

**KARUK TRIBE HOUSING AUTHORITY**  
**CHAPTER 9**  
**LOW-RENTAL HOUSING MAINTENANCE POLICY AND PROGRAM**

**1) CHAPTER 1 INTRODUCTION**

The importance of proper and timely maintenance of all components of any project cannot be overemphasized. With today's high costs of both labor and material no one cannot afford to operate on a "break-down" basis. This policy will mandate that the KTHA employ competent personnel, conduct training, use proper materials, tools, and equipment, keep its procedures and methods up to date, require adequate supervision and inspection, insist on preventive maintenance, and keep simple but adequate records.

Obtaining the maximum useful life of all components of low-rent housing projects at the least cost is most important.

Maintenance in public housing is the process of keeping all components of the project from declining in usefulness and appearance. This includes the grounds, buildings, and equipment, both movable and stationary.

**2) CHAPTER 2 PURPOSE**

Maintenance is performed to accomplish several purposes.

- a) To keep all the plant elements in condition so that they fulfill their intended functions during their life expectancies.
- b) To remove when detected any condition that may lead to an injury or accident to project occupants or employees.
- c) To forestall breakdowns by regular inspections and to repair or replace an element before it involves other adjacent elements in a breakdown. The last is usually known as preventive maintenance.

**3) CHAPTER 3 STANDARDS**

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 preventive maintenance programs shall be rendered on a regular and scheduled basis. This will keep the housing in a good state of repair, extend the useful life and result in lower overall costs. It also makes for tenant satisfaction and elicits their cooperation.

**4) CHAPTER 4 CLASSIFICATION**

- a) Maintenance of low-rent housing shall be divided into the following categories:
  - i) Ordinary/routine maintenance, including minor repairs and replacements;

- ii) Preventive maintenance;
- iii) Non-routine maintenance; and
- iv) Tenant maintenance.
- v) Emergency repairs.

The first three are maintenance services conducted by regular project maintenance crews, personnel hired on a temporary basis, or by contract. The fourth relates to participation in maintenance by the tenants and is dependent in extent on local conditions and policy. The fifth deals with repairs of conditions that may lead to injury or death of staff or residents.

b) Description of Maintenance Categories.

- i) Ordinary maintenance, minor repairs and replacements. Ordinary maintenance is the routine work of keeping the buildings grounds and equipment in such condition that they may be utilized continually at their original capacities for their intended purposes. Minor repair is the restoration of the facility to a condition equivalent to its original capacity by overhaul. Minor replacement is the substitution of parts of equipment to extend its useful life. Any damages not a result of normal wear and tear will be charged to the tenant at the rate specified on the maintenance repair rate sheet.
- ii) Preventive 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/or lengthy shutdown. Effective preventive maintenance reduces long range operating costs and lessens the need for major restorations and improvements. Preventive maintenance may include:
  - (1) Scheduled checking, adjusting, cleaning and lubricating of equipment;
  - (2) Periodic inspection of appliances for mechanical performance and for needed replacement of worn or broken parts;
  - (3) Inspecting, servicing and replacing working parts in all other electro-mechanical equipment;
  - (4) Checking and repairing plumbing fixtures, toilet tanks, drains, porcelain, etc.;
  - (5) Termite and vermin inspection and elimination;
  - (6) Periodic painting;
  - (7) Inspecting and patching roofs, gutters & flashing;
  - (8) Inspecting of underground facilities for corrosion;
  - (9) Inspecting for condensation, dampness and fungus in wood and for rust in iron components and taking appropriate corrective measures;

- (10) Patching of paved surfaces and seal-coating as needed;
  - (11) Correcting erosion and drainage deficiencies;
  - (12) Fertilizing and cultivating planted areas;
  - (13) Installing protective barriers for planted areas and trees;
  - (14) Checking fire safety equipment for operable use; and
  - (15) Caulking around bathtubs and toilets to avoid floor damage, and around counter-tops, windows and doors.
- c) 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 occurrence as fire, obsolescence and, in some instances, neglect. Such items as replacement of roofs, replacement of corroded lines and rehabilitation of grounds cover would be considered in this category. Usually, this work will be done either by contract or by force account to allow regular maintenance personnel to continue with routine maintenance.
- d) Tenant Maintenance. Experience has shown that a well-administered tenant maintenance program in low-rent housing projects can be successful. It usually includes but is not limited to, the maintenance of lawns adjacent to units, interior painting, and care of common areas.
- e) Emergency Maintenance. Emergency maintenance is maintenance repairs necessary to ensure safety of staff and residents. Tenant is to notify KTHA and/or Maintenance immediately of any emergency situation.

## 5) CHAPTER 5 PLANNED MAINTENANCE

- a) Maintenance will be performed according to the following plan:
- i) All tenant requests will be received by the KTHA Staff who will complete a work order to be delivered to the maintenance department,
  - ii) Sufficient materials and supplies will be kept on hand and inventoried to allow for prompt maintenance response time, inventory is to be kept current through an adequate computerized system with internal controls to provide for a requisition process to access materials for use.
  - iii) Supervisory spot checks will be done to determine quality and quantity of work completed,
  - iv) Vacated units will be readied for occupancy within (10) ten working days unless an extension is agreed upon between the Maintenance Coordinator and Executive Director.
  - v) A schedule will be prepared and followed for preventive maintenance inspections and work on equipment,

- vi) A log indicating servicing and repairs to large pieces of equipment and vehicles will be kept,
- vii) An annual inspection of each unit, building and all facilities will be completed, with work orders developed to ensure completion of all work items identified.
- viii) A record of repairs to each unit will be kept, including painting, plumbing, electrical, appliances, etc.
- ix) Periodic inspections on tenant compliance with maintenance and housekeeping responsibilities will be done at least once during the first ninety days, and annually thereafter.
- x) Periodic meetings between the Executive Director and maintenance personnel will discuss maintenance standards, future plans and any problems.

## 6) CHAPTER 6      RECORDS

- a) **Work Order.** This pre-numbered form shall be prepared in triplicate with a carbon following a tenant complaint or discovery of the need for any repair work.
  - i) It gives the location, tenant's name, in depth description of the nature of work to be done, permission to enter home, date, and person requesting work to be done.
  - ii) All work orders are logged.
  - iii) The original work order is delivered to maintenance with the copy retained in the office pending completion.
  - iv) The maintenance worker completes the job and records the date and work completed, materials used and time required. He/she notes whether it is tenant caused damage, normal wear and tear or warranty work and includes charges, and returns the work order to the office with tenant's signature.
  - v) Tenant Relations determines whether the tenant should be charged based on the posted schedule of charges, and processes charges.
  - vi) Duplicate is filed in tenant file, with original filed in unit file.
- b) **Inspection Forms.** Lists the elements to be inspected, including unit, building and grounds inspections. Any items needing attention will be listed on the inspection form, which will be used by the clerk to develop work orders.
- c) **Equipment/Vehicle record.** A card file will be developed with a card for each vehicle and major piece of equipment. All inspection, service, maintenance and repair data will be entered on these cards, including date, who did the work and costs.
- d) **Paint Record.** Paint records will be kept in unit files to include rooms painted, cost and whether the work was performed by maintenance, tenant or contract labor.
- e) **Schedule of charges.** In addition to specific items included on the attached schedule of charges, repairs or replacements required due to tenant negligence or abuse by self,

members of household or guests, or by special request will be charged on a time and materials basis.

## **7) CHAPTER 7 NEW PROJECTS**

In addition to keeping current records on all projects, the maintenance worker should be employed for a new project before construction is completed so that he/she may observe operating tests, learn pipe and valve locations and other details, and become familiar with the physical aspects of the project while the elements are still open to view and under the care of the contractor. He/she should:

- a) Obtain copies of "as built" drawings whereon are marked any changes or additions to the plans. These shall be kept up to date at all times whenever site or building additions are made.
- b) Obtain and file manufacturer's instruction and service booklets on equipment.
- c) Be aware of warranty expiration on equipment and appliances, as well as the end of the project warranty period, to ensure eligible items can be corrected prior to expiration of warranted items.

## **8) CHAPTER 8 MAINTENANCE TRAINING PROGRAMS**

The KTHA maintenance department shall receive training as determined appropriate by the Executive Director. All Maintenance Coordinators shall be responsible for cross-training department employees and developing appropriate training plans.

## **9) CHAPTER 9 SPECIAL REQUESTS BY RESIDENTS**

Unless written KTHA approval is obtained,, alterations, additions, removal of permanent structures, interior or exterior, are prohibited. Approved add-ons shall become part of the permanent structure and shall not be removed when the renter vacates the premises.

## **10)CHAPTER 10 PROMPT PAYMENT FOR SERVICES RENDERED**

All service or repair charges shall become immediately payable upon presentation of an itemized statement. A deposit may be required for work of excessive size. The KTHA may add the charge to the next rent billing.

The KTHA shall reserve the right to refuse new work orders if previous charges are not paid. With the exception of emergency repairs.

## **11) CHAPTER 11 CHEMICALS**

Chemical treatment may only be used by the maintenance department as needed, chemicals are not to be used by Tenant.

## **12)CHAPTER 12 INOPERABLE VEHICLES**

Employees of the Maintenance Department assist TRO for clearing KTHA property of all inoperable vehicles. Inoperable is defined as follows:

- a) Inoperable for thirty days,
- b) Un-licensed,
- c) Abandoned, or
- d) Not registered to a Tenant.

### **13) CHAPTER 13 STRAY ANIMALS**

Maintenance is responsible for collection of stray cats, dogs and abandoned livestock, and the transportation of these animals to the nearest animal control facility or animal shelter.

### **14) SCHEDULE OF CHARGES FOR TENANT CAUSED DAMAGE**

Tenants are responsible for the actual charges associated with "Tenant Damages."

## **KARUK TRIBE HOUSING AUTHORITY - MAINTENANCE INSPECTION POLICY**

### **1) Move-In Inspection**

- a) Tenant (or tenants representative) Maintenance , and TRO personnel must be present.
- b) Inspection form must be signed by Tenant, TRO, and Maintenance Department.

### **2) Annual Inspection**

- a) Tenant Relations Officer will notify at least 30 days in advance of annual inspection.
- b) Annual inspection will be conducted with Tenant (or tenant's representative), Maintenance personnel, and Tenant Relations Officer.

### **3) 30 Day Inspection**

- a) If Maintenance or Tenant Relations Officer have reason to believe unit is not being maintained in a sanitary manner or if excessive damages exist, then tenant will be scheduled for maintenance/clean inspection on a monthly basis.

### **4) Move-Out Inspection**

- a) Tenant (or tenants representative), TRO, and Maintenance personnel must be present.
- b) Inspection form must be signed by Tenant (or tenants representative), TRO, and Maintenance Department.