

# KARUK TRIBE HOUSING AUTHORITY

P.O. Box 1159 • 635 Jacobs Way  
Happy Camp, CA 96039  
Ph: (530) 493-1414 • Fax: (530) 493-1415



1836 Apsuun Street  
Yreka, CA 96097  
Ph: (530) 842-1644 • Fax: (530) 842-1646

## KARUK TRIBE HOUSING AUTHORITY

### Chapter 9 Low Rent Housing Maintenance

**Most Recently Amended:  
May 18, 2015**

**\*\* This Amended Manual Supersedes All Other Versions \*\***

SECTION 1	INTRODUCTION .....	3
SECTION 2	PURPOSE.....	3
SECTION 3	STANDARDS .....	3
SECTION 4	CLASSIFICATION.....	3
SECTION 5	DEFINITIONS .....	5
SECTION 6	PLANNED MAINTENANCE .....	5
SECTION 7	WORK ORDERS .....	6
SECTION 8	NEW UNIT CONSTRUCTION OR IMPROVEMENTS.....	7
SECTION 9	MAINTENANCE TRAINING PROGRAMS.....	7
SECTION 10	SPECIAL REQUESTS BY RESIDENTS.....	7
SECTION 11	PROMPT PAYMENT FOR SERVICES RENDERED .....	8
SECTION 12	CHEMICALS.....	8
SECTION 13	INOPERABLE VEHICLES .....	8
SECTION 14	ANIMALS .....	8
SECTION 15	SCHEDULE OF CHARGES FOR TENANT CAUSED DAMAGE .....	8
SECTION 16	INSPECTION POLICY .....	8

## **SECTION 1 INTRODUCTION**

This policy will mandate that the KTHA employ competent personnel, conduct training, use proper materials, tools, and equipment, keep its procedures and methods up to date, require adequate supervision and inspection, insist on preventive maintenance, and keep simple but adequate records.

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

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

## **SECTION 2 PURPOSE**

Maintenance is performed to accomplish several purposes.

- a) To keep all the building elements in decent, safe, and sanitary condition so that they fulfill their intended functions during their useful life expectancies.
- b) To remove any condition, when detected, that may lead to an injury or accident that could harm occupants or employees.
- c) To perform preventative maintenance activities through regular inspections, and to repair or replace an element before it involves other adjacent elements in a breakdown.

## **SECTION 3 STANDARDS**

The standards of maintenance shall be consistent with the objective of providing decent, safe and sanitary housing at an economical cost, and of having the buildings and grounds present an attractive and well-groomed appearance. All maintenance shall be rendered on a regular and scheduled basis. This will keep the facilities and housing inventory in a good state of repair, extend the useful life and result in lower overall maintenance costs.

## **SECTION 4 CLASSIFICATION**

- a) Maintenance of low-rent housing shall be divided into the following categories:
  - i) Ordinary/routine maintenance, including minor repairs and replacements;
  - ii) Preventive maintenance;
  - iii) Non-routine maintenance;
  - iv) Emergency repairs; and
  - v) Tenant Maintenance.

The first three are maintenance services conducted by maintenance personnel or, personnel hired on a temporary basis, or by contract. The fourth deals with repairs of conditions that may lead to injury or death of staff or residents or catastrophic loss of property. The last deals with homeownership tenant repairs

- b) Description of Maintenance Categories.

- i) Ordinary/routine maintenance, minor repairs and replacements. Ordinary/routine maintenance is the routine work of keeping the buildings, grounds, and equipment in such condition that they may be utilized continually at their original capacities for their intended purposes. Minor repair is the restoration of the facility to a condition equivalent to its original capacity. Minor replacement is the installation of parts or equipment to extend useful life. Any damages not a result of normal wear and tear will be charged to the tenant at the rate of actual cost which is time and materials.
- ii) Preventive maintenance. Based on regular inspections, preventative maintenance is the action taken to avoid or minimize the need for more costly measures and/or lengthy shutdown. Effective preventive maintenance reduces long range operating costs and lessens the need for major restorations and improvements. Preventive maintenance may include:

- (1) Scheduled checking, adjusting, cleaning and lubricating of equipment;
  - (2) Periodic inspection of appliances for mechanical performance and for needed replacement of worn or broken parts;
  - (3) Inspecting, servicing and replacing working parts in all other electro-mechanical equipment;
  - (4) Checking and repairing plumbing fixtures, toilet tanks, drains, porcelain, etc.;
  - (5) Termite and vermin inspection and elimination;
  - (6) Periodic painting;
  - (7) Inspecting and patching roofs, gutters & flashing;
  - (8) Inspecting of underground facilities for corrosion;
  - (9) Inspecting for condensation, dampness and fungus in wood and for rust in iron components and taking appropriate corrective measures;
  - (10) Patching of paved surfaces and seal-coating as needed;
  - (11) Correcting erosion and drainage deficiencies;
  - (12) Fertilizing and cultivating planted areas;
  - (13) Installing protective barriers for planted areas and trees;
  - (14) Checking fire safety equipment for operable use;
  - (15) Caulking around bathtubs and toilets to avoid floor damage, and around counter-tops, windows and doors;
  - (16) Removing combustible fuels (such as weeds and brush) within the defensible space of the structure; and
  - (17) Inspect garage doors, including openers.
- c) Non-routine Maintenance. This includes extraordinary maintenance, replacement of equipment, betterments and additions. This type of maintenance consists of major repairs and rehabilitation that involve substantial expenditures, and causes include but are not limited to fire, disaster, obsolescence and, neglect. Such items as replacement of roofs, replacement of corroded lines and rehabilitation of

landscaping elements would be considered in this category. Usually, this work will be done either by contract or by force account to allow regular maintenance personnel to continue with routine maintenance. (testing for hazardous materials in vacated units)

- d) **Emergency Maintenance.** Emergency maintenance are repairs necessary to ensure safety of staff and residents.
- e) **Tenant Maintenance.** Tenant maintenance includes but is not limited to the maintenance of lawns adjacent to units, general housekeeping of units, changing of accessible light bulbs, interior painting, and care of common areas (ex; trash pickup, sidewalks, sheds, porches).

## **SECTION 5 DEFINITIONS**

### **Unit Condition**

When units are vacated, a move out inspection will be performed prior to any repairs or close out of the tenant account. For purposes of determining the maximum number of days allowed for unit prep to be conducted in a vacated unit, the following definitions will apply to vacant unit conditions.

**Very Good-** No painting, minor touch up and cleaning.

**Good-** Needs minor repairs, new paint, minor cleaning.

**Fair-** Minor holes, possibly washing walls, complete primer and paint, complete cleaning, but not Filthy.

**Bad-** Very Dirty, complete re-clean, some larger holes, cabinets filthy. New paint/ primer. Lots of trash to remove. Replacing of door jambs etc.

**Very Bad-** Very Dirty ( may involve feces, human liquids, and insect invasion) , major renovations- more than one door jamb, lots of holes larger than 6” complete prime/ paint, cleaning beyond normal , lots of trash, dump runs etc.

## **SECTION 6 PLANNED MAINTENANCE**

- a) Maintenance will be performed according to the following plan:
  - i) All tenant requests that are received will be forwarded to the Tenant Relations Officer, regardless of who receives the request, who will complete a work order to be delivered to the maintenance department. Tenants will be advised to submit their work order requests to the Tenant Relations Officer.
  - ii) Sufficient materials and supplies will be kept on hand and inventoried to allow for prompt maintenance response time. Inventory is to be kept current through an adequate system with internal controls to provide for a requisition process to access and replenish materials.
  - iii) Supervisory spot checks will be done to determine quality and quantity of work completed,
  - iv) Vacated units will be readied for occupancy as per the following maintenance schedule, taking into consideration variables such as but not limited to, seasonal conditions, availability of supplies, number of vacant units, emergency work orders/projects, staff availability, disasters, length of tenancy, non-routine maintenance. Extensions will be requested by the Maintenance Supervisor and approved in writing by the Executive Director. When unit prep workloads exist that will not permit a unit to be ready for occupancy as per the schedule, the Operations Manager and Maintenance

Supervisor(s) will work together to prioritize in writing which unit(s) will be completed first, based upon conditions including but not limited to homelessness, seasonal conditions, disasters.

<b>Unit Condition</b>	<b>Description</b>	<b>Min Smallest Unit/Max Largest Unit # Working Days</b>
Very Good	No painting, no flooring replacement, only minor touch ups and cleaning	7/10
Good	Needs minor repairs, flooring replacement, new paint and cleaning	10/12
Fair	Minor holes, possibly washing walls, needs primer and paint, flooring replacement, needs complete cleaning	10/15
Bad	Very dirty, has larger holes, flooring replacement, cabinets are filthy. Needs new paint and primer, lots of trash and needs door jambs replaced.	10/17
Very Bad	Very Dirty (hazardous materials , biohazards, and/or insects/pests) , major renovations- more than one door jamb, lots of holes larger than 6” complete prime/ paint, cleaning above normal simplicities, lots of trash, dump runs etc.	10/20

- v) A schedule will be prepared and followed for preventive maintenance inspections and work on equipment,
- vi) A log indicating servicing and repairs to large pieces of equipment and vehicles will be kept,
- vii) An annual inspection of each unit, building and all facilities will be completed, with work orders developed to ensure completion of all work items identified. These work orders will be separated into 1) health and safety and 2) normal wear and tear items, and discussed between the maintenance and tenant relations staff following the inspection.
- viii) A record of repairs to each unit will be kept, including painting, plumbing, electrical, appliances, etc.
- ix) Periodic inspections on tenant compliance with maintenance and housekeeping responsibilities will be done at least once during the first ninety days, and annually thereafter.
- x) Periodic meetings between the Executive Director and maintenance personnel will discuss maintenance standards, future plans and any problems.

**SECTION 7 WORK ORDERS**

- a) **Work Order.** Work orders will be obtained through tenant relations officers who will input requests into the tenant management system. This pre-numbered form shall be prepared following a tenant request,

complaint, or discovery of the need for any repair work. In the absence of tenant relations officers, requests can be made to designated Housing staff.

- i) It gives the location, tenant's name, in depth description of the nature of work to be done, permission to enter home, date, person requesting work to be done, and if the request has been designated as an emergency as defined in this policy or by the Maintenance Supervisor
- ii) All work orders are logged in the tenant management system
- iii) The work order is emailed to the Maintenance Supervisor for distribution to the appropriate maintenance engineer.
- iv) The maintenance engineer completes the tasks on the work order, records the date and work completed, materials used, and time required. He/she notes whether it is tenant caused damage, ordinary or routine maintenance, preventative maintenance, or warranty work and includes tenant charges if necessary based on the most recent schedule of charges, and returns the work order to the tenant relations officer with the tenant's signature.
- v) The Tenant Relations Officer calculates the total of charges, if any, and forwards to the tenant and enters into the tenant management system.
- vi) The completed work order is kept in the tenant management system, a copy is placed in the tenant file if there is a charge.

## **SECTION 8 NEW UNIT CONSTRUCTION OR IMPROVEMENTS**

In addition to keeping current records on all projects, the maintenance supervisor shall observe operating tests, learn pipe and valve locations and other details, and become familiar with the physical aspects of a new unit construction while the elements are still open to view and under the care of the contractor in coordination with the Construction Manager, He/she should:

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

## **SECTION 9 MAINTENANCE TRAINING PROGRAMS**

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

## **SECTION 10 SPECIAL REQUESTS BY RESIDENTS**

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

## **SECTION 11 PROMPT PAYMENT FOR SERVICES RENDERED**

All service or repair charges shall become immediately payable upon presentation of an itemized statement. A deposit may be required for extraordinary improvements requested by the tenant, of excessive cost, that will be performed by KTHA, at the tenants' expense. The KTHA may add the charge to the next rent billing.

The KTHA shall reserve the right to refuse new work orders, with just cause, or if previous charges are not paid, with the exception of emergency repairs, or health and safety concerns.

## **SECTION 12 CHEMICALS**

chemical treatments including but not limited to herbicides, fungicides, pesticides, may only be used by the maintenance department as needed, chemicals are not to be used by Tenant. This does not include routine household cleaners including but not limited to bleach, pine sol, soap, windex, mildew removers, as long as any chemicals are used consistent with manufacturer's specifications.

## **SECTION 13 INOPERABLE VEHICLES**

Inoperable vehicles shall be reported to Tenant Relations Officers. Inoperable is defined as follows:

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

## **SECTION 14 ANIMALS**

Maintenance shall report animals to the Tenant Relations Officer.

If the animal belongs to a tenant, they will be charged for the cost of the removal of animals, if incurred.

## **SECTION 15 SCHEDULE OF CHARGES FOR TENANT CAUSED DAMAGE**

Tenants are responsible for the charges associated with Tenant damages.

## **SECTION 16 INSPECTION POLICY**

Inspection Forms shall list the elements to be inspected, including unit number, and the building and grounds inspected. Any items needing attention will be listed on the inspection form, which will be used by the Tenant Relations Officer and Maintenance Engineer to develop work orders.

- 1) Move-In Inspection
  - a) Tenant (or tenants representative) Maintenance, and TRO personnel must be present.
  - b) Inspection form must be signed by Tenant, TRO, and Maintenance Engineer.
- 2) Annual Inspection
  - a) Tenant Relations Officer will notify the tenant at least 30 days in advance of an annual inspection.



- b) Annual inspection will be conducted with Tenant (or tenant's representative), Maintenance personnel, and Tenant Relations Officer.
- c) Any tenant in a Lease with Purchase Option contract, that has had successful inspections devoid of tenant caused damages or vandalism, will not be required to have their unit inspected on an annual basis. The following schedule shall apply:
  - i) Tenant in a Lease with Purchase Option contract residing in a KTHA unit for three or more consecutive years shall receive an inspection every other year.
  - ii) Tenant in a Lease with Purchase Option contract residing in a KTHA unit for five or more consecutive years shall receive an inspection every three years.

(1) If KTHA staff determines damage or vandalism is occurring to a unit, a tenant in a Lease with Purchase Option contract will be required to receive annual inspections.

3) 30 Day Inspection

- a) If Maintenance has reason to believe a unit is not being maintained in a safe and sanitary manner or if excessive damages exist, they will submit documentation to support a recommendation to the Tenant Relations Officer and Assistant Director/Operations Manager that the tenant be scheduled for maintenance/cleaning inspection on a monthly basis
- b) If Tenant Relations has reason to believe a unit is not being maintained in a safe and sanitary manner or if excessive damages exist, they will submit documentation to support a recommendation to the Assistant Director/Operations Manager that the tenant be scheduled for maintenance/cleaning inspection on a monthly basis.

4) Move-Out Inspection

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