

**Training Center
Petaluma
Mace Hall
Unaccompanied
Personnel Housing**



CG TRACENPETINST M11103.3

April 2024

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CG TRACENPETINST 11103.2B
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CG TRACEN PETALUMA INSTRUCTION 11103.2B

Subj: TRACEN PETALUMA UNACCOMPANIED PERSONNEL HOUSING (UPH)
POLICY FOR MACE HALL PERMANENT PARTY (PP) ROOMS

Ref: (a) Coast Guard Housing Manual, COMDTINST M11101.13 (series)
(b) Cellular Device Use, 2013.1 (series)
(c) Tobacco Use Policy, CG TRACENPETINST 6280.1 (series)
(d) Vehicle Regulations, CG TRACENPETINST 5560.1 (series)
(e) Private Firearms and Ammunition, TRACENPETINST 8000.1 (series)
(f) Physical Security Plan, CGTRACENPETINST 5500.1 (series)
(g) Uniform Standards, TRACENPETINST 1000.2 (series)
(h) Coast Guard Regulations 1992, COMDTINST MS000.3 (series)
(i) CG DOL memo dtd 20 Jun 2017

1. PURPOSE. This directive establishes the rules and regulations for all Permanent Party (PP) rooms and personnel assigned to Mace Hall at Coast Guard Training Center Petaluma and is intended to provide an environment that ensures the comfort, health, safety, and quality of life of all residents as well as one favorable to good order and discipline.
2. ACTION. All Housing Staff, Master at Arms (MAA) Staff, Officer of the Day (OOD) duty section members, and permanent party personnel assigned to the UPH shall be provided a copy of this instruction and shall familiarize themselves with the contents herein. All personnel assigned to the UPH must sign a Tenant Occupancy Agreement (TOA) Form PSD-FS-008 acknowledging they have read and understand the contents herein and references (a) through (i). Housing Staff shall be responsible for the administration of UPH PP Rooms at Mace Hall in accordance with reference (a). The Housing Staff is primarily responsible for the enforcement of this policy with resources such as OODs, CG Security Forces, and MAA Staff available to support as appropriate. Intranet release is authorized.
3. AUTHORIZED RELEASE. Internet Release is Authorized.
4. UNIT INSTRUCTION AFFECTED. CGTRACENPETINST 11103.2 is hereby cancelled.
5. DISCLAIMER. This guidance is not a substitute for applicable legal requirements, nor is it itself a rule. It is intended to provide operational guidance for Coast Guard personnel and is not intended to nor does it impose legally binding requirements on any party outside the Coast Guard.
6. MAJOR CHANGES. Throughout Instruction there are minor updates. Major changes are in bold text for easy identification.

7. ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATIONS. Environmental considerations were examined in the development of this notice and have been determined to be not applicable.
8. DISTRIBUTION. No paper distribution will be made of this Instruction. An electronic version will be located on the following Training Center Petaluma SharePoint website. [TracenPetaluma - TCP Landing \(sharepoint-mil.us\)](#).
9. RECORDS MANAGEMENT CONSIDERATIONS. Records created as a result of this Instruction, regardless of format or media, must be managed in accordance with the records retention schedules located on the Records Resource Center SharePoint site at: <https://uscg.sharepoint-mil.us/sites/cg61/CG611/SitePages/Home.aspx>.
10. FORMS/REPORTS. None
11. REQUEST FOR CHANGES. Individuals are welcome to propose changes through email, following the chain of command, and directing their recommendations to the Area Housing Officer at D11-DG-M-TCPet-HousingStaff@uscg.mil.

M. M. CHONG /s/
Captain, U.S Coast Guard
Coast Guard Training Center Petaluma

TABLE OF CONTENTS

CHAPTER 1 General Information

Welcome	1-1
Area Housing Authority (AHA)	1-1
Area Housing Officer (AHO)	1-1
Area Housing Office Staff	1-1
Officer of the Day (OOD) and Watch-Stander	1-1
Hours of Operation	1-2

CHAPTER 2 UPH Permanent Party Rooms-Mace Hall

Check-In Procedures	2-1
Check-Out Procedures	2-1
Room Inspections	2-2
Inspection Responsibilities	2-3
Room Furnishings	2-3
Gender Separation	2-3
Guests	2-3
Fire Safety	2-4
General Safety	2-4
Smoking Policy	2-5
Alcohol, Drugs and Conduct Standards	2-5
Noise Policy	2-6
Firearms/Weapons/Ammunition Policy	2-6
Pet Policy	2-6
Storage Policy	2-6
Miscellaneous	2-6
Resident Responsibilities	2-7
Lockout Procedures	2-8
Laundry	2-8
Linen	2-8
Kitchen	2-8
Holes in the Wall	2-8
Parking	2-9

CHAPTER 3 MAINTENANCE AND IMPROVEMENTS

Purpose	3-1
Changes to Quarters	3-1
Maintenance Personnel and Access	3-1
Fire Safety	3-1
Minor Repairs	3-1
Calls for Maintenance Issues	3-1
Heating	3-2

Emergency Maintenance	3-2
Submitting Workorders	3-2
Maintenance Request Priorities	3-3

Chapter 1 – General Information

A. Welcome

The Area Housing Authority understands an individual's morale and efficiency is directly related to the habitability, material condition, and cleanliness of the berthing spaces provided. In order to provide the best possible quarters for the comfort and security of residents, the Housing Staff will adhere to the following management precepts and have all residents read and acknowledge the UPH Policy, Rules and Regulations.

- Continually manage and control the UPH.
- Provide continual quality service to all residents.
- Ensure optimum utilization of rooms.
- Apply cleanliness, conduct, and accountability standards for the resident's well-being.

B. Area Housing Authority (AHA)

The Area Housing Authority is responsible for the development of policy and guidance relative to all UPH functions, in accordance with higher authority.

C. Area Housing Officer (AHO)

The Area Housing Officer is responsible for the oversight of administration and maintenance of all housing and UPH facilities in the AOR.

D. Housing Office Staff

The individual in this role is tasked with administering all UPH Permanent Party rooms located at Mace Hall, exercising authority over these accommodations within the Unaccompanied Personnel Housing section. They also act as the primary point of contact for all UPH eligible personnel.

E. Officer of the Day (OOD) and Watch Stander

The OOD shall assume the responsibility and authority of the Housing Office Staff in the enforcement of the rules and regulations contained in this SOP outside of normal business hours or in the absence of any Housing Staff.

F. Hours of Operation

- Petaluma Housing Office:
 - 0730 – 1530 Monday through Friday, closed weekends/ holidays
 - Housing Officer: (707) 765-7238
 - Housing Manager: (707) 765-7145
 - Housing Assistant: (707) 765-7372

- Facilities Engineering Customer Service Desk (maintenance issues):
 - 0730 – 1530 Monday through Friday, closed weekends/holidays
 - Housing Maintenance: (707) 765-7301
 - For after hours and weekend urgent work request contact (707) 364-7233
 - Workorder information can be found at:
<https://cg.portal.uscg.mil/units/tracenpetaluma/facilities/Lists/HousingWorkOrder/Item/newifs.aspx>

- Phone Listings. A phone listing of important numbers can be found at:
<http://www.forcecom.uscg.mil/Our-Organization/FORCECOM-UNITS/TraCen-Petaluma/Information/Phone-Book/>

Listing	Number
EMERGENCY	911
Bowling Alley	(707) 765-7351
Chapel	(707) 765-7330
Child Development Center	(707) 765-7334
Clinic (TRACEN)	(707) 765-7200
Consolidated Club: Two Rock Pizza	(707) 765-7247
Exchange	(707) 765-7256
Facility Engineering Customer Service Desk	(707) 765-7301
Fire Department (non-emergency)	(707) 765-7355
Guest Housing	(707) 765-7248
Gymnasium	(707) 765-7349
Housing Office	(707) 765-7145
Library (TRACEN)	(707) 765-7580
Lower Galley	(707) 765-7150
MWR Ticket Office	(707) 765-7341
Security Force Department (TRACEN)	(707) 765-7215

Chapter 2- UPH Permanent Party Rooms –Mace Hall

A. Check-in Procedures

The Housing Office Staff is responsible for the check-in of incoming personnel. Assignments will be conducted in accordance with reference (a). Members will be escorted to their assigned room to ensure the room key works and complete the check-in inspection utilizing Unaccompanied Personnel Housing Form CG-6091 and Unaccompanied Personnel Housing Furnishing and Equipment Inspection Form CG-6092. All discrepancies will be noted on this form. If possible, the inspector will immediately correct any discrepancy. Once the inspection is complete, all paperwork will be returned to the Housing Office for processing. The Housing Staff will make all proper entries in the Housing Management Information System (HMIS) and forward an e-mail to the appropriate SPO to stop BAH, if applicable.

B. Check-out Procedures

All residents **shall** officially check-out with a member of the Housing Staff prior to vacating the room. Members will be escorted to their assigned room to ensure the room key is returned and complete the check-out inspection utilizing Unaccompanied Personnel Housing Form CG-6091 and Unaccompanied Personnel Housing Furnishing and Equipment Inspection Form CG-6092. All discrepancies will be noted on this form. If possible, the inspector will immediately correct any discrepancy. Once the inspection is complete, all paperwork will be returned to the Housing Staff for processing. The Housing Staff will make all proper entries in the Housing Management Information System (HMIS) and forward an e-mail to the appropriate SPO to start BAH, if applicable. The resident's room will be clean. The following must be completed to pass the check-out inspection, whether or not a roommate remains in the room:

- Vacuum entire room.
- Empty all trash cans.
- Dust the furniture in the entire room.
- Restock bathroom supplies.
- Clean and empty lockers and drawers.
- Clean refrigerator and microwave; the inside/outside must be clean and free of spills.
- Remove all linen (except for pillow and mattress cover) and dispose of in the proper bin(s).
- Turn in room keycard upon verification by housing staff member that above items were completed.

C. Room and Common Spaces Inspections

The Housing Staff is responsible for room inspections, as well as inspections of laundry rooms and bathrooms. A command representative may also conduct inspections. Inspections are routine and typically held monthly to ensure cleanliness; however, the Housing staff reserves the right to inspect rooms for any reason, at any time. The duration of inspections varies based on room size and condition, typically lasting between 15 to 30 minutes per room. Residents are required to maintain cleanliness and organization in line with housing policies, including regular upkeep of common areas and proper storage of belongings.

Residents must promptly address any observed discrepancies or violations, with the timeframe for rectifying issues depending on their severity. This ranges from 24 to 48 hours for minor infractions to immediate action for significant violations.

Inspections encompass cleanliness, storage practices, safety compliance, and adherence to housing policies. Prior to inspections, residents will receive clear communication regarding specific requirements and expectations to ensure transparency.

In addition:

- All occupied rooms will be inspected, and residents will be being notified prior of their inspection date with at least a 24-hour notice for routine monthly inspections.
- Every effort will be made to consolidate inspections to minimize disruptions to the residents.
- The inspection party will knock firmly at least twice and allow sufficient time for the door to be answered. If there is no answer, the door will be unlocked and the inspection party will loudly announce themselves and enter the room.
- If the resident is indisposed, the inspection party will move onto another room and return shortly thereafter. Note: certain situations may warrant an immediate inspection. In this circumstance the resident will be required to rise/dress and make the room available immediately.
- Noncompliant resident rooms will receive a notice (Form CG-6091) specifying areas requiring attention. If multiple areas need addressing, 'Complete Field Day Required' will be noted. The notice will include a re-inspection date. Failure on re-inspection prompts notification to the member and their immediate supervisor, with a subsequent re-inspection date. A third failure results in notification to the department head, potentially leading to disciplinary action or eviction from UPH.
- If any inspection finds illegal personal property, classified materials, or misappropriated government property, the Command Cadre, as well as CGIS, will be notified.

D. Inspection Responsibilities

If any inspection finds illegal personal property, classified materials, or misappropriated government property, the Command Cadre, as well as CGIS, will be notified.

E. Room Furnishings

Government-owned room furnishings will not be moved, re-organized, removed, etc. without the permission of the Housing Staff. Residents are responsible for any damages to government-furnishings or property. Any resident found negligently or willfully causing damages to government property will be held financially responsible and will be held accountable for the repair/replacement of the item(s), as well as subject to disciplinary action(s) under the UCMJ. Any unauthorized furnishings will be removed by the Housing Staff. All furnishings are entered in HMIS and must be updated if the Housing Staff makes any changes.

F. Gender Separation

The UPH is a mixed gender facility; however, restrooms are separated into female and male. The following rules apply:

- No male residents or guests will enter the female heads unless approved by the Housing Staff, OOD, or Command. All authorized males entering a female head must knock first and loudly announce themselves by shouting, “Male on deck” before entering.
- No female residents or guests will enter the male heads unless approved by the Housing Staff, OOD, or Command. All authorized females entering a male head must knock first and loudly announce themselves by shouting, “Female on deck” before entering.

G. Guests

Guests are defined as people invited into the UPH by a UPH resident. Guests are permitted in UPH provided they do not interfere with good order and discipline or are an inconvenience to other residents. The following rules govern guests:

- There is a limit of up to two guests at any one time.
- Sponsors are fully accountable for their guests' conduct and any damage caused to government property.
- Sponsors are responsible for ensuring Security is notified, the guest(s) is listed on the Base Access roster, and their guest(s) has a thorough knowledge of all the UPH rules and regulations.

- Any resident expecting guests will meet them at the front door of the facility. Sponsors **MUST** escort all visitors at all times while in the UPH facility for security reasons. All guests must be of age 18 or older unless accompanied by their legal parent or guardian.
- Guests are permitted during the following daily hours: 0800-2200. Overnight guests are strictly prohibited.
- Physical contact of an intimate nature is strictly prohibited. The Housing Staff, OOD, or any competent authority may terminate a resident's guest privileges at any time for failure to adhere to this regulation. Furthermore, any resident found in violation of policy can also be subjected to administrative and/or disciplinary action as deemed appropriate by the TRACEN Commanding Officer.
- Non-Residents, including guests, and maintenance personnel are **NOT** allowed to use the UPH laundry.

H. Fire Safety

Evacuation routes will be posted in all rooms by the exit and in all common spaces.

- No open flame devices other than matches and cigarette lighters are permitted. Candles and incense are considered unsafe and are strictly prohibited.
- Tampering or modifying any electrical wiring is strictly prohibited. Electrical cords cannot lie across doorways, walkways, or be placed under carpet and/or rugs.
- All electrical items introduced into the UPH must be in proper working order. Unsafe and/or hazardous items will be removed immediately or confiscated by the Housing Staff or other competent authority.
- Irons, hair dryers, and hair curlers are authorized but will be unplugged after use. Following their use, these appliances should be left to cool in a safe location.
- No electrical outlet will have more than two electrical units plugged in at any one time.
- All residents will be alert to fire hazards. Report potential hazards to the TRACEN Fire Department or competent authority. Dial 911 in cases of emergency.

I. General Safety

Combustibles such as paint, gasoline, Coleman fuel, or other flammable and toxic fluids and gases are not permitted within the UPH facility except as required by maintenance personnel and approved by the Commanding Officer.

J. Smoking Policy

Tobacco use (smoking and smokeless -- spit, lug, leaf, snuff, dip, E-Cigs) is NOT permitted in Coast Guard owned bachelor living quarters (UPH).

K. Alcohol, Drugs, and Conduct Standards

There is zero tolerance for illegal drugs in the UPH. The possession of paraphernalia and/or controlled substances other than those prescribed by competent medical authority is strictly prohibited.

Prescription drugs must be locked in a personal locker and not stored in nightstands, desk drawers, and other common areas. Any resident found in violation will immediately be reported to the Commanding Officer and subject to punishment under the UCMJ.

Alcohol consumption or possession within the UPH is authorized. Limit on alcohol include up to a six-pack of beer, a bottle of wine, and one bottle of liquor. Any instances involving alcohol possession or consumption outside of these parameters should be promptly reported to the Housing Staff.

- All UPH residents (and guests) shall conduct themselves in accordance with the Coast Guard's Core Values of Honor, Respect, and Devotion to Duty. Responsible behavior is both expected and required.
- Brewing any kind of alcohol, brewing kits, and stills are prohibited in all UPH spaces.
- The possession, consumption, or storage of any alcoholic beverage by residents under the age of 21 is strictly prohibited; personnel shall not contribute to consumption of alcohol by minors at anytime.
- In any case, where a roommate is under 21 years of age, no alcohol is to be possessed or consumed in the assigned room.
- Clothing which is excessively worn, frayed, or which others find offensive is considered inappropriate. All personnel must be fully dressed while traversing through the UPH facility. Sleepwear including pajama and bathrobes are considered inappropriate in outer areas of all UPH facilities and shall be worn only in the resident's room.
- Dressing or undressing in view of open windows is prohibited. Windows facing thoroughfares or other buildings will have the blinds/curtains closed when residents are changing clothes.
- Gambling is prohibited in the UPH facility.
- Any resident caught taking property not belonging to them may face disciplinary actions and may be punished under the UCMJ. In the case of theft, a complete description of the item will be required. The Housing Staff will ensure the chain of command is notified, and proper action(s) will be taken.

L. Noise Policy

Residents should treat other residents/roommates with common courtesy. Excessive noise (loud music, televisions, etc) is not permitted in the UPH. All noise will be kept at a moderate level, with the other residents in mind. Complaints of excessive noise will be addressed by the Housing Staff or OOD if outside of normal working hours. Noise will be kept to an absolute minimum after 2200 hours until 0800.

M. Firearms/Weapons/Ammunition Policy

No firearms, weapons, or ammunition of any kind are permitted in the UPH. Weapons include, but are not limited to the following: firearms, pellet/BB guns, paintball guns, spear guns, bows and arrows, swords (ceremonial swords in possession for an approved function are exempt), hatchets/axes, knives (with the exception of the authorized seaman's knives), throwing stars, martial arts equipment, etc.

N. Pet Policy

No pets of any kind are authorized in the UPH unless pre-approved by the Commanding Officer.

O. Storage Policy

There is no storage space available other than the resident's assigned room.

P. Miscellaneous

- Due to the possible damage to government and personal property, use of liquid chlorine bleach is prohibited in the UPH.
- Dartboards are prohibited in all UPH.
- Resident cooperation is necessary to reduce energy usage. Residents can help by:
 - a. Turning off lights and all electrical items when not in use.
 - b. Keeping doors and windows closed in heated areas.
 - c. Reporting all water leaks immediately to the UPH Staff.
- Food will be kept in refrigerators and/or in tightly sealed containers.
- To help management keep track of government furnishings, these items will not move outside of rooms. Location of personal furnishings within each room is at the discretion of the residents. Room furniture is the responsibility of the residents. Residents are liable for damages to the furniture. Furniture will not block fire exits or doorways.

- Garbage receptacles have been provided in designated spaces throughout the UPH. Residents will not leave garbage in passageways, laundry room, or other places not intended for trash.
- Lost and found is located in the Housing Office. Items are kept for a maximum of 30 days.
- Lost keycards will immediately be reported to the Housing Staff.
- Insect spraying will be conducted as necessary. Report any rodent or insect problems to the housing staff. To decrease infestation, food items should be refrigerated.
- All supplies, such as garbage bags and cleaning gear, can be obtained from the cleaning closet.
- Screens from windows will not be removed or loosened. The use of windows to gain access to rooms or the facility is prohibited. Windows are to be closed when no one is in the room.

Q. Resident Responsibilities

- Residents will be provided clean, habitable accommodations and upon check-out are required to return the accommodations in the same condition, with allowances for normal wear and tear.
- Residents will maintain their rooms in accordance with the standards established by the Housing Staff.
- The Resident will be responsible for routine housekeeping and for reporting items in need of repair or replacement to the appropriate Housing Staff. When a resident checks into the UPH and does not receive a clean and habitable room, the resident is responsible for informing the Housing Staff immediately.
- Upon check-in, residents will be counseled verbally and in writing what their responsibilities and liabilities are when residing in the UPH.
- Service members will be held liable to the United States Coast Guard for willfully losing, damaging, or destroying government property. Members will be held responsible for any guest who willfully loses, damages, or destroys government property. A charge sheet, completed by the Housing Staff will list damages and the monetary value needed to replace any damaged or missing items, pro-rated for age of the item where applicable. Personnel could also face disciplinary action and may be punished under the UCMJ.

R. Lockout Procedures

Residents who lock themselves out of their quarters during normal working hours (Monday through Friday), should contact the Housing Staff. If a resident is locked out of their room or their keycard doesn't work outside of normal working hours, they will need to go to Horsley Hall and request a new key without an expiration date. In the event of confusion, residents may also contact the OOD. Residents will be liable for any damages incurred while attempting to access a locked space.

S. Laundry

Laundry facilities are provided for residents of the UPH only. Residents are responsible for maintaining the cleanliness of the laundry facility. Equipment malfunctions must be reported to the Housing Staff, FE Maintenance Staff. The following rules apply for the laundry facility:

- Anyone observing personnel using the laundry facility, who are not residents of the UPH, shall notify the Housing Staff or duty crew member immediately so further action can be taken.
- The laundry facility hours of operation are 24/7; please remember that resident rooms may be adjacent to the laundry room if doing laundry after 2200.
- When doing laundry, the Resident is not to leave the UPH and will monitor the washers/dryers and remove clothes when the machines are done. Clothes that are left in/on top of washers/dryers may be thrown out by the Housing Staff if left unattended more than 6 hours during the workday. The Housing Staff is not responsible for any clothes that are left unattended.

T. Linen

Linens are issued to each resident upon arrival then they must be returned during check-out. Residents should contact the Housing Staff if they need new linens while assigned to UPH.

U. Kitchen

When living in a UPH, it's important to maintain a safe and secure environment, especially when using a shared kitchen. To ensure the safety of all residents, open flames and stovetop cooking is not authorized. However, using an electric pressure cooker is a convenient and safe alternative for preparing meals. Any other item may be approved by the Housing Staff on a case-by-case basis.

V. Holes in the Walls

As per our guidelines, the resident is not to add holes, nails, or any form of permanent damage to the walls. The Housing Staff recommends the following less invasive alternatives:

- **Command Strips and Hooks:** Command Strips and Hooks are adhesive hangers that can securely hold a variety of items without damaging the walls. They come in different sizes and weight capacities, making them suitable for hanging anything from posters to small shelves.
- **Over-the-Door Organizers:** Over-the-door organizers are a great way to keep belongings organized and within reach.
- **Adhesive Tapes and Putty:** There are varieties of non-damaging adhesive tapes and putty options available that can be used to attach lightweight decorations like posters and artwork.
- **Tension Rods:** Tension rods can be placed between walls and used for hanging curtains or lightweight decorations like banners.

X. Parking

Residents shall park in the back of the Mace Hall building in available parking spaces. Recreational vehicles, e.g., atvs, campers, and trailers, etc., are not authorized to be parked in these spaces.

CHAPTER 3. MAINTENANCE & SAFETY

A. Purpose

The purpose of this chapter is to provide basic information on Coast Guard housing maintenance & fire safety and resident responsibilities and procedures.

B. Changes to Quarters or Grounds

Residents are not permitted to make any physical or structural changes to government quarters, or remove furniture without prior authorization from the Housing Staff. Alteration, construction, or tampering with electrical, plumbing, heating, smoke detectors, or other utility equipment or system is strictly prohibited.

C. Maintenance Personnel and Access

Periodically, maintenance personnel may need to enter a residence to perform contracted maintenance services/work orders, or may need to enter the premises for health and safety concerns. Except for emergencies (e.g., flooding, fire, and or gas leak), every effort will be made to notify the sponsor/resident at least 24 hours in advance of any scheduled and/or requested maintenance work.

D. Fire Safety

It is important that the value of the Coast Guard's property does not diminish because of poor maintenance/ Housing Staff personnel are dedicated to providing clean, livable quarters. Residents are expected to maintain and return quarters in the same condition upon departure, notwithstanding ordinary wear and tear. Residents are responsible for the quarters and assigned equipment. Each room has its own heating unit, and the common space does as well. They are designed to heat the rooms individually. When leaving town or for an extended period, please make sure heaters are turned off.

E. Minor Repairs

While in quarters, residents are responsible for minor maintenance and repairs. Residents are encouraged to make minor household repairs that do not require a skilled repairperson such as replacing faucet washers, clearing minor plumbing stoppages, replacing doorstops, and tightening loose screws.

F. Calls for Maintenance Issues

Call the Housing Facilities Engineering Maintenance Services work request number at (707) 765-7301. Before calling for assistance, please review the Self-Help and Resident Responsibilities sections of this chapter. When calling the service desk, please be prepared to give your name, address, nature of problem, and a phone number where you can be reached.

G. Heating

Call the Housing Facilities Engineering Maintenance Services work request number at (707) 765-7301. Before calling for assistance please, review the Self-Help and Resident Responsibilities sections of this chapter. When calling the service desk, please be prepared to give your name, address, nature of problem and a phone number where you can be reached.

H. Emergency Maintenance

Service is available 24 hours a day, seven days a week. Contact the Engineer of the Watch (EOW) at (707) 765-7233 after 1530 Monday through Friday and anytime on weekends. Typically, only emergency priority items will be handled by the EOW.

E. Submitting Workorders

Workorders may be initiated via email, phone, or in person and are listed in order of preference. When submitting a workorder, provide as much information as possible to assist the customer service representative in determining the appropriate course of action (housing unit number, room or space, the problem in as much detail as possible, point of contact name and number, etc.). If there is an emergency that requires fire department response, CALL 911. If there is maintenance that warrants an immediate response, call FE customer service so the issue can be addressed immediately.

FE customer service representative email: D11-DG-M-TCPet-FE-Work-Orders@uscg.mil

FE customer service phone number: (707) 765-7301 or 7055.

For in person requests, FE customer service representatives are located in building 160 (Upper FE).

F. Maintenance Request Priorities

The following table outlines work request priorities, completion times and examples of each:

Work Request Priority	Completion Time	Examples
1 Emergency	Respond in 15 minutes Continue until alleviated	Work necessary to protect health and safety of personnel, to prevent damage to property, or preclude the interruption of operations, such as: propane leaks; electrical problems that could lead to personal harm, or power failure of occupied buildings; loss of heat during cold weather, water leaks causing damage to property or interruption of service; replacement of inoperable refrigerators; and inoperable plumbing fixtures or drain lines (beyond self-help) where no alternate facilities are available in the building (e.g., only toilet in UPH unit is not working).
2 Urgent	Within five calendar days	Work necessary to correct a condition that could potentially become an emergency or work that could adversely affect morale, such as: Emergency work order that has been temporarily alleviated, but still requires definitive corrective measures to ensure safe, acceptable and stable performance; heating is not working (Priority 1), unable to fix on the spot, so space heaters are provided, (becomes a Priority 2); or secondary toilet not working, etc.
3 High	Within 20 calendar days	Minor electrical conditions that will not cause harm, damage, or power loss to occupied buildings; or minor water leaks where damage is not likely, etc.
4 Routine	Within 45 calendar days	Minor heating problems, heater not running at full capacity; lubricating squeaky door hinges; floor molding replacement; window screen replacement; and blind replacement, etc.

Table 5-1: Work request priority levels