

Building Manager Guide

- Work orders can be submitted by email (D05-DG-TRACENCM-FEWorkOrders@uscg.mil) or by calling (609) 898-6945. Instructions for submitting work orders can be found at [Work Orders \(uscg.mil\)](https://www.forcecom.uscg.mil/our-organization/FORCECOM-UNITS/TraCen-Cape-May/Work-Orders/) (<https://www.forcecom.uscg.mil/our-organization/FORCECOM-UNITS/TraCen-Cape-May/Work-Orders/>). **All Building Manager requests fall under “FE Work Orders”.**

The screenshot shows the website for the United States Coast Guard, U.S. Department of Homeland Security. The main navigation bar includes links for FORCECOM HOME, ABOUT US, FEATURED CONTENT, OUR ORGANIZATION, CONTACT US, and JOIN THE COAST GUARD. A left-hand menu lists various services, with 'FACILITIES ENGINEERING' highlighted in red. The main content area is titled 'Facilities Engineering' and contains the following text:

For a gas, fire, or HAZMAT emergency, please contact the Fire Department (if calling from on-base landline, dial: 911; if calling from off-base landline/cellphone, dial: 609-898-6333)

If this is an urgent issue after hours, call the OOD (609-780-1346)

If this is an urgent issue during business hours or you have any questions, call the FE work desk: (609-898-6945)

For routine requests follow the below instructions to submit a work order or submit feedback.

1. For Housing Work Orders:
Send an email to d05-dg-tracencm-feworkorders@uscg.mil including all of the below details:
Originator's Name:
* Originator's Rank/Rate:
* Originator's Department/Division:
* Originator's Phone Number:
* Originator's Email:
* Housing Unit Street (e.g. Pennsylvania or Delaware).
* House Unit Number (e.g. 1400 X (A, B, C, etc))

*Detailed description of the work required. **Include as much information as possible and pictures (e.g. exactly where in the unit the damage is located, specific details about what you witnessed, zoomed out picture showing location of damage, zoomed in picture of damage, etc)**

*Required information

2. For FE Work Orders:
Send an email to d05-dg-tracencm-feworkorders@uscg.mil including all of the below details:
* Originator's Name:
* Originator's Rank/Rate:
* Originator's Department/Division:
* Originator's Phone Number:
* Originator's Email:
* Building Number:
* Building Name:
* Floor:
* Room Number:
*Detailed description of the work required. **Include as much information as possible and pictures (e.g. exactly where in the room the damage is located, specific details about what you witnessed, zoomed out picture showing location of damage, zoomed in picture of damage, etc)**

*Required information

- Please ensure Building Managers or alternate Building Managers are the only ones submitting work requests as much as possible. This ensures we do not receive duplicate work requests, which causes delay in processing, prioritization and correction.
- Please ensure work requests include all important/required details (specific location, issue, impact, history, etc) and include pictures. This ensures we do not need to spend time searching for/confused by work requests, which causes delay in processing, prioritization and correction.
- Please ensure you are conducting a bi-monthly walk through of all of your spaces, using the Building Manager checklist (found in the Building Manager Program INST), and submitting work requests for maintenance discrepancies that cannot be corrected by you.
- For work order status updates, please call (609) 898-6945 or view “TRACEN WORK STATUS” (under “FACILITIES ENGINEERING” at <https://www.forcecom.uscg.mil/our-organization/FORCECOM-UNITS/TraCen-Cape-May/>). This will open a pdf document which will confirm that your work order was entered, with details of the priority and when the estimated completion date will be.

Please call (609) 898-6945 with any issues or questions.

If you have work order feedback, please contact the Facilities Maintenance Branch Chief at 609-898-6401 or submit via email to D05-DG-TRACENCM-FEFeedback@uscg.mil.

Frequently Asked Questions

What is “Self Help”

Follow/use the self-help program (TRACENCMINST 1100.1 (series)). For example, replacing lightbulbs and ceiling tiles (under 10 feet in height), replacing/tightening bathroom fixtures, replacing/tightening loose hardware (hand rails, benches, door hinges, lockers, etc), hanging pictures, boards or blinds, etc (see INST for a longer example list), should be submitted as a self-help work request (Section 5 of the INST). Please be as descriptive as possible in your self-help work requests (specific location, issue, impact, your plan to correct, materials needed, history, etc) and **include pictures**. All requests will be reviewed for approval.

What are my responsibilities for HAZMAT?

As the building manager, you should be submitting the Statement of Essential Need form to Environmental Protection & Safety (EP&S) and ordering HAZMAT needed for your building, ensuring SDS' are in the binder, and ensuring there are no unlabeled bottles of chemicals. Labels for secondary containers can be obtained by calling EP&S at (609) 898-6889/6232.

What are my responsibilities for snow?

FE provides shovels and salt buckets, building managers must ensure that all sidewalks and entryways within their building's area of responsibility are cleared and salted. If you run out of salt, extra salt is located at the salt bin on the airstrip (behind ESD).

What if I need pest control?

Submit a work order for pest control including all details of the issue. The issue will be provided to our pest control services technician who is onsite for treatment once a month.

What if I need to order a new piece of equipment?

Submit a work order including all specifications/details of the new equipment, including any FE support needed, so we can properly assess and determine if our facility can support (i.e. power, ventilation, etc). Submit these requests early, all requests must be approved before a procurement can be made.

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