



UNITED STATES MARINE CORPS
MARINE CORPS AIR STATION
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POLICY LETTER 02-23

From: Commanding Officer, Marine Corps Air Station, Cherry Point
To: Distribution List

Subj: STANDARD OPERATING PROCEDURES FOR SMALL APPLIANCE REPAIR

Ref: (a) AMSC Contract Number: M6700123D1004
(b) MCO 4400.201

Encl: (1) Small Appliance Repair Checklist

1. Purpose. This Policy Letter outlines the procedures needed in execution of the small appliance repair contract listed as reference (a). The procedures for completing enclosure (1) and its submission in the repair/replace process is listed in this Policy Letter.

2. Background. Previously, personnel requiring small appliance repairs in the barracks and in their workspaces were required to submit a work ticket through USMC Max. The time between the submission of the work ticket and the repair/replacement of the appliance depended solely on the availability of public works department personnel, taking them away from their primary duty. This process was considered something to be done in their spare time and did not have a process to track whether these repairs were due to normal wear and tear or vandalism and misuse. Reference (b) requires the submission of a Financial Liability Investigation of Property Loss (FLIPL) in all cases of suspected vandalism or misuse. These procedures were not being followed. A key step in this process, as well as a crucial element in providing timely repairs/replacements, is a clear process to evaluate small appliance repair or need for replacement being performed by properly trained individuals. This Policy Letter establishes those responsibilities for Marine Corps Air Station (MCAS), Cherry Point.

3. Information

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. To ensure timely repair/replacement of small appliance throughout the Installation, and to ensure we are in compliance with the references.

(2) Concept of Operations. This Policy Letter defines the responsibilities of the Barracks Managers, Unaccompanied Housing Manager, Directors, Responsible Officers (RO), Contract Officer Representative (COR), and the Personal Property Manager (PPM) in the small appliance repair/replacement process.

b. Coordinating Instructions

(1) Logistics

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(a) Ensure a COR is appointed and trained.

(b) Ensure small appliance replacement purchase is completed in accordance with applicable rules and regulations.

(c) Ensure all Directorates are advised on the contents of this Policy Letter.

(d) Dispose of all non-repairable small appliances in accordance with the references.

(e) Ensure proper processing of all FLIPLs.

(2) Facilities

(a) Ensure Barracks Managers and Unaccompanied Housing Managers are trained on the contents of this Policy Letter and the submission of the enclosure.

(b) Ensure Unaccompanied Housing Managers validate the small appliance repair checklist for all barracks and check the suspected vandalism or misuse block on the enclosure.

(3) Directorates/H&HS

(a) Ensure all ROs understand this requirement and are included in the process of reporting.

(b) Ensure those personnel assigned responsibility for small appliances utilize the enclosure properly.

4. Action

a. Requesting repair/replacement of small appliances

(1) Barracks appliances

(a) Barracks Managers initiate a service request and complete the small appliance repair checklist (encl: (1)). Once completed, the Barracks Manager forwards the checklist to the Unaccompanied Housing Manager.

(b) The Unaccompanied Housing Manager verifies the accuracy of the request and determines whether vandalism or misuse is suspected as causing the damage or repair requirement. Once completed

and signed by the Unaccompanied Housing Manager, they will forward the checklist via email to the COR.

(c) The COR receives the request and contacts the contractor requesting repair. If vandalism or misuse is suspected, the COR forwards a copy of the checklist to the PPM and Station Property Control for processing (see paragraph 5).

(d) The contractor coordinates with the Barracks Manager for access and applicable repair times.

(2) Non-barrack appliances

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(a) The Asset Responsible Officer initiates a service request and completes the small appliance repair checklist (encl: (1)). Once completed, the Barracks Manager forwards the checklist to the Unaccompanied Housing Manager.

(b) The Director verifies the accuracy of the request and determines whether vandalism or misuse is suspected as causing the damage or repair requirement. Once completed and signed by the Director, he will forward the checklist via email to the COR.

(c) The COR receives the request and contacts the contractor requesting repair. If vandalism or misuse is suspected, the COR forwards a copy of the checklist to the PPM and Station Property Control for processing (see paragraph 5).

(d) The contractor coordinates with the Asset Responsible Officer for access and applicable repair times.

b. Repairs/Replacements completed

(1) Contractor. Completes the services on the appliance and delivers their invoice to the COR for payment.

(2) COR. Completes quality assurance (QA) on appliance and invoice; Once complete, if COR is satisfied and all is correct, then the COR will process the invoice for payment.

(3) Personal Property Manager (PPM). Receives a copy of the checklist indicating vandalism or misuse causing damage to appliance. PPM drafts a letter requesting a FLIPL DD200 be completed. Once signed, this letter is delivered to the responsible officer for property account. PPM places a copy of the letter in turnover to await completion on the DD200. PPM suspends the Garrison Property account and notifies the Station Furniture Department that the account has been suspended awaiting completion of the DD200. The property account remains suspended until receipt of the completed DD200. The Responsible Officer/Unit will be unable to request property from Station Furniture until completing the requirements.

6. Scope. This policy is applicable to all Installation personnel.

7. The point of contact for this submission is Dianna Funcke at (252) 466-3047 or dianna.funcke@usmc.mil.


B. C. BURKS

DISTRIBUTION: A

APPLIANCE MAINTENANCE CHECKLIST

BEQ: _____

BARRACK MANAGER: _____

UNIT: _____

PHONE NUMBER: _____

ROOM: _____

DATE: _____

SERIAL #: _____

MFR: _____

MINER PROERTY TAG #: _____

REFRIGERATOR/FREEZER

- Clean and Check Seal/Gasket
- Check for proper manufacture's setting (Middle temp)
- Light is out
- Is refrigerator level
- Is refrigerator/freezer defrosted
- Is there adequate room for circulation
- Plugged into GFI and not tripped
- Is the appliance clean
- Vandalism suspected

WASHER

- Knobs missing
- Lid broken
- Leaking water
- Hose busted
- Motor not turning wash tub
- Machine will not turn on
- Vandalism suspected

DRYER

- Knobs missing
- Door Broken
- Hose not connected to vent
- Vent clogged/lint trapped cleaned
- Motor not turning drum
- Dryer does not heat
- Vandalism suspected

MICROWAVE (REMOVE FROM REFRIGERATOR)

- Is there adequate room for circulation
- Plugged into GFI and not tripped
- Is the appliance clean
- Vandalism suspected

Normal wear and tear

Suspected vandalism or misuse

Additional Remarks _____

Barracks Manager Signature

BEQ Manager/Unaccompanied Housing Manager

ENCLOSURE (1)