



UNITED STATES MARINE CORPS  
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE  
PSC BOX 20005  
CAMP LEJEUNE NC 28542-0005

MCIEAST-MCB CAMLEJO 11014.1  
G-F/PWD

FEB 02 2021

MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE CAMP LEJEUNE ORDER  
11014.1

From: Commanding General  
To: Distribution List

Subj: MARINE CORPS BASE CAMP LEJEUNE FACILITIES MAINTENANCE PROGRAM

Ref: (a) MCO 11000.5  
(b) MCIEAST-MCB CAMLEJO 11100.5B  
(c) MCO 7300.21B  
(d) MCIEAST-MCB CAMLEJO 11013.4  
(e) MCIEAST-MCB CAMLEJO 3440.6G  
(f) MCIEAST-MCB CAMLEJO 11380.4A  
(g) MCIEAST-MCB CAMLEJO 11300.1  
(h) MCIEAST-MCB CAMLEJO 11014.4  
(i) MCIEAST-MCB CAMLEJO 2305.5A  
(j) MCIEAST-MCB CAMLEJO 11350.1  
(k) DoDI 4150.07, "DOD Pest Management Program," December  
26, 2019  
(l) MCIEAST-MCB CAMLEJO 5090.91

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

2. Cancellation. BO 11014.1K.

3. Mission

a. This Order provides information, guidance, instructions, and policy regarding real property facilities maintenance management and other general engineering support.

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

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

5. Administration and Logistics. This Order has been coordinated with and concurred by the Commander, U.S. Marine Corps Forces Special Operations Command; the Commanding General (CG), II Marine Expeditionary Force; and the Commanding Officer (CO), Marine Corps Air Station (MCAS), New River, and CO, Naval Medical Center, Camp Lejeune.

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

6. Command and Signal

a. Command. This Order is applicable to MCAS New River, MCB CAMLEJ, and all tenant organizations.

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



N. E. DAVIS  
Chief of Staff

DISTRIBUTION: A/C (plus H&S Bn, WTBn, and MCAS NR)

RECORD OF CHANGES

Log completed change action as indicated.

Change Number	Date of Change	Date Entered	Signature of Person Incorporated Change

TABLE OF CONTENTS

<u>IDENTIFICATION</u>	<u>TITLE</u>	<u>PAGE</u>
<b>Chapter 1</b>	<b>GENERAL INFORMATION . . . . .</b>	<b>1-1</b>
1.	Information . . . . .	1-1
2.	Responsibilities. . . . .	1-1
3.	Facilities Maintenance Functions and Limitations . . . . .	1-2
<b>Chapter 2</b>	<b>ORGANIZATIONAL MAINTENANCE PROCEDURES. . . . .</b>	<b>2-1</b>
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. . . . .	2-2
<b>Chapter 3</b>	<b>SERVICE REQUEST AND RESOURCE MANAGEMENT. . . . .</b>	<b>3-1</b>
1.	General . . . . .	3-1
2.	Telephone Request . . . . .	3-1
3.	Service Request . . . . .	3-2
4.	Service Request for New Work and Construction. . . . .	3-3
5.	Service Request for Installation of Equipment . . . . .	3-3
6.	Cost Estimates. . . . .	3-4
7.	Cyclic Maintenance Program. . . . .	3-4
8.	Resource Management . . . . .	3-4
9.	Work Scheduling . . . . .	3-5
<b>Chapter 4</b>	<b>MAINTENANCE MANAGEMENT PROCEDURES AND STANDARDS FOR FACILITIES AND EQUIPMENT . . . . .</b>	<b>4-1</b>
1.	Introduction . . . . .	4-1
2.	Antennas. . . . .	4-1
3.	Blinds. . . . .	4-1
4.	Bridges . . . . .	4-1

FEB 0 2 2021

**TABLE OF CONTENTS**

<u>IDENTIFICATION</u>	<u>TITLE</u>	<u>PAGE</u>
5.	Carpeting. . . . .	4-1
6.	Damage Cost Estimates. . . . .	4-1
7.	Demolition . . . . .	4-2
8.	Draperies. . . . .	4-2
9.	Electronic Fans. . . . .	4-2
10.	Electrical Generators. . . . .	4-2
11.	Electronic Devices . . . . .	4-2
12.	Equipment Installation . . . . .	4-2
13.	Fabrication/Manufacturing. . . . .	4-3
14.	Fencing. . . . .	4-3
15.	Furniture Repair . . . . .	4-3
16.	Garrison Property. . . . .	4-4
17.	Gas Grills . . . . .	4-4
18.	Grass Cutting. . . . .	4-4
19.	Grass Seed/Fertilizer. . . . .	4-4
20.	HVAC . . . . .	4-4
21.	Heating/Cooling Switchover . . . . .	4-5
22.	Keys, Combinations, Locks, and Safes. . . . .	4-6
23.	Landscaping. . . . .	4-7
24.	Lawnmowers and Weed Eaters . . . . .	4-7
25.	Leaves . . . . .	4-8
26.	Light Bulbs. . . . .	4-8
27.	LTIs . . . . .	4-8
28.	Mechanical Rooms/Attic Spaces. . . . .	4-8
29.	Mildew/Mold. . . . .	4-8
30.	Paint. . . . .	4-9
31.	Parking Areas/Parking Garages. . . . .	4-9
32.	Pest Control . . . . .	4-9
33.	Public Address Systems/Intercoms/Radios . . . . .	4-10
34.	Refrigerators. . . . .	4-10
35.	Reimbursable Work . . . . .	4-10
36.	Screens. . . . .	4-10
37.	Security and Firs Alarm Systems. . . . .	4-11
38.	Septic Tank Cleaning . . . . .	4-11
39.	Signs. . . . .	4-11
40.	Snow Removal . . . . .	4-11
41.	Space Heaters. . . . .	4-12
42.	Street Lights. . . . .	4-12
43.	Telephone Service. . . . .	4-12

FEB 0 2 2021

**TABLE OF CONTENTS**

<u>IDENTIFICATION</u>	<u>TITLE</u>	<u>PAGE</u>
44.	Trash and Garbage. . . . .	4-12
44.	Troops Training Projects . . . . .	4-12
46.	Utility Locates. . . . .	4-12
47.	Utility Systems. . . . .	4-12
48.	Washing Machines and Dryers. . . . .	4-13
49.	Water Fountains. . . . .	4-13
<b>Chapter 5</b>	<b>SELF-HELP PROGRAM. . . . .</b>	<b>5-1</b>
1.	General Information. . . . .	5-1
2.	Policy . . . . .	5-2
3.	Procedures . . . . .	5-2
4.	Self-Help Guidelines . . . . .	5-3
5.	Self-Help Prohibitions . . . . .	5-7
<b>Chapter 6</b>	<b>GLOSSARY OF DEFINITIONS. . . . .</b>	<b>6-1</b>
1.	Construction . . . . .	6-1
2.	Customer . . . . .	6-1
3.	Cyclic Maintenance . . . . .	6-1
4.	Emergency Work . . . . .	6-1
5.	Equipment Installation . . . . .	6-1
6.	Estimate . . . . .	6-1
7.	Facility . . . . .	6-1
8.	Installed Equipment. . . . .	6-1
9.	Maintenance. . . . .	6-2
10.	Military Construction (MILCON) Projects . . . . .	6-2
11.	Minor Construction . . . . .	6-3
12.	Real Property Maintenance Activities (RPMA). . . . .	6-3
13.	Reimbursable Work. . . . .	6-3
14.	Repairs. . . . .	6-3
15.	Replacement. . . . .	6-3
16.	Self-Help. . . . .	6-3
17.	Troop Training . . . . .	6-3

FEB 0 2 2021

Chapter 1

General Information

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

2. Responsibilities

a. The CG Marine Corps Installations East (MCIEAST)-MCB CAMLEJ is responsible for the implementation and execution of a facilities maintenance management program for the MCB CAMLEJ, and Marine Corps Air Station (MCAS), New River, as required by reference (a).

b. Public Works Division 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 paragraph 3 of this chapter.

c. Organizational and area commanders are responsible for ensuring that occupants maintain their assigned 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 through Organizational S-4 personnel.

(4) Appointing responsible personnel (usually within the S-4 sections) to serve as maintenance coordinators with Public Works.

(5) Establishing and enforcing an aggressive Self-Help Program within the unit's 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, Heating, Ventilation, and Air Conditioning (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 Public Works for repair or replacement.

(8) Tenants are responsible for 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.

(9) Maintenance conducted on privately owned vehicles in parking lots, parking garages, BOQ/BEQ areas, and training areas is prohibited, per references (b) and (1).

### 3. Facilities Maintenance Functions and Limitations

a. RPMA. RPMA are identified as those functions covered under the Standard Accounting, Budgeting and Reporting System. For purposes of this Order, RPMA costs apply to the undertakings of Public Works. 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) S1 (Facilities Services). Also referred to as Other Engineering Support. Includes services such as entomology, refuse collection, landfill operation, snow removal, maintenance of Garrison Mobile Engineer Equipment items, operation of Onslow Beach Bridge, and grounds maintenance.

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

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

b. Other Operational Support. Public Works performs limited other operational support as directed by the Assistant Chief of Staff (AC/S), G-F 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 funds (NAF), and other reimbursable customers must be funded by the procuring activity per reference (c).

d. Work Support for Personal Property. Public Works 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 Public Works, will be accomplished only when RPMA requirements allow and will not be charged to RPMA funds.

e. Limitations and Prohibitions

(1) Staffing within Public Works 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.

(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, unless labor and materials are funded with S1 funding.

(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 Public Works (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 AC/S, G-F Department, or their representative. These prohibitions also include the engagement of commercial contractors for the above purpose.

FEB 02 2021

(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 46, prior to any of the above actions.

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

FEB 0 2 2021

Chapter 2

Organizational Maintenance Procedures

1. General. Units of tenant commands that occupy facilities at MCB CAMLEJ 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 CAMLEJ and MCAS New River, are under the facilities management of the CG MCIEAST-MCB CAMLEJ.

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 is best achieved through proper coordination and liaison between Public Works 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 support Public Works with management of service requests.

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

(1) Designate a Facilities Maintenance Representative (ordinarily from the S-4 section) 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. G-4/G-6/G-8, Business and Logistics Support Department, Marine Corps Community Services, 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 MCB CAMLEJ Public Works Office/Resident Officer In-Charge of Construction 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 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, as specified in 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 Public Works.

(3) Foster successful self-help programs that "fix" minor repair problems as they occur (See Chapter 5).

(4) Provide "quality control" feedback to Public Works regarding unsatisfactory maintenance or repairs by Base or contracted personnel.

(5) Attend the G-4 class that is scheduled twice per year (or by request) by the Public Works Operations Branch after assignment as a Facilities Maintenance Representative.

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). Public Works Operation Branch will conduct a bi-annual G-4 Class to educate and instruct newly appointed Police Sergeants in their duties. Police Sergeants:

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

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

5. Procedures

a. Submission of Service Requests

(1) All organizations S-4s or Facility Maintenance Representatives will need access to the computerized maintenance system USMCMAX. Access is granted when an approved Authorization Letter, signed by the users command is submitted to the Public Works

FEB 0 2 2021

(PW) Work Reception. A new Authorization Letter shall be submitted when re-designations occurs and will supersede the previous letter. For questions call 910-451-3294.

(2) Specific procedures for reporting emergency requests, and for the submission of the service requests in USMCMAX, are contained in Chapter 3.

(3) Routinely, the submission of a service request originates with the command S-4 or Facilities Maintenance Representative who will screen the request prior to submitting in USMCMAX.

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

(5) All requests pertaining to facilities under the program administration of the CO MCAS New River, will be submitted via the chain of command to the Station Installation and Environment Department.

b. Reconciliation of Work Requests. Command S-4s and Facilities Maintenance Representatives should maintain a log of all service requests submitted in USMCMAX and all phone requests. Service requests should be reconciled monthly, quarterly at a minimum. Facility Maintenance Representatives should monitor status of submitted service requests in USMCMAX weekly.

c. Customer Cooperation

(1) Service requests should be submitted sufficiently in advance for work to be prioritized.

(2) Telephone requests should be limited to Emergencies as defined in Chapter 7, coupled with the special restrictions noted in Chapter 3, paragraph 2.

(3) Inquiries should be made by contacting the organization's authorized USMCMAX user(s) and not to the Service Provider. See Chapter 3, paragraph 2b, for further detail.

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

### Chapter 3

#### Service Requests and Resource Management

1. General. Request for maintenance support may be accomplished either by service requests in USMCMAX or by telephone for emergencies. Additionally, certain types of requests such as sign support, equipment installation, and some locksmith functions must always be requested by USMCMAX service request. S-4s or Facilities Maintenance Representatives should review the facilities maintenance procedures and standards in Chapter 4 and the definitions in Chapter 7 to avoid submitting work requests that are not within the purview of Public Works.

#### 2. Telephone Requests

a. Emergency Work. Emergency calls will be accepted from any caller by PW Work Reception (during duty hours) or the night duty foreman. Whenever possible, however, it is recommended that emergency calls be passed through organizational S-4s or Facilities Maintenance Representative. This will alert the command to the problem and allow maintenance personnel to refer to established points of contact in the event further information and access is necessary. Callers should be prepared to provide the following information:

(1) Requestor Code for the organization (assigned by PW Work Reception Supervisor).

(2) Building or structure numbers.

(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.

b. Service Request Inquires. Telephone inquiries will be accepted during regular duty hours by calling PW Work Reception at 910-451-3294. Requests will be placed by the organizations S-4 or Facilities Maintenance Representative. Limiting callers will prevent duplication of requests and will provide commanders with information on work requested within their area of responsibility. Requests for inquires 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 PW Work Reception during the next duty day.

3. Service Requests

a. General. Requests for services other than those categorized as emergency must be submitted via USMCMAX. USMCMAX Training Slides are provided to S-4s/Facility Maintenance Representatives and available on request by calling PW Work Reception at 910-451-2590.

b. Preparation

(1) Service requests will be submitted by the organizational S-4 or Facilities Maintenance Representative. Organizations will provide PW Work Reception with an up-to-date roster of personnel authorized to submit service requests using the Authorization Letter discussed in Chapter 2, paragraph 5a. Newly appointed personnel will be required to attend the Facilities Maintenance Representative or Police Sergeant class conducted by PW Work Reception as discussed in Chapter 2, paragraph 4.

(2) If the service request 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. Service requests containing incomplete information or poor justification will be canceled. Public Works will notify the originator of such action via email.

c. Routing

(1) Service request from organizations (excluding those located at MCAS New River) are received by Public Works via USMCMAX. These service request are reviewed at PW Work Reception and either cancelled, or turned into work orders for further review and assignment at Public Works Operations Branch.

(2) Service request for facilities or areas under the cognizance of the CO MCAS New River, will be forwarded to the Station Installation and Environmental for review and endorsement in accordance with appropriate MCAS New River regulations before review at PW Work Reception.

d. Work Orders. Approved service requests are turned into work orders which are assigned to an appropriate work group, given a priority, and provide a current status for the work being performed. See USMCMAX Training Slides for guidance on navigating the work order data in USMCMAX (See paragraph 3a of this chapter). Inquiries regarding the status of work requests should follow the same process as service request inquiries detailed in paragraph 2b of this chapter. If proper reconciliation has been performed, the S-4 or Facility

Maintenance Representatives should be able to answer all inquiries. If additional information or clarification is required, call 910-451-3294. Specific inquiries relative to planning, estimating, material, scheduling, priorities, inspections, etc., should be directed to Public Works Operations Branch, Assistant Operations Officers at 910-451-0865/0895/1580.

#### 4. Service Requests for New Work and Construction

a. Service requests that necessitate additions, alterations, upgrades or modifications to facilities, or requires 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 service request involving Minor Construction funds require that each request be evaluated, prioritized, and accomplished based on overall needs.

c. All service request for Minor Construction (R1) support must be submitted and properly endorsed by the organization's chain of command.

d. New Construction requests which exceed Public Works approval threshold of \$10,000 may be returned to the requestor for submission to the AC/S, G-F Department, in accordance with reference (d).

e. Tenant commands and Marine Corps Base organizations may not request the accomplishment of minor construction type projects utilizing organizational appropriations.

#### 5. Service Requests for Installation of Equipment

a. Chapter 1, paragraphs 3c and Chapter 4, paragraph 12 should thoroughly be reviewed prior to submitting request for equipment installations.

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

c. Public Works 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 the equipment.



FEB 0 2 2021

6. Cost Estimates

a. Cost estimates will be provided to reimbursable customers for the purpose of establishing government charges, for documentation in investigations, and as requested by the AC/S, G-F Department. 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 Chapter 3, paragraph 3 above.

7. Cyclic Maintenance Program

a. Public Works will inspect and evaluate the state of repair for all bachelor enlisted quarters, chow halls, and other designated facilities on a tri-annual basis.

b. This inspection will be used as the foundation for the scheduling of cyclic maintenance teams into designated Bachelor Enlisted Quarters (BEQ) 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 six month period.

c. Organizations will be notified approximately 30 days prior to the arrival of the Cyclic Maintenance Team. At that time coordination will be made by the Maintenance Liaison noncommissioned officer with the unit Facilities Maintenance Representatives/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.

d. All outstanding service requests will be researched by Public Works and incorporated into the cyclic maintenance visit.

8. Resource Management

a. Maintenance Policy. It is the policy of the CG MCIEAST-MCB CAMLEJ, to maintain the installation's real property in the most efficient and cost effective manner consistent with available resources. To achieve this goal, Public Works 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 cost 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) Major repair and construction projects.
- (5) Reimbursable service requests.

9. Work Scheduling. Public Works will schedule work priorities in accordance with the policy set forth in Chapter 3, paragraph 8 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 S-4/Facilities Maintenance Representatives whenever possible to accommodate deployments and the Training Exercise Employment Plan.

FEB 0 2 2021

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 Public Works.

2. Antennas. Requests for the installation, removal, or relocation of an antenna will be submitted to Public Works on a USMC MAX service request with complete justification and site diagram. Public Works will ensure the requesting unit has coordinated all antenna work with the Base Telephone. 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 pole. Television antennas are not allowed on facilities/structures aboard MCB CAMLEJ.

3. Blinds. Window blinds purchased under construction funding are considered real property because they are built into the facility (affixed equipment) as described in Chapter 6, paragraph 8. Requests to replace or repair window blinds due to general use will be submitted to Public Works via USMC MAX service request with complete justification. If window blinds are damaged due to misuse or destructive intent, the vandalism will be noted and the unit will receive a bill for the labor and material costs of the repair.

4. Bridges. Bridges are structurally inspected every two years by Public Works. Public Works 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 Public Works 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 Public Works by USMC MAX service request.

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 and contracted out by Public Works. Area rugs or carpeting not affixed to the floor are the responsibility of the organization for purchase and replacement. Carpet cleaning is the responsibility of the unit.

6. Damage Cost Estimates. Requests for damage cost estimates may be requested on a USMC MAX service request when culpability is apparent. Requests will contain a statement that the cost estimates is to be used in a formal or informal investigation or in connection with

FEB 0 2 2021

Article 15, Uniform Code of Military Justice. 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 Public Works from maintenance workers or inspectors will be reported to the CO 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 AC/S, G-F Department. 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. Electronic 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 Public Works 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, and environmental control facilities, and at designated emergency shelters. Approval for the installation of emergency generators on buildings must be approved by the Emergency Operations Center prior to submission to G-F as a new construction project request. Public Works maintains a list of all electrical generators held and maintained by the Base.

11. Electric Devices. Requests for installation, relocation, and repair of intercoms, public address systems, radios, and other electronic devices are to be forwarded to Base Telephone for action.

12. 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 Public Works by submitting a service request. The request will contain a sketch of location, 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 Public Works 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 (utilities and structural connections, etc.) will be included as part of the budgeted cost for the equipment which must be established by the requesting activity. Public Works 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. 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. 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 AC/S, G-F Department, the activity will be required to defer the equipment installation.

d. Equipment installation, particularly Food Services and Data Systems Processing Equipment, requiring construction estimated at \$100,000 or greater, will be processed by the AC/S, G-F Department, as an R2 facilities project.

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

14. Fencing. Chain-link security fencing will be installed, removed, relocated and repaired by Public Works. Requests for new fencing or modifications to existing chain-link fencing are classified as Minor Construction. New fencing or modification requests that exceed \$5,000 will be returned to the activity for submission in accordance with reference (d). All fencing and obstructions desired for decorative purposes or for the protection of grassed areas and road shoulders must be approved by the AC/S, G-F Department. Public Works will not install, remove, repair, or provide materials for decorative fencing.

15. Furniture Repair. The repair of furniture or furnishings, which are not inherent permanent parts of a facility, is not a Public Works responsibility. Furniture repair is an organizational responsibility. Commercial sources must be utilized and requests should be addressed to the AC/S, G-4 Department, for action.

FEB 0 2 2021

16. Garrison Property. Garrison property is managed by the AC/S, G-4 Department, through the Base Property Control Office. Repair of garrison property (such as office equipment, desk and pedestal fans, floor buffers, vacuum cleaners, barracks furniture, modular offices, etc.) is not performed by Public Works.

17. Gas Grills. Organizations are responsible for repairing and maintaining gas grills. Public Works will connect and disconnect gas lines as requested by service request.

18. Grass Cutting

a. Grass cutting of most common areas is performed by contract. Complaints regarding grass cutting or contractor personnel should be reported to the Facilities Support Contracts Section, Public Works, at 910-451-5783. Requests for grass cutting for a specific period should be submitted on a USMCMAX service request 30 days prior to the desired cutting period if the scheduled cut is for a ceremony. Requests for grass cutting at MCAS should be referred to MCAS New River I&E at 910-449-6506. This will allow for negotiated changes to the contractor's cutting schedule without incurring additional cost.

b. Requests for grass cutting of areas not covered by contract, such as ranges, Landing Zones, etc., will be submitted on a USMCMAX service request at least 30 days prior to the desired cutting date. Additionally, requests to have areas not covered by contract added to the contract, or service levels increased, should be submitted on a USMCMAX service request.

19. Grass Seed/Fertilizer. Reseeding or initial seeding of large lawn areas will be done by Public Works. Requests for improvements to grassed areas and self-help grass seed should be submitted by USMCMAX service request during the months of April, May, and June.

20. HVAC

a. All requests for the installation, reinstallation, or movement of window air conditioners or heat pumps will be submitted with complete justification as a USMCMAX service request. Specific procedures concerning requests for new installations are contained in reference (f) (Window air conditioning (A/C) and Spot Coolers). Once approval has been made, the unit will be given approval to sign out a window air conditioner from the Public Works Warehouse, or a ticket will be issued to the Public Works HVAC Shop to have one installed. The installation, removal, and maintenance of window air conditioning and heat pump units are the responsibility of Public Works.

b. Replacement of window air conditioning units will be processed by Base Property upon receipt of a Limited Technical Inspection (LTI)

and unit turn-in. Using organizations are responsible for the proper operation and care of units.

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 to 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 to 35 minutes to ensure that the unit is not in a 50 percent capacity mode.

d. Thermostats are preset to specific comfort zones and should not be adjusted; 76-80 degrees for A/C and 65-70 degrees for heating during working hours. Buildings/rooms with hot or cold spots should be reported by USMCMAJ service request.

21. Heating/Cooling Switchover. Switchover is only applicable for two-pipe system buildings which are set to either cooling or heating. The majority of buildings on Base are four-pipe systems which have year round HVAC (system can adjust from heating to cooling depending on temperature). Weather conditions may dictate earlier or later switchover as appropriate for two-pipe systems. Exemptions that allow early turn-on of heating or A/C may be requested from the AC/S, G-F Department, providing sufficient justification is provided. Reference (g) outlines the validation requirements for approval. Public Works maintains an up-to-date listing of exempt facilities.

a. Heating Season. Public Works will issue work orders to the Base Maintenance Contractor and Public Works maintenance personnel to secure A/C (10 days to complete) after a 10 day mean temperature below 65 degrees is achieved. When a 10 day mean temperature below 55 degrees is achieved, Public Works will issue work orders to have heat turned on (10 days to complete).

b. A/C Season. Public Works will issue work orders to the Base Maintenance Contractor and Public Works maintenance personnel to secure heat (10 days to complete) after a 10 day mean temperature above 55 degrees is achieved. When a 10 day mean temperature above 65 degrees is achieved, Public Works will issue work orders to have A/C turned on (10 days to complete).

c. Service requests should continue to be submitted for four-pipe systems for any HVAC issues. Refrain from submitting service requests for two-pipe systems during switchover, as stated above Public Works

will initiate the tickets. S-4s or Facility Maintenance Representatives will be notified by email from Public Works when switchovers will occur.

22. Keys, Combinations, Locks, and Safes

a. For security reasons, all locksmith work must be submitted by the organization's S-4 or Facility Maintenance Representative by USMCMAX service request. In emergency situations that pose a threat to personnel or security, an on-site request may be telephonically approved by PW Work Reception. A Physical Security Assessment must accompany all requests for new cipher and X09 locks in order to meet security measures.

b. Public Works 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 Public Works. 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 the using organization will be responsible for the cost. Several major activities such as 2d MarDiv and 2d MLG have been issued key duplicating machines for replacing keys (other than master keys) lost or broken by units or personnel.

d. Organizations who are assigned to facilities with swipe card door locks systems are issued a computer to maintain data and issue cards, along with handheld programming devices by Public Works Locksmith Shop. Organizations are responsible to maintain an updated data base with a back-up, issuing keys to occupants, and replacing all batteries as needed. Public Works Locksmith is responsible for the maintenance and repair of the lock systems, repairing/reprogramming of the computers and handhelds, and any other maintenance issue via USMCMAX service request.

e. High security padlocks and keys will be repaired/duplicated by Public Works. Procurement of high security padlocks and keys are the organization's responsibility.

f. Master keys are strictly controlled and documented by Public Works for security purposes. BEQ 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 accountable officer for that building. Broken master keys will be replaced by Public Works on a one-for-one basis.



Lost master keys for BEQ's will be replaced only upon service request outlining the details of the loss. Lost master keys and change of occupancy are not sufficient justification to re-key an entire facility and will only be entertained if the unit provides an official letter signed by the CO denoting that the unit is willing to fund the work as a reimbursable cost. If theft is being used as a justification, then commands should provide corresponding Provost Marshal Office reports as supporting documentation to their request.

g. 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 Public Works. Organizations desiring rapid repairs to these safes should arrange for commercial repair utilizing the services of the Base Contracting Officer.

h. Locksmith services required after normal duty hours, weekends and holidays will be approved by the respective Officer of the Day/Command Duty Officer and requested by telephone to PW Work Reception at 910-451-3001. Locksmiths will NOT be requested after duty hours for the purpose of opening BEQ/Bachelor Officer Quarters (BOQ) rooms. A written statement of the required locksmith service will be provided by the Officer of the Day/Command Duty Officer upon his arrival.

23. Landscaping. Requests for landscaping, tree planting, trimming or removal, or other ground vegetation projects will be submitted by USMC MAX service request with an attached sketch/drawing of the project. Self-help is encouraged on all new/upgrade-landscaping projects. Self-Help Maintenance Liaison 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. Further guidance is contained in Chapter 5.

24. Lawn Mowers and Weed Eaters. Lawn mowers and weed eaters that are in the custody of base or organizations are no longer serviced by Public Works. Equipment of this type should be turned into the Base Property Control Officer or organizational S-4s for appropriate disposition/repair.

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

FEB 0 2 2021

26. Light Bulbs. Replacement of light bulbs is a housekeeping responsibility of each building's responsible individual. Bulbs for fixtures placed 10 feet above the finished floor will be procured by the organization and replaced by Public Works upon receipt of USMCMAX service request. Specialty bulbs not held in SERVMART stock or that SERVMART is unable to order, and ballasts will be replaced/repared by Public Works upon receipt of a USMCMAX service request.

27. LTIs. LTIs for plant property will be requested by USMCMAX service request and must include the Plant Account number, serial number, stock number (as appropriate) and acquisition cost. Voltage and British Thermal Unit 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.

28. Mechanical Rooms/Attic Spaces. Mechanical rooms and attic spaces house the utility equipment required for heating water and electrical systems. These rooms are accessible only to Public Works personnel and are not to be utilized for storage by building occupants. Unsecured mechanical rooms and attic access points should be reported to the PW Work Reception at 910-451-3001.

29. Mildew/Mold. Camp Lejeune is located in a geographical area that has high humidity. Opening windows or leaving doors open will cause mildew issues. Mildew will accumulate on all surfaces. The majority of cases can be cleaned using soap and water, but if left alone or ignored will spread quickly and could turn into mold. All mold suspicions must be verified through the organization's Industrial Hygiene Office Representative before submitting a USMCMAX service request. The following steps need to be taken to prevent mildew/mold:

a. Organizations need to inspect their areas, report HVAC outages, enforce windows/doors remaining closed, and do not ignore mildew growth.

b. Report water issues, or leaks to your S-4 of Facilities Maintenance Representative so they can submit a service request.

c. Ensure bathroom and laundry room vents are working, and other moisture-generating sources are vented to the outside.

d. Dry out wet areas as soon as possible to prevent mildew/mold growth.

e. Clean small amounts of mold on hard surfaces (less than 10 square feet) using soap and water. Wear rubber gloves and scrub the affected area with soapy water until clean. Rinse with clean water and let the treated area dry naturally overnight. If mold comes back in a week or two, either the area is still wet or not all of the mold

was removed. Check again for a leak or other water source that needs repair. Repeat the cleaning procedure as necessary.

f. S-4s or Facility Maintenance Representatives may also submit a service request for a bottle of JOMAX Mold and Mildew remover from Self-Help (see Chapter 5 for Self-Help Program). JOMAX can also be purchased from SERVMART building 1606.

30. 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 USMCMAX service 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, paragraph 4b.

31. Parking Areas/Parking Garages. For parking signs and striping of parking lots and parking garages, submit a USMCMAX service request. 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).

32. Pest Control. 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 5 (Self-Help); reference (k) established the policy that occupants of bachelor and family housing shall be responsible for the control of minor pests. Infestations which cannot be eliminated through the use of self-help will be reported via USMCMAX service request, and assigned to Public Works Pest Control Inspector for further guidance.

a. Contract Service. Commercial exterminators must be approved by Public Works before they can be utilized by NAF occupants for contract services. S-4s or Facility Maintenance Representatives must submit a service request. Commercial exterminators operating aboard MCB CAMLEJ 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.

FEB 0 2 2021

33. Public Address Systems/Intercoms/Radios. Public Address Systems, intercoms, and radios are repaired and controlled by the Wireless and Public Address Systems Branch, G-6, at telephone 910-451-3721.

34. 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 Public Works. Refer to paragraph 27 above for instructions on obtaining an LTI. Upon LTI and reclaiming of freon gas, owning organizations will be issued an Equipment Disposal Verification by Public Works 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.

b. Refrigerators that are on unit T/E 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 AC/S, Business and Logistics Support Department. Unserviceable refrigerators located in BOQ/BEQs should be reported to the appropriate Billeting Manager for action.

35. Reimbursable Work. Requests for work or cost estimates for work, which are to be accomplished on a reimbursable basis, will be submitted on a service request. Typically, reimbursable customers belong to organizations outside of the Marine Corps, as the G-F Department is the only Marine Corps entity on Base authorized to program, receive, and expend Facilities, Sustainment, Modernization, and Restoration dollars for Marine Corps owned real property. Reimbursable customers will designate, in writing, person(s) authorized to commit facilities maintenance/construction funds for their activity. Requests for reimbursable work or cost estimates signed by unauthorized personnel will be returned without action. In-house workload and the established maintenance priority system (refer to Chapter 3 paragraph 8.b) will normally require that reimbursable work be completed by contract vice in-house workforces. Accordingly, reimbursable customers should be prepared to fund all contract costs upon receipt of a Request for Funds from the ROICC. All requests for reimbursable work which are classified as New Construction (R1/R2) to Base owned facilities, or on Base owned property, will be returned to the unit to forward to the AC/S, G-F Department, for review and approval prior to accomplishment.

36. Screens

a. Dining facilities, medical, dental, child care, and other food handling facilities may request that their screens be repaired or

FEB 0 2 2021

replaced by submitting a USMCMAx service request. Self-help repairs are encouraged where applicable.

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

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

37. Security and Fire Alarm Systems. All security alarm projects and maintenance contracts for alarm systems for MCB CAMLEJ and MCAS New River, are to be reviewed by their respective Provost Marshal. 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 unit-owned property. Power supply, conduit, and lighting requirements needed for IDS installation will be accomplished as equipment installation (see paragraph 12 above). 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 Public Works 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 Prevention Chief, Base Fire and Emergency Services Division at 910-451-3320.

38. Septic Tank Cleaning. Requests for cleaning septic tanks will be submitted on a USMCMAx service request. Port-a-john service requests should be directed to the Contracting Branch, AC/S, G-4 Department.

39. Signs. Refer to reference (h).

40. Snow Removal. Whenever weather forecasts predict significant snow accumulation or icing conditions, Public Works will concentrate equipment and manpower to conduct snow removal and/or sanding of major routes of travel. In the event of a major storm, Public Works may require equipment and manpower augmentation from organizations possessing the appropriate engineer equipment. Reference (e) provides specific guidance regarding these requirements. The Provost Marshal will maintain direct contact with Public Works through the Disaster Control and Recovery Center (DCRC) in Building 1005 and will advise the DCRC of any hazardous areas requiring immediate attention. Public Works will direct augmented working forces focusing on areas prioritized in reference (e). Under no circumstances are

FEB 0 2 2021

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.

41. Space Heaters. The installation of new space heaters will not be approved. Requests for an appropriate heat source should be submitted in accordance with reference (d).

42. Street Lights. Reports of broken/burned out street lights should be submitted by USMC MAX service request to include 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).

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

44. Trash and Garbage. Requests for emptying overflowing trash and garbage dumpsters should be telephoned to the Work Reception Desk by the S-4 or Facility Maintenance Representative. Requests for the relocation of existing dumpsters or placement of new dumpsters will be submitted by USMC MAX service request. Refuse disposal procedures and landfill operations are set forth in reference (j).

45. Troop and Training Projects. The accomplishment of maintenance, repair, and new work by a military engineer unit may be authorized. Troop training projects for Marine Corps Base will be approved by the AC/S, G-F Department. Self-Help, telephone 910-451-0072/0073, 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.

46. Utility Locates. Organizations will submit a USMC MAX service 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.

47. Utility Systems. Reference (g) provides guidance and established procedures governing connections/disconnections to utility systems by organizations and contractor agencies aboard Camp Lejeune. Installation of water, gas, electricity, and steam meters is at the expense of the reimbursable customer for which the meter measures consumption. Marine Corps owned meters will be maintained by Public

Works. 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.

48. Washing Machines and Dryers. Washing machines and dryers in BEQs and BOQs are serviced by commercial contractor through the AC/S, G-4, Supply Management Division, at telephone 910-451-9485.

49. Water Fountains. Water Fountains are the responsibility of using organizations for care and cleanliness. Freestanding water fountains are considered Base Property items. Public Works is responsible for their installation, removal, and relocation. LTIs will be requested by the organization for turn-in to Base Property (see Chapter 4, paragraph 27 for further information on requesting an LTI).

## Chapter 5

### Self-Help Program

#### 1. 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 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, Public Works 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 self-help work, what is a Public Works responsibility, and to ensure that problems are reported correctly.

(3) Public Works has a section dedicated to the self-help effort located in Building 1204. Individuals may visit or call the Self-Help Maintenance Liaison at 910-451-2970. The Self-Help Section procures and issues materials required to complete tasks. The Maintenance Liaison also conducts quality control on self-help requests. Self-help work needs to be requested by USMCMAX service request.

c. Self-Help Tasks. 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 their own residence. Examples of self-help tasks are:

(1) 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.



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

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

(4) Patching of concrete and drywall.

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

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

d. A more comprehensive discussion of tasks is contained in paragraph 4 of this chapter.

e. 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.

b. Requests for self-help projects will be submitted by USMCMAX service 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 service request with a work phone number. The work request will be reviewed by the Public Works Operations Officer or Self-Help Maintenance Liaison, and if approved, materials will be issued as soon as they are available.

After receipt of materials, the project supervisor/coordinator will notify the Self-Help Maintenance Liaison of the project's initiation. Final inspection by a representative from Public Works must be requested upon project completion.

c. Technical assistance/advice is available from the Self-Help staff noncommissioned officer-in-charge (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 service request.

e. Work involving more than 18 man-hours will be authorized on a case-by-case basis. Authorized Self-help work 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. Public Works is responsible for repairing screens as stated in Chapter 4, paragraph 36. 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 is 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, Public Works will take appropriate measures to abate or encapsulate the lead prior to further work being accomplished.

FEB 02 2021

b. Painting

(1) 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).

(2) Public Works will issue up to 20 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 20 gallons of paint will be approved on a case-by-case basis, and Self-Help Maintenance Liaison will verify the square footage with an on-site visit. Paint will be issued in installments for all self-help paint projects.

(3) 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 SERVMART in Building 1606.

(4) 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 Public Works. 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 SNCOIC.

(5) 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 service 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.

c. Floor Tile. Floor tile can be done on a case-by-case basis; a sample must be taken by an inspector from Public Works 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 Public Works.

FEB 0 2 0021

d. Electrical Work

(1) 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 Public Works.

(2) Reference Chapter 4, paragraph 28 for information on replacing and procuring light bulbs. 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. 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 Public Works.

(3) 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 Public Works should be notified via service request. DO NOT BYPASS CIRCUIT PROTECTION WITH "JUMPERS" OR METAL CONNECTORS OR SECURE CIRCUIT BREAKERS IN THE CLOSED POSITION.

(4) Extension cords and multiple connector male plugs may be hazardous and should never be left unattended. Extension/spliced cords will not be fabricated by Public Works.

(5) Organizations will ensure that cleared areas are maintained in front of all electrical panels to provide accessibility and eliminate fire/safety hazards.

(6) Electrical conduit will not be used to support hanging decorations, clothing or other material.

(7) Installations, modifications, alterations, or additions to any electrical system will be accomplished ONLY by Public Works via in-house personnel, maintenance contractor, or by project.

(8) Base Safety or Fire Protection inspections that identify electrical problems will be reported by the organization to Public Works for corrective action via USMCMAX service request. The service request will include a copy of the inspection report.

e. Heating. Maintenance on hot water, forced air and gas heating systems will be performed by Public Works. When a failure occurs to any heating system, contact the S-4 or Facility Maintenance Representative to submit a service request.

f. Plumbing. Self-help plumbing is encouraged for removal of stoppages in toilet bowls and lavatories (excluding traps) and

FEB 02 2021

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 via USMCMAX service request by the S-4 or Facility Maintenance Representative.

g. Roads and Grounds. Each organization is responsible for the general care and police of their assigned area. Area commanders are responsible for exterior policing 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, S-4s or Facility Maintenance Representatives need to submit a USMCMAX service request. Prior to digging or driving posts or pilings in any inhabited or improved areas or along any road, utility clearance should be obtained by submitting a service request. 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.

h. Pest Control. Self-help pest control is directed for BOQs, BEQs, administrative spaces, warehouses, and food service facilities. Self-help provides baits, traps, and sprays for common household pests via USMCMAX service request. See Chapter 4, paragraph 32 for further detail.

i. Weed Control (Ready-to-Use Roundup Self-Help Program). Organizations are not authorized to use Ready-to-Use Roundup without approval, training, and issuance from Public Works. Organizations must submit a service request to Public Works 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 by the Self-Help Supervisor or designee. 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 Hazard Communication training, that they have received the Weed Kill Training, and that their Command has provided them proper personal protective equipment in order to conduct the job. The Self-Help Supervisor or designee will then issue the Ready-to-Use Roundup and its accompanying Material Safety Data Sheet. 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 Supervisor or designee 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).

FEB 0 2 2021

## Chapter 6

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 CG MCIEAST-MCB CAMLEJ to request facilities support.
3. Cyclic Maintenance. A recurring minor structural, electrical, or mechanical repair to high use facilities; e.g., barracks, administrative, mess halls, 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.

a. Typical examples are:

- (1) Blinds
- (2) Elevators
- (3) Fire and intrusion alarm systems
- (4) Heating, ventilating, and air conditioning installations
- (5) Electric generator and auxiliary gear
- (6) Hoods and vents
- (7) Walk-in refrigerators
- (8) Chapel pews, pulpits, theater seats

b. Some exclusions are:

- (1) Loose furniture, furnishings, rugs and curtains
- (2) Filing cabinets and portable safes
- (3) Portable office machines
- (4) Portable food preparation and serving equipment, including appliances.
- (5) Training aids and equipment, including simulators
- (6) Shop and Automatic Data Processing equipment
- (7) 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 (MILCON) Projects. New construction projects estimated to cost in excess of \$750,000. Such projects are submitted by this command to Headquarters, U.S. Marine Corps (HQMC) for review and submitted to Congress for funding. There is a normal lead time of five years between submission and funding of MILCON projects.



FEB 0 2 2021

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 Operations and Maintenance funds. Minor construction projects costing less than \$100,000 may be approved locally by the AC/S, G-F and is 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 \$300,000 are funded by HQMC and are referred to as R2 projects.

12. 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 re-flooring 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:

a. 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.

b. Security. The project is restricted by security so that the accomplishment by civilian maintenance forces or contractor is not practical or within time constraints.