

2024



# Directorate of Public Works (DPW) – Facility Maintenance Reference

Public Works

10/17/2024

**Repair & Upkeep (R&U) Unit Representatives:** R&U/Self Help certification classes are conducted by DPW in Bldg 307, (239-3757).

**R&U Self Help Items:** Self-help supplies can be picked up by the R&U in limited quantities from DPW Supply Issue Counter, Bldg 372, (239-8205).

**Self Help Authorized Work:**

INTERIOR MAINTENANCE			
ELECTRICAL	PLUMBING	CARPENTRY / PAINTING	CARPENTRY / PAINTING
<ol style="list-style-type: none"> <li>Change light bulbs that are 10 feet &amp; under.</li> <li>Change bulbs in exit/emergency lights.</li> <li>Replace: Outlet covers Switch covers Light covers, diffusers, &amp; globes.</li> </ol>	<ol style="list-style-type: none"> <li>Urinals, commodes, &amp; sinks: Unplug with a plunger. Turn water off if running until repaired</li> <li>Replace: Toilet seats Toilet paper holders Mirrors on latrine walls Soap dishes</li> <li>Repair or Replace: Towel bars</li> <li>Replace or Clean: Showerheads</li> </ol>	<ol style="list-style-type: none"> <li>Screens: Repair / replace Build frames from issued Materials (Self-Help Store)</li> <li>Doors: Tighten all hardware. Repair / replace: Door sweeps, bumpers, holders</li> <li>Tiles: Ceiling tiles: replace</li> <li>Holes: Sheetrock: even if &gt; than 5” Masonry walls: small holes &amp; cracks.</li> </ol>	<ol style="list-style-type: none"> <li>Shelving: Install shelf brackets.</li> <li>Name Signs on doors or hallway walls: Repair / replace</li> <li>Vinyl wall base: re-glue / replace</li> <li>Spot paint walls</li> <li>Texture repaired walls</li> <li>Hang bulletin boards / picture frames</li> </ol>
EXTERIOR MAINTENANCE			
<ol style="list-style-type: none"> <li>Self-Help: Water Trees and shrubs, weed planting beds</li> <li>Projects: For unit projects, contact the DPW Environmental office, 239-6537 for advice and guidance, submit DA 4283 to your respective Estimator.</li> </ol>			

**Demand Maintenance Order (Service Order):** Submit a Demand Maintenance Order, DMO, when something in your facility is broken or has stopped working and needs repaired. DMO's are used for small jobs beyond the scope of self-help and for emergency work such as broken plumbing or electrical failures. Emergency Orders (Priority 1) can be called in by anyone to the Service Order Desk, 239-0900. All other (Priority 2 & 3) Demand Maintenance Orders must be submitted in



at <https://www.armymaintenance.com>




**IMPORTANT!!**

If you require emergency maintenance services, related to life, health, and safety, please CALL (785) 239-0900 for immediate support.



# armymaintenance.com

Maintenance request website/application for all DPW- maintained garrison facilities.

Available from any smart phone or desktop web browser.

Scan the QR code with your smart phone camera to open ArMA.



## ACCESS

- Use of the ArMA application requires either user registration/verification or CAC login. Required customer information includes:
  - Email address
  - Phone number
  - Location/building
  - Unit
- If the customer is registering on their personal device, a military sponsor must validate your request via email. Military spouses may use their husband/wife as their military sponsor.
- Customers may define their ArMA notification preferences as email, text message, or both.

Army Maintenance Application

Username

Password

Forgot Password ?

Login

Don't have an account?

or

Login with CAC card

Need ArMA application support?

Army Maintenance Application

**Sign Up**  
All fields are required unless labeled 'Optional'.

Email Address

Personal or military email address. This will be your system login.

Army Sponsor Email Address

Service Members and Civilians: Enter your OWN military email address.  
Dependents: Enter your SPONSOR's military email address. Your ArMA account will be created after the sponsor responds to the confirmation email.

First Name

Middle Name (Optional)

Last Name

Phone Number

## REQUEST

- Maintenance requests exist for the most common maintenance repairs, including plumbing, electrical, HVAC, broken glass, among others.
- Please be detailed in identifying the location of the issue, including the room.
- Please be detailed in the description of the issue as this will expedite the repair process.
- Please include one or more photographs of the issue.

Army Maintenance Application

Hello, Douglas  
How can we help you?

Maintenance Support  
Browse maintenance services.

Account Management  
Services for managing your account.

**IMPORTANT !!**  
If you require emergency maintenance services related to life, health, or safety, please call for immediate support.

Your Local DPW  
Fort Knox DPW BOID Work Order Reception  
For all emergencies related to life, health, safety, please call 911.

For emergency service work please call (502) 624-1171. For all other real property service requests please use the Application for submission.  
Business Hours

Army Maintenance Application

< All Categories

**Maintenance Support**

**Appliance**  
Is one of your major appliances, such as washer or dryer, not working properly?  
View Details

**Electrical/Power**  
Is your power out or are you having some other electrical-related issue?  
View Details

**Exterior Structure**  
Gutter, Roof, Masonry, and Stair/Ramp Issues.  
View Details

**Heating/Ventilation/AC**  
Are you experiencing a heating, ventilation, or air conditioning (HVAC) issue?  
View Details

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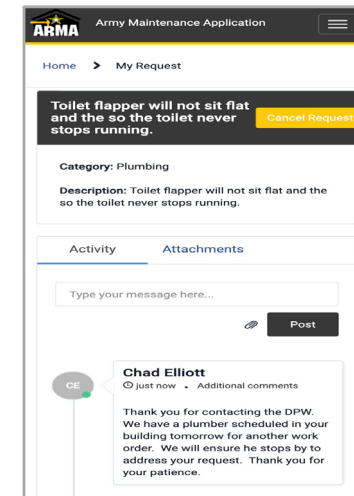
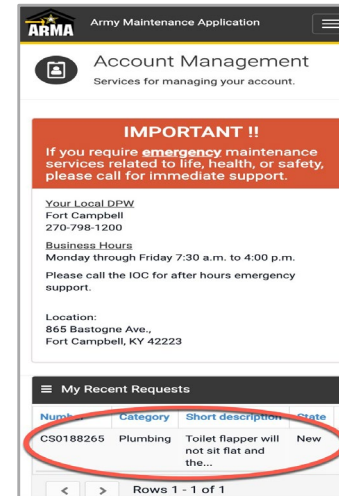
Available from any smart phone or desktop web browser.

Scan the QR code with your smart phone camera to open ArMA.



## Review

- A list of all of your open maintenance requests is available at the bottom of the home page of the application for easy reference. Click the case number to view the details about your open maintenance request.
- You can use Activity text box when viewing a case to provide comments or inquiries back to the DPW. Any comments or questions from the DPW clerks will be readily visible just below the input text box.
- The paperclip can be used to add additional photos or attachments to your request.



## Command Reporting – Email Subscription

[armymaintenance.com/subscribe](https://armymaintenance.com/subscribe)



- Subscribe to Unit Report or Building Report
  - Official .mil email address required (with email confirmation)
  - Single or multiple unit selection OR Single or multiple building selection
  - Daily report generation with selective delivery
  - Reports are generated at 0600Z and emailed at 0800Z based on the selected days of the week.
- Receive Reports
  - A subscription verification email will be sent to you and you MUST reply to that email in order to activate your unit or building report subscription. Reply to email with UNSUBSCRIBE to stop receiving email
  - Reports are sent in both PDF and Microsoft Excel formats.
  - No Personally Identifiable Information (PII)
  - Building, Unit, Status, Description
  - ArMA Cases for the last 30 days

**IMPORTANT!!**

If you require emergency maintenance services, related to life, health, and safety, please CALL (785) 239-0900 for immediate support.

**Project Work Order:** A Project Work Order, PWO, (DA 4283) is required for new work. Project Work Orders are also used for maintenance and repair or minor construction projects exceeding the scope of a Demand Maintenance Order. Examples of types of requests not covered above, but would still require a DA 4283 are; storage sheds, antenna poles, reimbursable projects, and proprietary approval projects. Project Work Orders are subject to project estimating/approval and funding availability. PWO's are initiated through a DA 4283 [Submit DA4283 Work Order](#). Submit via e-mail to your respective DPW Estimators (listed on the following sheet, Consolidated Support Group).

In an effort to provide better service to the installation, Public Works requests that all work orders for facility repairs be submitted by the end of June for incorporation in the Annual Work Plan for the upcoming fiscal year (fiscal year runs from October to September). This process allows DPW to gather work requests from all customers, prioritize them based on life, health, safety, mission criticality and customer priority in time to present the upcoming Annual Work Plan at the summer Installation Real Property Planning Board (typically in the July/August timeframe).

Critical life, health, safety emergency work requests can be submitted at any time. Also, simple work requests for new signage or self-help supplies can be submitted any time, through your respective Estimator. POC is the Work Control Office, Bldg 330, 239-2035.

<b>Consolidated Support Group (CSG) POC Listing</b>	
<b>Work Management Branch Chief - 239-8478      Work Control 239-0005</b>	
<b><u>POC (Estimator) - 239-3682</u></b>	<b><u>POC (Estimator) - 239-6270</u></b>
1st BDE	LRC
AAFES	PW ENV
DHR/Ed Services	PW Master Planning
FSBP	AFSBN
PW Bach Housing	DHHB/Divarty
Corvias	Reserves (89 <sup>th</sup> ARMCOM/ECS)
MEDDAC/DENTAC	DLA
NEC	Color Guard (CGMCG)
WTB	
Boy Scouts	<b>POC (Estimator) - 239-3806</b>
	2nd BDE
<b><u>POC (Estimator) - 239-3782</u></b>	DES (Fire Dept)
1st ID (580)	DES (MP's)
KSARNG	Provost Marshall
CHRA	DFMWR
OSJA (216)	97 <sup>th</sup> MPs
USAG	PAO
Chaplain	PW O&M
10 <sup>th</sup> ASOS	
1 <sup>st</sup> SUS	<b>POC (Estimator) - 239-6045</b>
PW BOID	CAB
PW ESD	AMCOM
WEATHER DET (743)	Bank
	IG
	EO
	GSO
	VA
	EOD/CBRNE
	DPTMS

**Signage:** For Change of Command signs submit a Demand Maintenance Order (Service Order) through the Fort Riley SharePoint – DPW Form. [Submit DMO \(Service Order\)](#)

All other new signage requires a Project Work Order (DA 4283) [Submit DA 4283 Work Order](#).

**NOTE: Painting parking spots on curbs is not authorized. Units can be charged to have the paint removed.** For additional information call the Sign Shop at 239-2773.

#### APPROVED RESERVED PARKING SIGNS





**Grass Mowing/Landscaping:** Contact the Public Works O&M Division, 239-3908 for mowing around your facility. Facility occupants are responsible for landscape maintenance around their facility, including watering plants/shrubs, and pulling weeds from planting beds.

Additional landscape guidance and training will be covered in the DPW Self-Help School. Large projects should be requested through the DA 4283 process to your respective Estimator. Professional assistance may be available to help prepare and determine the feasibility and cost of the project.

**Snow Removal and Ice Melt:** Occupants are responsible for snow and ice removal on all walkways around their facilities. Monthly quantities (4 – 50 lb bags) of ice melt can be issued monthly from the DPW Supply Issue Counter, Bldg 372, 239-8205. Large requests (over the monthly quota) for ice melt must be submitted on a Project Work Order (DA 4283) to the Work Control Office, Bldg 330, 239-2035. Ice melt is intended to be used on sidewalks, NOT parking lots. DPW will clear snow and treat roads in the following order: primary roads/emergency routes, secondary roads, and then parking lots.

**Key Control:** Building occupants are required to maintain 100% positive key control to include mail box keys. You are responsible for submitting a Statement of Charges or Financial Liability Investigation of Property Loss (FLIPL) for any lost keys.

**Requests for Additional Keys:** Additional keys are requested through the DPW Real Property Office, 239-1521.

**Real Property Assignment Change Request:** To transfer a facility call 240-0583, to update a DA1687 contact DPW Real Property Office, 239-3803. (See Real Property SOP)

**Mechanical Rooms / Hub Rooms:** Only authorized personnel are allowed to enter mechanical / Hub rooms. Units are not authorized access to mechanical, communication, or electrical rooms.

**Preventive Maintenance:** Scheduled maintenance is performed on heating and air conditioning units, Monaco fire alarm systems, and other mechanical equipment in your facilities.

**Dumpsters:** For refuse inquiries or requesting additional dumpsters contact 240-1393 or 239-6274.

**Arms Rooms:** Units are responsible for coordinating with DES to activate/deactivate the ICIDS. POC is DES, 239-6342. To have the combination changed on the vault door, call the DPW Service Order Desk at 239-0900.

**Safes:** Call Service Order Desk, 239-0900, for repairs on supply cage locks and vault locks.

SIPR Safe – contact NEC (Cyber Security) at 240-5738.



GSA Approved Class V (Unit safe)

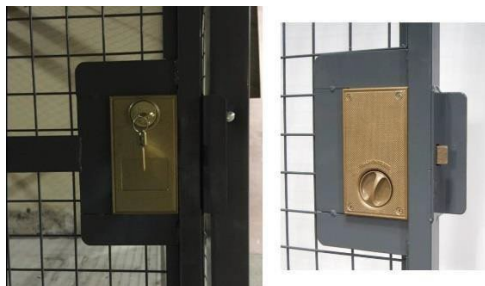
Contact the Unit (S2) for combination.

For repair, contact local area locksmith.

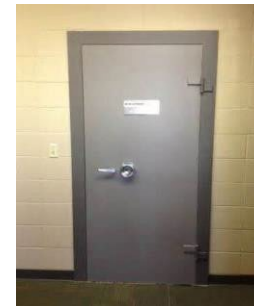
**(DPW & LRC are not responsible for repairing filing cabinets)**



Supply Cage – Locks: Contact the DPW Service Order Desk at 239-0900.



Vault Locks – Combinations contact DPW Service Order Desk at 239-0900.



**ICPBO Hand Receipts:** The Installation Consolidated Property Book Office is part of LRC. (Office furniture is personal property, not real property) For POC call 239-0570, Bldg 7920, E-wing.

**FMO, Furnishings Management Office (Barracks):** DPW Housing manages barracks and day room furnishings. Unit Commanders and Supply SGT's must maintain 100% accountability and conduct inventories of FMO Furnishings in accordance with AR 725-5. POC is DPW Furnishings Office, 239-2948.

**Washers & Dryers:** For repairs in barracks call 239-2727.

**Ice Machines:** Call the DPW Service Order Desk, 239-0900, for repairs on ice machines in the dining facilities. Ice machines located in the SCB's (Soldier Community Bldgs) are repaired by LRC, 239-5235, and are scheduled through the company unit.

**Barracks Mail Room:** All unit mail rooms must be inspected and certified by the Installation Postal Operation Center, 239-2228.

**Mailboxes:** Unit mailbox lock repairs contact the DPW Service Order Desk, 239-0900.

**Barracks Phone:** Barracks phone service is provided by Century Link Services, 1-800-788-3500 <http://www.centurylink.com>

**ARMP:** Army Recreation Machine Program; Barracks internet; POC can be reached at 785-207-7091.

**Cable Television:** Cable service is provided by Vyve Communications, 1-800-937-1397.

**Office Phone, NIPRnet, SIPRnet.** Unit IMO submits work orders via ITSM (IT Service Management) Remedy to NEC. Work orders include items such as installing new phone line, moving existing phone numbers, installing additional LAN drops, and activating existing LAN drops. POC is NEC Helpdesk, 866-335-2769. For new work above and beyond the current capacity of the building, POC is NEC Planner, 239-2152.

**Copiers:** RICOH USA copiers cannot be moved unless approved and coordinated by the Contracting Officer Representative (COR) for the Installation copier contract. All moves need two weeks prior coordination with the COR and conducted by the contractor. Copiers are leased, not belonging to the units on Fort Riley. POC is NEC, Copier Management, 239-6408.

**Motor Pool Air Systems:** Public Works maintains the air compressor and air lines to the shut off valve or the quick couplers. All air pressure gauges, air filters, lubricators, and regulators must be purchased and maintained by the tenant organization for all motor pools. POC is the Service Order Desk, 239-0900.



**Cranes/Lifts:** For repairs on cranes contact the DPW Service Order Desk, 239-0900. Annual preventive maintenance and inspections are performed by DPW Municipal Services. To request a copy of the crane inspection contact DPW Municipal Services at 239-9613.

**Solvent Tanks:** Solvent tanks are not to be moved or altered. In addition, no fluids can be added or subtracted without prior approval from DPW Environmental, 239-8163 or 239-2491.

**Oil-Water Separator Maintenance:** Oil/ Water Separator Maintenance is coordinated through DPW Environmental, 239-8615 or 239-8163.

**Oil Spills:** Oil spills contact, DPW Environmental, 239-8615. Call 911 for all spills over 5 gallons. Emergency Spill Response Cell # 785-210-8863.

**Unit Fire Marshal:** Every unit is required to have one fire marshal per Brigade, Battalion, Company, Troop, Battery, Ref: FR 420-4. POC is DES, 240-2038.

**Fire Extinguishers:** Units are responsible to purchase/re-charge/re-inspect/dispose of fire extinguishers. LRC, Bldg 8100, no longer services fire extinguishers.

**Recycle:** Inquiries into recycling contact the DPW Recycle Center, 239-2094.

**Vending Machines:** POC is AAFES, 784-2226/2640.

**Elevators/Lifts (Freight & Handicap):** For service on elevators contact DPW Service Order Desk, 239-0900.

**Dig-Safe:** **Always call before you dig or drive posts in the ground, in order for utility companies to locate buried utilities. Call Dig Safe at 811 or 1-800-DIGSAFE(800-344-7233).**