



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON, FORT HOOD
1001 761ST TANK BATTALION AVENUE
FORT HOOD, TEXAS 76544-5002

AMIM-HDP (420-1a1)

21 October 2025

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Custodial Services Policy

1. REFERENCES.

- a. DoD Instruction 4000.19, Support Agreements.
- b. AR 5-9, Installation Support Management. (supersedes AR 37-49).
- c. AR 420-1, Army Facilities Management.
- d. OPORD 24-015 IMCOM Enterprise BASOPS Contracts PWS Templates (U) – Annex D-1 (Custodial Performance Service Sheets).

2. PURPOSE. To inform activities and tenants of policies and procedures in support of the Installation Custodial Service Contract.

3. APPLICABILITY. This policy applies to all Fort Hood facility activities and tenants.

4. DEFINITIONS.

a. Activity. A DoD (Army or non-Army) or non-DoD (Federal or non-Federal) activity that occupies facilities on the installation.

b. Tenant. A unit, agency, or activity that does not fall under the command of III Armored Corps that occupies a facility on Fort Hood.

c. Medical Facilities. Any facility classified as Category Code 500 (Medical Treatment Facilities or Clinics) or Category Code 300 (Medical Research and Development) real property, or facilities that conduct medical practices, or practices involving blood borne pathogens, medical waste, or other hazardous waste generated from medical procedures.

d. Category Code (CATCODE). A standard five-digit category code assigned to all facilities to classify and track whether the installation owns, leases, or manages, based on facility function.

5. POLICY.

- a. Authorized administrative facilities are those facilities with permitted category

AMIM-HDP (420-1a1)
SUBJECT: Custodial Services Policy

codes in accordance with current Custodial Contract Performance Service Standards.

b. The 1-Day per week baseline level of services for authorized administrative facilities includes:

- (1) Cleaning and restocking restrooms (Weekly).
- (2) Clean Drinking Fountains (Bi-weekly).
- (3) Remove Trash & Recyclables (Bi-weekly).
- (4) Dusting (Annually).
- (5) Sweeping & Mopping (Monthly).
- (6) Vacuuming Carpets (Monthly).
- (7) Shampooing Carpets (Annually).

c. The Installation Custodial Contract is not authorized to support excluded facility category codes, including but not limited to the following:

- (1) Privatized Army Lodging.
- (2) Medical Facilities (CATCODE 300 or 500).
- (3) Motor Pool and Training Facilities (exception: CATCODE 17213 and 17210).
- (4) Dining Facilities.
- (5) Barracks to include common areas (exception: CATCODE 72112).
- (6) Commissaries.
- (7) AAFES Exchange Facilities.
- (8) Battalion Headquarters and below.
- (9) Leased Housing.
- (10) Contractors working under an awarded contract on Ft. Hood.

d. Customers are responsible for obtaining their own services if they are not eligible for baseline services or if the services fall outside the contract's scope.

6. PROCEDURES.

a. To request new services, organizations or activities must submit a completed custodial request to include DA 4283 at the following link: <https://home.army.mil/Hood/units-tenants/Garrison/DPW/WMB>. The Business Management Branch will provide final approval or non-approval notice via the submitted DA 4283 request.

b. Allow 6 weeks for processing of the request prior to the requested date of service. Approval of requests is not guaranteed.

c. Requests for custodial services will be evaluated on permitted category codes and current Garrison Custodial Policy to determine if the requestor is authorized custodial service and whether reimbursement is required. The requesting organization will receive a formal written notification of the determination within 6 weeks of the request.

d. A reimbursable customer, typically a non-Army or non-DoD activity must have a signed Support Agreement or Lease Agreement prior to receiving services, along with 3 months of funding.

7. The points of contact for this memorandum are the Directorate of Public Works Support Agreement Coordinator, at (254) 285-6701 and the Directorate of Public Works Chief, Business Management Branch, at (254) 287-3806.

MARK R. McCLELLAN
Colonel, AR
Commanding

DISTRIBUTION:
Garrison Agreements Manager
Fort Hood Tenant Units