

## **Exhibit 18**

### **DRAFT MAINTENANCE PLAN**

#### **A. General Performance Standards**

1. Acknowledge receipt of all resident generated service requests within 24 hours if repairs cannot be completed within 24 hours.
2. Respond to Resident generated non-emergency service requests within three (3) days maximum.
2. Respond to emergency service requests in accordance with the Maintenance Emergency Procedure and abate within 24 hour maximum;
3. Adhere to a documented Preventive Maintenance Program;
4. Inspect all units for Preventive Maintenance annually;
5. Complete all scheduled Preventive Maintenance inspections in a timely fashion;
6. Adopt and adhere to a cyclical painting program;
7. Prepare vacant units for occupancy within fourteen (14) working days maximum;
8. Provide Maintenance Staff with access to all necessary tools, equipment, supplies, and materials.
9. Assure that problems and discussions regarding Residents will stay in the office and will not be shared with other Residents or general public or friends or family.

#### **B. Maintenance Priorities**

Maintenance work shall be performed according to the following priority of work order categories:

1. **Emergency Maintenance** ---Any condition that poses a serious threat to the life and/or safety of the residents, staff or general public and/or will cause serious structural or systems damage to the property if not abated within 24 hours such as:
  - a. Fire
  - b. Broken gas line or leaks
  - c. Broken water line or leak (fast flowing)/Flooding
  - d. Heating system failures (the heating equipment must have the capacity of heating to at least 68 degrees Fahrenheit)
  - e. Power Failures/Electrical Hazards
  - f. Sewer failures
  - g. Water heater failure
  - h. Refrigerator Failure
  - i. Building penetrations (broken windows, broken exterior door, roofs, exterior walls, etc.)
  - j. Human Entrapment (resident injured or child locked inside)
  - k. Lock Out
  - l. Other conditions that might cause harm to the Resident or others or damage to property.

### **Emergency Call Procedure:**

Proper response to emergency situations requires careful consideration of the factors involved. The urgency of the condition (based upon the amount of threat to life/safety, structural or systems), time between notification of condition and regular working hours, must all be determined prior to dispatching. **All emergency conditions must be abated within 24 hours of notification as required by HUD standards.**

Maintenance emergencies are classified into three (3) categories. The first (1st) category is maintenance emergencies that occur or are reported during normal work hours. The second (2nd) category is maintenance emergencies that occur or are reported beyond normal work hours that pose a serious, **immediate** threat to life and/or safety of the residents, staff or general public and/or structures or building systems (**Priority 1**). The third (3rd) category is maintenance emergencies that occur or are reported beyond normal work hours that pose a serious, **potential** threat to life and/or safety of the residents, staff or general public and/or structures or building systems (**Priority 2**). The response procedure for each is described below.

### **Normal Work Hour Procedure:**

Maintenance emergencies will be reported directly to the receptionist or other appropriate staff during normal work hours. The staff person receiving the notification of the emergency condition will acquire all needed information related to the condition. This information will include at a minimum:

1. Location of emergency
2. Nature of emergency
3. Name of person reporting emergency
4. Call back phone number
5. Emergency personnel at the scene (fire, police, ambulance, etc).

The staff member will assess the condition to verify that it requires emergency response, and then dispatch the appropriate responder by phone. A work order will be generated to track the actions taken. Whenever practical, emergency conditions shall be abated during work hours.

If the responder is a BHA employee, the staff member will document and record their response in the work order system. If the responder is from an outside agency (fire, police, ambulance, contractor) the Maintenance Supervisor will verify that the emergency condition has been abated and will record the actions in the work order system.

### **Beyond Normal Work Hours:**

Maintenance emergencies that occur beyond normal work hours will be reported by calling the “Emergency On-call Phone” directly. Employees will acquire the following information to determine the status of the call (emergency, non-emergency) and appropriate response:

1. Location of emergency
2. Nature of emergency
3. Name of person reporting emergency
4. Call back phone number
5. Emergency personnel at the scene (fire, police, ambulance, etc.)

If the call is found to be a non-emergency, the resident will be instructed to call the BHA office during normal work hours or to call and leave a voice mail message on the office voice mail system.

If the call is verified to constitute an emergency by the procedure, the employee will determine whether the condition poses **(Priority 1)** a serious, immediate threat to life and/or safety of the residents, staff or general public and/or structures or building systems or **(Priority 2)** a potential threat to life and/or safety of the residents, staff or general public and/or structures or building systems.

#### **Priority 1:**

Once the call is determined to meet the Priority 1 criteria, the employee assigned to Emergency On-call service will dispatch to abate the condition. The BHA employee will document and record their response in the emergency service log and obtain the residents signature. The emergency service log will be used for periodic evaluation of the emergency procedure. If the responder is from an outside agency (fire, police, ambulance, contractor) the Maintenance Supervisor will verify that the emergency condition has been abated and will record the actions in the work order system.

#### **Priority 2:**

Once the call is determined to meet the **Priority 2** criteria, the employee assigned to Emergency On-call service will dispatch by these guidelines:

If normal work hours are within 12 hours of the resident reporting the condition, the employee will advise the resident that maintenance personnel will respond during normal work hours.

If normal work hours are not within 12 hours of the resident reporting the condition, the employee will dispatch between 7:00 a.m. and 10:00 p.m. to abate the condition. BHA employees should not respond between 10:00 p.m. and 7:00 a.m. for **Priority 2** calls.

The employee will document and record all responses (including calls that do not meet the emergency criteria) in the emergency service log and obtain the residents signature if possible. The emergency service log will be used for periodic evaluation of the emergency procedure.

*(Refer to Attachment 1 for examples of Emergency Conditions and Response Procedures)*

2. Resident Service Maintenance—items in this category are all work initiated as a result of Resident requests and include, but is not limited to:
  - a. Electrical repairs
  - b. Plumbing repairs
  - c. Broken window panes
  - d. Floor tile repair
  - e. Sheetrock repairs

**Resident service Maintenance is to be performed within one (1) to three (3) working days**

3. Routine **Maintenance**—includes ongoing regularly scheduled Maintenance activities intended to maintain the decent, safe and sanitary nature of the housing and to maintain curb appeal of the property. Includes:
  - a. Extermination and Pest Control
  - b. Janitorial and Grounds Cleaning at all sites
  - c. Trash Collection
  - d. Lawncare/Landscaping (The Housing Authority shall contract Lawncare/Landscaping for Anderson Plaza and Riverview Heights and Maintenance Staff shall be responsible for Lawncare/Landscaping for Linden Village and Piney Creek North).
  - e. HVAC Filter changes
  - f. Inspect smoke alarms

4. Vacant Units Turnover—includes all work necessary to prepare a vacant unit for occupancy by a new Resident.

**Units needing minor rehabilitation shall be made ready within fourteen (14) calendar days**

5. **Planned/Preventive Maintenance**— includes activities based on regular, scheduled, and methodical inspection of dwelling units, buildings, equipment, and major systems. These inspections are designed to maintain Housing Authority property in good repair and to appreciably extend its useful life by assuring repairs are made prior to deterioration and actual breakdown, thereby minimizing both damage and repair costs.

C. Work Order System

1. Policies

- a. Maintenance Staff will make no repairs without an authorizing work order form generated by the Housing Authority office personnel. *Failure to comply with this policy will result in disciplinary action up to termination of employment.*
- b. Repairs are to be performed within the time frames established in the performance standards (see A)

2. Procedures

- a. A completed work order will include
  - 1) Date and time issued to person or entity to do the work
  - 2) Unit number
  - 3) Detailed description of work to be done
  - 4) Date and time the work is satisfactorily completed
  - 5) The parts used to complete the repairs and the cost of the parts
  - 6) Whether the damage was caused by the Resident and the charges to the Resident for Resident-caused damage.
  - 7) Signature of office personnel intake person
  - 8) Signature of Resident on completion of work
  - 9) The names and actual time of maintenance employees who performed the work.
- b. Work orders will be issued by Management and entered into a log which indicates at all times the status of all work orders as to type (emergency, non-emergency) when issued, and when completed.
- c. A non-emergency routine work order is any work order that covers a situation that is not an immediate threat to life, health, safety, or property, or that is unrelated to fire safety.
- d. Emergency work orders are for situations that pose an immediate threat to health or safety, and take highest priority. (See B1)
- e. The majority of work requests initiated by the Housing Authority Staff will be those attributable to preventive, or planned Maintenance, or unit inspections. These work orders are handled as routine work orders.
- f. Maintenance Staff will routinely pick up work orders at:  
8:00 a.m. each morning and at 12:00 p.m. each afternoon.
- g. Any time throughout the day that Staff is near or at office, they will also check for additional work orders.

h. Insofar as possible, Maintenance Staff will be issued parts and supplies needed to complete assigned work orders at the time they are assigned the work order.

**i. Procedure when entering a unit**

1) Upon receiving a work order generated from the office authorizing repairs, maintenance staff must make every effort to correct non-emergency conditions within 1 to 3 days maximum and to correct emergency conditions within 24 hours maximum. To accomplish this, maintenance staff will knock on the door and identify themselves as maintenance.

*a) If an adult resident answers the door, maintenance staff will state the purpose of the visit and politely ask for admittance. If the resident indicates that it is not a convenient time, resident and staff shall mutually agree to a convenient time to return within the next (72) hours.*

*b) If a minor child answers the door, maintenance will request to speak with an adult. If it is determined that an adult is not home, staff shall be prohibited from entering while minor child is alone in the unit and will be required to return at a later time. Maintenance shall document each attempt made to complete the work order. In the event repairs could not be completed within (72) hours, staff must contact an adult member of the household to schedule a time to complete repairs when an adult will be present or there will be no one at home.*

*In the event an adult could not be reached or it is determined that the repair is of an urgent nature and cannot be rescheduled maintenance must request that a staff member from the office accompany them to the unit while they complete the repair.*

*c) If there is no response, maintenance should continue to knock and announce themselves loudly enough to be heard for at least five (5) minutes before entering the unit to ensure that the resident heard them, is decent and had time to answer the door. If there is still no response and maintenance determines that there is no one at home, maintenance staff is to let themselves in and perform the work and/or inspection. Staff must leave a copy of the completed work order or a written statement specifying the date, time and purpose of entry prior to leaving the dwelling unit.*

- 2) *While maintenance is in the unit, they shall ask the Resident, if home, if there is any additional maintenance repairs needed before leaving and add such repairs to the existing work order. If the Resident is not home and additional repairs are noted, maintenance shall notify the office personnel and a new work order shall be generated.*
  - 3) Staff then fills out the Work Order/Inspection form and notes whether each element requiring attention:
    - a) Was in good repair
    - b) Was clean
  - 4) Staff documents the work order makes a note of completed work order or that additional work is needed and whether items that will require additional work will require additional work orders.
- j. Maintenance Staff will make note, while in a unit or on a site, of excessive poor housekeeping habits or dangers, of children left unattended, pets, excessive damages or repeated damages, and infestation. These will be noted on the work order and Management notified immediately.
  - k. A work order deferred for modernization is any work order that is combined with similar work items and completed within the current PHAS assessment year, or will be completed in the following year if there are less than three months remaining before the end of the Housing Authority fiscal year when the work order was generated, under the Housing Authority's modernization program or other Housing Authority capital improvements program.
  - l. Work orders will be filed in numerical order in a Maintenance file and a copy will be filed in the Unit file
  - m. Notice of charges are mailed to the Resident being charged
  - n. Ten percent (10%) of all completed work orders shall be checked by the Management for quality of work.

**D. Assessing Resident Maintenance Charges**

1. Residents will be assessed a charge for repairs made to their dwelling units in excess of what is required for normal wear and tear and damage which is caused by the Resident, members of the household, guests, or by neglect.
2. Charges will be made according to the Schedule of Other Charges posted on the Authority bulletin board. If work must be charged that is not listed on the Schedule of Charges, the resident will be charged the actual cost of time and materials for the job.

3. If a Resident calls an unauthorized person to work on their unit or appliances, etc., and it is not an emergency to which a Maintenance Staff is unable to tend, the Resident will be responsible for the cost of that repair. The Housing Authority will NOT be liable for the cost.

**E. Emergency Maintenance Procedures**

1. Maintenance Supervisor will be contacted immediately
2. Maintenance Supervisor will immediately go to location and verify existence of an emergency situation
3. Maintenance Supervisor will determine whether the work can be done in house or requires contract services
4. If matter cannot be resolved quickly completed, emergency status can be abated by transferring the Resident away from the emergency situation.
5. Emergency work orders will be turned in immediately upon completion.
6. If situation is determined not to be an emergency, Resident will be informed that request will be considered as any other routine Resident request.

**F. Routine Maintenance Procedures (Ongoing)**

**1. Extermination**

- a. The Housing Authority shall contract extermination services to a company where staff has been provided with the proper training, equipment, insecticides, and bait necessary to maintain an efficient and effective pest control program.
- b. The schedule for extermination shall be quarterly.
- c. Management is responsible for notifying the Residents and assuring that units are properly prepared.
- d. **Unscheduled Pest Extermination**
  - 1) Residents requiring interim extermination will report this to the Housing Authority office.
  - 2) The Housing Authority Staff will contact the contracted extermination company for treatment.
  - 3) Extermination services may be provided on demand on a quarterly basis.
- e. **Rodent Control**  
Properties will be baited for rodent extermination as necessary.
- f. Management will take precautionary measures to assure that Residents are aware of the antidote for the rodent poison use.

**2. Janitorial and Grounds Cleaning**

- a. **Sweeping and mopping of Public Areas**  
All public corridors will be broom swept and mopped weekly. Whenever possible, this operation will be performed in the mornings when Resident traffic is the lightest.
- b. **Cleaning Grounds and Landscaped Areas**
  - 1) The policing of landscaped areas is best performed by a worker equipped with a shoulder bag and metal tipped spear or other comparable equipment. The worker will wear gloves for protection when removing trash from the spear. Paper, small cardboard cartons, and miscellaneous trash will be speared and deposited in the bag or other approved container.
  - 2) Litter, such as cigarette butts or matches on lawn and other areas, which are

too small to be speared, will be swept up by means of a bushel basket or wheelbarrow for removal. A square-faced shovel can be used for picking up the debris.

- 3) Large pieces of paper and miscellaneous trash, such as clothes hangers, too cumbersome for the bag, will be deposited in the nearest stationary waste basket or dumpster.
  - 4) Litter found with names of Residents will be notes and reported to the Housing Authority office so that notices can be mailed to the Resident about the litter and charges, if applicable.
- c. Cleaning of walks, roads, playgrounds, parking areas--  
On paved/hard surfaces where cars, benches, and play equipment is prevalent, best results are attained by manual sweeping

### **3. Trash Collection**

The Housing Authority will provide periodic trash collection at a frequency required to maintain the development in a sanitary condition with required Resident cooperation.

Trash collection will be provided by the City on a scheduled basis

### **4. Lawncare/Landscaping**

a. The Housing Authority will keep all units and the Housing Authority office/Maintenance/storage lawns and landscaping areas cut and trimmed during the growing season to enhance the image of the Housing Authority and to provide an attractive setting for its Residents and the general public.

b. Lawncare

- 1) By March 1 of each year, the Housing Authority Staff and Maintenance Staff will prepare a schedule of all activities by development.  
(i.e., frequency of grass cutting, hedge cutting, tree and lawn trimming, flower bed preparation, fertilizing, weed poisons, etc)
- 2) By March 15 of each year, Management Staff and Maintenance Supervisor will make certain that supplies are ordered and equipment is stocked and operational.
- 3) Damage - In early Spring, the Maintenance Staff will clear debris (tree limbs, large rocks, etc.) from each lawn area and report excessive lawn damage, damage to trees, ornamental plants and shrubs to the Housing Authority office. The Maintenance Supervisor will inform the Housing Authority office of the location and nature of damage, and schedule corrective work.
- 4) Fertilization and Weed Prevention - In the Spring, each lawn area will receive an application of fertilizer and weed prevention.
- 5) Mowing - Lawns will be cut approximately every fourteen (14) days depending on the rate of growth. In the Spring, mowing may be required more frequently.
- 6) Watering - Lawns should be regularly except when limited due to local water shortage conditions, or some other factor which would cause damage to the lawn area (such as immediately after some chemicals have been applied to prevent weed growth), or scheduled by the Housing Authority Staff for budget purposes.

c. Landscaping

- 1) Hedges and Shrubs - Ornamental plants should be trimmed on a regular basis. No plants should touch the foundation of any building. The shrubs should be cut clear of any stairs or building. The height and width of any hedge depends on their location and purpose. (i.e., whether they are decorative or serve as a buffer to street traffic or as a deterrent to window peeping, etc)
- 2) Trees - All dead or broken limbs should be cut clean near the trunk of the tree. No tree limb should touch any building or electrical line or overhang a traffic sign or cut view of street traffic.
- 3) Flower Beds - Beds will be cleared of debris and weeded on a regular schedule. A bed of mulch, tree bark, or stone will be placed to avoid excessive weed infiltration.
- 4) Weed Retardant - Where necessary, weed retardant should be administered to those areas that are not conducive to the growth of vegetation. (i.e., cracks in pathways, along foundations, fence areas, etc.)
- 5) Edging - Lawns, walkways, driveways/parking areas, and curbs should be edged to present a neat and attractive appearance each time the lawn is mowed.

**G. Vacant Unit Turnaround Procedure**

1. It is the policy of the Housing Authority to prepare vacant units for re-occupancy within a maximum of fourteen (14) working days.
2. As soon as a vacant unit is reported to Maintenance, plans will be made to inspect, repair, paint, and clean as needed.
3. If the Resident is available, the Resident will certify the condition of the unit on the Unit Inspection form.
4. In cases where the Resident vacates without notice, the Maintenance Staff shall perform the move-out inspection within 24 hours of learning of the vacancy.
  - a. Staff will note all items which must be repaired and/or cleaned, and determine any damages to be charged to the Resident's account.
  - b. Following inspection, the Maintenance Staff shall determine which work orders must be prepared.
5. Make-Ready Steps
  - a. Secure unit and change the cylinders on the unit doors and mailbox locks. The keys to the old cylinders should be tried in both the old unit and mailbox locks to ensure their proper operation. If satisfactory, the old cylinders and keys should be retained for re-use somewhere else at a later date.
  - b. Remove range and refrigerator  
Clean/repair range and refrigerator thoroughly
  - c. Exterminate
  - d. Remove debris and clean

- f. Remove all picture hooks, nails, curtain hooks and rods, shower curtain rings, etc.
  - g. Plaster as required, especially nail holes
  - h. Replace or repair torn shades or blinds for proper operation (If the shade roller has lost spring tension, shades should be pulled down, removed from brackets, rewound manually, and reinstalled)
  - i. Clean all light fixtures, windows, and shades/blinds
  - j. Replace cracked, broken, missing, or loose ceramic tile
  - k. Repair Floor. Repair or replace missing asphalt tile. Mop the floor free of dirt, wax, scuff marks, etc. Excessive build-up of wax deposits should be removed
  - l. Replace wash basins that have chipped surfaces and cannot be repaired
  - m. Clean plumbing fixtures and cabinets thoroughly; Lemon Oil wood.
  - n. Wash the walls and/or paint the unit
  - o. Return the clean/repared range and refrigerator to the unit when leased, if applicable.
  - p. Final extermination (if needed)
  - q. Completed inspection form and Resident charges will be delivered to the Housing Authority office Staff as soon as unit is ready to be released
6. Circumstances will occur that will cause the Staff to exceed the 14 working day standard for unit preparation. These are individual exceptions and will not affect overall Housing Authority performance of this function. These circumstances shall include the following categories:
- a. Fire damaged units
  - b. Developments where there are more than three (3) vacated units in one month
  - c. Contract work is necessary
  - d. Major rehabilitation of vacant units (such as modernization)
7. If any one of the following work items is required in the vacant unit, it shall be classified as a major rehabilitation:
- a. Replace roof
  - b. Replace/repair entire plumbing system
  - c. Replace wall studs
  - d. Electrical re-wiring
  - e. Replace bathtub
  - f. Replace floor joists in any one room
8. If any combination of the following work items is required in a vacant unit, it shall be classified as a major rehabilitation. (Volume of work is primary determination factor for a major rehabilitation):

- a. Replace 50% or more of interior doors
  - b. Replace entrance doors
  - c. Replace two or more windows (frames and panes)
  - d. Replace gutters and downspout
  - e. Replace three or more walls and/or ceilings (plaster and drywall)
  - f. Replace kitchen cabinets
  - g. Install commode sets
  - h. Replace radiators, baseboard heating, and connectors
  - i. Replace/repair three or more floors
  - j. Replace/repair 50% or more floor tile
  - k. Replace kitchen sink
  - l. Replace bathroom toilet
  - m. Repair interior and/or exterior steps
  - n. Replace walls that are burst completely through
  - o. Replace closet flange
  - p. Replace ceramic wall tiles
  - q. Replace entire walkways
9. The Maintenance Staff and Management shall perform the final inspection.
10. Following this inspection, Management Staff shall accept the unit as complete if all work is completed to their satisfaction. If the unit is not accepted, the Maintenance Staff must see that the desired work is completed and schedule another final inspection. Acceptance of the unit is at the discretion of Management and it is expected that this discretion shall be exercised reasonably.

## **H. Planned and Preventive Maintenance Procedures**

### **1. Annual Unit Inspections**

- a. Each occupied unit will be inspected annually by Management or Maintenance Staff. Staff will provide a list of units that will be inspected in the upcoming week so that they can be scheduled. Management Staff will notify the Resident of the inspection by sending a letter at least three (3) days prior to the visit.
- b. The Staff member who is conducting the inspection will use the Authority's Inspection Form.
- c. When major work items are found, they should be listed on the Inspection Form in sufficient detail to enable the preparation of a work order.
- d. Unusual conditions should also be reported to the Housing Authority Staff in writing on the Inspection Form.
- d. The following items will be checked during the inspection:
  - 1) Faucets - faucets will be inspected for their general condition (peeling, faded chrome, drips, etc.) Faucet handles should be adjusted for proper closure. If proper closure cannot be

obtained, the washers on both the hot and cold water spindles will be replaced. When washers are changed, the faucet seat will also be replaced. On faucets equipped with non-renewable seats, defective seats will be ground to a smooth surface.

- 2) Ranges - ranges will be inspected for oven door closure, knobs, flame adjustments, gas cock adjustments, oven spring tension, and top and oven burner condition. Defects will be corrected immediately. If the range is found to be in poor condition, defects will be corrected immediately. If the range is found to be in poor or dirty condition because of Resident neglect or lack of care, the problem will be reported on the Inspection Form and reported to the Maintenance Staff.
- 3) Hardware - entrance door hinges will be lubricated if necessary and checked for spring tension closure. Unit door locks, knobs, strike plates, and stops will be checked for fastening, alignment, and workability. Defects will be corrected immediately. Door cylinders will be checked for proper key way and pinning to the unit master key. Cabinet hinges, friction catches, and pull handles will be inspected for proper closure, fastening, and alignment. Defects will be corrected immediately.
- 4) Tile Floors - General condition of the floor will be noted on the form. When indentions, cracks, and bumps are found in the tile, the notation must include the color, size, and quantity of materials, and the room where tile replacement is necessary.
- 5) Ceramic Tile - the general condition of floor tile will be noted on the form. When cracked, broken, or missing tile is found, the notation must include the color, quantity, and size of material needed for the repair.
- 6) Electrical - switches will be operated to check their workability. Defective switches and outlets and missing or badly cracked cover plates will be replaced. Loose fixtures will be tightened. Fuse cut-out boxes will be inspected for conformity to fusestats and adapters. Any deviation from these fusestats will be corrected immediately. If there are indications of tampering with fuse boxes, a notation will be made on the form and a report made to the Maintenance Staff. Light fixture will be checked for cleanliness and damage and working bulbs.
- 7) Plumbing Fixtures - plumbing fixtures will be inspected for fastenings, workability, operation, water tightness and flow to and from the fixtures. Leaks to and from fixtures, including tubing, valves, bonnets, packing and piping, will be repaired immediately. Combination sinks, drain boards, bathtubs, and washbasins will be inspected for damage, wear, or chipping areas. The extent of damage will be recorded on the Inspection Form for disposition by the Maintenance Staff.

Flush tanks, flush tank covers, and toilet bowls will be inspected for cracks and chips and for cleanliness and stains. If repair is needed, a notation will be made on the Inspection Form and reported to the Maintenance Staff.

- 8) Refrigerators - will be checked for secure door closure, door seals, thermostat operation, freezing capability, and general condition and cleanliness. If the refrigerator is found to be in poor condition or dirty because of lack of care or abuse, the problem will be noted on the Inspection Form.
- 9) Windows - will be checked for broken, cracked, or loose panes, proper operation of window locks, proper operation of the window opening and closure, weatherization (caulking, etc.), and for cleanliness.
- 10) Blinds/shades - Blinds will be checked for condition and cleanliness of blades and tapes, for bent or broken blades, for proper operation of blind. Shades will be checked for proper operation of shade and condition and cleanliness. All repairs and conditions will be noted on the Inspection Form and reported to the Maintenance Staff.
- 11) General Unit Condition - The general condition of the entire unit will be noted. The following items will be checked and a notation entered on the Inspection Form.
  - a) Is unit unsanitary, unclean, or unsafe? If so, give details.
  - b) Are there other damages, (walls, ceilings, doors, etc)
  - c) Check washing machines for fixed connections to water supply and drainage.
  - d) Serial and tag number of range and refrigerator will be recorded for use in the annual inventory

- f. Completed Inspection Form will be submitted to the Management Staff who is responsible for initiating the work orders arising from the inspection. These work orders will be categorized as Unit Inspection and their issuance noted on the Inspection Form.

## 2. Building and Systems Maintenance

- a. **Buildings** - The Maintenance Staff will inspect each building and all facilities at least quarterly. The inspection will include
  - 1) the complete building envelope, consisting of roofs, overhangs, exterior walls, windows, screens, doors, railing, and infestation
  - 2) all grounds, playground equipment, picnic tables, roads, walks, and the drainage system and lawns(checking for foundation problems or leaks of gas or water).
  - 3) Particular attention will be given to evidence of sewer problems, water leaks, gas leaks, and the electrical drops, and gas meter installations.

- 4) The Maintenance Staff will report the conditions found and indicate the exact location of needed repairs or replacements.
- b. **HVAC Systems** - Regular inspections will be made of HVAC systems whether by Housing Authority personnel or contractors.
- c. **Equipment** - Whenever a new piece of equipment is purchased, a file is started including all recommended preventive Maintenance servicing dates. This information is recorded for scheduling. A copy of the work order, which confirms the performance of scheduled Maintenance, or the repair, or replacement of any parts, is placed in the file to establish a record of all work performed on the equipment or system.
- d. **General Procedure** - Work to be accomplished quarterly is confirmed by work orders produced on the first of March, June, September, and December.

### 3. Motor Vehicles

- a. Scheduled Maintenance  
Specified tasks will be performed as required on a daily, weekly, or monthly basis:
  - Daily**- odometer check, visual inspection of vehicle
  - Weekly**- (Monday morning before work begins)  
Check all fluids, check inside and outside of vehicle
  - Monthly**- Tune-up and oil change as needed  
(Maximum is 3,000 miles)
- b. The Maintenance Staff is responsible for the condition of the vehicle and assuring that scheduled Maintenance is performed. This includes the completion of oil changes, lubrication, tune-ups, or other repairs and Maintenance. If the work required is beyond the capacity of Staff, outside services will be secured.

### 4. Painting

- a. Exteriors
  - 1) The scheduling of exterior painting is the responsibility of the Maintenance Department and is programmed to accomplish the painting of approximately one-fifth (1/5) of the total inventory each year.
  - 2) Included in the above inventory are all appendage facilities within each development. These include the Management/ Maintenance building, recreation building, pump and meter structures, benches, and signs.
  - 3) Painting will be accomplished between cycles if it becomes necessary due to fire damage, hail, graffiti, or other unavoidable circumstances.

4) Residents, unless employed to do so by the Housing Authority, are not to apply paint in any manner to building exteriors. Should they do so, they will be responsible for the restoration of the property as directed by the Housing Authority.

b. Interiors

1) The condition of the interior paint finish of each unit will be inspected when vacated and a unit will be re-painted as necessary prior to occupancy to bring it to a standard of good property Maintenance.

2) The interior of occupied units will be painted according to the cycle painting standard or as soon as feasible. Painting will be done at intervals no longer than every five (5) years for family units; every seven (7) years for elderly units.

3) Interior of Management/Maintenance facilities will be painted as necessary but at least every 5 years.

**I. Maintenance Staff Training**

It is the intention of the Housing Authority's Maintenance Department to have a qualified, well-trained work force. Its goal is to ensure that every member of the department is thoroughly trained in his/her job skill in order to perform his/her mission in a timely and efficient manner.

**J. Conduct and Responsibilities of Employees**

Each employee of the Agency must realize that the Agency's basic and controlling purpose in employing him/her is the public interest, rather than his/her private or personal interest, and that he/she can never have a right of tenure that transcends the public good. He/she can properly be an Agency employee only as long as it remains in the public interest for him/her to be one. Public trust and confidence in the integrity of the Agency are paramount.

*Bastrop Housing Authority does not discriminate against persons on the basis of disability status in the admission or access to, or treatment or employment in, its federally assisted programs and activities.*

Attachment 1

**Examples of Emergency Conditions and Response Procedures**

**Fire:**

1. Ask resident if they are in the unit or calling from somewhere else. If in the unit, advise the resident to leave the unit, but remain in the area until maintenance and/or emergency personnel arrive.
2. Contact "911" and dispatch as soon as possible.
3. Notify Supervisor. Employees must respond at once.
4. Once on site contact emergency personnel as well as resident.
5. Once fire is abated, secure unit as necessary.
6. Document and record response in the emergency service log.

**Natural Gas Leak:**

1. Ask resident if they have contacted Centerpoint Energy. If not, contact Centerpoint Energy at 1-888-876-5786
2. Ask resident if they are in the unit or calling from somewhere else. If in the unit, advise resident to leave the unit, but remain in the area until maintenance or utility suppliers arrive.
4. Once on site, make contact resident and/or gas supplier.
5. If gas leak is on the interior employee must vent the area.
6. Abate emergency condition.
7. Document and record response in the emergency service log.

**Power Failure/Electrical Hazards:**

1. Attempt to determine the extent of the power failure/electrical hazard (partial unit, entire unit, entire building, entire neighborhood, etc.)
2. Evaluate the threat to life/safety and/or structural/system integrity. If the condition poses a serious threat the employee will dispatch at once.
3. Abate emergency condition.
4. If the power failure/electrical hazard condition poses no serious threat to life/safety or structural/systems integrity, instruct resident to contact BHA office during normal work hours.
5. If power failure/electrical hazard is beyond BHA scope of work and affects entire unit or building contact Supervisor.
6. Document and record response in the emergency service log.

**Human Entrapment:**

1. Acquire exact location and nature of entrapment. If caller is entrapped person, keep caller on phone and assure them that help is on the way.
2. If entrapment is a resident (ie: small child, elderly that has fallen) locked inside the unit, unlock the unit.
2. If unit cannot be unlocked, Contact "911"

3. Employees will dispatch at once and abate condition.
4. Document and record response in the emergency service log.

**Heating/Air Conditioner System Failure:**

1. For heating failure determine if outside temperature is likely to be below 60 degrees during the next 24 hours or resumption of normal BHA work hours (whichever is shorter).
2. For air conditioner failure determine if outside temperature is likely to be above 95 degrees during the next 24 hours or resumption of normal BHA work hours.
3. Except in the case of elderly or disabled, if above determination is "NO" and no extenuating health conditions present immediate health risk to a resident of the unit, instruct resident that maintenance personnel will be dispatched during normal work hours.
4. If above determination is "YES" and/or extenuating health conditions present immediate health risk to a resident of the unit, employee will dispatch at once and abate condition.
5. If condition is beyond BHA scope of work and requires a contractor give resident a space heater/fan and contact Supervisor.
6. Document and record response in the emergency service log.

**Sewer Failure:**

1. Determine extent of blockage (backing up or plugged), and location (upstairs/downstairs).
2. If condition is "backing up" (sewage is coming up into unit without attempting to drain) employee will dispatch and abate condition.
3. If condition is "plugged" (not draining at all) employee will dispatch following **Priority 2** criteria.
4. If condition is beyond BHA scope of work and requires a contractor contact Supervisor.
5. Document and record response in emergency service log.

**Building Penetrations:**

1. Determine if building penetration condition poses a serious threat to life/safety or structural/systems integrity during the next 24 hours or resumption of normal BHA work hours (whichever is shorter).
2. If above determination is "NO", instruct resident that maintenance personnel will be dispatched during normal work hours.
3. If above determination is "YES" and/or extenuating health conditions present immediate health risk to a resident of the unit, employee will dispatch at once and abate the condition.
4. If condition is beyond BHA scope of work and requires a contractor contact Supervisor.
5. Document and record response in emergency service log.

**Water Heater Failure:**

1. Determine the extent of failure (leaking, pilot light out, etc.).
2. Advise resident that maintenance personnel will be responding within 24 hours.
3. Employee will dispatch following **Priority 2** criteria.
4. Abate emergency condition.
5. Document and record response in emergency service log.

**Refrigerator Failure:**

1. Determine extent of failure (not running, not cooling).
2. Advise resident to keep refrigerator doors closed in order to keep food temperature from rising too quickly and ask if resident has “back-up” storage for food.
3. Advise resident that maintenance personnel will respond within 12 hours.
4. Employee will dispatch following **Priority 1** criteria.
5. Abate emergency condition.
6. Document and record response in emergency service log.

**Lock-outs:**

1. Determine if lock-out is due to a malfunction or because resident does not have a key with them.
2. If lock-out is due to malfunction employee will dispatch following **Priority 1** criteria.
3. If lock-out is due to resident not having a key, advise the resident of fee for service call and ask resident if they accept the charge, which will be posted to their BHA account. If resident agrees to charge, employee will dispatch following Priority 1 criteria.
4. Abate emergency condition.
5. If resident does not accept charges, advise resident they can call Locksmith and maintenance personnel will not be dispatched.
6. Document and record response in emergency service log.

**Exceptional Circumstances:**

In the event exceptional circumstances that do not fit clearly into the above criteria, contact your Supervisor if you are unsure how to proceed.

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## Procedure on Maintenance Charges to Residents

This procedure covers maintenance charges, including the way site staff coordinate record keeping and charges between the Work Order and Tenant Accounting systems.

Under the terms of the housing lease, residents shall be charged for maintenance work that is needed at their units if the reason for the work is other than “normal wear and tear”. Thus charges could be made for **damage** caused by residents, their household members or their guests that result in maintenance costs, such as losing a key, breaking a window, stopping up a commode with a disposable diaper, or puncturing refrigerator coils while defrosting improperly.

Charges can also be made for maintenance work that arises out of resident **neglect**. The most obvious example of this is when a resident transfers and leaves the former apartment in very dirty condition requiring the maintenance staff to clean it before it can be rented again. Likewise, residents can be charged for cleaning their yards if their leases require them to keep trash picked up.

Finally, residents can be charged if they call request maintenance when nothing is wrong. The most common example of this is a “no heat” call when the heating system is working and the temperature in the unit is at or above 68 degrees in a general occupancy development or 72 degrees in a senior development. During the heating months all maintenance employees should carry quick read thermometers.

### 1.00 Normal Wear and Tear

The term “normal wear and tear” is designed to cover the normal deterioration of building materials and systems that occurs even with reasonable care and prudent use. Not even the best housekeeper can make paint, carpet, faucet seats and seals, furnace filters, appliances or other parts of a home last forever. Things have a finite useful life and then wear out.

The examples below are not intended to be all-inclusive, but rather to help Managers make fair determinations of items that should and should not be charged to residents. The list below covers elements of an apartment that might have used up part of their useful life before a family moved to that apartment and would, therefore, be subject to wear and tear while a family is in place. Materials, equipment and substances subject to normal wear and tear in public housing units would include, but not be limited to the following:

- 1.1 Painting:
  - Interior walls and Ceilings
  - Interior trim
  - Exteriors:
- 1.2 Floors and Baseboards
  - Asphalt, Vinyl tile and sheet goods
  - Hardwood floor

- Carpet
- Ceramic tile
- Terrazzo
- Vinyl or rubber cove base
- Wood baseboards
  
- 1.3 Plumbing
  - Commode: Flushing mechanism in tank
  - Faucets
  - Fixtures
  - Piping, joints, elbows, etc.
  
- 1.4 Appliances and Equipment
  - Refrigerators
  - Ranges
  - Water heaters
  - Range hoods
  - Furnaces/ boilers/ radiators
  
- 1.5 Hardware
  - Locksets/Deadbolts
  - Privacy locks/passage locks
  - Window locks
  - Tracks and slides for bi-fold and sliding closet doors
  - Knobs and pulls
  - Handrails
  
- 1.6 Electrical fixtures and equipment
  - Ceiling lighting fixtures
  - Ventilating fans
  - Switches and receptacles
  
- 1.7 Windows and Doors
  - Window screens
  - Sashes
  - Universal balances
  - Exterior doors
  - Interior and closet doors
  
- 1.8 Cabinets and counters
  - Medicine cabinets
  - Countertops and backsplashes
  - Wall cabinets, shelves and doors
  - Base cabinets, shelves, doors and kick plates

- 1.9 Shades and Blinds
  - Window shades
  - Venetian blinds or mini-blinds
  - Drapery hardware

## **2.00 Maintenance Charges to Residents**

### 2.10 Two Ways to Charge for Maintenance Services

The lease permits charges for maintenance to be made in two ways. Certain very common charges are listed in a “Schedule of Charges in Addition to Rent”. This is a document that is available to all tenants and posted in each site office. The Schedule lists the amount to be charged for a variety of common types of maintenance work. Most Schedules of Charges cover, for example, lock-outs, commode, sink and lavatory stop-ups, window and screen replacement, lock replacement, no-heat calls (when there **is** heat) and a variety of work related to appliances.

Work that is not listed in the Schedule of Charges is to be charged on an actual time and materials basis, taking into account any overtime by staff.

### 2.20 Determining Whether to Charge a Resident

When maintenance work is performed inside or outside a resident’s unit, the work order lists the time spent by the maintenance staff and the cost of materials or equipment installed. The work order should indicate whether the work was required because of resident damage or neglect, in other words, whether the work was before the end of the useful life of the item or surface being maintained.

A member of the site staff (other than the cashier) should review completed work orders to be certain that residents **are** charged for work above and beyond normal wear and tear, and that they **are not** charged for work that is needed because the surfaces, systems or equipment in their apartments has simply worn out. The Manager should review recommended charges weekly. The Manager should also pull and review a sample of Inspection and Request Work Orders without maintenance charges to be certain that all appropriate work is being charged.

The cashier should not be the person who makes decisions about what is and is not charged to residents because this would be a violation of the principals of internal control. The person who posts a charge should not be the person with authority to make the charge.

### 2.30 Damages in Vacated Units

The Manager or Assistant Manager should accompany the Maintenance Foreman/Superintendent on all move-out inspections. A determination can be made at the inspection about exactly what items in the vacancy turnaround will result in charges, either against a vacated resident’s security deposit or against a transferred resident’s monthly statement.

A vacant unit should be turned over to the site staff by a resident who is moving in clean condition with no more than normal wear and tear. That means that the Manager and Foreman must take into account the age of the unit (and its equipment and surfaces), the condition when the former resident moved in, the length of time the resident lived there, and any modernization work the unit might have undergone during the former resident's tenure.

It is not fair to charge the former tenant for perfectly normal vacant unit turnover work. For example, even if the floors are clean, the maintenance crew will typically wash them again before offering the unit for leasing. Likewise, many PHAs paint every unit completely at turnover, even if only touch-up painting would suffice. On the other hand, if the stove is grease encrusted and the floor is so dirty that it must be prematurely replaced, the costs to disassemble and clean the stove and replace the floor can be charged.

#### 2.40 How much to charge

If a work item is listed on the Schedule of Charges in Addition to Rent, the charge will be the appropriate amount from the Schedule. If the Schedule does not include the type of work that is being charged, the amount will be the actual cost of labor and materials from the work order. This also includes overtime charges if the work has required maintenance staff to be called out after regular working hours.

Obviously, the accuracy of this system depends upon the accuracy of the information on the completed work order. Maintenance staff must be scrupulous about accurate time keeping and recording the materials and equipment used against each work order.

#### 2.50 When to Charge

The Executive Director makes the overall Authority policy about when to post and bill charges. If the Authority bills all charges with rent, the site cashier should

Keep a running record of resident maintenance charges incurred during the month including

- the resident's name,
- address,
- account number,
- amount,
- date and
- reason for the charge);
- Post the charges to the software system no later than the date when rent set-up is posted.

#### 2.60 When Maintenance Charges are Due

Maintenance charges are due as specified in the Lease. The HUD Lease and Grievance Procedures regulations (24 CFR 966) permit such charges to be due two weeks after the resident

is notified of the charge. This is impractical for most authorities whose leases typically require that charges in addition to rent be paid thirty days after billing. Thus a charge made in one month is due the first of the next month.

## 2.70 Delinquent Maintenance Charges

If maintenance charges are not paid when due, the Manager should take appropriate actions to collect, up to and including filing for lease termination. It must be noted that there is a distinction in both the Federal regulations and in most State laws between a lease termination for failure to pay rent and one for failure to pay charges in addition to rent.

Specifically, a termination for failure to pay maintenance charges is a “for cause” eviction and requires a thirty day notice of lease termination, rather than the fourteen day notice for non-payment of rent. Further, a lease termination for failure to pay maintenance charges is subject to the Authority’s grievance procedure.

## 2.80 Disputes about Maintenance Charges

The HUD Lease and Grievance Procedure rules make it clear that disputes regarding maintenance charges are subject to the Authority’s Grievance Procedure. Thus, if a resident is dissatisfied with either the fact that a charge is levied or the amount of the charge, the resident may request first an informal hearing and, if not satisfied, a formal hearing under the grievance procedure.

See the Grievance Procedure for the specific steps to follow if a maintenance charge is disputed.

Depending upon the outcome of any Grievance, the resident will be charged the original amount, charged some lower amount, or not charged at all.

## 3.00 Updating the Schedule of Maintenance Charges

The Schedule of Maintenance Charges should be updated at least annually to ensure that the site budget is not subsidizing damage or neglect by residents.

### 3.10 Charging for Maintenance

All maintenance performed at a site, whether performed by the site maintenance staff or a contractor, is paid from one of two sources of income:

- Site Income (from rents and the site’s pro-rata share of HUD subsidies); or
- Charges to residents

Site income received is used to pay for all the direct costs of site operations, such as staff salaries, administrative costs, utilities, materials and equipment. All costs of normal operation, including normal wear and tear are charged against site income;

Charges to residents, on the other hand, are a very small and specific source of income that are supposed to offset maintenance expenses incurred by residents through damage or neglect.

If the Schedule of Charges is not updated regularly, the charges listed will be less than the actual cost to perform the services. The full amount by which the real cost exceeds that in the Schedule is absorbed by the site budget and is charged against Site Income, thus reducing the amount of money available for normal operations and subsidizing bad behavior by a handful of residents.

### 3.20 Sources of information to update the schedule of charges

There are three potential elements to any maintenance charge: materials, labor, and contract costs. The schedule of charges combines the elements, for example, when residents are charged for new locks, the charge on the schedule includes the cost (to the Authority) of the lock and the labor to install the lock.

### 3.30 Cost of Materials

The Schedule of Charges should be quite specific as to exactly what material is covered. If an authority keeps five different deadbolt sets that in its warehouse, a resident should be charged for exactly the deadbolt installed. Prices can be obtained from vendor's catalogs or invoices, but care must be taken to be sure that they represent the most recent cost to the authority of the item. Some materials are consumed during maintenance, the obvious examples being the chemicals used to open drains or clean ovens.

If it is possible, it makes sense to have a site specific schedule of maintenance charges that reflects the materials of the exact size, brand and type used at each site.

### 3.40 Cost of Labor

A great deal of maintenance work can, theoretically be done by staff with a variety of classifications. In assigning work, the Foreman will usually assign the person with the lowest classification who can perform the work adequately. This is the labor rate that should be used in determining the labor component in the schedule of charges. The amount of time to be charged should be the average time used by a skilled person of the appropriate labor category.

For example, if a typical Second Class Mechanic can replace a deadbolt in 45 minutes (including the time to pick up the lock, install it and clean up), the amount charged for labor would be the hourly rate for a typical Second Class Mechanic times .75 (for three quarters of an hour).

### 3.50 Overtime Labor

The Schedule of Charges will differentiate between work performed during working hours and work after normal working hours. The minimum number of overtime hours required by the bargaining agreement will be charged for overtime work. Thus, a simple lock-out, which would

have no material charge at all, would have a minimum labor charge equal to the minimum overtime period times the hourly rate of the person coming out on overtime to open the door.

Most schedules of maintenance charges include after hours charges for only the most common occurrences, such as commode stop-ups and lock-outs, while they charge other overtime work at actual time and materials.

### 3.60 Contract Charges

Few contract charges are likely to be included on most sites' schedules because maintenance contracting is the exception rather than the rule. A possible exception is the contract cost to clean a yard (if performed by a landscaping service) or a lateral sewer line. Contract costs on the schedule represent the most recent actual contract cost for a given service.

In most cases, if a contractor is hired the resident will be charged not from the schedule but on an actual cost basis for the work performed.