

Customer Handbook

Directorate of Public Works,
U.S. Army Garrison, Hohenfels



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SECTION 1

Introduction

PURPOSE: The purpose of this handbook is to help you, our customer, to understand how the Directorate of Public Works (DPW), U.S. Army Garrison, Hohenfels (USAG-H), can help you best accomplish your requested work and mission.

DPW RESPONSIBILITY: The 250 plus professionals of the DPW, USAG-H, are at your service to provide engineering, master planning, environmental protection and compliance, family and unaccompanied personnel housing; and maintenance, repair and construction of all facilities, grounds, roads, utilities and other structures located at USAG-H. This responsibility includes such things as the maintenance and repair of buildings, family housing quarters, roads, sidewalks, ranges MOUT sites, streetlights, electrical systems, heating systems, utility distribution systems, grounds/landscaping, and signs. We are also responsible for providing continuous, reliable, and safe water, sewer, and electrical services to all USAG-H facilities.

Our in-house professionals are “subject matter experts” and will assist you in determining how the DPW can best meet your needs.

We have dedicated professional workers in such areas as carpentry, painting, sheet metal work, electrical work, plumbing, janitorial services, environmental services etc.

If we cannot accomplish your work requirements with our in-house personnel, we will determine if a contract with a civilian contractor can be established to have the work accomplished.

The most important key to being a satisfied DPW customer is to get the DPW involved as early as possible in any plans that will require our support in order to make your plans successful.

NON-DPW WORK: There are certain things that the DPW is not responsible for providing maintenance/repair support, such as items on a hand receipt, exercise equipment, safes, furniture, vehicles, etc. Please contact the Director of Logistics for advice on how to obtain maintenance/repair for these items.

In addition, the DPW frequently receives requests to install/repair telephone and/or TV cables. Please contact your local Signal Battalion for advice on how to obtain support.

SECTION 2

How To Get Help From DPW

The following is contact information for customer support for service calls:

AREA	POC	TELEPHONE	RESPONSIBLE For Repair
On Post	DPW, Work Recept Bldg 33	DSN 466-2752 (09472) 83-2752	DPW
Leased Housing	DPW, Housing Div. Bldg 85	DSN 466-2708	Hausmeister
Private Rentals	Occupant	Occupant Calls	Landlord
Government Appliances	DPW, Work Recept Bldg 33	DSN 466-2752 (09472) 83-2752	Contract
After Duty Hours (Emergency Calls Only)			
All	Fire Department	DSN 466-2858 (09472) 83-2858	

Based on the scope of work and complexity of the work to be done, the DPW will determine if the work is to be accomplished through a Service Order (**SO**) or a Facilities Engineer Work Request, DA 4283 (**FEWR**) as follows:

SERVICE ORDERS: SOs are initiated by calling or visiting the work reception desk located in building 33. SOs are used for minor facilities maintenance and repair work that is normally below \$5,000 in cost or forty (40) hours of labor to accomplish.

When submitting a service order, please provide the following information:

Clear description of problem, including exact location.

Name and phone number of person familiar with problem or need.

Unit or activity you are assigned to.

Before initiating a service order, the DPW service order clerk will first provide technical assistance over the phone and/or refer the caller to the Self-Help Store for services such as replacing a fluorescent light bulb, picking up a rat or mouse trap, and other basic repair

tasks that individuals should be able to perform on their own. The use of Self-Help Store helps the DPW to use the limited manpower in a more effective manner.

SOs will be accomplished based upon the following priority system:

Emergency (Priority 1) – Emergency work takes priority over all other work and requires immediate action, including overtime or diverting craftsman from other jobs, if necessary, to cover the emergency. Usually, work will be classified as emergency when it consists of correcting failures/problems, which constitute an immediate danger to life, health, mission, security, or property. Examples include: stopped up sewer mains, broken water or steam pipes, gas leaks, major utilities service failure, broken electrical components, which may cause fire or shock, accidental lock-ins of small children and interruptions in the training area that stop training. Normal response time to emergency work is within an hour. Once started, work will continue until completed.

Urgent (Priority 2) – Urgent work is required to correct a condition, which could become an emergency, could seriously affect morale or has command emphasis. Examples include: heating and hot water supply outages, air conditioning system failures, or functional failures of ranges and refrigerators. The DPW will make every effort to accomplish all urgent work within seven working days. Once started, work should be continued until completion.

Routine (Priority 3) – Routine work does not meet the category of emergency or urgent. This category covers required work which, if not accomplished, would only continue to be an inconvenience or unsightly condition. Work in this category will normally be accomplished on a first-come first-served basis. Some of the work requirements in this category may be converted into a FEWR when more than one shop is required or more than 80 hours of work is required. Every effort will be made to complete routine service orders in 30 days.

EMERGENCY SERVICE ORDERS

- **FIRE**
- **HOT FUSES OR FUSE PANELS**
- **ELECTRICAL WIRES(LIVE AND EXPOSED)**
- **NO ELECTRICAL POWER IN ENTIRE APARTMENT OR BUILDING**
- **FIRE ALARM**
- **LEAKING GAS LINE**
- **BROKEN WATER MAIN OF HYDRANT**
- **BROKEN HOT OR COLD WATER LINE**
- **NO HEAT IN ENTIRE APARTMENT OR ENTIRE BUILDING**
- **NO HOT WATER (IN DINING FACILITIES, CLUBS, RESTAURANTS)**
- **STOPPED UP MAIN SEWER LINE IN BUILDING**
- **LOCK-IN OF APARTMENT (SMALL CHILDREN)**
- **BROKEN GLASS IN DOORS OR WINDOWS**
- **HEAVY STORM DAMAGES**
- **INTERRUPTIONS IN THE BOX THAT CAUSE STOPPING OR DELAY ACTION TO TRAINING SCHEDULE**

URGENT SERVICE ORDERS

- **NO HOT WATER**
- **INSUFFICIENT HEAT DURING COLD WEATHER (ZERO DEGREES CELSIUS)**
- **DEFECTIVE LIGHT IN STAIRWELL, BATHROOM, KITCHEN**
- **SMALL WATER LEAK**
- **DEFECTIVE SHOWER (IF ANOTHER SHOWER IS NOT AVAILABLE)**
- **STOPPED UP COMMUNE (IF ANOTHER COMMUNE IS NOT AVAILABLE)**
- **NONE FUNCTIONING REFRIGERATOR OR STOVE**

ROUTINE SERVICE ORDERS

- **NO ELECTRICITY (IN BEDROOM, CHILDREN'S ROOM OR LIVING ROOM)**
- **DEFECTIVE ELECTRICAL WALL OUTLET (ANY ELECTRICAL OUTLET OR SWITCH)**
- **DEFECTIVE EXHAUST OR VENTILATION SYSTEM**
- **STOPPED UP COMMUNE (IF ANOTHER COMMUNE IS AVAILABLE)**
- **BATHTUB OR SINK DRAINAGE PROBLEM**
- **DRIPPING WATER FAUCET**
- **LOW WATER PRESSURE**
- **DOOR LOCK REPAIR (ONLY AN EMERGENCY WHEN SOMEONE IS LOCKED IN /OUT)**
- **CRACKED WINDOW**
- **MINOR ROOF LEAKS**

Unsatisfactory Work Accomplishment – Work that has been unsatisfactorily completed will be redone correctly. Please call our Work Reception Desk if you have any work accomplished that you feel is unsatisfactory.

Work Evaluation – The DPW reviews the performance of work accomplished by our craftsman. Whenever they do any work for you, we would appreciate very much if you would let us know how they did. Submitting comments through the Interactive Customer Evaluation (ICE) system is also encouraged. Customers are encouraged to contact our Customer Work Reception Desk to express their satisfaction/dissatisfaction with work accomplished.

Appointment Procedures for Housing/BOQ/BEQ Occupants – Normally, visits by DPW craftsman to accomplish service order work (excluding emergencies and urgent SOs) will be scheduled in advance with the requestor. Scheduling will be limited to half-day time frames (ie 0800-1200hrs, or 1300-1600hr)

Sponsor/Spouse must be present for the DPW workmen to enter quarters for service work accomplishment.

FACILITIES ENGINEER WORK REQUEST

Facilities Engineering Work Request (FEWR), DA 4283 is used for maintenance, repair and construction work requirements that exceed \$5,000 in cost or require over 40 hours of labor to accomplish. Each DA Form 4283 is identified by an individual work order number; for example RE-006675-9-J:

RE: Identifies the requestor; in this case FMWR

006675-9: Identification number and fiscal year; in this case FY09

J: Identifies method of accomplishment; in this case in-house

Only authorized unit/activity representatives may submit DA Form 4283 to the DPW. Each DPW Customer Service Desk keeps a copy of the Authorized Requestor memorandum on file and verifies each DA Form 4283 against this authorizing memorandum. Please call if you are not sure who is authorized to sign work orders for your unit. Work orders will not be accepted unless signed by unit/activity authorized requestor.

You will need to clearly state in the description block of the DA Form 4283 the work you need done. It's important that this be stated clearly; otherwise, misunderstandings can result in your work being unnecessarily delayed. Please clearly state your requirements as well as other pertinent information, such as whether you plan to pay for the work, if you plan to do the work as self-help, and if there are any time constraints that we need to be aware of.

When you submit your FEWR, please make sure that all necessary drawings and maps are included. Also be sure to include your email address in the remarks field so that you can be notified of your project status. As the FEWR is processed, you will be notified by email of any changes in its status.

After the DPW receives your work request (DA Form 4283), the DPW Customer Service Desk personnel will review your request to ensure the following has been provided:

Is the proper DA Form 4283, Sep 2003 being used? Use PureEdge form at this link:
<U:\FORMS\new Form for PureEdge>

Is the authorized requestor's signature on the DA Form 4283?

Is there an email address for the POC on the work order?

Is the work requested a DPW real property responsibility (instead of repair of hand receipt equipment)? * See definition and examples of real property below.

Is this a duplicate work order?

Are necessary sketches and/or maps attached?

* **Real Property** – Real property consist of land, buildings and facilities, including improvements, additions, and the utilities that support them. It includes equipment built into the facility (such as central air-conditioning system, (but not mobile equipment (such as dining facility equipment, ice machines etc). Buildings, roads, sidewalks, fences, utility distribution systems, grounding rods, flag poles, landscaping and some signs are considered real property. Some examples of things that are not real property are furniture, telephones, display boards, filing cabinets, satellite dishes, and items that are normally on a hand receipt.

When a regulation, policy letter or safety requirement is the justification for the requested work, please attach a copy of the request.

If there is not enough information for the DPW to process the work request, the originator/customer will be contacted and asked to provide the missing information by a certain suspense date. If required information is not provided by the suspense date, the FEWR will be canceled and returned to the originator. However, you may resubmit another FEWR for the same request when all the information is attached.

If all necessary information is provided, the DPW will determine a method of accomplishment based on the scope and complexity of the work, and the FEWR will be forwarded to the appropriate DPW office for accomplishment.

Remember: The most important thing to being a satisfied DPW customer is to get the DPW involved as early as possible in any of your plans that will require our support in order to make your plans successful.

PROPRIETARY APPROVAL

Proprietary approval is an authorization from the DPW given to an organization before they perform work on an assigned real property facility when not under direct supervision of the DPW. Any work not completed by the DPW to any facility or property requires proprietary approval. The process of getting Proprietary approval from the DPW ensures that:

The requested work complies with current statutes, DOD or Army regulations, buildings and construction codes, standards and criteria, Federal Laws, Host Nation Laws, building and construction codes, Installation Design Guide and that work does not exceed infrastructure utility and structural capabilities and that energy is not wasted, nor the environment negatively impacted.

The work is done by agencies that are competent to perform engineering and construction tasks.

Competent and certified construction inspectors will inspect the work.

Real property records are updated.

All proprietary approval requests begin with the submission of a DA Form 4283, to the DPW Work Reception desk prior to any planning/design activities. The DA Form 4283 should state "Request Proprietary approval from DPW to perform the following work" and include the following:

- Detailed location of proposed project
- Scope of proposed work
- Justification of proposed work
- Impact if project is not completed
- Technical details of the project to include drawings, etc

Proprietary approval is also required prior to the purchasing of any equipment that needs site approval, structural modification, to a facility, or facility support such as connections to gas, electric, or water source.

Obtaining proprietary approval, as outlined above, will minimize any problems in the accomplishment of your project. It will help you, the customer, to meet your mission requirements in a timely fashion and ensure that DPW can support your project/equipment after project completion and/or installation of your equipment.

WHO PAYS; USAG HOHENFELS OR CUSTOMER?

This is a critical question. In the majority of cases, the USAG Hohenfels is responsible for funding most of the routine maintenance, repair, and minor construction for all assigned real property. However, there are exceptions and they have to be addressed on a case by case basis. In addition there are various customers (DoDDs, MEDCOM etc) that are required by law or official directives to fund for work when requesting the DPW to perform for them. These customers have been officially designated as “Reimbursable Customers” In general customers with available funds for the work that is needed are given expeditious service to avoid losing the funds.

To prevent any misunderstandings and delays, it is recommended that one of the first steps in your request for DPW support is to resolve who will pay. The Business Operations and Integration Office at 466-2824, will assist you in this determination.

SECTION 3

Work Accomplishment

Once your FEWR (DA Form 4283) is reviewed, the DPW will determine if it can be accomplished by DPW In-House work force, or if it has to be accomplished through a Service Contract or Contract Project.

IN-HOUSE

If the work is to be accomplished by the in-house work force, the following process (internal to DPW), will normally take place.

In-house process:

FEWR is forwarded to Estimation Section. Unless it is urgent/emergency work, the work request will be processed as routine (Priority 3) request and every effort will be made to complete the detailed estimate within 60 days.

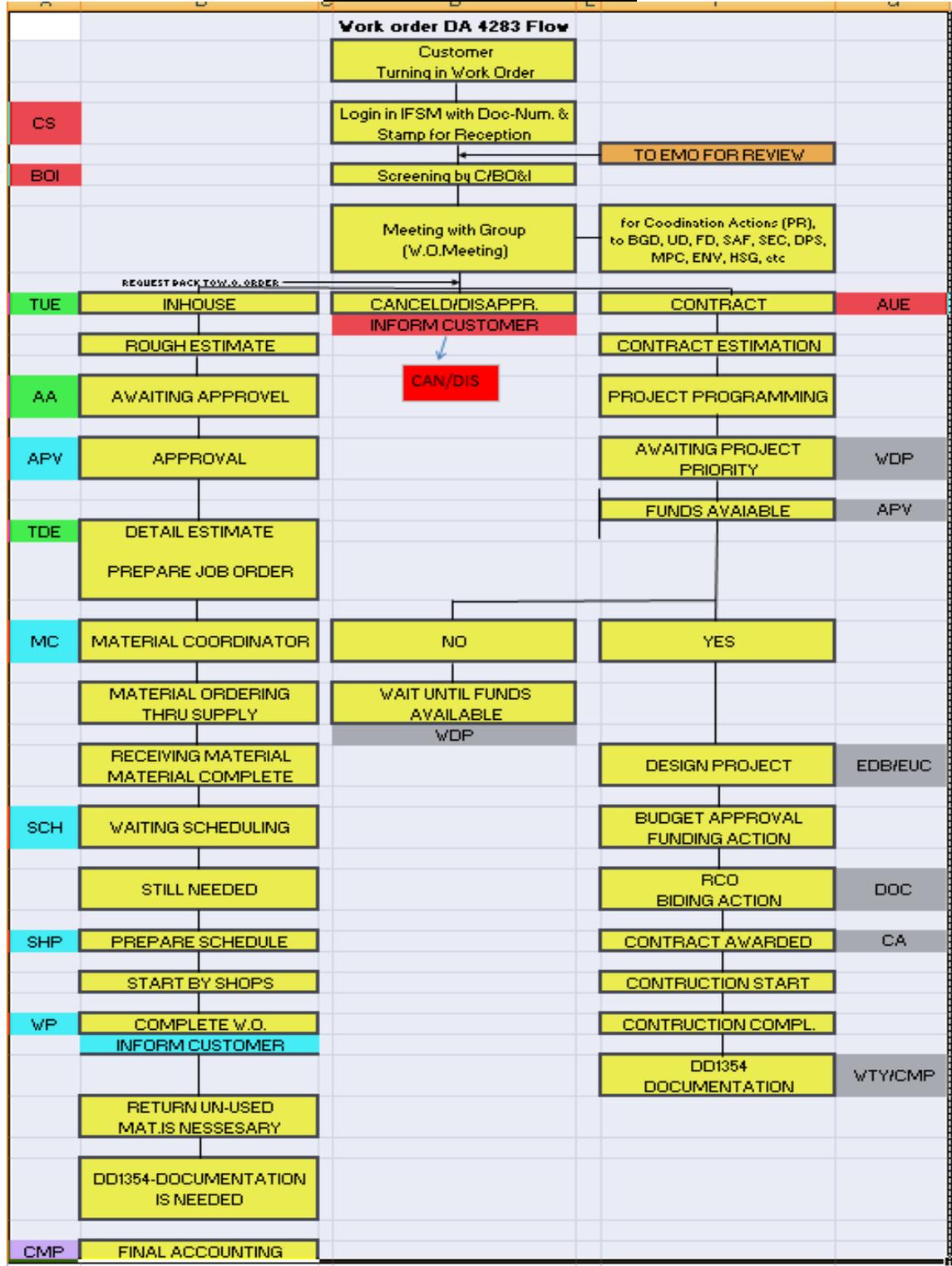
Our estimators will conduct a site survey and talk to the requestor in order to estimate materials and labor hours required to accomplish the work requested.

Once your FEWR is approved by the proper authority, a Bill of Materials (BOM) will be forwarded to the DPW's supply Branch for procurement of required materials.

When all the materials for your FEWR have been received, the work will be scheduled for accomplishment based on priority of the work and other work ahead of your requirement. Customers will be notified of the status of their work request by email. Customers will be notified by phone when work can be started and adjustments made according to customer needs.

If you are a reimbursable customer, actual cost of work you requested will be reported to Resource Management, USAG-Grafenwoehr and they will process the required documentation to bill your activity.

WORK FLOW DIAGRAM



CONTRACT PROJECTS

FEWRs that cannot be accomplished by the DPW's in-house shops are referred to the DPW's Engineering Division for programming, planning and accomplishment.

The Engineering Division reviews each requirement and determines if the work will be accomplished through service contract or a construction contract. Projects which fall into IMCOM funding programs (Energy Conservation Improvement Program, Army Transportation Infrastructure Program, Utilities Modernization Program, Flagship etc) will be forwarded to compete for those funds.

During October of each fiscal year, the US Army Garrison, Hohenfels conducts a Real Property Planning Board (RPPB) that reviews the unprogrammed projects over \$100,000 and approves/disapproves all proposed projects.

Those projects that are not approved by the RPPB for funding can still be accomplished if the proponent provides the funds. If the proponent cannot provide the funds, the project is deferred to next fiscal year for reconsideration by the RPPB.

Projects that are less than \$25,000 can be approved by the DPW, and the Garrison Commander can approve projects less the \$100,000.

Once a project is approved for funding the contract process is as follows:

A lead engineer will be assigned to assure all customer needs are included in the project. He/she will insure the customer is invited to all meetings and review documents are provided. The lead engineer ensures that all documents are technically reviewed and approved.

The project manager compiles the approved design and contract package, obtains DPW approval and forwards to the Regional Contract Office in Grafenwoehr. The project manager tracks the contract package and keeps the customer informed of the status.

After the contract is awarded the Contracting Officers Representative (COR) coordinates with the customer and contractor to establish a start date. The COR ensures quality construction and keeps the customer informed of any delays or changes. Any customer requested changes to the project need to go through the COR.

SERVICE CONTRACTS

Maintenance work beyond the DPW in-house work force capability will be processed for Service Contract or Construction Contract accomplishment. Typical Service Contract work is: elevator, automatic door, roll up shutter maintenance, fence repair, maintenance of special equipment etc.

Service contract process:

Once it is decided that a service contract is needed an engineer will be assigned and he/she will conduct a site survey to determine the scope of work. A Performance-based Work Statement, Government Estimate, and necessary drawings will be prepared.

After completion of design, final approval will be obtained from the DPW and the request will be processed for funding and contract award. Service contracts over \$3,000 and under \$25,000 must be reviewed by the Regional Contract Office prior to purchasing the service.

Prior to start of work the customer will be contacted to schedule a start date.

Most service contracts are provided free of charge. However, some customers are required to reimburse the DPW in accordance with established official directives such as Memorandum of Agreement (MOA) and Interservice Support Agreements (ISA).

SECTION 4

Self-Help Maintenance Program

All sponsors and their adult members (dependents 14 years old and older) residing in family housing are encouraged to attend the Self-Help Training Class conducted every Friday at 0800 in Building 10. Sponsors may sign up for the class once they have been assigned a set of quarters.

The Self Help Store is located in Building 742 on Linderberg Road, across from the commissary parking lot. The telephone number is DSN 466-2045 or commercial 09472-83-2045. Operating days and hours are:

M T W F	0900-1200 & 1300-1530
THU	1300-1800
SAT	0900-1200 & 1300-1500
SUN, German & US Holidays	CLOSED

Self-help stores provide an assortment of garden, power, carpentry, plumbing tools, miscellaneous items and other equipment. Yard tools and lawn mowers may also be signed out. Self Help Store also serves as central drop off point for household hazardous wastes. Supplies will be issued on an "as needed" basis and will be issued only to sponsors and dependents 14 years or older. The stockage list for Tools and Equipment, Direct Exchange and Expendable supplies is available at the Self Help Store. A permanent record of all issues will be kept.

All loaned self-help tools/equipment must be returned in 3 days to the issuing self-help store in working order or the resident will be charged for the damages. If items are not returned after notification of late return the unit or individual's account will be frozen. Multiple infractions may result in suspension of Self Help Store privileges. Individuals returning damaged items will need to provide a statement explaining the cause/circumstances of damage.

SECTION 5

Separate Or Recycle Trash (SORT)

As guests of our Host Nation, we have to comply with the local laws pertaining to the disposal of refuse and recyclable materials. Here in Germany recycling is mandatory and therefore it's everyone's responsibility to comply with the law. Full compliance will help Hohenfels comply with the law and at the same time will minimize the unnecessary pollution of our environment.

Our community can support and achieve the recycling goals by always separating and recycling all paper, cardboard, glass, plastic, metals, wood, batteries, tires and garden waste.

➤ Recycling saves our environment.

Recycling saves energy in making new items, saves trees, saves landfill space, reduces our oil demand and reduces pollution.

➤ Recycling saves community dollars.

The profit from selling the material is calculated into contract cost. Refuse goes to expensive incineration. Therefore disposal of material placed properly in appropriate recycling containers costs a lot less than refuse. Studies show that still about 50 percent of the material in our refuse containers is recyclable. Metal items in refuse cause severe damages to our shredder and create high repair costs.

➤ Recycling is mandatory by law in Germany.

You are subject to German recycling laws just like your German neighbors in the surrounding communities.

➤ Recycling is mandatory for every unit, organization or

activity and every family, civilian and soldier living, working or training on this post IAW Garrison Trash Separation Policy and Final Governing Standards for Germany (FGS-G).

The Recycling procedures are as follows:

1. ON-POST:

Hohenfels utilizes a system called "Bring System". This means, that all on-post personnel residing or working in buildings, areas or locations, which are not provided with any

refuse/recycling receptacles must dispose of all refuse and any type of recyclables by bringing these materials to the Main Sort Facility next to building # 25.



Operating Hours at Sort Facility:

Private: Mon thru Fri 0700 – 1500; Sat, 1100 – 1500; Sun and Holiday Closed

It is mandatory that garbage is not mixed with any kind of recyclables (e.g. scrap metal, other metal parts, ammunition) to avoid damages or incidents at the Shredder Plant in Grafenwöhr or at the Incineration Plant in Schwandorf.

Pickup Cycle:

- ❖ Refuse from buildings, areas or locations provided with refuse receptacles will be emptied twice a week (Exception: Keltenwall Village refuse receptacles twice a month.)
- ❖ Emptying at buildings, areas or locations provided with receptacles for paper will be every week (Exception: Keltenwall Village paper receptacles once a month.)
- ❖ Emptying at buildings, areas or locations provided with receptacles for glass will be once a month. No sorting by colors required.
- ❖ Emptying at buildings, areas or locations provided with receptacles for metal cans and plastic will be twice a month.
- ❖ All other types of recyclables as listed below must be disposed off at the Main Sort Facility:

Glass, Metal Cans, Paper, Cardboard, Metal & Concertina, Tires, Wood, Mixed

Plastic & Foils, Styrofoam, Compound Material (Tetra Packs), Electronic Scrap, Used Clothing, Bulk Trash, Garden Waste.
Clear Bags are available directly at the Main Sort Facility for the purpose of pre-sorting at home or in offices.

Wearable Used Clothing and usable Bulk Items also will be accepted at the On-Post Thrift Shop.

Household Hazardous Waste, e.g. aerosol cans, freezer, cleaner, cooking grease/oil, polish, paint, turpentine, varnish, batteries etc. must be disposed off at either the Main Sort Facility or the Self-Help Store at Bldg. #742.

Dry cell battery collection containers can be found at numerous locations (Shoppette, PX, Commissary, Schools, etc.)

For old or used CD's, CD-ROM's and DVD-Disc's there is a special container at the Main Sort Facility.

Medicine and other medical items can be dropped off at the Post Dispensary.

Emptying at buildings or facilities provided with receptacles for Food Waste (Bio-Waste) will be twice a week, all other residents use regular trash can for Bio-Waste.

Construction and demolition materials will be disposed off as follows:

In-house recyclable demolition materials, such as minerals, will be taken to the Rock quarry. Non-recyclable construction and minerals will be brought to the Construction Debris Site.

Operating Hours at Construction Debris Site:

Monday & Thursday 0900 – 1100.

2. Off-Post:

The majority of US personnel living Off-Post are located in the County of Neumarkt, a smaller number of residents also in the Counties of Regensburg, Amberg-Sulzbach and Schwandorf

Individuals living off-post should take their recyclable materials to their local Community Sort Centers or use the local pick-up system if provided by their municipality. Recyclable materials must not include any type of organic household waste or hazardous waste materials. Hazardous waste materials, such as solvents, engine oil, aerosol cans, freezer, cleaner, cooking, grease/oil, polish, paint, turpentine, varnish, batteries etc. must be disposed off according to German laws.

SECTION 6
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Other Info You Need to Know

In addition to providing maintenance and repair of facilities, the DPW provides other services such as pest management, refuse collection and disposal services, appliances, portable latrines tree trimming, fire suppression system maintenance, industrial waste oil removal services, hood & duct cleaning for food service facilities, custodial services and maintenance and repair for rollup doors. These services are provided using the DPW's in-house work force through service contracts.

ABANDONED WASTE - If abandoned waste is discovered on USAG-Hohenfels property to include hazardous waste, non-regulated waste, solid waste etc, please contact the DPW Environmental Division at Tel: 466-2658 and ask for the Hazardous Waste Program Manager.

CABLE TELEVISION – For problems concerning cable television hookups or maintenance/repairs, or reception, residents should contact TKS at Tel:483-5053.

EXCAVATIONS/DIGGING PERMITS – You must have an excavation permit from the DPW prior to any excavation/digging. The DPW will review and approve all requests for excavation/digging submitted by the activity performing the work within 5 work days of the date of receipt of completed forms. The DPW will review site plan for the area of excavation to assure that any existing utility line or other underground systems will not be damaged during excavation. Part of the approval process includes the customer checking with Deutsche Telekom, 69th Signal, Safety Office, Raytheon, E-ON, TKS and Environmental Management Office for other underground cable or any environmental concerns in the area. The customer is responsible for initiating the excavation permit and obtaining all necessary approvals.

FIRE EXTINGUISHERS – The DPW does not exchange used fire extinguishers. The Fire Protection Section of the Directorate of Emergency Services issues and exchanges fire extinguishers.

KEYS AND LOCKS – Only a key broken off in the lock is an emergency. The Soldier, who misplaces a key or loses it, will not get DPW response as an emergency service order. Contact the FSBI management office during duty hours or the fire department during non-duty hours for lock outs.

NEGLECT AND ABUSE – Equipment or facilities damaged through neglect or abuse will be brought to the attention of the unit Commander. Those responsible for the neglect or abuse may be held financially responsible.

PACKING AND CRATING – Packing and crating for household goods is the responsibility of the Transportation Office, Directorate of Logistics. Located in Building 10, Tel: 466-2740

PLAYGROUNDS – Playgrounds within the housing areas are the responsibility of the DPW's Family Housing Management Division. Playgrounds at FMWR facilities are the responsibility of the Directorate of Family Morale, Welfare and Recreation. Family housing occupants are responsible for removing children's toys, bikes, etc after their use on the playground.

RELOCATABLE BUILDINGS – Units may not purchase sprung, portable or relocatable buildings without written permission and site approval from the DPW. Such buildings erected by the user shall be maintained at the user's expense and will not be recorded on the DPW's Real Property account. The user will fund and procure all infrastructure requirements.

SCHOOLS – The Department of Defense Dependents Schools (DoDDS) is responsible for funding all facilities engineering work performed by the DPW or contractors on their facilities or assigned grounds.

SIGNS – All sign requests must be submitted on a DA Form 4283, with an attachment showing the correct wording/spelling you want on the sign. The DPW is responsible for real property signs, such as street signs, permanent directional signs, safety signs, building and unit identification signs, exterior hours of operation signs, and name signs for Commanders and their Command Sergeants Major. All real property signs will be made in accordance with the Installation Design Guide. For any exterior signs for a facility that will impact the appearance of the installation, you must submit a DA Form 4283 to the DPW for Proprietary Approval before you can make or purchase these signs, including exterior marquees. The DPW does not provide signs for events, deployments, exercises, internal policies and procedures, motivational signs, or other name signs. All name signs will follow the same format as the Brigade name signs. You must procure these signs with your unit funds. Installation appearance is important! One way to keep our installation looking nice is to avoid sign clutter. Whenever possible, use pavement markings instead of signs.

SMOKE DETECTORS – You may not remove or damage smoke detectors. Unauthorized tampering or removal of smoke detectors will be brought to the attention of the unit commander. Battery power smoke detectors are available at the Self-Help Store in Bldg 742, for housing units.

SPACE REQUIREMENTS – To identify space shortages in real property facilities, you need to contact the DPW Real Property Management Branch at 466- 4125.

TELEPHONE – The DPW does not handle telephone services. For official government telephone services in your office, contact your unit Telephone Control Officer (TCO) and he/she will submit the request to the Directorate of Information Management (DOIM). Your TCO through the DOIM will assist you with your requirements. For telephone service in your government quarters, please contact 466-2474.

TRANSPORTATION REQUIREMENTS – The DPW is not responsible for providing transportation. For transportation needs please contact the Directorate of Logistics, Transportation Motor Pool located in Building 46, Tel: 466-1800.

TREES – Trees are considered real property. For tree pruning, please call in a service order. Tree removal or planting must be submitted on a DA Form 4283 for the DPW's review and subsequent action. The requestor should provide as much information about the tree as possible i.e. location, diameter of trunk, and reason for trimming.

UTILITY OUTAGES - The DPW will publicize scheduled utility outages through USAG Hohenfels News Briefs and Hohenfels Happenings.

SECTION 7

Customer Feedback

We, at DPW, pride ourselves on listening to , working with, and learning from - OUR CUSTOMER! We are committed to providing our customers with the very best service. We take your comments seriously. You can put your comments directly into the Garrison's Interactive Customer Evaluation (ICE) System at https://ice.disa.mil/index.cfm?fa=service_provider_list&site_id=201.