



**UNITED STATES MARINE CORPS**  
MARINE CORPS INSTALLATIONS NATIONAL CAPITAL REGION  
MARINE CORPS BASE QUANTICO  
3250 CATLIN AVENUE  
QUANTICO, VIRGINIA 22134-5001

IN REPLY REFER TO:

MCINCR-MCBQO P11000.1B

B 04

3 Dec 15

MARINE CORPS INSTALLATIONS NATIONAL CAPITAL REGION-MARINE CORPS  
BASE QUANTICO ORDER P11000.1B

From: Commander, Marine Corps Installations National Capital  
Region-Marine Corps Base Quantico

To: Distribution List

Subj: FACILITIES MAINTENANCE MANUAL

Ref: (a) MCO P11000.5G  
(b) MCBO 11104.1B  
(c) MCBO 11262.1B  
(d) NAVFAC P-307  
(e) MCBO 5090.3  
(f) MCBO 5560.1A  
(g) MCBO P11210.1  
(h) MCBO 11300.1E  
(i) MCBO 4100.1B

Encl: (1) Locator Sheet

1. Situation. To provide information, guidance, instructions, and policy regarding real property facilities maintenance management and other general engineering support, per the references.

2. Cancellation. MCBO P11000.1A.

3. Mission. This Order provides guidance and instruction as related to facilities maintenance responsibilities.

4. Execution

a. Commander's Intent

(1) These instructions constitute a program for facilities and infrastructure maintenance and management of Class I and II property for all organizations located aboard Marine Corps Installations National Capital Region-Marine Corps Base Quantico(MCINCR-MCBQ).

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

b. Concept of Operations

(1) Manage and maintain, in the most economical manner, all facilities and utilities infrastructure, and other related real property to a standard which will prevent deterioration beyond normal wear and tear.

(2) Tenant Activity Heads will review this manual, and ensure the effective use, care and preservation of facilities and the conservation of resources, especially utilities.

5. Administration and Logistics. Recommendations regarding improvements concerning the contents of this manual are encouraged and should be submitted to GF, Installation and Environment Division.

6. Command and Signal

a. Command. This Order is applies to all MCINCR-MCBQ activities and tenant commands.

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

12/3/2015

X 

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A. D. BROUGHTON

Chief of Staff

Signed by: BROUGHTON.ALLEN.DALE.1168122922

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GENERAL INFORMATION

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CHAPTER 1

GENERAL INFORMATION

1000. SCOPE. The policies, guidance, and instructions in this Manual pertain primarily to real property facilities maintenance management and certain services categorized as general or other engineering support.

1001. FACILITIES MAINTENANCE FUNCTIONS AND LIMITATIONS

1. Real Property Maintenance Activities (RPMA). RPMA is identified in the Naval Established Resources System under Functional Category Codes (FCC's) M, N, P, and R. The work may be performed in-house or by contract and includes services performed on a reimbursable or as non-reimbursable basis. Briefly, costs of the RPMA include planning, labor, material, hourly use of equipment, and contracted services grouped by FCCs as follows:

- a. FCC M. Maintenance and repair of all buildings, grounds, paved surfaces, utilities systems, and other real property facilities. Also includes those support services performed in conjunction with in-house maintenance and repair efforts.
- b. FCC N. Operation of utilities systems, including utilities purchases.
- c. FCC P. Other engineering support services, such as pest control and refuse collection and disposal.
- d. FCC R. Minor construction, improvements, and alterations.

2. Other Operational Support. The Facilities Maintenance Section (FMS), Public Works Branch performs other limited operational support as directed by the Assistant Chief of Staff G-F, Installation and Environment Division. Additionally, equipment installation costs for items procured by other fund administrators and reimbursable customers must be funded by the procuring activity. Costs for items procured by MCINCR-MCBQ activities will exclude civilian labor costs if equipment is installed by FMS maintenance personnel.

3. Work Support for Personal Property. Public Works Branch is not responsible for services to personal property, as distinguished from real property or installed equipment included in the RPMA.

4. Limitations. Staffing within FMS is based on workload and functions to be performed in executing the RPMA program. Accordingly, accomplishing work external to the RPMA program serves to divert personnel from needed maintenance and repair functions. To ensure proper execution of the RPMA program, the following support will not be provided by FMS:

- a. Repairs to organizational power tools and equipment.
- b. Repairs to facilities or installed equipment while such facilities or equipment are still under warranty.
- c. Repairs or modifications to table of equipment items.



CHAPTER 2

MAINTENANCE RESPONSIBILITIES

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CHAPTER 2

MAINTENANCE RESPONSIBILITIES

2000. GENERAL. Units and personnel that occupy facilities on MCINCR-MCBQ are considered tenants and have limited facilities maintenance responsibilities. Tenant activity heads have the responsibility for effective use, care and preservation of facilities and the conservation of resources, especially utilities.

2001. RESPONSIBILITIES

1. Commander, MCINCR-MCBQ. Responsible for the implementation and execution of a facilities maintenance management program for this Base.

2. AC/S G-F, Installation and Environment Division. Has overall responsibility for the maintenance and repair of all buildings, grounds, roads, paved surfaces, utility systems, and other real property facilities, including installed equipment, refuse collection, and operation of utilities systems. Maintains and repairs training ranges, landing zones, and transportation corridors, including rights-of-way and tank trails.

3. Organizational and Area Commanders. Responsible for ensuring occupants of assigned facilities maintain buildings, structures and adjoining grounds in the same condition expected of a prudent homeowner. Responsibilities include:

a. Protecting facilities and grounds from malicious damage and vandalism.

b. Restricting the use of vehicles on grassed areas.

c. Reporting maintenance and repair problems to FMS, Public Works Branch, Installation and Environment Division.

d. Appointing responsible personnel (usually within the G-4/S-4 sections) to serve as maintenance coordinators with FMS.

e. Establishing and implementing a self-help program for minor repairs.

- f. Following the guidance for energy conservation per MCBO 4100.1B.
- g. Ensuring routine housekeeping duties are accomplished.
- h. Reporting lights that are inaccessible and not working due to electrical or fixture problems to FMS for repair.
- i. Purchasing necessary housekeeping supplies such as floor wax, cleaners, light bulbs, and fluorescent tubes.
- j. Policing of lawns, sidewalks, parking areas, and streets adjacent to their buildings. This includes grass cutting (where applicable), leaf raking, bush and tree trimming up to 10 feet in height or from building, snow removal on sidewalks and building entry ways, and the emptying of small trash/litter containers. Responsibilities for policing and grounds care are detailed in MCBO 11104.1B.

2002. COORDINATION AND LIAISON

- 1. The execution of an effective facilities maintenance management program is dependent upon receiving full support, cooperation, and assistance from occupants. Support can best be achieved through proper coordination and liaison between FMS and representatives of the occupant's organization. This coordination should encourage all levels within the chain of command to be aware of the respective maintenance requirements.
- 2. Organizations occupying facilities on this Base should:
  - a. Major commands/units. Designate a facilities officer (ordinarily from the G-4/S-4 section) to coordinate facilities maintenance and repair matters for their respective organization.
  - b. Company size units. Designate a police sergeant to serve as a maintenance representative for individual facilities assigned to that unit.
  - c. Separate staff sections and tenant activities. Appoint a facility maintenance representative, as appropriate, to coordinate maintenance and repairs for facilities occupied.

2003. FUNCTIONS OF DESIGNATED COORDINATOR/LIAISON PERSONNEL

1. Facilities Officer/Representative

a. Prevent unauthorized additions, modifications, and alterations to any facility. Damage caused by disregard for public property or damage resulting from negligence and improper use will be immediately reported to the respective commander or staff officer. A damage cost estimate will be prepared by FMS personnel, if appropriate.

b. Conduct effective coordination of facilities maintenance requirements with the Public Works Branch.

c. Develop and implement self-help programs that fix minor facility problems as they occur.

d. Provide quality control feedback to the Public Works Branch regarding lack of maintenance support or unsatisfactory repairs made by FMS maintenance personnel or contractors.

e. Follow energy conservation guidance as put forth in MCBO 4100.1B.

2. Police Sergeants and Maintenance Representatives

a. Be totally familiar with the facilities under their charge.

b. Report emergency and routine requirements to either the organizational facilities officer/representative or submit a NAVFAC Form 9-11014/20, Work Request (Maintenance Management), figure 3-1, or a Maximo web request via the internet.

c. Implement and execute an aggressive self-help program.

d. Follow guidance as put forth in energy conservation MCBO 4100.1B.

2004. PROCEDURES

1. Submission of Work Requests

a. Specific procedures for reporting emergency requests and for the preparation of the NAVFAC Form 9-11014/20 are contained in chapter 3 of this Manual.

b. Normally, the preparation of the written work request originates with the organization's G-4/S-4 or facilities maintenance representative who will sign/initial and date the request prior to forwarding to Work Reception Office, Public Works Branch.

c. NAVFAC Form 9-11014/20 for mess halls will be submitted by the Base Food Services Officer, Logistics Division.

2. Reconciliation of Work Requests. Unit S-4 officers and maintenance representatives should maintain a copy of all NAVFAC Forms 9-11014/20 submitted and a log of all phone requests. NAVFAC Form 9-1014/20 requests should be reconciled monthly with the Work Reception Section of Public Works Branch. Appointments for reconciliations will be scheduled upon request by calling the Work Reception Supervisor at (703) 784-2089.

3. Customer Cooperation

a. A list of individuals authorized to sign and submit NAVFAC Form 9-11014/20 will be provided in writing to the Work Reception Office. Lists should be updated when re-designations occur. See chapter 3, paragraph 3002.

b. NAVFAC Form 9-11014/20 should be submitted in time to permit the work to be prioritized, programmed, funded, and accomplished by the desired completion date.

c. Telephone requests are limited to emergency work as defined in appendix A.

d. Telephone inquiries for status updates will be made to Work Reception Office.

e. Tenant activities and other customers receiving services on a reimbursable basis should provide advance funding documentation to the Director, Comptroller Division (B 181).

CHAPTER 3

SUBMISSION OF WORK REQUESTS

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CHAPTER 3

SUBMISSION OF WORK REQUESTS

3000. GENERAL. Facilities officers/representatives should review the facilities maintenance procedures and standards in chapter 4, and the definitions in appendix A. Requests for maintenance support must always be accomplished via telephone for emergencies, and by submission of service requests in Maximo for routine work. If an organization does not have a representative with Maximo access, the routine maintenance support should be requested by NAVFAC Form 9-11014/20.

3001. TELEPHONE REQUESTS FOR MAINTENANCE AND REPAIR

1. The 24 hour emergency work telephone number is (703)784-2072.
2. Emergency calls will be accepted by the Work Reception Office (during duty hours) or after hours work crews during non-working hours. However, whenever possible, emergency calls should be passed through organizational S-4 officers or the maintenance representatives. This will alert the Base to the problem and also allow maintenance personnel to coordinate with established points of contact in the event further information is necessary.
3. Emergency callers and unit representatives requesting maintenance and repair service work should be prepared to provide the following information:
  - a. Requester code for the organization/activity (see appendix B).
  - b. Building or structure number.
  - c. 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.
  - d. Description of the problem.
  - e. Specific location of the work or problem within the building, structure, or area.

3002. WRITTEN WORK REQUESTS

1. General. Requests for services other than those categorized as emergency-type work must be submitted via service request submission in Maximo or on a NAVFAC Form 9-11014/20, if Maximo access is not available.

2. Preparation

a. If a NAVFAC Form 9-11014/20 is submitted, an example of a completed work request is shown in figure 3-1.

b. Prepared work requests from organizational/activity heads should be forwarded or hand carried to the Work Reception Office, Bldg. 3252, 1st Deck.

3. Status of Work Requests. Inquiries regarding the status of work requests should follow the same chain as submission requirements. If proper reconciliation has been performed, the S-4 or maintenance representative should be able to answer most inquiries from subordinate units.

3003. WORK REQUESTS FOR NEW WORK AND CONSTRUCTION

1. Service requests for new work or construction will be accomplished as Minor Construction. New construction outside a facility exterior will require approval from Base Planning Office and Natural Resources and Environmental Affairs office. New construction inside a facility requires the approval of Public Works and the Fire Department and could require other approval if requested for a building in the historic district of Base. Funding limitations for this type work require that requests be prioritized and accomplished based on the overall needs of this Base. Organizations that have funding available for their minor construction projects must request approval from A/CS G-F, and should state that on their Maximo service request submission or the NAVFAC Form 9-11014/20 when submitted.

2. NAVFAC Form 9-11014/20 for new work/construction will be submitted per procedures established in paragraph 3002.



3004. WORK REQUESTS FOR EQUIPMENT INSTALLATIONS

1. Requesters should thoroughly review the provisions of MCO P11000.5G, chapter 6, prior to submitting requests for equipment installation. Activity heads will be requested to reimburse the Facilities Division for equipment installations which have not been previously approved. Reimbursable costs for equipment procured by MCINCR-MCBQ activities will not include civilian labor when equipment is installed by FMS maintenance personnel.

2. Activity heads should coordinate with the FMS prior to equipment purchase/lease to ensure compatibility with electrical and HVAC system and to confirm that existing utility systems can support the equipment. If this is not accomplished, activities risk purchasing equipment that may not be compatible with existing utilities. Activities should also be prepared to fund any minor construction associated with installation of new equipment or furniture.

3005. COST ESTIMATES. Cost estimates will be provided to commanders for the purpose of establishing government charges, for documentation in investigations, to reimbursable customers upon request, and as directed by the A/C S G-F, Installation and Environment Division.

3006. RESOURCE MANAGEMENT

1. Maintenance Policy. The installation's real property will be maintained in the most efficient and life cycle cost-effective manner consistent with available resources. To implement this policy, Public Works Branch will primarily direct resources towards maintenance and repair projects, which will:

a. Extend the useful life of the facilities and base infrastructure.

b. Comply with State and Federal regulations.

c. Reduce annual maintenance costs over the life of the facilities.

d. Reduce utility costs.

2. Maintenance Priorities. In keeping with the above policy, maintenance priorities are generally as follows:

a. Emergency work: A situation that endangers life, limb, or property or significantly degrades critical base missions or critical services, or mission if not immediately corrected.

b. Urgent Work: Response to situations, which do not immediately endanger personnel or threaten to damage property or the environment, but would soon. Urgent Service Tickets also include correction of operational, mission and health/comfort issues that do not fit the definition of emergency.

c. Preventive maintenance: Scheduled preventive maintenance of equipment (i.e. Filter changes, cleaning, lubrication, etc.).

d. Minor repair work: Routine repairs which may take up to 30 days to complete.

e. Major repair projects.

f. Construction projects.

3. Work Scheduling. Work will be scheduled per established policy and priorities. Work to correct environmental, fire, safety, health, or security deficiencies will be programmed for completion based upon justification submitted per paragraph 3002.2.

Figure 3-1. Sample NAVFAC Form 9-11014/20 Maintenance Management Work Request (Front)

<b>WORK REQUEST (MAINTENANCE MANAGEMENT)</b> NAVFAC 9-11014/20 (REV. 2/94 (EP)) (New S/N number pending)		<i>PW Department use instructions in NAVFAC MD-321</i>	
<i>Requestor see instructions on Reverse Side</i>			
<b>PART I--REQUEST (Filled out by Requestor)</b>			
1. FROM <b>WEAPONS TRAINING BATTALION, S-4</b>		2. REQUEST NO. <b>1WT0001</b>	
3. TO <b>HEAD, FACILITIES MAINTENANCE SECTION</b>		4. DATE OF REQUEST <b>2011 03 31</b>	
5. REQUEST FOR <input type="checkbox"/> COST ESTIMATE <input checked="" type="checkbox"/> PERFORMANCE OF WORK		5a. REQUEST WORK START <b>2011 05 15</b>	
6. FOR FURTHER INFORMATION CALL <b>POC: SGT SMITH (703) 784-1111</b>		7. SKETCH/PLAN ATTACHED <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
8. DESCRIPTION OF WORK AND JUSTIFICATION (including location, type, size, quantity, etc.) <b>BLDG: 27212</b> <b>LOCATION: CONFERENCE ROOM</b> <b>DESCRIPTION: INSTALL A PARTITION WALL WITH ELECTRICAL OUTLETS PER CODE.</b>			
9. FUNDS CHARGEABLE		10. SIGNATURE (Requesting Official) <b>(MUST BE SIGNED BY REQUESTOR)</b>	
<b>PART II--COST ESTIMATE</b> (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 IN _____	
b. Material		<input type="checkbox"/> APPROVED PROGRAMMING TO START IN _____	
c. Overhead and/or Surcharge		PROGRAMMING TO START IN _____, IF	
d. Equipment Rental/Usage		AUTHORIZED BY 25TH OF _____ AND FUNDS ARE MADE AVAILABLE.	
e. Contingency		<input type="checkbox"/> DISAPPROVED. (See Reverse Side)	
f. <b>Total</b>		16. SIGNATURE	17. DATE
<b>PART III--ACTION (Filled out by Requestor)</b>			
18. TO			
19. AUTHORIZATION TO PROCEED IS ATTACHED (Check one if other than PW funds are involved) <input type="checkbox"/> NAVCOMPT 140 <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	
<i>(See Part IV on Reverse Side)</i>			

Figure 3-1 (Continued). Sample NAVFAC Form 9-11014/20  
Maintenance Management Work Request (Back)

**INSTRUCTIONS**

**IF ESTIMATE IS DESIRED BEFORE WORK IS STARTED**

Requestor fills in all items in Part I checks "Cost Estimate" in item 5, attaches sketch or plan if necessary, checks proper block in item 7. Requestor retains last copy and forwards balance to Public Works Department.

If the Work Request is approved, the original and first copy will be returned to the requestor with Part II completed. If the requestor desires the work to proceed in accordance with the estimate provided, he should fill in Part III, checking proper block in item 19 and attaching the document citing the funds to be used. If the requestor decides not to authorize the work, the appropriate box in item 20 should be checked. The original form, in either case, is returned to the Public Works Department.

If the Work Request is disapproved, the reasons for disapproval will be stated in Part IV, signed by the Public Works Officer, and the original and one copy returned to the requestor.

**IF ESTIMATE IS NOT DESIRED BEFORE WORK IS STARTED AND FUNDS ARE NOT UNDER COGNIZANCE OF PWO**

Requestor fills in all items in Parts I and III except item 20, checks "Performance of Work" in item 5, attaches sketch or plan if necessary, checks proper block in item 7, checks proper block in item 19, and attaches document citing the funds to be used. Requestor retains last copy and forwards balance to Public Works Department.

If the Work Request is approved, the first copy will be returned to the requestor with items 11, 12, 15, 15/6, and 17 of Part II completed.

If the Work Request is disapproved, the reasons for disapproval will be stated in Part IV, signed by the Public Works Officer, and the original and one copy returned to requestor.

**IF ESTIMATE IS NOT DESIRED BEFORE WORK IS STARTED AND FUNDS ARE UNDER COGNIZANCE OF PWO**

Requestor fills in all items in Parts I, checks "Performance of Work" in item 5, attaches sketch or plan if necessary, checks proper block in item 7. Requestor retains last copy and forwards balance to the Public Works Department.

If the Work Request is approved, the first copy will be returned to the requestor with items 11, 12, 15 as applicable, 16 and 17 of Part II completed.

If the Work Request is disapproved, the reasons for disapproval will be stated in Part IV, signed by the Public Works Officer, and the original and one copy returned to requestor.

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PART IV--REMARKS

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In addition to the standard information described on the form, the following notations are required:

a. Item 2. Requests will be numbered in the format 1AA0001, defined as follows:

(1) 1 - Last digit of the current fiscal year.

(2) AA - Two character unit code per appendix B.

(3) 0001 - Consecutive number assigned by the organization. Begin with 0001 at the beginning of each fiscal year.

b. Item 8. Denote the building or structure number. Describe the work to be performed. Indicate the specific location within the building (i.e., 2nd deck head, room 210, etc.). A realistic and detailed justification should accompany all requests for maintenance and repair work not self-evident by the description. Sketches/drawings should accompany the request whenever possible to minimize the need for on-site inspections by planners and estimators.

c. Item 9. Customers requesting services on a reimbursable basis will complete the information in this column. Reimbursable customers should annotate the applicable reimbursable order number to be charged. Base fund administrators should provide the chargeable financial information pointer for services when applicable. In some cases, customers may be required to coordinate further with the Director, Comptroller Division (B 64) and provide appropriate funding documents before services can be performed.

CHAPTER 4

DICTIONARY OF FACILITIES MANAGEMENT PROCEDURES AND STANDARDS

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## CHAPTER 4

## DICTIONARY OF FACILITIES MANAGEMENT PROCEDURES AND STANDARDS

4000. INTRODUCTION. Subsequent paragraphs of this chapter serve to provide general guidance and to explain management procedures and standards for items normally associated with service work performed by the FMS, or contact work executed by the Public Works Branch.

4001. AIR CONDITIONING, AIR CONDITIONERS AND HEAT PUMPS

1. Requests for installation, reinstallation or movement of air conditioners or heat pumps will be submitted with complete justification per procedures contained in chapter 3.

2. The installation, removal, and maintenance of central air conditioning/heat pump units will only be accomplished by FMS personnel.

3. Purchase of window air conditioning units will be accomplished by G-4 Base Property. FMS personnel will remove and/or install units when requested via a Maximo service request. Using organizations are responsible for the proper operation and care of units and will ensure that they are turned off when facilities/rooms are not occupied, or the temperature is below 78 degrees Fahrenheit. Additionally, air conditioning units will not be operated prior to or after published seasonal startup and shutdown dates.

4002. ANTENNAS. The installation of antennas or guy wires to any roof or structure must be coordinated with Public Works Branch. The Head, Training and Audiovisual Support Center Branch, Operations Division (extension 4-2381), is the liaison for cable television problems.

4003. BLEACHERS. Requests to relocate bleachers should be submitted to the FMS via Maximo service request or on the standard NAVFAC Form 9-11014/20, Work Request (Maintenance Management), at least 7 days prior to the date required.

4004. BRIDGES. The posted safe load limits are for two-way traffic. Organizational representatives with vehicles heavier than the posted safe load limit will obtain written permission from the AC/S G-F, Installation and Environment Division, before exceeding the safe load limit.

4005. CARPETING. Installed wall-to-wall carpeting is a floor covering and is replaced, when necessary, with maintenance funds. Replacement carpeting is typically a low priority for funding unless it relates to life/health or safety matter. Area rugs or carpeting not affixed to the floor are the responsibility of the organization for purchase and/or replacement. The cleaning of carpets is typically funded by G-F when carpet is damaged due to plumbing issues. Other reasons to clean are typically a low priority and customers are requested to fund those cleanings.

4006. COFFEE MESS. Coffee brewers and other small appliances will not be repaired or maintained by FMS personnel.

4007. CRISIS. MCINCR-MCBQ can be affected by crisis situations created by flash flooding, hurricanes, thunderstorms, hazardous material incidents, terrorist activities, civil disturbances, or other disasters. In a crisis situation, AC/S G-F, Installation and Environment Division will accomplish assigned missions in the MCINCR-MCBQ Mission Assurance Plan, Annex C Appendix 1, Annex D, and Annex D Appendix 4.

4008. DAMAGE COST ESTIMATES. Damage cost estimates will be provided upon 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, Uniform Code of Military Justice. Damage cost estimates will include the direct cost of labor and material overhead costs. Completed estimates that reflect negligence or malicious damage will be referred to the applicable Commanding Officer for appropriate actions.

4009. DEAD ANIMALS. For removal of live or dead animals inside facilities aboard this Base submit a Maximo service request or call the Emergency Maintenance help desk at 784-2072. Removal of animals is performed by a contractor through Facility Support Contracts, Public Works Branch, Installation and Environment Division.

4010. DEMOLITION. Requests for demolition of excess or unserviceable facilities will be addressed to the AC/S G-F, Installation and Environmental Division. Buildings approved for demolition will receive only the minimum maintenance required for safety, sanitation, and protection of government property.

4011. DESK NAMEPLATES AND OFFICE SIGNS. Items should be procured as organizational personal property and will not be fabricated by FMS.

4012. DRAPERIES. Building occupants are responsible for the installation, cleaning, and maintenance of draperies. This includes the purchase, installation, and repair of drapery rods.

4013. ELECTRIC FANS. Electric fans are property items unless installed in the facility, i.e., exhaust fans. Requests to install/remove exhaust fans shall be submitted to FMS via Maximo service request or standard NAVFAC Form 9-11014/20.

4014. ELECTRICAL GENERATORS. The frequency and duration of electrical outages does not justify the expense of electrical generators except at the most critical facilities. In most cases, generators are only installed at medical, communication, utility, and environmentally controlled facilities. During extended electrical outages of more than 4 or 5 hours, personnel responsible for refrigerated food storage should keep freezers and refrigerators closed. Where practicable, food service personnel should transport readily perishable foods to other refrigerated storage areas with electrical or generator service. To avoid possible death or serious injury, electrical generators shall not be wired into a facility's distribution system without prior written approval from the Public Works Branch and shall be performed only by qualified personnel. Temporary and/or rental generators are not allowed to be brought onto Base without prior approval from the Natural Resources and Environmental Affairs and Public Works Branches.

4015. ELECTRICAL WATER COOLERS. Installed electrical water coolers are defined as a component of the facility. FMS is responsible for the procurement, installation, removal, and maintenance of installed electrical water coolers. Requests for new installations should be submitted to the Public Works Branch for approval per paragraph 3003. Using organizations are responsible for the proper care and cleanliness of electric water coolers.

4016. ELECTRONIC DEVICES. Requests for maintenance or repair of commercial intercoms, public address systems, radios, intrusion detection systems, master TV antenna, and other electronic devices should be forwarded directly to the Communication Electronics Division, at (703) 784-5970/2176.

4017. ELEVATORS. Elevator maintenance, repair, and emergency services are provided by a service contract. Requests for service to these elevators should be submitted via Maximo service request or Emergency call to Work Reception at 784-2072.

4018. EQUIPMENT PROCEDURES

1. The installation of Class III and IV plant equipment and organic (minor) property will be done in accordance with MCO P11000.5G.
2. Justification for new equipment that requires electricity, plumbing, construction, etc., will be approved in advance by PWB, by submitting a Maximo service request or a NAVFAC Form 9-11014/20. The request will contain complete nomenclature, model, specifications to include amperage, voltage, size, weight, etc., and manufacturers of the item(s) being installed. Upon receipt of the request, the Planning and Estimating Unit, FMS will determine compatibility with power source and facility structure, and estimate the cost of installing the proposed equipment.
3. The estimated cost of equipment installation and any construction expense will be included as part of the budgeted cost for equipment. If approved, FMS will install the equipment subject to scheduling and resource constraints.

4019. EQUIPMENT MAINTENANCE. FMS will maintain and repair equipment listed on plant account records or installed as a permanent part of the facility.

4020. FABRICATIONS/MANUFACTURING. FMS will not manufacture or fabricate items such as picture frames, shelving racks, desk nameplates, plaques, furniture, picnic tables, and other non-real property items. These items can be obtained by following supply or purchasing and contracting procedures. Requests for such services will be returned without action.

4021. FENCING. Chain-link security fencing will be installed, removed, relocated, and repaired by FMS or by contract. Requests for new fencing or modifications to existing chain-link fencing are classified as minor construction. 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, Installation and Environment Division.

4022. FIRE ALARM SYSTEMS. The Head, Fire Protection/Prevention Branch, Security Battalion, reviews all fire alarm projects/maintenance contracts. Power supply, conduit, and lighting requirements for the installation of the fire alarms will be accomplished as equipment installation. Maintenance of the fire alarm systems is the responsibility Public Works Branch through a

contract. Contractors perform routine preventive maintenance and testing on these systems without input from the customer. Requests to repair fire alarm or sprinkler systems should be submitted via Maximo service request or phone call to the Work Reception desk at 784-2072.

4023. GRASS SEED/FERTILIZER. Initial seeding of large lawn areas will be done by FMS. Self-help grass seed and fertilizer may be requested for repair and reseeded of small lawn areas.

4024. FMF ENGINEER UNITS. Guidance contained in MCO P11000.5G and MCO 5312.13 permits the use of Fleet Marine Force (FMF) units and Naval Construction Forces (NCF) to accomplish facilities projects. Requests to use FMF or NCF engineer units to accomplish project(s) will be submitted to the AC/S G-F, Installation and Environment Division for approval.

4025. FURNITURE REPAIR. The repair of furniture or furnishings by personnel in FMS is prohibited. Furniture repair is an organizational responsibility.

4026. GALLEY GREASE. Grease accumulation in mess hall exhaust ducts creates a serious fire hazard. Each mess hall manager is responsible for the cleaning of the range hoods and cleaning and/or replacement of the grease collection filters. Grease traps in mess hall drain piping should also be periodically cleaned by mess hall personnel. Mess hall hood systems and grease traps are tested, maintained, and repaired via Public Works Contract.

4027. GRASS CUTTING. Refer to the procedures for lawn mowers in paragraph 4034. Responsibilities for grass cutting are detailed in MCBO 11104.1B.

4028. HQMC FACILITIES PROJECTS PROGRAM. The HQMC Facilities Projects Program is a centrally-managed, interrelated program of developing, prioritizing, and funding major repair, minor construction, and equipment installation projects at Marine Corps activities.

1. Monetary Limitations

a. Construction Projects. Minor construction (R2) projects with total funded cost between \$100,001 and \$1,000,000.

b. Repair Projects. Major repair (M2) projects with total funded cost between \$300,001 and \$7,500,000.

2. Project Submission

a. Construction Projects. Submit requests identifying requirements and justification to the AC/S GF, Installation and Environment Division.

b. Repair projects. Submit requirements to the FMS per procedures outlined in chapter 3.

3. Project Validation. Projects are validated and assigned a numerical rating by a representative from HQMC during an annual site visit to this Base. Validation score determines funding based upon Marine Corps requirements.

4029. HEATING/COOLING SWITCHOVER. The switchover period for heating and air conditioning is normally October and May. Specific details and dates are issued by the Commander, MCINCR-MCBQ shortly before those periods.

4030. CUSTODIAL SERVICES. Custodial services are provided to a limited number of facilities on Base via a commercial custodial contract. Modifications and/or additions to the contract need to be submitted to Public Works Branch.

4031. KEYS, COMBINATIONS, LOCKS, AND SAFES

1. For security, all locksmith work must be submitted in writing via work request and signed by the organizations authorized representative. In emergency situations, an on-site request may be telephonically approved. However, upon arrival of the locksmith, the requestor must provide an approved NAVFAC Form 9-11014/20.

2. Keys and locks that are broken or damaged due to normal or reasonable circumstances will be repaired or replaced by FMS personnel. Lost keys, lock replacement, or other locksmith services that are determined to be the result of abuse, negligence, or unsatisfactory care will be identified for reimbursement. Procurement of high security padlocks is a unit responsibility. High security padlocks and keys will be repaired/duplicated by FMS. Regular padlocks/keys, desk/cabinet keys, and automotive keys will not be provided by FMS. This service will be procured commercially using unit funds.

3. Master keys have restricted control. Barracks master keys will be limited to two per building, regardless of organizational occupancy. Barracks master keys that are broken or unserviceable will be replaced by FMS on a one-for-one exchange. Lost master keys will be replaced by FMS upon receipt of a letter from the unit commander. Requests to re-key a MCINCR-MCBQ building due to a lost master key will normally be satisfied on a reimbursable basis.

4. Combination safe repairs will be accomplished on a routine basis unless classified material or monies indicate an urgent response is required.

5. Changes to safe combinations will be accomplished by FMS personnel only.

6. Locksmith services required after normal working hours, weekends and holidays will be requested by the respective Officer of the Day/Command Duty Officer.

4032. LANDFILL. There is no longer an operational Base landfill at Quantico. Items requiring disposal at a landfill, which cannot be disposed in the dumpsters around Base, must be taken to the Base Property Control Office Warehouse West (PCOWW), Bldg. 27005. PCOWW personnel may deem unserviceable or damaged beyond repair items to be placed in the refuse/trash roll-off dumpsters. The PCOWW personnel will issue landfill disposable ticket for units to take disposal items directly to the landfill. PCOWW personnel will refer units to the Recycling Program Manager for assistance with scrap metal disposal.

4033. LANDSCAPING. Requests for small area landscaping, tree planting, trimming or removal, or other grounds vegetation projects may be submitted to FMS via NAVFAC Form 9-11014/20, with an attached sketch/drawing of the project. Self-help is encouraged on most landscaping projects, but final approval must always be provided by FMS and NREA. Future maintenance and upkeep of landscaping will be considered prior to approval and may be cause for disapproval.

4034. LEAVES. FMS provides leaf collection in specified areas on Mainside in the fall and spring of each year. FMS personnel visit designated areas on a weekly basis to collect and dispose of leaves.

4035. LIGHT BULBS. Purchase and replacement of interior light bulbs is normally an organizational responsibility. Energy efficient bulbs with the smallest wattage consistent with safe illumination shall be used for replacement.

4036. LIMITED TECHNICAL INSPECTION (LTI). LTI's for plant property will be requested by a NAVFAC Form 9-11014/20 and must include the plant account number, serial number and stock number (as applicable), and acquisition cost. Voltage and BTU information shall be included for air conditioner LTI's. Upon completion of LTI's, FMS will issue a serviceability code statement to be used with property turn-in.

4037. LOAD TESTING

1. Load testing of Marine Corps owned overhead industrial cranes/hoists in permanent facilities will be conducted by FMS. Inspection, testing, and certification programs for Weight Handling Equipment (WHE) will be conducted in accordance to NAVFAC P307 and in conjunction with the annual facilities inspection program.

2. Hydraulic jacks and jack stands do not require load testing, but must be permanently marked with the rated load capacity.

4038. MECHANICAL ROOMS. Mechanical rooms house the heating, plumbing, and electrical equipment required to support the building. These rooms are accessible only to authorized maintenance personnel and will not be used for storage by building occupants. Unsecured mechanical rooms should be reported to the Work Reception Desk, FMS, at (703) 784-2072.

4039. OFFICE MACHINES AND REPRODUCTION EQUIPMENT. Repair support for office machines and reproduction equipment is not provided by FMS. Repairs can be requested by calling the Office Equipment Services Branch, Communication Electronics Division, at (703) 784-2569.

4040. OIL DISPOSAL. Contact the Natural Resources and Environmental Affairs Branch at (703) 784-4030.

4041. OIL WATER SEPARATORS. Oil water separators will be cleaned through a commercial contract on a routine basis. If a requirement arises that calls for an unscheduled cleaning, request via NAVFAC Form 9-11014/20.



4042. PARKING AREAS. Requests to pave unpaved parking areas, construct parking areas, or expand existing parking areas are classified as minor construction and will be submitted per chapter 3.

4043. PAINT. Building interiors and exteriors are painted as required, and the frequency varies with building use. Public Works Branch will routinely inspect buildings to determine when the interior and exterior should be repainted. Most buildings require interior and exterior repainting every 4 years, although some little used facilities will last longer. Tile, concrete floors, steps, and brick walls will not normally be painted. Even the best floor paints wear quickly under foot traffic. Special skid resistant coatings may be used for safety when other methods of safety protection are not practical. Skid resistant coatings will not normally be approved for self-help application.

4044. PEST CONTROL. Termites, wasps, rodents, roaches, and mosquitoes are some of the more common pests that are controlled for an improved health environment. Only certified pest control technicians will apply pesticides. Pest control services are accomplished through commercial contract and services can be obtained by submitting a completed NAVFAC Form 9-11014/20 through FMS, which forwards it to Facility Support Contracts, Public Works Branch.

4045. RECYCLING. Recycling in Family Housing is accomplished through the Public Private Venture Contract. Recycling in other facilities is accomplished via the Base Integrated Solid Waste Management Program.

4046. REFRIGERATORS. Individual refrigerators are Base Property items and will not be repaired by FMS personnel. Built in refrigeration units are a PWB responsibility.

4047. REIMBURSABLE CUSTOMER WORK. Reimbursable activities will designate in writing, the person(s) authorized to commit funds on a reimbursable basis. Requests for work or cost estimates should be submitted via NAVFAC Form 9-11014/20. If reimbursable work is provided via a service ticket, the customer is requested to provide the funding once the work is accomplished. If the work requested exceeds service ticket level (24 man-hours), the work will not be accomplished until an estimate is provided to the customer and funding is received in advance.

4048. ROOFS. For safety and to prevent damage, access to roofs is restricted to personnel.

4049. WINDOW SCREENS. Window screens will be repaired or replaced by FMS personnel for all facilities or spaces that are not air conditioned. The use of self-help in screen repair/replacement is encouraged.

4050. SECURITY AND FIRE ALARM SYSTEMS. The Provost Marshal's Office reviews all security alarm projects/maintenance contracts. Alarm systems classified as intrusion detection (IDS), also referred to as remote sensor systems or burglar/unauthorized access alarm systems are Class III plant property. Power supply, conduit, and lighting requirements for the installation of IDS systems will be accomplished as equipment installation. Maintenance for the IDS system is the responsibility of the Electronic Maintenance Branch, Communication Electronics Division.

4051. SEPTIC TANK CLEANING. Requests for cleaning of septic tanks will be submitted via NAVFAC Form 9-11014/20. For emergencies, contact the Work Reception office at (703) 784-2072.

4052. SIGNS. Organizational building signs will be provided and installed per MCBO 5560.1.

4053. SMOKE DETECTORS. The Head, Fire Protection/Prevention Branch, Security Battalion, reviews all smoke detector projects. Hard-wired smoke detectors will be provided and installed by the Public Works Branch. Maintenance of hard-wired smoke detectors which are connected to the Master Alarm System is the responsibility of the Public Works Branch. Hard-wired smoke detectors not connected to the Master Alarm System are maintained by FMS personnel. Battery-operated smoke detectors are provided by the Fire Protection/Prevention Branch, Security Battalion. The respective organization is responsible for the installation of the smoke detector. See paragraph 4016.

4054. SNOW REMOVAL. Responsibilities for snow removal are contained in MCBO P11210.1.

4055. STREET LIGHTS. Broken/burned-out street lights should be reported to the Work Reception Desk at (703) 784-2072.

4056. TRAINING RANGES. Inspection of training facilities, to

include real property, structures, obstacle courses, confidence courses, rappelling towers, dry net trainers, bleachers, towers, targets, heads, flagpoles, demolition beds, firing positions, roads, mess areas, lateral limit markers, boundary fencing, etc., will be jointly conducted by the FMS personnel and inspectors and representatives from Training Branch, Operations Division. NAVFAC Form 9-11014/20 for emergencies, safety deficiencies, and routine maintenance of training/range facilities will be submitted by the Operations Division.

4057. REFUSE

1. Requests for emptying of overflowing refuse dumpster or containers should be telephoned to Public Works Branch at (703) 784-1405.
2. Requests for relocation of containers or additional refuse dumpsters should be submitted via NAVFAC Form 9-11014/20.

4058. UTILITY METERS. Meters are maintained by the FMS. Established Inter-service Support Agreements normally require reimbursable customers to have utility meters installed by the Public Works Branch.

4059. UTILITY COSTS. Utility rates are established annually based upon recommendations made by the Energy Conservation Board. Rates are published per MCBO 11300.1.

4060. VENETIAN BLINDS. FMS will repair or replace venetian blinds within resource constraints. Requests for repair or replacement should be forwarded via NAVFAC Form 9-11014/20.

4061. WASHING MACHINES AND DRYERS. A commercial contractor services the clothes washing machines and dryers in bachelor enlisted quarters and bachelor officer quarters throughout the Base. Requests for repairs should be telephoned to the Property Control Officer, Material Branch, Logistics Division at (703) 784-2846/7.

4062. WINDOW WASHING. Exterior and interior window washing is a normal housekeeping responsibility of building occupants or can be contracted if the building occupant provides funding.

CHAPTER 5

SELF-HELP PROGRAM

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Chapter 5

SELF-HELP PROGRAM

5000. GENERAL INFORMATION

1. Objective. A viable, effective self-help program helps accomplish minor maintenance, repair, equipment installation, and minor construction work that would otherwise not be accomplished due to higher priority work or funding limitations.

2. Implementation. Organizational/tenant commanders are encouraged to conduct self-help programs as a means of reducing maintenance and utility costs and enhancing the appearance of facilities and grounds. Self-help also enables commanders to better respond to quality-of-life deficiencies.

3. Self-Help Tasks

a. 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 those which a prudent homeowner might accomplish. Examples of self-help tasks are:

(1) Adjusting or replacing building hardware such as light fixtures, screens, light globes and covers, door hardware, glass repair, ceiling tile replacement, and light switch and socket covers.

(2) Freeing minor plumbing stoppages, replacing shower heads, and repairing minor leaks.

(3) Painting and sanding of interior walls.

(4) Patching of drywalls.

(5) Grounds maintenance such as grass cutting, snow removal, bush pruning, fertilizing, tree trimming, and shrub replacement.

(6) Weather stripping of doors and windows.

b. 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.

5001. POLICY. MCO P11000.7C establishes Marine Corps policy and procedures for the self-help program.

1. The self-help program will augment the work traditionally performed by military, civil service, and contractor personnel.
2. Troop training projects approved for accomplishment by either FMF Engineer Units or Naval Construction Forces are not included under the self-help program.

5002. PROCEDURES

1. Instructions. Implementation of the self-help program is the responsibility of organizational commanders. Internal procedures developed require coordination with Public Works Branch to periodically inspect barracks and workplaces for maintenance discrepancies. From this inspection, and from other reported discrepancies, a listing of tasks appropriate for self-help accomplishment should be identified.

2. Self-Help Requests. Requests for self-help projects will be submitted on a NAVFAC Form 9-11014/20. The requestor should be as explicit as possible about the requirement. A project supervisor/coordinator should be identified on the request with work phone numbers. The NAVFAC Form 9-11014/20 will be reviewed by the Production Supervisor, FMS, and if approved, materials issued. If the materials are available through the MCINCR-MCBQ Quantico Re-Use Center operated by NREA, materials should be issued from there first, prior to purchasing. The Re-Use Center stocks paint, cleaning supplies, and other materials of that nature. After receipt of materials, the organization will notify the Operations Supervisor at (703) 784-1492 that work has started. Final inspection will be accomplished by an FMS inspector upon project completion.

3. Materials for small self-help jobs (usually work requiring less than 16 man-hours) are issued immediately whenever possible.

4. Materials for large (more than 16 man-hours) will be ordered by specific job order. Materials are issued as soon as they become available. For efficiency and material control, self-help jobs should be completed 30 days after receipt of materials.

5003. SELF-HELP GUIDELINES1. Structural Work

a. Screen. Screen repairs are encouraged to be accomplished self-help. Wood frame screen doors and screens may be repaired by replacement, re-tacking loose screen wire, securing fasteners, tightening hinges, or adjusting or replacing springs. Do not remove screens from windows unless it is absolutely necessary. Never secure screens by driving nails through wooden or metal frames.

b. Doors. Door repairs are limited to tightening of hinges and hardware and light lubrication of hinges and locks. If required, a small bit of wood as filler in enlarged holes will help obtain a sound fastening when the screw is replaced.

c. Glass and Glazing. Self-help glass replacement is encouraged for warehouse and low visibility storage/general purpose facilities. Pre-cut glass and glazing compound will be provided as required. Requests for pre-cut glass panes will include exact measurements.

d. Spackling, Plaster, and Sheetrock. Minor spackling, plaster, and sheetrock repairs to walls and ceilings may be approved for self-help work. Contact the Production Supervisor, FMS to inspect the area prior to requesting approval of materials.

e. Painting

(1) FMS will issue paint on a self-help basis. All self-help work requests will include the approximate area square footage to be painted.

(2) Camouflage and other tactical paints are not issued through the self-help program. Brushes, rollers, trays, paint thinner, tape, drop cloths and other materials required for painting will be provided by the unit.

(3) 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 of cleaning may indicate that painting is not required. Damage to the surface such as holes, punctures, or splits must be corrected prior to painting.

Repairs to large areas to be painted should be coordinated with the Operations Supervisor, FMS in advance of self-help. Apply paint to dry surfaces only and ensure the surface remains dry for at least 4 hours after application. Self-help paint projects will be coordinated and inspected by the Operations Supervisor, FMS.

(4) Concrete surfaces on steps, slabs, buildings, curbs, etc., should not to be painted. Sign posts are constructed of treated lumber and will not be painted.

## 2. Electrical/Mechanical Work

a. Electrical. Self-help electrical maintenance is limited to relamping standard bulb fixtures and fluorescent tubes and cleaning/replacing globes and reflectors. All other electrical system repairs and replacements will be made by FMS personnel.

(1) Incandescent lamps (up to and including 200 watt and spotlights) and fluorescent tubes should be purchased by the organization. The largest size lamp that can be safely used in standard sockets is 200 watts. Do not use a size larger than specified on 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 damp cloths. When replacing globes, turn off light until cool.

(2) Extension cords and multiple connector male plugs may be hazardous and shall never be left unattended. Extension or spliced cords will not be fabricated by FMS personnel.

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

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

(5) Installations, modifications, alterations, or additions to any electrical system will be accomplished ONLY by the FMS or authorized contractors.

(6) Base Safety or Fire Department inspections that identify electrical problems will be reported by the organization to the Head, FMS, for corrective action.



The NAVFAC Form 9-11014/20 will include a copy of the applicable inspection report.

b. Heating. Maintenance on steam, hot water, forced air and gas heating systems will be accomplished by FMS personnel. Organizations are responsible for the care and cleaning of space heaters. Responsibilities for space heaters are detailed in MCBO 11320.1A.

c. Plumbing. Self-help plumbing is encouraged for removal of stoppages in toilet bowls, removal of stoppages in lavatories (excluding removing traps), and cleaning, adjusting, and replacing shower heads.

### 3. Roads and Grounds

a. Each organizational commander is responsible for the general care and police of assigned facilities. Area commanders are responsible for exterior police per MCBO 11104.1B.

b. Vehicles and equipment will be operated in such a manner as to preclude damage to roads, road shoulders, grass areas, drainage systems, sewer mains, water mains, communication cables, and overhead electrical and telephone lines. Should damage occur to the above systems, the Work Reception Office, PWB, will be notified immediately at (703) 784-2072/2073.

c. Prior to digging or driving posts or pilings in any inhabited or improved area or along any road, a Maximo request will be submitted to locate utilities per chapter 3.

d. Landscaping and beautification projects accomplished by self-help will be properly maintained by the organization, i.e., watering new shrubs, plants, flowers, trees, weeding, mulching, trimming bushes and trees up to 10 feet and fertilizing.

5004. SELF-HELP LIMITATIONS. The following tasks will not be approved for self-help projects:

#### 1. Structural

- a. Painting of concrete facilities.
- b. Painting of shower floors.
- c. Painting the exterior of facilities.

- d. Painting of information on buildings.
- e. Replacement of windows and doors.
- f. Installation of window air conditioners.
- g. Minor construction, e.g., the installation of walls, partitions, fencing, doors, etc.

2. Electrical/Mechanical

- a. Rewiring or installation of electrical fixtures.
- b. Installation of receptacles, light fixtures, or toggle switches.
- c. Repair to electrical systems.
- d. Replacement of commodes, valves, or urinals.
- e. Installation or removal of plumbing fixtures.

3. Roads and Grounds

- a. Cutting of trees.
- b. Altering existing ground contours.
- c. 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

AFTER-HOURS MAINTENANCE COVERAGE

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CHAPTER 6

AFTER-HOURS MAINTENANCE COVERAGE

6000. GENERAL INFORMATION

1. Objective. The Public Works Branch has established a second shift to increase after-hours maintenance coverage.

2. Scope of Coverage. The second shift consist of various trades to maximize the ability to investigate and complete maintenance and repair tickets after normal working hours. The second shift will execute assigned as well as emergent ticket work.

6001. STAFFING. Second shift will consist of the following mix of personnel divided into two equal teams of five:

1. Two Work Leaders.
2. Two A/C/Refrigeration Mechanics.
3. Two Electricians.
4. Four Maintenance Mechanics.

6002. WORK SCHEDULE

1. Monday through Friday 1530-2330, and Saturday and Sunday 1000-1930.

## APPENDIX A

## DEFINITIONS

1. BACKLOG OF MAINTENANCE AND REPAIR. End of fiscal year measurement of maintenance and repair work remaining as a firm requirement of the annual plan but which lack of resources prohibit accomplishment in that fiscal year.
2. CONSTRUCTION (NEW WORK). The erection, installation, or assembly of a new 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 land improvements.
3. CONTROL INSPECTION. Continuous inspection involving the periodic scheduled examination or test to determine the physical condition with respect to the maintenance standard of facilities, including utilities systems and installed equipment (Class 2 Real Property), for the purpose of identifying deficiencies in the early stages of development. The inspections generally pertain to electrical, mechanical, and structural features.
4. EMERGENCY. A sudden, unexpected, or impending situation that may cause injury, loss of life, damage to property, and/or interference with the normal activities of the installation wherein State and local governments may assist the installation, or in the event assistance is required from the installation.
5. CONSEQUENCE MANAGEMENT. The planned response to contain a crisis situation and minimize the loss of life and property and to provide crisis recovery assistance and limit residual effects of a crisis situation.
6. CUSTOMER. An activity, component of an activity, unit, organization, or tenant which is authorized by an activity commander to request any type of facilities support.
7. CYCLIC MAINTENANCE. A recurring minor structural, electrical, or mechanical repair to high-use structures; e.g., barracks, administrative buildings, etc. The work is authorized by a standing job order which specifies work center tasks by type and optimum time variables within a 30-minute maximum range per task. The work scope is limited to that which can be

accomplished with simple hand tools. Examples are tightening hinges, replacing faucet washers and shower heads, and repairing electrical switches.

8. EMERGENCY WORK. Work requiring immediate action to correct or prevent loss or damage to government property, restore disrupted essential services, or eliminate hazards to personnel or property.

9. EQUIPMENT INSTALLATION. The installation of equipment that is engineered and built into or affixed as a part of the facility and is an integral part of the facility. Excluded from this category is portable or easily detachable equipment such as plug-in equipment, furniture, etc. That type of equipment is classified as organizational personal property.

10. ESTIMATE. The informed analysis of all known and probable elements of a proposed job and the forecast of personnel, materials, and related items needed to perform the job.

11. FACILITY. A separate, individual building, structure, or other item of real property improvement which is subject to reporting under DoD real property inventory.

12. INSTALLED EQUIPMENT. (Not to be confused with "Equipment Installation.") Items of equipment that are attached to or 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 of this category are considered part of the real property.

a. Typical Examples Are:

- (1) Venetian blinds and shades.
- (2) Elevators.
- (3) Fire protection systems.
- (4) Heating, ventilating, and air conditioning installations.
- (5) Electric generators, water coolers, 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, and rugs.

(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 Automated Data Processing (ADP) equipment.

(7) Any operational equipment for which installation, mounting, and connections are provided in building design and which are detachable without damage to the building or equipment.

13. JOB ORDER. A document issued to authorize and specify work to be accomplished under a coded numbering system. It is used to identify the various segments of an allotment or order, and the related accounting classifications to collect costs for the work authorized. Job planning and estimating in the document should be detailed and complete.

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

15. MILITARY CONSTRUCTION (MILCON). New construction projects estimated to cost in excess of \$1,000,000. Such projects are submitted by this Base to the CMC for approval and Congressional approval and funding. There is a normal lead time of 3 to 5 years between submission and funding of MILCON Projects, even for projects previously incorporated in the Base Master Plan.

16. 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 to work authorized to be accomplished with operations and maintenance funds.

17. REAL PROPERTY MAINTENANCE ACTIVITIES. The various functions for the maintenance and repair of facilities, the accomplishment of minor construction, the operation or purchase of utilities, and the provision of operating services and other engineering support. This specifically includes maintenance and repair of all buildings, grounds, paved surfaces, utilities including utilities purchases; and other engineering support services, such as maintenance and public works administration and engineering, custodial, entomology, refuse collection and disposal, fire protection, and environmental control. The term "activity" in this context refers to a function or operation rather than the general Marine Corps inference of an organizational entity.

18. RECYCLABLE MATERIALS. Materials normally discarded (i.e., scrap and waste) which may be reused after physical or chemical reprocessing. Recyclable materials do not include precious metal bearing scrap or items which may be used again for their original purposes/functions without special processing; e.g., used vehicles, vehicle/ machine parts, bottles (not scrap glass), electrical components, and unopened containers of unused oil/solvent. Recyclable materials also do not include ships, planes, weapons, or any discarded material which must undergo demilitarization prior to sale.

19. REIMBURSABLE WORK. Work performed for tenant activities and for customers funded by other than Operations and Maintenance, Marine Corps, is considered reimbursable work. For example, the work may be performed for non-real property assets (trailers); other military services; Morale, Welfare and Recreation activities; and private parties including concessionaires, and contractors.

20. REPAIR. The restoration of a facility to such a condition that it may be effectively used for its designated purposes by overhaul, reprocessing, or replacement of constituent parts or materials which have deteriorated by action of the elements or usage, and which have not been corrected through maintenance.

21. 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.

22. SELF-HELP. Maintenance, repair, and minor construction work of a limited nature performed by tenant personnel. Such work is limited to that which a homeowner might accomplish to



their own dwelling. The types of tasks are those which require minimum craft skills and simple hand tools.

23. SERVICE WORK. Work which is relatively minor in scope, not emergency work by nature, normally estimated to require 40 hours or less to accomplish. Service work is authorized by an emergency or service work authorization on a locally prescribed form.

24. SPECIFIC JOB ORDER. A specific job order will be issued to authorize each single undertaking for which a starting and ending date can be determined and for which separate cost data are required. The scope of the job must exceed the limitations of emergency/ticket work described in paragraph 3002.

25. STANDING JOB ORDER. A work authorization issued to provide the performance of work of a highly repetitive nature and for which accumulated costs for a specified period, usually 1 fiscal year, are desired.

26. 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 its wartime mission. For approval, the scope of work must be within the capability of the military unit to be utilized. 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 contractors is not practical, or within time constraints.

27. WORK CENTER. A component of the FMS organization identified by trade, or type of work performed.

28. WORK REQUEST. If access to USMC Maximo is not available, NAVFAC Form 9-11014/20 (Maintenance Management) will be submitted to Work Reception to request the Head, FMS to perform work or to prepare a cost estimate for specified work.

## APPENDIX B

## ACTIVITY HEADS AUTHORIZED TO SUBMIT WORK REQUESTS

<u>UNIT CODE</u>	<u>UNIT NAME</u>	<u>BLDG#</u>
AD	AUDIT SERVICE	3099
AF	MARINE CORPS AIR FACILITY	2100
AFOSI	AIR FORCE OFFICE OF SPECIAL INVESTIG	27130
AS	AMMUNITION STORAGE AREA	27067
BA	QUANTICO BAND	3090
BH	BACHELOR HOUSING BRANCH	0015
BN	SUPPORT BATTALION, THE BASIC SCHOOL	24115
BP	BUSINESS PREFORM OFFICE	3250
BS	THE BASIC SCHOOL	24164
CH	BASE CHAPLAIN	3250
CID	CRIMINAL INVESTIGATION COMMAND	27130
CM	DEFENSE COMMISSARY AGENCY	3400
CP	COMPROLLER DIVISION	3250
CS	COALITION / SPECIAL WARFARE DIV	3094
CU	MARINE FEDERAL CREDIT UNION	3380
CV	CIVILIAN PERSONNEL OFFICE	2004
CW	CIVILIAN RECREATION WELFARE ASSOC (CRWA)	3252
DI	COMMUNICATION ELECTRONICS	3098
DIA	DEFENSE INTELLIGENCE AGENCY	27130
DN	DENTAL CLINIC	3259
DP	DEFENSE PROPERTY	27005
DS	QUANTICO DEPENDENTS SCHOOL SYSTEM	3307
DSS	DEFENSE SECURITY SERVICE	27130
DV	COMMAND DEVELOPMENT CENTER	3300
ED	TRAINING AND EDUCATION COMMAND	1019
EX	EXPLOSIVE ORDANANCE DISPOSAL	27046
FB	FBI ACADEMY	0009
FC	FACILITIES GF I&E DIVISION	3250
FD	MCINCR-MCBQ FIRE DEPARTMENT	2045
FH	FAMILY HOUSING	13201
FP	DEFENSE PRINTING	1001
FS	FOOD SERVICE BRANCH	2011
HB	HEADQUARTERS AND SERVICES BATTALION	2006
IS	INSPECTIONS (FMS INSP SECT)	3252
JN	JOINT NON-LETHAL WEAPONS DIRECTORATE	3097
LM	LINCOLN MILITARY HOUSING	13933
MA	MARINE CORPS ASSOCIATION	715
MC	MARINE CORPS SYSTEMS COMMAND	2200
MDI	MILITARY DEPARTMENTS INVESTIGATIVE AGENCIES	27130
MG	MARINE SECURITY GUARD BATTALION	2007
MH	MARINE CORPS MARATHON	3399

<u>UNIT CODE</u>	<u>UNIT NAME</u>	<u>BLDG#</u>
MI	MARINE CORPS INTELLIGENCE ACTIVITY	2033B
ML	MATERIAL LOGISTICS BRANCH	3045
MM	MARINE CORPS MUSEUM	1775
MN	MARINE CORPS INFORMATION TECHNOLOGY AND NETWORK OP	27410
MO	MARINE CORPS INFORMATION OPERATIONS CENTER	27404
MP	CIVILIAN MANPOWER DIVISION	2034
MR	MANPOWER/RESERVE SUPPORT UNIT	26102
MS	MARINE CORPS AUGMENTATION TRAINING AND SUPPORT UNIT	2032
MT	MARINE CORPS OPERATIONAL TEST AND EVALUATION ACTIVITY	2032
MU	MARINE CORPS UNIVERSITY	2076
MW	MCCS	2034
NH	NAVAL MEDICAL CLINIC	3259
NI	NAVAL CRIMINAL INVESTIG SERVICE	3096
NR	NATURAL RESOURCES AND ENVIRONMENTAL AFFAIRS	3049
OC	OFFICER CANDIDATES SCHOOL	2189
PF	MILITARY PERSONNEL AND FAMILY	2034
PO	POST OFFICE	716
PW	PUBLIC WORKS	2004
RA	RESERVE SUPPORT UNIT	26102
RC	RANGE CONTROL MANAGEMENT	24157
SA	SAFETY DIVISION	3250
SB	SECURITY BATTALION	2043
SE	SELECT ENERGY (CONTRACTOR) AMERESCO	0007
SJ	STAFF JUDGE ADVOCATE	3250
SP	SUPPORT DIVISION	2013
TR	TRAFFIC MANAGEMENT BRANCH	2009
TS	TRAINING SUPPORT	2009
UN	AFGE (UNION)	1002
UT	UTILITIES (PWD)	2004
VN	VETERINARY	3310
WC	FOURTH LIGHT ARMORED RECONNAISSANCE BATTALION	26100
WF	MARINE CORPS WARFIGHTING LABORATORY	3255
WT	WEAPONS TRAINING BATTALION	27212
WW	WOUNDED WARRIOR REGIMENT	1998