

THE WHITE BOOK

CHAPTER 5

Barracks

SECTION 3

Maintenance, Common Areas, and Work Orders

Version (date): 17 JAN 2020

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Position: BN TAC NCO

- I. **Organization:** The Commandant Department Sergeant Major has Commandant Department responsibility for, in conjunction with Facilities & Engineering and the Battalion TAC NCOs, maintaining the department maintenance, work orders, and common areas policy.

- II. **Functions:** This policy proscribes procedures for
 - A. Barracks maintenance
 - B. Work Orders
 - C. Common area maintenance

- III. **Procedures:**
 - A. **Barracks Maintenance.** Specific responsibilities include:
 1. **Facilities and Engineering**
 - i. Assign and supervise zone maintenance technicians to each barracks.
 - ii. Supervise the contractual cleaning responsibilities of the Budd Group.
 2. **Battalion TAC**
 - i. Use the Battalion Fund as necessary to support maintenance needs.
 3. **Battalion TAC NCO**
 - i. Advise and supervise the Battalion CSM in the performance of his duties
 - ii. Serve as the battalion's principal liaison with F & E.
 4. **Battalion CSM**
 - i. Overall responsible to use the cadet NCO support channel to ensure proper maintenance of the barracks IAW the commander's intent.
 - ii. Assign areas of responsibility to each company that include responsibilities for each common area within the battalion.
 5. **Company Commanders**
 - i. Assign a Division Inspector to each division.
 - ii. Ensure platoons are assigned to the company's designated common area.
 6. **Division Inspectors**

- i. Make a daily inspection of the division gallery and ensure standards are met.
- ii. Division Inspectors for the fourth division will also be responsible for the “fifth division.” (example- Tower in 2nd BN if occupied)

7. 1SGs

- i. Develop and supervise the company MRI policy and ensure standards are met.
- ii. Develop and supervise the company policy for quad maintenance that includes the conduct of fourth class sweep details and hydration details. 1SGs will ensure that fourth class cadets are not used to clean up messes caused by upper class cadets.

8. Supply Sergeants

- i. Request and maintain necessary cleaning supplies through the Battalion TAC.
- ii. Inspect each cadet room before an individual is assigned to it and note any existing damage. Provide a consolidated report to the TAC through the commander noting all discrepancies and corrective action taken or recommended within five days of Reconstitution see figure 5.3.1 Company consolidated report.
- iii. Ensure each cadet performs an inspection and inventory of the room and annotate on the Cadet room responsibility furniture and equipment form see figure: 5.3.2
- iv. Inspect each cadet room before an individual clears it and note any damage not previously annotated. Provide a consolidated report to the TAC through the commander noting all discrepancies and corrective action taken or recommended within five days prior to Graduation.
- v. Maintain a master log of unit work orders, and keep the company chain of command and TAC informed of statuses.

Figure 5.3.1 Company Consolidated Report

ROOM #	CHAIR	DESK	PRESS	1/2PRSS	BED	TRSH	DUST	BRM	RCYL	NOTES

Figure 5.3.2 Cadet Room Responsibility-Furniture & Equipment Form

<u>Cadet Room Responsibility-Furniture & Equipment</u>			
Cadet Name _____	CWID _____	CO _____	Date _____
ITEM DESCRIPTION:	QTY:	CONDITION:	COMMENTS:
DESKS	_____	_____	_____
FULL PRESS	_____	_____	_____
HALF PRESS	_____	_____	_____
CHAIRS	_____	_____	_____
BUNK BED	_____	_____	_____
MATTRESSES	_____	_____	_____
OTHER (As Listed)	_____	_____	_____
<p>(1) All Cadets are issued a standardized set of furniture for which they assume ALL Liability; i.e., financial responsibility for the Care, Custody and Control for the items issued.</p> <p>(2) Cadets are responsible for filing a work order for any item that is damaged in any way as soon as the damage is detected.</p> <p>(3) No items are to be moved or discarded without the expressed approval of their Tactical Officer and the Physical Plant Management.</p> <p><i>*** I have read and fully understand the above statements and will comply with the directives listed in this statement. ***</i></p>			
<u>Cadet Printed Name:</u>	<u>Cadet Signature:</u>	<u>Room No:</u>	
_____	_____	_____	

9. PSGs and Squad Leaders

- i. Responsible for ensuring that subordinate leaders and individual cadets have been trained to properly submit a work order request
- ii. Responsible for ensuring that each cadet under their direct supervision has filled out the Cadet Room Responsibility-furniture and Equipment forms and are subsequently turned into the Supply SGT.
- iii. Performs Daily MRI's (Morning Room Inspections), to ensure cleanliness of assigned areas, and takes corrective action where necessary

10. Individual Cadets

- i. Maintain assigned rooms to standard
- ii. Maintain the gallery outside your room to a point equidistant from your room to the adjacent room.
- iii. Report all damage in your room to your chain of command and through the Web TMA system.
- iv. Ensure all existing damage in your room is annotated by the Supply Sergeant upon assignment.

11. Guard Team.

- i. Conduct general maintenance and police inspections IAW the Regimental Guard SOP.

B. Work Orders

1. Work Orders are used to report losses of equipment and or damage in the barracks or cadet rooms. Requests are made through the WebTMA system at <http://www.citadel.edu/root/ofe-request-work>
2. **Submitting a Work Request:** A summary of the work request process follows:
 - i. In Lesesne Gateway, click on the "Campus Life" tab.
 - ii. Find and click "Submit a Physical Plant Work Request".
 - iii. Click on "WEBTMA".
 - iv. Enter the appropriate information in the required fields.
 - a. Make sure you are as specific as possible about the action you are requesting.
 - b. *If the damage IS deliberate, ensure the following:*
 - i. *The Cadet CWID is entered into the "Action Requested" field.*
 - ii. *The Cadet NAME is entered into the "Action Requested" field.*
 - v. Click "Submit"
 - vi. Lost Keys requests must be submitted by a TAC Officer or TAC NCO and should include the following
 - i. *The Cadet Last Name*
 - ii. *The Cadet First Name*
 - iii. *The Cadet CWID*
 - iv. *The Cadet Room number for the key*
 - v. *The request should also state if the cadet is responsible for the Loss and weather the cadet should be charged*

- vi. *Cadets will not be charged for keys that through normal wear and tear become unserviceable*

The screenshot shows a web-based service request form. At the top left is the WebTMA logo with the text 'POWERED BY TMA SYSTEMS'. At the top right is 'THE CITADEL' logo with a palm tree icon and the text 'Service Request'. The form fields are as follows:

- Requestor Name**: Text input field
- Phone #**: Text input field
- Requestor E-mail**: Text input field
- Campus Name**: Dropdown menu with 'The Citadel' selected
- Building Name**: Dropdown menu
- Floor Code**: Dropdown menu
- Room #**: Dropdown menu
- Request Type Desc**: Dropdown menu with 'Web Request' selected
- Task Desc**: Dropdown menu
- Action Requested**: Large text area with a scroll bar and a small 'ABC' icon on the right.

At the bottom of the form, there is a 'Notify Me' checkbox which is checked, and three buttons: 'Submit', 'Clear', and 'Create Bookmark'.

Work Order Process for the WebTMA System

1. Cadet submits a Work Request through The Citadel's link to WebTMA.
 - a. Cadet must complete all required fields for submission.
 - b. An e-mail will be sent to the requesting Cadet, letting him/her know that the request has been submitted.
2. The Work Request must be approved by a TAC Officer if the damage has been deemed intentional.
 - a. The "Status" on the Work Request must be updated to communicate the approval.
 - b. *IF the Loss or damage is deliberate, the Cadet CWID and NAME must be entered into the "Action Requested" section of the request.*
 - c. An e-mail will be sent to the requesting Cadet/ TAC Officer/ NCO, letting him/her know that the request has been approved.
3. The Work Request is reviewed by the PPLT Facilities Coordinator and/or a Division Chief.
 - a. The request is processed to a Work Order and filtered to the PPLT Shop(s) for completion.
4. The Work Order is filtered to Work Order status via a "Tab" in TMA specific to the barrack named.
 - a. An e-mail will be sent to the requesting Cadet, letting him/her know that the request has been processed to a Work Order.
5. The Work Order is completed by the PPLT Shop(s).
 - a. The order is filtered out of the Work Order "Tab".
 - b. An e-mail will be sent to the requesting Cadet, letting him/her know that the order has been completed.
 - c. The email will contain a link to a survey where the requesting Cadet or TAC Officer/NCO can comment on the quality of the work completed.
 - d. *IF the Damage or loss is deliberate, the Cadet will be charged through the financial close-out process of the Work Order.*

C. Common Areas.

1. Battalion CSMs and Company 1SGs will assign responsibility for each common area in their geographical area to a platoon. Common areas include sally ports, latrines, division stairwells, the guard room and the immediate exterior of the BN perimeter
2. The Battalion Provost Marshal is responsible for ensuring the Guard Team performs its general maintenance and police inspection responsibilities.
3. Hydro details are to be approved by the BN TAC Officer who must request authorization from the Commandant prior to execution. Note: Hydro details must include all classes and not just 4th class cadets.
4. Sweep details in addition to those designated on the training schedule must be approved by the BN TAC Officer or BN TAC NCO.
5. Cadets are not allowed above the Fourth Division without authority from the TAC Officer.