



U.S. ARMY

The NCO's Barracks Guidebook

29 September 2026





Warfighters' Home, Our Responsibility

This guide was created by Noncommissioned Officers for Noncommissioned Officers with one purpose: to empower NCOs at every echelon to confidently own and drive the Army Barracks Management Program. Regardless of a unit's manning, operational tempo, or internal friction, the responsibility for the health, welfare, and living conditions of Soldiers remains firmly with the NCO Corps. This guide exists to reinforce that truth and to give NCOs the tools, perspective, and confidence to execute that responsibility with pride and competence.

Rooted in the NCO Creed, this guide emphasizes that the welfare of Soldiers must always remain uppermost in the mind of every NCO in our Army. Quality of life is not a luxury, it is a readiness requirement. When barracks conditions slip, discipline, morale, and trust erode. When NCOs are engaged, informed, and proactive, Soldiers thrive. This guide provides practical advice, grounded examples, and lessons learned to help NCOs translate engaged leadership into real, measurable improvements in the places Soldiers call home.

This guide is not policy, directive, or authoritative in nature. It is a professional tool, a resource built to educate, clarify, and strengthen the NCO's ability to lead. NCOs from team leader to Command Sergeant Major are encouraged to approach this guide with humility and openness, using it whenever they encounter uncertainty or require a fresh perspective. By doing so, leaders at all levels reinforce the standard that caring for Soldiers is not situational, it is the enduring duty of every NCO, in every formation, every day.

Table of Contents

Every Resident's Roles & Responsibilities	3
Every NCO Plays a Role	4
First-Line & Team Leader Responsibilities ...	5
Vignette: Suspected Contraband Found	6
Squad Leader Responsibilities	7
PSG/NCOIC Responsibilities	7
Vignette: Barracks During JRTC Rotation	8
1SG Leader Responsibilities	9
The 1SG's Barracks Team	10
Commander Responsibilities	11
CSM/SEL Roles	12
Battalion Barracks Meetings	13
Key Stakeholders & Partners	14-15
Soldier Room Maintenance 101.....	16
Work Orders / ArMA	17-19

Common Acronyms

ABMP: Army Barracks Management Program
AHO: Army Housing Office
ArMA: Army Maintenance Application
BM: Barracks Manager
BOSS: Better Opportunities for Single Soldiers
C/B/T: Company/Battery/Troop
CDR: Commander
CNA: Certificate of Non-Availability
CQ: Charge of Quarters
DMO: Demand Maintenance Order
DPW: Directorate of Public Works
eMH: enterprise Military Housing
FLIPL: Financial Liability Investigation of Property Loss
FLS: First Line Supervisor
FMO: Furnishings Management Office
NFWT: Non-Fair Wear and Tear
QoL: Quality of Life
SEL: Senior Enlisted Leader
SHIP: Self Help Issue Points
SL: Squad Leader
SOP: Standard Operating Procedure
TL: Team Leader
UHT: Unaccompanied Housing Team



Welcome to the Barracks!

All Soldiers living in the barracks have their own responsibilities to maintain their room and common areas. It's their job to take care of their space; to be accountable for items; to use the facility correctly; and to be a good neighbor, roommate, and teammate.

Soldiers determine whether the barracks are a comfortable place to live. When they do their part, the barracks will serve them well - keeping them and their fellow Soldiers healthy, well-rested, and mission-ready.

Every Resident's Roles & Responsibilities:

Accountability



- Maintain accountability for the assigned room, furnishings, and keys
- Submit work orders promptly via ArMA; cooperate during inspections or repairs
- Ensure room condition and inventory are documented at move-in and move-out
- Promptly report issues, damage, or deficiencies to first-line leader/Barracks Manager

Cleanliness



- Keep the room and shared spaces clean, orderly, and safe
- Do their part to clean common areas (hallways, laundry rooms, stairwells)
- Dispose of trash properly and maintain hygiene to prevent pests

Compliance with Policies and Standards



- Understand what are prohibited items and substances
- Maintain quiet hours and visitor rules
- Ensure conduct and appearance standards
- Cooperate in routine checks, and health and welfare inspections

Life, Health, and Safety



- No tobacco or vape use
- No pets
- Secured Spaces: Keep room doors locked when not in use; do not prop doors open or manipulate locking mechanisms. In shared rooms, secure your side of the room or store valuables in a locked closet or wall locker. These measures are critical to personal safety and the security of personal and issued property
- Abide by fire safety requirements: Keep fire alarms uncovered and unobstructed, use only approved appliances, keep stove tops clear of debris, and do not use open flames or daisy-chained extension cords

Respect and Consideration



- Respect others' privacy, property and space
- Foster professionalism, trust, morale and readiness
- Address conflicts respectfully or seek leader assistance when needed

Pride and Ownership



- Take pride in maintaining personal and shared spaces (day rooms, laundry rooms)
- Report vandalism, misconduct, or violations to CQ or unit leadership
- Practice discipline, integrity, and accountability consistent with Army standards

Standard Door Placard

Every Soldier's room should be marked with a unit specific placard. They help teammates navigate the barracks and contact the right leaders in an emergency.

- Color-code placards to signify the Floor NCO
- Use separate color to signify Soldiers under 21
- Include ArMA QR codes for swift and easy access

Squad

Rank / Name: _____

C / B / T: _____

Phone: _____

First-Line Supervisor: _____

PLT

C/B/T



Every NCO Plays a Role

Commanders are responsible for barracks welfare, discipline, and living conditions. NCOs enforce standards, maintain order, conduct inspections, ensure safety compliance, and train junior leaders. Active engagement, rather than complaints, prevents issues that degrade morale and readiness.

Policies, Systems & Programs



- ☐ Know BN/BDE/installation barracks policies and SOPs
- ☐ Learn the BDE barracks footprint (buildings, floors, responsibilities)
- ☐ Understand common barracks management friction points
- ☐ Soldiers in pay grades E1-E5 based in the U.S. and E1-E6 in foreign locations who are required to live in the barracks may be authorized to reside off-post when installation-wide occupancy reaches 95% or higher
- ☐ Use ArMA for maintenance requests, at <https://maintenance.army.mil/ArMA>
- ☐ Understand and enforce your formation's barracks battle rhythm (cleaning, maintenance, meetings)

Coordination & Key Relationships

- ☐ Serve as a liaison to chain of command and NCO support channel for safety, health, and QoL issues
- ☐ Engage Barracks Managers at your level and subordinate levels:
 - TL/SL: Know your C/B/T Barracks Manager (additional duty NCO)
 - PSG/NCOIC: Know BN/Squadron Barracks Manager (BN staff NCO) & C/B/T Manager
 - 1SG: Engage Barracks Manager at BDE (staff NCO) and below
 - CSM: Engage DIV Barracks Manager (typically Division Engineer) and all subordinate managers



- ☐ Receive briefs on (per installation guidance):
 - Soldiers' CNA status, geographic bachelors, and self-help maintenance
 - Understand repairs and utilities/self-help, who the unit's trained personnel are, and each role's responsibilities

Soldier Accountability & Daily Oversight



- ☐ Ensure Soldiers know CQ shifts and cleaning tasks
- ☐ Ensure Soldiers know dining schedule and location
- ☐ Maintain awareness of room assignments and outstanding work orders
- ☐ Select competent, trusted NCOs for barracks duties
- ☐ Correct deficiencies on the spot
- ☐ Enforce visitation policy; challenge unknown individuals

Emergency Response & Maintenance

- ☐ Crisis Response: If any assault occurs or there is any threat to life, limb, or eyesight: call 911 immediately, then notify chain of command once safe
 - ☐ Maintenance Awareness: Use ArMA for repairs and to track unresolved issues
- Understand procedures for:



- Loss of water/hot water
- Flood or major leak
- Suspected mold
- HVAC failure (heat/AC)
- Power outage
- Preparing rooms for long absences such as leave, field training, or deployments by removing perishables, producing high-value item sheets, security bands, etc.

Important Regulations

- **AR 190-13 The Army Physical Security Program:** Provides barracks physical security plan
- **AR 420-1 Army Facilities Management:** Establishes policies and responsibilities for managing Army facilities including housing, utilities, and environmental support
- **AR 420-5 Fire and Emergency Services:** Provides a Fire Protection and Prevention Program to prevent fires, reduce loss from fire, and protect property and personnel under Army control
- **AR 600-20 Army Command Policy:** Covers policy, discipline, authority, and inspections in barracks
- **DA Pam 420-1-1 Housing Management:** Provides guidance for the management of unaccompanied personnel housing
- **Army Barracks Management Program Handbook:** Lists leader requirements and provides uniform barracks management standards

*** Leaders must verify the current version of all references through Army Publishing Directorate and comply with applicable installation and command policies ***



First-Line and Team Leader Responsibilities

First-line supervisors are the most critical leaders for barracks success and Soldier quality of life. You are directly responsible for your Soldiers' health, safety, and living conditions. This requires engaged leadership, routine room checks, and active problem-solving; as well as knowledge of work order processes, unit policies, and POCs. You are also the most direct source of corrective training and counseling. If appointed as a resident floor NCO: maintain common areas during off-duty hours with CQ/Staff Duty, supervise cleaning roster, and ensure supplies are stocked.

Ownership

Move-In/Assignment

- Coordinate with BM
- Conduct move-in inspection
- Ensure Soldier inventories/ signs furnishing hand receipt
- Ensure Soldier signs key hand receipt
- Ensure Soldier signs inspection checklist
- Document deficiencies and submit work orders
- Ensure leader and Soldier have ArMA account
- Verify data placard is posted on the door
- Know where each Soldier lives (floor and room)



Event-Oriented Move-In Counseling:

- Visitors: Hours, CQ sign-in, food delivery
- Lockout procedures: POCs during/after duty hours
- Alcohol: Quantity limits; restrictions if under 21
- Privately Owned Firearms: designated storage/ registration
- Parking: Vehicle maintenance restrictions in lots
- No smoking/vaping, incense, open flames or other hazards, such as certain appliance restrictions
- Cleanliness, inspections, maintenance, furniture care, decor limits, trash disposal, bulk items
- No fighting, gambling, or cohabitation and maintain quiet hours

Informal Inspections

At a minimum, perform daily walkthroughs to ensure living spaces are generally clean, organized, and free of maintenance issues. This is NOT a formal inspection (e.g., basic training, payday activities). Room inspections should include but are not limited to:

- ☐ Physical Space: Inspect bathrooms, kitchenette and appliances, floors, trash can, lights, fixtures and outlets
- ☐ Ensure heating and cooling is operational, vents are clean and free of debris, evaluate walls and ceilings for mold, and ensure an organized living space

- ☐ Wellness: Assess the well-being of the Soldier. Look for signs of isolation, distress, or withdrawal, such as:
 - Room Environment: Exceptionally neglected hygiene, excessive trash, or blackout curtains drawn constantly during daytime hours
 - Lack of Personal Connection: An absence of personal items, photos, or signs of hobbies/outside life
 - Behavioral Indicators: Soldier appearing withdrawn, reluctant to make eye contact, or showing sudden, drastic changes in grooming, weight, or mood



During the inspection:

- ☐ ArMA Work Orders: Submit for facility issues (drains, outlets/vents, appliances), not furniture
- ☐ Self-Help: Assist Soldier in obtaining/installing items (toilet seats, filters, etc.)
- ☐ Furniture Issues: Notify Barracks Manager and FMO for unserviceable items
- ☐ Mold: If larger than 10 sq ft, submit ArMA work order. If smaller, have Soldier clean; if it returns, ensure ventilation and submit emergency work order
- ☐ Prohibited Items: During room inspections you are not authorized to open drawers or closed bags (this does not include appliances). If drugs, weapons, or contraband are visible, stop immediately, secure the room, keep positive control of the room and occupant, and notify next leader (see vignette on pg. 6)
- ☐ Non-fair wear and tear: Report damage to chain of command and submit ArMA request; CDRs determine liability with FLIPL if Soldier denies responsibility. If at fault: Statement of Charges. If not: send FLIPL results to UHT Office
- ☐ Wrap-Up Reporting: Report all unresolved issues, discrepancies, and open work orders to the Squad/ Section Leader to enable tracking through the NCO support channel and chain of command

Accountability

- ☐ Coordinate room move-out dates with the Barracks Manager
- ☐ Ensure Soldier has room-clearing checklist and understands room standards
- ☐ Conduct move-out inspection using checklist; submit work orders for inoperable items
- ☐ Ensure Soldier cleans or corrects any failures and coordinates the re-inspection
- ☐ Ensure Soldier clears key hand receipt and furnishing hand receipt
- ☐ Remove Soldier data placard from door
- ☐ If during inspection, Barracks Manager finds any damage, follow NFWT process

Read and adhere to all "NCO Roles" on page 4



Vignette: Suspected Contraband Found in Room

During an informal room inspection, SGT Martinez, a Team Leader, encountered suspected prohibited items in plain view, immediately turning an informal inspection into a serious incident requiring strict adherence to protocol.

The following timeline shows how the situation was handled:

0800: Preparation | Martinez prepares to inspect his team's rooms, focused on cleanliness while remaining alert for prohibited items. He recalls he is not authorized to open drawers or closed bags, but must stop the inspection immediately if prohibited items are in plain view.

0805: Initiating Room Check | Martinez knocks, announces himself and enters PVT Thompson's room. The atmosphere is casual, Soldiers are talking about weekend plans and sports. Martinez performs a visual inspection to confirm Thompson's room is clean and safe.

0810: Discovery of Prohibited Items | On Thompson's desk, Martinez notices a glass pipe and a plastic bag containing a white powder in plain view. Recognizing these prohibited items, Martinez halts the inspection immediately and does not move the items from where he found them.

0811: Securing the Scene | Martinez orders all personnel, including Thompson, to exit the room. Maintaining positive control of the door, he prevents re-entry or tampering. Using general military authority, he places the occupants under his control and directs them to wait in the hallway until relieved by appropriate authority.

0812: Notifying Leadership | Martinez calls his Squad Leader, SSG Lee, on his cell with a concise report of the discovery and actions taken. He confirms the inspection has been halted.

0815: Awaiting Further Instructions | Martinez stands at the door to maintain control of the room. He separates Thompson from the room and his roommate to prevent interference.

0820: Leadership Arrives | Lee arrives, assesses the situation, confirms the findings, and commands Martinez for following protocol. He assumes control, notifies the chain of command and MPs, and secures the area.

0825: Documentation | Martinez follows MP and command guidance, providing a written statement detailing the discovery, actions taken, timeline, and relevant facts.

0830: Protocol | Lee initiates actions for handling the discovery of an illegal substance: he notifies the Company Commander, MPs, and Substance Abuse Prevention Coordinator. Leaders coordinate a drug test and counseling.

Inspection protocols matter. Martinez acted quickly, preserved the scene, and safeguarded the unit.





Squad Leader/Section Sergeant Responsibilities

Leader Presence & Soldier Welfare

- ☐ Daily presence: Walk squad area to deter issues and show engagement
- ☐ Check on Soldiers: Informal daily check-ins on well-being and room issues
- ☐ Mediate conflicts: Resolve roommate issues at lowest level
- ☐ Counsel and educate: Address deficiencies and reinforce standards/responsibility
- ☐ Act on distress reports: Take immediate action if a Team Leader reports indicators of Soldier isolation, distress, or withdrawal. Directly engage the Soldier, connect them to local resources, and immediately notify the PSG

Room Inspections & Standards

- ☐ Move-in inspection: Document pre-existing damage using checklist
- ☐ Weekly room checks: Ensure standards; prevent buildup before formal inspections
- ☐ Prepare for formal inspections: Ensure squad knows standards and expectations
- ☐ Spot-check common areas: Verify cleanliness and order
- ☐ Move-out inspection: Verify cleanliness and new damage against checklist

Communication & Accountability

- ☐ Disseminate information: Share inspection dates, maintenance, and policy changes
- ☐ Brief new Soldiers: Explain SOPs, standards, visitor guidelines, and prohibited items
- ☐ Hold Team Leaders accountable: Use counseling, corrective training, and NCOER input

Maintenance & Key Control

- ☐ Submit/track work orders: Assist with DMOs/ArMA and monitor completion
- ☐ Maintain key control: Ensure Soldiers have keys, know policy, and report losses immediately

PSG & NCOIC Responsibilities



Leadership & Oversight

- ☐ Educate NCOs: Ensure leaders understand roles/responsibilities
- ☐ Supervise Squad Leaders: Ensure weekly room checks and Soldier engagement
- ☐ Certify TLs/First-Line Leaders: Verify knowledge of inspections, policies, and SOPs
- ☐ Be the Standard-Bearer: Conduct walkthroughs and spot checks across platoon areas
- ☐ Handle escalated conflicts: Mediate issues unresolved at squad level
- ☐ Report major incidents: Notify 1SG of significant violations, safety issues, or damage
- ☐ Hold leaders accountable: Use counseling, corrective training, and NCOER input
- ☐ Manage welfare escalations: Ensure immediate intervention when SLs report Soldiers showing signs of isolation, distress, or withdrawal. Coordinate care with the 1SG, Commander, and installation support resources (Chaplain, ACS, Behavioral Health)

Inspections & Standards

- ☐ Inspect common areas: Oversee platoon spaces, inspect weekly, and publish duty roster
- ☐ Prepare for formal inspections: Conduct platoon pre-inspections and correct deficiencies
- ☐ Formal counseling for repeat or serious infractions: Empower SLs; Consider Bars to Continued Service
- ☐ Train NCOs: Certify leaders on inspection procedures, contraband discovery, and mold response

Coordination & Communication

- ☐ PSG Huddle: Meet weekly with SLs on barracks issues, inspections, work orders, and supplies
- ☐ Barracks council: Attend bi-monthly meetings with relevant NCOs on additional duties
- ☐ Advise leadership: Support PL/OIC on ABMP and SOP implementation; integrate PL in management
- ☐ Provide personnel: Recommend qualified NCOs for barracks-related additional duties

Maintenance & Systems

- ☐ Monitor eMH & ArMA: Track issues and maintain CNA roster for renewals or reintegration
- ☐ Consolidate work orders: Track requests; coordinate with DPW or elevate to 1SG for delays
- ☐ Furniture replacement: Assist Soldiers with FMO processes for QoL items

Room Management & Accountability

- ☐ Room assignment: Coordinate with 1SG; track occupancy, PCS/ETS dates and compatible roommates
- ☐ Long absences: Prepare rooms for deployments/field training/leave (remove perishables, ensure security and mold plans)



Vignette: The Barracks through a 30-Day JRTC Rotation

1-327 Infantry Regiment prepared their equipment, and barracks, for a JRTC rotation. CSM Reyes directed leaders to ensure facilities were properly secured so Soldiers would return to clean, safe, and serviceable living conditions.

Soldier Responsibilities: Before Departure

SPC Miller looked around the room that had been his home for a year, recalling the 1SG's guidance: "Leave it better than you found it." The goal was to prevent mold, pests, and foul odors during the unit's absence. He took the following steps:

- **Perishables:** Emptied the fridge completely, discarding leftover food and questionable items
- **Electronics:** Unplugged all non-essential devices (TV, console) to reduce power draw and fire risk
- **Cleanliness:** Swept and mopped floors, wiped surfaces, and removed all trash to eliminate pest concerns
- **Valuables and Security:** Secured valuables in wall locker with a security band, provided his team leader with a completed high value item sheet, ensured windows were locked, and blinds closed

Rear Detachment: During the Rotation

SGT Davis, Rear-D NCOIC, led a small team responsible for the company footprint: a Barracks Manager (appointed by the 1SG and placed on orders by the Commander), a key custodian, and two Soldiers for walkthroughs and work orders.

- **Barracks Walkthroughs (2x/day):** Checked for unlocked doors, suspicious activity, and maintenance issues (leaks, etc.)

- **Weekly Room Inspections (per 1SG guidance):** Entered rooms to air them out, checked for pests, confirmed windows were secured, and look for mold. All inspections were logged
- **Maintenance:** Submitted work orders as needed (running toilet, etc.), escorted DPW, and verified completion

1SG Leadership: Before, During, After

The command team emphasized that success depended on clear standards and engaged leadership.

- **Before:** 1SG issued a formal barracks close-out memorandum. PSGs conducted 100% inspections before Soldiers signed out, verifying refrigerators were empty, trash removed, and rooms clean
- **During:** Maintained communication with Rear-D, reviewed inspection logs, tracked maintenance
- **After:** Upon return, Soldiers were not immediately released until leaders conducted a final walkthrough. Most rooms were found clean and secure. Minor deficiencies were corrected on the spot, reinforcing standards and preventing degradation

Outcome: SPC Miller returned to find his room exactly as he had left it: clean, secure, and ready for a well-deserved night's rest.



1SG Leader Responsibilities

Be your Soldiers' barracks advocate; do not tolerate conditions (like a broken fridge) you wouldn't accept yourself. While you can't maintain the barracks alone, you must:

- Establish the formation's **systems and processes**
- **Train and certify** newly assigned or promoted NCOs
- **Enforce SOPs**

No one below you has the perspective or authority to do this for the full formation; no one above you should have to. Hold NCOs accountable for barracks management through counseling, corrective training, and NCOERs. Remember: a Bar to Continued Service is a powerful tool.

Your overarching and routine responsibilities include:



- ☐ **Advise Commander:** Primary enlisted advisor on barracks discipline, morale, and policy
- ☐ **Supervise Duty Personnel:** Ensure CQ and others understand security and safety roles
- ☐ **CQ/Staff Duty Logs:** Check daily for incidents, maintenance issues, and violations
- ☐ **CQ Roster:** Create, post, and maintain CQ roster (DA Form 6) at least 30 days out
- ☐ **Cleaning Schedule:** Ensure a posted plan nested with higher HQs guidance
- ☐ **Grounds Maintenance/Police the area:** Be deliberate about when and how this gets done
- ☐ **Room Assignments and Terminations:** Manage via eMH; ensure rooms are ready
- ☐ **Barracks Council:** Lead or actively participate in meetings to resolve issues and improve conditions
- ☐ **Track Work Orders:** Supervise submission and tracking of DMOs, maintain accurate work order visibility through ArMA or unit developed trackers, and ensure timely DPW completion
- ☐ **Manage Key Control:** Enforce strict systems for room/master keys and lockouts
- ☐ **Coordinate with Garrison:** Serve as liaison with Housing, DPW, FMO, and other support elements

Clear communication is paramount - You must ensure all Soldiers have access to the same information. Boards in common locations should include:



- SOP changes
- ArMA info and QR codes
- Cleaning schedules/rosters
- Warrior Restaurant schedules
- POCs (barracks leaders, DPW, eMH Managers)
- Self-help supply locations (filters, bulbs, etc.)
- Recurring maintenance issues and guides
- Upcoming events (BOSS, MWR, etc.)

Start Strong as an Incoming 1SG

- ☐ Read Army Barracks Management Program Handbook
- ☐ Sign up on eMH at www.emh.housing.navy.mil for assignments/terminations and inventories
 - ☐ Coordinate eMH training with BN/BDE
 - ☐ Meet your BDE Facilities Manager (typically the BDE ENG in S3) and subordinate managers
 - ☐ Learn installation and higher HQs POCs (DPW, Garrison, UHT, etc.) for facilities issues
 - ☐ Attend Garrison barracks stakeholders meeting
 - ☐ Understand installation FMO process; if commander is not signed for furnishings, QoL items (microwaves, refrigerators, desks) can't be replaced (track at Command and Staff)
 - ☐ Ensure NCOs are trained on inspections, contraband discovery, and mold procedures



1SG Pro Tips



- Use counseling and sensing sessions for feedback, take issues seriously and act
- Maintain unit integrity: plan resets to keep units together (at least by company, if not squad)
- Use CQ changeover to gather atmospherics, review counseling packets, and engage junior NCOs
- Regularly review echelon SOPs/handbooks; create one if none exists
- Prepare for long unit absences: empower rear-detachment to inspect, deep clean and address issues
- Use common areas to set unit culture: posters, artifacts and history build esprit de corps
- Set an annual maintenance week (such as the installation's Clean Sweep) for deep cleaning, washing, repainting, and floor care. Get this on the training schedule and plan early to procure supplies
- The UHT and its director are among your most important relationships. Get to know them, trust their judgment, and ask for their help to solve problems and connect with other POCs on the installation
- Don't be afraid to ask other 1SGs for help or offer assistance to 1SGs that are struggling
- Recognize high performers with awards, NCOER input, passes, etc.

The 1SG's Barracks Team

Your Barracks Manager | Your formation must have NCOs as the primary and alternate. Requirements:



- Additional duty orders signed by CDR
- Completed eMH training
- Have eMH and ArMA accounts
- Personally counsel them on all responsibilities: due-outs, meetings and others (see page 13)
- They serve as members of the Barracks Council

Your Fire Prevention NCO | Your formation must have a primary and alternate. Requirements:



- Additional duty orders signed by CDR
- Attend Fire Marshal training
- Know fire extinguisher exchange/disposal procedures
- Counsel on AR 420-5 duties: Fire Prevention Binders; extinguisher inspections/replacement
- They serve as members of the Barracks Council

Your NCOs | Ensure they are educated and counseled on their barracks responsibilities. Understand:



- Unit standards
- Unit areas of responsibility
- Key control
- ArMA use and work orders
- FMO and furniture replacement
- Expectations for (and differences between) daily inspections and health and welfare inspections
- Room assignment and termination in eMH
- Self-help maintenance
- Crisis response procedures

Your Commander | Advise and assist the CDR on their responsibilities outlined in the ABMP Handbook. Successful barracks programs integrate inspections and maintenance into the training schedule.

Facility Operations

- Grounds and common area upkeep
- Self-help maintenance program
- Demand maintenance orders
- Garrison stakeholder meetings

Room Management

- Key control and lockouts
- Room assignments/terminations in eMH
- Assignments outside BN/BDE footprint
- CNA requests and tracker

Inspections & Reporting

- Health and welfare inspections
- Standards and discipline
- Quarterly barracks report (eMH)

Furnishings & Property

- FMO furnishing hand receipt and bar coding
- Annual inventories
- Sign for furnishings; annual eMH reconciliation
- Damage/loss collections
- Enforce financial liability (NFWT)
- One-for-one replacement handling

C/B/T Barracks Meeting

Synchronize to feed Battalion meetings; the agenda should reflect your unit's SOP (as modified from the proposed schedule on page 13). Due to high operational tempo and administrative requirements, without structured planning and regular stakeholder synchronization, unresolved administrative requirements will degrade unit readiness and quality of life.

Below are recommended attendees:

- C/B/T and BN Barracks Managers
- 1SG and designated NCOs
- XO and PLs
- BOSS Representative
- Additional duty NCOs

Quarterly Barracks Council

(feeds installation level meetings)

Acts as a state of the barracks address and sensing session.

Attendees:

- Barracks Managers
- BOSS representative
- C/B/T CDR and PLs
- NCO support channel
- C/B/T barracks Soldiers

Agenda:

- Upcoming inspections
- Upcoming maintenance
- Appliance status
- Maintenance issues
- BOSS topics
- Open discussion



Commander Responsibilities at the Company/Battery/Troop Level

The Company, Battery, or Troop Commander is the primary leader responsible for the barracks and the Soldiers who live there. They are ultimately accountable for Soldier welfare, discipline, and everything that occurs in the living areas. The commander sets a culture of responsibility by empowering NCOs while holding them accountable for standards and enforcement.

All government-owned furniture and equipment in the barracks, from beds to desks, are on the commander's hand receipt. The commander ensures this property is properly cared for, tracked, and used appropriately. They establish standards for cleanliness, maintenance, safety, and conduct; ensure Soldiers understand these expectations; and address violations promptly to maintain good order and discipline.

To verify standards are met, the commander conducts regular inspections to ensure rooms remain clean, safe, and livable. They do not manage the barracks alone but work closely with the First Sergeant and NCO support channel, who execute day-to-day operations and mentor Soldiers. The commander also implements official programs that support health, morale, and living conditions; ensures Soldiers are informed of policies; and elevates concerns to higher headquarters when necessary. Leading by example, the commander requires routine, formal, and random health and welfare inspections to maintain a safe, disciplined, and professional environment.

Inspection Types



Informal Room Inspections

Leadership conducts a quick walkthrough of a Soldier's room to ensure common areas are generally clean, issued appliances are working, and discuss with the Soldier any maintenance concerns on a routine basis. Leaders inspect what is visible, not closed drawers or locked closets.



In-Processing and Out-Processing Inspections

Establish accountability for rooms and furnishings, and document condition at move-in and move-out. Inspections with incoming Soldiers record pre-existing damage; checkout inspections identify new damage for which the Soldier may be financially liable.



Formal Room Inspections

Directed by the Company Commander to ensure security, readiness, cleanliness, order, and discipline and occurs after a Soldier is given at least 24 hours' notice but is typically on the training calendar. The Commander must define the purpose in advance which may be broad in scope to inspect cleanliness or narrow to check for specific item accountability. If broad, the leaders inspecting the room have the authority to open drawers and closets to ensure compliance with standards. If narrow, leaders should only inspect areas of the barracks that contain that item, e.g., an inspection for helmet accountability would not permit inspections of small drawers.



Health and Welfare Inspections

This inspection is directed by the unit commander after being advised by the servicing judge advocate, as well as issuing a written memorandum providing the parameters of the Health and Welfare Inspection. This inspection is used to find unauthorized or illegal items and ensure safe living environments. This inspection often involves the use of Military Police or Drug-detection dogs after being advised by the servicing judge advocate. The commander is authorized to inspect the barracks, as well as Personally Owned Vehicles that are parked in the unit parking lot.

CDRs & NCOs: Complementary, yet different, property accountability roles:

- » **Commanders:** The commander holds the primary hand receipt for all barracks property and is the ultimate authority for furnishings management. They establish policy, hold the chain of command accountable for execution, and initiate formal investigations for lost or damaged property.
- » **NCOs (PSG/Squad Leader):** NCOs execute the hand receipt process by conducting physical inventories with Soldiers, completing documentation, and enforcing day-to-day standards and accountability.
- » **Soldiers:** By signing the hand receipt, a Soldier assumes responsibility for all items in assigned room.



CSM & Senior Enlisted Leader Responsibilities

CSMs are essential for maintaining barracks standards and quality of life. They should delegate only when necessary and must actively advocate for amenities and improvements. Safe, comfortable barracks increase morale, readiness, and retention. CSMs develop and enforce policies for daily operations and must ensure NCOs are properly trained and onboarded. Leadership handovers require CSM oversight. The appearance of the barracks reflects unit pride and culture. CSMs must take ownership of barracks conditions and act as a link between Soldiers, garrison agencies, and higher headquarters.

Garrison CSM:

- ☐ Serves as the installation's lead advocate for Soldier housing
- ☐ Ensures the most critical repairs receive top priority
- ☐ Gathers information from Barracks Stakeholder Meetings, the BOSS program, and unit leaders
- ☐ Enables senior leadership to make informed decisions that directly support Soldier readiness and morale

Command Oversight & Leadership



- ☐ Advise the CDR on barracks policy, funding priorities, and Soldier quality of life
- ☐ Monitor ABMP Metrics: Review occupancy, work orders, inspections, and trends
- ☐ Empower Junior Leaders: Ensure NCOs are trained and resourced to manage barracks
- ☐ Hold Leaders Accountable: Track correction of deficiencies and enforce standards
- ☐ Conduct Walkthroughs: Periodically assess conditions across all facilities
- ☐ Assess Common Areas: Use high-traffic spaces as indicators of discipline and morale
- ☐ Validates maintenance processes by spot checking timeliness of reporting and repairs with Soldiers, and maintains work order tracking through ArMA generated products or self-made trackers
- ☐ BN Barracks Meeting: Maintain battle rhythm forum to share issues and solutions

Coordination & Advocacy



- ☐ Liaise with Garrison CSM: Resolve issues beyond unit control
- ☐ DPW and Housing Advocacy: Escalate unresolved maintenance or furnishings issues
- ☐ Serve as Primary Liaison: Coordinate with garrison, DPW, higher HQs, and stakeholders
- ☐ Maintain Installation Relationships, these are especially important for geographically dispersed units
- ☐ As with 1SGs, the Unaccompanied Housing Team is a crucial partner; build and maintain strong ties
- ☐ Support Soldiers remaining in the barracks over the holidays by partnering with your Chaplain and local organizations to provide activities, resources, and a support network

Management & Administrative Responsibilities



- ☐ Take personal ownership of unit barracks programs and NCO involvement
- ☐ Ensure units have trained primary and alternate Barracks Managers and required additional-duty personnel
- ☐ Train 1SGs on responsibilities and ensure deliberate handover processes
- ☐ Chair unit barracks meetings to assess current conditions
- ☐ Maintain unit integrity in housing; coordinate with UHT and other units when necessary
- ☐ Monitor CNA usage and return Soldiers to the footprint when possible
- ☐ Understand FMO processes to enable timely replacement of quality of life furnishings
- ☐ Commanders may temporarily house a Soldier in vacant barracks space, often referred to as a 'cool-down room', on an emergency, short-term, space-available basis (e.g., in the event of a reported domestic disturbance at the Soldier's home)

Policies, SOPs & Information Management

Develop and maintain clear, installation-specific SOPs. Ensure procedures are simple, standardized, and publicly available to Soldiers and NCOs. SOPs should at least address:

- ☐ Visitation policies and quiet hours
- ☐ Self-help program procedures
- ☐ Common-area use and acceptable activities
- ☐ Food delivery and mail handling
- ☐ Unauthorized items and pets
- ☐ Key control (including lost/broken keys)
- ☐ Alcohol policies
- ☐ Suspected mold procedures
- ☐ Privately owned weapons
- ☐ Safety priorities
- ☐ Routine issues vary by installation (appliance replacement, lockouts, dumpsters); publish step-by-step guides on Barracks boards, and regularly review/update all Barracks SOPs
- ☐ Room assignment and termination
- ☐ Work orders and self-help maintenance



Battalion Barracks Meetings

Barracks Meeting frequency and content vary by unit. Some use weekly touchpoints with major topics, followed by a more comprehensive monthly session; others hold detailed meetings less often. Higher HQs and installation meetings will influence your approach.

As a BN or BDE CSM, establish a schedule that nests with stakeholders. Scope typically broadens by echelon, typically more specific at lower levels and more general at higher ones.

The following lists are not prescriptive or all-inclusive, but are good starting points:

Attendees:

- ☐ CSM
 - ☐ 1SGs
 - ☐ Facilities Manager
 - ☐ S4 Rep
 - ☐ Barracks Managers (CO, BN, & BDE)
- ☐ Additional Duty NCOs (Fire Marshal, Physical Security, etc.)
 - ☐ Company XO
 - ☐ DPW Reps (as needed)
 - ☐ BOSS Rep
 - ☐ OPS SGM

Agenda:

- ☐ eMH report review
- ☐ Status of Commander’s real property hand receipt and yearly inventory by C/B/T
- ☐ Review unavailable rooms: due to key loss, reset, major repairs, environmental, etc.
- ☐ Barracks room assignments including gains/losses (closely track Soldiers if outside unit footprint)
- ☐ CNA overview: current roster, upcoming renewals, and packet status
- ☐ Work order status review including mold, appliances, furniture, etc.
- ☐ Upcoming projects (water pipe repair, HVAC maintenance, etc.)
- ☐ Confirm new tasks and update task tracker
- ☐ Scrub the additional duty roster to include performing additional duty inspections

Key Outputs:

- ☐ Accurate eMH report
- ☐ Provide recommendation to CDR training schedule and real property inventory
- ☐ Room transition plan confirmed for gains/losses (especially Soldiers outside footprint)
- ☐ CNA renewal plan, new packet submission(s), and leader engagement for open packets
- ☐ Work order prioritization and leader engagement plan
- ☐ Dissemination of information and additions to training schedule
- ☐ Schedule Barracks Manager training, identify position transition plans, track order submissions, etc.
- ☐ Task updates, suspenses, and current meeting due outs

Enterprise Oversight for Distributed Forces

CSMs integrate all matters of barracks life across units, including those geographically separated. Robust systems, reporting mechanisms, and recurring meetings help maintain awareness, identify issues, and hold leaders accountable, no matter the distance.

Relationships with key stakeholders on the installations your Soldiers reside on are essential to success.



A new, better way to submit and track work orders in the barracks. If you are experiencing anything from electrical to plumbing issues, submit a work order today

SUBMIT & TRACK WORK ORDERS



MAINTENANCE.ARMY.MIL

Key Stakeholders & Partners

Barracks Manager

Every echelon has a Barracks Manager, the command team's eyes and ears for everything happening in the barracks. C/B/T BMs are typically additional duties; for BNs and BDEs this is usually a full-time job. Ensure the barracks are safe, clean, well-maintained, and managed efficiently. Your duties include:

Personnel & Occupancy

- Maintain 100% accuracy of rosters
- Assign rooms to incoming Soldiers; ensure rooms are clean and ready
- Create an eMH account at <https://www.eMH.housing.navy.mil>
- Update eMH; maintain subject-matter expertise (UHT office is training POC)

Key Control

- Maintain strict control of room and master keys
- Track key issuance; manage spares/replacements
- Never leave master keys unattended

Maintenance Management

- Submit work orders in ArMA for reported issues
- Track open work orders and follow up on delays
- Escort maintenance personnel entering rooms

Inspections & Accountability

- Conduct in-processing inspections; document condition and furnishings
- Conduct out-processing inspections; verify damages, cleanliness, and key turn-in
- Prevent disputes through accurate documentation
- Conduct annual physical security, environmental, and fire inspections
- Regularly inspect vacant rooms to ensure maintenance issues haven't formed

Reporting to the 1SG & CDR

- Report status of work orders and issues weekly

Common Areas & Supplies

- Ensure common areas remain clean and orderly
- Issue and manage cleaning supplies; maintain organized supply storage

Army Housing Office (AHO)

Assists personnel in obtaining safe, suitable and affordable housing.

On-Post Housing

- Manages privatized housing program oversight
- Processes applications and assignments
- Conducts quality inspections
- Provides resident support and liaison services

Off-Post Housing (Housing Services Office)

- Provides counseling and housing referrals
- Maintains rental/property listings
- Reviews leases and contracts
- Mediates tenant-landlord disputes

Unaccompanied Housing Support

- Oversees Barracks Management Program
- Processes CNAs
- Manages UH furnishings program

Additional Services

- Processes housing allowances (TLA, OHA, LQA)
- Provides relocation assistance
- Addresses housing health/safety issues (mold, etc.)
- Provides loaner furniture when eligible

Unaccompanied Housing Team (UHT)

As part of the AHO, the UHT is the lead integrator and advisor for barracks operations.

Operations & Bed Space

- Tracks occupancy, vacancies, and assignments
- Maintains database of personnel and housing status
- Addresses bed shortages via: temporary housing options; renovation/construction coordination; and/or space optimization policies
- Advises Soldiers on alternate housing (as needed)

Soldier Support

- Addresses concerns to promote morale and community
- Supports welfare programs

Inspections & Maintenance

- Inspects for health and safety compliance
- Coordinates repairs with maintenance agencies
- Coordinates assessments: a key building inspection that impacts long-term resourcing plans

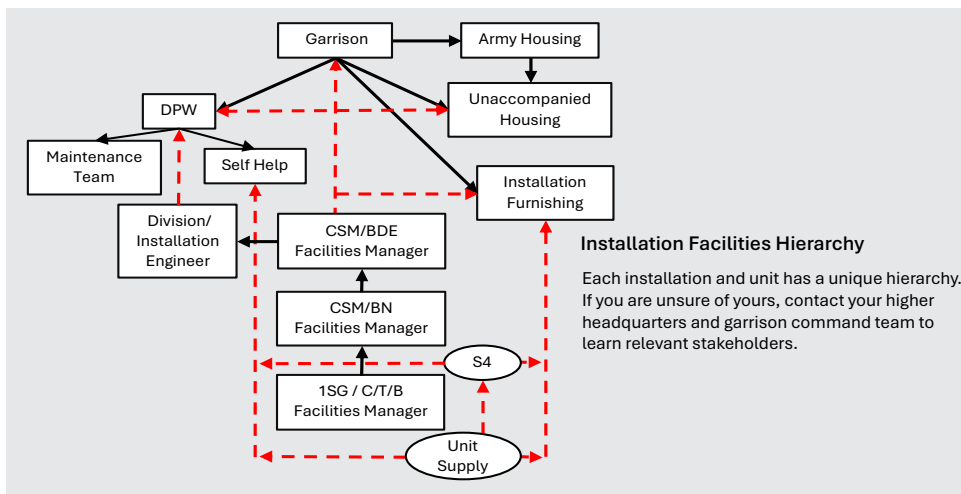
Policy & Coordination

- Implements DA Pam 420-1-1 and UHT policies
- Liaises between Soldiers, units, and housing offices
- Manages CNA processes; housing availability issues
- Provides context and lessons learned for new leaders
- Expands your network - they know who to call

Self-Help Issue Points (SHIPs)

Garrisons may operate a self-help, resident-led basic maintenance program, and allow units to improve the barracks and grounds. This "prudent landlord" approach conserves resources and promotes ownership.

- DPW manages and funds SHIPs based on available resources
- Soldiers/units obtain minor supplies (bulbs, paint, mold cleanup, hinges, etc.); coordinate support via BM



Key Stakeholders & Partners

Furnishings Management Office (FMO)

Manages UHT furnishings lifecycle and accountability.

FMO Responsibilities

- Lifecycle replacement plans
- Operating warehouses
- Maintaining inventory and property accounts
- Procuring, transporting, issuing, exchanging, disposing of furnishings
- One-for-one replacements

Bar Coding & Accountability

- All UHT furnishings are serialized and tracked in eMH
- Supports accountability, planning, and replacements
- Bar-coding procedures require special equipment

Unit Responsibilities

- Maintain inventories and hand receipts
- Issue occupant hand receipts
- Transport furnishings and appliances when appropriate
- Identify replacement needs
- Report lost/damaged items
- Charge responsible parties

BDE/BN S4 & Unit Supply

Housing Program Management

- Participate in Garrison stakeholder meetings
- Oversee room assignment/termination procedures
- Validate assignments outside unit footprint to CSM
- Validate Utilization Occupancy Report in eMH
- Establish after-hours lockout procedures
- Process Statements of Charges and FLIPLs
- Oversee renovation and command-directed moves
- Manage overall building procedures

Building Management

- Establish UHT furnishing hand receipts with FMO
- Conduct annual (or change of command) inventories; ensure these events on the training calendar
- Ensure grounds maintenance (within footprint)
- Conduct annual Physical Security Plan inspections
- Ensure health and welfare inspections occur
- Oversee shared spaces (day room, laundry, etc.)

Better Opportunities for Single Soldiers (BOSS)

BOSS is an Army initiative to improve quality of life for single Soldiers in barracks and unaccompanied housing:

Advocacy: Represents single Soldiers' needs, such as maintenance, safety, and social concerns, to unit and installation leadership

Quality of Life Initiatives: Organizes recreational, social, and community service events to build camaraderie and improve living conditions

Feedback Mechanism: Provides structured input through meetings and surveys, ensuring concerns reach installation leadership

Social & Recreational Activities:

Coordinates sports, outings, and events that reduce stress and strengthen community



Soldier Room Maintenance 101

- Coordinate with roommate: Discuss cleaning duties and create a system
- Declutter regularly: Remove unnecessary items and organize belongings
- Clean spills immediately before they become sticky or attract pests
- Work from top to bottom: clean high surfaces first, then work down to the floor
- Keep a caddy with dish sponges/towels, paper towels, microfiber dusters, and garbage bags. Have or know where to find a broom and vacuum cleaner
- Keep on hand: dish soap, laundry detergent, all-purpose and window cleaner
- Do not aggressively scrape, sand, or cut painted walls, ceilings, or floor tiles as older facilities may contain lead-based paint or asbestos

Daily Habits

- Start the day right: make the bed
- Put away papers/clutter
- Wipe surfaces
- Empty trash often
- Wash and store dishes

Weekly Tasks

- Sweep/mop floors (and under furniture)
- Wash sheets, towels, and clothes
- Dust surfaces/fixtures
- Clean appliances
- Sanitize shower/toilet (inside and outside)

Monthly Chores

- Deep clean in/out fridge; toss old food
- Clean windows and mirrors with glass cleaner
- Purge unneeded items, organize what's left
- Deep clean entire floor



Cleaning and Reporting Mold

Mold or fungal growth is a symptom of a moisture problem—not the root cause. Eliminating the moisture (e.g., leaking roof, pipe condensation, broken pipe) deprives mold of what it needs to survive. Inspections are particularly important before long exercises or absences. Cleaning at first detection is the most effective prevention.

If you identify or suspect mold: Immediately inform the first-line leader and Barracks Manager.

If less than 10 sq ft (about half a standard door):

- Soldier cleans with a mold-removal product (e.g., Moldex) while wearing an N-95 mask/respirator, gloves and goggles; don't use bleach. Ensure safety data sheets are readily available to Soldiers for all Army-issued cleaning and mold-remediation products.
- Soldier, leader and BM inspect for moisture sources
- If beyond self-repair, submit work order. If source is in another room, BM coordinates with that occupant
- Verify: appropriate temperature, clean filter, closed windows

If mold exceeds 10 sq ft:

- Initiate relocation immediately
- Leader or BM contacts DPW via ArMA with photos
- First-line supervisor informs chain of command
- Track the work order and notify leadership if unresolved within five business days

Mold Remediation Roles & Responsibilities (IAW local policy):

Soldier: Reporting & Initial Action

- Report suspected mold ASAP through chain of command
- Record and photograph location and extent without disturbing it
- Report health symptoms to unit medic or medical facility
- Avoid direct contact with affected areas, if possible



First-Line Supervisor / Team Leader

- Acknowledge report, and assess without disturbing mold; notify SL/PSG and Barracks Manager
- Document the report, assessment and actions taken
- Address health concerns; facilitate medical evaluation if needed
- If significant risk: coordinate temporary relocation via 1SG (do not do this independently)

Submitting & Classifying Demand Maintenance Orders (DMO)

Emergencies (life, health, or safety):

Immediately call 911 or report to Staff Duty as appropriate

Non-emergencies:

Submit via ArMA, then inform Barracks Manager and FLS. (ArMA streamlines requests for living quarters repairs and maintenance)

Appliance/furnishing:

Report to Barracks Manager

Required information (as applicable):

- Unit, name, email, and phone number
- Building and room/space number
- Description (appliance make/model/serial)

You must respond to the maintenance team, be present for repair, and confirm completion.

How to Classify a DMO:

- **Priority 1: Emergency (within 24 hours):** Immediate hazards or loss of essential utilities (e.g., flooding, gas leak, power/water outage)
- **Priority 2: Urgent (response within 24 hours; complete within 5-7 days):** Serious but non-life-threatening issues (e.g., clogged drains, roof leaks, inoperative disposal, AC leaking)
- **Priority 3: Routine (within 30 days):** Minor maintenance (e.g., small electrical/plumbing issues, paint touch-up, tile replacement, light bulbs)



Vignette: Submitting a work order for Room Maintenance

SGT Smith, a Team Leader, discovered a constantly running toilet and a dripping pipe during his daily barracks check of PVT Lewis' room. When asked, PVT Lewis said the toilet had been running since last night and dripping for three days, but he didn't know how to submit a work order in ArMA. SGT Smith helped PVT Lewis submit the work order and upload photos, then informed the Platoon Sergeant for tracking.

During his weekly review, the 1SG noticed that PVT Lewis' priority work order had remained unresolved for two weeks. He checked with PVT Lewis' PSG for updates, then called DPW and scheduled an assessment for the next day. The 1SG informed the PSG and told PVT Lewis to be available in his room to receive the DPW workers.

DPW assessed the issue in PVT Lewis' room the next day, planning to return by week's end to complete the repair. PVT Lewis informed SGT Smith, who updated the NCO support channel. Two days later, PVT Lewis awoke to find his floor flooded. He called his Team Leader and began moving his belongings to prevent damage. The 1SG was notified and then called the Unaccompanied Housing Team to send DPW and requested help relocating PVT Lewis and potentially others due to a lack of extra rooms. The team assisted in moving PVT Lewis' belongings, and DPW assessed the damage to multiple rooms.

Note:

- ☐ For water damage to his OCIE, PVT Lewis worked with his NCO support channel and supply section on getting replacement equipment.
- ☐ For damage to his personal belongings, PVT Lewis worked through the process below:

Step	Action	Details
1) Immediate Action	Report & Document	Report damage immediately to your chain of command and housing office. Take clear photos and videos of damaged items and the cause (e.g., floodwater, leak, mold).
2) Inventory Your Losses	Create a Detailed List	List all damaged items with description, purchase date, cost, and estimated replacement value.
3) Gather Evidence	Proof of Ownership & Value	Gather proof of ownership and value (receipts, statements, or appraisals). If no receipts, use photos or statements from others to verify.
4) Contact the Claims Office	Initiate the Claim	Contact your local claims office or the Center for Personnel Claims Support (CPCS) for help. File claims electronically through the Army's P-Claims portal.
5) Do not Discard Damaged Property	Preserve Evidence	Don't discard damaged items until your claim is processed, unless they are a health or safety risk. If disposal is necessary, photograph items first.

Important Contacts and Resources:

Center for Personnel Claims Support (CPCS):

This is the main office for processing Army personnel claims.

Phone: (502) 626-3000

Email: usarmy.knox.hqda-otjag.mbx.cpcs@army.mil

Website: <https://www.jagcnet.army.mil/Home/pclaims/home.html>

Local Legal Assistance/Claims Office:

Your installation's legal office can provide guidance and assistance with filing your claim.



MAINTENANCE.ARMY.MIL

Maintenance and repair request application for barracks and government owned housing.

Available from any smart phone or desktop web browser.

Scan the QR code with your smart phone camera to open ArMA.



REGISTER

- Use of the ArMA application requires user registration. Information needed to register includes:
 - Personal email address
 - Military sponsor (.mil and .civ emails ONLY)
 - Location/building in which you reside
 - Unit
 - Phone number
- Prior to using the ArMA application your sponsor must validate your request via email.
- Spouses may use their active duty spouse as their sponsor.
- You may specify your ArMA notification preferences as email, text message, or both at registration.

REQUEST

- Maintenance requests exist for the most common maintenance repairs, including plumbing, electrical, HVAC, broken glass, among others.
- If a dedicated catalog item does not exist for your specific maintenance request, use the general "Interior" or "Exterior" request item.
- Please be detailed in identifying the location in your residence of the issue, including your room or apartment number, if applicable.
- Please be detailed in the description of the issue as this will expedite the repair process.
- Please include one or more photographs of the issue.

RESIDENCE

- A "household" can be created in the Account Management section of the ArMA application so that all members of a given residence can have visibility into any open maintenance requests.
- A "head of household" must be identified when establishing a residence. After establishing the household, the head of household must add (or remove) the members of the household. The head of household may be a member of the military or their spouse.
- When a member of a household changes units or locations, all members of the household will also be updated accordingly.

REVIEW

- A list of all of your open maintenance requests is available at the bottom of the home page of the application for easy reference. Click the case number to view the details about your open maintenance request.
- You can use Activity text box when viewing a case to provide comments or inquiries back to the DPW. Any comments or questions from the DPW clerks will be readily visible just below the input text box.
- The paperclip can be used to add additional photos or attachments to your maintenance request.

IMPORTANT!!

If you require emergency maintenance services, related to life, health, and safety, please CALL your DPW for immediate support.

The contact information for your DPW is available on the homepage of the ArMA application.



MAINTENANCE.ARMY.MIL

Maintenance and repair request application for barracks and government owned housing.

Available from any smart phone or desktop web browser.
Scan the QR code with your smart phone camera to open ArMA.



REGISTER

ARMA Army Maintenance Application

Login

Forgot Password ?

Login

New user? Sign up now

ARMA Army Maintenance Application

Sign Up

All fields are required unless labeled 'Optional'.

Email Address

This will be your system login

Army Sponsor Email Address

This email must be 'someone'@milgma.mil or 'someone'@igmail.mil

First Name

Middle Name (Optional)

REQUEST

ARMA Army Maintenance Application

ARMA Army Maintenance Application

Maintenance Support
Browse maintenance services for your housing.

Account Management
Services for managing your account.

IMPORTANT !!
If you require emergency maintenance services, related to life, health or safety, please call for immediate support.

< All Categories

Maintenance Support

Appliance
Is one of your major appliances, such as washer or dryer, not working properly?
View Details

Electrical/Power
Is your power out or are you having some other electrical-related issue?
View Details

Heating/Ventilation/AC
Are you experiencing a heating, ventilation, or air conditioning

RESIDENCE

ARMA Army Maintenance Application

ARMA Army Maintenance Application

Maintenance Support
Browse maintenance services for your housing.

Account Management
Services for managing your account.

IMPORTANT !!
If you require emergency maintenance services, related to life, health or safety, please call for immediate support.

< All Categories

Account Management

Update Email/Login
Need to update your personal email information?
View Details

Establish Household
Does your spouse need visibility into your maintenance requests or vice versa?
View Details

Update Location/Unit/Sponsor
Has your location, unit, and/or military sponsor changed?

REVIEW

ARMA Army Maintenance Application

ARMA Army Maintenance Application

Your Local DPW:
Fort Campbell
270-798-1200
Business Hours:
Monday through Friday 8 a.m. to 4:30 p.m.
24 hour support for emergency maintenance services
Location: 865 Bastogne Ave., Fort Campbell, KY 42223

My Recent Requests

Number	Category	Short description	Status
CS0001703	HVAC	Heating, Cooling or Ventilation Request	New

Home > My Request

Number: CS0001703 Updated: 4m ago State: New

Heating, Cooling or Ventilation Request at Fort Campbell/Fort Campbell KY/07096 Cancel Request

Category: HVAC Created: 4m ago

Description: It's freezing cold in here. The heat is supposedly running but it's cold air. Thermostat is set to 70 degrees.

Activity Attachments

Post

IMPORTANT!!

If you require emergency maintenance services, related to life, health, and safety, please CALL your DPW for immediate support.

The contact information for your DPW is available on the homepage of the ArMA application.



U.S. ARMY

Local POCs & Contact Information

Available on Tell Your Formation



<https://www.army.mil/tellyourformation/>

For questions about this guidebook, please reach out to:
usarmy.pentagon.hqda-asa-iee.mbx.si-inbox@army.mil; usarmy.pentagon.hqda-asa-iee.list.ish-government@army.mil;
or usarmy.bragg.usawhc.mbx.whc-barracks-resources@army.mil