Step 1

Identify that there is a maintenance issue

*For non-barracks issues, report concerns directly to SMP Unit Representative or Unit Readiness Coordinator (Steps 3 & 4)

Step 2

Report to Barrack's Manager or S4

- Be specific!!
- Room number(s)
- Is it intermitent issue or constant?
- The more details the quicker it can be addressed!
- Provide pictures when able

Step 3

Document

1. Who you reported issue to

2. What the issue is BE SPECIFIC

3. When you reported (date)

4. Where include building number, room number and picture if able

Follow up (date) & repeat 4- W's

Step 4

If issue not resolved in a timely manner (30 days or less)

AND

you have followed previous steps report issue to your appointed SMP Unit Representative

Step 5

Provide your SMP Unit Represenative documentation of what action you have taken.

Step 6

SMP Unit Representative will talk to the S4 or Barrack's Manager to gather information. If unresolved SMP Represenative will take to Unit Senior Leadership for further action.

Step 7

If Unit Senior Leader needs support they will contact the Base Bachelor Housing Represenative or Appropriate Facilities Management Represenative.

Step 8

Unit SMP represenative may bring the issue to the attention of his/her SMP Executive Council at their monthly SMP meeting.

** Ensure documentation from steps 1-7, are provided.*

SINGLE MARINE PROGRAM

Single Marine Program Quality of Life Protocol

Steps to take when reporting maintenance needs at barracks, office space, roads e.g. potholes.

REPORT, DOCUMENT, FOLLOW UP!

Maintenance Request Tracker

Reported To:

MAXIMO Ticket #: **Date Submitted**:

Description of maintenance issue: *(be detailed)*

Building number or location: **Room number**:

Equipment asset number (washer, driers, furniture):

Were pictures or a diagram submitted? ☐ **YES** ☐ **NO**

⇩.....BELOW FOR FOLLOW UP.....⇩

Name: **Date of Follow up:**

Status: