

APPENDIX A

SERVICES REFLECTED HEREIN MAY NOT BE AVAILABLE. Levels of Service; their frequency, quality, quantity and timeliness are influenced by the installations' funding posture and changes from higher headquarters. Customers will reimburse for all services above Common Levels of Support (CLS) in accordance with DODI 4000.19 for any service that “. . . increases the support supplier's direct costs (i.e., incremental direct cost). Costs associated with common use infrastructure are non-reimbursable, except for support provided solely for the benefit of one or more tenants. . .” Reimbursable costs may include but are not limited to overtime for Garrison employees, actual cost of contract support or any other incremental direct costs to provide services beyond the common level of support for a tenant or other customer.

**Service 31&39 Facility Repair
Directorate of Public Works (DPW)
Point of Contact: 301-677-9141**

Service Description: Includes routine and cyclical preventive maintenance and minor repairs required to preserve or restore real property so it may be used for its designated purpose.

Common Level of Support:

a. Perform minor maintenance and repair activities to receiver's assigned facilities. Minor maintenance and repair activities are those costing less than \$2,000 in materials and less than 40 hours in labor. This maintenance and repair relates to lighting, heating, ventilating, air conditioning, plumbing, electrical, and roofing systems. These maintenance and repair activities are predominantly emergency in nature and are designed to minimize downtime associated with systems and building defects. Note: The Garrison will not perform the subject activities on Army-owned (excludes leased trailers) re-locatable buildings (trailers), which are hand-receipt items unless they are provided reimbursable funding.

b. The present schedule for cyclical and unscheduled maintenance is as follows:

(1) Replace roofs every 15 to 25 years, depending on the roof's condition and as funds are available.

(2) Replace existing heating/cooling equipment every 20 to 30 years, depending on the HVAC's condition and as funds are available.

(3) Service orders are provided on an on-call as-needed basis. The building custodian initiates this work by calling the Service Order Desk with the problem. The problem is categorized by priority and responded to within two hours to five days depending on the problem.

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(4) Maintenance job orders are provided to correct major system and structural defects, as funds are available. These major system replacements are included in the 50-year life cycle that generates the annual sustainment cost factors in the Facilities Sustainment Model (FSM) at DOD.

Receiver Responsibilities: Call the Service Order Desk at 301-677-1629 to report deficiencies or failures in building systems or structure to obtain the above services. To report non-emergencies service orders call 301-677-1661 or 1662.

Reimbursable Support: Services beyond the scope of those identified above. These services are to be requested by submitting an Individual Job Order (Form DA-4283) found at <http://www.apd.army.mil/pub/eforms/pureedge/a4283.xfdl>. Services requested on Form DA-4283 will be reimbursed on a case-by-case basis.

Non-Army must reimburse for this service or Receivers in Non-Army-owned Buildings must reimburse for this service.

Any Unaccompanied Personnel Housing (UPH) space that is officially or unofficially diverted by the agency or occupying unit is added to the list of buildings for which the agency is responsible for repairing and maintaining, etc.