



WELCOME TO USCG

# TRACEN Housing

*Something's broken! Now what??*

## Work Orders

All work orders are entered online at this website (if you google TRACEN cape may, it's the first thing that comes up!): <http://www.forcecom.uscg.mil/Our-Organization/FORCECOM-UNITS/TraCen-Cape-May/>

Click under the Facilities Engineering tab & select "Submit a Work Order"

- Submit all of your information. Use a cell phone number at which you may be contacted at all times .
- Be as specific as possible with your description of work required. This helps us prioritize the work easier. You can attach pictures to your email too!
- Remember, no one will go in your home without asking you first! A household member must be present, or you need to give DSC permission to enter the residence in your absence.

The screenshot shows the USCG website interface. At the top left is the USCG logo and the text "UNITED STATES COAST GUARD DEPARTMENT OF HOMELAND SECURITY". A search bar is on the top right. A dark blue navigation bar contains links: FORCECOM HOME, ABOUT US, OUR ORGANIZATION (with a dropdown arrow), OUR MISSIONS, CONTACT US, and JOIN THE COAST GUARD. Below this is a vertical menu with various categories. The "FACILITIES ENGINEERING" category is expanded, showing sub-items: HOUSING WORK STATUS, SUBMIT A WORK ORDER (highlighted with a yellow box and a green star), WELCOME ABOARD PACKAGE, UNIT INFORMATION SHEET (UIS), and CONTACT US. A green arrow points from the top of the page down to the "FACILITIES ENGINEERING" menu item. The main content area is titled "Facilities Engineering" and contains text about the engineering division's responsibilities. It includes two buttons: "HOUSING WORK ORDER click here" and "ENGINEERING WORK ORDER click here". Below these are instructions for users unable to use the buttons, a contact email address (d05-dg-tracencm-feworkorders@uscg.mil), and two dropdown menus for "Housing Work Order needed Information" and "FE Work Order needed Information".

**For after hours emergency work orders (for example: flooding, front door stuck open etc) :**

**Call the OOD at (609) 780-1346**

# Frequently Asked Questions:



If you are locked out of your house, call the OOD. Please ensure that you have some sort of identification available.

## Do you have Self Help?

The self help office is the right most building in the housing maintenance complex on Delaware Ave (look for all the white DSC trucks!). You can get materials and equipment for self help projects, free of charge. *Just remember, equipment MUST be returned the next self help day!!!*

### HOURS

Tuesday: 10AM-2PM

Thursday: 1230PM-430PM

Saturday: 8AM-1PM

**Materials:** mulch, paint, light bulbs, filters, weed spray, bungee cords for garbage cans, stick on LED lights for dark areas, stick on carpet treds for stairs... and more!

**Equipment:** lawn mowers, weed wackers, snow blowers, trimmers, blowers ....and more!

## What if I need pest control?

Pest control is provided by housing at no extra cost! Just put in a work order for what you would like, and we will be happy to help!

Pest control includes: Routine Sprays of your lawn for ticks and other pests, bed bugs, flea infestations, ants, mice, roaches etc. Self help has some bug spray (including wasp spray) for smaller problems.

## Who mows the yard and shovels the snow?

You MUST mow outwards of 60ft from your house (DSC will mow everything else). During the winter, the entrance to parking lots will be plowed, but residents must ensure the rest of the parking lot and their sidewalks are shoveled. Remember– we have lawn mowers and snow blowers in self help!

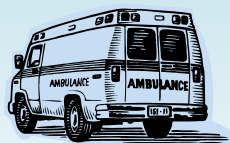
## What if I need to talk to someone?

You can enter feedback or complaints about service, and also check on the status of your work order on our website (see first page for directions) . If you need to talk to someone please feel free to call Mr. Doug Quinley at (609) 898-6354 or LT Troy Robison at (609) 898-6401.

**If you have improvement ideas, PLEASE bring them to our housing council or ombudsman!**

If you have an emergency in housing

**CALL 911**



If you think you smell burning or gas, but are unsure, call the CG Fire Department

609-898-6950