

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 via QSR Max

- Be specific!!
- Room number(s)
- Is it intermittent 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 6
SMP Unit Representative will talk to the S4 or Barrack's Manager to gather information. If unresolved SMP Representative will take to Unit Senior Leadership for further action.

Step 5
Provide your SMP Unit Representative documentation of what action you have taken.

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 7
If Unit Senior Leader needs support they will contact the Base Bachelor Housing Representative or Appropriate Facilities Management Representative.

Step 8
Unit SMP representative 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 Quality of Life Protocol

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

REPORT, DOCUMENT, FOLLOW UP!

QSR Max

- Step 1- **Scan** the QR Code on your personal device
- Step 2: **Create** your account
- Step 3: Select your barracks building
- Step 3: **Report** your issue
- Step 4: S4 will review the requests and forward to appropriate department.
- Step 5: **Follow Up**- check on status of your request
- Step 6: Issues that are not resolved in 30 days report to your SMP Unit Representative
(Provide them with the information in Step 3)
- Step 7: SMP Unit Representative will report findings to the unit Senior Enlisted Advisor (SEA) for action.



Washer and Driers

LejeuneBasePropertyWasherDryer@usmc.mil

Failure to include all required information in your email will delay repair times:

1. Location of Machine (i.e., Building Number)
2. Type of Malfunction (i.e., Spin cycle does not work / dryer tumbles but no heat / error codes on digital display, etc.)
3. Machine ID (Located on the label placed on the top of the washer / dryer)
4. Unit Name / BEQ Manager / S-4 name and phone number



FAQs

Emergencies are defined as issues that need immediate attention because they pose an immediate threat to safety of individual or the integrity of property.

For emergencies, immediately notify your S4/ barrack's manager.

Examples of emergency maintenance issues include, but are not limited to:

- Sparking or smoking electrical outlets
- Major water leaks or flooding
- Non-functional locks on entry door

Command S-4 Responsibilities: Barracks & Common Areas in Command Area of Responsibility (AOR)

- Washer and Dryer Contract Issues
- Elevator Contract Issues
- Barracks Recreational Equipment (courts, fields)
- Outdoor Pavilion Equipment (Fire Pit Approval)
- Parking lot/garage
- Outdoor lighting
- Furniture Replacement (Barracks Lounge/Common Area Property)
- Self Help/Buildings and Grounds Tool Checkout