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CIVIL ENGINEERING

**REAL PROPERTY BUILDING MANAGER
PROGRAM**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements Air Force Policy Directive 32-10, Installations and Facilities. It outlines the responsibilities and procedures of the Real Property Building Manager for facility care, custody, maintenance, repair, and alteration. It applies to all Real Property Building Managers assigned to Dover Air Force Base.

SUMMARY OF REVISIONS

Update references to current forms and publications. Update 436th Civil Engineer Squadron office symbols. Deletes references to Structural Maintenance and Repair Team. Changes responsibility for custodial services and base refuse collection to 436 CES/CEOE.

1. TERMS:

1.1. Real Property Installed Equipment (RPIE). Government-owned or leased accessory equipment, apparatus, and fixtures aiding in the function of the real property which are permanently attached to, integrated into, built in, or on government owned or leased property.

1.2. Equipment Authorization Inventory Data (EAID). The organizational equipment reflected in the EAID and other technical operating equipment of the using organization such as communication and electronic printing plant, technical, medical, commissary, aircraft installed, fixed laundry and dry cleaning, cryptographic, automatic data processing, rental equipment, etc.

1.3. Real Estate Management Office (REMO). The individuals (military or civilian) assigned to manage Dover Air Force Base real estate assets as required by Air Force regulations, directives, and policies. The office symbol for the Real Estate Management Office is 436 SPTG/CERR.

1.4. Real Property Building Manager (RPBM). Must be an officer, enlisted member, or civilian with the authority and ability to perform the duties and responsibilities as stated in paragraph 2. The unit commander assigns the RPBM.

1.5. Organization Commander. The commander of the organization having prime interest in the facility. For facilities occupied or used by more than one organization, the organization commander is the commander who is the major user of the facility.

1.6. Civil Engineer Customer Service Unit (CSU). The CSU provides a single point of contact to:

1.6.1. Receive, review, process, and control work requests.

1.6.2. Operate and manage the service call function.

1.6.3. Answer customer inquiries.

1.6.4. Help customers prepare work requests.

1.6.5. Initiate, process, and control in-service and self-help work authorization documents.

1.7. Base Comprehensive Planning Board. Provides corporate review and judgment concerning the utilization of real property assets and CE fiscal and physical resources in support of the mission.

1.8. Service Call. A function designed to receive, authorize, and respond to emergency and urgent work requests. These requests are normally received by telephone. Service Call specialists are available 24 hours a day to receive and respond to emergency work requests

1.9. Emergency Direct Scheduled Work Order (DSW/0). Any work required to correct an emergency condition which is detrimental to the mission or reduces operational effectiveness is a DSW/0. It includes providing security to areas unsecured, eliminating hazards to health, or protecting high value property and equipment. An emergency includes, but is not limited to, failure of a critical utility or environmental control system, fire, and safety hazards.

1.10. Urgent Direct Scheduled Work Order. Work which is not an emergency but should be completed within five (5) work days of receipt of material.

1.11. Facility Maintenance Repair Team (FMRT). A team of highly trained crafts people that do minor maintenance and repair of high use facilities. Work must be done on a maximum 180 day cycle. It includes carpentry, painting, plumbing, and electrical work.

2. GENERAL INSTRUCTIONS: The RPBMS, in cooperation with the occupants of facilities, are responsible for the care, custody, maintenance, and protection of the assigned real property from damage or loss. The RPBM serves in an administrative and advisory capacity with the following duties and responsibilities:

2.1. Advises CE Production Control (CEOHC) in writing of the primary and alternate RPBM assignments by giving the following information:

2.1.1. Name, duty phone (organization commander)

2.1.2. Name, rank (primary and alternate managers)

2.1.3. Home phone number (primary and alternate managers)

2.1.4. Duty section and phone number (primary and alternate managers)

2.2. Sends any changes to the primary or alternate RPBM to CEOHC 10 days prior to the individual being relieved so that CEOHC can keep their records current. This information is kept on file in CEOHC, located in the CSU, building 600. As personal information such as home telephone numbers is obtained from individuals assigned RPBM duties, it is necessary the organization accomplish a Privacy Act Statement. The only organization to have access to this information is the Security Police Squadron which uses the automated building managers list (PCN SF 100- 1 90) to contact RPBMs for emergencies after duty hours. The Base Fire Department (CEF) and CE Service Call are furnished a copy of the automated building managers list without the building manager's home telephone number.

2.3. Establishes a daily policing routine and inspection of the grounds adjacent to the facility

2.4. As building manager, is responsible for the security of all basic keys that service their facility. Security procedures must be established to make sure there are no duplicate keys made without the RPBM's knowledge or official written approval.

2.4.1. The RPBM is not responsible for keys that control specialized areas in their facility. These are areas used by organizations for safeguarding their specialized equipment, sensitive documents, personal tool kits, etc.

2.4.2. Recovers keys from personnel permanently departing the facility (reassignment, retirement, or separation). Withdraws keys from personnel scheduled for an absence of more than 30 days (leave or temporary duty) and retains for safekeeping.

2.4.3. Sends all letter requests for keys to CEOHC. This letter, which provides for control and safeguards the issuance of keys, will include: facility number, room number if applicable, duty telephone number, and complete justification of requirement.

2.4.4. CE will provide additional keys if justification is sufficient and, with an approved request, will issue master keys in duplicate when a building is assigned to a using organization, when the building lock system is rekeyed. or if the locks are replaced. The organization commander must sign requests for master keys.

2.4.5. Records actions involving key control in a key control register.

2.5. Processes through CEOHC before reassignment, discharge, or retirement. The organization commander must appoint a replacement RPBM at least 10 days before the present RPBM departs or relinquishes RPBM responsibilities.

3. MAINTENANCE AND REPAIR: Readily identify maintenance and repair requirements by documenting monthly inspections of the assigned facility and its RPIE. Pay particular attention to doors, windows, glass, lights, plumbing, heating, ventilation, and air conditioning equipment to determine the condition of the property. Send an AF Form 332, Base Civil Engineer Work Request, for needed maintenance and repair with the signature of the RPBM. The Service Call Section will not accept telephone calls for routine maintenance and repair work.

3.1. Use AF Form 332 to identify to CE routine maintenance and repair requirements that do not meet the emergency or urgent criteria. It is used to request new or self-help work. The returned copy of the AF Form 332 will provide the status of each identified item.

3.2. The RPBM should accompany the FMRT foreman during the inspection of the facility and identify all items of maintenance and repair. In cases where work has previously been identified to CE but not yet accomplished, give the foreman the work order number.

3.3. The RPBM can follow up with CE if work is not done as scheduled by calling the CSU. The RPBM follows up emergency requirements within 48 hours if the condition is not repaired or at such time as the condition further deteriorates. Follow-up action on routine items of maintenance and repair is done within 30 days, unless an FMRT visit is due within the next few days.

3.4. The RPBM maintains a file, including a log for all maintenance and repair requirements, until CE has accomplished them.

3.5. Due to the large number of new construction and routine maintenance and repair requests received by CE, it is important that each RPBM and their commander consider the validity of work requests before submitting to CE.

4. NEW CONSTRUCTION: If new construction is planned, the occupants or users of the building will prepare and send an AF Form 332 to the RPBM. The RPBM must get the commander's (or their designated representative) approval before submitting the request to the CSU. Coordinate the work request with CEF, the Safety Office (SE), Bioenvironmental Engineering (SGPB) and Civil Engineer Environmental (CEV), before submitting to the CSU. Documentation and follow-up on work requests are suggested.

4.1. Each RPBM will maintain a maintenance and repair plan for each building of responsibility. This plan will include priority and non-priority facility deficiencies and fixes. The maintenance and repair plan is a handy record of present and future improvements.

4.2. The Base Civil Engineer Using Organization Work Order Listing is a computer listing giving the using organization and CE personnel information pertaining to approved work orders. This listing provides the using organization with work order status. The using organization can use the listing to make sure work orders in their facilities are scheduled in the required time frame. This report can be obtained from the CSU.

5. ENERGY CONSERVATION: A primary function of the RPBM is that of Energy Conservation Monitor. With the support of unit commanders, RPBM's will make sure personnel using their facilities do not waste utilities or energy.

5.1. Heating thermostat settings will conform to the following:

5.1.1. Forty (40) degrees Fahrenheit--where heat is required only to protect material and installed equipment from freezing.

5.1.2. Fifty-five (55) degrees Fahrenheit--areas of hangars, shops, warehouses, and buildings where many employees work in a standing position, but are sorting, stacking, collecting, packing, or crating. Reset thermostat to 40' F during non-duty hours.

5.1.3. Sixty (60) degrees Fahrenheit--for issues and similar heavy activity rooms. Reset thermostat to 40' F during non-duty hours.

5.1.4. Sixty-eight (68) degrees Fahrenheit--for offices, classrooms, and other areas where people work seated or in a standing position, but get little exercise. Reset thermostat to 55' F during non-duty hours.

5.1.5. Seventy-two (72) degrees Fahrenheit--non-critical areas of hospitals such as examination rooms, radiology, pharmacy, clinics, physical therapy, and wards. Operating and recovery rooms will be heated or air-conditioned for the functions performed.

5.1.6. Eighty (80) degrees Fahrenheit--special process rooms such as paint shops and drying rooms.

5.2. Air conditioning thermostat settings must conform to the following guidelines: Set controls in all facilities, except military family housing, to maintain space temperature of 78' Fahrenheit during working hours. Turn system off during non-duty hours in administrative areas and other areas not affected by the lack of air conditioning.

6. CUSTODIAL SERVICES: The RPBM will assist the CE Quality Assurance Evaluator in monitoring the quality of custodial services provided in their facility by occasionally observing work as it is accomplished. Report unsatisfactory work on AF Form 714, Customer Complaint Record, to the CE Operations Flight Maintenance Engineering Section (CEOE), x6775.

7. BASE REFUSE COLLECTION : CEOE is responsible for verifying contractor performance for on-base collection of refuse.

7.1. CE requires the assistance of the RPBMs in monitoring the contract. Each dumpster located adjacent to your facility must be checked to make sure:

7.1.1. Dumpster is used on a regular basis.

7.1.2. Refuse is being picked up according to contract schedule.

7.2. Report damaged dumpsters to CEOE, x6775, for repair or replacement.

7.3. Occasionally observe pick-up of refuse to make sure the dumpster vehicle operator is emptying the dumpster in the following manner:

7.3.1. Doors are closed before the dumpster is lifted off the ground.

7.3.2. Dumpster is lowered gently into original position-

7.3.3. Damage observed due to operator negligence is reported to CEOE, x6775, immediately.

7.4. Report contract services considered to be outstanding to CEOE.

7.5. Periodically review the quantity of dumpsters assigned to your facility and the frequency of pick-up to determine if these are correct. Can one dumpster be used instead of two? Can pick-up be accomplished three times a week rather than every day? The contractor is paid for the number of dumpsters emptied and the number of times per week they are emptied. Report changes to CEOE, x6775

7.6. Do not place items inside the dumpsters that are too large. This prevents others from having use of the dumpster and also prevents closing the top or doors.

7.7. Close doors and top after placing items inside the dumpster.

7.8. Disposal of non-government refuse in base dumpsters is prohibited.

7.9. Disposal of recyclable material should be in the proper recyclable containers.

8. OTHER RPBM RESPONSIBILITIES:

8.1. Post rules on exterior personnel doors for opening and closing of facilities during normal duty hours, after-hours admittance, and security measures.

8.2. Brief all building occupants on their duties including the care, custody, and protection of property including pecuniary liability for loss and damage in excess of fair wear and tear. Encourage good housekeeping practices, including conservation of utilities, and establish procedures to make sure interior electric lights are extinguished and the building is secured when it is unoccupied.

8.3. Make sure only a minimum of building lights are on during the evening clean-up periods. Make sure entrance and other outside lights are turned off during the day.

8.4. Designate, in writing, personnel allowed to adjust thermostat settings for duty and non-duty hours as specified in paragraph 5. Inform occupants they are not to tamper with, replace, repair, or adjust electrical equipment (including fuses and thermostats) or heating and ventilation equipment such as radiators, registers, vents, and blowers. Tampering with thermostats is a federal offense; violators can be prosecuted under Article 108 UCMJ or AFI 36-704, Discipline and Adverse Actions.

8.5. Make sure occupants do not alter the arrangement of, move, or remove permanent water, heat, lighting, ventilation, air conditioning, plumbing, related fixtures, or other RPIE.

8.6. Advise CE of any potential fire or safety hazards. Follow up on all discrepancies and irregularities noted during fire and safety inspections to make sure of corrective action.

8.7. Make sure facility is left in an orderly and clean condition when vacated for facility disposal or other reasons and that all keys are turned in to the Real Estate Management Office (CERR). RPBM responsibilities are formally terminated when the property is completely vacated by the using organization.

8.8. Maintain a RPBM Information Folder. Following is a suggested list of items that should be filed in the folder. The list is not all inclusive.

8.8.1. Copy of the letter appointing primary and alternate RPBMs for the facility.

8.8.2. Copies of work orders, construction project numbers, record of service calls, and a record of building inspections.

8.8.3. Copy of the Real Property Inventory Checklist.

8.8.4. List of keys for interior and exterior doors and a key log showing who has keys signed out for the facility.

8.8.5. Copy of approved facility floor plan.

8.8.6. Other pertinent information relating to the facility.

8.8.7. Copies of AFP 87-8, Building Managers Handbook; DAFBI 32-1001, Real Property Building Manager Program; and DAFBR 92-1, Procedures for Eliminating Fire Hazards.

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