



COQUILLE INDIAN HOUSING AUTHORITY



LOW RENT MAINTENANCE POLICY

PURPOSE

The purpose of unit maintenance is to preserve dwellings in decent, safe, and sanitary condition for current residents and to assure their long term viability. Residents and staff have a mutual responsibility to use and maintain the housing units and property in a manner that will allow them to be maintained at an economical cost, ensure they will be passed down in good condition, and reflect pride in the community.

Proper use by residents and systematic, quality maintenance by staff will keep the housing in good shape, extend its useful life, and result in lower overall costs.

The Executive Director is responsible for assuring that residents meet their use obligations and that staff meet their maintenance obligations.

STANDARDS

The Executive Director will adopt use and maintenance guidelines that are consistent with industry standards and HUD Section 8 Housing Quality Standards. All maintenance services and preventive maintenance programs will be undertaken on a regularly scheduled basis.

RESIDENT MAINTENANCE RESPONSIBILITIES

At a minimum, residents are responsible for:

- a. Keeping the inside and outside of the unit in decent, safe, and sanitary condition.
- b. Assuring that shower curtains are properly used to prevent water from spilling onto the floor.
- c. Assuring that only human wastes and toilet tissue enter the toilet.
- d. Removing or reporting safety hazards.
- e. Reporting all breakdowns as soon as they occur.
- f. Cleaning all grease from stove tops, element basins, and range hoods weekly.
- g. Cleaning sink drains with a commercial drain cleaner monthly.
- h. Replacing furnace filters monthly during the heating season.
- i. Frequent lawn care in season, picking up garbage and trash from their yards and common areas, and removing unused cars.
- j. Cleaning the unit upon move-out.

COQUILLE INDIAN HOUSING AUTHORITY
LOW RENT MAINTENANCE POLICY

SPECIAL REQUESTS

Unless prior written approval is obtained from the Executive Director, alterations, additions, or removal of any part of the permanent structure, whether interior or exterior, are prohibited, including interior painting. Requests for such changes shall be made in accordance with applicable CIHA policy. Additions or improvements to the unit will remain upon move-out. Unauthorized alterations may be removed or corrected at the resident's expense.

CIHA MAINTENANCE RESPONSIBILITIES

At a minimum, the CIHA maintenance program will include:

- a. An effective scheduling system for routine and preventive maintenance tasks.
- b. An effective work order system.
- c. Thorough annual physical inspections of each dwelling unit.
- d. A plan for rehabilitation of vacated units including outside contractor assistance when needed.
- e. A schedule of future major replacements and their estimated costs.
- f. Supervisory spot checks to assure the quality and quantity of work performed.
- g. Secure storage where sufficient materials, supplies, and tools will be kept on hand.
- h. Accurate records of repairs and replacements for each unit.

ROUTINE MAINTENANCE AND MINOR REPAIRS

Routine maintenance is that which is needed on a day to day basis to maintain buildings, grounds, and equipment in good working condition, including minor repairs, and may be performed by staff or contracted personnel.

PREVENTIVE MAINTENANCE

Preventive maintenance is the prescheduled and methodical checking and servicing of dwelling unit equipment and systems to extend an item's working life and minimize the need for more costly repairs at a future time. Among other things, this consists of:

- a. Checking, adjusting, cleaning, and lubricating heating equipment.
- b. Inspecting ranges, water heaters, space heaters, and refrigerators for proper performance and for needed replacement of worn or broken parts.

COQUILLE INDIAN HOUSING AUTHORITY
LOW RENT MAINTENANCE POLICY

- c. Inspecting, servicing, and replacing worn equipment parts.
- d. Checking and repairing plumbing fixtures, toilet tanks, drains, condition of porcelain, etc.
- e. Inspecting for and eliminating termite and vermin infestation.
- f. Painting.
- g. Inspecting and caulking roofs, chimneys, gutters, down spouts, vents, and flashing.
- h. Inspecting underground facilities for corrosion and controlling corrosion.
- i. Inspecting for condensation, dampness, and dry rot in wood and taking appropriate corrective measures.
- j. Patching paved surfaces and sealcoating.
- k. Correcting erosion and drainage deficiencies.
- l. Fertilizing and cultivating planted areas.
- m. Installing protective barriers for planted areas and trees.
- n. Checking fire safety equipment for operability.
- o. Caulking around bathtubs, toilets, countertops, windows, and doors.

WORK ORDERS

Work orders are written requests/instructions to repair breakdowns. They are usually requested by residents, sometimes by staff. Not all work orders are emergencies and most do not require immediate attention, but are usually items that need to be repaired within a reasonably short period of time to prevent further problems. The following are examples of common breakdowns:

- a. Stopped up or leaking toilet or sink.
- b. Stove burner, bake element, or broiler element not working.
- c. Broken window.
- d. Sheetrock damage.
- e. Leaking faucet.
- f. Leaking p-trap under sink.
- g. Burned out range fan.
- h. Broken door jamb or strike plate.

Resident requests and other breakdowns will be addressed using a work order system. Residents may submit maintenance requests to the Housing Authority office by phone or in person. The

COQUILLE INDIAN HOUSING AUTHORITY

LOW RENT MAINTENANCE POLICY

staff person receiving the request will enter it into the work order database, indicating the name of the resident, unit number, date received, and a brief but specific description of the work requested. Work orders shall be provided to the Maintenance Coordinator who will prioritize them along with other maintenance work. The Executive Director may assist with prioritization as necessary.

When repairs are completed, maintenance staff will enter information into the database for the work order, noting all additional information that may be relevant. Completed work orders will describe the nature of the repairs, material costs, labor costs, and responsibility for payment. If the resident is to be charged, their full costs shall be posted in their resident ledger account and billed. Maintenance costs charged to residents will include all materials and equipment costs, mileage, labor (including related benefits), and office overhead. Labor and overhead will be billed at the current hourly rate adopted by the CIHA Board of Commissioners posted at the CIHA office.

INSPECTIONS

Move-In: Maintenance staff will inspect the unit with the new resident in attendance using the CIHA move-in inspection form and making notes regarding the condition of the unit. Resident will sign indicating agreement with the inspection report and accepting the condition of the unit subject to any repairs identified. A copy will be given to the resident. This inspection form will be kept in the resident's file.

Annual: Maintenance staff will inspect the unit annually at the time of recertification using a CIHA housing quality standards inspection form. Resident will be informed of inspection results in writing, including any work orders arising from the inspection and/or conditions requiring corrective action by the resident. Follow up inspections may be performed if necessary to ensure resident compliance with any required corrective action. Annual and follow-up inspection forms will be kept in the resident's file.

Notice of Intent to Vacate: Residents are required to notify the Housing Authority in writing of their intent to vacate their unit at least 30 days in advance of their move-out date. If staff time permits, a pre-move-out inspection may be performed with the resident using the move-in inspection report as a reference. The resident will be advised of any work for which they will be held responsible. Limited technical assistance may be provided at this time. Residents may have the option to repair, or have repaired, any damage or maintenance and clean up that they are responsible for if, and only if, they are qualified to do the work. Qualification to do the work will be determined by the Maintenance Coordinator and/or Executive Director. All work must be completed in a workmanlike manner. Staff will inspect all work performed and will determine if the work is of acceptable quality. When the move-out date arrives, the same inspector will conduct a move-out inspection and give the resident a copy of the final move-in/move-out

COQUILLE INDIAN HOUSING AUTHORITY
LOW RENT MAINTENANCE POLICY

inspection report and a written statement of work items for which the resident will be held financially responsible.

Move-Out: Maintenance staff will inspect the unit with the resident, using the move-in inspection form, comparing move-out condition to move-in condition, and making notes of normal wear and tear and any repair or replacement items for which the resident may be held responsible. If significant damages are evident, photos and/or videos will be taken. Any items left by the resident that the Maintenance Coordinator deems to be of value shall be kept for a period not to exceed 45 days. Items unclaimed after 45 days will be disposed of at the discretion of the Maintenance Coordinator or Executive Director.

Any needed repair or rehabilitation work will begin as soon as possible after a vacancy occurs. Charges will be assessed to the vacating resident for any work required beyond normal wear and tear. The following list includes some, but not all, of the items generally considered to be the resident's financial responsibility:

- a. Repair or replacement of damaged sheetrock and painting.
- b. Repair or replacement of damaged trim and baseboards.
- c. Repair or replacement of damaged doors.
- d. Repair or replacement of damaged cupboards.
- e. Replacement of broken or cut floor tiles.
- f. Replacement of towel racks and grab bars.
- g. Replacement of broken light fixtures.
- h. Replacement of broken windows.
- i. Replacement of damaged blinds.
- j. Other damage-related repairs.
- k. Removal of garbage, trash, and belongings left behind.
- l. General clean-up.

If a move-out is unannounced, staff will inspect the unit as soon as the vacancy is known and appropriate repair costs will be charged to the resident. A record of the inspection, work orders, and charges will be kept. Collection efforts will be made, including use of a private collection agency and court action, if deemed appropriate. Residents who vacate owing debts to the Housing Authority will be unable to participate in HUD-assisted housing programs until all past due accounts have been paid or an acceptable pay back agreement has been reached.

COQUILLE INDIAN HOUSING AUTHORITY
LOW RENT MAINTENANCE POLICY

PREPARATION FOR REOCCUPANCY

After a resident vacates a unit, maintenance staff will clean and repair any needed items in a unit in preparation for reoccupancy. Staff will utilize a preparation for reoccupancy checklist to assure that everything is in proper working order and condition prior to the unit being offered to a subsequent resident. After completion, data from preparation for reoccupancy checklists will be entered into the routine maintenance database and will be kept in the unit file at the Housing Authority office. During prep for reoccupancy, items requiring upgrade will be replaced and the serial numbers of appliances and other unit equipment will be verified against those on record for the unit.

NON-ROUTINE (EXTRAORDINARY) MAINTENANCE & SCHEDULED REPLACEMENTS

This type of maintenance consists of major repairs and rehabilitation involving substantial expenditures such as roof replacement, replacing aged appliances, etc. Non-routine maintenance will be scheduled and budgeted in advance of actual need whenever possible.

EMERGENCY MAINTENANCE

An emergency is any event that poses an immediate threat to safety or health, or might cause further damage to property if not corrected as soon as possible. Emergencies will receive immediate attention and repairs should be completed the same day, if possible. Among others, the following are considered to be emergency situations necessitating repair outside of normal working hours:

- a. Broken water pipes.
- b. No electricity in the unit.
- c. All stove burners not working.
- d. Refrigerator not working.
- e. Serious leaks in roof, walls, windows, etc.
- f. Toilets or sinks overflowing (plumbing backup).
- g. No heat in winter.
- h. Fires, accidents, natural disasters, vandalism, and break-ins.

Emergency calls will be received in the CIHA office during normal business hours. Calls for after-hours emergencies and those occurring on weekends or holidays shall be directed to the Maintenance Coordinator at the telephone number provided to residents for that purpose at orientation or by subsequent written notice.

COQUILLE INDIAN HOUSING AUTHORITY
LOW RENT MAINTENANCE POLICY

CIHA reserves the right to enter units at any time without advance notice if there is reasonable cause to believe an emergency exists.

MAINTENANCE PRIORITIES

- a. Emergency maintenance.
- b. Restoration of vacated units.
- c. Routine and preventive maintenance.
- d. Non-routine maintenance.

NEW PROJECTS

The Maintenance Coordinator will observe operating tests, learn pipe and valve locations and other details, and become familiar with the physical aspects of any new projects while the elements are still open to view and under the care of a contractor. Among other things, he/she shall:

- a. Obtain and file copies of up to date as-built drawings from contractors.
- b. Obtain and permanently file all manufacturer's instructions and service booklets for installed equipment.
- c. Perform warranty inspections no less frequently than every three months during the warranty period, immediately informing the Projects Coordinator of any deficiencies observed. The Projects Coordinator will contact the contractor for resolution of any issues.

It is the responsibility of the Maintenance Coordinator to be aware of the expiration dates of applicable warranties on any mechanical equipment and appliances, as well as the end of the warranty period for a project, so that eligible items can be corrected prior to expiration of the warranty period. These dates shall be scheduled into maintenance planning.

RECORDS

All as-built drawings, warranty documents, manufacturer's instructions, service booklets, work orders, painting records, replacement records, unit and equipment inspection records, purchase orders, invoices, and other relevant documents shall be retained in appropriate files to provide a permanent physical and financial history for each dwelling unit or building.