OPERATION AND MANAGEMENT

The Hawaii Public Housing Authority (HPHA) is governed by an eleven member Board of Directors, and is comprised of the Office of the Executive Director; eight support offices (Compliance, Fiscal Management, Hearings, Housing Information, Information Technology, Personnel, Planning and Evaluation and Procurement) and five branches (Development, Homeless Programs, Property Management and Maintenance Services, and Section 8 Subsidy Program). A brief description of each follows.

Board of Directors:
• Establishes policies and executive direction for HPHA.
• Approves programs and actions taken by HPHA.
• Approves for adoption and/or revision of administrative rules and procedures for the various HPHA programs.

Executive Director
• Serves as the focal point for the execution of the statutory provisions relating to housing management services, and the delivery of housing and housing services to the State of Hawaii.
• Provides for the overall administration and management of all functions and activities related to the day-to-day operation of HPHA.
• Implements programs to meet agency-wide goals and objectives in consonance with applicable plans and guidelines.
• Establishes policies and procedures to guide program operations.
• Serves as the focal point for program and personnel evaluation and personnel development.

Compliance Office
• Provides oversight to ensure that programs and activities operate according to Federal and State requirements, agency polices, and fair housing laws and regulations.
• Investigates incidents of waste, fraud and abuse, and, if necessary, imposes enforcement action.
• Performs annual and special reviews of HPHA's programs to ensure uniform application and implementation of rules, policies, and procedures.
• Coordinates and enforces all civil rights functions to comply with the law.

Fiscal Management Office

• Provides administrative assistance and advisory services in fiscal management, budget, and accounting services for HPHA.
• Oversees HPHA's assets, including real property.
• Formulates policies, procedures and standards in administering central accounting, asset (inventory) management and contract monitoring activities within HPHA.
• Provides consultative and technical services in budget coordination, planning development, execution and monitoring activities for all programs within HPHA, and with budget staff at the department level.

Hearings Office

• Represents HPHA at all eviction hearings at the hearing board level and coordinates with the Department of the Attorney General on court appeals.
• Assists and advises the Executive Director and other staff on rules and regulations relating to hearings and evictions.

Housing Information Office

• Acts as HPHA's media liaison.
• Establishes and maintains an effective communications program in support of public information.
• Serves as an intake for inquiries and complaints, and assists branches and offices with advocacy efforts.
• Develops cost-effective communication tools such as printed products, audio/visual materials, special events and presentations, public service announcements, and consumer services.

Information Technology Office

• Responsible for the overall administration, planning, direction, management, development, implementation and maintenance of all information technology (IT) systems for HPHA.
• Provides support and management in business application development and maintenance, project planning and implementation, telecommunication and network operations, systems software/hardware, and technical training for HPHA.
• Directs and coordinates all IT matters within and between HPHA and other State and County agencies, the Federal government, and commercial hardware and software organizations including private consultants.

Personnel Office

• Manages various personnel programs and activities including recruitment, examination and placement, position description, labor relations, civil rights, employee relations and safety, employee training and development, and personnel transactions and records maintenance.
• Provides advisory services to management personnel, supervisors, and employees. Interprets civil service regulations, departmental policies and procedures, Federal and State rules and regulations, collective bargaining contractual agreements, etc.

• Responsible to inform managers, supervisors and employees on personnel matters and concerns; obtain clarification on personnel issues as necessary and provide advice and guidance in the application of policies and procedures.
• Reviews and coordinates HPHA's safety program in compliance with Occupational Safety and Health Standards (OHSA) and Hawaii Occupational Safety and Health (HIOSH) requirements.

Planning and Evaluation Office
• Provides housing research and needs assessments and overall planning support functions.
• Evaluates the implementation of HPHA's objectives and policies.
• Assists in the development of the housing studies and reports.
• Develops legislative proposals and reports and administers rule-making procedures and coordinates and assists in the development and revisions of the rules and bylaws, as necessary.

Procurement Office
• Provides central procurement, storekeeping and inventory and inventory control services for all HPHA programs in accordance with State, Federal and HPHA's requirements.
• Reviews Request for Proposal (RFP), Invitation for Bids (IFB), Request for Qualifications (RFQ), and any other solicitation for consultants or good and services to ensure compliance with applicable Federal and State laws, rules, regulations, policies and procedures.
• Maintains appropriate level and composition of inventory for HPHA's needs and distributes items or purchases to users in an efficient and expeditious manner.

Development Branch
• Provides for the overall administration of the rehabilitation and modernization programs.
• Coordinates and conducts periodic physical needs assessments of existing facilities, develops short and long-range plans for the modernization, capital improvement and extraordinary repairs and maintenance of the facilities.
• Provides construction management and technical assistance and architectural and engineering support for modernization, repair, and maintenance of HPHA projects.

Homeless Programs Branch
• Serves as the focal point to comprehensively address the needs of the homeless in Hawaii with the goal of achieving self-sufficiency and economic independence.
• Manages contracts and administers supportive service programs targeting the attainment of safe and secure housing environments for homeless persons and persons at-risk of homelessness.
• Develops, coordinates and assists in the planning of programs, workshops, training sessions, needs assessments, grant applications, property management, and development activities to address homelessness.

Property Management and Maintenance Branch

• Provides for the management and maintenance of Federal and State low-income public housing, teacher housing, vacant land, equipment, and various other properties owned by HPHA.
• Develops and establishes management and maintenance plans to reflect the agency goals.
• Assesses the adequacy and effectiveness of the management, maintenance, and resident programs and makes necessary adjustments to meet the needs of the residents.
• Coordinates application functions for the public housing program.
• Administers various assigned project-based rental subsidy programs for privately owned rental developments.

Section 8 Subsidy Programs Branch

• Coordinates application and rental assistance functions for rent subsidy programs administered by HPHA.
• Schedules and conducts on-site inspections of initial and existing rental units in the private sector throughout Oahu.
• Provides outreach to families and landlords to promote rent subsidy programs and to assist in locating a unit to rent; fosters and establishes working relationships with real estate management staff, the community and other agencies to benefit participants in the rent subsidy programs.

The rules governing management of Hawaii Public Housing Authority properties can be found in:

Hawaii Administrative Rules, Title 17, Subtitle 5, Chapter 2028 (Federally-Assisted Housing Projects)

Hawaii Administrative Rules, Title 17, Subtitle 5, Chapter 2021 (Grievance Procedures).

Hawaii Administrative Rules, Title 17, Subtitle 5, Chapter 2020 (Eviction Practice and Procedure)

Hawaii Revised Statutes, Volume 14, Chapter 356 D

Hawaii Administrative Rules, Title 15 Subtitle 14, Chapter 185 (Section 8 - Housing Voucher Program).

- Hawaii Administrative Rules, Title 15 Subtitle 14, Chapter 195 (Section 8- Homeownership Program)
- Hawaii Revised Statutes, Volume 14, Chapter 356 D

HCDCH Maintenance Policy and Procedures Manual
General Guidelines

Objectives

1. Establish a team environment that provides an enjoyable work environment that balances personal and professional goals;

2. Encourage and support an atmosphere that allows open communication that nurture creative solutions and continuous improvement;

3. Establish maintenance standards to incorporate short and long range maintenance plans;

4. Enforce consistent maintenance practices and procedures to ensure full life expectancy of the public housing;

5. Establish partnering relationships to provide cost effective facilities support contracts (IDIQ);

A. General Performance Standards

Maintenance staff ensures that all parts of the buildings are kept in good repair and that lights, utilities, elevators, and building equipment are in proper working operation. Maintenance staff provides labor and materials required for the maintenance and repair of PH facilities and their various utility distribution systems. Routine maintenance includes monitoring of wages, provision of materials, equipment, services and other miscellaneous items as required to provide scheduled maintenance, normal re-painting, standard light replacement, and routine maintenance of roofs, electrical systems, exterior walls, foundations, ceilings, floors, air conditioning and heating, distribution lines, plumbing systems, elevators, and central water treatment systems.

1. Respond to resident work requests within three (3) days maximum

   a. Develop operations/follow-up procedure

   b. Develop monitoring system to ensure completion

2. Respond to emergency work requests within same day as received and response directly to the resident within 30 minutes

3. Develop Preventive Maintenance Program

   a. Develop inventory of infrastructure equipment
   b. Develop budgetary guidelines for planning 1, 3 & 5-year plans
   c. Develop preventive maintenance schedules

4. Perform annual unit inspections and provide reports to HCDCH

5. Develop cyclical painting program; including assessment of exterior surfaces

6. Prepare vacant units for occupancy within fourteen (14) working days

   a. Developing IDIQ performance based specifications

7. Provide maintenance staff necessary tools, equipment, supplies and materials to perform minor maintenance work

8. Ensure timely response to resident requests

   a. Developing operations procedure
   b. Enforce PHA resident regulations/rental agreements

9. Continuous improvement to increase operation efficiencies

   a. Decrease operational expenses by establishing a preventive maintenance cycle
   b. Maximize return on capital investments

   c. Reduce risks associated with health/safety/security issues

10. Establish partnering relationships with consultants and contractors

B. Maintenance Priorities

Work order categories:

1. **Emergency**	Items that could potentially cause injury, loss of life, threaten health or cause serious property damage. *To be performed during the current work day
2. **Resident Service Maintenance**	Work initiated as a result of resident request to be performed within three (3) working days
3. **Routine Maintenance**	Ongoing, regularly scheduled maintenance duties to maintain habitable, safe and sanitary housing and curb appeal *Curb Appeal Assessment reports incorporated with PHAS
4. **Vacant Units Turnover**	Develop performance based specifications *Minor renovations completed within fourteen (14) days *Contractor performance evaluation @6 months/12 months – performance based contracts
5. **Preventive Maintenance**	Regular, scheduled and efficient inspections of the PH To maintain PHA property in good repair, maintain/extend useful life assuring repairs are made prior to deterioration and actual breakdown.

C. Work Request System

1. Policies

   a. Maintenance staff will make no repairs without an authorized work request form.

   b. Repairs are to be performed within the time frames established

   c. Maintenance staff will keep open communications with resident

2. Procedures

   a. Resident submits maintenance service request

   b. PMMB receives, records and processes

   c. Maintenance team receives activated Work Request, time frame established, scope of work determined

   d. Completed work request – see Instructions for completion of Work Request Form (Attachment 1), obtain resident signature.

D. Emergency Maintenance Procedures

A. Emergency maintenance is an item that if not repaired promptly could cause injury, loss of life, threaten health or cause serious property damage.

Emergency work will be accomplished during the current work day

1. Emergency maintenance work shall be performed according to the following priority of work request categories:

   a. Loss of power
   b. Broken gas line or leaks
   c. Fires
   d. Broken water lines
   e. Exposed electrical lines
   f. Broken door locks
   g. Other conditions that may cause harm to residents or others or damage to property.

2. Maintenance supervisor shall be contacted immediately

   a. Maintenance supervisor will immediately go to location and verify existence of an emergency situation

   b. Maintenance supervisor will determine whether the work can be completed in-house or requires contract services

   c. If situation cannot be resolved or completed quickly, emergency status can be abated by transferring the resident away from the emergency situation.

d. If situation is determined not to be an emergency, resident will be informed that request will be considered as any other routine resident request.

e. Emergency work requests will be submitted immediately upon completion to Property Management.

E. Routine Maintenance Procedures

Routine maintenance includes ongoing regularly scheduled maintenance activities intended to maintain a decent, safe and sanitary condition of the housing facilities and to maintain curb appeal of the property.

1. **Extermination/Pest Management**

a. Maintenance staff will be provided with the proper training, equipment, insecticides, and bait necessary to maintain an efficient and effective pest control program.

b. Maintenance staff will program and schedule extermination requirements for each PH

c. Maintenance staff will be furnished approved schedules ten (10) days prior to the first extermination date.

d. Work in conjunction with Property Manager who will provide appropriate notification to residents and assuring that units are properly prepared.

e. PH will be completely treated for pests within a one (1) year cycle.

2. **Unscheduled Pest Extermination**

a. Residents requiring interim extermination will submit request to Property Management

b. Property Management will issue work request to the maintenance staff

c. Extermination services may be provided on demand on a monthly basis. Coordination responsibility through the property management.

3. **Rodent Control**

a. Properties will be baited for rodent extermination on:

____a. scheduled annual cycle of _____

or

____b. as necessary

b. Property Management will take precautionary measures to assure that residents are aware of the antidote for rodent poison use.

4. **Building Exterior**

a. Exterior walls are any walls that are exposed to the weather. All exterior walls shall be maintained in a structurally sound, weather tight condition. The walls shall be free of pitting and corrosion, vegetation and animal life, deteriorated siding and trim, discoloration and graffiti, or other defects.

5. **Roofs**

a. All roofing components shall be maintained to preserve a weather tight seal and prevent abnormal deterioration. Missing components shall be replaced to retain the original whole condition of the roof system.

Vent stacks, roof ventilators, solar panel systems that are incorporated into the roofing system by mechanical fasteners should function as originally designed. Flashing shall be maintained to prevent leaking. Wind driven turbine ventilators and solar panel systems shall be maintained free of corrosion or other defects that would prevent their operating as intended. Ensure that all other components attached to the roof are maintained to preserve the weather tight seal and abnormal deterioration.

b. **Gutters, Downspouts, and Splash Blocks** shall be properly aligned and secured to the buildings and correctly positioned to receive the impact of drainage water. Drains shall be maintained to effectively channel run-off water away from the housing unit. Gutters and downspouts shall be kept free of debris or any obstruction.

c. **Overhangs** shall be maintained with fascia and soffits properly secured and free from deterioration. Bird and vermin screens and vents shall be maintained intact and free of corrosion.

5. **Windows, Doors, Screens, and Shutters** should operate smoothly and properly. Exterior doors, windows, and shutters shall be maintained to preserve the weather tight seal with caulking, glazing and weather stripping fully intact. New replacement glass shall meet existing standards or shall be the same insulation value or greater thickness, type and quality as the existing. Window screens and screen doors shall be maintained in good working order and free of torn fabric and frame defects. All hardware shall be free of corrosion or other defects which would prevent its operating as intended.

6. **Building Interior**

a. **Interior walls** shall be maintained free of damage, deterioration, cracks, defective materials, or noticeable discoloration.

b. **Concrete floors** shall be maintained in a usable and safe condition, free of cracked, spalling or broken areas.

c. **Subflooring and structural members** shall be maintained in a safe and usable manner. Deteriorated subflooring members shall be repaired or replaced to retain the original whole condition of the floor.

d. **Vinyl Tile/Linoleum Floor coverings** shall be maintained in a good condition, free of cracks, chips, and torn or excessively worn material. No asbestos contained materials are allowed.

e. **Carpet** shall be maintained free of staining, fading, stretching, fraying, raveled seams, odors, and excessively worn material. Carpet edge should properly adhere to tack and transition strips.

f. **Ceramic Tile floors and/or walls** shall be maintained free of loose, damaged, broken, missing or cracked tiles and joints properly sealed to provide the intended watertight surface.

g. **Stairways**, treads, risers, nosings, balustrades, handrails, and other structural members shall be maintained to provide a safe and usable system.

h. **Ceilings and framing members** shall be properly secured. The ceiling shall be free of holes or cracks, soiled, defaced or water damaged surfaces, or other defects.

i. **Window coverings** shall be maintained to operate smoothly and properly, and be free of defects.

j. **Interior trim surfaces** shall be maintained smooth, free of chipped or peeling paint, exposed nails, warps, cracks, rot or termite damage.

k. **Built-in cabinetry**, shelving, countertops, and similar items shall be maintained in a fully usable condition.

l. **Unit accessories** such as mail slots, doorstops, door bells, door knockers, paper holders, soap trays, tumbler holders, towel bars, shower curtain rods, toilet seats, medicine cabinets, window covering brackets, curtain rods, closet pulley guides, house numbers, dryer vents, etc. shall be maintained free of defects and in a satisfactory, working condition.

m. **Safety accessories** such as hard-wired smoke detectors and plug-in carbon monoxide detectors shall be periodically tested to ensure conformance with national standards and life-cycle replacement guidelines.

n. **Special accessories** installed under the American Disabilities Act and for elderly PH shall be maintained in a satisfactory, safe and operating condition.

7. **Electrical equipment and distribution system** within each unit begins within the building service entrance. The electrical equipment, distribution panel, connections, grounds, outlets, switches, wiring, and lighting fixtures shall be maintained in a safe and usable condition, in conformance with national and local building codes. Receptacles and breakers with ground fault sensors shall be capable of properly detecting faults. Energy conservation concepts and measures should be taken into consideration.

8. **Plumbing system and fixtures** specific to each PH and other PH facilities shall be maintained in a good and safe operating condition and free of leaks and drips. Domestic water lines shall be maintained from and including the service cut-off box. Waste and

sewage lines shall be maintained to the connection at the sanitary sewer main. Gas lines shall be maintained to the cut-off valve at the pressure regulator.

All sinks, tubs, toilets, basins, lavatories, and showers shall be maintained properly, drain freely, and be free of chips, cracks, or excessive discoloration. All fixtures that cannot be repaired shall be replaced with plumbing fixtures of equal or better quality and in compliance with current plumbing codes. Replacement toilets shall be water saver types. Defective showerheads shall be replaced with a water saver showerhead.

9. **Heating, Ventilation and Air Conditioning (HVAC) systems** requires standard inspection and maintenance including the duct system, in a safe operating condition and at design capacity. All materials and equipment furnished shall be of the same grade, equal or better quality, and sized as the original construction. Filters will be of size and type recommended by equipment manufacturers and shall be replaced on a regular schedule.

Freon is a Class I ozone depleting substance and must be handled in compliance with the requirements of the Clean Air Act. All work shall comply with applicable standards.

10. **Appliances and equipment** shall be maintained in good operating condition. Appliances and equipment that cannot be adjusted, repaired, or are beyond economical repair shall be replaced.

11. **Painting** shall include both the interior and exterior of the PH units. Touch-up or partial painting on interior or exterior of units should be accomplished as required to properly maintain housing assets.

12. **Telephone Systems** shall be maintained from the demarcation point established by the local telephone company throughout the structure to, and including, telephone jacks. Cracked, missing, or inoperative plug-in or screw connected telephone jacks shall be replaced. Exposed overhead should be avoided throughout the PH facility.

F. Resident Service Maintenance

Resident service maintenance is work initiated as a result of resident requests:

a. Electrical repairs
b. Plumbing repairs
c. Broken window panes
d. Floor tile repair
e. Roof/ceiling leaks

Resident service maintenance requests shall be performed within three (3) working days

G. Janitorial and Grounds Maintenance

Enhance HA image and provide an attractive setting for its residents and general public.

a. Sweeping and Mopping of all public areas within the HA facility

1. All public corridors will be broom swept and mopped daily.

b. Cleaning Grounds and Landscaped Areas

1. Policing of landscaped areas is best performed by a worker equipped with a shoulder bag & metal tipped spear or other comparable equipment. The worker will wear gloves for protection when removing trash from the spear. Paper, small cardboard cartons, and miscellaneous trash will be speared and deposited in the bag or other approved container.

2. Litter, such as cigarette butts or matches on lawn and other areas will be swept up by means of a dust pan, shovel or wheelbarrow for removal.

3. Large pieces of paper and miscellaneous trash, such as aluminum cans, bottles, clothes hangers, too cumbersome for the bag, will be deposited in the nearest stationary waste receptacle or dumpster.

4. Litter found with names of residents will be notes and reported to property management so that notices can be mailed to the resident about the litter and charges, if applicable.

5. Cleaning of walkways, roads, playgrounds, parking areas where cars, benches and play equipment are prevalent, best results are attained by manual sweeping.

Grounds Maintenance

1. Common area grounds shall be maintained to enhance curb appeal. Planted beds, grass and ground cover, shrubs and hedges shall be maintained. Replacement plant materials shall be hardy, appropriate to the locale, drought resistant and easy to maintain.

2. Weed and pest control shall be performed to prevent undesirable plant growth and pest problems. Strictly adhered Environmental Protection Agency (EPA) guidelines shall be in compliance for the use of lawn chemicals for fertilization and pest control. Fertilizer shall be applied in a manner that promotes health, growth, color and appearance. Irrigation equipment shall be maintained in proper operating condition. Drainage systems shall be maintained in a condition as intended by original design. Proper maintenance shall be provided to prevent undermining and erosion of all slopes in landscaped and natural growth areas. Fence lines will be maintained to remove grass, weeds, and all other growth.

3. Playground, common and recreational areas shall be regularly maintained to remove all foreign materials.

4. Other real property, including but not limited to, playground equipment, fencing, and identification signage shall be maintained in good operating condition.

H. Trash Collection

HA will provide periodic trash collection at a frequency required to maintain the HA in a sanitary condition with required resident cooperation.

1. Trash collection will be provided by local city schedules

2. Trash collection will be provided by a private firm under contract with Property Management and will be renewed annually based upon performance.

I. Lawn care/Landscaping

HA will keep all elderly units and HA office/Maintenance/Storage lawns and landscaping areas cut and trimmed during the growing season to enhance the image of the HA and provide an attractive setting for its residents and general public.

a. Lawn care

1. No later than March 1st of each year, the Property Management staff and maintenance staff will prepare a schedule of all activities by function:

i.e., frequency of grass cutting, hedge cutting, tree and lawn trimming, flower be preparation, fertilizing, weed poisons, etc.

2. No later than March 15 of each year, Property Management staff and Maintenance supervisor will ensure all supplies required are ordered and equipment is stocked and operational.

3. Damage: In early spring, the Maintenance Staff will clear debris (tree limbs, large rocks, etc) from each lawn area and report excessive lawn damage, damage to trees, ornamental plants and shrubs to the Property Management staff. Maintenance supervisor will inform the PM staff of the location and nature of damage and schedule corrective work.

4. Fertilization and Weed Prevention: In the Spring, each lawn area will receive an application of fertilizer and weed prevention.

5. Mowing: Lawns will be cut approximately every fourteen (14) days depending on the rate of growth. During rainy season, mowing may be required more frequently.

6. Watering: Lawns should be watered every day except when limited due to local water shortage conditions, or some other factor which would cause damage to the lawn area (i.e., immediately after chemicals have been applied to prevent weed growth), or scheduled by PM for budget purposes.

Where applicable, sprinkler system shall be inspected monthly to ensure proper operation, including timers. Broken sprinkler heads, piping shall be repaired immediately to prevent waste.

b. Landscaping

1. Hedges and Shrubs: Ornamental plants should be trimmed on a regular basis. No plants should touch the foundation of any building. The shrubs should be cut clear of any stairs or building. The height and width of any hedge depends on their location and

purpose; i.e., whether they are decorative or serve as a buffer to street traffic noise or as a deterrent to window peeping, etc.
2. Trees: All dead or broken limbs should be cut clean near the trunk of the tree. No tree limb should touch any building or electrical line or overhang a traffic sign or cut view of street traffic.

3. Flower Beds: Beds will be cleared of debris and weeded on a regular schedule. A bed of mulch, tree bark, or stone will be placed to avoid excessive infiltration.

4. Weed Retardant: Where necessary, weed retardant should be administered to those areas that are not conducive to the growth of vegetation; i.e., cracks in pathways, along foundations, fence areas, etc.

5. Edging: Lawns, walkways, driveways/parking areas, and curbs should be edged to present a neat and attractive appearance each time the lawn is mowed.

I. Vacant Unit Turnaround Procedure

1. HA policy to prepare vacant units for new occupancy within a maximum of seven (7) working days.

2. Property Management reports vacant unit to maintenance. Plans will be developed to inspect, repair, paint, and clean as needed.

3. If the resident is available, the resident will certify the condition of the unit on the Unit Inspection Form.

4. Where resident vacates without notice, the maintenance shall perform the move-out inspection within 24-hours of learning of the vacancy.

5. Staff will note all items which must be repaired and/or cleaned and determine any damages to be charged to the resident.

6. Maintenance staff shall determine which work orders must be prepared following inspection and submit to Property Management

7. Property Management shall determine appropriate funding and approvals to proceed with work.

a. Make-Ready Steps

Maintenance staff and Property Management shall perform final inspections and complete Final Inspection Form.

1. Secure unit and change the cylinders on the unit doors and mailbox locks. The keys to the old cylinders should be tried in both the old unit and mailbox locks to ensure their proper operation. If satisfactory, the old cylinders and keys should be retained for re-use at a different location at a later date.

2. Remove range and refrigerator if applicable. Clean/repair range and refrigerator thoroughly

3. Exterminate

4. Remove debris and clean

5. Remove old name plates from the mail box, directory, and unit entrance door.

6. Remove all picture hooks, nails, curtain hooks and rods, shower curtain rings, etc.

7. Prepare walls as required. Patch plaster as required, especially nail holes. Prepare for paint application.

8. Replace or repair torn shades or blinds for proper operation.

9. Clean all light fixtures, windows and shades/blinds

10. Replace cracked, broken, missing, or loose ceramic tile

11. Repair Floor: Repair or replace missing tile. Mop the floor free of dirt, wax, scuff marks, etc. Excessive build-up of wax deposits should be removed.

12. Replace wash basins that have chipped surfaces and cannot be repaired.

13. Clean plumbing fixtures and cabinets thoroughly.

J. Extraordinary Maintenance/Major Repair

Circumstances will occur that will cause the maintenance staff and/or contractor to exceed the 7 working day standard for unit turn-around.

Volume of work is the primary determination factor for a major rehabilitation/repair.

Any one of the following work items is required to complete a unit turn around; it shall be classified as extraordinary maintenance.

These circumstances shall include the following categories:

1. Replace roof
2. Replace/repair entire plumbing system
3. Replace wall studs
4. Electrical re-wiring
5. Replace bathtub
6. Replace floor joists in any one room

If any combination of the following work items is required to complete a unit turn around, it shall also be classified as a major rehabilitation/repair:

1. Replace 50% or more of interior doors
2. Replace entrance doors
3. Replace two or more windows (frames and panes)
4. Replace three or more walls and/or ceilings (plaster or drywall)

5. Replace kitchen cabinets
6. Install new toilets, bathtubs, sinks
7. Replace water heater
8. Replace/repair 50% or more floor tile
9. Replace kitchen sink
10. Replace bathroom sink
11. Repair interior and/or exterior steps
12. Replace ceramic wall tiles
13. Replace entire walkways

a. Maintenance staff and property management shall perform the final inspection.

b. Upon final inspection, Property Management shall accept the unit as complete if all work is completed and in compliance with vacant unit turn around policies.

K. Planned and Preventive Maintenance Procedures

a. **Annual Unit Inspections**

1. Each occupied unit will be inspected annually by Maintenance Staff. Maintenance Staff will provide a list of units that will be inspected in the upcoming week so that they can be scheduled. Property Management staff will notify the resident of the inspection at least 48 hours/2 days prior to the inspection.

2. Maintenance staff conducting the inspection will use the HA Inspection Form

3. When major work items are found, they should be listed on the inspection form in sufficient detail to enable the preparation of a work order.

4. Unusual conditions should also be reported to Property Management staff thru the Inspection Form.

5. Faucets: Faucets will be inspected for their general condition (peeling, faded chrome, drips, etc.). Faucet handles should be adjusted for proper closure. Maintenance staff and/or contractor shall install replacement fixtures if proper closure cannot be obtained.

6. Appliances: Ranges will be inspected for oven door closure, knobs, gas flame adjustments, and top and oven burner condition. Defects shall be corrected immediately. If the range is found to be in poor condition, defects will be corrected immediately. If the range is found to be in poor or dirty condition because of resident neglect or lack of care, the problem will be documented on the Inspection Form and reported to Property Management staff.

Refrigerators: Refrigerators will be inspected for secure closure, door seals, thermostat adjustment, freezing capability, and general condition and cleanliness. If the refrigerator is found to be in poor or dirty condition because of resident neglect or lack of care, the problem will be documented on the Inspection Form and reported to Property Management staff.

7. Windows will be checked for broken, cracked, or loose panes, proper operation of window locks, proper operation of the window opening and closure, weather sealant and for cleanliness.

8. Blinds/shades (if applicable), will be check for condition and cleanliness of blades and tapes, for bent or broken blades, for proper operation of blinds. Shades will be checked for proper operation of shad and condition and cleanliness. All repairs and conditions shall be noted on the Inspection Form and reported to Property Management staff.

b. **General Unit Condition**

The general condition of the entire unit will be documented on the Inspection Form. The following items will be checked and included on the Inspection Form:

1. Is unit unsanitary, unclean or unsafe? If so, provide details.

2. Are there other damages? (Walls, ceilings, doors, etc.)

3. Ensure all appliances are tagged for use in the annual inventory.

4. Completed Inspection Form will be submitted to the Property Management staff responsible for initiating the work orders based on Annual Unit Inspections. Work orders will be categorized as a Unit Inspection and their issuance noted on the Inspection Form.

L. Planned and Preventive Maintenance Procedures

1. **Annual Unit Inspections**

2. **Building and Systems Maintenance**

   a. Buildings – Exterior envelope
   b. Mechanical/Electrical
   c. Equipment

3. **Painting**

   a. **Exteriors**

The scheduling of exterior painting is the responsibility of the maintenance staff and a scheduled is developed to accomplish the painting of approximately one-fifth (1/5) of the total facilities.

All appendage facilities within each PA shall be included as part of the schedule. These include the management/maintenance buildings, recreation building, pump and meter structures, benches, and signage, etc.

Painting will be accomplished between cycles if it becomes necessary due to fire damage, graffiti or other unavoidable circumstances.