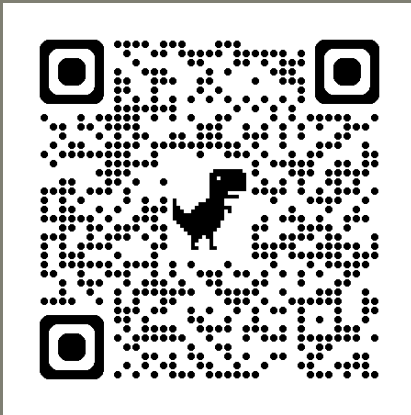




Helping all of us to better care for our Housing!

Army Maintenance

ONE ... SCAN OR CLICK



www.armymaintenance.com

TWO ... REGISTER

REGISTER YOUR
HOUSING
LOCATION.
IT MIGHT BE
A FOUR DIGIT
NUMBER

THREE ... UTILZE

SUBMIT
AND
TRACK
WORK ORDERS
IN
REAL-TIME



Emergency maintenance services,
related to life, health and safety,
CALL the help desk for immediate support.

435-831-2200





REMEMBER

Your housing's Building ID/Number in ArMA (especially in Mtn View) might be FOUR digits rather than the house number. It will be above the garage door.

Work order categories and correction response timeframes:

Emergency:

Respond within one (1) hour of receipt of workorder and mitigate emergency issues. Resolve the emergency portion of the maintenance work order and downgrade or close, as appropriate, the work order within 24-hours. Emergency work orders are defined as: situations which require immediate attention to eliminate hazard to personnel; prevent loss or damage to government property; restore essential services (electrical, gas, potable water, sewer, & HVAC (heating, ventilation and air-conditioning)) that have been disrupted; and restore essential mission operational capability.

Urgent:

Provide the customer with a receipt confirming the work order within eight (8) hours and include appropriate details on how to monitor work order status. Resolve urgent maintenance work within seven (7) calendar days. Urgent work orders are defined as: any deficiency that does not immediately endanger personnel or property, but extended delay of repairs could result in damage to Government property or soon affect the security, health, or well-being of personnel, or the continued operation of a service system.

Routine:

Provide the customer with a receipt confirming the work order within 24 hours and include appropriate details on how to monitor work order status. Resolve routine maintenance work within thirty (30) calendar days. Routine work orders are defined as any deficiency that does not qualify as Emergency or Urgent but is needed to maintain the appropriate facility condition.

