

## POLICY FOR MAINTENANCE SERVICES

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### I. GENERAL POLICY

- A. It is the policy of the Housing Authority to provide prompt, courteous and competent maintenance service to all residents of property owned and managed by HACLA.
- B. At the time of leasing of the unit, the resident shall be advised that maintenance service can be requested by placing a telephone call to the HACLA Work Order Center. HACLA Staff will also remind the resident about this process during the annual recertification interview.
- C. Management staff shall also distribute notices, newsletters, resident newspapers or use other methods of communication to encourage resident participation in maintaining their units and grounds.
- D. The Work Order Center will accept service requests from HACLA staff who call to report maintenance needs for common areas of the site, or who are assisting residents to report needs for maintenance service for their units. Site staff may also enter work orders in the system as needed

### II. WORK ORDER PRIORITY CATEGORIES

- A. Emergency: An emergency work order is a service request to repair a condition which immediately endangers the health or safety of the resident. An emergency work order shall be completed or abated within 24 hours. Examples of emergency work orders include but are not limited to: gas leaks, broken water lines, toilet stoppages, defective smoke detectors, exposed electrical wires and electrical failure in unit.
- B. Urgent: An urgent work order is a service request that is serious in nature but would not immediately endanger the health or safety of the resident. An urgent work order shall be completed within 72 hours. Examples of urgent work orders include, but are not limited to: sink stoppages in the kitchen, bathtub, bathroom basin, and laundry basin; inoperable refrigerator or freezer; inoperable stove or oven; lock changes and hot water repairs.
- C. Routine: A routine work order is a service request to repair a condition which would not pose any health or safety risk to the resident. Except for emergency, urgent, and make ready work orders, all other work orders shall be considered routine and shall

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be completed within 25 calendar days.

- D. Make Ready: A make-ready work order is generated by the computer system when a resident vacates the unit. Make Ready work orders should be completed within 10 calendar days.

**III. FEES CHARGED FOR MAINTENANCE SERVICE AND MATERIALS**

- A. Residents shall not be charged for maintenance service (repair and/or replacement) of systems, appliances, fixtures or finishes due to normal wear and tear, as determined by the Maintenance Supervisor.
- B. Residents shall be charged a fee for maintenance service (repair and/or replacement) of systems, appliances, fixtures or finishes which are damaged and/or malfunctioning due to misuse, abuse, or neglect by the resident or their guest; or due to unauthorized alterations to the unit, as determined by the Maintenance Supervisor. These include, but are not limited to:
1. The restoration of systems, structure, fixtures, finishes and appliances when resident neglect results in a fire and/or flood in the unit.
  2. Lock changes due to loss of keys or other circumstances within the control of the resident; replacement of keys.
  3. Removal of excessive storage outside of the unit and removal of inside trash upon vacate.
  4. Removal of unauthorized or improperly installed fixtures in or attached to the unit (examples include but are not limited to: window security bars, security screen doors, deadbolt locks, unauthorized locks, satellite dishes, carpets, and "peel and stick" tile).
  5. Removal of resident's furniture or other possessions that block ingress or egress; or that block access to electrical panels or to quick-release mechanisms.
  6. Repair and/or reinstallation of malfunctioning or improperly installed resident-owned appliances that create a safety hazard.
  7. Repair, abatement, or removal of any other resident-caused

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condition which creates a health or safety hazard, as determined by HACLA Management.

- C. Residents shall have the right to an administrative grievance hearing before Management regarding any dispute with respect to Management's action taken in accordance with this Policy or any Management rule or regulation which adversely affects the resident's rights, duties, welfare or status.
- D. Vacating residents shall be charged a fee for the re-conditioning, repair and/or replacement of systems, appliances, fixtures or finishes in the unit which are damaged and/or malfunctioning above and beyond normal wear and tear, as determined by the Maintenance Supervisor. The amount of any service charges for vacating residents shall be deducted from the Security Deposit. If the charges exceed the Security Deposit amount, the vacating Resident shall be charged the balance.
- E. The costs for items sold and services rendered shall be standardized by the Director of Housing Services.
- F. The schedules of costs for services and materials shall be reviewed and revised periodically to reflect actual costs to HACLA for materials and labor, and to provide for full cost recovery.
- G. For maintenance labor performed and materials provided which are not listed in Exhibits 203:1A through 203:1F, or if the work was performed and the materials provided were by a private vendor, residents shall be charged the actual cost of labor and materials incurred by HACLA.
- H. The schedule of costs for services and materials shall be posted on the bulletin boards of all management offices. Any changes to scheduled costs shall be made available to residents for comments at least 30 days in advance of implementation.

PROCEDURES FOR MAINTENANCE SERVICE

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## I. WORK ORDERS FOR HACLA OWNED AND MANAGED PROPERTIES

## A. USE OF WORK ORDERS

1. Work Orders shall be used to document a resident's request for maintenance service; services performed as a result of a UPCS, REAC or other management-conducted inspections; the repair of HACLA property or equipment and the maintenance work required to recondition vacant units (see Attachment 1 to Exhibit 203:1A).
2. Work Order Center operators shall query the resident to obtain details about the nature of the problem in order to create the Work Order and to determine the priority category.

## B. WORK ORDER PRIORITY CATEGORIES

1. Emergency: An emergency work order is a service request to repair a condition which immediately endangers the health or safety of the resident and shall be completed or abated within 24 hours. Examples of emergency work orders include but are not limited to: gas leaks, broken water lines, toilet stoppages, defective smoke detectors, exposed electrical wires and electrical failure in unit.
2. Urgent: An urgent work order is a service request that is serious in nature but would not immediately endanger the health or safety of the resident. An urgent work order shall be completed within 72 hours. Examples of urgent work orders include, but are not limited to: stoppages in the kitchen sink, bathtub, bathroom basin, or laundry basin; inoperable refrigerator or freezer, inoperable stove or oven, lock changes, and inoperable hot water heaters.
3. Routine: A routine work order is a service request to repair a condition which would not pose any health or safety risk to the resident. All work orders, excluding emergency, urgent and make ready work orders, shall be considered routine and shall be completed within 25 calendar days.
4. Make Ready: A make ready work order lists the maintenance services typically required to recondition a vacant unit for re-rent e.g. cleaning, patching, painting, appliance reconditioning, and other necessary repairs or replacement to systems, fixtures and finishes in the unit.

PROCEDURES FOR MAINTENANCE SERVICE

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## C. WORK ORDER PROCEDURES FOR DEVELOPMENTS/SITES

1. Resident maintenance requests shall be taken by telephone at the Work Order Center.
2. The Work Order Center employee or after hours call center vendor who receives the telephone call shall ask the resident key questions to determine the problem and priority of work to be performed. As information is collected, it is entered onto the computer system and a priority code is assigned.
3. The computer system assigns a work order number which corresponds to the resident's request for service. The work order is dispatched to the designated development/site.
4. Work orders with priority codes "Emergency" or "Urgent" automatically print at the designated development/site as soon as they are entered in the computer.
5. Work orders with priority code "Routine" are printed on command by designated development/site staff.
6. The Maintenance Supervisor shall assign work orders to staff for completion and provide all copies of the work order to the maintenance employee to hold until the work is completed.
7. Upon completing or abating the job, the maintenance employee shall give the White copy to the resident, and on the Pink copy complete the Service Performed, Material Description and Resident Charge section, if applicable, and then sign the work order.
8. The Maintenance Supervisor shall review and sign all completed or abated work orders, and determine if the resident should be charged a fee for the maintenance service.
9. When the work order has been completed or abated, designated staff shall close the work order in the computer system. The pink copy of the work order shall be filed in the unit file.
10. When an "emergency" work order is closed as abated in the computer system, a "routine/abated" work order will automatically generate and print at the designated development/site.
11. Work Order staff will generate all work orders resulting from after-hour

## PROCEDURES FOR MAINTENANCE SERVICE

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emergencies dispatched the following work day.

12. Daily, the Maintenance Supervisor for each site shall run the open work order report for their site.

### D. WORK ORDER PROCEDURES AND CHARGES FOR SPECIALIZED CRAFTSPERSON

1. If a development/site requires a craftsperson, (e.g. locksmith, glazier, heavy equipment operator, electrician, plasterer, tile setter) for a non-emergency work order, site staff will generate a Site Work Order and make arrangements for the craftsperson to be scheduled on the site.
2. If damages are due to resident abuse or misuse, residents shall be charged for craftsperson's hourly rate in Exhibit 203:1B.
3. When the work order has been completed, the specialized craftsperson will leave the white copy of the work order with the resident and the remaining copies with the Maintenance Supervisor of the site.
4. Once the Maintenance Supervisor approves the work order, the site shall close it in the work order computer system and file it in the development unit file.

### E. PROHIBITED WORK ORDERS

The Work Order Center shall not accept work orders from residents for the following requests regarding personal items, including but not limited to:

1. To install pictures, lamps or ceiling fans.
2. To install or repair resident owned appliances such as washing machines, dryers, stoves and refrigerators and related appliance accessories. Residents shall be charged for redirected drains or vents that cause stoppages or other damages to their unit at the hourly rates in Exhibit 203:1B
3. To install or repair resident owned air conditioners.
4. To repair resident owned security window bars or security doors.
5. To install resident –owned draperies or other window coverings

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Management shall repair, abate or remove personal items of residents if they pose a health or safety hazard.

F. DEVELOPMENT MANAGER'S RESPONSIBILITY

1. The development manager shall ensure that all work orders with charges to residents are reviewed for completeness, accuracy and appropriateness.
2. The development manager shall ensure that a notice of a pending maintenance service charge is mailed to the resident at least 30 days in advance of the charge appearing on the monthly rent statement.

G. DISTRIBUTION OF COPIES OF THE WORK ORDER FORM

1. ORIGINAL: White, copy to the resident.
2. CONTROL: Yellow, copy to the Maintenance Employee
3. SITE: Pink copy to the unit file.

MAINTENANCE SALES AND SERVICES PROCEDURES  
LABOR COSTS TO BE CHARGED FOR WORK ORDERS

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I. STANDARDIZATION OF COMMON MAINTENANCE SERVICES

Residents shall be charged for the labor required to perform common maintenance services in accordance with the employee classification authorized to perform such services. Listed below are the employee classifications and their corresponding authorized services. The Maintenance Supervisor for each respective site shall determine the actual labor costs for services not listed in this section.

Classification Service

Building Repairer	Repair/replace/remove/deliver: refrigerator, screen door, towel and tissue holder, shower bar, threshold, peepholes, light globe, exhaust fan, reset overload switch, smoke detector, night chain, window screen, window sash, clothes line, curtain rods, window shade brackets, mailbox, door stops, medicine cabinet, door knobs, antennae, lock change, replace keys, re-key locks, open locks and stove repair
Carpenter	Repair/replace: interior/exterior door, door hinge, pane, jamb, door moldings, cabinets, shelves, drawers, handrails, stairs, steps, hardwood floors and subflooring, handicap bars, board-ups, cabinet handles, security doors, and closet rods
Electrician	Repair/replace: exhaust fan, panel box, circuits, breakers, light fixtures, relay switch, fuse adaptor, electrical cord, wire mold, conduit, junction box, air conditioners, telephone lines, no or partial power in unit
Glazier	Reglaze/replace: window pane and caulk frame, lock and balance
Painter	Preparing/painting/patching/sealing: interior and exterior walls, ceilings, doors, floors, cabinets, trim and covering graffiti, minor plaster
Plasterer	Remove/repair/install: plaster, drywall, stucco
Plumber	Repair, replace, unstop: waste line, supply line, toilet, floor drain, trap, sink, basins, faucets, shower heads, water heater, wall heater, gas lines and meters, shut off valves,



MAINTENANCE SALES AND SERVICES PROCEDURES  
LABOR COSTS TO BE CHARGED FOR WORK ORDERS

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	vents, hose bibs
Residence Cleaner	Clean, sweep, strip, wax, mop, buff, vacuum floors, blinds, windows; clean stoves and refrigerators; and remove trash and debris from vacated units
Tile Setter	Repair/remove/install: linoleum and ceramic tile, kitchen and bathroom grout and rubber cove base
Gardener Caretaker	Clothes line and removal of excess storage outside of unit

The regular hourly rates, including employee benefits and overhead expenses, listed below shall be used in calculating labor costs for maintenance service performed on work orders during regular business hours. When work is performed after regular business hours, or on Saturdays, Sundays and holidays, the overtime rates shall be used. The minimum labor charge to residents for work performed after regular business hours is 2 hours at the overtime rate. During regular business hours charges shall also include travel time from the management office to the unit. Travel time shall not apply to work performed after regular business hours. All labor time will be rounded to the nearest quarter hour.

MAINTENANCE SALES AND SERVICES PROCEDURES  
LABOR COSTS TO BE CHARGED FOR WORK ORDERS

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SCHEDULE 1 – LABOR CHARGES

CLASSIFICATION	15 Minutes		30 Minutes		45 Minutes		Hourly	
	Reg	OT	Reg	OT	Reg	OT	Reg	OT
Building Repairer	\$ 7.50	\$11.25	\$15.00	\$22.50	\$22.50	\$33.75	\$30.00	\$45.00
Carpenter	\$10.00	\$15.00	\$20.00	\$30.00	\$30.00	\$45.00	\$40.00	\$60.00
Electrician	\$10.50	\$15.75	\$21.00	\$31.50	\$31.50	\$47.25	\$42.00	\$63.00
Gardener Caretaker	\$7.00	\$10.50	\$14.00	\$21.00	\$21.00	\$31.50	\$28.00	\$42.00
Glazier	\$10.00	\$15.00	\$20.00	\$30.00	\$30.00	\$45.00	\$40.00	\$60.00
Locksmith	\$10.00	\$15.00	\$20.00	\$30.00	\$30.00	\$45.00	\$40.00	\$60.00
Painter	\$9.50	\$14.25	\$19.00	\$28.50	\$28.50	\$42.75	\$38.00	\$57.00
Plasterer	\$9.25	\$13.88	\$18.50	\$27.75	\$27.75	\$41.63	\$37.00	\$55.50
Plumber	\$11.25	\$16.88	\$22.50	\$33.75	\$33.75	\$50.63	\$45.00	\$67.50
Tile Setter (Ceramic and Linoleum)	\$10.00	\$15.00	\$20.00	\$30.00	\$30.00	\$45.00	\$40.00	\$60.00
Working Foreman	\$8.75	\$13.13	\$17.50	\$26.25	\$26.25	\$39.38	\$35.00	\$52.50
Residence Cleaner	\$6.00	\$9.00	\$12.00	\$18.00	\$18.00	\$27.00	\$24.00	\$36.00
Senior Gardener	\$7.50	\$11.25	\$15.00	\$22.50	\$22.50	\$33.75	\$30.00	\$45.00

## MAINTENANCE SALES AND SERVICES PROCEDURES

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### I. LABOR AND MATERIALS CHARGES FOR LOCKS, PARTS AND KEYS

Residents shall be charged a flat fee to change all entry locks as stated in schedule 2.

Residents with documentation such as a police report or restraining order as a result of domestic violence will not be charged for lock changes or keys. Residents with documentation such as police report due to a crime such as robbery, burglary or purse snatching will not be charged for lock changes or keys. Each adult household member on the lease will receive a key at leasing time and when locks are changed free of charge. Additional or replacement of lost keys will be charged according to the following schedule.

Starting January 1, 2012 (other than existing keys in stock) new keys will not be labeled "DO NOT DUPLICATE". Keys will continue to have the "HACLA" label and the serial number.

#### SCHEDULE 2 – CHARGES FOR LOCKS AND KEYS

<u>DESCRIPTION</u>	<u>CHARGE</u>
Lock Changes w/out Damaged Cylinders (labor & material)	\$35.00
Re-Install Existing Lock Cylinder Removed by Resident	Actual BR Labor
Replace Damaged or Missing Lock Cylinder	\$68.00 each + Actual BR Labor
Door Key (Standard)	\$2.00
Electronic Access Cards	\$8.00

### II. MISCELLANEOUS REPLACEMENTS

A flat rate will apply to the replacement of the following items if it is determined that the replacement is required due to tenant caused damage. These charges are normally applied at the time of vacate against the security deposit, however, they may apply during the tenancy. There is no charge for normal wear and tear which is referred to the gradual deterioration of the condition of the property or item that results from its appropriate use over time. (Corpus Juris Secundum: 52 C.J.S. Landlord & Tenant § 556) There is no charge for routine replacement of batteries on smoke alarms unless they are removed or discarded by the resident.

MAINTENANCE SALES AND SERVICES PROCEDURES

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Residents with documentation such as police report due to a crime such as robbery or burglary will not be charged.

SCHEDULE 3 – MISCELLENIOUS FLAT CHARGES  
(INCLUDES LABOR AND MATERIAL)

<u>DESCRIPTION</u>	<u>CHARGE</u>
Replace Missing/Destroyed Smoke Alarm	\$34.00
Smoke Detector Reconnect	\$8.00
Smoke Detector Battery Installation (battery removed/discarded by resident)	\$9.00
Replace Exterior Door Knobs	\$49.00
Replace Interior Door Knobs	\$21.00

## MAINTENANCE SALES AND SERVICES PROCEDURES

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### I. LABOR AND MATERIAL CHARGES FOR GLASS REPLACEMENT

Residents shall be charged for actual cost of labor based on the rates for a Glazier for cutting and installing, plus the actual cost of the material for the glass used. The Glazier may either be a HACLA employee or a contracted vendor and it shall be noted on the work order.

### II. WINDOW SCREEN REPAIR AND REPLACEMENT COSTS

For window screen repair, residents shall be charged for 15 minutes of labor based on the rates for a Building Repairer, as shown in Exhibit 203:1B Schedule 1 – Labor Charges. Charges apply when the screen has been damaged by the resident such as when a child or a pet have made a hole or cut or pushed the screen out. If replacement is required, the actual material charge shall also be billed.

### III. WINDOW SHADES AND MINI BLINDS REPLACEMENT COSTS

A. Residents shall be charged the actual cost for window shades and mini blinds only when they have been damaged beyond normal wear and tear. Resident shall not be charged for defective screens or blinds or if HACLA has no record of when shades or blinds were installed or exchanged. The following depreciation table shall be used to calculate the replacement cost for window shades and mini blinds:

#### SCHEDULE 5 – WINDOW SHADES AND MINI BLINDS DEPRECIATION TABLE

1 Year	2 Years	3 Years	4 Years	5 Years
100%	80%	60%	40%	20%

This section establishes the procedures for determining charges to residents when resident responsibility is questionable.

### I. REPLACEMENT OF BROKEN WINDOWS AND DOORS

A. Residents shall be charged for broken windows and doors in their units unless they can prove that neither they, members of their household nor their guests caused the damage.

MAINTENANCE SALES AND SERVICES PROCEDURES  
MATERIAL AND SERVICE CHARGES

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- B. The Manager may waive broken glass and door charges if the resident submits appropriate documentation (e.g. a police report) showing the resident did not cause the damage, or at the Manager's discretion upon review of the damaged window (e.g. due to damaged window frame, building settling, broken window operator, or wind damage).

II. BACK-TO-BACK PLUMBING STOPPAGES

Generally, there shall be no charge for back-to-back stoppages unless HACLA has verification that a resident is responsible for it. The responsible resident shall be charged the actual cost of labor.

III. TOILET STOPPAGES

If the toilet stoppage is caused by resident misuse or neglect (e.g. diapers, toys, feminine hygiene products, excessive toilet paper or other foreign objects found in the toilet) a minimum charge of 30 minutes (\$22.50) of labor by a Plumber shall apply during regular business hours. A minimum charge of \$157 will apply for overtime stoppages. If the job is over 2 hours, additional overtime hourly rate shall apply).

If toilets are stolen (this usually occurs when a resident vacates without turning in the keys and leaves the unit unattended) or items lodged in toilets cannot be removed by the plumber, such as children's toys and cell phones, the actual cost of the toilet shall be charged plus labor rate.

IV. SINK STOPPAGES (BATHROOM AND KITCHEN)

If a sink stoppage is caused by resident misuse or neglect (e.g. hair, soap, grease, toys or other foreign objects are found in the trap or pipes), a minimum charge of 30 minutes (\$22.50) of labor by a Plumber shall apply during regular business hours. A minimum charge of \$157 will apply for overtime stoppages. If the job is over 2 hours, overtime hourly rate shall apply). If the stoppage is caused by rusted or defective pipes, the resident will not be charged for the repair.

V. LIGHT BULBS

Residents shall be charged for changing light bulbs in the unit. A minimum charge of 30 minutes of labor by a Building Repairer shall apply in addition to the cost of the light bulbs. Charges do not apply to any light fixture with security screws. Charges to change any type of light bulbs do not apply to senior citizens

MAINTENANCE SALES AND SERVICES PROCEDURES  
MATERIAL AND SERVICE CHARGES

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nor disabled individuals. There will not be charges for specialized light fixtures, fluorescent bulbs, circular fluorescent bulbs or bulbs in stair wells over 9 feet in height.

Units shall be leased with all necessary light bulbs. Residents shall be charged for the replacement of missing light bulbs upon vacate.

VI. EXTERMINATION CHARGES

Residents shall be charged \$15.00 if we are charged by the vendor for each failure to comply with the Housing Authority extermination schedule. If a visit is required outside of the schedule because of housekeeping issues, an additional \$15.00 shall be charged.

Residents will be charged the actual cost of additional extermination required in the unit due to poor housekeeping, in accordance with contracted rates.

VII. EMERGENCY BOARD UPS

Residents shall be charged a minimum of \$140 for labor plus materials. There will be no charge if the resident provides documentation such as a police report of domestic violence or vandalism or fire not due to the resident's fault.

VIII. CHARGES FOR ITEMS NOT LISTED

Residents shall be charged the actual cost of labor and materials to HACLA for items not listed in this exhibit, or if the work was performed and materials provided by a private vendor including, but not limited to, resident caused damages in common areas or Housing Authority owned premises, and/or removal of resident generated trash and debris.

MAINTENANCE SALES AND SERVICES PROCEDURES  
MATERIAL AND SERVICES

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I. REPAIR AND REPLACEMENT OF APPLIANCES

NOTE: This applies to appliances damaged by residents or missing upon vacate.

- B. For the repair of an appliance, residents shall be charged for labor based on the rate for a Building Repairer, plus the actual material charge for any parts needed to complete the repair.
- C. When an appliance must be removed from the unit and/or cleaned in order to facilitate the repair, a minimum of one hour of labor will be charged, in addition to the charge for the repair. If additional labor is required, residents shall be charged at the hourly rate for Residence Cleaner stated in Exhibit 203:1B.
- D. If a contractor makes the repair, the actual cost of labor and materials on the contractor's invoice will be charged to the resident.
- E. The following depreciation table shall be used to calculate the replacement cost for refrigerators and stoves:

SCHEDULE 6 – APPLIANCE DEPRECIATION TABLE

APPLIANCE	1 Year	2 Years	3 - 5 Years	6 - 10 Years	Over 10 Years
Refrigerator	100%	100%	80%	50%	25%
Stove	100%	100%	80%	50%	25%