



WELCOME TO USCG

TRACEN Cape May HOUSING

Something's broken! Now what??

****For a gas, fire, or HAZMAT emergency, please contact Fire & Emergency Services (if calling from on-base landline, dial: 911; if calling from off-base landline/cellphone, dial: (609) 898-6911)****

If this is an urgent issue after hours (for example: flooding, front door stuck open, no heat in winter), call the OOD at (609) 780-1346

WORK ORDERS

All work orders are entered via email at: D05-DG-TRACENCM-FEWORKORDERS@USCG.MIL. Please include the following information:

Originator's Name:

*Originator's Rank/Rate:

*Originator's Department/Division:

*Originator's Phone Number (that you may be contacted at all times):

*Originator's Email:

*Housing Unit Street (e.g. Pennsylvania or Delaware):

*House Unit Number (e.g. 1400 X (A, B, C, etc)):

*Detailed description of the work required: ****Include as much information as possible and pictures (e.g. exactly where in the unit the damage is located, specific details about what you witnessed, zoomed out picture showing location of damage, zoomed in picture of damage, etc)****

***Required information**

Remember, no one will go in your home without asking you first! A household member must be present, or you need to give CHC permission to enter the residence in your absence.

WORK ORDER STATUS

To check the status of a work order go to <https://www.forcecom.uscg.mil/Our-Organization/FORCECOM-UNITS/TraCen-Cape-May/work-orders/>. Once on the page, click on the Facilities Engineering drop down arrow, then click on Housing Work Status.



Frequently Asked Questions:

SELF-HELP

The self-help office is on the right (Building 290) in the housing maintenance complex on Delaware Ave (look for all the white CHC 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!!***

Materials Available: 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 Available: Lawn mowers, weed wackers, trimmers, blowers, snow shovels....and more!

Self-help hours:

Tuesday: 10:00 am - 2:00 pm

Thursday: 12:30 pm - 4:30 pm

Saturday: 8:00 am - 1:00 pm

What if I need pest control?

Pest control is provided by housing on Thursdays at no extra cost! Please submit a work order for what you need and we will be happy to help!

Pest control includes routine sprays for ants, mice, roaches, etc. Self-help has bug spray (including wasp spray) for smaller problems.

Who mows the yard and shovels the snow?

You ***MUST*** mow outwards of 60 ft from your house (Coast Guard base personnel 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, snow shovels, and salt in self-help!

What if I need to talk to someone?

If you have general questions or need to see if a work order has been placed call the Facilities Engineering Help Desk at (609) 898-6945. To inquire about the status of a work order or general questions please feel free to call the Facilities Housing Maintenance COR at (609) 898-6355. To provide feedback please call the Facilities Maintenance Branch Chief at (609) 898-6401.



If you have a medical emergency or if you think you smell burning or gas, but are unsure, call Fire & Emergency Services

CALL 911

**or
609-898-6911
Base Fire/EMS
Direct
Emergency
Dispatch**