

**BY ORDER OF THE COMMANDER  
GRANDFORKS AIR FORCE BASE**



**GRANDFORKS AIR FORCE BASE  
INSTRUCTION 32-106**

**24 FEBRUARY 2009**

**Civil Engineering**

**FACILITY MANAGERS PROCEDURES  
AND RESPONSIBILITIES**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This instruction implements AFD 32-10, Installations and Facilities. This instruction establishes administration and accountability for Air Force Real and Installed Property (RPIE) at Grand Forks Air Force Base (GFAFB), North Dakota. It applies to all Wing, Group, Squadron, and Tenant Units' personnel, to all Squadron/Group Commanders, and to all personnel designated as Facility Managers.

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## ***SUMMARY OF CHANGES***

This document is substantially revised and must be completely reviewed. Duplications of instructions have been removed and wording, terminology, and instructions have been revised to allow a better understanding of the instructions in this document. Also, this document was revised to follow current publication format guidelines.

**1. Managerial Assignment:** The commander of the organization using a facility will designate a primary and alternate facility manager for each facility assigned to their organization. The commander will also designate a change of facility manager and alternate in the case of current manager PCS, PCA or separation of service. Designating a primary and alternate facility manager is done by form letter (**Attachment 2**) addressed to the 319th Civil Engineer Squadron (CES) Customer Service Section (CEOEC).

1.1. If two or more organizations use a facility, the user occupying the greatest square footage will be responsible for the facility and represent the interests of all using organizations. If equal space is assigned to several organizations, the ranking commander will be responsible for designating the facility manager(s).

1.2. In military family housing, the Housing Flight Chief will be the facility manager. The Housing Flight Chief will be responsible for the proper utilization of all family housing facilities and has overall responsibility for all unaccompanied housing (e.g. dormitories).

1.2.1. Facility Managers for dormitories will be appointed by the 319 CES.

1.2.1.1. The 319 CES will be responsible for the facility, all equipment for the facility, and the Facility Manager.

1.2.1.2. Personnel living in the dormitories will be the responsibility of the individual's First Sergeant.

1.3. The 319th Services Squadron Commander will be responsible for the Visiting Officer Quarters (VOQ) and the Transient Lodging Facility (TLF).

1.4. Facility Managers will be an officer, Non commissioned Officer (NCO), Senior Airman (SrA), or civilian equivalent, with a minimum of 18 months time left on-station.

1.4.1 When possible, the primary and alternate facility manager should work in the same facility as they manage.

1.5. Organization commanders will notify, in writing (**Attachment 2**), the 319 CES/CEOEC of facility manager personnel changes 45 days in advance of the change.

1.5.1. During the change, the following must occur:

1.5.1.1. All keys and locks must be inventoried and documented.

1.5.1.2. All facility manager binders, folders, and/or electronic media must be turned over, which should include the following:

1.5.1.2.1. GRANDFORKSAFBI 32-106, *Building Managers Procedures and Responsibilities*, and all attached documents.

1.5.1.2.2. GRANDFORKSAFBI32-107 *Utilization and Conservation of Utilities*.

1.5.1.2.3. Facility Manager Discrepancy Log (Use **Attachment 3** or locally generated form, e.g. Excel or Access database)

1.5.1.2.4. Facility Manager's Handbook (Fire Prevention)

1.5.1.2.5. Facility Manager's Handbook (Energy Conservation)

1.5.1.2.6. Facility Manager's Key Log (Use a locally generated form, e.g. Excel or Access Database, or Notebook)

1.5.1.3. New Facility Managers will be briefed by the outgoing Facility Manager on locations and operation of electrical distribution panels, fire alarm systems and boxes, main water valves, heating valves, etc.

1.6. New Facility Managers will acknowledge responsibility for their facility(s) by signing the form letter of appointment/release for the primary and/or alternate facility manager (**Attachment 2**).

1.7. Facility Manager Training is conducted by the 319<sup>th</sup> CES/CEOEC (CE Customer Service) on a monthly and/or quarterly basis. One-on-one training may be conducted on the determination of the 319 CES/CEOEC.

1.7.1 New Facility Managers and their alternate(s) will make arrangements with 319 CES/CEOEC for mandatory, facility manager orientation training, no later than 30 days after appointment.

1.7.2. Refresher training is required every year. CE Customer Service will notify Facility Manager when each one is due. This is done on a monthly basis.

1.7.3. Failure to attend this required class will result in a "No Show" letter to your commander.

1.8. Outgoing Facility Managers, those that are being relieved of Facility Manager Responsibilities (e.g. due to a Permanent Change of Station (PCS), Permanent Change of Assignment (PCA), or routine change), must clear the 319 CES/CEOEC 30 days prior to departure or relief of facility manager duties.

1.8.1. To accomplish this, provide Change of Facility Manager Documentation (**Attachment 2**), releasing the outgoing Facility Manager and appointing a new facility manager in their place to the 319 CES/CEOEC, and accomplish all items in paragraphs **1.5.1.** through **1.5.1.3.**

**2. Facility Managers Responsibilities.** Primary and alternate facility managers are responsible for the maintenance, care, and security of the assigned property as well as for the conservation of utilities and energy. The facility manager will initiate action required to correct damages to the building and/or installed equipment. Facility managers are responsible for the following:

2.1. **Facility Security:** Facility security is the responsibility of everyone, but the facility manager is held accountable. Establish procedures for ensuring your facility is secure from illegal entry at all times. Double check all doors and windows during the closing procedure and be sure all locking devices are in good order. Security Forces law enforcement patrols conduct random security checks of base facilities in accordance with AFI 31-101. If your facility is found to be improperly secured, you will be required to report to that facility to correct the situation. Impress the importance of building security upon all personnel. The cooperation of all facility occupants will make your job as facility manager easier. The facility manager must

respond regardless of who was responsible for violations of facility security. For any questions concerning facility security, contact the 319<sup>th</sup> Security Forces Control Center at COM 701-747-5351/5352 or DSN 362-5351/5352, or the 319th Security Forces Resources Protection Section at COM 701-747-3597/DSN 362-3597.

**2.1.1. Locks and Keys:** Facility managers are required to ensure continuity of key accountability from the previous manager. Maintain accountability for all keys to the facility, (e.g. building, fences, and gates), on a document. Ensure keys are issued to authorized personnel only and retrieve keys when personnel PCS or retire. The facility manager is the only person who is authorized to request additional keys and locks for a facility. To acquire additional keys submit an AF Form 332, *Base Civil Engineer Work Request (Attachment 2)* and turn the form into CE Customer Service Section (319 CES/CEOEC). In case of a lockout, the facility manager will be contacted to open the door. If the lockout is in the dorm, the First Sergeant for that dorm is to be contacted to open the door. CE does not maintain spare keys.

**2.1.2. Liability:** Loss of key control is the facility manager's responsibility and they may be held accountable. When it is determined that a facility or section must be re-cored due to damaged lock or lost keys, a Report of Survey may be initiated and if it is determined the loss resulted from abuse or negligence, the facility manager or individual who caused the loss may be required to reimburse the government. If it is determined that reimbursement is in order, a DD Form 1131, *Cash Collection Voucher*, validated by Accounting and Finance upon payment of the charge, will accompany the AF Form 332 when requesting key replacement/re-core of lock.

**2.2. Military Family Housing (MFH):** 319 CES/CEH (CE Housing Flight) will function as the manager for all keys issued to family housing occupants. Personnel that lose a key may be required to reimburse the government for new keys or locks if that loss is due to abuse or negligence. All requests for MFH keys must be submitted through Housing Maintenance.

**2.3. Energy Conservation:** Encourage utility conservation. Establish procedures to ensure interior and exterior lights are extinguished and that heating temperatures are set at 55 degrees Fahrenheit, when the facility is unoccupied. Minimize the number of appliances used throughout the facility. Reference GRANDFORKSAFBI 32-107 for further instruction.

**2.4. Fire and Safety Hazards:** The base Fire Department makes yearly visits to each facility to identify potential fire hazards. It is the Facility Manager's responsibility to make all areas of the facility available to the inspector, to escort the inspector through the facility and to report potential fire hazards to CE Customer Service.

**2.5. Space Assignment:** Ensure assigned space is used as approved by the Facility Board. Report all vacant space to 319 CES/CER. If you plan to relocate or expand your functions, submit a written request through your Group Commander with justification to CE Real Estate (319 CES/CER, 701-747-4804) for presentation to the Facility Board. Most people who review and approve changes (AMC, USAF, and DOD) are not fully conversant with the space utilization situation at Grand Forks Air Force Base. Therefore, if the change in use is really needed, take the time to prepare a factual justification. Ensure you keep your counterparts at HQ AMC aware

of your need so they can intelligently discuss your space request at the Command Facilities Board.

## 2.6. Facility Surveys & Inspections:

2.6.1. Participate in real property inventories of your facility IAW AFI 32-9005. Real Estate (319 CES/CER) will notify facility managers prior to an inventory.

2.6.2. Make joint inspections with the Facilities Inspection Shop to identify minor maintenance work to be accomplished by Civil Engineers. To avoid duplication of maintenance write-ups and time, utilize AF Form 1219 , *BCE Multi-craft Job Order*, in between maintenance inspections. Provide the form to the Facilities Inspection prior to the inspection. During the winter months, facility managers should check their facility/facilities at least twice a week and during the summer months, at least once a week. Items to be checked, include exterior security, windows and doors, heat, lights, cleanliness inside and out, all equipment that is unplugged, signs of rodents, all doorways are clean and clear of snow and/or debris, and potential plumbing problems.

2.7. **Work Requests:** There are two types of Work Requests, Direct Scheduled Work (DSW's) and Work Orders.

2.7.1. **Direct Scheduled Work:** Direct Scheduled Work is work that is called in directly to the 319 CES Customer Service office. DSW's are prioritized as Routine, Urgent, and Emergency, and requires very little planning, (e.g. lock on door won't unlock or lock, no heat, no A/C, lights not working (after attempting to replace the light bulb). Routine and Urgent work can only be called in by a facility manager, Emergencies can be called in by anyone. 319 CES Customer Service will determine the priority of the work (Routine, Urgent, and Emergency) when the work is called in. The person calling in the work cannot classify the priority of the work being called in; however, they can be as precise as possible so the correct priority can be placed on the job.

2.7.1.1. **Routine Work:** Work with this priority has very little impact on the mission or facility. Routine work is LOW priority. Work with this priority has 30 days to be completed.

2.7.1.2. **Urgent Work:** Work with this priority can affect mission or safety, but does not need to be corrected right away or can be worked around temporarily. Urgent work is MEDIUM priority. Work with this priority has 7 days to be completed.

2.7.1.3 **Emergency Work:** Work with this priority, directly affects the mission, safety of personnel, or severe damage to the facility, and must be corrected as soon as possible. Emergency work is high priority. Work with this priority has 24 hours to be completed.

2.7.2 . **Work Orders:** A Work Order is made when the work requires detailed planning, will take more time or funding than can be accomplished on a DSW, changes real property equipment for a facility, or alters the interior or exterior of the facility.

2.7.2.1. **Requesting a Work Order:** Work Orders are accomplished by filling out AF Form 332, Base Civil Engineer Work Request. AF Form 332 can be found on the Base Intranet or the AF Publications Website.

2.7.2.1.1. Completely fill out Blocks 1-11, and attach any drawings or sketches to assist CE in understanding what you would like completed. If the work request will cause a physical change

to the facility, your Squadron Command must be the requester and fill out Blocks 11-13, and you, as the POC, will be in Block 5.

2.7.2.1.2. **Do Not** fill out Blocks 15-30, as these are for CE use only (Block 27, Remarks, may be used by those in coordination).

2.7.2.1.3. Review and coordinate on all work requests (AF Form 332, block 14). Which, at a minimum, are the 319 CES Environmental Office, 319 CES Fire Department, 319 MDG Bio-Environmental Office, and the 319 ARW Safety Office. If the Squadron Commander is not the requester (Blocks 11-13), they will also be coordinated through in Block 14. If any of those coordinators have remarks, they are to be filled out in Block 27.

2.7.2.1.4. After coordinations are completed, ensure your Squadron Work Order Monitor coordinates on the request prior to submitting it to your Group Work Order Monitor.

2.7.2.1.5. You or your Group Work Order Monitor should submit the request to CE Customer Service.

2.8. **Electrical Systems:** Ensure facility occupants do not tamper with, replace or repair installed electrical equipment (electrical wiring, exhaust fans, etc) except those items considered occupant's responsibility, e.g. light bulbs under 10 feet high, fuse elements up to 25 amps, resetting circuit breakers, labeling circuit breaker panels. The facility manager is responsible for replacing light bulbs in fixtures less than 10 feet high or lights that can be reached by ladder. CE craftsman are responsible for replacing bulbs in fixtures over 10 feet high, including exit lights unless they are LED. Procurement of all bulbs is the facility manager's responsibility, and for fixtures over 10 feet high, must be on hand before CE craftsman respond. Building managers can procure light bulbs through Envision store on base or through a local source downtown. High voltage systems (600 volts or higher) requiring special equipment or outside lighting systems, such as poles, fire light, signs, street and security lighting will be maintained solely by the BCE.

2.9. **Self Help Work:** Ensure facility occupants do not move or remove permanent walls, heating, lighting, ventilation, air conditioning, plumbing, fire sprinkler heads/systems or related fixtures or other installed equipment or property without proper approval. Facility occupants will not accomplish self-help work unless it is first submitted and approved on an AF Form 332. Self-help is a good resource for improving facility standard and design and is highly encouraged throughout the wing. Self-help is also a good resource for facility managers to procure small repair items such as paint, brushes, caulking, washers, and hinges, etc. Self-help does not carry light bulbs for any base facility.

2.10. **Work Clearance Request, AF Form 103:** A Work Clearance Request (commonly called digging permits in CE) is required for any disturbance of earth surfaces anywhere on base, including all housing areas. Digging permits can save infrastructure assets by preventing accidents causing disruptions to electrical, gas, telephone, water and/or sewage systems.

2.10.1. Digging permits (AF Form 103, *Base Civil Engineering Work Clearance Request*) and instructions for housing occupants can be obtained at building 418 in the Self-Help Store. For all other digging permits, i.e. in-house work, contract, and others can be obtained at CE Planning section. Once the AF Form 103 and all coordination's have been obtained, return the form to the

CE Planning section, building 418 south end of facility. Approval must be given prior to any digging. Any questions concerning digging permits should be directed to Planning, 701-747-4022.

2.11. **Emergencies:** Prior to notifying CE Customer Service of any emergency situation, ensure you notify the proper agency for the situation, Fire Department, Security Police, Medical Ambulance, etc. Describe the situation and what steps are being taken to minimize damage and property loss. Upon notification to CE, Customer Service will dispatch the appropriate craftsman.

2.12. **Supplies:** Bathroom supplies, soap, toilet paper, paper towels, light bulbs, etc., will be provided by the facility manager and made available to the custodial service employees. If there is no janitorial service to the facility, the facility manager will establish policies through their chain of command that is conducive to their organization.

2.13. **Mechanical Rooms:** CE will be the sole source of keys for all mechanical rooms. Under no conditions will mechanical rooms be used for storage. Door and door swing area are to be kept clear of snow and ice for Fire Dept. safety.

2.14. **Occupancy Termination:** When your organization vacates the facility, ensure your facility is completely emptied and cleaned, inside and outside. The facility should be turned in to CE Real Estate within two weeks of vacating. If the facility is to be occupied by another organization, both organizations will arrange an inspection and turnover together, through CE Real Estate. The facility should not be used for storage. To request the turnover inspection, notify CE Real Estate, 701-747-4803/4804 for an appointment for turn over.

2.15. **Building Checks:** During winter months, building managers must check the facility at least twice weekly, once weekly during summer months. Some items to be checked are external security (windows and doors), heat, lights, all unused equipment is unplugged, cleanliness (empty of all garbage), signs of rodents, all doorways and door swings (including mechanical room doors and door swings) are kept clean and clear (snow, ice, or stored items), and plumbing (leaks, stop ups, or breaks).

2.16. **Snow removal:** It is the facility manager and/or users responsibility to clear snow from aprons, driveways, sidewalks, steps, and stoops immediately around their facility. Keep all hangar doors, overhead doors, and personnel doors free and clear of all snow and ice build up that might impede door operation and door closing. Keep snow clear of all intake and exhaust vents and from around fire plugs on the side of the facility.

3. **Maintenance Engineering:** Service contracts are one way of accomplishing work in and around your facility. Types of service contracts include: custodial services, grounds maintenance, refuse and recycling, interior and exterior painting, oil and water separator services, furnishings, and floor coverings. Maintenance engineering (319 CES/CEOES) is responsible for all service contracts. CE quality assurance personnel (QAP) are responsible for monitoring and inspecting service contracts. They are the points of contact for those contracts and any problems you may encounter. If you require a service that is not currently being provided, contact the QAP section at 701-747-5819 for guidance on how to obtain contract services.

3.1. **Custodial Services:** For facilities that receive custodial services, there are two types of cleaning. Type 1 cleaning which is five days a week and Type 2 which consists of alternate cleaning five times in two weeks, 3-days the first week, and 2-days the second week. All restroom cleaning is twice weekly. To request carpet cleaning, or if you have any questions or concerns regarding your custodial service, contact QAP at 701-747-4194.

3.2. **Grounds Maintenance:** Maintenance of the grounds around your facility is accomplished by the Grounds Maintenance contract. The contract includes mowing, edging, trimming, pruning of trees and shrubs, tilling of common gardens, seasonal leaf and snow removal. Snow removal from sidewalks around facilities is prioritized per mission requirements. All sidewalks will be cleared within 24 hours of snow end. Snow removal around all fire hydrants is the responsibility of the grounds maintenance contractor. The grounds contractor is not responsible for: snow removal from roofs, all entrances including mechanical room doorways, walkways in front of the facility to the common sidewalk, weeding and general maintenance of planting beds along the sides of the facility. These areas are the responsibility of the facility manager. Questions should be directed to the Grounds QAP at 747-5821.

3.3. **Refuse & Recycling:** Refuse and recycling services are provided for the dorms, base industrial areas and housing. The contractor will not empty trash dumpsters containing recyclable materials, and will not empty recycle containers containing trash. Ensure all facility occupants have the means to properly recycle. If your facility has a contract cleaning service, ensure specialized containers are made available for trash and recyclable materials, and the proper items are placed in the containers. For refuse or recycling questions, contact QAP at 701-747-4021.

3.4. **Snow Removal:** Streets and parking lots are cleared by the snow removal contractor. Snow removal is prioritized by mission requirements. Priority 1 streets are to be completed within 3 hours of last ¼" of snowfall. Priority 2 streets are to be completed within 24 hours of last ¼" of snowfall with a 2 lane driving path within 12 hours. Priority 3 streets are to be completed within 72 hours and parking lots are to be cleared within 96 hours. Any questions should be directed to the Snow Removal QAP at 701-747-5821.

3.5. **Paint:** Submit all paint requests with the proper coordinations, signatures and pertinent information on AF Form 332 to Customer Service. Direct any questions to QAP at 701-747-6644.

3.6. **Oil & Water Separator and Grit Chambers:** For pumping and cleaning maintenance of these devices, contact QAP at 701-747-6644.

3.7. **Furnishings Management Office (FMO):** FMO provides washers, dryers, and furniture for the dormitories and unaccompanied living quarters. FMO also maintains an annual inventory for furnishings control. Direct any questions to QAP at 701-747-4369.

3.8. **Floor Coverings:** This contract includes: removal and installation of carpeting, padding, vinyl flooring, carpet tile, and installation of cove base. It does not include vinyl floor tile, ceramic floor tile, rubber stair treads. For more information contact CE Planning (319 CES/CEOEP) at 701-747-4020.

**4. Adopted Forms.**

DD Form 1131, *Cash Collection Voucher*

AF Form 332, *Base Civil Engineer Work Request*

AF Form 103, *Base Civil Engineering Work Clearance Request*

AF Form 1219, *BCE Multi-craft Job Order*

**5. Prescribed Forms.**

No forms are prescribed by this publication.

JOHN E. MICHAEL, Colonel, USAF  
319 ARW Commander

**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION***Abbreviations and Acronyms*

**AMC** – Air Mobility Command

**ARW** – Air Refueling Wing

**BCE** – Base Civil Engineer

**CE** – Civil Engineering

**CEH** – Civil Engineering Housing Flight

**CEOEC** – Civil Engineering Customer Service

**CER** – Civil Engineering Resources Flight

**CERR** – Civil Engineering Resources Real Estate

**CES** – Civil Engineering Squadron

**DOD** – Department of Defense

**DSW** – Direct Scheduled Work

**IAW** – In Accordance With

**MDG** – Medical Group

**NCO** – Non commissioned Officer (NCO)

**PCA** – Permanent Change of Assignment

**PCS** – Permanent Change of Station

**SrA** – Senior Airman

**TLF** – Transient Lodging Facility

**USAF** – United States Air Force

**VOQ** – Visiting Officer Quarters

Attachment 2

CHANGE OF FACILITY MANAGER FORM FIGURE

Figure A2.1. Change of Facility Manager Form



MEMORANDUM FOR: \_\_\_\_\_ DATE: \_\_\_\_\_

FROM: \_\_\_\_\_ (Organizational Commander)

SUBJECT: Appointment of Building Manager

You are hereby appointed as the primary / alternate (circle one) building manager for the following building(s): \_\_\_\_\_ Obtain the building manager folder from your predecessor, review AFPAM 32-1004V3, and attend the next mandatory Building Manager's Orientation Briefing. (Contact 319 CES/CEOEC, Bldg 418, ext. 2371 for more information) This letter releases \_\_\_\_\_ as building manager.

\_\_\_\_\_  
Signature of Organizational Commander

1<sup>st</sup> Ind: \_\_\_\_\_ (New Building Manager)

MEMORANDUM FOR 319 CES/CEOEC

Having been appointed the primary / alternate (circle one) building manager for the following building(s): \_\_\_\_\_, I assume the duties and responsibilities for the care and protection of the property as required. The following information is for official use only:

Rank / Name \_\_\_\_\_  
Org / Office Symbol \_\_\_\_\_  
Duty / Home Phone \_\_\_\_\_  
Orientation Date \_\_\_\_\_

(Call CE customer service to be scheduled for the next Building Manager's Briefing at 747-2371)

Signature of new building manager \_\_\_\_\_

**FOR OFFICIAL USE ONLY(When filled in)**  
**Privacy Act of 1974 Applies**

