

# GUIDE TO THE DPW WORK CONTROL SYSTEM OR HOW TO GET REPAIRS MADE AT USMA

## A. What is a Service Order?

A service order is a request for repair services that can be accomplished within **16 working hours**. This includes most normal household repairs and maintenance of already established features & structures. They are classified under three priorities:

**Priority 1 Emergency work:** Requires immediate action (including overtime) diverting skilled workers from other jobs, if required. Examples would be a stopped toilet (when only one is available) or plumbing problems in the one available bathtub, or deprivation of essential services such as no heat in the winter. Our response time goal at West Point is **within** 24 hours.

**Priority 2 Urgent Work:** Corrects a problem that could lead to further damages and can lead to an emergency. Examples: stopped toilet (when more than one is available), no heat in one room, roof leaks, hot water heater, stoves and ovens. Our response time goal is five working days.

**Priority 3 Routine Work:** Minor repairs which will not significantly hinder the operation if not accomplished. Examples: ceiling tiles, spot painting, etc. Our response time goal is 30 days.

Routine service orders are to be telephoned into the Service Order Desk at 938-2316, during normal duty hours. Be sure to get service order number when calling in your request. After duty hours, emergencies **only** may be called to the service desk. The service desk is operational 24 hours a day, seven days a week.

Note: Response time is for initial contact. There are times when equipment or materials must be ordered or repair requires more extensive time to accomplish. These circumstances will result in delays. There are times during the year when response times are longer than the indicated goal, such as during the housing turnover season, prior to graduation, R-day and similar command directed priorities. We will publish a notice in the public media when delays become apparent.

**The Service Order Desk does not schedule work that is done by each individual shop.**

## B. Resident Responsibilities:

(a) To give the service order clerk a complete description of the problem, exact location of the problem and any pertinent information. The “type” of mechanic we send is dependent on your description of the problem.

(b) Allow maintenance mechanic access to the quarters/office. When you make an emergency service call, it is your responsibility to make arrangements to allow access to your quarters/office, if you expect that you will not be available when maintenance mechanic arrives.

(c) Give complete name/rank and both duty and home phone numbers.

(d) The resident must **always** get a service order number from the service order clerk when calling in a problem at West Point. The service order number is your “receipt” that your problem is known **Keep your service order number**. It will make later tracking of the job status a lot easier. If you would like to check the status of your service order, please call the Service Order Desk or DPW Customer Relations

- (e) Utilize emergency after-hours service order phone number for true emergencies only.
- (f) Complaints/comments on DPW employee performance and timeliness should be addressed to the Customer Relations Representative, 938-4407 for Housing issues and DPW Operations, 938-7127 for public building issues.
- (g) Residents are to refer to USMA Reg 420-70 (August 2000) – Self Help Program for responsibilities within their quarters. \*\*This regulation is currently being revised and updated. Once the new Regulation has been official adopted, an notice will be placed in the public information media outlets.

### **C. What is a Work Order?**

A work order is a request for services that require **more than 40 hours**. Examples would be removal of flooring and sub-flooring in bathroom to fix water damage or modification of quarters to accommodate handicap access requirements. A service order may be changed into a work order if the repair or maintenance is more extensive than initially believed. Another example would be Expanded Self Help Projects (Expanded Self Help Projects are submitted on a DA 4283 by the resident to the Self Help Center. Contact the Self Help Center for information on what should be include

Work Order services for all housing units, except for Expanded Self Help Projects as noted above, are submitted by the Facilities Management Branch, Housing Division. Only Building Commandants may submit a DA 4283 to DPW Work Control for services for new facilities/features in public buildings.

**IMPORTANT INFORMATION FOR ALL RESIDENTS: ALL personnel entering your quarters to make repairs or perform any maintenance MUST carry and display an appropriate photo ID badge or a DPW ID badge. Please note that an adult MUST BE PRESENT in your quarters for work to occur. Residents will be notified if access by a non-government employee is required.**

**If you have an appointment for service, whether it be for repairs, maintenance, appliance repair, pest control or another issue, it is the residents responsibility to be sure that an adult is available to let the mechanic into the quarters and to remain there during the work. If there is a last minute emergency, please call the person making the appointment, the DPW Service Desk or DPW Customer Relations as soon as possible. This will allow us to make more efficient use of our limited manpower resources. Contractors such as, for appliance repair and pest control, charge the government for their time even if they do not actually gain access to the quarters. A resident may be held responsible for any no-show charges.**

**If a mechanic comes to your quarters without a previous appointment and the timing is inconvenient for you, please let the mechanic know so an appointment can be made for another more convenient time. If you receive a phone message or a note at your quarters stating that we have come by for service, please call the phone number indicated as soon as possible to establish an appointment for your service to be completed.**