



DEPARTMENT OF THE NAVY
COMMANDER NAVY REGION SOUTHWEST
937 NO. HARBOR DR.
SAN DIEGO, CA 92132-0058

IN REPLY REFER TO:

COMNAVREGSWINST 11000.2
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COMNAVREGSW INSTRUCTION 11000.2

Subj: BUILDING MONITOR PROGRAM

Encl: (1) Building Monitor Responsibilities
(2) Lead Building Monitor Responsibilities
(3) Tenant Liaison Responsibilities

1. Purpose. To establish a corps of well-trained personnel to quickly and correctly identify, report and monitor building/facility discrepancies to maintain Commander, Navy Southwest (COMNAVREGIONSW) facilities in a safe, habitable, proper material condition.

2. Information. The Real Property Management team, which developed the span of facilities efficiencies possible through the Regionalization process, identified the Building Monitor program as a key ingredient. This document institutionalizes this practice and reinforces an existing network of Building Monitors that have been in place for many years. Further guidance will be promulgated to establish policies and procedures for facilities maintenance, repair, and alterations.

3. Action

a. Assistant Chiefs of Staff/Program Managers, tenant commands, and departments will.

(1) Assign a Building Monitor (BM) for each building occupied by their respective functional area, command, or department. The Building Monitor position is a collateral duty that should require less than 10-hours/month effort. It is recommended that the individual appointed have a technical background and/or familiarity with all tenant spaces. Responsibilities of the Building Monitor are delineated in enclosure (1).

(2) Assign one Lead Building Monitor (LBM) for the command/organization to oversee the Building Monitors, if the command's/department's tenancy encompasses multiple buildings. Program Managers that have tenancy at more than one of the region's bases shall assign one LBM per base. In general, if an organization occupies more than two facilities or has more than two Building Monitors, a LBM will be appointed. Responsibilities of the LBM are delineated in enclosure (2).

(3) Ensure tenant commands are aware of their applicable Building Monitor's name and phone number.

b. Assistant Chief of Staff for Facilities

(1) Each complex's Maintenance Control Department will provide training for Building Monitors and Lead Building Monitors. Training will include quarterly meetings to discuss new policies and procedures, review work performance, and discuss upcoming projects.

(2) Public Works Officers will assign Tenant Liaisons to serve as the frontline point of contact for all customer service issues and questions/concerns from LBMs within a geographical area. Tenant Liaisons will conduct routine customer meetings with the LBMs to discuss priority work requests and facility issues that affect mission readiness. Responsibilities of the Tenant Liaison as they relate to the Building Monitor Program are delineated in enclosure (3).


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Distribution:

Web page (www.cnbsd.navy.mil/admin/menu.htm)

Building Monitor Responsibilities

1. Building Monitors may be assigned responsibilities for more than one building; however, he/she should inspect each assigned building weekly and should be familiar with the mission and requirements of the personnel occupying it. Building Monitors will be responsible to the departmental/command LBM and will familiarize themselves with policies for facilities maintenance, repair and alterations. Additionally they will:

a. Submit work requests to the departmental/command LBM for screening and forwarding. Work requests must provide a clear and accurate description of the problem, location, and information necessary for smooth coordination of repairs.

b. Act as the point of contact for assigned building; be available to provide access to the area, show Public Works/PWC personnel or contracts personnel the location and nature of the problem; act as an escort if necessary (for example, in BEQ rooms); and assist if necessary to keep personnel from entering an area which may be hazardous. Building Monitors are responsible for signing the Public Works/PWC service chit once the work has been completed satisfactorily. Building Monitors should notify their LBM immediately if discrepancies are noted in corrected deficiencies, i.e., work not satisfactorily completed.

c. Forward a work performance evaluation to Maintenance Control Department via the LBM within ten working days after the work is completed.

d. Maintain a file of all work requests and keep building occupants informed of all work.

e. Act as Water/Energy Conservation Coordinator for the building and surrounding irrigated landscape area. Report utility leaks to the complex Trouble Desk.

f. Building Monitors will notify building occupants of any pending Electric Demand Avoidance Alerts (Load Sheds) prior to actual alert period.

g. Act as an alternate for the respective LBM on the Quarterly Energy Conservation Board.

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h. Document and report all damages to a facility that are due to or from suspected negligence, abuse or vandalism of property.

Lead Building Monitor Responsibilities

1. Departmental/Command Lead Building Monitors oversee building maintenance for their areas of responsibility and will:

a. Provide the PW Site Team, Maintenance Control Department with a current list of their Building Monitors to include name, rank, telephone number, location, and building number.

b. Screen all work requests forwarded by Building Monitors to ensure that they are valid Real Property Maintenance (RPM) deficiencies that should be funded by the ACOS Facilities. Keep Building Monitors informed of the status of approved work requests.

c. Ensure that all non-Real Property Maintenance (RPM) work requests submitted to the Work Reception Desk contain the command's Job Order Number.

d. Provide liaison between the command's upper echelon, ACOS Facilities, and the Building Monitors.

e. Act as the primary authority within the command to submit work requests and call-ins to the PW Site Team, Work Reception Desk. Commands that submit a letter on command letterhead indicating who has authority to submit work requests and call-ins to the Work Reception Desk.

f. Become familiar with all Maintenance Service Agreement (MSA) packages for occupied buildings and initiate NSA chits or call-ins directly to the Work Reception Desk.

g. Serve as the command's point of contact for disseminating information on scheduled utility outages and information on Electric Demand Avoidance Alerts (Load Sheds)

h. Serve on the Quarterly Energy Conservation Board. Become familiar with energy directives and guidance. Submit energy saving ideas.

i. Serve as the command's point of contact for submitting self-help projects.

j. Coordinate Building Monitor training with Tenant Liaisons and Maintenance Control Directors as required.

k. Provide feedback and updates to Tenant Liaison concerning special requirements or special events that may impact project accomplishment.

PWO TENANT LIAISON RESPONSIBILITIES

1. Each complex Public Works Officer will assign Tenant Liaisons to ensure information, requirements, and special needs are relayed between ACOS Facilities, Public Works, and upper echelon command personnel of tenants, commands, and departments. They will provide information to the Maintenance Control Department concerning special command requirements. They will also:

a. Conduct meetings with Building Monitors/Lead Building Monitors as needed to disseminate reports, and gather information to be relayed back to Maintenance Control Department.

b. Attend weekly meetings with Maintenance Control Department.

c. Attend command or department head staff meetings as required to discuss facilities issues related to mission or program requirements.

d. Provide liaison with Commanding Officers and senior department heads on overall condition of facilities, long range planning, and all significant facility-related issues within a command.

e. Conduct zone inspections with Commanding Officers as requested.