

Facilities Help Desk

NSAB relies on NAVFAC Public Works Department Bethesda to service and maintain its existing buildings and roads on base, provide electricity, water, and sanitation services, oversee the construction of new infrastructure, and ensure compliance with environmental laws and regulations. The PWD Facilities Help Desk is a 24/7 operation.

PWD Bethesda Facilities Help Desk
Phone: (301) 295-1070
E-Mail: helpdesk-pwd-bethesda@navy.mil

For smoke, fire, burning or chemical smells, call 777 or Fire Dept. at (301) 295-0319 IMMEDIATELY!

Anyone who notices an exterior safety or repair problem found outside (such as non-functioning streetlights, potholes, broken sidewalks) on the installation should contact the PWD Facilities Help Desk directly and place a **Trouble Call**. Problems (such as burned out light bulbs, temperature issues, etc.) within non-medical buildings should be routed through your **Building Manager**. Building Managers should send an e-mail with the information listed below to the PWD Facilities Help Desk mail box. Retain the **Work Request Number** for follow-up questions.

Subject:	Project Title or Issue
Work Description:	Details
Location:	Room #, Building #, etc.
Point of Contact:	Name
Telephone:	Phone
E-mail:	E-mail

Facility emergencies with immediate threat to life or property – report IMMEDIATELY to Help Desk.

Frequently Asked Questions

Q - How should I report a non-emergency repair problem in the hospital (WRNMMC Buildings 1-10, 19, & 51)?

A - Call the Help Desk at (301) 295-1070 and follow up your request with your Hospital Zone Manager.

Q - How should I report a problem if I live in the Army Barracks or Wounded Warrior Barracks (Buildings 60, 61 & 62)?

A - Call the Barrack's Duty Desk. They should contact the Army Help Desk at (301) 530-5688.

Q - What do I do if something needs to be fixed outside of a building, for example a pot-hole?

A - Call or e-mail the PWD Bethesda Help Desk directly at (301) 295-1070. No need to go through your Building Manager or Zone Manager.

Q - What if I have a new project that I would like assistance with (i.e. new carpet, new office, etc.)?

A - Contact your Building Manager for buildings outside the hospital, and the Zone Manager for buildings inside the hospital.

Q - How do I get new or additional keys and/or locks?

A - Contact your Key Control Custodian (KCC). They will assist you in completing the appropriate documentation and submit your request.

Q - Who do I call for medical equipment repair inside the hospital?

A - Contact the Biomedical Engineering Department at (301) 295-5515.

Q - How can I find out the current status on a request for services?

A - Contact your Building Manager or Zone Manager. Provide the Work Request Number for follow-up.

Q - How should I report a repair problem inside non-medical buildings on the installation?

A - Contact your Building Manager. They will e-mail a Work Request to the Facilities Help Desk. You can find a listing of Building Managers at: <http://www.cnic.navy.mil/Bethesda/OperationsAndManagement/PublicWorks/index.htm>. You can also send an e-mail to the Help Desk requesting your Building Manager's contact information.

Q - How do I address customer service issues related to the Help Desk?

A - E-mail the Production Control Team Lead at keshha.artis@navy.mil with copy to cornelius.reeder@navy.mil.

Q - Who do I call for after-hours access to locked spaces?

A - Contact the Base Security Office at (301) 295-1246.

Q - Who do I call for housekeeping issues inside the hospital (i.e. spills, paper, soap, etc.)?

A - Call Housekeeping at (301) 295-1050.

Q - When should I call in a routine problem or repair (or a non-emergency item)?

A - Please report non-emergency problems between the hours of 7:00 am and 3:30 pm. Emergency items can be phoned in at any time.