

**MODOC LASSEN INDIAN HOUSING AUTHORITY
LOW RENTAL HOUSING MAINTENANCE POLICY AND PROGRAM**

I. INTRODUCTION

The Modoc Lassen Indian Housing Authority (“the Authority”) is charged with the responsibility of providing decent, safe and sanitary housing to all eligible low-income families in its Rental-housing program. The Authority has the responsibility to protect and maintain the viability of its housing units that are owned and operated under the Rental-housing program to ensure that the maximum “useful life” of the units is maintained at the least cost. The Authority has developed this Maintenance Program to meet these responsibilities. The Maintenance Program will require regular annual and periodic “quarterly” inspection of all units, keeping its focus on preventative maintenance, and maintaining complete records.

II. MAINTENANCE PROGRAM

A. PURPOSE

1. Maintenance is performed to accomplish several purposes; a) to keep all units in a standard condition so the housing stock remains affordable during its “useful life”, b) is to remove when detected any condition that may lead to an injury or accident to an occupant or employee, and c) to minimize breakdown of items through regular inspections and repair or replacement of any item before it involves further damage and cost.

2. The standards of maintenance shall be consistent with the objective of providing satisfactory, decent, safe and sanitary housing at economical cost and of having the buildings and grounds present an attractive and well-groomed appearance. All maintenance services and preventative maintenance programs shall be rendered on a regular and scheduled basis. Systematic and prudent maintenance keeps the housing in a standard state of repair, extends the useful life and results in lower overall costs. A good maintenance program provides for tenant satisfaction and, by example, elicits their cooperation.

B. CLASSIFICATION

1. Routine Maintenance

Routine maintenance is the ordinary or reoccurring routine work of keeping the housing stock, grounds, and equipment in standard condition that they may be utilized continually at their original capacities and efficiencies for their intended purpose. In routine maintenance the need for repair and replacement of items is required to keep units in standard condition. Repair is to fix or restore an item or unit back to its standard condition. Replacement is the substitution of parts of equipment to extend the life and return the item to standard condition.

A portion of this type of maintenance may result from breakdown, inasmuch as the work of restoration or replacement is performed when called for by actual breakage or wear carried to a degree that makes the equipment nonoperational. Any damages not as a result of normal wear and tear will be charged to the tenant at the rate shown in Section F.

2. Non-routine Maintenance

This includes extraordinary maintenance, replacement of equipment, betterments, and additions. This type of maintenance consists of major repairs and rehabilitation involving substantial expenditures, which usually are needed only at relatively long intervals of time, or are caused by such concurrences as fire and in some instances, neglect. This work will be done either by contract or by maintenance personnel, or by Force Account Labor since having it done by regular maintenance; personnel might adversely affect routine maintenance.

3. Preventative Maintenance

Preventative maintenance based on regular inspections is the action taken to avoid or minimize the need for more costly measures at some future time. It is performed prior to actual breakdown thereby preventing costly replacements and loss of operating equipment. Effective preventative maintenance reduces long range operating costs and lessens the necessity for major restorations and improvements.

4. Tenant Maintenance

Tenant maintenance includes but is not limited to the maintenance of areas adjacent to units, like yards, lawns and flower/vegetable gardens and interior cleaning of units, like carpets, appliances or interior painting. Tenant participation and responsibility for any such items of maintenance within their capabilities produces a positive psychological effect; utilization of tenant maintenance can also result in substantial savings in operating costs to the Authority.

In order to keep the units in the best and attractive condition, the Authority suggests the following maintenance schedule for each unit:

Monthly:

- a) Clean range hood, filters, oven and burners.
- b) Clean out sink and lavatory traps.
- c) Clean floors and woodwork.

Every 3 Months:

- a) Check refrigerator/freezer.
- b) Check window screens and remove and hose down if necessary.
- c) Wash windows inside and outside.

C. KEY COMPONENTS OF THE MAINTENANCE PROGRAM

A maintenance program operates best if guided by key components such as the following:

1. A five year and one year plan based on historical data, the age of the housing stock, and available financial resources.
2. Qualified maintenance personnel and outside contract resources. Good communication between the Executive Director and maintenance personnel to discuss maintenance standards and future plans and to assure that the current plans are progressing as scheduled.
3. A maintenance structure to house the office and all physical inventory and equipment charged to the maintenance program. Sufficient materials, supplies, and tools are kept on hand so that maintenance personnel can promptly draw the items required to accomplish their work orders. The physical inventory retains a constant record of items used in the maintenance program.

4. A system for receiving and recording tenant requests and transmitting the requests to maintenance for action. The request must include if it is an emergency or non emergency request. The Authority will be responsible for making the determination for the safety of the occupants and the housing stock.
5. Supervisory spot checks to determine the quality of work performed is to the standard of the Authority.
6. A plan for the standardization and modernization of vacated units so they may be readied for occupancy without undue loss of time.
7. A schedule for routine, preventative and seasonal maintenance inspections.
8. An annual physical inspection of each housing stock unit, any Authority building, and all facilities, recording any item requiring repair or replacement, and recording if it is normal wear and tear or tenant damage. A follow-up procedure should be established to see that all required repairs and replacements have been carried out within a reasonable period of time. If it is tenant damage, the repair if non-emergency will be scheduled in accordance with the Authority's policies.
9. Periodic inspection with the Resident Services Personnel of compliance by tenants with their maintenance and housekeeping responsibilities.
10. Keeping a complete record of repairs and replacements performed in each housing unit such as electrical, plumbing, or replacement of a refrigerator, etc.
11. A log to indicate when servicing of large pieces of equipment was performed, and what parts were changed. This record serves as a basis for determining when the complete item will require replacement.

D. RECORDS

The number of the records and the extent of detail recorded is influenced by the size of the Authority and its maintenance program. Below are basic records that are recommended for the maintenance program. The Authority may find it necessary to add or delete forms or records

depending on its operation and number of housing units. All records should be kept on file for a minimum of three years and archived for no less than seven years.

1. Tenant Response Form

This form is the first line of information for record of maintenance issues. This form is to be completed by the tenant or Resident Services Person. The form identifies the date received, tenant, location, contact information, if the request is an emergency or non-emergency, the nature of the maintenance problem. It also allows recording of the work completed and additional comments.

2. Work Order Log Books

Once a Tenant Response Form is received, the Resident Services Person logs the information in the work order logbook. The work order logbook will give the information to the maintenance personnel who will obtain supplies from the physical inventory or order supplies as needed, and schedule the work in coordination with resident services and the tenant. If the request is an emergency, the request will take priority over all other items. Once the work is complete, the maintenance personnel will finalize the information on the work order, as to the nature of the repair or replacement, date and time it took to complete and any additional information. The original Tenant Response Form and work order log copy shall be filed in the tenant's file.

3. Inspection Records

Inspection forms list all the elements to be inspected annually, periodically and seasonally in the project. One form shall be provided for each housing unit inspected. These records serve as basic tools in the overall maintenance program. Any items found needing correction shall be noted in the course of the inspection. The information is then transferred to a work order logbook for scheduling and completion.

4. Equipment Inspection Record

The equipment inspection record is kept as a card file. Each piece of large or residential equipment shall have its own card. The information recorded is the type of equipment, the

model, the serial number, date purchased and any disposition of the equipment. Other information that would assist the Authority's records may be recorded.

5. Project Records

In addition to keeping current records on all projects, the maintenance personnel should be involved in a new project before construction is completed so that they may observe operating tests and other details, and become familiar with the physical aspects of the project while all the elements are still open to view and under the care of the contractor. Among other things it is recommended that the Authority:

- a. Obtain the "as built" drawings for actual construction drawings and information. The "as built" are valuable if kept up to date at all times. A copy of "as built" for the maintenance program is a good source for recording any changes after construction, and throughout the life of the housing units.
- b. Obtain and permanently file manufacturer's instruction and service booklets on equipment. These can save a lot of trouble and also furnish catalog numbers for replacement parts. It is extremely important that the Authority is aware of the expiration dates of applicable warranties on any mechanical equipment and appliances, as well as the end of the guarantee period for the project, in order that eligible items can be corrected prior to expiration of those guarantee and warranty periods.

E. SPECIAL REQUEST BY TENANTS

Unless prior permission by the Authority is obtained, any alteration, additions, removal of permanent structure, whether interior or exterior, is prohibited.

F. PAYMENT FOR TENANT RELATED DAMAGES

Tenants will be responsible for all property damage(s) to their assigned unit, other housing stock or common community areas within the housing boundaries, that is caused by the tenant, household member(s), guest(s) or other circumstances as determined to be tenant damage by the Authority. A Tenant may decide to repair the damages at their own cost. If the tenant does not repair the damages, the Authority may repair the damages and charge the tenant. The charges for repairs are listed on the "Repair Cost Schedule."

The Authority shall reserve the right to refuse new work orders if the previous work order costs are not paid. In some cases where the job estimate may be considered large by negligence or willful abuse, a deposit covering one-half of the estimate shall be required.

If the tenant decides to repair the damage on their own, and the repair is not done correctly and causes further damage, the Authority will correct the repair and repair all damages. The tenant will be responsible for all charges related to the complete repair and the charges will be applied to the tenant's Account Receivables.

If the tenant does not report damage and there is further damage is caused as a result of not reporting the original damage, the Authority will repair all damages and charge the tenant's Account Receivables. A Repair Cost Schedule is listed below.

REPAIR COST SCHEDULE

Repairs made to Rental housing units that are the result of tenant caused damage(s) will be charged to the tenant in accordance with the following schedule.

1. Repair(s) made by Authority Maintenance or Force Account Labor staff will be charged at a rate of the total cost of material(s) and equipment required for the repair, and a flat labor charge using an estimator (i.e. Means System or equivalent).
2. Repair(s) made by outside service contracts will be charged at a rate of the actual cost of the contracted service, which will include all trip charges, materials and labor associated with the repair.
3. Repair(s) made during the rehab of a Rental-housing unit will be charged for each item logged on the Move-Out Inspection, at a rate listed in Sections 1 and 2 above.