



***Maintenance Series Handbook  
MS-110***

***Field Office Facility  
Maintenance Guidelines***

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## SECTION 1 INTRODUCTION

### 1.1 GENERAL

The term Senior Postal Official (SPO) will be used throughout this document and will be inclusive of various EAS positions such as Installation Heads, Postmasters, Station & Branch Managers and/or Supervisors.

The Senior Postal Official (SPO) plays a critical role in ensuring that your building is maintained in a clean and pristine condition. The SPO is the postal official with the most complete knowledge of the condition of your building and the first to know when maintenance, repair, or improvement is needed. It is your responsibility to initiate action for these needs.

The SPO must maintain their facility in the best possible condition to ensure that:

- a. Employees are provided with a clean, hazard-free, and efficient working environment.
- b. The Postal Service investment in your facility is preserved economically as well as aesthetically.
- c. Your facility upholds and presents the best image possible of the Postal Service and provides your customers with a clean and pleasant atmosphere to conduct their postal business.
- d. Adequate security measures are in place and followed. Reference current version of *Publication 266* (Blueprint for Facility Security) for guidance.  
<http://blue.usps.gov/cpim/ftp/pubs/pub266.htm>

The objective of this handbook is to help the SPO, resolve facility maintenance and repair problems. Resolution of problems at the SPO level will expedite the completion of facility maintenance projects, and result in reduced administrative costs.

### 1.2 AVAILABLE ASSISTANCE

For maintenance guidance on custodial staffing, policies and procedures, contact the lead Maintenance Manager for your District. For building and grounds repairs/alterations, contact the [Facilities Response Line](#) (Facilities Services Office).

### 1.3 CORRECTIVE ACTION

Where correction of deficiencies is necessary, within your responsibility and local spending authority, you must initiate the necessary corrective action in a timely, efficient manner.

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## SECTION 2 SPO RESPONSIBILITIES FOR GOOD HOUSEKEEPING

### 2.1 GENERAL

Consistent, good housekeeping practices are an integral part of the overall maintenance of a postal facility. A clean, well-maintained post office has a positive, motivating influence on employees and maintains a good Postal Service image in the community.

The SPO is responsible for the cleanliness of the facility. It is important that the following is executed:

- a. Establish and maintain a regular cleaning schedule by following the policies and procedures in the MS-47 Handbook.

#### NOTE

Ensure that you are following the correct transmittal letter appropriate for your facility. This section references two versions of MS-47; Facility Cleaning (Team Cleaning) TL- 5 dated June 27, 2014 and Housekeeping Postal Facilities TL-3 dated June 1, 1983. MS-47 TL-3 is only referenced in this document for those facilities that have not yet transitioned to MS-47 TL-5. The Postal Service is working to transition all sites to MS-47 TL-5 facility cleaning policies and procedures.  
<http://www.mtsc.usps.gov/msbooks/pdf/MS-47TL3.pdf>

- b. Supervise the activities of custodial employees or act as point of contact for contract cleaners where applicable.
- c. Purchase the necessary house-keeping products and equipment.

Good housekeeping is the responsibility of each facility, and the Postal Service should be a good tenant whether it owns or leases the building it occupies. Treat all property with the same exceptional care and respect to meet postal standards.

Ensure to follow the applicable handbooks, manuals, management instructions, and bulletins that are available to determine the custodial workload, staffing, and cleaning requirements.

Critical documents needed:

- [Handbook MS-47, Facility Cleaning](#) TL-5, dated June 27, 2014
- [Handbook MS-47, Housekeeping Postal Facilities](#) TL-3; dated June 1, 1983
- [Administrative Support Manual \(ASM\)](#), Section 5
- [Handbook MS-10, Floors, Care and Maintenance](#)

## **2.2 CUSTODIAL WORKLOAD AND STAFFING REQUIREMENTS**

*Handbook MS-47, Facility Cleaning TL-5, dated June 27, 2014* and *Housekeeping Postal Facilities, TL-3, dated June 1, 1983* contains the policies and procedures for determining and scheduling the custodial workload for each facility. Custodial staffing levels should be reviewed annually for workload changes, buildings or grounds modifications, new cleaning or maintenance methods, materials, or equipment are introduced. The SPO must work with the Lead Maintenance Manager for their district to determine the authorized staffing in accordance with the MS-47 and the [Administrative Support Manual \(ASM\)](#).

All consideration for contract cleaning must be in accordance with ASM Section 5.

## **2.3 POSTAL CLEANING**

In facilities where postal employees provide the custodial services, the SPO will provide the supervision necessary. This supervision should become thoroughly familiar with the duties and responsibilities of custodial employee(s).

The SPO at <http://www.mtsc.usps.gov/msbooks/pdf/MS-47TL3.pdf> all facilities cleaned by USPS custodians must attend the appropriate Custodial Team Cleaning (CTC) course for Postmasters/SPO.

MS-47 Facility Cleaning TL-5 (Custodial Team Cleaning) facilities will have cleaning, policing, and project work PS Form 4776 "route sheets" provided to them when work loading is completed at their facility.

The SPO will ensure routes are completed and observation processes are followed, in accordance with the policies and procedures within the Handbook MS-47, Facility Cleaning TL-5; dated June 27, 2014, to preserve USPS building cleanliness standards.

Facilities that are not converted to the Custodial Team Cleaning (CTC) (MS-47 TL-5) format will continue to follow the policies and procedures within the MS-47, Housekeeping Postal Facilities, TL-3 dated June 1, 1983.

Key Areas of Focus:

- Written routes that are specific to what needs to be cleaned and frequency to clean
- Management follow up and feedback with custodians
- Emphasis on quality of work that provides a clean environment for our customers and employees. While written work assignments are good, they are no substitute for effective supervision. Employees must know the requirements and how to accomplish quality work.

## **2.4 CONTRACT CLEANING**

In facilities where contract cleaners are contracted, in accordance with ASM Section 5, it is the responsibility of the SPO to check the quality and quantity of the work against the cleaning contract. The Contractor shall ensure that the subcontractor/cleaner understands what is expected per the contract.

In the event that a contract cleaner's performance is determined to be unsatisfactory, progressive corrective action may be taken.

1. The SPO may take the following actions:
  - Discuss the statement of work deficiencies with the contractor/cleaner.
  - Send a notification of deficiency to the Contracting Officer.
2. The Contracting Officer may issue a Letter of Concern to the Contractor.

### **NOTE**

A Letter of Concern should ONLY be issued by the Contracting Officer, as it involves contract administration and may result in issuance of a cure notice.

All questions concerning unsatisfactory performance or failure to provide contract cleaners shall be directed to the Contracting Officer at the Denver Facility Services Category Management Center (CMC). The SPO is responsible for developing a documentation file to support the complaint of unsatisfactory performance.

The SPO should develop checklists to record the dates when quarterly and semiannual tasks were completed; e.g., floor stripping and waxing, window washing, and overhead cleaning. See Exhibit 2-1, Exhibit 2-2, Exhibit 2-3, Exhibit 2-4, and Exhibit 2-5.

The SPO does not have the authority to terminate a contract. This authority can only be exercised by the Contracting Officer at the Facility Services CMC.

All questions concerning poor performance or failure to provide contract cleaners should be directed to the Contracting Officer for cleaning services at the Denver Facility Services CMC. The SPO is responsible for developing a documentation file to support the complaint of poor performance on the part of the contractor.

The SPO should develop checklists to record the dates when quarterly and semiannual tasks were completed and as a reminder to contract cleaners as to when tasks are due to be performed; e.g., floor stripping and waxing, window washing, and overhead cleaning. See Housekeeping inspection

Facilities converted to Handbook MS-47, Facility Cleaning TL-5; dated June 27, 2014 (Custodial Team Cleaning) format, will follow the guidelines in section 11 of the MS-47 TL-5 handbook, using form 4851; Building Housekeeping Inspection, dated (May 2014) or equivalent electronically recorded means to perform semi-annual housekeeping inspections. See Exhibit 2-6.

## Field Office Facility Maintenance Guidelines

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Facilities not converted to MS-47 TL-5 Facility Cleaning (Custodial Team Cleaning) format, will perform housekeeping inspections semiannually, using Form 4851 Housekeeping Inspection dated (November 1982) or equivalent electronically recorded means. See Exhibit 2-65.

The SPO must keep the inspection checklist on file or use the inspection module in the web based custodial application for audit purposes.

The SPO is required to maintain copies of Form 4851 Housekeeping Inspection and send copies to the FMO. These copies must be kept for two years at the local site and FMO for all facilities with postal custodians.

## Field Office Facility Maintenance Guidelines

### Inside Areas--Cleaning Requirements

#### 1. Boiler and storage rooms:

- \_\_\_\_\_ Clean overhead.
- \_\_\_\_\_ Dust flat surfaces.
- \_\_\_\_\_ Maintain floors.
- \_\_\_\_\_ Sweep floors.
- \_\_\_\_\_ Wash windows.
- \_\_\_\_\_ Wet-mop floors.

#### 2. Lobbies, halls, and vestibules:

- \_\_\_\_\_ Arrange desk and furniture items neatly.
- \_\_\_\_\_ Clean sand in ashtrays.
- \_\_\_\_\_ Clean overhead.
- N \_\_\_\_\_ Damp-mop in wet weather.
- \_\_\_\_\_ Damp-wipe front of service counter.
- \_\_\_\_\_ Damp-wipe service counter with detergent and water.
- \_\_\_\_\_ Dust furniture, post-office box screenlines, etc.
- \_\_\_\_\_ Empty trash cans.
- N \_\_\_\_\_ Lay out safety matting in wet weather.
- \_\_\_\_\_ Maintain floors.
- \_\_\_\_\_ Pick up loose trash.
- \_\_\_\_\_ Polish metal.
- \_\_\_\_\_ Spot sweep.
- \_\_\_\_\_ Wash windows.
- \_\_\_\_\_ Wet-mop floors.
- \_\_\_\_\_ Wipe glass.

#### 3. Lookout galleries:

- \_\_\_\_\_ Damp-wipe lookout glass.
- \_\_\_\_\_ Dust walls, lookout slots, ladder rungs, guardrails, rope "telltale," and arm ledges.
- \_\_\_\_\_ Replace burned-out lamps.
- \_\_\_\_\_ Sweep floors.

#### 4. Lunchrooms and locker rooms:

- \_\_\_\_\_ Clean overhead.
- \_\_\_\_\_ Damp-mop floors (except wood or cork floors) with disinfectant cleaner.
- N \_\_\_\_\_ Damp-wipe spills and stains around vending machines and tables.
- \_\_\_\_\_ Damp-wipe tables and drinking fountains with disinfectant cleaner (mix disinfectant according to manufacturer's instructions).
- \_\_\_\_\_ Dust all horizontal surfaces from the floor level to (and including) the tops of lockers.
- \_\_\_\_\_ Dust upright surfaces of 20 percent of lockers.
- \_\_\_\_\_ Empty all trash cans and insert new liners.
- \_\_\_\_\_ Maintain floors.
- \_\_\_\_\_ Remove all trash from tables.
- \_\_\_\_\_ Spot sweep.
- \_\_\_\_\_ Sweep wood or cork floors.
- \_\_\_\_\_ Wash windows.
- \_\_\_\_\_ Wet-mop floors.

### Exhibit 2-1. Contract Cleaning Checklists (Sheet 1 of 4)

## Field Office Facility Maintenance Guidelines

AREAS TO BE CLEANED					
Inside Areas			Outside Areas		
Item	Description	Area	Item	Description	Area
1.	Boiler and storage rooms	= _____ sq. ft.	11.	Lawn and other unpaved areas	= _____ sq. ft.
2.	Lobbies, halls, and vestibules	= _____ sq. ft.	12.	Paved areas	= _____ sq. ft.
3.	Lookout galleries	= _____ lin. ft.	13.	Platforms	= _____ sq. ft.
4.	Lunchrooms and locker rooms	= _____ sq. ft.	14.	Other outside areas:	
5.	Offices	= _____ sq. ft.		_____	= _____ sq. ft.
6.	Rest rooms	= _____ sq. ft.		_____	= _____ sq. ft.
		with _____ fixtures		_____	= _____ sq. ft.
7.	Stairs and landings	= _____ flights			
8.	Workrooms	= _____ sq. ft.			
9.	Janitor's closets	= _____ closets			
10.	Other inside areas:				
	_____	= _____ sq. ft.			
	_____	= _____ sq. ft.			
	_____	= _____ sq. ft.			
	_____	= _____ sq. ft.			
<b>Inside Total</b>		= _____ sq. ft.	<b>Outside Total:</b>		= _____ sq. ft.

  

CLEANING REQUIREMENTS	
<b>Instructions</b>	
1. Cleaning of lookout galleries must be coordinated with the local Postal Inspector. The cleaning of lookout galleries is usually done on the first Monday of the month.	
2. Work must be done on the days marked below between the hours of _____ and _____. Do not clean on Sundays or Federal holidays.	
____ Monday ____ Tuesday	____ Wednesday ____ Thursday
____ Friday ____ Saturday	
3. USPS believes you must average _____ workhours every 2 weeks to complete the work satisfactorily.	
4. The tasks you must do are shown below. How often you must do each task is shown by a symbol:	
M means every Monday. T means every Tuesday. W means every Wednesday. Th means every Thursday. F means every Friday. S means every Saturday.	B means once every 2 weeks. 1 means every month. 3 means every 3 months. 6 means every 6 months. Y means every year. N means as needed. D means every day.

**Exhibit 2-2. Contract Cleaning Checklists (Sheet 2 of 4)**

## Field Office Facility Maintenance Guidelines

### Inside Areas--Cleaning Requirements (Continued)

#### 5. Offices:

- \_\_\_\_\_ Clean overhead.
- \_\_\_\_\_ Damp mop.
- \_\_\_\_\_ Dust furniture, equipment, etc.
- \_\_\_\_\_ Empty and damp-wipe ashtrays.
- \_\_\_\_\_ Empty and damp-wipe wastebaskets.
- \_\_\_\_\_ Maintain floors.
- \_\_\_\_\_ Sweep floors.
- \_\_\_\_\_ Wash sinks and water-coolers and spot clean smudges and fingerprints on water cooler glass and walls.
- \_\_\_\_\_ Wash windows.
- \_\_\_\_\_ Vacuum rugs.

#### 6. Rest rooms:

- \_\_\_\_\_ Check plumbing and flush commodes.
- \_\_\_\_\_ Clean overhead.
- \_\_\_\_\_ Damp mop.
- \_\_\_\_\_ Damp-wipe commodes and sinks with disinfectant cleaner.
- \_\_\_\_\_ Dust stall tops, high ledges, and window sills.
- \_\_\_\_\_ Empty trash cans.
- \_\_\_\_\_ Maintain floors.
- \_\_\_\_\_ Police.
- \_\_\_\_\_ Refill toilet tissue, paper towels, and soap dispensers.
- \_\_\_\_\_ Remove gum with putty knife.
- \_\_\_\_\_ Scrub inner and outer surfaces (including underside of lips) of commodes, urinals, and sinks using disinfectant cleaner.
- \_\_\_\_\_ Spot clean toilet stalls, rest room doors, and rest room walls with disinfectant cleaner to remove fingerprints and writing.
- \_\_\_\_\_ Wash mirrors, ledges, chrome, and receptacles using disinfectant.
- \_\_\_\_\_ Wash windows.
- \_\_\_\_\_ Wet-mop floor with disinfectant cleaner.

#### 7. Stairs and landings:

- \_\_\_\_\_ Clean overhead.
- \_\_\_\_\_ Damp-mop.
- \_\_\_\_\_ Dust handrails.
- \_\_\_\_\_ Sweep.
- \_\_\_\_\_ Wash windows.

#### 8. Workrooms:

- \_\_\_\_\_ Damp-mop floors.
- \_\_\_\_\_ Damp-wipe fingerprints and smudges on walls and drinking fountains with disinfectant cleaner.
- \_\_\_\_\_ Dust pigeonholes in 25 percent of sorting cases.
- \_\_\_\_\_ Dust window sills, radiators, and tops and ledges of sorting cases.
- \_\_\_\_\_ Empty all trash cans and take trash to pickup point.
- \_\_\_\_\_ Pick up large pieces of trash and boxes.
- \_\_\_\_\_ Sweep floors.
- \_\_\_\_\_ Maintain floors.
- \_\_\_\_\_ Wash windows.
- \_\_\_\_\_ Clean overhead.

**Exhibit 2-3. Contract Cleaning Checklists (Sheet 3 of 4)**

**Inside Areas--Cleaning Requirements (Continued)**

9. Janitor's closets:  
\_\_\_\_\_ Clean, organize, and maintain equipment.

10. Other inside areas or tasks:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Throughout facility:  
\_\_\_\_\_ Dust venetian blinds.  
\_\_\_\_\_ Damp-wipe light fixtures.  
\_\_\_\_\_ Wash light fixtures and venetian blinds.  
N \_\_\_\_\_ Change burned-out bulbs and fluorescent lamps.

**Outside Areas--Cleaning Requirements**

11. Lawn and other unpaved areas:  
\_\_\_\_\_ Cut and trim lawn.  
\_\_\_\_\_ Police.

12. Paved areas:  
\_\_\_\_\_ Police.  
\_\_\_\_\_ Sweep.

13. Platforms:  
\_\_\_\_\_ Clean overhead.  
\_\_\_\_\_ Sweep.

14. Other outside areas or tasks:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**EQUIPMENT AND SUPPLIES**

USPS provides all equipment and supplies needed to clean the facility except the following (which you must provide). Products supplied by the contractor must be approved by the Postal Service prior to their use.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Once supplies are delivered, you are responsible for any loss or damage to them (except for supplies that are used up during the work or normal wear and tear).

**Exhibit 2-4. Contract Cleaning Checklists (Sheet 4 of 4)**





## **SECTION 3 BUILDING INSPECTION**

### **3.1 GENERAL**

Due to age and use, facilities and equipment require periodic repair and maintenance. The SPO is responsible for the day-to-day maintenance, inspection, and monitoring of repair obligations. Since the SPO is the eyes of the U.S. Postal Service at the local level, his/her participation and effort are necessary to ensure that the postal facilities are maintained at a satisfactory level.

Twice a year, preferably during Accounting Period 1 and Accounting Period 6, the SPO must make a complete inspection of his/her facility. This will allow the SPO to determine the condition of the building and grounds before the onset of winter weather and spring rains.

Exhibit 3-1, Exhibit 3-2, Exhibit 3-3, Exhibit 3-4, and Exhibit 3-5 show sheets 1 thru 5 of the Building Inspection Form. This form is used for inspecting and reporting building deficiencies to the Facilities Response Line at 1-855-444-6375.

The inspection identifies required work without indication of responsible parties. The Facilities Response Line will help determine the responsible party, establish the priority for the repair, replacement, or improvements that may preclude further damage.

### **3.2 COMMON MAINTENANCE DEFICIENCIES**

#### **3.2.1 General**

The following subsections represent common maintenance deficiencies that might be identified in the building. It is not intended to be all-inclusive; but rather, designed to provide general information regarding the more common types of maintenance repairs. A good rule of thumb to apply during inspection is to ask, "Would this condition go unintended if found in your own home?"

#### **3.2.2 Building Interior**

##### **3.2.2.1 Floors**

Broken, missing, or worn floor tiles are the most common problems. Broken or missing floor tiles constitute a safety hazard and should be treated as a high priority item. Flooring that shows considerable wear should be treated with lower priority. This condition may be indicative of a poor floor maintenance program.

Cracks in floors (separation between tiles) are potentially hazardous items and should be noted. If no tripping hazard results, the work should be given priority accordingly. Cracks in the floor resulting in differences in floor height are another potential hazard that may not create any particular problems. However, the building lessor should be notified, as this is an indicator of the building settling and possibly more severe problems in the future.

### **3.2.2.2 Interior Walls**

The most common problem found with an interior wall inspection is "needs painting". The question to ask is, "Why does it need painting?" If the answer is "marked up by our employees or equipment" or "paint peeled when wall posters were removed", then action should be taken to minimize these situations. Also, if the areas around the heat registers are dirty, it is suggested that instead of painting, first check the furnace filters and then try washing the walls in those areas.

Minor cracks in the walls are another problem. During inspection, note whether there has been any change in either the width or length of these cracks. If a crack reaches a width of approximately 1/8 inch, it is an indication of possible building settling and should be reported in writing to the building lessor or Facilities Response Line. Document cracks with pictures and measurements on the form.

### **3.2.2.3 Ceilings**

The two most common types of problems with ceilings result from roof leaks that are still active, or roof leaks that have been repaired without repair to the ceiling.

### **3.2.2.4 Plumbing**

The problems here may run from relatively simple deficiencies such as dripping faucets and defective flush valves to severe problems such as inadequate, plugged, frozen, and/or broken water lines, sewer lines, and plumbing fixtures.

### **3.2.2.5 Electrical**

All electrical fixtures, switches, and outlets should be checked to ensure proper operation and repaired accordingly. High priority corrective action should be given to major electrical deficiencies such as recurrent blown fuses, tripped circuit breakers, or unusually warm switches, outlets, or electrical panels.

### **3.2.2.6 Heating Systems**

Inspection of a heating system to determine if problems that needs to be addressed.

Some examples are:

- On a cold day, the system is incapable of maintaining adequate temperature of 65 °F.
- There are extreme cold or hot spots within the heated building area.
- Does the furnace seem to run abnormally long?
- When was the last time the filters were changed?
- In a fuel oil system, when was the last cleaning?
- Are fumes detected when the furnace is running?
- Does the boiler have a current USPS inspection certificate?

### **3.2.2.7 Air-Conditioning Systems**

The preliminary inspections are relatively simple. Some examples are as follows:

- With the air-conditioner on, does the air coming out of the exhaust duct seem cold enough?
- Is the air-conditioning capable of maintaining reasonable temperature (78 °F)?
- When the air-conditioner was new, did it seem to work better?
- How old is the system and when was the last time it was serviced?
- Are the filters clean?

These indicators will not necessarily tell you if anything is wrong, but will identify potential problems which need to be addressed.

- If you identify a safety-type problem, you should set a very high priority on solving it.
- If you determine the problem can be solved simply (such as changing filters), proceed accordingly.
- If the potential problem falls somewhere in between, contact the Facilities Response Line for guidance.

### **3.2.3 Building Exterior**

#### **3.2.3.1 Doors and Locks**

Broken/worn doors or locks that create potential "security of the mail" issues should be treated as a high priority item. If you are having an issue with door locks that could be eliminated by installing a better grade lock, proceed accordingly. In a leased facility, the lessor may be receptive to installing a better lock if you offer to absorb the cost differential.

If damage is caused by an act of vandalism, it must be reported immediately to the Postal Inspection Service, the local police authority, the Facilities Response Line, and the lessor, in that order. If the broken door or lock presents a security risk or safety hazard, it must be sealed, boarded, or replaced immediately. In replacing doors and locks, ensure compliance with National Fire Protection Association Life Safety Code–IV.

Doors that stick should be noted, but treated with a lower priority.

Drafts around doors are another common problem that impacts your energy conservation program and thus, should not be overlooked. These problems are relatively easy to fix with weather stripping and/or door sweeps, and can generally be handled by the SPO.

### **3.2.3.2 Windows**

Several types of window problems are as follows:

- Broken and missing glass in windows
- Cracked glass
- Windows that require re-caulking
- Windows not operable (e.g., painted shut or hardware broken)
- No storm windows
- No screens
- Rotten components of wood windows, frames, or sills

The severity of each of these items must be assessed to determine the priority of action required.

### **3.2.3.3 Roof Leaks**

High priority should be given to roof leaks because they never get better by themselves, and they usually leak the worst when the repairs are impossible. The first sign of a roof leak is usually a stained ceiling or ceiling tile. This condition should immediately be reported to the lessor and Facilities Response Line. The Installation Head should ensure that roofs and gutters, including roof drains on flat roofs, are clean and free from debris.

### **3.2.3.4 Downspouts and Guttering**

The most common problems are gutters clogged with leaves and downspouts damaged as a result of vehicles backing into them. Other problems are gutters and downspouts that are rusted out or have been removed, causing a dripping problem over sidewalks, steps, etc.

### **3.2.3.5 Fire Extinguishers**

Fire extinguishers must be tagged with Form 4705, *Inspection Tag*, and must be inspected both monthly and annually. Procedures for maintenance, inspection, and tagging are defined in HBK *MS-1, Operation and Maintenance of Real Property*, the current MMO titled *Guidelines for Creating Detailed Local Building Equipment Emergency System (EMSYS) Preventive Maintenance (PM) Checklists*, and HBK *MS-56, Fire Prevention and Control*.

### **3.2.3.6 Dock Areas**

A common cause of damage to dock canopies is postal trucks that are too tall to fit under the canopy.

When such damage occurs, the site must collect and record any incident documentation and report facility damage to the Facilities Response Line.

If the damage to the dock, or to any other part of the building, is caused by a contract driver employee, the Postal Service is not directly responsible for the damage.

The site is responsible for notifying the district tort coordinator to report the incident and start the process of reimbursement through the responsibly parties insurer.

### **3.2.3.7 Other Areas**

Typical problems are as follows:

- Inadequate or inoperable exterior lighting
- Broken or missing signs or identification
- Exterior painting issues, such as flaking, peeling, or chipped paint, or mortar falling out between bricks or blocks

### **3.2.4 Parking and Maneuvering Areas**

Parking and maneuvering areas generally fall into two categories, paved or unpaved. Regardless of the surface, the most frequent problems are generally in the area of potholes and inadequate drainage:

Potholes (regardless of surface) are relatively easy to repair if they have not been allowed to become severe.

Inadequate drainage is potentially a more difficult problem. If the poor drainage has recently been noted, the cause may be simply a plugged drain. However, if the drainage problem has been long-term in nature, the repair or improvement may be more difficult, and you should contact the Facilities Response Line.

### **3.2.5 Grounds**

The most common problems with the grounds are cracked or heaving sidewalks, dead or dying bushes and shrubs, weeds, dead lawn areas, trees that need trimming, and damaged or inoperable flagpoles.

Determine if these conditions constitute a safety problem, e.g., uneven sidewalks causing a tripping hazard or large dead branches that may fall from trees.

## **3.3 RESPONSIBILITY/ACTION**

Once the building inspection has been completed, and a list of items requiring attention has been developed, the items requiring attention should be prioritized in the order by which they should be accomplished.

Determine whether the action required is a repair or improvement project.

Repairs are defined as actions required to restore permanent existing features of the facility to good and operable condition.

Improvement projects are defined as the addition of any item that was not provided when the building was occupied, was added by approved modification, and impacts the value of the property.

Examples of improvements are storm windows and/or doors, setback thermostats, weather stripping, ceiling insulation, remodeled screen lines, baffles behind service counter, and paving the maneuvering areas. Normally, improvement projects are reviewed and approved by the Manager, Post Office Operations, then district management relays the request to the Customer Relationship Managers (CRM) at the Area Office. After CRM review, the request is forwarded to the Facilities Response Line for action.

The SPO must maintain copies of all warranty documentation, installation records, and service agreements for all work performed. The SPO must also maintain documentation of all inspection reports deficiencies abated along with copies of the CMMS work records for a minimum of two years.

### **3.4 EMERGENCY REPAIRS**

A needed repair that constitutes a threat to the safety or health of postal employees or customers, or threatens the security of the mail, is an emergency repair.

Refer to Section 0, "Emergency Repairs," of this handbook for procedures concerning emergencies.

**Legend for Exhibit 3-1, Sheets 1-5**

Satisfactory	Item is safe for customers and/or employees, presents a pristine image of the USPS's brand, and should not require maintenance within the next 6 months.
Unsatisfactory	All other conditions
Type Work	Repair (Unsatisfactory items only) - Item is broken and will require work to bring it back to its original condition. Improve- All other conditions.
Comments	Explain the deficiency sufficiently enough so a reasonable person will understand what you're describing to effect repairs/improvements at a later time without you being there. Be specific in describing the location.
Priority	Condition exists that makes the item unsafe for customers and/or employees. Accomplish repairs immediately. Condition exists that negatively impacts USPS's brand/image in the eyes of our customers, repair/improvement must occur within 2 weeks. All other conditions, annotate desired time frame to completion in comments block.
Prior Action	Reference the Facilities Management System (eFMS) at <a href="https://facilities.usps.gov/fms_portal/">https://facilities.usps.gov/fms_portal/</a> to ascertain open calls and their status for the facility.

## Field Office Facility Maintenance Guidelines

Facility Name: _____ Address: _____  Telephone # _____ Person Making Inspection: _____	Date: _____ Office Level _____ Station & Branch or Assoc. Office: _____ Person Making Inspection: _____ Postal or Contract Cleaned _____  Postmaster: _____ Postmaster Signature: _____							
Building Inspection		Type Work		Priority	Has Prior Action Been Initiated?			
Item	Satisfactory	Unsatisfactory	Comments	Repair	Improv.	When Work Should Be Completed	Yes No	If Yes, Enter Latest Status
Grounds & Approaches Parking/Maneuvering								
Walks & Curbs								
Landscaping								
Flagpole								
Adequate Space Employee Parking								
Customer Parking								
Maneuvering Area								
Additional Comments								

**Exhibit 3-1. Building Inspection Form (Sheet 1 of 5)**

Field Office Facility Maintenance Guidelines

Item	Building Inspection			Type Work		Priority When Work Should Be Completed	Has Prior Action Been Initiated?	
	Satisfactory	Unsatisfactory	Comments	Repair	Improv.		Yes	No
Building Exterior								
Walls								
Windows & Frames								
Doors & Frames								
Entrance Steps								
Drains, Gutters, & Downspouts								
Platform Canopy								
Dock/Platform								
Platform Steps & Ramps								
Exterior Painting								
Additional Comments								

Exhibit 3-2. Building Inspection Form (Sheet 2 of 5)

## Field Office Facility Maintenance Guidelines

Item	Building Inspection			Type Work		Priority When Work Should Be Completed	Has Prior Action Been Initiated?	
	Satisfactory	Unsatisfactory	Comments	Repair	Improv.		Yes No	If Yes, Enter Latest Status
Building Interior								
Walls								
Floors								
Ceilings								
Windows & Frames								
Doors & Locks								
Interior Painting								
Additional Comments								

**Exhibit 3-3. Building Inspection Form (Sheet 3 of 5)**

## Field Office Facility Maintenance Guidelines

Item	Building Inspection			Type Work		Priority	Has Prior Action Been Initiated?	
	Satisfactory	Unsatisfactory	Comments	Repair	Improv.	When Work Should Be Completed	Yes	No
Heating, Ventilation, & Cooling Systems								If Yes, Enter Latest Status
Heating System								
Air Conditioning System								
Lighting								
Plumbing								
Additional Comments								

**Exhibit 3-4. Building Inspection Form (Sheet 4 of 5)**

General Questions:

Do you have a current copy of your lease? \_\_\_\_\_ Yes \_\_\_\_\_ No

Is site aware of the process for requesting emergency repairs? \_\_\_\_\_ Yes \_\_\_\_\_ No  
If yes, have the site explain the process

Is it current? \_\_\_\_\_ Yes \_\_\_\_\_ No

Items that you believe are required and are facility improvements:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**Exhibit 3-5. Building Inspection Form (Sheet 5 of 5)**

## **SECTION 4 EMERGENCY REPAIRS**

### **4.1 GENERAL**

An emergency repair is action taken to correct a situation that constitutes a threat to the safety or health of postal employees or customers, protecting the integrity of the infrastructure, or threatens the security of the mail.

Some examples of emergency repair situations are as follows:

- Loss of heat during severe winter temperatures
- Broken door lock
- Water line break that causes flooding in the building or disables sanitation services
- Leak in roof over mail processing or customer services areas
- Electrical short circuit or power failure
- Asbestos Release
- Breach in or penetration of exterior wall

Each of the above examples meet the criteria in the definition of an emergency repair (Loss of heat during very cold weather constitutes a threat to the health of employees and/or customers. A broken door lock constitutes a threat to the security of the mail).

Use the criteria in the definition of an emergency to classify a repair as an emergency. If the repair does not meet the emergency repair criteria, refer to Non-emergency repair procedures.

### **4.2 EMERGENCY SITUATIONS**

#### **4.2.1 General**

If there is an emergency, protect employees and customers first. (Examples Fire, high winds, flooding, gas leak.)

<http://blue.usps.gov/cpim/ftp/manuals/asm/asmtc.pdf><http://www.mtsc.usps.gov/msbooks/pdf/ms-45.pdf>

#### **4.2.2 Emergency Action Plan (EAP)**

Activate the Installation Emergency Action Plan (EAP) and use the Applicable Emergency Checklist.

1. Ensure the safety of employees and customers.
2. Call 911 or Inspection Service in accordance with the EAP.
3. Call the appropriate utility company if safe to do so.
4. Call the MPOO/POOM/CSOM when safe to do so.

5. Provide a Situation Report (SITREP) status: Include the status of people, property, product and information being communicated.
6. Provide response plan being implemented at that point in time.
7. Document impact, decisions, and responses.
8. Follow the direction of the First Responders, Installation Emergency Evacuation Team, and management.

#### **4.2.3 Emergency Situation Resolved**

After Emergency Subsides, perform the following:

1. Assess any facility impact or damage that affects Safety, Service, Security, or if the facility is inaccessible.

#### **NOTE**

For power outages, contact the power utility first to report the outage and request a restoration projection.

2. Immediately contact the Facility Response Line at 1-855-444-6375 to report the problem.
3. Coordinate a response/recovery plan with FMO & Management.
4. Coordinate an assessment with management and FMO, before safely re-occupying the facility to resume normal operations.
5. Call the MPOO/POOM/CSOM to provide a SITREP (Status of People, Property, Product and Communication) and the response plan(s) being implemented.
6. Continue to document impact, decisions, and responses.

### **4.3 EXPECTATIONS WHEN CONTACTING THE FACILITY RESPONSE LINE**

#### **4.3.1 Postal Owned or Maintained Offices**

The Facility Response Line will assign the issue to the Field Maintenance Office (FMO). The FMO has 20 minutes to respond.

Emergency repairs will be expedited.

Field Maintenance will assess their response/recovery capabilities and use available resources and staff. Directing Installation Manager to Emergency Preparedness Response & Recovery Services (EPRRS) contracts as necessary.

- OR -

Field Maintenance will decline the project/work, if the FMO does not have the response capabilities (i.e. resources).

If FMO declines or is inaccessible, the Facilities Response Line will reassign the project to the HUB Project Manager (Facilities). They have access to emergency funding, resources, and contracts for immediate response.

Facilities will communicate with the FMO and Management to outline the best route for response and resources.

Facilities will coordinate ongoing response/recovery with the Installation Manager, FMO, and National Preparedness Specialist (NPS) and assist with assessing safe building re-occupation, operations, etc.

#### **4.3.2 Leased Facilities with Landlord Responsibilities and GSA Buildings**

In the case of leased facilities with landlord responsible agreements and/or GSA buildings, the Facilities Response Line will assign the issue to the Landlord Maintenance Team. The landlord has four hours to respond.

Emergency repairs will be expedited by the landlord.

If Landlord does not respond within the four hours, a postal contractor will be dispatched to provide emergency repairs.

Call the Facilities Response Line immediately for any facility impact or damage that affects safety, service or if the landlord does not respond.

#### **NOTE**

In the event of ground water intrusion in a facility, call the Facility Response Line for assessment. Do not call local clean-up.

If vacating a building (i.e. Flooding), secure and lock front door to prevent additional damage.

#### **NOTE**

During after-hours or weekends, if an emergency building repair is necessary, and cannot wait until normal office hours, call 1-855-444-6375 and follow the voicemail prompts.

A USPS representative must be available on-site for the next four hours in order for a contractor to be dispatched for remedy of an emergency issue.

#### **NOTE**

Only true emergencies should be called in after-hours due to the premium cost to accomplish the work.

### **4.4 GENERATORS - NATIONAL PREPAREDNESS**

#### **4.4.1 Generators**

The District has a pre-staged limited supply of small capacity generators for field deployment.

The FMO will coordinate deployment with the MPOO/POOM/CSOM to optimize safety and service area operations.

Decision to request large capacity generators are determined by the District Manager with Area and National Preparedness Support.

#### **4.4.2 Emergency Preparedness Response & Recovery Services (EPRRS)**

Emergency Preparedness Response & Recovery Services (EPRRS) is used when resources or response is needed beyond District resources and capabilities.

The SPO will be directed to request resources through pre-identified EPRRS contracts through e-Buy2.

The District Field Maintenance Manager will provide direction and help coordinate with National Preparedness assistance as needed (ref: EPRRS – Material Logistics Bulletin (MLB) MLB page 7).

#### **4.5 ADDITIONAL INFORMATION**

Additional information regarding the proper procedure to follow for handling an emergency repair is found in the following postal publications:

*[Administrative Support Manual, Section 515](#)*

*[HBK MS-45, Field Maintenance Program 2.4.3](#)*

In correction of emergency situations, the SPO should err on the side of caution. When in doubt, the health and safety of employees and customers is the deciding factor.

# Field Office Facility Maintenance Guidelines

U.S. Postal Service	
<b>DESIGNATION OF EMERGENCY REPAIR PERSONNEL</b>	
Return two completed, signed copies of this form to:	Postal Unit
	Street Address
	City, State, ZIP + 4

Contact the following repair personnel for emergency repairs for those services that are my responsibility under the terms of the lease, when I (or my agent) cannot be reached after a reasonable period of time at [IT] Area Code & Telephone

In the event the Postal Service is unable to contact the designated emergency repair person or such repair person is unavailable to perform necessary emergency repairs, the Postal Service is authorized to arrange for such repairs by repair personnel selected by the Postal Service with cost thereof to be reimbursed by the lessor.

<b>For Roofing/ Structural Emergencies</b> <input type="checkbox"/> (Check If Not Applicable)	
<b>For Electrical Emergencies</b> <input type="checkbox"/> (Check If Not Applicable)	
<b>For Plumbing Emergencies</b> <input type="checkbox"/> (Check If Not Applicable)	
<b>For Heating, Ventilating and Air-Conditioning Emergencies</b> <input type="checkbox"/> (Check If Not Applicable)	
<b>For Other Emergencies (Windows, Doors, Locks, Etc.)</b> <input type="checkbox"/> (Check If Not Applicable)	

▶ Sign Original and Copy

This letter is not intended to, nor does it in anyway, increase my responsibilities as owner (or agent w/owner) of the property to the occupant, the U.S. Postal Service.	Signature of Owner or Owner's Agent	Date
	Street Address	
	City, State, ZIP + 4	

PS Form 7426, April 1987

**Exhibit 4-1. Designation of Emergency Repair Personnel (Form 7426)**



## SECTION 5 NON-EMERGENCY REPAIRS

### 5.1 GENERAL

For general facility type repairs a national call center has been established to take all facility related calls. The Facilities Resource Line can be reached 24/7.

**FACILITIES RESPONSE LINE**  
**1-855-444-6375**

### 5.2 FACILITIES RESPONSE LINE

The [Facilities Response Line](#) is responsible for building repairs at all leased, owned, or Government Services Administration (GSA) buildings for the United States Postal Service.

The National Call Center is open Monday thru Friday from 7:00AM - 8:00PM Eastern Time for general facility repairs. Emergency service is also available at this number year round 24 hours a day, 7 days a week.

Calls will only be accepted from USPS employees, and should be from individuals with supervisory responsibilities.

While responding to 32,000+ facilities, there may large call volumes and long periods of wait time. If you prefer not to wait "on hold", you may use the WEB entry tool located at: [https://facilities.usps.gov/fms\\_portal/index.cfm](https://facilities.usps.gov/fms_portal/index.cfm).

Select "Enter Application" button, and login with Ace Logon ID and Password.



**FACILITIES**

### Facilities Response Line Self Service

Login Information	
ACE Logon ID:	<input type="text"/>
ACE Password:	<input type="password"/>
<input type="button" value="Log On"/>	

#### NOTE

User must have account access to the eFMS application in order to login. To obtain access, please type "eAccess" in your browser URL and request access to "eFMS (formerly FMSWIN)".

When using the WEB entry tool to enter building repair into the Facilities Response Line, the problem will be recorded in a database for tracking purposes. The problem will be assigned for appropriate action, and an email confirmation with the contact information of who the problem is assigned to will be sent to login user.

### **5.3 NON-FACILITY TYPE REPAIRS**

Non Facility Type Repairs are typical problems that are NOT handled by the Facilities Response Line. These types of issues would be handled by your local Field Maintenance Office (FMO) on a [PS FORM 4805](#), the [Facilities Services Category Management Center \(CMC\)](#), [Purchasing Shared Service Center](#), or if needed procured locally through eBay:

- Supplies & Services
- Tree Removal
- Cleaning Contracts & Services – contact [Purchasing Shared Service Center](#)
- Re-Keying Locks
- HVAC Seasonal Preventive Maintenance or Filter Changes
- Clogged drains (toilet, urinal, sinks etc.) unless determined by plumber larger issue than a clog
- Back Flow Prevention Inspections
- Pest Control
- Alarms Monitoring
- Computer/Fax/Phones/Data Lines/POS Equipment: Call IT 1-800-877-7435
- Equipment Repair such as Carrier Cases, Safe Combos, CBUs, Collection Boxes, PO Boxes or associated keys
- Light bulb replacement, unless a bucket truck/lift is required