CNIC NAVY GATEWAY INNS & SUITES DESK GUIDE

FACILITY MANAGEMENT

#8

10 SEPTEMBER 2008

INTRODUCTION

This Desk Guide provides supplemental guidance on the management of Navy Gateway Inns & Suites lodging facilities. The procedures and guidelines are to be used by personnel charged with the administration and operation of Navy Gateway Inns & Suites. Use of this Desk Guide at all levels will promote uniform management practices across the CNIC Enterprise. The intent of this Desk Guide is to provide detailed guidance for activities where Navy is the host command. Except where noted, the procedures herein apply to Navy-owned and managed transient lodging facilities.

This Desk Guide will be updated as required. Widest dissemination is encouraged.

C. F. MEHRER
Director, Fleet Readiness

Facility Management

References:

(a) Unified Facilities Criteria (UFC), 4-721-10, Design Navy and Marine Corps Bachelor Housing, 4 Oct 07, Change 2
(b) DODI 1015.12, 30 Oct 96, Enclosure 2
(c) OPNAVINST 5100.23G, Navy Safety and Occupational Health Program Manual, 30 Dec 05
(d) Uniform Federal Accessibility Standards, 1984
(e) OPNAVINST 11320.23F, Shore Activities Fire Protection and Emergency Services Program, 28 May 04
(f) DoD Lodging Program Standards, 1 Sep 99
(g) DoD Housing Management Manual 4165.63-M, Sep 93
(h) DoDI 1015.15, Lodging Program Resource Management, 30 Oct 96, Encl 4

8.1. General

Regional Lodging Program Directors and NGIS Lodging Managers will familiarize themselves to references (a)-(h). The entire lodging team must understand and plan for the care and condition of NGIS facilities. A thorough understanding of funding is necessary to gain maximum resources and to fully use the resources. See CNIC Portal/N924, Funding Matrix.

8.2. Building Management

A tracking system for work requests, Sustainment, Restoration and Modernization (SRM) and MILCON, NAFCON and NAF special project initiatives will be established for all installations.

A. The primary POC for facility issues is the installation Public Works/NAVFAC Officer.

B. The primary POC for NAF-related initiatives is the Regional Lodging Program Director or his/her appointee who collaborates with the N92 and CNIC N94 Facilities Branch.

8.3. Maintenance

A. Grounds Maintenance. Grounds maintenance tasks are defined as the upkeep and maintenance of the lawns, flowerbeds, trees, shrubs, and general outside yard maintenance tasks. NAF is authorized when APF is not available and/or is not sufficient. See reference (h).

B. Preventive/scheduled maintenance program. Each lodging operation must have a preventive maintenance program in place. Preventive maintenance is a schedule of planned maintenance actions aimed at the prevention of breakdowns and failures. It is designed to preserve and enhance equipment reliability by replacing worn components before they actually fail. Note: While pest management is often reactive instead of proactive, lodging operations will work with PW to participate in the base pest control program.

C. Work Order/Trouble Call System - All lodging operations will operate an effective work order program utilizing the property management system when feasible.

8.4. Inspections

A. Inspections will be held to the minimum necessary to ensure that buildings are properly maintained in a safe, secure and sanitary condition: Fire, Safety, Security, Preventive Medicine, and NAVFAC.

B. The manager or designee will conduct most facility inspections. Discrepancies will be reported and documented to ensure corrective action is taken. For tracking purposes, all discrepancies should be entered into the work order/trouble call system to ensure documentation is maintained.

8.5. Conversions/Diversions

A. Conversion. A conversion is the permanent conversion of a transient space from its intended use to another use. The modifications may or may not render the room irreversible, however the intent is that the room will be used for another purpose in the transient operation or in some cases outside of the operation where the room(s) were turned over to another organization.

(1) An example of this would be if a berthing space was turned over to MWR to establish a fitness facility or computer lab. The space would be converted to the appropriate category code by NAVFAC.

(2) Conversions require approval of CNIC with endorsement from the Region. When a conversion is approved the property record card and category code for the room are changed to reflect the loss of this room in the transient inventory and to show this as admin or other approved spaces. Any room in Navy

Gateway Inns and Suites that is changed from its intended usage for a period greater than 2 years is considered a Conversion.

B. Diversion. A temporary change (less than two years) to the functional use of a facility or space. A diversion does not change the category code in iNFADS. Regional Lodging Program Directors are responsible for approving all diversions of facilities or spaces. CNIC should be copied on all approvals. An example of this would be using a transient room for a storage space or an office for a period less than two years.

C. Regions shall maintain an annual minimum average of 95 percent of available assets. A waiver of this requirement must be obtained from CNIC when circumstances prevent meeting this requirement.

8.6. Project Management

A. Regional planning is the process by which comprehensive plans for specific geographic areas are developed. The regional plan helps make decisions by identifying land and facility alternatives and providing recommendations about acquiring, using, maintaining and/or disposing of land and facilities. Regional plans focus on optimizing resources and opportunities across an entire region, thereby leveraging assets and reducing redundant functions.

B. APF Projects

(1) Renovation/Repair projects will renew or restore a facility or part of a facility, while construction projects will install, assemble, add, expand or alter facilities. During renovation/repair the NGIS Lodging Manager will monitor furniture procurement to be sure it remains on schedule. Additionally, with new construction and expansions, it is critical that the manager ensures that the design team is aware of requirements for CNIC standardized colors, carpets and amenities to ensure they are addressed in the contract without additional costs after completion.

(2) Special projects are generally repair projects of a larger scope and cost. A portion of the work may require new construction.

C. NAF Projects. All renovation/repair projects utilize the

standard procurement process developed and monitored by CNIC, Community Support Facilities Branch. In order to restrict cash for a specific project, approval must be obtained from CNIC via the budget submission process. Once the project is approved, funds may be transferred to restricted cash. The manager should be involved with all phases of the project including contractor selection, technical review and blueprint review.

D. Whole Room Concept (WRC). WRC includes all furniture, bedspreads, window treatments, artwork/wall decorations, table and floor lamps, carpeting and minor incidental (touch-up) painting of interior living spaces. WRC does not include the painting of an entire room, nor does it include built-in appliances or minor alteration of room configurations. Furnishings for common areas including hallways can be addressed within the WRC. See CNIC Portal/N924 NGIS WRC/TRC/Capital Investment Nomination Form.

E. Total Room Concept (TRC). TRC package may include all of the items in a WRC plus appliances replacement, painting, alteration of room configurations such as framing out connecting doors to connect two rooms to form a suite, demolition and construction to include plumbing and electrical repairs/upgrades inside a transient room. Common areas and front desk lobby/lounge areas may also be included if the facility serves only lodging guests and the spaces are not shared with permanent party personnel. TRC does not include major restoration of an entire structure or construction of a new transient facility.

F. Reference (a) establishes the minimum facilities design specifications for new construction and renovation projects. The ultimate goal is that every transient guest will have a private room and private bath in accordance with reference (f) for new construction and/or renovation. See Table 8.2.

Table 8.2. Minimum Standards of Acceptable Space and Privacy (Existing Inventory) reference (g).

Grade	Transient Personnel
Officers and Civilians: 01 and above; W-1 - W-5	250 square feet net living area: private room; private bath
E-7 - E-9	250 square feet net living area: private room; bath shared with not more than one other
E-5 - E-6	135 square feet net living area: private room; bath shared with not more than one other
E-1 Recruits	72 square feet net living area: open bay; central bath
Other E-1;E-2 - E-4	90 square feet net living area: not more than four to a room, except in open bath central bath

Note: The net living area of a private room or suite is measured from the inside face of the peripheral wall and includes all such enclosed, unshared spaces and partitions. The net living area in a shared room comprises the clear area in the sleeping room allocated for an individual's bed, locker, and circulation; it excludes lounges, bathrooms, hallways, storage area designated for military mobility and/or field gear or equivalent. In open bay, net living area is one equal share per person. The open bay comprises all within the peripheral walls.

8.7. Physical Security Program

A. The manager will coordinate with the Installation Security Officer to establish procedures designed to provide guests with a safe, comfortable environment. Policies and procedures will be implemented, trained and reviewed to ensure the physical security of guests, staff members and facilities. Ensure a safe and secure environment by immediately reporting any unauthorized personnel and/or suspicious behavior.

B. All guest rooms will be equipped with telephones capable of contacting staff at a manned front desk and provide the ability to contact police, fire and emergency crews.

D. Emergency and master keys will be inventoried and controlled.

E. All exterior room doors will have a one-way viewer and a secondary locking mechanism. A deadbolt is acceptable as long as the override mechanism cannot be opened from the outside without the use of the emergency keys or the grand master keys which are controlled.

F. All building exits will be clearly marked and signage (interior and exterior) must be clear, attractive and professional in appearance. Directional signs should indicate room location, room numbers, and where vending machines, laundry facilities, etc. are located.

8.8. Emergency Management

Lodging will coordinate with the base Disaster Preparedness Plan for response to disasters and emergencies such as fire, storms, floods, earthquakes, bombs, bomb threats, terrorism, robberies and medical emergencies. The Emergency Management Plan will be flexible but detailed enough to ensure that each staff member knows his/her responsibilities in an emergency situation.

8.9. Recycling

If a recycling program is available at the installation, recommend NGIS be an active participant.

8.10. Luggage Storeroom

NGIS will provide a secure luggage area with limited access for guests who arrive before the normal check-in time, or when rooms are not immediately available. Ensure the guest is made aware a luggage area is available for use only on the day of check-out; not for extended use. Verify guest identification information is provided on each item stored. Provide the guest with a receipt for each item stored.

8.11. Vending Areas

A. Vending areas will be provided in the lodging facilities. Reference (a) provides the specifications for design and location of vending areas. Vending areas are to be bright, clean and attractive and will be secured to the floor or wall to prevent tipping over. Vending areas will provide a commercial grade microwave oven (if frozen or refrigerated food is offered), tables, chairs and a covered trash receptacle when space allows.

B. NGIS may engage in vending and resale operations but NEXCOM has right of first refusal. Right of first refusal must be exercised in writing prior to allowing MWR or NGIS to operate vending machines or engage in resale activities. Should guests recommend preferences for vending products, provide results to the NEX/MWR Manager or designated point of contact.

8.12. Employee Break Room

A designated break room conducive to the number of employees will be provided. Break area must reflect the same quality standards of cleanliness and aesthetics of lodging common areas and guest rooms. Break area should have a TV, DVD player, microwave, refrigerator, telephone, and adequate seating area for employees' comfort. A secure storage area/individual locker will be provided for employees' personal items.