fire Protection, Fire and Emergency Services Division, Department of Public Safety at 451-3320.

37. Septic Tank Cleaning. Requests for cleaning septic tanks will be submitted on a standard work request or telephoned to the Work Reception Desk depending on the urgency of cleaning. Portajohn service/requests should be directed to the Director, Base S-4/S-6/BPO.

38. Signs. Refer to reference (i).

39. Snow Removal. Whenever weather forecasts predict significant snow accumulation or icing conditions, PWD will concentrate equipment and manpower to conduct snow removal and/or sanding of major routes of travel. In the event of a major storm, PWD may require equipment and manpower augmentation from tenant organizations possessing the appropriate engineer equipment. Reference (e) provides specific guidance regarding these requirements. PMO will maintain direct contact with PWD through the Disaster Control and Recovery Center (DCRC) in Building 1005 and will advise the DCRC of any hazardous areas requiring immediate attention. The PWD will direct augmented

working forces focusing on areas prioritized in reference (e). Under no circumstances are organizations to conduct snow removal of these areas without the approval of the DCRC. Snow removal from sidewalks, around buildings, and small parking areas will be the responsibility of the respective area commanders and tenants. Self-Help can provide salt.

40. Space Heaters. Installed oil space heaters will not be removed or relocated without permission of the Fire and Emergency Services Division and PWD. Periodic cleaning is the unit's responsibility. The strainer in the top of the fuel tank must be in place when refueling. Stove pipes must be secured together and properly fastened to the stove to form a rigid unit, except when cleaning. Using organizations are not authorized to adjust or tamper with the stove carburetors. Adjustments and repairs to the carburetors will be performed only by PWD. Requests for repairs must include the serial number and acquisition cost of the heater in the event the heater is determined unserviceable. The installation of new space heaters will not be approved. Requests for an appropriate heat source should be submitted in accordance with reference (d).

41. Street Lights. Reports of broken/burned out street lights should be made to Work Reception Desk at 451-3001 with the exact location and closest structure; if possible, the broken/burned out street light pole should be tagged with flagging tape. Requests for the installation of new street lights or parking area lighting are classified as Minor Construction (R1) and should be submitted in accordance with reference (d).

42. Telephone Service. Requests for government telephone service, installation, removal, relocation, etc., are governed by reference (j).

43. Trash and Garbage. Requests for emptying overflowing trash and garbage dumpsters should be telephoned to the Work Reception Desk by the S-4 office or unit Facilities Maintenance Representative. Requests for the relocation of existing dumpsters or placement

of new dumpsters will be submitted to PWD on a work request. Refuse disposal procedures and landfill operations are set forth in reference (k).

44. Troop Training Projects. The accomplishment of maintenance, repair, and new work by a military engineer unit may be authorized. Troop training projects for MCB will be approved by the Director, I&E. Self-Help, telephone 451-2970, maintains a file of all troop training projects. The Self-Help Project Manager ensures the proper issue of materials, oversees the construction and completion of all projects, periodically checks the work site for proper construction techniques, conducts final inspections and maintains a record of man-hours and closeouts.

45. Utility Locates. Units/organizations will submit a written work request for utility locates at least 14 days prior to the digging or trenching of grounds or the placement of pilings or posts. Digging or trenching will not be permitted until all utilities are located and approval is granted.

46. Utility Systems. Reference (g) provides guidance and established procedures governing connections/disconnections to utility systems by tenant units and contractor agencies aboard Camp Lejeune. Installation of water, gas, electricity, and steam meters are at the expense of the reimbursable customer for which the meter measures consumption. Marine Corps owned meters will be maintained by PWD. Private party owned meters are the owner's responsibility. Electrical service drops, water lines, and wastewater lines connected to utility systems will not be permitted to extend over or under trailers, temporary buildings or any other structures.

47. Washing Machines and Dryers. Non coin-operated washing machines and dryers in BEQs and BOQs are serviced by commercial contractor through the Director, Base S-4/S-6/BPO, at telephone 451-2651. Coin-operated machines are owned and maintained by the Director, MCCS.

Chapter 5

Self-Help Program1. General Information

a. Objective. A viable, efficient Self-Help Program will serve to accomplish minor maintenance, repair, equipment installation, and minor construction work that otherwise would not be accomplished due to higher priority work or funding limitations.

b. Implementation

(1) Organizational/tenant commanders are encouraged to participate in the Self-Help Program as a means of reducing maintenance costs, giving a sense of ownership to the tenants and enhancing the appearance of facilities and grounds. Self-Help gives the commander a role in maintaining their facilities, thus being able to influence directly on the quality of life issues for barracks and workspaces.

(2) In order to assist commanders in this mission, PWD will provide training for individuals accomplishing maintenance tasks. As the first step in maintenance is the identification of discrepancies, the primary goal of the training is to ensure that individuals have the knowledge required to determine what is a Self-Help and what is a PWD responsibility and to ensure that problems are reported correctly. Also, assuming that selected individuals have had little experience in this area, they will be given basic instructions in a common sense approach to general maintenance.

(3) The PWD Maint Ops Branch has a section dedicated to the Self-Help effort located in Building 1204. Individuals may visit or call the Self-Help Maintenance Liaison at 451-2970. The Self-Help Section procures and issues materials required to complete tasks. The Maintenance Liaison also conducts quality control on Self-Help requests. Most Self-Help work requests can be done on a walk-through basis; requests for paint and floor tile are the only exceptions.

c. Self-Help Tasks

(1) Self-Help tasks are limited to those types of tasks requiring minimum craft skills and simple hand tools. Tasks to be performed should be similar to that which a homeowner might accomplish to his or her own dwelling. Examples of Self-Help tasks are:

(a) Adjusting or replacing building hardware such as light bulbs, screens, light globes and covers, door hardware, ceiling tile replacement, light switch and socket covers, bathroom facility fixtures (towel bars, toilet paper holders), baseboards, floor tiles and battery-operated smoke detectors.

(b) Freeing minor plumbing stoppages, replacing shower heads, and repairing minor leaks. Each Facility Manager/Police Sergeant should keep a plunger on hand for this purpose.

(c) Painting and sanding of interior walls that are certified as lead free.

(d) Patching of concrete and drywall.

(e) Small remodel projects (baseboards and floor tiles, etc.) and small/minor concrete projects.

(f) Grounds maintenance of immediately adjacent facilities such as grass cutting, snow removal, bush pruning, fertilizing, tree trimming and shrub replacement.

(2) A more comprehensive discussion of tasks is contained in paragraph 4 below.

(3) Self-Help tasks should be conducted to the extent that it will neither adversely affect military duty assignments nor curtail or otherwise unfavorably affect regularly assigned maintenance.

2. Policy. Reference (a) establishes Marine Corps policy and procedures for the Self-Help Program. The use of the Self-Help Program will augment, but not replace, the work traditionally performed by military, civil service, and contractor personnel when funding has been made available for such work.

3. Procedures

a. Specific instructions as to the implementation of the Self-Help Program within organizations are the responsibility of organizational commanders. It is recommended, however, that internal procedures be developed that require the Facilities Maintenance Representative, S-4, or Police Sergeant to periodically inspect barracks and workplaces for maintenance discrepancies. From inspections and from tenant-reported discrepancies, a listing of tasks appropriate for Self-Help accomplishment can be identified (Those other discrepancies not appropriate for Self-Help should be reported in accordance with chapter 3 of this Order).

b. Requests for Self-Help projects will be submitted on a work request. The requester should be as explicit as possible in the description block as to their requirements. A project supervisor/coordinator should be identified on the work request with work phone numbers. The work request will be reviewed by the Operations Officer or Self-Help Maintenance Liaison, PWD Maint Ops Branch, and if approved, materials will be issued as soon as they are available. After receipt of materials, the unit's project supervisor/coordinator will notify the Self-Help Maintenance Liaison of the project's initiation. Final inspection by a representative from PWD must be requested by the unit upon project completion.

c. Technical assistance/advice is available from the Self-Help SNCOIC or from civilian journeymen upon request.

d. Materials for Self-Help tasks of a routine nature (usually work requiring less than 18 man-hours) will be issued by Self-Help only with a valid approved work request.

e. Work involving more than 18 man-hours will be authorized on a case-by-case basis. Self-Help work authorized must be completed 30 days after receipt of materials unless an extension is granted by the Self-Help supervisor.

4. Self-Help Guidelines

a. Structural Work

(1) Screens. The PWD is responsible for repairing screens only in messhalls and facilities/spaces that are not centrally air conditioned. Screen repairs for all other areas must be accomplished through Self-Help. Wood frame screen doors and screens may be repaired to the extent of retacking loose screen wire, securing fasteners, tightening hinges, adjusting or replacing springs or complete screen replacement. Do not remove screens from windows more frequently than is absolutely necessary. Never secure screens by driving nails through wooden or metal frames. Metal screens (aluminum tension type) are best maintained by keeping them properly secured.

(2) Doors. The extent of repairs that may be made to doors are limited to tightening of hinges and hardware and light lubrication of hinges and locks. Small bits of wood as filler in enlarged holes will result in a sound fastening when the screw is replaced. Any repairs beyond this scope will be approved on a case-by-case basis.

(3) Spackling, Plaster, and Sheetrock. All requests for Self-Help repairs to walls will require that the walls be tested for lead contamination prior to approval. If lead testing proves negative, then minor spackling, plaster and sheetrock repairs to walls and ceilings may be approved for Self-Help work. If lead is shown to be present, PWD will take appropriate measures to abate or encapsulate the lead prior to further work being accomplished.

(4) Painting

(a) All requests for Self-Help painting will require that surfaces be tested for the presence of lead. Final approval (or disapproval) will depend upon the test results and the condition of the surface to be painted (i.e., no lead--may sand and scrape surface and apply new paint; lead present, but no loose or flaking areas--no sanding or scraping allowed but application of new paint allowed; lead present with flaking and loose paint--Self-Help will not be approved).

(b) The PWD will issue up to 15 gallons of paint per building each fiscal year for Self-Help painting projects, excluding red and gray which is limited to five gallons. All Self-Help work requests will include the appropriate area square footage to be painted. Projects requiring more than 15 gallons of paint will be approved on a case-by-case basis.

(c) Camouflage and other tactical paints are not issued through the Self-Help Program. Brushes, rollers, trays, paint thinner, tape, drop cloths, and other materials must be purchased by the organization at Self-Service in Building 1606.

(d) Prior to Self-Help painting, dust, wash, or degrease the surface with a common household detergent solution. Use only a dampening application and clean small areas at a time. Results may indicate that painting is not required. Damage to the surface such as holes, punctures, or cracks should be repaired prior to painting. Large repairs to surfaces to be painted should be reported to PWD. Apply paint to dry surfaces only and ensure the surface remains dry for at least four hours after application. Self-Help paint projects will be coordinated and approved by the Self-Help Staff Noncommissioned Officer in Charge (SNCOIC).

(e) Concrete surfaces on steps, slabs, buildings, curbs, etc., are not to be painted except when such painting is to meet a safety requirement (submit supporting documentation along with the work request). When it is required that these areas be painted, a concrete sealer will be applied. At no time will paint be applied directly to concrete surfaces. Sign posts are constructed of salt treated lumber and are not to be painted.

(5) Floor Tile. Floor tile can be done on a case-by-case basis; a sample must be taken by an inspector from PWD to identify possible asbestos in the tile or adhesive. If there is no asbestos present, individual tile pieces may be replaced. If asbestos is present, tile replacement will be accomplished by certified employees from PWD.

b. Electrical/Mechanical Work

(1) Electrical. Electrical maintenance is limited to relamping standard bulb fixtures and fluorescent tubes and cleaning/replacing globes, reflectors and switch or outlet covers. All other electrical system repairs and replacements will be made by PWD. The incandescent lamp (up to and including 200 watt and spotlights) and fluorescent tubes are to be purchased by the organization from Self-Service. The largest size lamp that can be safely used in standard sockets is 200 watts. Do not use a size larger than specified in the socket base. Under no circumstances should lamps be used which are too large to permit easy replacement of the globe. Do not handle globes more often than necessary. Avoid cleaning hot globes, shades, and reflectors with wet cloths. When replacing globes, turn off light until cool. Relamping floodlights, street lights, and lights in locations higher than 10 feet will be accomplished by PWD. Resetting circuit breakers and replacing fuses may be accomplished by Self-Help. Repeated tripping of breakers or blowing of fuses indicates an electrical problem and PWD should be notified immediately. **DO NOT BYPASS CIRCUIT PROTECTION WITH "JUMPERS" OR METAL CONNECTORS OR SECURE CIRCUIT BREAKERS IN THE CLOSED POSITION.** Extension cords and multiple connector male plugs may be hazardous and should never be left unattended. Extension/spliced cords will not be fabricated by PWD. Organizations will ensure that cleared areas are maintained in front of all electrical panels to provide accessibility and eliminate fire/safety hazards. Electrical conduit will not be used to support hanging decorations, clothing or other material. Installations, modifications, alterations, or additions to any electrical system will be accomplished **ONLY** by PWD or by projects approved by the Commanding Officer, MCB Camp Lejeune. Base Safety or Fire Protection inspections that identify electrical problems will be reported by the organization to PWD for corrective action. The work request will include a copy of the inspection report. Wiring identified during an inspection not meeting the National Electrical Code requirements will be removed immediately by the organization.

(2) Heating. Organizations are responsible for the care and cleaning of space heaters (See chapter 4, paragraph 40). Maintenance on steam, hot water, forced air and gas heating

systems will be done by PWD. When a failure occurs to any heating system, contact the S-4 or your Facilities Maintenance Representative who will report the problem to the Work Reception Desk.

(3) Plumbing. Self-Help plumbing is encouraged for removal of stoppages in toilet bowls and lavatories (excluding traps) and cleaning, adjusting and replacing of shower heads. A plunger should be located in each facility for this purpose. Plumbing problems or stoppages that cannot be cleared by Self-Help should be reported to the Work Reception Desk by the S-4 or Facilities Maintenance Representative.

c. Roads and Grounds. Each organization is responsible for the general care and police of their assigned area. Area commanders are responsible for exterior police of their designated areas per reference (b). Vehicles and equipment will be operated in such a manner as to preclude damage to roads, road shoulders, grassed areas, drainage systems, sewer mains, communication cables, and overhead electrical and telephone lines. Should damage occur to the above systems, PWD must be notified immediately at 451-3001/3002. Prior to digging or driving posts or pilings in any inhabited or improved areas or along any road, utility clearance should be obtained by calling 451-3001/3002. Landscaping and beautification projects initiated by Self-Help will be properly maintained by the organization such as the watering, weeding, mulching, and fertilizing of new shrubs, plants, flowers, trees, etc.

d. Pest Control

(1) The program of Self-Help cockroach control has proven very successful and its success can be attributed to a safe and simple control method using cockroach bait traps. These bait traps are so attractive to cockroaches that the insects prefer the bait to other types of food, including prepared food particles. The bait trap is impregnated with a pesticide much less toxic than ordinary table salt, but is very effective against cockroaches.

(2) Accordingly, Self-Help cockroach control is directed for BOQs, BEQs, administrative spaces, warehouses and food service facilities. Occupants of family housing will be guided by the instructions contained in reference (1).

e. Weed Control (Ready-to-Use Roundup Self-Help Program). Base and tenant commands/organizations are not authorized to use Ready-to-Use Roundup without approval/training/issuance from PWD Maint Ops Branch. As such, commands and organizations must submit a written work request to PWD Maint Ops Branch requesting approval to apply Ready-to-Use Roundup for small-scale weed control via the Self-Help Program. Upon approval, those personnel requesting the use of Ready-to-Use Roundup will be provided training and training materials by the Self-Help Maintenance Liaison Officer or SNCOIC. At the completion of training, an open-book test will be given. Once the test has been passed, personnel will be required to sign an Acknowledgement of Training Form indicating that they have had Hazardous Communication training, that they have received the Weed Kill Training, and that their command has provided them proper PPE in order to conduct the job. The Self-Help Maintenance Liaison Officer or SNCOIC will then issue the Ready-to-Use Roundup and its accompanying Material Safety Data Sheet (MSDS). Upon completion of use, the personnel who were originally issued Ready-to-Use Roundup must return the unused portion/empty container to Self-Help by 1500 the day of issue. The Self-Help Maintenance Liaison Officer or SNCOIC will then annotate the amount utilized for that particular job and where it was applied.

5. Self-Help Prohibitions. The following tasks are not to be undertaken as Self-Help projects:

a. Structural

(1) Painting of concrete facilities, shower floors, facility exteriors, parking lots, vehicle parking areas, curbs, or information on buildings.

(2) Construction of exterior organizational signs.

(3) Replacement of windows.

(4) Installation of air conditioners.

(5) Installation of walls, partitions, fencing, doors, etc.

b. Electrical/Mechanical

(1) Rewiring, moving or installation of electrical fixtures.

(2) Installation of receptacles, light fixtures or toggle switches.

(3) Repair to electrical systems.

(4) Replacement of commodes, valves or urinals.

(5) Installation of any plumbing fixtures.

(6) Removal of any plumbing fixtures.

c. Roads and Grounds

(1) Cutting of trees.

(2) Altering existing ground contours.

(3) Removing soil next to sidewalks, curbing, etc., as a method of edging (This practice creates a tripping hazard and promotes erosion and eventually will cause the sidewalk to fail structurally).

Chapter 6

Control of Cockroaches and Ants

1. Purpose. To establish procedures for controlling cockroaches and ants in BOQs, BEQs, administrative spaces, warehouses and food service facilities through direct involvement of facilities occupants.

2. Background

a. Reference (m) established the policy that occupants of bachelor and family housing shall be responsible for the control of minor pests. Cockroaches are by far the most common household pests encountered at Camp Lejeune. Reference (n) explains the procedures for Self-Help cockroach control and implemented the program for Navy and Marine Corps activities.

b. The program of Self-Help cockroach control has proven very successful and its success can be attributed to a safe and simple control method using cockroach bait traps. These bait traps are so attractive to cockroaches that the insects prefer the bait to other types of food, including prepared food particles. The bait trap is impregnated with a pesticide much less toxic than ordinary table salt but is very effective against cockroaches.

c. Accordingly, Self-Help cockroach control is directed for BOQs, BEQs, administrative spaces, warehouses and food service facilities. Occupants of family housing will be guided by the instructions contained in reference (l).

3. Action. Commanders/Program Managers of Class II property will initiate programs for Self-Help cockroach and ant control in bachelor housing, administrative spaces, warehouses and food service facilities.

4. Proceduresa. General Information

(1) Cockroach bait stations are extremely effective; they are also extremely safe and easy to use. cockroaches are wiped out when the cockroach bait trap is put out in sufficient

when the cockroach bait trap is put out in sufficient quantity and when placed in or very near cockroach hiding places. Since cockroaches move from hiding places only far enough to obtain food and water, placing bait stations near their nesting area and by water sources (such as sinks) increases the probability that they will encounter the bait.

(2) Unless cockroaches have been seen in an area, there is no need to use bait stations. If after using the bait stations for three months and cockroaches are seen again, the station should be replaced. Otherwise, leave bait stations out indefinitely to prevent establishment of new cockroach infestations.

(3) The insecticide in the cockroach bait trap acts slowly on cockroaches, and it may take four to six days before results are noticed. In most instances, cockroaches will just gradually disappear as most of them will die in their hiding places.

(4) Read and follow label instructions.

(5) Cockroach bait traps are available through Self-Service.

b. BOQs and BEQs

(1) Occupants of BOQs and BEQs can obtain cockroach bait traps from unit supply personnel or bachelor housing managers.

(2) For maximum effectiveness, bait stations should be placed in the following locations:

(a) Bedrooms

- Personnel lockers
- Desks
- Chest of drawers
- Behind refrigerators
- Beneath or behind TV set
- Under closet shelves

(b) Heads

- On or by wash basins (Attach out-of-sight with sticky tab provided with the bait station. Place so that the bait station will not get wet.)
- On fluorescent light units
- In medicine cabinets

(c) Laundry Rooms and Janitorial Closets

- Attach one bait station to the back of each washer or dryer at least two feet from the deck.
- Attach one under or by janitorial sink where it will not get wet.

(d) Lounges or Other Areas

- Beneath or behind TV set
- Behind or under drinking fountains
- Behind or under beverage dispensers

c. Administrative/Warehouse Spaces

(1) Occupants of administrative and warehouse spaces can obtain cockroach bait traps from Self-Service.

(2) As a general rule, cockroaches are not found in large numbers in administrative or warehouse spaces due to the scarcity of food and water. In instances where cockroaches have been observed, bait stations should be placed in the following locations:

- (a) Behind or under coffee messes
- (b) Behind or under refrigerators
- (c) Within three feet of where roaches have been seen or suspected hiding places

d. Food Service Facilities

(1) Cockroach bait traps will be the primary pesticide used for the treatment of cockroaches and nuisance pests. Managers of food service facilities can obtain cockroach bait traps from Self-Service.

(2) Infestations which cannot be eliminated through the use of cockroach bait traps will be reported to the Pest Control Inspector, PWD Maint Ops Branch, at telephone 451-5794.

5. Contract Services. Commercial exterminators must be approved by the Director, PWD Maint Ops Branch, before they can be utilized by NAF or family housing occupants for contract services. Commercial exterminators operating aboard MCB Camp Lejeune, or MCAS New River, facilities must report all pest control activities, to include the types and amounts of pesticides used, to the Insect Vector Section by the fifth day of the following month after treatment.

APPENDIX A

GLOSSARY OF DEFINITIONS

1. Construction. The erection, installation, or assembly of a facility; the addition, improvement, alteration, expansion, or extension of an existing facility; the conversion or replacement of an existing facility; the relocation of a facility from one location to another, including equipment installed in and made a part thereof; and related site preparation, excavation, filling and landscaping or other land improvements.
2. Customer. An activity, component of an activity, unit, organization or tenant that is authorized by the Commanding Officer, MCB Camp Lejeune to request facilities support.
3. Cyclic Maintenance. A recurring minor structural, electrical or mechanical repair to high use facilities; e.g., barracks, administrative, messhalls, etc. The work scope is limited to that work which can be accomplished with simple hand tools within a 30 man-minute per task range. Examples are replacing door knobs, faucet washers, shower heads, tightening hinges, and repairing electrical switches.
4. Emergency Work. Work requiring immediate action to correct or prevent loss or damage to government property, to restore essential utilities, or to eliminate serious hazards to personnel or property.
5. Equipment Installation. A one-time project for the installation of equipment that is not affixed as an integral part of the facility. Procurement of acquired equipment by the using organization must always include the cost of its installation whether installed by contractor or base personnel.
6. Estimate. The informed analysis of all known and probable elements of a proposed job and the forecast of labor, material and related items needed to perform that job.
7. Facility. A separate, individual building, structure, or other form of real property that is subject to separate reporting under the Department of Defense Real Property Inventory.

8. Installed Equipment. (Not to be confused with "Equipment Installation.") Items of equipment that are attached to or are an integral part of a facility. Sometimes called "built-in equipment," these are accessory equipment and furnishings designed into, affixed to, and required for the operation of the facility. Equipment in this category is considered part of the real property. Typical examples are:

- Blinds
- Elevators
- Fire and intrusion alarm systems
- Heating, ventilating and air conditioning installations
- Electric generator and auxiliary gear
- Hoods and vents
- Walk-in refrigerators
- Chapel pews, pulpits, theater seats

Some exclusions are:

- Loose furniture, furnishings, rugs and curtains
- Filing cabinets and portable safes
- Portable office machines
- Portable food preparation and serving equipment, including appliances.
- Training aids and equipment, including simulators
- Shop and ADP equipment
- Any operational equipment for which installation, mounting, and connections are provided in building design and are detachable without damage to the building or equipment.

9. Maintenance. The recurrent day-to-day, periodic, or scheduled work required to preserve or restore a facility to such condition that it may effectively be used for its designated purpose. Maintenance includes work undertaken to prevent damage to a facility which otherwise would be more costly to restore.

10. Military Construction (MCON) Projects. New construction projects estimated to cost in excess of \$750,000. Such projects are submitted by this command to Headquarters Marine Corps for review and submitted to Congress for funding. There is a normal lead time of five years between submission and funding of MCON projects.

11. Minor Construction. Work to erect, install, or assemble a new facility or to expand, alter, or convert an existing facility to another use. Minor construction refers only to such work authorized to be accomplished with O&M funds. Minor construction projects costing less than \$100,000 may be approved locally by the Commanding Officer, MCB Camp Lejeune, and are referred to as R1 projects. Further information on R1 projects and submittal procedures are contained in reference (d). Minor construction projects costing more than \$100,000 and less than \$750,000 are funded by Headquarters Marine Corps and are referred to as R2 projects.

12. Real Property Maintenance Activities (RPMA). The various functions for the maintenance and repair of facilities, the accomplishment of minor construction, the operation and purchase of utilities, and other engineering support services are referred to as RPMA. The term "activity" in this context refers to a function or operation rather than the general Marine Corps inference of an organizational entity.

13. Reimbursable Work. Work authorized by a standing or specific job order, the cost of which is fully chargeable to the appropriations of the organization requesting the work. Reimbursable work includes costs for all direct labor, material and equipment usage for work performed.

14. Repairs. The restoration of a facility to a condition whereby it can be effectively used for its designated purpose by overhauling, reprocessing, or by replacement of constituent

parts or materials that have deteriorated by usage or action of the elements and have not been corrected by maintenance. Examples of repair work are reroofing a building, replacing central air conditioning and reflooring a worn-out deck.

15. Replacement. A complete reconstruction of a real property facility destroyed or damaged beyond the point at which it may be economically repaired. Prefabricated structures may be utilized in lieu of reconstruction when cost effective.

16. Self-Help. Self-Help is the use of local military and dependent personnel, not normally assigned full-time to activity maintenance functions, to accomplish real property maintenance, repair, equipment installation and new minor construction work. Self-Help is usually limited to those types of tasks requiring minimum craft skills and simple hand tools.

17. Troop Training. Troop training is described as the accomplishment of maintenance, repair or new work by a military troop unit. Troop training projects may be authorized when either or both of the following conditions exist:

- Training. The project will clearly contribute to the training of the military unit for performing work must be within the capability of the unit. Qualified civilian workers and supervisors may be minimally utilized to assist in approved projects.
- Security. The project is restricted by security so that the accomplishment by civilian maintenance forces or contractor is not practical or within time constraints.

18. Work Request. Refers to the NAVFAC 9-11014/20 form titled Work Request (Maintenance Management). This form is used to request maintenance services and can be obtained through the Work Reception Desk, telephone 451-3001/3002.