

WASHOE HOUSING AUTHORITY

These policies and procedures were adopted by the Board of Commissioners by Resolution #06-WHA-12 on April 20, 2006; amended by Resolution #12-WHA-20 on November 14, 2012; and amended by Resolution #15-WHA-13 on November 12, 2015.

Maintenance Policies & Procedures

Policy Statement

The Board of Commissioners of the Washoe Housing Authority (WHA) recognizes that one of the most important aspects of the WHA operations is the maintenance of the WHA owned and managed units. If units are not maintained on a regular basis, the long-term viability of the WHA as a property management business is threatened and the Tribe and the residents will lose a valuable resource.

These procedures are intended to implement a full system of maintenance for those units where the WHA has the obligation to perform the maintenance as required by the Native American Housing and Self-Determination Act (NAHASDA). These procedures are also intended to establish a system of inspections, follow-up, and enforcement to insure that homebuyers perform their required maintenance obligations.

Therefore, the purpose of the WHA's maintenance procedures shall be to:

- a. Maintain the dwelling units in a decent and safe condition and other WHA owned facilities in a safe and workable condition that fulfills their intended functions and life expectancy.
- b. Identify and correct conditions that may lead to an injury or accident to residents or WHA employees.
- c. Conduct timely inspections, regular and preventive maintenance, timely repairs and replacements to ensure the structural integrity of the units along with making sure all equipment is functioning properly.

1. COMPONENTS OF THE WHA MAINTENANCE PROGRAM

a. Preventive Maintenance

1. Preventive maintenance is defined as tasks that provide for the inspection, monitoring, and care of buildings or equipment to prevent the need for future emergency maintenance and/or major structural or system failures.

2. There shall be two phases to the WHA preventive maintenance program that the Development and Facilities Manager are responsible for implementing. The first phase will include actual preventive maintenance activities and the second phase will include preventive maintenance inspections. The WHA will perform both phases of preventive maintenance in the rental programs and only the inspection phase in the homeownership programs.

3. The Development and Facilities Manager shall establish a regular, periodic schedule for the following types of preventive maintenance work.
 - a. Checking fire extinguishers and smoke detectors for operational use;
 - b. Inspecting, adjusting, cleaning and/or lubricating furnaces (including changing filters at least annually) and other equipment such as ranges, hot water heaters and refrigerators;
 - c. Inspecting and repairing plumbing systems and fixtures including, as necessary, caulking around bathtubs and toilet bases to avoid water damage to walls and floors in addition to caulking around windows and door frames as an energy conservation measure;
 - d. Inspecting, repairing and replacing worn parts in electrical systems and electrical fixtures;
 - e. Inspecting and repairing roofs, gutters, downspouts and flashing;
 - f. Inspecting underground facilities and equipment for corrosion;
 - g. Inspecting and patching paved surfaces;
 - h. Inspecting for and controlling termites and rodents;
 - i. Monitoring of painted and other sealed surfaces that protect structures;
 - j. Inspecting for condensation, dampness, and fungus in wood and for rust in iron components and taking appropriate corrective measures;
 - k. Inspecting and correcting any erosion or drainage deficiencies. This includes inspection of any ditches, inlets or drainage systems and removing debris or plants that may impede proper drainage;
 - l. Installing protective barriers, where needed, to protect buildings, structures, planted areas and trees;
 - m. Inspecting water and sewer lines on WHA property including clean outs.

4. Preventive maintenance will normally be performed during the "off-season" of the equipment use. For example, heating systems should be inspected, cleaned and repaired during the summer months to ensure that they are clean and operating smoothly when the colder months arrive.

b. Routine Maintenance

1. Routine maintenance is the unplanned response, including ordinary maintenance, of structures and equipment that have deteriorated through normal wear and tear.

2. It also includes responding to service requests when items are not functioning correctly, making minor repairs to facilities, systems, and equipment; and replacing component parts of systems and equipment.

3. The Development and Facilities Manager will make every effort to make sure routine maintenance requests are responded to within 14 days.
4. The WHA normally will perform all routine maintenance for residents in its rental programs.
5. Homebuyers will be responsible to perform routine maintenance for their units and grounds.
6. Routine maintenance includes only those maintenance activities allowed in the HUD Memorandum dated March 28, 2006 entitled, "Guidance for Categorizing an Activity as Maintenance for Compliance with HUD's Environmental Regulations, 24 CFR Parts 50 & 58" which is attached to this policy as Appendix A.

c. Emergency Maintenance

1. Emergency maintenance is performed in response to an unanticipated defect endangering life or property or the normal use of dwelling units or systems.

d. Inspections

1. The Development and Facilities Manager and/or his designee shall conduct periodic inspections at regular intervals to determine if the dwelling units and equipment are in good working condition. The Development and Facilities Manager will also perform move-in and move-out inspections, warranty inspections and special inspections.
2. Inspections will be scheduled in such a manner as to allow the residents the opportunity to be present during any inspection of the respective unit.
3. All residents will be given notice prior to the WHA entering the unit for inspection. The Client Services Manager in cooperation with the Development and Facilities Manager shall determine the form of notice and advance time of notification.
4. The resident will always be given a written report of the inspection findings.
5. The condition of the units and grounds will be noted on WHA inspection forms. The forms shall be two-part with space for signatures of the resident and the WHA employee conducting the inspection along with the date of the inspection. The form will identify each item in and outside the unit that should be checked for wear, damage or cleaning. Upon the completion of any inspection, the resident shall receive a copy of the signed inspection form.
6. The WHA shall videotape move-in and move-out inspections to visually display the condition of the unit and grounds. Videotapes shall be kept on file at the WHA offices.
7. Move-in inspections shall be performed before the unit is occupied with the future resident present. Any deficiencies should be noted on the inspection form and repaired prior to occupancy.

8. Regular periodic inspections shall be conducted at least every 12 months for units owned and managed by the WHA or more often if necessary at the discretion of the Development and Facilities Manager. The purpose of regular periodic inspections is to detect any deficiencies that may exist in the units. Any deficiencies shall be noted on an inspection form.
9. Where minor deficiencies are noted during the inspection of homeownership units, the WHA employees conducting the inspections shall confer with the homebuyer family and provide the necessary instruction and advice as to how to correct the deficiency.
10. Special and emergency inspections will be performed by the Development and Facilities Manager and/or his designee at any time when necessary.
11. Move-out inspections shall be conducted as soon as possible after a unit has been vacated and, whenever possible, the resident should be given the opportunity to be present during the inspection.
12. Warranty inspections shall be performed on new or renovated units at least quarterly until all warranties on the units and/or equipment has expired in accordance with the WHA's contract with the contractor.

2. WHA RESPONSIBILITIES

a. Rental Program

1. The WHA is responsible for all routine and preventive maintenance, unless otherwise provided in a special provision of the Dwelling Lease obligating the resident to perform certain appropriate maintenance tasks.
2. The WHA shall perform inspections of all units in accordance with a plan and schedule established by the Development and Facilities Manager.
3. All maintenance needs that are identified during the inspections should be corrected by the WHA within a reasonable amount of time not to exceed 30 days.
4. The WHA shall repair resident caused damages exceeding "normal wear and tear" and the costs shall be charged to the resident based on the cost of labor, materials, and mileage. Labor shall be charged at \$40.00 per hour and mileage shall be charged at the federal government's established per mile rate. Mileage will be charged on a roundtrip per mile basis from the WHA maintenance facilities to the unit where the work is performed. Materials will be charged based on the actual cost to the WHA.
5. If the WHA hires or contracts with an outside person or firm to repair any resident caused damage, the homebuyer will be charged the actual cost to the WHA.

b. Homebuyer Program

1. Participants in the Mutual Help Homeownership Program are obligated to perform, or assume the cost of, all routine and preventive maintenance needs of their home and yards in accordance with their respective homebuyer agreements with the WHA.
2. The WHA shall conduct inspections of all homeownership units in accordance with a plan and schedule established by the Development and Facilities Manager.
3. If the WHA becomes aware, either during periodic inspections or at any other time, that the homebuyer is not in compliance with the homeownership agreement regarding maintenance, the WHA shall take actions to protect the physical condition of the home and grounds.
4. If a homebuyer requests the WHA to repair or replace any damage or equipment, the cost of labor, materials, and mileage shall be charged to the homebuyer. Labor shall be charged at \$40.00 per hour and mileage shall be charged at the federal government's established per mile rate. If the WHA hires or contracts with an outside person or firm to repair any homebuyer caused damage, the homebuyer will be charged the actual cost to the WHA.
5. If the WHA hires or contracts with an outside person or firm to repair any homebuyer caused damage, the homebuyer will be charged the actual cost to the WHA.

3. RESIDENT RESPONSIBILITIES

a. Rental Program

1. All residents participating in the WHA rental program will comply with the provisions identified in their Dwelling Lease concerning their maintenance responsibilities.
2. Participants in the rental program will be responsible for the maintenance of their yard. This will include care of the lawn, trees and shrubs. If the participant is unable or unwilling to care for the lawn, the WHA shall perform the work and charge the participant accordingly.
3. Rental program participants shall be responsible for notifying the WHA immediately of any damage or repairs the WHA is responsible for repairing.

b. Homebuyer Program

1. In accordance with their homebuyer agreements with the WHA, homebuyers are responsible for the maintenance of their home, including all repairs and replacements due to normal wear and tear or damage from any cause.

2. Failure of the homebuyer to perform required maintenance obligations shall constitute a breach of the homebuyer agreement. Upon a determination by the Development and Facilities Manager that a breach has occurred, the WHA shall require the homebuyer to agree to a specific plan of action to cure the breach and to assure future compliance.
3. If the problem is not remedied within the required time frame established by the WHA, or if the Homebuyer fails to agree to reasonable plan or fails to carry out the agreed to plan, the WHA shall terminate the homebuyer agreement.
4. Repeated failure to maintain the home and/or equipment, or repeated damage to the home and/or equipment is cause for termination of the homebuyer's agreement with the WHA.
5. If the condition of the property creates a hazard to the life, health or safety of the occupants or there is a risk of damage to the property as determined by the Development and Facilities Manager, the WHA shall remedy the hazardous condition and charge the cost to the homebuyer's Monthly Equity Payment Account (MEPA) in accordance with the homebuyer's agreement. If the homebuyer has an insufficient MEPA balance to cover the cost of the repairs, the homebuyer shall be required to sign a Payment Agreement with the WHA to pay for the cost of the repairs.

4. WORK ORDERS

a. System

1. The WHA shall create and utilize a work order system for receiving and recording resident maintenance requests.
2. All maintenance requests must be processed through the work order system.
3. Maintenance work initiated as a result of inspections shall also be processed through the work order system.
4. If the Development and Facilities Manager receives a maintenance request directly from a resident, a work order shall be initiated and the work completed in accordance with the Maintenance Supervisor's schedule and plan.

b. Form

1. The Client Services Manager in cooperation with the Development and Facilities Manager shall create a work order form.
2. The work order form should be prepared in triplicate. One completed copy should be kept in the unit file, the second given to the resident, and the third kept with all other work orders to serve as a complete record of maintenance performed by the WHA.

3. The form should include, at a minimum, the following information:
 - a. Resident name
 - b. Unit number and address
 - c. Brief description of problem
 - d. Resident permission to enter unit if resident is not at home
 - e. Who took the request and the date of request
 - f. What work has been performed
 - g. What materials and supplies were used
 - h. Date when the work was performed
 - i. Time work started
 - j. Time work completed
 - k. Any parts on order
 - l. Charges to the resident, if any
 - m. Resident's signature accepting completed work
 - n. WHA staff person's signature who performed or approved of work

5. MAINTENANCE SCHEDULING & PRIORITIES

a. Scheduling

1. All preventive maintenance and certain routine maintenance, as well as inspections, should be scheduled.
2. The Development and Facilities Manager should schedule preventive maintenance and inspection activities for an entire year prior to when the WHA submits the annual Indian Housing Plan.
3. By scheduling planned maintenance, the WHA Development and Facilities Manager and staff can approach the many maintenance tasks to be completed in an organized fashion and the staff will know what is expected to be accomplished.

b. Priorities

1. Emergency maintenance tasks shall have preference over others. The WHA will make every attempt to complete all work of an emergency nature on a same day basis.
2. The renovation of vacant units where there is minimal damage resulting from tenant damage shall have second priority. Vacant units with minimal damage should be available for occupancy within approximately 10 working days after the unit was officially vacated. Where there is more than minimal damage to be repaired on a vacant unit, the Executive Director working in cooperation with the Development and Facilities Manager shall determine whether the work should be contracted out or done in-house in order to make the unit available for occupancy in the shortest period of time.
3. Routine maintenance work generated by work orders shall be the third priority.

4. Preventive maintenance and inspections shall have last priority,

5. QUALITY STANDARDS

a. Codes

1. All maintenance work performed on WHA owned and managed property shall be done in compliance with the national Uniform Building Code, Uniform Electrical Code, and Uniform Plumbing Codes along with other applicable codes or laws of the Tribe.
2. All maintenance work will be conducted in a professional and courteous manner with the residents being treated as customers of the WHA.
3. Work orders shall be received by phone or in person in a professional and courteous manner with the residents being treated as customers of the WHA.

b. Training

1. The WHA staff shall be adequately educated and trained to perform the maintenance tasks described in these policies and procedures.
2. The Development and Facilities Manager shall encourage the appropriate WHA employees to attend relevant training courses to learn how to become more efficient and productive.