

MAINTENANCE PLAN

HOUSING AUTHORITY of the CITY of BLOOMINGTON, INDIANA

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Managing maintenance is a major role for any Housing Agency and Bloomington is no exception. The complexity of the job is determined by the number of public housing units in the BHA'S inventory, the age of units, the characteristics of the families in occupancy and the location of the units. A well-managed maintenance operation will provide for:

1. A Planned Maintenance Program.
2. A timely response by Maintenance Staff to emergencies.
3. A work order system organized by type of work.
4. A minimal backlog of maintenance work orders.
5. A Maintenance Staff appropriately utilized, trained, staffed and supervised.
6. A program for repairing and returning vacant units to occupancy within an acceptable time frame.
7. A routine Maintenance Program.
8. Cyclical painting of all units.
9. Regular servicing of mechanical systems.
10. Supervision of maintenance work carried out by private contractors.
11. Unit inspections carried out annually for occupied units as well as upon move-in and move-out.
12. Grounds maintenance.

This Maintenance Plan outlines procedures that provide for the effective performance of these functions of the BHA Maintenance Staff.

The importance of quality maintenance performed in a timely fashion cannot be over-emphasized as priority for the BHA. Systematic and prudent maintenance keeps the Agency's physical plant in a good state of repair and extends its useful life. This results in lower operating and upkeep cost. A competent Maintenance Program also enhances resident satisfaction and encourages resident cooperation.

The performance standards for BHA maintenance functions are:

1. Respond to resident generated service requests within 72 hours.
2. Respond to emergency service requests immediately.
3. Adhere to documented Planned Maintenance Program.
4. Inspect all units annually.
5. Complete all scheduled Planned Maintenance inspections in a timely fashion.
6. Adopt and adhere to a cyclical painting program.
7. Prepare vacant units for occupancy within ten working days.
8. Provide maintenance employees with access to all necessary tools, equipment, supplies, and materials.

The Maintenance Staff plays a vital role in the management of BHA properties. The function and responsibility of the Maintenance Staff is to preserve the physical assets of the BHA and to provide services to BHA residents allowing them to live in decent, safe, and sanitary housing.

I. Maintenance Priorities

A. POLICY

In order to effectively maintain the physical condition of BHA communities, it is Necessary to set certain priorities so that more urgent requirements can take precedence over routine maintenance. Maintenance work shall be performed accordingly to the,

Following Priorities:

- #1 Emergency – Life threatening, or extreme property damage.
- #2 Urgent – Major inconvenience to resident, property damage.
- #3 Routine – Resident or management request
- #4 UPCS – Repairs required for local code of UPCS compliance.
- #5 PM – Planned and seasonal maintenance.
- #6 After Hours Service – As stated.
- #7 Special Projects/Periodic – Any type of deferred maintenance.

B. Procedure

The Property Manager or his/her designee will review all work orders on hand at the beginning of each workday to evaluate and prioritize them for completion in the order described above.

During the course of each workday, current work requests will be evaluated as to priority. Current evaluations may require a re-scheduling of the day's workload to accomplish all work within the established priorities. The ordering of all work within the established priorities does not excuse failure to attain the maintenance performance standards.

1. Emergency Work Orders

Emergency items are those that if not repaired promptly could cause injury, loss of life, threaten health, or cause serious property damage. Included under this priority are: Broken gas lines or leaks, fires, loss of power, broken water lines, exposed electrical lines, loose ceilings, no heat (when outside temperature is less than 40 degrees F), no air conditioning (in elderly housing when outside temperature is above 80 degrees F), broken door locks, or other conditions that might cause harm to the resident or others or damage to property. Emergency work will be accomplished immediately or within 24 hours.

2. Urgent Work Orders

Urgent items are those that create a major inconvenience for residents but are not life threatening nor will cause serious property damage. These may include sink or toilet stoppage or refrigerator not running. Urgent work will be performed within 48 hours.

3. Routine Service

Included in this category are all work items initiated as a result of resident or BHA requests, and are not emergencies, and or urgent. Routine maintenance is to be performed within one (1) week.

4. Unit Inspection

Unit inspection work orders are those generated as part of the UPCS Inspection Program and includes work orders issued as a result of the inspection. Unit inspection work will be completed within 3 months.

5. Planned Maintenance

Planned Maintenance work orders are those automatically generated to assure completion of all necessary dwelling units and systems scheduled maintenance. This includes janitorial work, painting, and scheduled maintenance tasks.

6. **Turnover of Vacant Units**
All vacant units shall be made ready by Maintenance Staff..
7. **After Hours Service**
Any coverage provided by BHA maintenance staff to respond to emergencies after the end of the working day and over the weekend.
8. **Special Projects**
Any type of deferred maintenance

II. Maintenance Work Order System

- A. **Policy**
Work Orders are generated to notify the BHA of a need for repair. Resident requests for maintenance are made to the front office. Maintenance employees shall make no major repairs without an authorized work order form. Repairs are to be performed within the time frames established in BHA performance standards.
- B. **Procedures**
 1. **Emergency**
When the front office receives a work request, which is an Emergency, the Maintenance Staff is contacted immediately. He/she will then proceed to the location of the emergency and verify the existence
 2. **Routine Service**
A maintenance request called in by a resident or BHA Staff will be received by the front office. They will issue the appropriate work order. Work orders will be categorized by the Property Manager or his/her designee and distributed to the appropriate staff.
 3. **Maintenance Staff Generated Requests**
The majority of work requests initiated by the BHA Staff will be those attributed to planned maintenance, or unit inspections. The Property Manager or his/her designee assigns these work orders, along with all others, and is responsible for seeing that they are completed within the proper time frames. All other aspects of these work orders are handled as with routine work orders.
 4. **BHA STAFF WILL NOT** enter a unit if only minor children are present. An adult or 18 years of age or older must be present. The **ONLY EXCEPTION THAT MAY BE CONSIDERED IS AN EXTREME EMERGENCY!**

III. Emergency Services

- A. **Policy**
The Executive Director, Maintenance Staff, and Administrative Staff are authorized to act in a matter pertaining to the provision of emergency maintenance service for BHA owned developments. Emergency maintenance is provided to repair or correct conditions that may cause physical injury and/or cause damage to BHA property if it is not immediately corrected. "Emergency" is defined in Section II. B. 1 above. Emergency service is provided 24 hours a day, 7 days a week.
- B. **Procedure**
A designated Maintenance person shall be available 24 hours each day. He/she shall make the necessary repair or contain the situation until the repairs can be completed. If

he/she cannot resolve the matter, the on-call person must contact the Property Manager or his/her designee.

After the regularly scheduled workday, between 4:00 PM and 8:00 AM, and 24 hours on weekends & holidays the Maintenance Person on Call will receive all calls. The Maintenance Staff will make necessary arrangements to resolve the problem. If the Maintenance Staff receives a call that is clearly not an emergency, he/she shall so inform the tenant that it is not an Emergency and will be addressed first thing next regularly scheduled work day. A work order shall be issued for each call to which an employee is dispatched.

The work orders shall be completed in the manner prescribed in Section II. B. 1.

IV. Assessing Resident Charges

A. Policy

Residents will be assessed a charge for repairs made to their dwelling units in excess of what is required for normal wear and tear and damage which is caused by the resident, members of the resident's household, or the resident's guests. A listing of all resident charges and a copy of the work order will be available to the tenant at the Main Office.

B. Procedure

During the review of completed work orders, the Property Manager or his/her designee determines whether the worker's conclusion is reasonable and records the amount to be charged. The amount is drawn from a list of resident charges. If it is determined that the resident should be held responsible, the work order is so marked and the resident is notified of the charges.

C. Grievance Procedure

Per 24 CFR Part 966 Sub-part B, the Resident will have the right to appeal, following the BHA grievance procedure.

V. Vacant Unit Preparation

A. Policy

It is the policy of the BHA to prepare vacant units for occupancy within ten working days. Timely and efficient preparation of the units for occupancy is essential for maximizing rental income. Close cooperation and communication between maintenance and management is required to efficiently prepare and release vacant units and prevent vandalism

B. Procedure

1. On the day a resident vacates the Property Manager or his/her designee secure the unit and shall schedule a move out inspection with the resident, if the resident can not be contacted, the inspection will be completed and placed in the tenant file. The Property Manager or his/her designee shall certify the condition of the unit on the Unit Move-in/Move-out Inspection form. In cases where the resident vacates without notice, the unit will be secured as soon as learning of the vacancy.

During these inspections the Property Manager or his/her designee shall note all items which must be repaired and determine any damages to be charged to the resident account. Following inspection, the unit will be turned over to the Unit Turnover Crew.

2. All units shall be secured and cleaned out as soon vacated, if possible.

3. The work orders prepared, as a result of the unit inspection shall be distributed to the appropriate Maintenance Staff.
4. The Property Manager or his/her designee shall meet with the BHA Property Managers to establish priorities for the preparation of units. These priorities are established according to demand for the unit as well as the ability of the BHA Staff to lease the unit quickly.
5. Circumstances will occur that will cause the Staff to exceed the 10 working day standard unit preparation. These are individual exceptions and will not affect overall BHA performance of this function. These circumstances shall include the following categories:
 - a.) Fire damage units.
 - b.) Contract work is necessary.
 - c.) Major rehabilitation of vacant units.
 - d.) Mold Remediation
6. If any of the following work items are required in the vacant unit, it shall be classified as a major rehabilitation.
 - a.) Replace roof
 - b.) Replace/repair entire plumbing system.
 - c.) Replace wall studs
 - d.) Electrical re-wiring.
 - e.) Replace bathtub
7. If any combinations of the following work items are required in a vacant unit, it shall be classified as a major rehabilitation. (Volume of work is primary determination factor for a major rehabilitation.)
 - a.) Replace 50% or more of interior doors.
 - b.) Replace entrance doors.
 - c.) Replace two or more windows (frames & panes).
 - d.) Replace gutters and downspouts.
 - e.) Replace two or more walls and/or ceilings (plaster & drywall).
 - f.) Replace kitchen cabinets.
 - g.) Replace heating systems.
 - h.) Replace/repair three or more floors.
 - i.) Replace/repair 50% or more floor tiles.
 - j.) Repair interior and/or exterior steps.
 - k.) Replace walls that are burst completely through.
 - i) Replace entire walkways.
8. The Property Manager or his/her designee shall perform the final inspection.

C. Steps in Turnover Process

The following steps shall be performed on all turnover units:

1. Change lock cores, secure unit & remove debris
2. Remove all picture hooks; nails, valances, curtain hooks, shower pins, etc.
3. Plaster, if required, paint.
4. Clean unit.

5. Repair floor tile. Mop, strip and wax all of the floors
6. Clean plumbing fixtures and cabinets thoroughly.
7. Exterminate, if needed.
8. A unit is deemed ready for occupancy by a new resident only if the range and refrigerator have been thoroughly cleaned inside and out, kitchen sink and tub scoured, bathroom equipment washed, paint spots removed from all tile and fixtures, all debris removed, and the unit swept, mopped and exterminated.
9. The Property Manager or his/her designee will make final inspection for cleanliness and conformance to standards.

VI. Planned Maintenance

A. Policy

The BHA Planned Maintenance Program is based on regular, scheduled, and methodical inspection of dwelling units, buildings, equipment, and major systems. These inspections are designed to maintain BHA property in good repair and to appreciably extend its useful life by assuring repairs are made prior to actual breakdown, thereby minimizing both damage and repair costs. Planned Maintenance in this way will result in lower operating cost.

The BHA has instituted a Planned Maintenance Program as the first line of its Maintenance Program and will adhere to the required schedule, including the annual inspection of all dwelling units.

B. Unit Inspection

1. Each occupied unit will be inspected annually by UPCS Inspector. The BHA staff shall notify all residents of the upcoming inspection by sending a letter with at least 48 hour notice.
2. The UPCS Inspector who is conducting the inspection should follow the order methodology prescribed below. 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. Unusual conditions should also be reported to the Property Manager or his/her designee in writing on the Inspection Form.

The UPCS Inspector shall adhere to the following sequence:

Knock on the door, state the purpose of the visit, and politely ask for admittance. If no one is home, UPCS Inspector is to let himself/herself in, perform the inspection and leave a note. If the resident is home, the UPCS Inspector should ask if there is anything they missed that required maintenance.

UPCS Inspector then fills out an Inspection Form and notes each element requiring attention.

The UPCS Inspector makes a note of additional work items needed that will require additional work orders.

UPCS Inspector will not enter if only minor children are present. An adult of 18 years of age or older must be present.

General Unit Condition- The general condition of the entire unit will be noted. The following items will be checked and a notation entered on the Inspection Form.

- (1) Is the unit sanitary? If not give details.
- (2) Do the walls need cleaned? Greasy kitchen or nicotine in smoker's unit.
- (3) Check washing machines for wall or floor fastening and for fixed connections to water supply & drainage.
- (4) The serial & model numbers for the range and refrigerator will be recorded on the Inspection Form for inventory tracking.
- (5) The completed Inspection Form will be submitted to the Property Manager or his/her designee, who is responsible for initiating the work order arising from the inspection within a 6 month period.
- (6) These work orders will be categorized as Unit Inspection and their issuance noted on the Inspection Form.

C. Motor Vehicles

The Motor Vehicle Maintenance Program is the responsibility of the Property Manager or his/her designee. The Planned Maintenance Program consists of regular inspections scheduled on a time of mileage basis. An effective Planned Maintenance Program will minimize the number of breakdowns and downtime of the motor vehicle fleet while ensuring the safety of the operator and occupants of the vehicles.

Each operator of a vehicle can contribute greatly to the program by promptly reporting all operating deficiencies, noises or the like to the Property Manager or his/her designee. The adherence to a well-planned and executed Planned Maintenance Program has great significance to the BHA because of the average age of the motor vehicle fleet beyond the normal life expectancy of the equipment. Accordingly, Planned Maintenance Inspections shall be scheduled for all motor vehicles.

1. Scheduled Maintenance

Specified tasks will be performed as required on a weekly and or quarterly basis:

Weekly – Check headlights and small bulbs, and clean out any debris.

Quarterly – Oil change 3,000 miles or every 6 months, whichever comes first.

2. Unscheduled Maintenance and Repair

The Staff is responsible for the condition of their assigned vehicle and assuring that scheduled maintenance is performed. The Maintenance Department will help with the coordination of the completion of oil changes, lubrication, tune-ups or other repairs and maintenance.

D. Buildings and Systems Maintenance

1. Buildings

The Property Manager or their designee will inspect each building and all facilities at least annually. The inspection will include the complete building envelope, consisting of roofs, overhangs, exterior walls, windows, doors, railings, and infestation. In each development, the Property Manager or their designee will inspect all grounds, drives, walks and the drainage system. Particular attention will be given to the evidence of sewer problems, gas leaks, and the electrical drops and gas meter. The Property Manager or their designee will document the conditions found and indicate the exact location of needed repairs or replacements. BHA personnel must also make regular inspections of the HVAC systems

2. Heating Systems

Planned Maintenance on heating systems is performed by BHA personnel.

3. Equipment

Whenever a new piece of equipment is purchased, a file is started including all recommended Planned Maintenance servicing dates. This information is recorded for scheduling. A copy of the work order, which confirms the performance scheduled maintenance, or the repair, or replacement of any parts, is placed in the file to establish a record of all work performed on the equipment or system.

4. General Procedure

Work orders will be generated and distributed for all planned maintenance. Work orders are issued for all items to be completed and distributed to the proper Maintenance Technician.

VII. Painting

A. Policy

Scheduled painting of BHA owned structures is essential to maintain a good appearance as well as to protect the structures from deterioration and structural damage. Exterior painting should be accomplished on a five-year cycle. The interior of dwelling units shall be painted at intervals no longer than every five years for family units and every seven years for elderly units.

B. Exterior

1. The scheduling of exterior painting is the responsibility of the Maintenance Department and is programmed to accomplish the painting of approximately one-fifth of the total inventory each year.
2. Painting will be accomplished between cycles if it becomes necessary due to fire damage or other unavoidable circumstances.
3. Residents, unless employed to do so by the BHA, are not to apply paint to building exteriors. Should they do so, they will be responsible for the restoration of the property as directed by the BHA.

C. Interiors

1. The condition of the interior paint finish of each unit will be inspected when vacated and a unit will be re-painted as necessary prior to occupancy to bring it to standard of good property maintenance.
2. The interior of occupied units will be painted according to the cycle painting standards or as soon as possible. The Property Manager will determine which occupied units have not been painted within the standard period and schedule them for painting as availability of Staff permits.

VIII. Extermination

A. Policy

It is the policy of the BHA to provide a safe and sanitary environment for all its residents. To that extent the BHA shall perform scheduled and unscheduled (call back extermination) in all properties maintained by the BHA.

B. Scheduled

1. Management is responsible for notifying the residents and assuring the units are properly prepared.
2. All units will be completely treated for pests monthly.

C. Unscheduled

1. Residents requiring interim extermination shall report this to the BHA office.
2. Extermination services may be provided as needed.

D. Vacated Units

All vacated units will be exterminated, as needed, during the make-ready process.

IX. Ground / Janitorial Standards

A. Policy

Ground and building areas shall be maintained in a manner, which will provide a pleasant environment for residents.

X. Trash Collection

A. Policy

The BHA will provide trash collection to maintain the development in a sanitary condition with required tenant cooperation. The BHA will remove all debris/trash from the property. In the event the trash removal is due to a violation of the BHA's Outdoor/Yard/Patio Policy the resident will be charged accordingly.

B. Procedure

Resident cooperation is required by placing all trash **IN** the receptacles provided by the BHA.

XI. Lawn Care / Landscaping

A. Policy

The BHA will keep all common grounds, and office lawns cut and keep all landscaping trimmed during the growing season and to provide an attractive setting for its residents and the general public.

B. Procedure

1. Lawns

- a.) Damage – the Maintenance Staff will clean debris, tree limbs, and large rocks from each lawn area and report excessive lawn damage to the Property Manager. Damage to trees, plants, and shrubs will also be reported and corrective work will be scheduled.

2. Landscaping

- a.) Hedges, shrubs and plants should be trimmed on a regular basis and buildings will be free of all vegetation.
- b.) Trees – All dead or broken limbs should be cut clean near the trunk of the tree. No tree limb should touch any building.

XII. Training

A. Policy

It is the intention of the BHA Maintenance Department to have a qualified, well-trained work force. Its goal is to ensure that every member of the Department is thoroughly

trained in his/her job skill in order to perform their mission in a timely and efficient manner.

B. Procedure

There are two types of training available; classroom and on-the-job.

Classroom Training consists of scheduled formal classroom instruction with a qualified instructor.

On-The-Job Training consists of instruction at a developmental level.

C. In House Training

The BHA will review training needs of the Department on a semi-annual basis. In the event a new piece of equipment is purchased a training session will be provided.

D. Contracted Training

The BHA may, if the need arises, contract for outside training services with private agencies. This method of training may include trade schools, manufacturing representatives, etc. This method of training may take place at either a BHA facility or at the contracted agent's location. All contracted training must be approved by the Executive Director, who will authorize training if funds are available.

E. Handbooks, Training Manuals, Brochures

The Property Manager will keep all maintenance related handbooks, training manuals, brochures and literature in an accessible location for use by Maintenance Staff.

XIII. Policy for Safety Inspection of Interior, Exterior and Common Areas

Formal safety inspections for the interior, exterior, and common areas of all Bloomington Housing Authority properties will be conducted on a regular basis. This will include building exteriors, grounds, common entrances, maintenance areas, offices, garages, storage areas, and community buildings.

All sites will be formally inspected a minimum of twice (every six months) annually.

Inspections will be held by the Property Manager or their designee and at least one (1) member of the Risk Control team.

Any necessary repairs will have a work order created and given to the appropriate maintenance personnel and corrected as soon as possible.

If the repairs that are necessary cannot be done by the BHA maintenance personnel, outside vendors will be contacted to perform the work.

Any severe damage or hazards will be attended to immediately (24 hours or less). If necessary, signs, barriers, or other protective measures will be taken to prevent injury or further damage.

All findings will be documented and copies will be given to both the Occupancy Director and the Executive Director. A copy will also be placed in a permanent file for that property.

Informal inspections will be performed on a continuing basis by the Property Manager or their designee.

The maintenance staff has more direct and constant exposure to potential issues and hazards; therefore, they will be instructed to be alert and to inform the Property Manager or their designee of any issues that need attention.