

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 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!

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: