

MAINTENANCE GUIDEBOOK I - MAINTENANCE PROGRAM
APPENDIX A
SAMPLE MAINTENANCE PLAN

MAINTENANCE PLAN

The Housing Authority of _____

GENERAL INFORMATION

The HA was formed in (year) for the purpose of providing low-income public housing, and owns and operates three public housing developments: Hooker Heights (80 units), Fairfield Heights (90 units) and Westview Manor (75 units). The mission of the HA's Board of Commissioners and staff is to provide decent, safe, and sanitary housing to low-income individuals and families.

STAFFING PLAN

The Executive Director is responsible for the day-to-day operation of the HA. The Executive Director implements policies and procedures instituted by the Board of Commissioners. All staff answer to the Executive Director, or his/her designee, per the established Organizational Chart.

The HA's strategy for meeting the day-to-day maintenance needs of the properties is to assign specific maintenance staff to each development. The assignment of maintenance staff to specific locations will be at the discretion of the Executive Director, or his/her designee. The maintenance staff will answer directly to the Working Foreman (hereinafter referred to as Supervisor).

The maintenance staff consists of five people including the Working Foreman. One maintenance mechanic is assigned to Hooker Heights, a family development; one maintenance mechanic is assigned to Fairfield Heights, an elderly mid-rise building; and one maintenance mechanic is assigned to Westview Manor, an elderly mid-rise building. The fourth maintenance mechanic is assigned to vacancy preparation activities with support from the various development-based mechanics and the Working Foreman.

GOALS AND OBJECTIVES

The goals and objectives of the HA maintenance department are to maintain each and every development in a condition equal to or greater than HQS requirements, to meet and exceed all maintenance related PHMAP indicators, and to properly utilize the existing staff with a reasonable amount of overtime, within budget and on schedule.

A. ROUTINE AND SEASONAL WORK

The three mechanics assigned to the developments are responsible for all routine and seasonal requirements in their respective developments. Based upon last year's average volume of routine work orders logged by the HA, (45 work orders per month for Hooker Heights, 60 work orders per month for Fairfield Heights and 40 work orders per month for Westview Manor) there will be adequate time available to handle seasonal requirements in each development. To assist the maintenance operation, the HA will continue its service contracts to address boiler maintenance at Hooker Heights and Fairfield Heights, and to handle cycle painting of apartments throughout the HA.

The basic processing of work orders will be as follows:

1. Origination

The issuance of a regular work order may be based upon information received from residents, staff, commissioners, or the general public. When information received in the Work Center indicates a work order needs to be issued, it is the Work Center Clerk's responsibility to ensure the expeditious computer input and issuance of the work order. Seasonal items will be scheduled and loaded into the computer for weekly access by the Supervisor.

2. Assignment

The method used to assign work orders to specific maintenance mechanics will be based upon the location of the requested work. However, it is expected that work orders will generally be completed in sequence, without regard to the degree of difficulty associated with its completion. If the assigned maintenance mechanic cannot complete any portion of the work order, he/she will immediately notify the Supervisor of the problem.

3. Closing

At completion of all work items on a work order, the maintenance mechanic will completely fill out and sign the work order form. All completed work orders will be returned to the Work Center each day. Before leaving the apartment where the work is being done, the maintenance mechanic should leave a copy of the Work Order for the resident. If the resident is present, a copy of the Work Order should be given to the resident. In the event the resident is not present, a copy of the Work Order should be left in a conspicuous place, such as on the kitchen counter. In addition, any time a unit is entered for maintenance purposes when the resident is not at home, the maintenance mechanic must fill out and leave a completed copy of the Work Order in a conspicuous place within the apartment.

At receipt of completed work order forms, it is the responsibility of the Work Center Clerk to ensure the expeditious updating of the work-order computer records, including the posting of any associated resident charges. The updating and closing of work-order records should normally be accomplished within 24 hours of receipt of completed work orders in the Work Center.

B. ANNUAL INSPECTIONS

Living units and major systems inspections are required annually to meet PHMAP requirements. The HA plans to perform its annual living unit inspections with its three Housing Managers and its major systems inspections with the maintenance Working Foreman. The inspections will be evenly scheduled over the first ten months of the year to allow time for corrective and follow-up work.

1. Frequency

All dwelling units of the HA will be inspected at least annually. A move-out inspection will be conducted in all vacant apartments within 2 (two) working days after becoming vacant. A move-in inspection will be conducted with the resident at the time of move-in for any apartment being newly occupied.

2. **Standard**

All inspections will utilize the HUD Housing Quality Standards (HQS). All conditions noted during any inspection which do not meet HQS will be documented in writing. One HUD Inspection Form 52580-A will be filled out for each inspection performed.

3. **Correction of Deficiencies**

a. **Unit Deficiencies Which Are HQS Violations**

All HQS violations identified during any inspection will require the following actions:

- 1) Documentation on Form 52580-A in the Decision and Comment columns at the applicable Item Number.
- 2) Issuance of, or inclusion on, a Work Order specifying the action needed for correction of the HQS violation. Any work order issued which includes work to correct a HQS violation must be unit-specific, that is, it must deal with only one unit.
- 3) Date of Final Approval must be entered at the appropriate place on Form 52580-A when each HQS violation has been corrected.

b. **Unit Deficiencies Which Are Not HQS Violations**

For all unit deficiencies identified during an inspection which will require repair work, but are not HQS violations, issuance of, or inclusion on, a Work Order specifying the action needed for correction of the deficiency will be required.

c. **Goals**

It is the goal of the Board of Commissioners that identified unit deficiencies be corrected as follows:

- 1) HQS violations which constitute emergency items, as defined by HUD, should be alleviated or corrected within 24 hours.
- 2) All identified unit deficiencies which do not constitute HQS violations should be corrected within an average of 25 calendar days.

C. **MAKING VACANT APARTMENTS READY FOR OCCUPANCY**

The HA has assigned one maintenance mechanic full-time with support from each development mechanic, to return vacant apartments to occupancy in less than 20 days. In addition, in the case of a glut of vacancies or extensive damage to an apartment, outside contractors may be utilized to expedite the return of vacant units for occupancy.

The procedures for preparing apartments for occupancy are:

1. Upon vacancy, apartments will be inspected by the Supervisor, who will prepare, or who will cause to be prepared, a punch list of items to be inspected, repaired, or replaced in the vacant apartment.

2. The list of work items for the apartment will be provided to the Work Center Clerk, who will issue a work order for the apartment to be made ready for occupancy and attach the listing of work items for that apartment.
3. The Supervisor will be responsible for assignment of all work orders to maintenance mechanics.
4. A Make-Ready listing of items to be accomplished will be provided to the maintenance mechanic.
5. Items listed on the Make-Ready sheets will be checked off by the maintenance mechanic as they are completed.
6. Upon completion of all items listed on the Make Ready sheets and any other items which may be listed on the Work Order form, the maintenance mechanic will complete the Work Order form and return both the Work Order form and the Make Ready sheets to the Work Control Center.
7. The Supervisor will then inspect the apartment to ensure all maintenance items have been accomplished. If deficiencies are found, the Supervisor will take the necessary steps to have the deficiencies corrected.
8. The Supervisor will then notify the Housing Manager that maintenance repairs have been completed in the apartment.

D. PREVENTIVE MAINTENANCE

The HA has developed a PM schedule for each development that will enable the development mechanic to perform the required PM activities on a weekly basis in conjunction with the normal routine work orders and emergencies without disruption or creating a demand for overtime to accomplish the task.

The PM schedules have been designed to be completed in no more than ten months, to allow sufficient time for other maintenance work and to program those seasonal PM requirements into the proper sequence so that the entire PM program will be completed on a timely, cost-effective and overtime-free basis.

E. EMERGENCY SITUATIONS

The assignment of one maintenance mechanic to each development not only provides adequate time to respond to routine and PM work orders, but also to quickly react to any emergency within a development, since the mechanic is already on-site. Emergencies arise when resident and/or HA staff are faced with a health or life-threatening situation or there is a condition which might result in serious structural or system damage if not corrected within a 24-hour period.

Emergencies will fall into one of two categories; 1) those happening during the regular workday or 2) those that occur after hours or on weekends. The HA has procedures for each category and the information is contained in an Emergency Response folder that is available in each development office, work center, central office and to all designated emergency personnel.

F. EXTRAORDINARY REPAIRS

The HA has made no allowance in this year's plan for extraordinary repairs because it has just completed the final phase of a \$3,000,000 CIAP grant that completed the modernization of the newest development, and because Hooker Heights and Fairfield Heights were modernized three years ago.

G. SERVICE CONTRACTS

The HA has contracted with outside firms to provide cycle painting, landscaping, HVAC repair and vehicle maintenance. Each of these contracts were procured in accordance with the HA's procurement policies, based upon the HUD regulations at 24 CFR 85.36.

All contractors were selected with the competitive-proposal method and the total amount of the contracts are well within our operating budget for this year.

H. MATERIALS, SUPPLIES, AND EQUIPMENT

Based upon an analysis of the consumption and use of materials and supplies for last year, the HA has budgeted a 5% dollar increase in items to be consumed based upon the continued and expanding emphasis on the HA's PM program.

The HA has no plans to purchase equipment this year because of the availability of CIAP funds during the past three years, with which the HA was able to replace and/or add every item that was needed.

I. BUDGET

The HA budget has been developed based upon established goals, schedules, staff requirements, and known income sources. The HA believes it has developed a very fiscally responsible budget.