

MAINTENANCE PLAN

HOUSING AUTHORITY of the CITY of TERRE HAUTE
Terre Haute, Indiana

Adopted July 6, 2010

TABLE of CONTENTS

1. MAINTENANCE PRIORITIES

- 1.1. Policy
- 1.2. Procedures
 - 1.2.1. Emergency Work Orders
 - 1.2.2. Urgent Work Orders
 - 1.2.3. Regular Work Orders
 - 1.2.4. Inspection Work Orders
 - 1.2.5. Vacancy Rehabilitation
 - 1.2.6. After-hours calls
 - 1.2.7. Planned maintenance
 - 1.2.8. Special projects

2. WORK ORDER SYSTEM

- 2.1. Policy
- 2.2. Procedures
 - 2.2.1. Emergency & Urgent services
 - 2.2.2. Regular services
 - 2.2.3. Entering units

3. EMERGENCY SERVICES

- 3.1. Policy
- 3.2. Procedures

4. ASSESSING RESIDENT CHARGES

- 4.1. Policy
- 4.2. Procedures
- 4.3. Grievance Procedures

5. VACANT UNIT REHABILITATION

- 5.1. Policy
- 5.2. Procedures
- 5.3. Steps toward rehabilitation

6. PLANNED MAINTENANCE

- 6.1. Policy
- 6.2. Procedures

7. PAINTING

- 7.1. Policy

7.2. Procedures

8. EXTERMINATION

8.1. Policy

8.2. Procedures

9. GROUNDS

9.1. Policy

10. TRAINING

10.1. Policy

10.2. Procedures

1. MAINTENANCE PRIORITIES

1.1. Policy

1.1.1. In order to effectively maintain the over 1000 houses and apartments either owned or managed by the THHA, it is necessary to set certain priorities so that more-urgent maintenance needs will take precedence over those of a routine nature. Maintenance work will be scheduled according to the following priorities:

1.1.1.1. EMERGENCY Work Orders

1.1.1.2. URGENT Work Orders

1.1.1.3. REGULAR Work Orders

1.1.1.4. INSPECTION Work Orders

1.1.1.5. VACANCY Rehabilitation

1.1.1.6. PLANNED Maintenance

1.1.1.7. SPECIAL Projects

1.2. Definitions & Procedures

1.2.1. Emergency Work Orders

1.2.1.1. An Emergency issue is one that, if not dealt with promptly, could cause injury, loss of life, threaten health or cause serious property damage. Examples of such issues are: Leaking or broken gas lines, fires, loss of all power, broken water lines, exposed electrical lines, loose ceilings, no heat (when the outdoor temperature is below 40-degrees F), no air conditioning (in elderly housing when the outdoor temperature exceeds 80-degrees F), lockouts, broken exterior door locks or other conditions that might cause harm to the resident or others or damage to property. **Emergency work will be completed immediately or, if that's not possible, within 24-hours.**

1.2.2. Urgent Work Orders

- 1.2.2.1. An Urgent issue is one that would create a *major* inconvenience for residents but which is *not* life-threatening and will *not* cause serious property damage. Examples of such issues are: Sink or toilet stoppage or a refrigerator not cooling. **Urgent work will be completed within 48-hours.**
- 1.2.3. **Regular Work Orders**
- 1.2.3.1. Regular Work Orders are those that do not fall within the guidelines of the first two categories or within those that follow. Within this classification would be general repairs requested by tenants and general repairs or upkeep requested by Management or Maintenance employees on or within tenant-occupied units or buildings or other THHA owned or managed structures. They include ongoing regularly-scheduled Maintenance activities intended to maintain the decent, safe and sanitary nature of our properties and to maintain their curb appeal. Time spent by a Maintenance employee in obtaining needed supplies, and employee 'paperwork' would be included on the 'shop routine' Work Order *if* the time spent is not or should not be charged to a specific address. **Regular Work Orders** (except the *monthly* one for the Shop) **will be completed within seven (7) days.**
- 1.2.4. **Inspection Work Orders**
- 1.2.4.1. Inspection Work Orders are generated due to various findings of a Property Manager, THHA Inspector or contracted inspector during an inspection of a residence or building owned or managed by the THHA. They may also, on occasion, be the result of a follow-up Quality Control Inspection. **Inspection Work Orders will be completed within 90-days or as mandated.**
- 1.2.5. **Vacancy Rehabilitation**
- 1.2.5.1. **The HUD-SPECIFIED allowable time for a unit to go from Vacant to Occupied is 21-days.**
- 1.2.5.2. This includes: The day that the THHA records the unit as vacant + wait time prior to Maintenance beginning work + time spent to rehab the unit + time spent to process a new tenant into the unit.
- 1.2.5.3. **The THHA-SPECIFIED allowable time for a unit to go from Vacant to Maintenance Out is 15-days.**
- 1.2.6. **After-Hours Calls**
- 1.2.6.1. After-Hours calls are all those received weekdays (excluding holidays) between 4:31 PM and 7:59 AM the following day. Also included are all calls received during a weekend or holiday. These will be handled per the instructions given in 1.2.1. and 1.2.2., above. No other category of call will be responded to prior to the next business day.
- 1.2.7. **Planned Maintenance**
- 1.2.7.1. This includes filter changes, tile replacement, painting of occupied units, Plumbing, Electrical, HVAC or Landscaping upgrades and other maintenance tasks which can be *scheduled* to work around the current workload of other types of maintenance needs.
- 1.2.8. **Special Projects**

- 1.2.8.1. As instructed by the Executive Director or his/her designee. May take precedence over other categories.

2. WORK ORDER SYSTEM

2.1. Policy

- 2.1.1. Work Orders are generated to notify the THHA Maintenance Department of the need for a repair or other maintenance issue requiring their attention. Residents' business-hour requests for maintenance are to be made to the main THHA telephone number and the extension designated for the Maintenance Department. The Support Service Officer, or his/her designee, will either answer those calls directly or immediately listen to all of the messages on the Maintenance Department voice-mail system received since their last proximity to a Maintenance Department telephone. Information from those calls will be used to generate any necessary Work Orders. All resultant Work Orders will be completed within the time frames and the priorities set forth in Section-1.
- 2.1.2. Maintenance staff will, while in an occupied unit, make note of excessive poor housekeeping, children left unattended, excessive and/or repeated damages and infestation. These conditions will be noted on the Work Order AND reported to the appropriate Property Manager as soon as possible.

2.2. Procedure

2.2.1. Emergency & Urgent services

- 2.2.1.1. When the Maintenance Department receives notification of a maintenance issue fitting within the definitions presented in Sections 1.2.1. or 1.2.2., the recipient of that notification, or his/her designee, will immediately notify the Sector Chief or, as necessary, another member of the THHA Maintenance staff, for the property in question. If unable to contact any THHA member on the appropriate crew, an immediate attempt will be made, in the same sequence as shown prior, to contact a THHA employee on the next-nearest crew. As necessary, this search will continue, next-closest-crew by next-closest-crew, until contact has been made with a THHA Maintenance employee. In the unlikely event that no Maintenance employee can be reached, the Support Service Officer will make a decision on how to proceed further. In the absence of the Support Service officer and calls are being handled by his/her designee, THHA management should be contacted, beginning with the Deputy Director of Operations, next the Director of Operations and, finally, the Executive Director. The work will be performed within the time frames stipulated in 1.2.1. and 1.2.2.

2.2.2. Regular Services

- 2.2.2.1. Resident request
 - 2.2.2.1.1. A Resident request for Regular Services is, as applicable, to immediately generate a Work Order. Since this is not an emergency or urgent matter, no immediate contact with a Maintenance employee is required. Instead, the printed Work Order is to be placed in the sorting

tray located on the Maintenance Department counter. From there, they are to be picked up by the various Sector Chiefs or their designees. The Work Orders are to be added to the existing workload so as to, as much as possible, maintain their chronological order. Since it would be virtually impossible to herein describe and dissect every possible type of request, suffice it to say that all Resident Requests will be scheduled logically and completed within the prescribed seven (7) days.

2.2.2.2. Maintenance Dept. request

2.2.2.2.1. A request that originates from an employee of the THHA Maintenance Department will, for all intents and purposes, be handled in the same manner as one requested by a tenant. Exceptions can be made as prescribed by a Sector Chief.

2.2.2.3. Management request

2.2.2.3.1. Should a member of THHA Management request a Work Order, it will more than likely come with directions as to its need and priority. In the unlikely case that directions are not included, this request should be handled as prescribed by a Sector Chief or the Support Service Officer.

2.2.3. **Entering Units**

2.2.3.1. Excepting emergency situations, the entering of occupied units will ALWAYS be preceded by the creation of a legitimate and appropriate type of Work Order. Only in an extreme emergency will a THHA employee enter an occupied unit when only minor (>18yrs) children are present.

3. EMERGENCY SERVICES

3.1. Policy

3.1.1. The Executive Director, Administrative staff and the Maintenance staff are authorized to act in a manner pertaining to the provision of emergency maintenance service for THHA owned or managed properties. Emergency after-hours maintenance is provided 24-hours a day, 7-days a week and is available to repair or correct conditions that may cause physical injury and/or cause damage to THHA owned or managed property, or a tenant's property, if not dealt with immediately. 'Emergency' is defined in 1.1.1.1. , above.

3.2. Procedure

3.2.1. A designated Maintenance employee will be available on-call with the 'overtime' cell phone 24-hours each day. He/she will make any necessary repairs or sufficiently contain situations until a correct and permanent repair can be made. If repairs or sufficient containment cannot be achieved, the on-call employee will immediately notify the appropriate Property Manager or his/her designee.

3.2.2. Each on-call period will technically begin at 8:00 AM on Monday morning and run through the following Monday morning at 7:59 AM. In reality, the existing on-call employee will remain in O/T status until he/she returns the 'O/T bag' to the Maintenance Department at the Main office.

- 3.2.3. If the on-call Maintenance employee receives an after-hours call that is clearly not an emergency (as defined in 1.1.1.1.) or urgent (as defined in 1.1.1.2.) need, the employee will inform the caller that their request does not qualify for an after-hours *response* and that they (the employee) will notify the Maintenance Department of the situation when they next open for normal business.
- 3.2.4. On the morning of the next business day after responding to any after-hours calls, the 'overtime' employee will report those calls to the Support Service Officer or his/her designee so that Work Orders can be created for each call. In addition, the 'overtime' employee will report all after-hours situations reported that require a *business-hours* response. Work Orders will be created and then distributed to the appropriate Maintenance crews. These Work Orders will be handled in accordance with 1.2.3.

4. ASSESSING RESIDENT CHARGES

4.1. Policy

- 4.1.1. Residents will be assessed charges for repairs made to their dwelling units in excess of what would reasonably be considered normal wear and tear. This includes damage caused by the resident, the residents' household or the residents' guests.
- 4.1.2. If a resident has anyone other than a THHA Maintenance employee perform work in, on or around their unit, regardless of the circumstances, they alone will bear the complete responsibility and cost of that work and any damages sustained as a result of said work.

4.2. Procedure

- 4.2.1. During their timely review of completed Work Orders, the Property Manager, or their designee, will determine whether the Maintenance employee's(s') conclusions regarding [charge] or [no charge] items/work are reasonable and record any items for which the tenant *will* be charged. The dollar value(s) for any Maintenance Parts or Labor will come from the Support Service Officer or his/her designee. For the sake of accuracy, current costing information *must* be obtained from this one source only. Once all needed data is gathered, the Property Manager will notify the tenant of the total charges for repairs and/or damages. In all cases, this will be done in writing. If the total charges exceed \$30, notification must be made via Certified Mail w/ Return Receipt Requested. Payment for damages and/or repairs will be due and payable along with the tenant's rent when said Maintenance charges first appear on their rent statement. Failure to pay for said Maintenance charges in a timely fashion will constitute a breach of lease unless other arrangements have been made with the THHA. A detailed listing of all Maintenance charges and a copy of the Work Order will be made available to the tenant, upon request, and at no charge to the tenant.

4.3. Grievance Procedure

- 4.3.1. Per 24 CFR Part 966, Sub-part B, the resident will have the right to appeal charges by following established THHA grievance procedures.

5. VACANT UNIT REHABILITATION

5.1. Policy

- 5.1.1. It is the policy of the THHA to return vacancies to an occupied status within 15-days. Timely and efficient preparation of units for occupancy is essential for maximizing rental income as well as meeting HUD guidelines. Close cooperation and communication between all departments involved in this transition is necessary in order to efficiently schedule, prepare and re-rent vacant units. This also helps prevent vandalism.

5.2. Procedure

- 5.2.1. The Property Manager or their designee must act to secure all vacated units immediately upon receiving notification (by *any* means) of a vacant unit. This is true *regardless* of the proximity of the notification time to the end-time of the current business day. Problems with theft and vandalism are sufficiently prevalent that the minimal overtime costs that may arise will very-likely be offset by our savings from the (hopeful) elimination of vandalism due to un-secured units.
- 5.2.2. The vacancy will be recorded into 'the system' as soon as possible and no later than by 9:00 AM the following business day.
- 5.2.3. The Property Manager or his/her designee will, by the end of the next business day after receiving a vacancy notification, attempt to contact the former tenant to schedule a move-out inspection. This inspection should be scheduled as soon as absolutely possible after the tenant(s) move(s) out. If the tenant(s) cannot be contacted, the inspection will be conducted without them and within 24-hours (excluding weekends and holidays) of that failure to make contact. The condition of the unit will be recorded in writing and in detail, and, in the presence of damage, with photos. The Property Manager who conducted the inspection will then certify their findings on the appropriate Move-In/Move-Out Inspection form(s).
- 5.2.4. A copy of the Property Manager's inspection report will be provided to the Maintenance Department, carefully examined by the appropriate Sector Chief and then attached to the mandatory Vacancy Work Order.
- 5.2.5. All officially-vacated units should be emptied of any contents as soon as absolutely possible. This includes all trash and garbage, including anything found in the refrigerator. The unit should be carefully inspected for any pest problems or repairs that will need to be contracted out. This information should be immediately given to the Sector Chief who will confirm the necessity of (a) contractor(s).
- 5.2.6. As necessary, the appropriate contractor requirement(s) will be provided to the Deputy Director of Operations or his/her designee. He/she will, as necessary (see the THHA Procurement Policy), create Requests for Proposals (RFP's) to cover the needs of the unit. This should take place regardless of the particular unit's placement in the overall vacancy workload.
- 5.2.7. The Property Manager or his/her designee will, within 24-hours (weekends & holidays excluded), notify the following departments and individuals of all new vacancies: Admissions, Property Management, Support Service Officer, Director of Operations and his/her Deputy. Under the direction of the head of Admissions or his/her designee, all departments will cooperate together to utilize each vacancy,

along with those already existing in the system, so as to best move all units to an occupied status.

5.2.8. Circumstances will occur that will prevent the Maintenance Department from cycling a unit through *their* system while still allowing for the established 15-day overall down time. These are individual exceptions and should not affect the overall performance of the THHA in this area. These circumstances will include the following categories:

- 5.2.8.1. Units damaged by fire
- 5.2.8.2. Units awaiting contracted repairs
- 5.2.8.3. Major rehabilitation of a unit
- 5.2.8.4. Mold remediation

5.2.9. If any of the following work is required in a vacant unit, the job will be classified as a major rehabilitation:

- 5.2.9.1. Roof replacement
- 5.2.9.2. Repair/replace the entire plumbing system
- 5.2.9.3. Replacement of the entire HVAC system
- 5.2.9.4. Replace wall studs
- 5.2.9.5. Electrical re-wiring
- 5.2.9.6. Tub/shower replacement

5.2.10. If any *combination* of the following jobs is present in the same vacant unit, the unit will be classified as a major rehabilitation:

- 5.2.10.1. Replacement of an exterior door when the new door is a pre-hung unit and will require the removal/installation of the associated trim and/or framing.
- 5.2.10.2. Complete replacement of gutters & downspouts
- 5.2.10.3. Replacement of two or more complete windows
- 5.2.10.4. Replacement of more than 32-sq.ft. of drywall/sheetrock
- 5.2.10.5. Replacement of all kitchen cabinets
- 5.2.10.6. Repair or replace three or more floors
- 5.2.10.7. Replace interior or exterior stairs exceeding five (5) treads
- 5.2.10.8. Concrete work in excess of 1/4 cu. Yard

5.2.11. The Property Manager or his/her designee will make, and certify, the final inspection

5.3. Steps toward rehabilitation

- 5.3.1. Secure the unit and change all exterior locks
- 5.3.2. Remove all trash, garbage and debris
- 5.3.3. Exterminate as needed
- 5.3.4. Determine what, if any, repairs will require an outside contractor
 - 5.3.4.1. Sector Chief will report same to the Deputy Director of Operations or his/her designee
- 5.3.5. Remove all nails, picture hangers/nails/screws, etc. from walls and doors
- 5.3.6. Make all necessary plaster and/or drywall repairs
- 5.3.7. Repair floors
- 5.3.8. Perform any other necessary repairs
- 5.3.9. Clean (or repair/replace as needed) all appliances, sinks, tubs, showers & fixtures
- 5.3.10. Clean balance of unit
- 5.3.11. Paint as necessary & remove spotting from all surfaces
- 5.3.12. Final walk-through by the Sector Chief

- 5.3.13. Final walk-through by Property Manager
- 5.3.14. Inspection(s) as required
- 5.3.15. Turn over to the Admissions Department
- 5.3.16. Notify all parties required

6. PLANNED/SCHEDULED MAINTENANCE

6.1. Policy

6.1.1. The THHA Planned Maintenance Program is based on regular, scheduled and methodical inspections of dwelling units, buildings and equipment. These inspections are designed to maintain THHA owned or maintained properties in good repair and, in doing so, appreciably extend their useful life. Planned repairs are made prior to an actual breakdown, thereby reducing the incidence of further damage and repair costs. Planned Maintenance can and should result in lower operating costs.

6.2. Procedure

6.2.1. Unit Inspection

- 6.2.1.1. Each occupied unit will be inspected annually by, as required, an HQS or UPCS Inspector as applicable. The THHA, or their designee, will notify all tenants of their upcoming inspection, in writing, no less than 48-hrs in advance.
- 6.2.1.2. The Inspector performing the inspection will note any items requiring attention in sufficient detail that a Work Order can be created from that information. Unusual/un-sanitary conditions should be reported, in writing, to the Property Manager or his/her designee either by or with the inspection form.
- 6.2.1.3. NO inspector will enter a unit when ONLY minor children (under 18-yrs) are present.
- 6.2.1.4. The Inspector will adhere to the following sequence:
 - 6.2.1.4.1. Knock on the door and, if it's answered, state the purpose of the visit and politely ask for admittance. After performing the inspection, the Inspector should ask the tenant if there is anything they've missed that requires maintenance.
 - 6.2.1.4.2. If there is no answer at the door, the Inspector will use his/her key to gain admittance. After performing the inspection, a card or similar note will be left at the residence advising the tenant that the inspection was performed.
 - 6.2.1.4.3. In either case the Inspector will record the serial numbers of both the refrigerator and stove
 - 6.2.1.4.4. Any incomplete areas on the inspection form should be completed prior to the Inspector leaving the address.
 - 6.2.1.4.5. Upon returning to the office, the Inspector will notify the appropriate Property Manager, or their designee, of any items that will

require Maintenance Work Orders as well as the aforementioned serial numbers.

6.2.1.4.6. When fully complete, the Inspector will submit the inspection form to the appropriate Property Manager.

6.2.2. Motor Vehicles

6.2.2.1. Each Property Manager will be responsible for overseeing the maintenance and upkeep of the fleet vehicle(s) used by the employee(s) working in (an) AMP(s) under their jurisdiction. Planned Maintenance includes regularly scheduled oil & filter changes based on time and/or mileage. An effective Planned Maintenance Program will minimize the frequency of breakdowns and protect the safety of the vehicle driver and occupant(s).

6.2.2.2. Every vehicle operator will immediately report to the proper managerial authority any vehicle deficiencies noted during its use by them.

6.2.2.3. All necessary repairs, tire replacements, etc. will be performed as soon as possible so that no injury will result for the occupant(s) and no further damage to the vehicle will be incurred.

6.2.2.4. Light bulbs and tires should be checked weekly by each regular-driver or Maintenance crew. The Support Service Officer will be responsible for the oversight of the vehicles assigned to the Central Cost Center (901).

6.2.3. Buildings, Systems & Equipment

6.2.3.1. The Property Manager or their designee will inspect, *at least* annually, the exterior of each THHA building under their jurisdiction. This inspection will include, at a minimum, the following: roofs; overhangs; exterior walls, windows & doors; railings; signs of rodent and/or insect infestation; grounds; drives & sidewalks and drainage systems. Particular attention should be given to evidence of sewer problems, gas meter(s) and potential gas leaks and the electrical service drops. The Property Manager or their designee will document their *complete* inspection and make note of (the) exact location(s) of deficiencies requiring Work Orders. That information (deficiencies) will be forwarded to the Support Service Officer or his/her designee so that appropriate Work orders can be created and distributed.

6.2.3.2. With the exception of a Property Manager stationed at the Main Office, all Property Managers, or their designees, will maintain records of the filter changes, motor oiling, etc. for all HVAC equipment in the Authority office/shop buildings for which they are responsible. All HVAC equipment service records at the Main Office will be maintained by the Support Service Officer. The THHA HVAC Tech(s), or in their absence, other Maintenance employees, will replace the filter(s) in all THHA offices' HVAC equipment no less than every 90-days. However, these filters should be *checked* no less than every 30-days and replaced as needed.

6.2.3.3. Whenever a new piece of equipment is purchased that will require periodic maintenance, a schedule for said maintenance will be established and maintained by the appropriate Property Manager or other designated employee. Each time service is performed on said equipment, a written record of that service will be added to a file for that equipment.

6.2.3.4. Work Orders will be created for all equipment servicing so that a searchable record will be available.

7. PAINTING

7.1. Policy

- 7.1.1. The scheduled painting of all THHA owned and managed residential properties is essential to maintain an acceptable outward appearance as well as for the protection of the structures from deterioration and structural damage. This work may be done by THHA employees or contracted out.

7.2. Procedure

- 7.2.1. Exterior painting should follow a seven (7) year cycle if at all possible
- 7.2.2. The interiors of dwelling units should be painted on a five (5) year cycle for family units and seven (7) years for elderly units.
- 7.2.3. The interior painting of dwelling units while in a vacant status shall constitute the initiation of a new cycle.

8. EXTERMINATION

8.1. Policy

- 8.1.1. It is the policy of the THHA to maintain its units in a decent, safe and sanitary condition. In keeping with that policy, all THHA dwelling units will be treated by a licensed pest control firm on a quarterly basis.

8.2. Procedure

- 8.2.1. Property Managers or their designees are responsible for notifying their residents in a timely manner of upcoming pest control treatments to their residences. This notification shall include instructions as to the proper preparation of said units, such as, but not limited to, the removal of all items from under-sink cabinets, the removal of all trash and garbage from the unit and the clearing of all areas adjacent to baseboards.
- 8.2.2. A record of tenant call-backs shall be maintained by the Property Managers in the tenants' permanent file. Should there appear to be an ongoing need for these extra treatments for any given tenant(s), a special inspection of the premises should be made to determine the cause(s) and further action taken as necessary.
- 8.2.3. All vacant units will be treated before a new lease is signed regardless of how long it has been since it was treated while still an occupied unit.

9. GROUNDS

9.1. Policy

- 9.1.1. All common grounds located in multi-family housing projects will be maintained in a manner which provides a safe and esthetically pleasing environment for both residents and the general public. Vacant single-family homes under the care of the THHA will have their yards maintained by THHA Maintenance employees or contracted firms so as to provide an acceptable appearance to the public. THHA office grounds will be maintained in a manner which provides a safe and esthetically pleasing environment for all employees and guests. Tenants WILL be charged if it becomes necessary for THHA employees to mow grass, trim trees or shrubs (except when necessitated by storms) or remove trash and/or debris from their yard.

10. TRAINING

10.1. Policy

- 10.1.1. It is the desire and intention of the THHA to have a qualified and well-trained staff. Its goal is to ensure that every employee of the department is thoroughly trained so as to be able to perform their work in a timely and efficient manner.

10.2. Procedure

10.2.1. Although much of the training needed in the Maintenance Department will be on-the-job, from time to time it may be necessary or advantageous to contract for outside training services from the private sector. This type of training will generally be in the form of seminars conducted off-site and lead by manufacturers' representatives. All contracted training must first be approved by the Executive Director and will be based on need and available funds.