



FACILITY MANAGER

STANDARD OPERATING PROCEDURE

2025-2026



Fort Carson Directorate of Public Works
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Foreword

Real property is often the single most expensive asset of any organization when considering not only construction costs, but also maintenance, repair, services, and utility costs. Proper management of facilities is important for mission accomplishment, quality of life, and unit pride. The Facility Manager (FM) is the primary link between their unit or organization and the Directorate of Public Works (DPW). They help ensure their facilities are properly maintained through protecting and optimizing assets assigned to their unit or organization, following protocols for repairs and maintenance of facilities, actively promoting energy, water, and waste reduction efforts, and remaining vigilant to ensure facilities are safe. Facility Managers' support role in properly maintaining facilities is vital to saving Army dollars and to ensuring DPW services and resources are available to the Fort Carson community.

The Fort Carson DPW prepared the FM Standard Operating Procedure (SOP) as a resource for military units and civilian organizations to carry out FM responsibilities in their assigned buildings.

For more information about the FM SOP, contact the DPW Operations and Maintenance Division by calling 719-725-4938.


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1. INTRODUCTION

a. REFERENCES:

- (1) Energy Independence and Security Act of 2007
- (2) Army Regulation 200-1, Environmental Protection and Enhancement, 13 December 2007
- (3) Army Regulation 420-1, Army Facilities Management, Rapid Action Revision 24 August 2012
- (4) Army Regulation 735-5, Property Accountability Policies, 9 November 2016
- (5) Fort Carson Regulation 200-1, Environmental Protection and Enhancement, 1 February 2013
- (6) Command Energy, Water, and Waste Policy, FY25/26

b. PURPOSE: This SOP is a tool to assist FMs in the performance of their duties. The FM serves as the primary facility point of contact (POC) for their chain of command in fulfilling all facility management requirements. Units, directorates, and activities have ownership responsibility for the buildings they occupy. The SOP also outlines the DPW's roles in facility management support, thereby providing FMs with an understanding of how to meet facility needs and what resources and assistance DPW provides.

c. APPLICABILITY: This SOP is applicable to all units, directorates, and activities assigned to, attached to, or under the operational control of Fort Carson, Colorado. All usages of the term "DPW" refer to the Fort Carson Directorate of Public Works.

d. **RESPONSIBILITIES:** The DPW is the proponent for the update and distribution of the FM SOP to Installation FMs and other individuals assigned to support facility management on Fort Carson.

e. **INTENT:** The Facility Management Program is intended to provide a single POC on behalf of a unit or organization building. The Facility Management Class offered by DPW equips authorized FM representatives with clear procedures regarding building maintenance and responsibilities for supporting energy, water, and waste goals in facilities.

f. **GENERAL:** The SOP outlines the minimum requirements and procedures to function as the FM of a unit, organization, or activity on Fort Carson. [Appendix A](#), Fort Carson Facility Management Responsibilities Matrix, provides an outline of the primary responsibilities falling under the FM, the unit/activity, and the DPW.

2. FACILITY MANAGER SELECTION

a. Brigade and Tenant Commanders will ensure there are assigned, trained FMs for their unit buildings at the company, battalion, and brigade levels. They will also ensure an S-4 Facility Manager is designated to serve as a higher headquarters level POC for the DPW on critical issues relating to brigade/tenant facilities, such as required utility outages, access to barracks for DPW work completion, and DA Form 4283 (Facility Engineering Work Request) submissions. (See [Appendix G](#) for a sample Facility Manager Additional Duty Memorandum)

b. Directors will assign FMs to provide oversight of their civilian facilities and serve as a liaison with the DPW on critical issues relating to their buildings.



c. All FMs must meet the following criteria:

(1) Must be assigned in accordance with an additional duty appointment memorandum by a unit commander or director. Grade requirements:

(a) E-4/SGT, civilian equivalent or above, for a company-level Facility Manager

(b) SSG or above for a battalion-level Facility Manager

(c) SFC or above for a brigade-level Facility Manager

(2) Must complete the DPW Facility Management Class training assigned through the Directorate of Plans, Training, Mobilization, and Security (DPTMS) Individual Military Training/Troop Schools. For information about attending the training, see [Appendix F](#).

(3) Facility Managers must attend the DPW Fort Carson Facility Manager Refresher Training annually, starting 12 months after taking the DPW Facility Management Class.

d. **Multi-occupant unit and civilian facilities:** In facilities in which more than one unit or civilian organization resides, the FM will be assigned by the majority unit/tenant.

3. FACILITY MANAGER DUTIES AND RESPONSIBILITIES

a. The FM serves as the primary DPW liaison and supports communication and coordination between the unit command/directorate leadership, building occupants, and the DPW. The FM will:

(1) Serve as the DPW's POC to assist in coordinating requested temporary utility (water and electric) outages affecting the facility.

(2) Assist with building access for DPW facility assessment efforts.

(3) When required by the 4th Infantry Division Command, act as the POC for the unit's Organizational Inspection Program (OIP), by providing records of their facility maintenance and energy, water, and waste inspections and taking corrective actions noted during an OIP. ([See Appendix C](#) for the Facility Maintenance Checklist and [see Appendix D](#) for the Facility Energy Conservation Checklist.)

(4) Provide current FM information to the DPW Facility Management Program POC at susan.c.galentine.civ@army.mil to update the Fort Carson FM roster.

b. The FM assists with facility inspections, maintenance, and repairs to ensure proper building operation. Facility manager duties are consistent with occupant-level knowledge and do not require professional expertise. The FM will:

(1) Inspect the facilities and grounds within their areas regularly and use the Facility Maintenance Checklist ([Appendix C](#)) for conducting the inspections. Track submitted service orders to confirm completion and identify trends.

(2) Submit service orders for repair or maintenance promptly to prevent major repairs from being required later.

(3) Submit requests for self-help repairs or project supplies through the process outlined in the Self-help Program section.

(4) Ensure facility assignments and terminations are processed correctly. For an overview of the facility assignments and terminations process, [see appendix H](#).

(5) Notify facility occupants of poor housekeeping and ensure corrective action is accomplished by using the Facility Maintenance Checklist, [Appendix C](#). Brief facility occupants on their collective responsibility for care, custody, and protection of the facility.

(6) Ensure that facility users do not perform unauthorized work on, alter, move, or remove heating, ventilation, and air conditioning (HVAC) systems, plumbing, lighting, fixtures, or other real property installed equipment.

(7) Ensure all improvements in and around facilities, to include service contracts (custodial, etc.), digging, landscaping, self-help, electrical, plumbing, air conditioning, etc., are coordinated through the DPW.

(8) Facilitate obtaining an approved work request, DA Form 4283 (Facilities Engineering Work Request), through the DPW Business Operation and Integration Division (BOID) Work Management Branch at 719-526-2900, usarmy.carson.id-readiness.list.dpw-boid-workorders@army.mil, before undertaking work to alter, remodel, expand, or remove buildings and structures.

(9) Notify occupants that they must follow instructions for preventing damage or loss in excess of fair wear and tear. Examples of damage not considered fair wear and tear include pipe freeze damage and vandalism. Damage or loss may result in a financial liability investigation and assessment of liability against individuals or units/organizations.

c. The FM provides energy and water conservation oversight in their assigned building(s). The following are some of the FM energy and water management responsibilities:

(1) Responsible for oversight of the facility meeting energy and water conservation objectives and educating building occupants on how they can support Fort Carson's energy and water goals. ([See Section 8 Energy and Water Conservation](#) for specific responsibilities.)

(2) Ensure the unit/organization is complying with applicable Command Energy, Water, and Waste Policy requirements and is taking a proactive approach to energy and water conservation. Ensure all operations involving energy and water use are reviewed, and reasonable conservation measures not affecting operations or quality of life are taken.

(3) Serve as the single point of contact for energy and water conservation matters for the organization. Communicate facility issues with the DPW and unit/civilian leadership.

(4) Conduct recommended energy inspections twice a month in occupied buildings and monthly in unoccupied buildings during deployments using the Fort Carson Facility Energy Conservation Checklist ([see Appendix D](#)). FMs should maintain their checklists for one year to keep a history of the building's energy efficiency status and note corrective actions. Initiate and follow up on corrective actions to the facility and submit service orders in a timely manner.

d. The FM provides recycling oversight within their building footprint. The FM is responsible for the following recycling responsibilities:

(1) Provide oversight of the building occupants meeting recycling objectives and taking a proactive approach to educating building occupants on how they will support Fort Carson's goal to reduce waste. ([See Section 9 Recycling](#) for specific recycling responsibilities.)

(2) Develop a unit- or organization-specific Recycling SOP tailored to their unit/organization for the management of recyclable materials. The SOP will establish unit/organization responsibilities to take recyclables from the facility recycling containers to the dumpsters, etc. ([See Section 9 Recycling](#) as a reference for unit recycle SOP development.)

(3) Coordinate and communicate with DPW Recycle Program staff at 719-491-0218 to obtain recycling containers and establish collection points near their facilities based on specific needs.

(4) Call the DPW Recycle Program staff if outside recycle or waste collection containers in the area require immediate servicing. Ensure that recycling containers are maintained and free of contamination in their area of responsibility.

e. Unit FMs completing the DPW Facility Management Class will receive Fire Prevention Safety Training during the class from the Directorate of Emergency Services and be additionally certified as Fire Wardens. The certified FM can then train additional unit personnel as Fire Wardens only via the train-the-trainer method.

4. BARRACKS

a. Under the Army Barracks Management Program, military units are responsible for overseeing barracks. For single Soldier quality of life, it is essential that leaders assign and send a representative(s) to the DPW Facility Management Class ([see Appendix F](#)) so they can serve as barracks FMs.

b. The Enterprise Military Housing (eMH) computer system provides reports for military leaders with real-time data about where their Soldiers live, where their barracks assets are, which rooms are vacant or occupied, maintenance requirements/history, and a record of all inspections performed and by whom. First sergeants should find this eMH

database of great value. To gain access to eMH, a unit needs to submit an eMH account request memo signed by their commander to the Unaccompanied/Single Soldier Housing Office. The Housing Division POC for eMH is Cesar Bueno, cesar.bueno.civ@army.mil, 719-725-4476.

c. For comprehensive information on Fort Carson barracks management, view the Barracks Management Program Handbook at [Barracks Management Program Handbook](#).

d. For general information about key replacement, including Soldiers living in barracks, see the [DPW Programs and Services](#) section.

e. A barracks furnishings and appliance exchange process is established to support Soldiers living in barracks. The exchange process is as follows:

(1) Only Soldiers on the unit's signature card (**usually the supply sergeant or barracks FM**) are allowed to exchange and receive furnishings and appliances. Soldiers not on a DA Form 1687 signature card will not be able to exchange or receive items.

(2) For furniture and appliance exchanges, go to building 307 to conduct a one-for-one exchange (for normal wear and tear). For items that have been misused or abused, the unit will need to complete a Financial Liability Investigation of Property Loss (FLIPL) or a statement of charges on the Soldier to exchange the property.

(3) Broken or unserviceable washers and dryers in laundry rooms and/or furnishings and appliances in Soldiers' rooms are the responsibility of the owning unit to exchange.

(4) Soldiers licensed to drive a Transportation Motor Pool (TMP) vehicle can sign for the stake bed truck and dollies at building 307 to conduct laundry room appliance exchanges. Soldiers are not authorized to use personal vehicles or Light Medium Tactical Vehicles (LMTVs) for appliance exchanges. LMTVs are too high to lift a washer and dryer and could cause injury.

(a) The POCs for barracks furnishings and appliances are the unit's supply sergeant or barracks FM.

(b) The POCs for the DPW Housing Division Furnishings Management Office are Ed Ruiz at eduardo.ruizmendoza.civ@army.mil or 719-287-1487, and Elias Ruiz at elias.j.ruiz.civ@army.mil or 719-412-6566, who work in building 307 inside the north entrance.

(c) Hours of operation of the warehouse are 7 a.m. to 4 p.m., Monday through Friday. The warehouse is closed on federal holidays and weekends.

(5) Mounted/installed microwaves, convection ovens, and stovetops are considered part of the facility and handled by the DPW O&M contractor.

f. Pipe freeze prevention is a critical issue during winter, especially in barracks. Prior to the start of block leave or forecasted extreme cold temperatures, leaders, barracks, FMs and Soldiers need to ensure barracks windows are closed and that thermostats remain "on" and set at 60 degrees to avoid pipes from bursting and causing costly water damage.

g. Soldiers living in barracks can submit service orders online using the Army Maintenance Application (ArMA) at <https://www.armymaintenance.com/armma>. (For service order details, review the Service Order section below.) All barracks service order work will be scheduled by appointment only. Customers are offered several time slots on the proposed day. They can select one or propose a later date and time. The customer will have a call made and a text sent

to them the day of the appointment, verifying availability. Failing to show up for a service order appointment without at least a two-hour advance notification will result in cancellation of the appointment and the barracks room occupant having to resubmit the service order.

5. SERVICE ORDERS

a. Service orders are used for maintenance and repair of existing real property, including HVAC, windows, plumbing, electrical systems, elevator maintenance, carpentry, and grounds. Service orders can be submitted by the FM or any other individual familiar with the problem.

b. Non-emergency maintenance and repair service orders are submitted via the online Army Maintenance Application (ArMA). The website, <https://www.armymaintenance.com/arma>, allows Soldiers, civilians, and FMs to submit service orders through the website instead of calling in most non-emergency service orders. The benefit of ArMA is that when Soldiers and civilians move to any other Installation Management Command (IMCOM) installation, they can use the same service order system. *Note: ArMA is not for use by Fort Carson Family Homes residents, who have a separate service order process.*



c. New customers will need to complete the registration process on the ArMA website first before submitting service orders. When registering, users must initially provide a military email address.

d. Service order appointments: Service orders for barracks rooms and locked spaces, such as individual administrative/support offices, etc., will be scheduled by appointment only. Customers are offered several time slots on the proposed day. They can select one or propose a later date and time. The customer will have a call made and a text sent to them the day of the appointment, verifying availability. Failing to show up for a service order appointment without at least a two-hour advance notification will result in cancellation of the appointment and the customer having to resubmit the service order.

e. Customers must call in Priority 1/emergency service orders to the DPW operations and maintenance contractor, T&H Services, at 719-526-5345, which is staffed 24/7. Emergency work takes priority over all other work and requires immediate action. Emergency service orders are classified as such when they consist of correcting failures/problems that constitute an immediate danger to life, health, safety, security, or property in accordance with IMCOM maintenance instruction.

(1) Emergency work orders include: overflowing drains, broken water or steam pipes, gas leaks, major utilities service failures, broken electrical components that may cause fire or shock, stopped-up toilets (when only one is available for use), and key card or lock failures.

(2) The normal response time to emergency work is within one hour, day or night, with completion of the emergency within 24 hours. If there is a true emergency, including events like gas leaks, fires, or flooding, call 911 first and then call in a service order.

f. When submitting a service order, provide the following information:

(1) The building number, unit/organization assigned to the facility, room number, description of the issue, and mission impact of the problem.

(2) Attach photos taken of the issue when feasible.

g. The maintenance and repair of personal property or unit/organization equipment is not covered by the DPW and is excluded from the O&M contract. ([See Acronyms and Definitions Section](#) for real property definition.)

h. General guidelines on service order priorities and response time:

(1) Priority 1 – Emergency service orders can be called in directly to the operations and maintenance contractor at 719-526-5345, which is staffed 24/7.

(2) Priority 2 – Urgent service orders are submitted via the ArMA website <https://www.armymaintenance.com/arma>: Urgent work is required to correct an issue that could become an emergency, could seriously affect morale, or has command emphasis. Examples include: heating and hot water supply outages, building air conditioning system failures, or inoperable ranges and refrigerators in dining facilities. The O&M contractor staff makes every effort to respond within 24 hours and accomplish all urgent work within seven working days of receiving the order.

(3) Priority 3 – Routine service orders are submitted via the ArMA website <https://www.armymaintenance.com/arma>. Routine service orders do not meet the categories of emergency or urgent and cover required work, which, if not accomplished, would continue to be an inconvenience or unsightly condition. Work in this category will normally be accomplished within 30 days of being submitted.

(4) Those submitting service orders are encouraged to call the operations and maintenance contractor service order desk at 719-526-5345 if they have questions about service order categorization to ensure repairs are prioritized correctly and addressed in a timely manner.

i. ArMA known issues:

(1) ArMA does not provide up-to-date statuses on service orders. The website is strictly for submitting service orders and accepting appointment times, when applicable.

(2) ArMA will automatically close service orders based on priority, even if the work is ongoing:

(a) Priority 1 service orders will auto complete at 24 hours.

(b) Priority 2 service orders will auto complete at 14 days.

(c) Priority 3 service orders will auto complete at 30 days.

(3) ArMA should provide customer email notifications; however, there are instances where that does not occur. Customers are encouraged to check their ArMA account.

j. Examples of cancelled service order responses in ArMA:

(1) Seasonal changeover - (Applies only in May during the heating to cooling season transition and again in October during the cooling to heating season transition.) The contractor is in the process of a seasonal changeover. Until the transition is completed, the AC/heat will not work. This request will be cancelled.

(2) Lacking information - We appreciate your submission; however, you did not provide enough information to create your service request. Please resubmit and include all required information. Pictures may also assist us in determining the requirements. We also need to know if you are or are not quarantined.

(3) Phone call attempts outside of Priority 1/Emergency - All service orders that are not life/health/safety-related must be submitted via ArMA.

(4) Attempts at multiple entries on one submission – ArMA submissions accept one issue per service order. Attempts to submit more than one issue per service order will be cancelled.

(5) Key replacement submittals – In accordance with Army Regulation 735-5, paragraphs 14-23, a commander-signed memorandum and either a copy of the Statement of Charges or a completed Financial Liability Investigation of Property Loss annotating a WBS number is required for recoupment of costs prior to processing the service order. Once these documents have been obtained, please upload and resubmit. This request will be cancelled.

(6) Submissions that involve new project work – ArMA is for the submission of repair and maintenance work. The submission appears to be project related. Please call 719-526-2900 or email usarmy.carson.id-readiness.list.dpw-boid-workorders@army.mil for guidance on the submittal of a DA Form 4283, Facilities Engineering Work Request.

(7) Self-help requests – This request is considered a self-help submission. If your facility manager does not have the item/s on hand, they can visit the DPW Self-help Warehouse, building 8100, to acquire the needed item(s). If this does not resolve the issue, please resubmit the service order with details of what steps were taken and what is still not working as designed. (Example of self-help issue is lightbulb replacement.)

k. Facility Managers/users can subscribe to receive reports on the status of service orders **they have** submitted for their facilities:

(1) Go to www.armymaintenance.com/subscribe.

(2) Select “Unit Report” to receive reports summarized by unit or select “Building Report” to receive reports summarized by building number.

(3) Input your government email.

(4) Choose the units or buildings for which you would like to receive reports.

(5) Choose the day(s) you would like a report sent.

(6) Note: A subscription verification email will be sent, and you MUST reply to that email to activate your report subscription. Upon receipt of your verification email, ArMA will IMMEDIATELY send you your first set of reports.

I. Common service order-related issues:

The following is a list of issues (and explanations) the DPW commonly encounters in facilities:
Operation of heating/cooling systems: Some buildings on Post have their own internal heating and cooling systems, and others are heated and/or cooled by the Central Heat Plant. Controls operate differently depending on the building. To find out what type of system is in place in a building, the FM can call 719-526-5345.
Programming thermostats: Most thermostats can control the temperature in the immediate space but may be limited to only a few degrees of change. Some thermostats transmit to, and are controlled by, the O&M contractor's Energy Management Control System (EMCS) team. When thermostats do not appear to be responsive, submit a service order and have the EMCS and/or HVAC staff inspect them.
Occupancy/vacancy lighting sensor use: The sensor screen on many sensors looks like a push button; however, pressing the screen damages the sensors. Almost all sensors can be easily reprogrammed for less sensitivity and/or lighting time. If the sensor is not responding properly or needs to be reprogrammed, the FM should submit a service order to discuss having it reprogrammed.
Windows/doors open during cooling season: Opening a window or door and operating a fan in the early morning or late evening is an effective way to cool a facility. However, if windows and doors are not closed and fans are not removed during the peak temperature hours of the afternoon, cooling systems do not operate efficiently because hot air is drawn into the building. Close windows and doors after early morning or late evening hours.
Windows/doors open during heating season: Leaving windows or doors open during heating season wastes energy and can lead to pipes freezing and bursting during extreme temperature drops. Ensure windows and doors are closed in the winter.
Control of building temperatures: Interior space temperatures are monitored by EMCS in most buildings. The number of sensors installed and their locations in monitored buildings are limited. Cooling and heating systems monitor the average temperature in the building space before the system activates. Therefore, rooms on high floors may experience temperatures different from those on lower floors. In addition, solar orientation may influence space temperatures. If extreme temperatures are encountered in individual rooms, occupants should contact the FM so that it can be reported by submitting a service order.
Use of low-flow toilets: Solid materials, such as paper towels and rags, should not be put in these toilets. When necessary, flush twice. The water savings from the liquid-only flushes still save more water than an occasional double flush.
Use of waterless urinals: Do not put any chemicals in waterless urinals, as they can ruin the sealing liquid. Submit a service order for waterless urinal cartridge replacement if there is an odor.
Command Energy, Water, and Waste Policy Compliance: FMs can assist in ensuring building occupants follow Fort Carson's Command Energy, Water, and Waste Policy. The contractor is frequently asked to turn on and adjust systems to temperatures that are not in line with the policy's temperature guidelines and are not allowed.

6. WORK REQUESTS

a. A Facilities Engineering Work Request, DA Form 4283 ([See Appendix B](#)), is required when modifying, renovating, or adding real property. This request provides the scope of work, justification for the work, and staffing coordination to ensure the work is warranted and done in a safe and code-compliant manner:

b. Work request approval process: The approval of a DA Form 4283 for a project will proceed in the following sequence:

(1) FM – Will assist their brigade-, directorate-, or tenant-level representative (or designated individual on orders to process work requests) to verify work and complete appropriate paperwork, including a DA Form 4283, statement of work, and cost estimate.

(2) Unit Commander – Approves funding and/or submittal of work requests.

(3) DPW –

(a) Receives the work request, reviews the requested work, and determines the appropriate execution:

(b) Contract

(c) Self-help work

(d) Staffs all work requests to the appropriate Installation organizations.

(e) Approves (with delegated authority from the Garrison Commander) work requests.

c. FMs have a role in the processing of work requests. They may be the individual assigned to initiate the work requests for their unit/directorate/tenant through the DPW or the individual who coordinates work request-related information with the assigned unit/directorate/tenant representative to process work requests to ensure facility needs are met.

(1) Call the BOID Work Management Branch at 719-526-2900 or email usarmy.carson.id-readiness.list.dpw-boid-workorders@army.mil if there are questions about verification of authorized representatives or procedural processes. (Work requests will not be accepted unless signed by the unit/directorate/tenant authorized requestor.)

(2) Common work request projects include: painting, carpet replacement, landscaping, SIPR/NIPR (communication needs, usually require Regional Network Enterprise Center [RNEC] support), and satellite installation.

7. SELF-HELP PROGRAM

a. The Self-Help Program's purpose is to allow units, directorates, and tenants to conduct minor facility work, enabling them to show pride in their buildings and maintain their areas of responsibility. Allowed work includes painting, installing bulletin boards (except in new buildings under warranty for the first year), securing safes, installing TVs, etc. All repair-related work, including, but not limited to, replacing aerators, tightening door hinges, replacing lightbulbs* and switch plate covers*, unplugging minor drains, etc., is to be submitted as service orders. (*Note: Can also be accomplished through self-help efforts.)

b. Self-help is a mechanism to accomplish minor work faster than through a contract and includes the work outlined:

Self-help work NOT requiring a DA Form 4283	Self-help requiring a DA Form 4283
• Painting (touch up painting only) • Mounting bulletin boards* • Installing TVs • Moving modular furniture systems • Lightbulb replacement (up to 8 feet in height) • Replacing light switch and electrical outlet covers	• Painting (whole building) • Landscaping (without plants) • SIPR/NIPR (requires RNEC support) • Any electrical work due to moving modular furniture systems or equipment (ex. projectors or screens) requires a DA Form 4283 for a contracted electrician.**

* Mounting large bulletin boards, key boxes, etc., to walls in new buildings under warranty for the first year requires a DA Form 4283. ** For Permission Only (FPO): Self-help work using a contracted vendor requires a DA Form 4283. FPO projects are unit/activity funded.

c. Materials for self-help projects will be acquired through the Supply Warehouse run by the DPW O&M contractor in building 8100. To conduct self-help projects, FMs must first attend the DPW Facility Management Class. A DPW self-help card is issued after completion of the class, which is required to request materials from the Supply Warehouse.

d. The following guidance applies to using the Supply Warehouse:

(1) Minor routine repairs such as changing light bulbs, touch-up painting, etc., can be performed by the unit using materials acquired from the Supply Warehouse, building 8100. There is no DA Form 4283 required.

(2) Unit/activity DA Form 1687s (Signature Cards) and Assumption of Command Orders are required to draw supplies and must be updated annually.

(3) Process to request large quantities of supplies, such as paint, for extensive self-help projects:

(a) A Facilities Engineering Work Request, DA Form 4283, must be submitted in advance to request large quantities of supplies for self-help projects.

(b) Large quantities of supplies must be picked up from the warehouse in a government vehicle. Smaller quantities can be picked up in a POV.

e. Guidance for waterless urinals:

(1) Don't put cleaning solutions into urinals. (Use only warm, soapy water to clean the waterless urinal surfaces.)

(2) Don't put chewing tobacco into urinals.

(3) Don't pour chemicals into urinals.

(4) Don't put coffee or grounds into urinals.

(5) Submit a service order to replace the urinal cartridge when blue sealant appears in the urinal, when it smells, or when the drain becomes slow.

f. For specific Supply Warehouse questions, call 719-526-3989.

8. ENERGY AND WATER CONSERVATION

a. Energy and water conservation are key strategies in achieving Fort Carson's energy and water objectives. Energy and water conservation requires support at the unit/directorate leadership level, DPW, and FM level.

(1) Per Fort Carson's Command Energy, Water, and Waste Policy, each unit (brigade/battalion/company/directorate/tenant) will have an assigned FM with energy and water conservation responsibilities in every building. This requirement applies to military and civilian facilities.

(2) The DPW is responsible for maintaining appropriate heating temperatures for those building HVAC systems controlled by the EMCS. During unoccupied times, facilities will be set back to 55 degrees depending on the facility's use. Buildings will be monitored during cold periods to prevent pipe freeze damage.

(3) FMs are involved in the day-to-day operations of their assigned facilities. They can support building needs, as they know the energy- and water-related facility issues.

b. The FM plays a crucial role in energy and water conservation for their building(s) and helps Fort Carson meet its energy and water goals. The following are some of the ways FMs can help conserve energy and water in their assigned buildings:

(1) The FMs communicate with the DPW Energy Manager at 719-726-8824, sean.t.bogren.civ@army.mil, to identify new energy-saving opportunities and relay any energy-related issues in their building not handled by submitting a service order.

(2) FMs assist in educating occupants on behavioral change that improves energy conservation within their buildings, including supporting the following Command Energy, Water, and Waste Policy guidance:

(a) During the heating season, barracks and office space temperatures will be maintained between 68 and 72 degrees during occupied hours. Medical facilities will keep the temperature in their facilities at 72 degrees, and CDC/Youth facilities no warmer than 74 degrees. Maintenance shops, bays, supply areas, warehouses, gymnasiums, and hangars should be set between 55 and 65 degrees. Space heaters are not authorized for use unless approved by a supervisor. Space heaters consume a great deal of energy and can be dangerous if not used properly. An approved space heater must contain a tip-over switch to shut off, be Underwriters Laboratories (UL)-certified for safety, and not be set on or near combustible materials. If the facility heating system is not adequate, submit a service order.

(b) During the cooling season, areas with air conditioning will not be cooled to a temperature lower than 74 degrees. Medical facilities are authorized to maintain a cooling temperature no lower than 70 degrees. An approved work request (DA Form 4283, Facilities Engineering Work Request) through the DPW Business Operations and Integration Division is required before installation of any window air conditioners. Air conditioning units that have thermostat controls must be operated to comply with the authorized cooling temperatures. Air conditioners will not be turned on when the outside temperature is below 72 degrees. Air conditioners must be turned off at the close of business each day unless the facility is occupied or has sensitive equipment requiring cooling (examples: mainframes, servers, etc.).

(c) Regarding lighting, ensure exterior lights are off during the day. Turn off interior lights at night in unoccupied areas except when lights are essential for safety and security purposes. Turn off lights during the day in areas where daylight or task lighting is sufficient. Submit service orders for lighting issues, including automated exterior lights not turning off during daylight hours.

(d) Eliminate the possession and use of personal appliances, including refrigerators, microwaves, and coffee warmers. They are not authorized for individual work areas unless approved by a supervisor. Refrigerators are approved for communal break areas, with the refrigerator size based on the number of people supported. Use one cubic foot per person as an average to determine the size and quantity of refrigerators that are appropriate. Exceptions are allowed for general officers and commanders who have conference room meeting requirements that justify the single use.

(e) Turn off personal computers (PCs) at the end of the workday unless otherwise directed by the RNEC for security scanning during specific time periods. When the PCs are turned on at the start of the day, they will be patched and rebooted automatically by the RNEC. Turn off PC monitors when not needed for five minutes. Also, fully shut down scanners, copy machines, faxes, printers, and other electronic equipment with sleep modes at the end of the duty day. Sleep mode still draws energy. The use of smart power strips may be used to support this requirement.

(f) Units will notify the DPW Energy Manager, 719-726-8824, sean.t.bogren.civ@army.mil, prior to deployments, providing information about which buildings will be unoccupied and for how long, so heating and cooling temperature adjustments can be made to maximize utility savings. Ensure rear-detachment units have trained FM's to ensure energy conservation and building maintenance issues are addressed during deployments.

(3) Regarding water conservation, military vehicles are to be washed at the Central Vehicle Wash Facility (CVWF). Tactical Equipment Maintenance Facility wash racks are intended for maintenance cleaning only. Hoses used for washing vehicles must have a positive shutoff nozzle. Report wash rack hydrant leaks by submitting a service order.

(4) Submit service orders to repair leaking water fixtures, including sinks and toilets.

9. RECYCLING

a. Fort Carson has an active Recycle Program supported by the Installation's leadership. Units, directorates, and tenants are required to recycle commodities collected on the Installation. Recycling helps Fort Carson get closer to achieving its waste reduction goal and can provide revenue for Soldier morale, welfare, and recreation. Fort Carson works to divert waste from the landfill by reducing, reusing, and recycling materials.



b. Recycling requires support at the unit/directorate command, DPW, and FM level. The FM serves as the DPW POC and recycle champion for their building(s). The following information outlines recycling processes at Fort Carson and serves as guidance for FM's to support Installation recycling efforts in their building(s).

c. All facility occupants:

(1) Recycle all waste streams as applicable in their organizational facilities and operations.

(2) Each workstation occupant services their own personal recycling by placing them in central recycling locations inside buildings.

d. Garrison and civilian facilities:

(1) Civilian organizations will perform source-separate recycling. They will separate recyclables as listed into individually labeled recycling containers.

(2) DPW will provide clearly labeled containers and recycling stations to organizations for the collection of accepted recyclable materials.

(3) Recycle staff will service the source separate collection containers in civilian facilities.

(4) DPW will also provide and service dumpsters and roll-offs that are clearly labeled for the appropriate recyclable materials at collection points to support individual or multiple facilities. Occupants may also place large amounts of recyclables directly into these dumpsters.

(5) To obtain additional recycling containers, establish collection points near facilities based on need, or to request servicing of outside dumpsters, civilian organizations can call the DPW Recycle and Refuse Program staff at 719-491-0218.

(6) DPW will notify organizations if dumpsters are contaminated with inappropriate recyclables or trash. DPW will not service contaminated dumpsters and will place Red Tags on the fouled containers. DPW will require the organization to perform corrective action on the Red-Tagged dumpsters before servicing.

e. Military units:

(1) Military units will perform single-stream recycling for common office and barracks waste. They will combine recyclables (cardboard, mixed paper, aluminum and tin cans, glass bottles, and plastics) as outlined into clearly labeled single-stream recycling containers.

(2) Military units will also separate large cardboard items, scrap metal, and untreated wood from their motorpool(s). Units will place these recyclables directly into dumpsters marked for each material. (See picture on next page.)

(3) Military units will service all interior recycling containers and stations within their facilities by dumping them routinely into appropriate exterior recycling dumpsters. Dumpsters will be in each motorpool and in barracks areas.

(4) DPW will provide clearly labeled containers to units for the collection of accepted recyclable materials.

(5) DPW will also provide and service dumpsters and roll-offs that are clearly labeled for the appropriate recyclable materials at collection points to support individual or multiple facilities. Occupants may also place large amounts of recyclables directly into these dumpsters.

(6) To obtain additional recycling containers, establish collection points near facilities based on need, or to request servicing of outside dumpsters, military units can call the DPW Recycle and Refuse Program staff at 719-491-0218.

(7) DPW will notify units if dumpsters are contaminated with inappropriate recyclables or trash. DPW will not service contaminated dumpsters and will place Red Tags on the fouled containers. DPW will require the organization to perform corrective action on the Red-Tagged dumpsters before servicing.

f. Fort Carson recycles the following materials (exclusions are noted):

(1) Cardboard*: to include all food boxes, shoeboxes, and corrugated cardboard. Boxes must be flattened and free of food waste.

(2) Mixed paper*: to include newspaper, colored paper, office paper, mail, junk mail, shredded paper, magazines, telephone books, field, and technical manuals. (Note: Classified and sensitive materials must be handled per their security classification.)

(3) Aluminum and tin cans*: to include other small metal household items such as pots and pans, metal hangers, hinges, screws, and nails.

(4) Glass*: to include jars and bottles of any color. Lids and caps must be removed and recycled in the metal or plastic bin as appropriate. (All other types of glass, such as windows, aquariums, or automotive glass, are not recyclable.)

(5) Plastics*: to include all plastic bottles and containers. (Styrofoam®/foam packing material is not recyclable and must be thrown in the trash.)

**Indicates single-stream recyclables commodities, which are collected together. Only add the acceptable recyclable materials, which are noted on the dumpsters and the totes. No food, liquid, clothes, Styrofoam®, or plastic bags should be disposed of in the single-stream totes and dumpsters.*

(6) Electronics: includes any item with a cord or that is battery powered. Only commercial electronics are collected. No government electronics will be accepted.

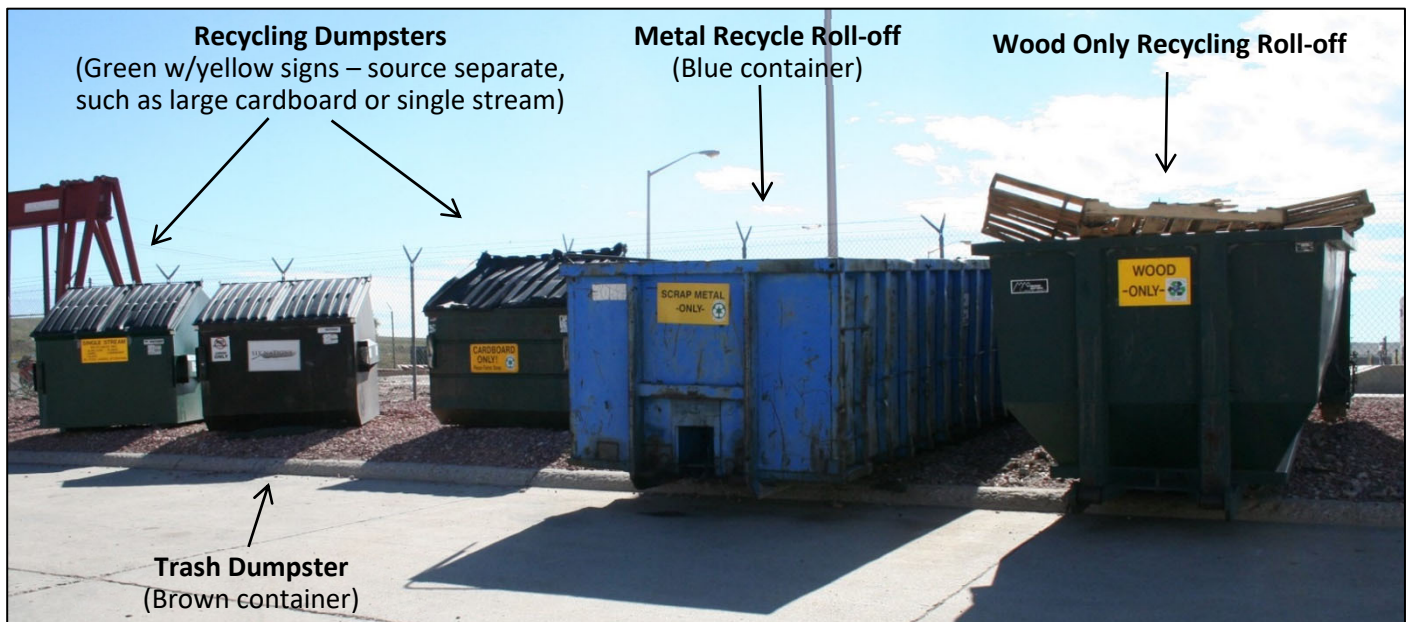
(7) Porcelain: to include toilets and sinks. (Remove any hardware, gaskets, etc.)

(8) Untreated Wood: to include all unserviceable pallets, crates, lumber, and tree branches. Any wood that has been treated, painted, or varnished, including railroad ties, furniture, and doors, is NOT recyclable. If there is a large volume of these items, call the DPW Recycle and Refuse Program staff at 719-491-0218 to request a trash roll-off for proper disposal.

(9) Scrap Metal: to include small and bulk aluminum and steel items that do not fall into one of the categories listed below.

(a) Turn in unserviceable equipment is the responsibility of the appropriate supply channel in accordance with current operating procedures (ref. Army Reg. 735-5).

(b) All Demilitarized (DeMil) required items CANNOT be placed in metal roll-off containers for recycling. Contact the unit supply staff for further instructions for turn-in to the Directorate of Logistics Agency Disposition Services (DLADS).



g. Outdoor recycle collection centers: The Fort Carson Recycle and Refuse Program staff will place and service recycling dumpsters and containers in the locations specified below.

(1) Fort Carson maintains a full-service recycle drop-off location at the southeast corner of the Exchange on Sheridan Avenue (cardboard, mixed paper, aluminum and tin cans, glass, plastic, porcelain, electronics, batteries, and household hazardous waste). The Exchange recycle location is open Monday through Saturday from 8 a.m. to 4 p.m. The location is closed on federal holidays and during inclement weather. An attendant is available on-site to provide recycling assistance.

(2) Wolf Dining Facility parking lot location, which also accepts glass.

(3) Commissary recycle collection point, which also accepts glass.

(4) Directorates or other tenants may request specific recycling containers as required based on their mission.

h. Special services: Paper-shredding services are provided at the Fort Carson Recycling Center, building 400. Individuals are required to shred all Personally Identifiable Information (PII) documents themselves. The Recycle Center staff is only there to assist with the process. Call 719-491-0218 to schedule a shredding appointment.

i. Trash: Note that recycling locations cannot be used to dispose of household trash. Active-duty members within 30 days of PCS or ETS and who have orders can dispose of a limited amount of furniture at the Exchange recycling location. Provide a copy of the orders to the on-site attendant to dispose of furniture. No one else is authorized to bring trash items onto Fort Carson, only recyclable items. If customers are unsure about what is accepted at recycling locations, call 719-491-0218.

j. Household hazardous waste: The Exchange recycle location also accepts household hazardous waste from Fort Carson community members (ID card holders) who live in El Paso County. Only household, non-military products can be dropped off, and containers must be labeled with the contents and have lids. The Exchange recycling location will not accept mixed products due to safety concerns. Residents of El Paso County can also dispose of household chemicals at the El Paso County Household Hazardous Waste Facility – <https://communityservices.elpasoco.com/environmental-division/household-hazardous-waste/>.

k. Contaminated containers and the Red Tag Program:

(1) The recycling staff will inspect all recycling containers. If containers have excessive contamination, they will be Red Tagged. Contamination would include any items that are not acceptable for that source-separate or single-stream container. Examples of contamination include placing trash in recycling containers and mixing different types of source-separate recyclables in one container.

(2) The unit responsible for the Red-Tagged container must contact the DPW Recycle and Refuse Program staff at 719-491-0218 to coordinate the cleanup of the container.

(3) Recycle staff will support the cleanup by providing a separate refuse dumpster and emptying the contaminated container on a hardstand.

(4) The responsible unit will sort through the material and transfer all contaminants and non-recyclable material to the refuse dumpster and replace the recyclable material in appropriate containers.

l. Training and support: The DPW offers the recycling training opportunities outlined below.

(1) DPW Facility Management Class. For information about attending the training, [see Appendix F](#).

(2) DPW Environmental Protection Officer's (EPO) Course. Units must register through DPTMS Individual Military Training/Troop Schools.

m. For more information about the recycle program or for assistance with unit/organization recycle operations, call the DPW Recycle and Refuse Program staff at 719-491-0218.

10. DPW PROGRAMS AND SERVICES INFORMATION

a. **Central Vehicle Wash Facility (CVWF)** – Units are required to use the CVWF to wash vehicles rather than motor pool wash racks unless the CVWF is not operational or closed. Use of the CVWF saves the Installation an estimated 60 to 70 million gallons of water through filtration and reuse of water in the system. Only minor additions of water are needed to make up for evaporation. The use of tactical equipment maintenance facility wash racks is for maintenance cleaning only and requires hoses with a positive shutoff nozzle. Operating hours for the CVWF, located at the south end of the cantonment area off Magrath Avenue, are Monday through Friday, 9 a.m. to 4:30 p.m. Contact the CVWF to set up a time to wash vehicles by calling 719-526-3820 or 719-896-6237. (Note: If a unit wash rack is leaking, submit a service order for repair.)

b. **Custodial contract** – For information about Installation custodial services, call the COR at 719-725-8083 or email bryan.s.dorcey.civ@army.mil. (Note: Units must purchase their own vacuums and buffers for cleaning common areas.)

c. **Environmental Compliance Assessment Team (ECAT)** – The DPW Environmental Division ECAT provides support to units, directorates, and tenants as they relate to environmental compliance and management. The team conducts facility assessments in concert with unit Environmental Protection Officers to protect the Installation from unnecessary fines and environmental violations by assessing facilities on an annual, biannual, quarterly, or monthly basis, depending on facility operations. For more information, call 719-726-8997 or email david.nino.civ@army.mil.

d. **Facilities assignments and terminations** – For information about facility assignments and terminations, contact the DPW Master Planning Division at 719-960-1716, gerardo.torresvalle.civ@army.mil, or 719-726-8806, edward.m.zezlina.civ@army.mil.

e. **Key replacement** –

(1) Per the DPW Installation Design Guide (IDG), building occupants must maintain five keys per exterior door and four keys per interior door. For current Installation Design Guide requirements, contact the Directorate of Public Works Master Planning at 719-725-8287.

(2) For key replacement, submit a service order via the ArMA website, <https://www.armymaintenance.com/armma>, including the building number, room number, a commander-signed memo, a statement of charges for key replacement, and a point of contact for the affected lock. For information about barracks and unit building key replacement procedures, see details below.

(3) **Soldier living in barracks who has lost a key**: A memo signed by the commander requesting keys is required. The memo must include: unit, building number, room number, key serial number, POC phone number, statement stating the unit has a key control program, and the key control officer/NCO's name and signature block. A completed statement of charges for lost or misplaced keys must also be included. The memo and statement of charges must be uploaded into ArMA as part of the service order to replace the key.) The DPW key POC is Jason Williams,

jason.r.williams42.civ@army.mil, 719-360-4441/520-692-2372, building 1219, Room 211C. (See Appendix E for examples of the memo and statement of charges for key replacement.)

(4) **Units who have lost keys:** A memo signed by the commander requesting keys is required and must be brought to the DPW key POC, Jason Williams, jason.r.williams42.civ@army.mil, 719-360-4441/520-692-2372, building 1219, Room 211C, who will facilitate the process to recoup key replacement costs from the unit. The memo must include: unit, building number, room number/s, key serial number/s, quantity required, POC phone number, statement stating the unit has a key control program, and the key control officer/NCO's name and signature block. The memo and statement of charges must be uploaded into ArMA as part of the service order to replace the key/s.) (See Appendix E for examples of the memo and statement of charges for key replacement.)

f. **Grounds maintenance** – Any improvements to an organization's buildings need to be accomplished through a DA Form 4283. Grounds maintenance is the responsibility of the DPW. For more information, call 719-726-9001 or email robert.m.pease.civ@army.mil.

g. **Mapping and floor plan services** – The DPW Engineering Division Installation Geospatial Information Systems (IGIS) Office provides Fort Carson mapping, utility mapping, facility floor plans, and surveying services. These services include standard or custom Geographic Information System (GIS) mapping, Computer Aided Design (CAD) support, or Global Positioning Systems (GPS). Customers are asked to allow three business days for the completion of a mapping or floor plan request. For more information, call 719-640-3194; visit building 1219, Room 165; or email requests to: usarmy.carson.imcom-central.list.dpw-mapping-support@army.mil.

h. **Pest control** –

(1) DPW Pest Management Program covers:

(a) Insects, mice, prairie dogs, raccoons, spiders, and dead animals.

(b) Applies to cantonment and down-range areas of Fort Carson and at Piñon Canyon Maneuver Site (PCMS).

(c) To place a service order for pest control services, call the DPW Pest Control contractor at 970-980-3102 or email <https://Sorensen-pest.com> and provide a detailed message, including point of contact information if follow-up is required. The pest contractor has five working days to respond.

(2) DPW O&M contractor pest control covers:

(a) Cleaning of bird and rodent materials in and around real property.

(b) Applies to the cantonment and down-range areas of Fort Carson and at PCMS.

(c) Submit a service order for the cleanup of bird and rodent material.

(3) DPW Wildlife Office covers:

(a) Service requests for nesting birds and bats anywhere on the Installation.

(b) For issues involving nesting birds and bats, call the DPW Wildlife Office for Fort Carson at 719-646-9065 or email danny.r.follett.civ@army.mil). At PCMS, call 719-503-6538 or email michelle.r.blake11.civ@army.mil.

(4) Wildlife Conservation Law Enforcement Officer pest control covers:

(a) Snakes, deer, elk, foxes, coyotes, bears, mountain lions, and bobcats.

(b) If dangerous wildlife is encountered, call the Directorate of Emergency Services (DES) dispatch at 719-526-2333.

(5) Fort Carson Family Housing pest control covers:

(a) Structural pest control within family housing.

(b) To place a service call for pest control services in family housing, contact Balfour Beatty Communities at 719-579-1605.

(6) Provost Marshal's Office covers:

(a) Feral or stray dogs and cats.

(b) For issues with stray animals, call the DES dispatch at 719-526-2333.

i. **Portable latrines** – The DPW manages the portable latrine contract, which supports military training and Directorate of Family and Morale, Welfare and Recreation functions by providing latrines at Fort Carson and down range. This contract does not pertain to PCMS areas, grey water removal, or hand washing stations. For more information about requesting portable latrines or accessing the portable latrine SharePoint site, email the contracting officer representative at robert.m.pease.civ@army.mil or call 719-726-9001.

j. **Signage** – The O&M contractor handles all Installation facility signage requests, including building identification and building numbers, parking signs, and regulatory traffic signs. Signage policy specifics are outlined in the Installation Design Guide (IDG). For current Installation Design Guide requirements, contact the Directorate of Public Works Master Planning at 719-725-8287. To repair or update an existing unit/organization building sign, submit a service order in ArMA. For more information about the signage policy, email jason.r.williams42.civ@army.mil or call 719-360-4441.

k. **Snow and ice removal** – Building occupants must ensure assigned buildings, motor pools, walks, steps, porches, landings, handicap ramps, and sidewalk entrances from streets or parking lots are cleared of ice and snow and treated, if necessary, to prevent slips, falls, and similar accidents. Ice melt is available at the Supply Warehouse, building 8100, 719-526-3989, for occupants to use at building entrances and on sidewalks. The snow and ice removal contacts are:

(1) For information about snow removal operations or to report snow and ice problem areas, call the O&M contractor at 719-526-5345.

(2) For general information about snow removal, call the DPW at 719-725-8083 or email bryan.s.dorcey.civ@army.mil.

l. **Utilities** – (Utility locates, dig permits, electric power outages, sewer-related issues, gas and water use/hydrants) The DPW O&M contractor provides required dig permits supporting all construction, to include utility outages, utility locates, and traffic diversions. The dig permit office is located at building 8010 and can be reached by calling 719-302-0157. The dig permit office is “one-stop shopping” for obtaining dig permits and can assist with utility outage requests. Prior to submitting a dig permit, a Facilities Engineering Work Request (DA Form 4283) must be completed through the

DPW BOID Work Management Branch ([See Section 6 Work Requests](#)). For questions about utility issues or to request permits for construction, water, and fire hydrant use, email jacqueline.l.james7.civ@army.mill.

m. **Weed control** – The DPW manages weed control, in coordination with the O&M contractor and the Weed Control Self-Help Program. Submit service orders for weed control in areas covered by the O&M contract. The Self-Help Weed Control Program provides the following:

(1) Herbicide and application equipment are free of charge to units that participate in the program.

(2) The program is designed for the control of weeds in barracks areas, sidewalks, rock areas, parking islands, firing ranges, and motorpools ONLY.

(3) Individuals participating in this program must be trained in the use and handling of the herbicide and equipment and receive proof of training. To schedule a time for Self-help Weed Control Training, or to request application equipment, call the O&M contractor at 719-526-5345.

ACRONYMS AND DEFINITIONS

Business Operations and Integration Division (BOID) – BOID is the resource management center for DPW. The division also includes the Work Management Branch. Typically, the BOID is the “front door” to the DPW. It is the first point of contact when processing DA Form 4283s, Facilities Engineering Work Requests, for projects.

DA Form 4283 – DA Form 4283 is the Department of the Army’s Facilities Engineering Work Request. Work requests are used by DPW customers to request repairs or construction that exceed the dollar/labor thresholds of a service order (\$2,500 and 40 hours of labor). Work requests are submitted by the customer to the BOID Work Management section.

Directorate of Public Works (DPW) – DPW programs and activities maintain the Installation's infrastructure and environment. DPW responsibilities include maintenance and repair of Installation property and facilities, utilities, environmental compliance with policies, programs, and legislation; management of Installation housing programs; and planning for new construction and improvements to facilities and grounds.

Engineering Division – The DPW Engineering Division oversees military construction, minor construction, engineering, design, traffic engineering and construction contract quality assurance.

Environmental Compliance Assessment Team (ECAT) – The DPW Environmental Division ECAT provides support to units, Garrison directorates, and tenants for matters related to environmental compliance and management.

Environmental Division – The DPW Environmental Division manages Installation environmental compliance, environmental training programs, pollution prevention, and natural and cultural resources conservation.

For Permission Only (FPO) – Self-help work using a contracted vendor requires a DA Form 4283. FPO projects are unit or activity funded.

Housing Division – The DPW Housing Division is responsible for Family housing/Residential Communities Initiative (RCI) oversight, supporting units with single Soldier housing efforts, and off-post housing referral support.

Installation Design Guide (IDG) – The IDG is a document that provides specific guidance on exterior and interior facility design. The IDG provides design guidance for standardizing and improving the quality of the total environment of the Installation. The IDG includes standards and general guidelines for the design of site planning; architectural character, colors, and materials; vehicular and pedestrian circulation; and landscape elements, including plant material, signage, lighting, and utilities. ***All real property construction, renovation, or improvements must comply with the IDG.*** For current Installation Design Guide requirements, contact the Directorate of Public Works Master Planning at 719-725-4962.

Master Planning Division – The DPW Master Planning Division is responsible for Installation planning, real property, space management, preparing the Installation Design Guide, and real estate services and leases.

Operations and Maintenance (O&M) Division – The DPW O&M Division is responsible for the routine repair and maintenance of facilities and ensuring municipal services on the Installation. The division is typically the first responder for all service orders and is the heart of DPW's maintenance and sustainment efforts during and after natural disasters (floods, hailstorms, windstorms, etc.).

Personal Property/Organizational Property – Personal property or organizational property is equipment that is in a facility, but not permanently attached to real property. Equipment may be moved or removed without destroying the usefulness of the facility. Examples are window-mounted air conditioning or heating units, furniture or lockers not built-in to the building, closed-circuit TV systems, electronic security systems, and keyless-entry systems.

Real Property – Real property consists of land, buildings, and facilities, including improvements, additions, and the utilities that support them. It includes equipment built into the facility (such as heating systems), but no mobile equipment (such as mess hall equipment). In some legal senses or for specific purposes, trees and other natural features on Post are considered real property. The DPW manages the repair and maintenance of real property.

Service Order – A customer request for maintenance and repair services of real property. A service order can be submitted via the Army Maintenance Application at <https://www.armymaintenance.com/arma>.

Single-Stream Recycling – Single-stream recycling refers to combining recyclable materials in one collection container for separation later without contamination.

Source-Separate Recycling – Source-separate recycling refers to separating recyclable materials by commodity type, such as plastic, metal, paper, glass, and cardboard, for collection.

Work Request – The DA Form 4283, or the Department of the Army's Facilities Engineering Work Request.

APPENDIX A: FORT CARSON FACILITY MANAGEMENT RESPONSIBILITIES MATRIX

	Facility Manager (FM) Responsibilities	Unit/Directorate/Tenant Responsibilities	DPW Responsibilities
DPW Facility Management Class	Required to take the Facility Management Class. <u>See Appendix F</u> for information about the class.	Registers assigned building FMs to take the Facility Management Class. <u>See Appendix F</u> for class information.	Provides the Facility Management Class.
Service Orders	Submits service orders, tracks and ensures completion of service orders, and briefs their leadership on issues.	Ensures the FM manages all facility issues requiring maintenance or repair.	O&M contractor responds and completes service orders.
Work Requests	Military and civilian FMs work with their unit/organization leadership to verify work and complete paperwork such as the DA Form 4283.	For military, a brigade-level representative screens and prioritizes work requests and coordinates unit funding if necessary.	Processes, staffs, and approves work requests.
Facility Inspections	Conducts facility inspections (<u>see Appendixes C and D</u>), records findings and pursues corrective actions.	Ensures FM completes the facility inspections on a regular basis and takes corrective actions on deficiencies.	DPW responds accordingly to requested corrective actions, such as service orders.
Energy & Water Conservation	Ensures energy and water conservation policy requirements are met through the education of facility occupants.	Supports the enforcement of energy and water conservation policy requirements in buildings through leadership guidance to Soldiers and civilians.	Provides energy and water training to FMs during the Facility Management Class.
Recycling & Refuse	Supports refuse and recycling efforts. Military FMs encourage Soldiers to participate in recycling and provide spot checks to ensure unit compliance with the recycling policy.	Supports FMs with enforcement of recycling in buildings through leadership guidance to Soldiers and civilians.	Recycle Program supports the units/activities with their recycling and refuse needs by adjusting pick-up schedules and providing containers.
Pest & Weed Control	Understands pest and weed control areas of responsibility, submits related service orders, and schedules Weed Self-help training if needed.	Ensures the FM manages all pest-and weed-related issues and uses the mechanisms in place to address them.	Provides pest and weed control services. Provides Weed Control Self-help training upon request.
Fire Warden Duties	Serves as the Fire Warden in building/s they oversee as an FM. The FM can train additional individuals to serve as only Fire Wardens using the train-the-trainer method.	Per Fort Carson Fire Prevention Office guidance, ensures FM has taken the DPW Facility Management Class to receive training as a Fire Warden.	Fort Carson Fire Prevention Office trains FMs about their Fire Warden responsibilities during the DPW Facility Management Class.
Snow Removal	Understands the areas that DPW will clear and not clear and organizes efforts to clear areas that are the customer's responsibility.	Ensures FM or designated individuals are aware of snow removal protocols.	Ensures FM or designated individuals are aware of snow removal protocols.
Supply Warehouse, building 8100 (self-help supplies)	Checks out supplies and materials for self-help repair projects from the Supply Warehouse, building 8100.	Ensures FM has taken the DPW Facility Management Class to become familiar with Supply Warehouse protocols. Also ensures Signature Card and Assumption of Command Orders are renewed annually.	O&M contractor maintains a Supply Warehouse, building 8100, for access to supplies for self-help projects. The Supply Warehouse also provides ice melt and snow removal items.

APPENDIX B: WORK REQUEST FORM

FACILITIES ENGINEERING WORK REQUEST												
For use of this form, see DA Pam 420-11; the proponent agency is ACSIM.												
This project complies with Title 10, USC Section 2461, for maintenance, repair and construction contracts for real property using Operation and Maintenance funds.												
PART A (See requestor Instructions)	CUSTOMER ID	DOCUMENT SERIAL NUMBER	FY	TYPE	SHORT JOB DESCRIPTION						DATE	
				P	Customer fill out also fill out the date to the right						DA	MON
INSTALLATION ABBREVIATION OF FACILITIES	BUILDING/FACILITY NUMBERS											
	1	2	3	4	5	6	7	8	9	10		
	Fort Carson	Bldg #										
REMARKS Customer fill out be extremely detailed include an email address for POC												
INSTALLATION NAME Fort Carson			CUSTOMER NAME Organization Name				POC NAME customer fills out			POC PHONE NUMBER customer fills out		
WORK DESCRIPTION (Description and justification of work request) Customer fills out be extremely detailed use the 5 W's and how come. Also this is where the Justification comes in.												
AUTHORIZED REQUESTOR (Type or print) customer fills out do not sign until after DPW has returned it for your signature.						AUTHORIZED REQUESTOR SIGNATURE SIGNATURE						
PART B (Approving Official Only)	APPROVAL ACTION CODE:				SPECIAL INTEREST CODE:				DATE			
	WORK REQUEST PRIORITY:				ESTIMATED WORK START DATE:				DA	MON	YR	
	PROGRAM INDICATOR CODE:				ESTIMATED WORK COMPLETION DATE:							
ENVIRONMENTAL IMPACT YES NO ☐ ☐ ENVIRONMENTAL CONSIDERATION ☐ ☐ EIS / EIA INITIATED ☐ ☐ EIS / EIA COMPLETED		WORK TO BE PERFORMED ☐ IN-HOUSE ☐ SELF-HELP ☐ CONTRACT ☐ TROOP		WORKCLASS ☐ ☐ ☐ TOTAL		APPROVAL AMOUNTS FUNDED UNFUNDED \$ \$ \$ \$ \$ \$ \$ \$		SOURCE OF FUNDS ☐ DIRECT ☐ AUTOMATIC REIMBURSEMENT ☐ FUNDED REIMBURSEMENT ACCOUNT PROCESSING CODE				
DESIGN APPROVAL (Please type or print name)			DATE		APPROVAL AUTHORITY (Please type or print name)			APPROVAL ACTION		DATE		
DESIGN APPROVAL SIGNATURE SIGNATURE			DA MON YR		APPROVAL AUTHORITY SIGNATURE SIGNATURE			☐ APPROVED ☐ DISAPPROVED		DA MON YR		

DA FORM 4283, NOV 2018

PREVIOUS EDITIONS ARE OBSOLETE.

APD LC V1.00ES
Page 1 of 2

Customer fills out the areas in Part A. Return the 4238 to your DPW Business Operations and Integration Division work management representative, unsigned. For questions, call 719-526-2900.

APPENDIX C: FACILITY MAINTENANCE CHECKLIST

FORT CARSON FACILITY MAINTENANCE CHECKLIST					
(Recommend twice a month inspections for occupied facilities and monthly in unoccupied facilities.)					
BUILDING # _____ FACILITY MANAGER _____ UNIT _____ PHONE # _____ DATE _____					
General Information: Provide current Facility Manager name, e-mail and contact information to the Directorate of Public Works (DPW) Facility Management Program manager at (719) 725-4038.					
Assessment Areas	Yes	No*	N/A	Corrective Action**	Location and Comments
Checklist Inspection Items					
1. Are walls, floors, baseboard and fixtures/fans clean?					
2. Are all modifications or alterations to real property authorized? (Work accomplished must have an approved DA form 4283 on file with the unit)					
3. Are windows operational? (Any cracks?)					
4. Are screens in place and free of holes?					
5. Are door locksets and panic bars in place and operational?					
6. Do doors close firmly with locking plate?					
7. Are doors free of scars, dents, cracks and holes?					
8. Are door hinges in place and fastened to doorjamb?					
9. Are there ceiling tiles missing, broken or chipped?					
10. Are ceiling tracks bent, broken or missing?					
11. Are the urinals, sinks or toilets leaking or plugged?					
12. Are toilets, urinals or sinks loose from floor/wall or chipped/cracked?					
13. Are any showerheads missing or broken?					
14. Are shower curtains/rods or soap holders missing or broken?					
15. Are faucets leaking or missing?					
16. Are floor drain covers in place?					
17. Are floor tiles missing/broken?					
18. Are carpets damaged, burned or discolored?					
19. Are fire alarm and extinguishers in good working order (not pulled or discharged)?					
20. Are fire exit signs in place, lighted, operational and firmly fastened to either the wall or ceiling?					
21. Are light fixtures, bulbs and covers in place? Are they free of any damage and in proper working condition?					
22. Are wall outlets and switches in place and free of damage?					
23. Are thermostats in place and free of any damage?					
24. Are heat duct covers in place and free of any damage?					
25. Are vehicles parking in authorized parking areas and not on grassed or rocky areas, fire lanes or sidewalks?					
26. Are lawns being cut and watered as needed?					
27. Are sidewalks being used rather than walking across grass?					
28. Are drain covers in motorpools/buildings broken or missing?					

APPENDIX D: FACILITY ENERGY CONSERVATION CHECKLIST

FORT CARSON FACILITY ENERGY CONSERVATION CHECKLIST					
(Recommend twice a month inspections for occupied facilities and monthly in unoccupied facilities.)					
BUILDING #	FACILITY MANAGER	UNIT	PHONE #	DATE	
General Information: Provide current Facility Manager name, e-mail and contact information to the Directorate of Public Works (DPW) Facility Management Program manager at (719) 725-4938.					
Assessment areas	Yes	No*	N/A	Corrective Action**	Location and Comments
Building					
1. Are windows and doors in good shape and with functioning weather stripping in place?					
2. Are exterior doors aligned?					
3. Is caulking around windows, doors and exterior joints smooth (no cracks)?					
4. Do windows have shades/curtains?					
5. Are energy awareness posters, light switch stickers and the Command Energy, Water and Waste Policy posted?					
6. Are space heaters, coffee pots, refrigerators and other personal appliances eliminated per the Command Energy, Water and Waste Policy?					
7. Is equipment turned off when not in use and at the end of the duty day? (e.g. computers, monitors, printers, copiers, chargers, etc.)					
Heating and Cooling					
1. Are unused areas and rooms closed off?					
2. Are air conditioners turned off after normal duty hours?					
3. Are air conditioning and heating vents unobstructed?					
4. Are exterior doors closed?					
5. Are windows closed?					
6. Are radiators off in stairwells and vestibules?					
7. Are window air conditioning units covered during heating season?					
8. Is the thermostat undamaged and properly set according to the temperatures outlined in the Command Energy, Water and Waste Policy? (Approx. 70 degrees winter/74 summer)					
9. Are building temperatures setback for unoccupied periods? Notify the DPW operations and maintenance contractor (who manages building setbacks via the Energy Management Control System) at 719-526-5345 if temperatures need to be setback nights, weekends or during deployments when unit buildings are unoccupied for long periods of time.					
Lighting					
1. Are lights turned off in unoccupied areas?					
2. Are lights on when daylight provides sufficient lighting and could be turned off?					
3. Are exterior lights turned off during the day?					

APPENDIX E: KEY REPLACEMENT MEMO AND STATEMENT OF CHARGES EXAMPLES



DEPARTMENT OF THE ARMY

Unit
Address
FORT CARSON CO 80913

UIC

Date

MEMORANDUM FOR RECORD

SUBJECT: Key Request

1. Justification: What happened to the key/s that were issued?
2. Key request for building # and room #. Include the key serial number:
3. The following personnel are authorized to pick up keys:
4. The point of contact for this memorandum is:

Command Authority
Signature Block

Facility Manager SOP

STATEMENT OF CHARGES/CASH COLLECTION VOUCHER For use of this form, see AR 735-5; the proponent agency is DCS, G-4.				1. DATE (YYYYMMDD) Fill In	
				2. DOCUMENT/TRANSACTION/VOUCHER NO. Get this from Supply DODDAC plus	
3. ORGANIZATION Unit			4. STATION Fort Carson, Colorado		
5. DISBURSING OFFICE COLLECTION VOUCHER NUMBER		6. DISBURSING STATION SYMBOL NUMBER		7. ACCOUNTING CLASSIFICATION	
NATIONAL ITEM IDENTIFICATION NUMBER (NIIN) / MATERIAL NUMBER a.	ITEM DESCRIPTION b.		QTY c.	UNIT PRICE d.	TOTAL COST e.
	Room#, Bldg.# cost is approximate for a hard key.			70.07	
	Room#, Bldg.# cost is approximate for aa key card.			20.00	
8. TYPE OR ACTION (Select one)					
a. PAYROLL DEDUCTION ☒		b. CASH COLLECTION ☐		c. GRAND TOTAL	
9. CERTIFICATION OF RESPONSIBLE INDIVIDUAL I certify that my signature hereon constitutes a. An authorization to recover the amount of the indebtedness through payroll deduction, if payroll deduction is checked. If cash collection is checked, I am remitting debt in cash. b. An affirmation that the articles are not now in my possession. c. An agreement to turn-in to the appropriate supply officer all articles later recovered, it being understood that the U.S. Government retains title to the articles listed hereon.					
d. RANK/GRADE Fill In	e. NAME (Last, First, Middle Initial) Fill In		f. ELECTRONIC DATA INTERCHANGE PERSONAL IDENTIFIER (EDIPI)		
g. CAUSE FOR CHARGE Fill In		h. SIGNATURE			i. AMOUNT
10. ORGANIZATION COMMANDER/DIRECTOR The statements hereon are complete and correct. All damaged property has been disposed of in accordance with current directives and the charges have been computed in accordance with the provisions of AR 735-5.			11. DISBURSING OFFICER OR PAYROLL CERTIFYING OFFICER The amount entered in grand total has been (FAO) check the appropriate action below. ☐ a. Entered on the appropriate pay record or payroll, or DD Form 139 has been prepared and forwarded for collection. ☐ b. Remitted through cash collection.		
a. SIGNATURE		b. DATE (YYYYMMDD)		c. SIGNATURE	
				d. DATE (YYYYMMDD)	

APPENDIX F: FACILITY MANAGEMENT CLASS



1. The DPW offers a two-day Facility Management Class once a month to help military units, directorates, and tenant organizations understand their roles and responsibilities in maintaining assigned facilities. The class curriculum is designed to provide an understanding of how to meet facility needs using internal resources and through DPW support.
2. Class instruction includes all aspects of facility management, including **service orders, work requests, self-help repairs, Fire Warden responsibilities, energy conservation, recycling, and DPW policies regarding signage for buildings and parking.**
3. The training is required for military and civilian facility managers (FMs) and beneficial to unit S4 staff. Barracks FMs are highly encouraged to attend the class.
4. All classes are Tuesday through Wednesday, 9:30 a.m. to 3 p.m., in building 1219. Registration begins at 9:15 a.m. on Tuesday of the class. The following is the class schedule:

Tuesday:

- Introduction
- Facility Manager Program overview
- Service orders
- Supply Warehouse & self-help supplies
- Pest and weed control
- Work requests (DA Form 4283)
- Facility inspections
- Self-help repairs
- Signage
- Service Contracts
- Barracks equipment repairs/eMH access
- Check on Learning Quiz

Wednesday:

- Hazardous waste awareness training
- Recycle and refuse
- Energy and water conservation
- Fire prevention safety (Fire Warden duties)
- Check on Learning Quiz

5. The BN, BDE, or Group-level training NCO, or the organization's training POC, needs to register individuals for the training through Individual Military Training/Troop Schools. (POC: Mariah Davis, 719-503-0306, mariah.k.davis3.civ@army.mil)
6. For information about the Facility Management Class or upcoming class dates, email susan.c.galentine.civ@army.mil.

APPENDIX G: SAMPLE FACILITY MANAGER ADDITIONAL DUTY APPOINTMENT MEMORANDUM

Office Symbol

Date

MEMORANDUM FOR RECORD

SUBJECT: Additional Duty Appointment – Facility Manager

1. Effective immediately, the following named individual is assigned the additional duty of Facility Manager (FM) for building(s):

Name	Rank	ETS/ PCS date	Building Number/s
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2. This appointment will remain in effect until reassigned or terminated by the appointing Commander/Director/Supervisor.

3. Point of contact for this action is:

//SIGNED//
NAME
Unit/Organization

DISTRIBUTION:

1 – Each Individual

1– File Copy

APPENDIX H: FACILITY ASSIGNMENTS AND TERMINATIONS

1. The following information provides a brief overview of the facility assignments and terminations process at Fort Carson. Contact the DPW Master Planning Division at 719-960-1716, gerardo.torresvalle.civ@army.mil, or 719-726-8806, edward.m.zezlina.civ@army.mil, for more information.

2. Facility assignments process:

a. DPW assigns facilities to specific entities within each organization. Facilities for military units are issued at the brigade level or at the battalion level for separate units. Organizations or units may sub assign their facilities to responsible parties.

b. A commander, unit accountable officer, or a DoD civilian employee on orders must sign for facilities. Units, organizations, or activities not assigned to Fort Carson must meet the following requirements to receive facilities and property at the Installation level.

c. Once a facility is assigned, it cannot be transferred between organizations without prior coordination with and approval by the DPW Master Planning Division. **Note: For barracks assignments and transfers, coordinate with the DPW Housing Division's Single Soldier/Unaccompanied Housing Office staff at building 1225 (debra.i.lamb.civ@army.mil, 520-961-9558/719-726-8956) or building 1354 (cesar.bueno.civ@army.mil, 520-691-9211/719-725-4476).**

d. At the time of assignment, DPW personnel and the officer will conduct an inventory and record the facility's condition. A joint inventory of all assigned keys will also be conducted.

e. Once a facility is accepted by a unit, the responsibility for minor maintenance, interior/exterior cleanliness, grounds maintenance, snow removal and ice control, rests with the assigned unit or organization.

3. Facility terminations process:

a. DPW will notify the responsible officer of the facility(s) for the unit or organization of the intent for the unit to vacate any facility(s). The purpose of vacating is due to mission requirements and is in the best interest of Fort Carson and the Army, which DPW supports.

b. Units or Organizations may request to vacate unused or underutilized facilities. Notify the DPW at least 15 working days prior to the date desired to vacate an assigned building and request an appointment for a pre- and final clearance inspection. The DPW will provide a clearance checklist and other information.

c. All buildings must be properly cleared IAW FC 420-14 and the DPW Master Planning Facility Clearance Checklist (<https://home.army.mil/carson/application/files/5716/5947/6130/dpw-facility-clearance-checklist.pdf>). In addition, all buildings require a DPW Environmental Division ECAT inspection prior to clearing the building. To schedule an appointment with the ECAT, call 719-726-8997 or email david.nino.civ@army.mil.

d. Ensure that the space or facility is in clean condition, with no outstanding major maintenance deficiencies. If major deficiencies, damages or losses exist, the responsible officer will provide documented proof that a service order or work request (DA Form 4283) identifying the deficiencies has been submitted to the DPW for repairs.

e. Submit a loss/damage statement in the event a final clearance inspection indicates missing and/or damaged property. The DPW will furnish an estimate for repair or replacement to support a DD Form 362 (Statement of Charges),

DD Form 200 (Financial Liability Investigation of Property Loss), or Military Interdepartmental Purchase Request prior to the final clearance.

f. Ensure facilities are transferred properly during their tenure. This includes all requests, assignments, transfers, and terminations, and that they are processed in accordance with current requirements and through the DPW Master Planning Division. Responsible officers, who signed for property from the DPW, will not receive Installation clearance when out-processing until all requirements are met.

g. Installation Design Guide (IDG): The IDG provides guidance on facility interior and exterior design standards. For current Installation Design Guide requirements, contact the Directorate of Public Works Master Planning at 719-725-8287.

h. Submit a work request (DA Form 4283) for any projects needed through the DPW Business Operation and Integration Division at 719-526-2900, usarmy.carson.id-readiness.list.dpw-boid-workorders@army.mil (at unit cost).

i. All identified facilities must be cleared within a reasonable amount of time, which is usually 45-60 days from the date of notification.

APPENDIX I: DPW ORG CHART AND ROSTER OF IMPORTANT NUMBERS



Central Vehicle Wash Facility (CVWF) (Operations and Maintenance Division contractor): 719-526-3820 or 719-896-6237

Custodial (Operations and Maintenance Division): 719-725-8083, bryan.s.dorcey.civ@army.mil

Dig Permits (Operations and Maintenance Division contractor): 719-302-0157

Energy Conservation (Operations and Maintenance Division): 719-726-8824, sean.t.bogren.civ@army.mil

Enterprise Military Housing (eMH) (Housing Division): 719-725-4476, cesar.bueno.civ@army.mil

Environmental Compliance Assessment Team (ECAT) (Environmental Division): 719-726-8997, david.nino.civ@army.mil

Facility Assignments and Terminations (Master Planning Division): 719-960-1716, gerardo.torresvalle.civ@army.mil or 719-726-8806, edward.m.zezlina.civ@army.mil

Facility Management Program (Operations and Maintenance Division): 719-725-4938, susan.c.galentine.civ@army.mil

Furnishings Management Officer – Barracks Only (Housing Division): 719-287-1487, eduardo.ruizmendoza.civ@army.mil or 719-412-6566, elias.j.ruiz.civ@army.mil

Grounds Maintenance (Operations and Maintenance Division): 719-726-9001, robert.m.pease.civ@army.mil

Hazardous Waste Storage Facility (Environmental Division): 719-726-8804, donald.l.sullivan22.civ@army.mil

Installation Pest Management Coordinator (Environmental Division): 719-217-4887, melissa.l.whittingslow.civ@army.mil

Installation Status Report (ISR) (Business Operations and Integration Division): 719-526-2900, usarmy.carson.id-readiness.list.dpw-boid-workorders@army.mil

Key Replacement/Lock Failures (Operations and Maintenance Division contractor):

<https://www.armymaintenance.com/arma/> For lock failures in barracks, call 719-526-5345 – number staffed 24/7.

Maps, floor plans, and GPS (Engineering Division): 719-640-3194, usarmy.carson.imcom-central.list.dpw-mapping-support@army.mil

Pest Control (Operations and Maintenance Division): 970-980-3102, <https://sorensen-pest.com>

Portable Latrines (Operations and Maintenance Division): 719-726-9001, robert.m.pease.civ@army.mil

Recycle & Refuse (Operations and Maintenance Division): 719-491-0218, eric.e.bailey4.civ@army.mil or jerry.n.oates.civ@army.mil

Service Orders (Operations and Maintenance Division contractor): <https://www.armymaintenance.com/arma> (For questions relating to service order categorization, call 719-526-5345.)

Signage (Operations and Maintenance Division contractor): <https://www.armymaintenance.com/arma> (For a new sign, contact the DPW sign coordinator at 719-360-4441, jason.r.williams42.civ@army.mil.)

Supply Warehouse/Snow and Ice Melt (Operations and Maintenance Division contractor, Bldg. 8100): 719-526-3989, antonio.hamilton@thtbc.com

Utilities (Operations and Maintenance Division): 520-691-9191, jacqueline.l.james7.civ@army.mil

Weed Control (Operations and Maintenance Division contractor): <https://www.armymaintenance.com/arma>

Wildlife Issues (Environmental Division): 719-725-4682, danny.r.follett.civ@army.mil, or 719-725-8217, annajoy.j.lehmiche.civ@army.mil

Work Requests (Business Operations and Integration Division): 719-526-2900, usarmy.carson.id-readiness.list.dpw-boid-workorders@army.mil