

DIRECTORATE OF PUBLIC WORKS

The health and safety of our community members and DPW staff is our utmost concern. In response to COVID-19, DPW is limited to only critical/essential services and functions.

As a result:

- All Routine maintenance, services and functions will be deferred
- Most non-essential service contracts and some maintenance and construction projects may be delayed or restricted
- DPW will respond to Emergency and Urgent requirements ONLY
- Emergencies will be responded to immediately (usually within 1-2 hours) and we will respond to Urgent calls as soon as possible the next duty day
- Emergency is defined as:
 - Life/Health/Safety
 - Major/significant water leaks or flooding
 - Exposed/downed/arcing electrical wires
 - No power (entire quarters/facility)
 - Clogged/non-functioning sink, toilet, etc... (if only one in your quarters/facility)
 - Lock-outs
 - Note for UPH - contact your chain of command for master key or transient room; we'll respond as emergency only if CSM/LTC confirms/requests
 - Major security risk - (i.e. breach in perimeter fence, exterior door/window unable to be secured)
 - Dining Facility kitchen equipment malfunction or inoperability
 - Fire controls malfunction
 - HAZMAT spills
- Urgent is defined as:
 - Minor water leaks
 - Appliance malfunction/repair/replacement (washer, dryer, refrigerator, range/stove)
 - No hot water
 - No heat
 - No power/electrical issues (minor, non-emergency or in limited areas)
 - Clogged/non-functioning sink, toilet, etc... (if two or more in your quarters/facility)
 - Lock-outs - ALL UPH lockout are Urgent (unless CSM/LTC confirms need to be classified as an emergency)
 - Minor security risk - (i.e. minor door/window damage)
 - Equipment, Maintenance and Repair Contract malfunctions for items such as A/C, cranes, electric doors, gates, ACP equipment, etc...
- For Urgent work/service requests, contact Work Reception at 587-1777 during duty hours
- For Emergency work/service requests, call 115 (24/7)

- All calls will be handled by our On-Call Technicians. We kindly request that if/when they arrive at your resident/facility that we all maintain Social Distancing to the greatest extent and ensure proper hygiene to best protect all parties

- The following DPW services can be attained by telephone or By Appointment Only

Ansbach

Work Reception	587-1777	09641-705-87-1777
Self Help	467-2149	09802-83-2149
Housing	On-Post 467-2965/2967	09802-83-2965/2967
	Off-Post 467-3959/2982	09802-83-3959/2982
Unaccompanied Housing	467-2948/3343	09802-83-2948/3343
	467-2962/3468	09802-83-2962/3468
Furnishings	467-2966/3428	09802-83-2966/3428
NCOIC	467-2943	09802-83-2943

Illesheim

Work Reception	587-1777	09641-705-87-1777
Self Help	467-4666	09841-83-4666
Housing	467-5300	09802-83-5300

Hazardous Waste Receiving/Drop-Off & Accumulation Area Pick-Ups

Katterbach	Tuesdays	0900-1200 Hours
Illesheim	Wednesdays	0900-1200 Hours

- All other DPW services are CLOSED

- Your DPW Staff appreciates your understanding and patience during this world crisis and wishes you good health

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