

DPW Technicians

DPW has very limited resources after duty hours and should only be called in the case of true emergencies. After hours personnel will only notify on-call DPW technicians when issues meet an emergency criteria. Please keep in mind that on-call technicians. (both DPW and Hausmeister), may take longer than one hour to arrive, due to being called in from their homes. Additionally, repairs made after hours may only be temporary fixes that will require follow-up appointments to fully repair.

DPW On-Call Personnel Include

- Plumber (for plumbing and heat issues)
- Electrician
- Sewage

Hausmeisters

Hausmeisters are maintenance personnel that have been contracted by the owners of government leased housing. They are responsible for all maintenance and repairs that take place inside of government leased quarters. Things to keep in mind when submitting a Work Order for government leased quarters.

- By contract Hausmeister's have up to 24 hours to respond to maintenance issues in government leased quarters, so you should immediately notify DPW of all maintenance issues so the appropriate Hausmeister can be contacted. Calling outside of normal business hours for non-emergencies will lead to the problem not being addressed until the next duty day during normal business hours.
- Always ensure you are home when you call in a work order and that you will be able to stay at home until a worker arrives or you are told that they cannot make it. Failure to do so can lead to your problem not being solved and/or additional cost to the government.

****The Netzaberg Community is leased housing and is covered by a contracted Hausmeister service****

Emergency DMOs

Emergency DMOs take priority over all other work and require immediate action to correct the issue. 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. Normal response time to emergency work is within an hour. Once started, work will continue until completed.

Some Examples of Emergencies

- Broken water pipes
- Broken electrical components which may cause fire or shock
- Accidental lock-ins of small children
- Exposed electrical wires
- No electricity to an entire apartment or building
- No heat in an entire apartment or building (only during official heating season)
- Broken glass in doors or windows
- Heavy storm damage
- Defective refrigerator
- No hot water (during official heating season)

Barracks Issues

Your electronic door lock sends you signals every time you open your door, know the signs to avoid being locked out.



DPW does NOT have on-call technicians to solve door issues so if you are locked out you must go through your Barracks Manager to regain access. Each Battalion level Staff Duty has been issued a "low tech master key" that can be signed for by Barracks Managers or those that your Chain of Command has approved.

All Non-Emergency DMOs for barracks should only be submitted by Barracks Managers and only during normal duty hours.

USAG Bavaria Demand Maintenance Orders (DMOs)

01 December 2019



DPW Hours of Operation:

Mon - Fri: 0730 – 1600

After hours, Weekends, U.S. & German Holidays Emergencies Only

DMO Hotline (24hrs)

DSN: 526-0115

Civilian: 09641-70-526-0115

You can submit a Work Order by:

1. Calling the DMO Hotline - **Emergencies only**
2. Submit your DMO online by going to the Army Maintenance Application (ArMA) and following the instructions for your community.

Registration is required.

<https://www.armymaintenance.com>

Remember to fix the hyperlink for the website and QR code



Self Help

Trouble Shooting

FAQ's

Self Help has many of the items that you need to repair small problems in your home.

Items such as the following can be checked out free of charge

- Tools (e.g., power, hand, and lawn/garden)
- Lawn and Garden supplies
- Painting supplies
- Pest control items
- Supplies (e.g., towel bars, screws, nails, shower hoses, shower heads, light bulbs, window screens and much, much more)

Types of work Occupants should perform

- Refasten coat hooks, clothes poles closet shelves
- Tighten/adjust/lubricate/replace builders hardware, (e.g., hinges, handles, screws, door stops, etc.)
- Install minor accessories, (e.g., paper towel holders, bathroom shelf or towel racks)
- Painting (using approved pastel color)
- Replace caulking around doors, windows and bathroom fixtures
- Install/remove/clean/repair window and door screens
- Replace curtain and shower rods
- Minor kitchen cabinet repairs/adjust drawers
- Minor pest control
- Fire prevention practices
- Routine plumbing maintenance and repairs (e.g., leaky faucet, clogged toilet, winter drainage of exterior water lines, etc.)
- Clean/replace light fixtures and bulbs, replace switch and receptacle covers, reset breakers, cleaning and routine maintenance of government appliances (e.g., filter cleaning or replacement, regular defrosting)

A full list of supplies and tools as well as hours of operation can be found by clicking the Tower Barracks or Hohenfels Self Help Link at:

<https://home.army.mil/bavaria/index.php/selfhelp>

Or by scanning the QR code below.



Many issues that generate DMOs can be solved simply. Some examples are:

- **No Power or Partial Power Outage** – Ensure no circuit breakers have been tripped. If lights or an appliance is not working, this is the **first** thing you should check.
- **Circuit Breaker Keeps Tripping** – Have you recently plugged in any new devices/appliances that draw a lot of power? If so, unplug the device/appliance and try again.
- **Washing machine door won't open** – Unplug the machine and allow it to reset. If washing machine is off and door won't open, turn function knob to any setting, washer should unlock.
- **Leaking Washing Machine** – Shut off water supply at connection behind the machine.
- **Lock Outs** – Contact the Military Police who can facilitate access to a spare key. It is your responsibility to pick up spare key and return within three (3) hours. **MP's and Fire can only respond to quarters due to lockout if it is a true emergency situation.**
- **Clogged toilet** – Attempt to plunge it (Self Help can give you a plunger). If this does not work, only call after hours if it is the only toilet in your quarters.
- **Water leaks** – Can water be captured in a mop bucket or large bowl without over flowing over a six hour period of time? If yes, call back during normal duty hours to submit work order.

DPW has helpful "How To Videos" to assist you with common issues/questions that arise in quarters. Videos can be found at:

<https://home.army.mil/Bavaria/index.php/howto-videos>

Or by scanning the QR code below.



Know the facts before calling the After Hours Hotline.

- **Deliveries** - If an appliance delivery has been scheduled for you, please know that despite best efforts to be on time, delays can happen and delivery can be as late as 1800. If a scheduled delivery does not show up, you should contact DPW on the next business day unless it is regarding a refrigerator.
- **Appliances** - The only appliance that is considered an emergency is refrigerators. All other appliances can only be addressed during normal duty hours. When a temporary refrigerator is delivered after duty hours, delivery personnel **WILL NOT** take away the defective unit. Tenants must coordinate with housing, during normal duty hours, to have defective refrigerators picked up.
- **Appointments** – After hours personnel **DO NOT** have access to the DPW or Housing appointment scheduling system. All calls concerning appointments should be made during normal duty hours in order to speak with someone that can access the system.
- **Heat** – Official heating season is from October to early April in USAG Bavaria (this can be extended depending on conditions). Calls for no heat will only be considered emergencies during this timeframe.
- **Hot Water** – Calls for no hot water will only be considered emergencies during official heating season.

Additional helpful links can be found at:

<https://home.army.mil/Bavaria/index.php/housing>

Or by scanning the QR code below.

