

HOUSING DIRECTIVE
05-15

TO: All Housing Managers and Staff
FROM: Donald R. Savage 
DATE: February 6, 2015
RE: New Maintenance Plan

HRDE, as management agent for housing in collaboration with Unity Housing, is dedicated to the assurance that all properties are maintained to a very high standard.

To that end, management and staff have dedicated extensive hours to revising HRDE's Maintenance Plan along with documents to be used in conjunction with the plan.

The attachments to this directive constitute an updated maintenance plan with all appropriate appendices to assist housing management and staff in achieving the goal of consistent across the board maintenance excellence.

First, managers are directed to ensure that all maintenance staff, along with themselves, thoroughly study the attached plan and related documents and utilize the information contained therein consistently and effectively. This is a company-wide initiative to bring maintenance programs up-to-date.

Secondly, please be informed that an HRDE Maintenance Advisor (currently David Minor) will be scheduling visits to each and every property to determine the current status of each maintenance program and to assist managers and staff with making progressive improvements in accordance with the new Maintenance Plan.

Your cooperation with the Maintenance Adviser is required to effectively implement the new plan. Please give Dave your utmost cooperation and assistance.

If you have any questions regarding this Directive, please contact me.

DRS/sm
aft 4009, afl-cio

Attachment

xc: Claudette Karr
Tina Buchanan

MAINTENANCE PLAN

**HOUSING PROPERTIES MANAGED BY
HUMAN RESOURCE DEVELOPMENT AND
EMPLOYMENT (HRDE).**

January 2015

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1. PREFACE

HRDE's commitment is to provide a safe and clean living environment for all residents, ensuring a better quality of life. This document is the guideline that all managers and maintenance personnel will follow to keep all properties well maintained.

2. MAINTENANCE PRIORITIES

2.1 Policy - HRDE is responsible for the maintenance of the apartments it manages to ensure safe and decent living conditions for the residents. It is necessary to set priorities so more urgent maintenance needs will take precedence over those of a routine nature. Managers will ensure that maintenance is scheduled according to the following priorities:

- Responsive Maintenance
- Preventive Maintenance
- Capital Improvements Maintenance
- Daily Maintenance

2.2 Definitions and Procedures

- A. **Responsive Maintenance** is performed because a current problem exists. Responsive Maintenance will be handled in the form of a work order and addressed within 24 hours or the next scheduled work day.
- B. **Preventive Maintenance** is maintenance of the components, fixtures and equipment, or systems of the site at specified times.
- C. **Capital Improvements Maintenance** involves items with a predictable life span. These building components and systems, although maintained during their life cycle, will be replaced at predetermined intervals.
- D. **Daily Maintenance** is performed in heavily used areas to maintain a safe and esthetically pleasing environment at the property.

Note: Warranties and guarantees will determine who is responsible to service any component.

3. WORK ORDER SYSTEM

3.1 Policy - A work order will be generated from information received from residents or staff. Work order requests are to be made to the management office or by calling the office. Site Managers are responsible for prioritizing work orders by category (Emergency, Health and Safety, etc.). The level of difficulty of the work to be performed will not have a bearing on the order of completion. Maintenance staff will, while in an occupied unit or common areas, make note of excessively poor housekeeping, excessive and/or repeated damages and infestation and report it to the site manager immediately.

3.2 Procedures –

- A. Resident or staff reports need for maintenance to manager.
- B. Manager (or secretary) completes work order with as much detail as possible in work order book.
- C. Resident signs to authorize apartment entry while absent.
- D. Manager assigns work order to maintenance personnel.
- E. Maintenance personnel completes task and documents details on work order.
- F. Resident signs completed work order.
- G. Work order is returned to manager for review, filing in unit work order files.
- H. Manager completes and closes out work order in FHA.

A. Emergency Work Order - An Emergency Work Order is one that if not dealt with immediately, could cause injury, loss of life, or serious property damage. The repair or service will deal with essential component

stability or to stop the amount of damage that would occur if the repair was not made promptly. Examples of such issues are: fire, loss of power, water leaks. Immediately is defined as within 2 hours. Residents are to come to, or call in emergency maintenance requests, to the management office. It is the manager's responsibility to respond to emergency maintenance calls promptly when they occur. The manager may be required to call out a maintenance person to handle certain emergencies. To ensure proper coverage, managers must develop a contact list which includes phone numbers of contractors who also perform services at the site. Provide a copy of the Contact List annually, or if a change occurs, to the Main Office and the Southern Region Housing Office.

B. Health and Safety Work Order - A Health and Safety Work Order is one that if not dealt with promptly, could result in an accident or be harmful. Examples of such issues are: damaged locks or lock outs, damaged tile or carpet which could result in a trip hazard. Repairs must be made within 24 hours.

C. Housing Quality Standards (HQS) Work Order - A HQS Work Order is repairs needed to bring the unit back into compliance with program, law or code (no hot water, inoperable smoke alarm or appliances). These issues must be corrected within 24 hours.

D. Routine Work Order - A Routine Work Order is to be completed in sequence of date and time received. Routine work orders include filter changes, tile replacement, painting of occupied units, landscaping upgrades and plumbing/electrical upgrades, etc. and are to be completed in sequence of date and time received. These issues must be corrected within 3 business days unless there are other maintenance priorities in process.

E. Inspection - An Inspection Work Order is generated due to various findings by the Maintenance staff, Property Manager, Regional Coordinator, Director or third party inspector. Inspection work will be completed within 5 working days unless it pertains to a REAC item that must be corrected immediately.

4. ENTERING UNITS

4.1 Policy - Except in emergencies, no staff member may enter an apartment without giving 24 hours notice or by being given permission to enter by the resident.

4.2 Procedures

1. Knock on the door
2. Wait and if no response, knock again
3. Open the door with key, and while still outside, call out "Management or Maintenance"
4. Wait for response
5. If no response, step into unit and call out again
6. If no response, a door hanger indicating a maintenance person is in the unit is to be placed on the outside of the door before entering to complete work order. Door hangers alert the resident, upon returning, that maintenance is in their apartment.

5. UNIT TURNS

5.1 Policy for Occupied Unit – Educate the resident as to what time frame and precautions will be taken while work is being performed. When work is scheduled in an occupied unit, the manager will inform the resident as to location and estimated arrival time of the work crew. It is the resident's responsibility to move breakables, valuables and keepsakes away from the work area, prior to the work being performed. If interruption of service (water, use of entry, etc.) is required, the manager must inform the resident immediately and provide temporary accommodations as necessary.

5.2 Procedures - Refer to 4.2 for Entering Occupied Unit

- A. Perform work in a professional manner that is least disruptive to the resident.
- B. Keep the resident informed of delays in performing work.
- C. Clean up the area after work is completed.

D. Let the manager know if the work is beyond your capabilities or knowledge.

5.3 Policy for Unoccupied Unit - A unit turn includes all repairs, replacements, painting, and cleaning necessary to make the unit ready. Units are to be put back to the original specifications. If a unit is not turned within five working days (40 man hours), a written explanation must be provided to your supervisor.

5.4 Procedures

A. Pre-Move Out:

- 1) The manager and maintenance person will conduct a pre-move out inspection immediately upon receipt of the resident's 30-day notice. Document any and all damages that the resident is responsible for on the Pre-Move Out Inspection Form.
- 2) Order necessary supplies, materials, equipment and special orders, i.e., carpet, blinds, paint, etc. immediately after Pre-Move Out Inspection.
- 3) If the apartment needs new carpet, arrange for installation.
- 4) If the apartment needs to be painted, decide who will paint (maintenance, union painter, contractor) and properly schedule.

B. Move Out: Manager must assign the work order to maintenance no later than the following day after the Move Out inspection. Enter work order to register date and time work was started on the vacant unit. The length of time needed to turn a unit will vary depending on condition. Manager must inspect apartment when maintenance turns in the completed work order. If a unit is not turned within five working days (40 man hours), a written explanation must be provided to your supervisor.

Recommended sequence for the timely turn of a vacant unit. These recommendations will not always apply.

- Strip the unit of receptacle covers, switch plate covers, light globes, exhaust grill covers, etc. Remove refrigerator shelves, crisper drawers, range drip pans and begin the cleaning/soaking process.
- Do not remove room doors or closet doors unless necessary to repair.
- Kitchen-If you have to clean inside the range (under the top) and oven, spray with oven cleaner so it starts working while you are taking care of other items. **You Are Not To Remove Stove or Refrigerator From Apartment to Clean.**
- Use spackle/painters putty for small nail/hook holes. Start at one end of the apartment and go completely through the entire apartment. Don't use an excessive amount of filler. Average apartment cracks and nail holes should be repaired within the first day. Once the filler dries you can use a wet sponge to smooth over the patch. A fan will aid in the drying process of filler material.
- PTAC coil cleaning and drain cleaning must be completed during a unit turn.
- After you have cleaned the apartment, carpet should be cleaned or replaced as predetermined by the site manager. **Make sure carpet installer is already scheduled.** VCT stripping and waxing will also be predetermined by the site manager.
- While maintenance is completing unit turns, managers will ensure that they will only be called away from the unit for **emergencies**. For buildings with two maintenance staff, one will work in the vacant unit until the turning process is complete unless, as stated above, both are needed during emergencies. This will be the company-wide process and will be followed as close as possible until the unit is turned, site manager has inspected, the work order is closed in FHA and the turn has been reported on the Special Claims Vacancy Log.

6. INSPECTIONS

6.1 Move In - The Move-in Inspection is done with the resident prior to occupancy. A Unit Inspection form is to be used. The resident is to sign and date the form. The original form is to be placed in the resident's file. The inspection form is used to document the condition of the unit at move-in; and, to support any charges which may apply to a resident due to misuse or mistreatment during his/her residency or at move-out.

6.1.A Move In/Move Out Inspection Form - *See Appendix Pages 1-2.*

6.2 Annual - The manager will conduct annual inspections of occupied units using the Annual Apartment Inspection Form. This inspection will be accomplished during the Annual Recertification process. Both the manager and the resident must sign and date the Annual Apartment Inspection form; the original is to be placed in the resident's file. All damages, housekeeping, health and safety concerns, and lease violations must be noted on the form. The manager will then generate a work order based on the findings of the inspection. The manager will also notify the resident of costs associated with any damages the resident is held responsible for.

6.2.A Annual Apartment Inspection Form - *See Appendix Pages 3-4.*

6.3 30 Day Notice – Pre-Move Out - Refer to 5.4.A Pre-Move Out

6.3.A Pre-Move Out Inspection Form - *See Appendix, Page 5.*

6.4 Move Out - Refer to 5.4.B Move Out

6.4.1 Move In/Move Out Inspection Form - *See Appendix Pages 1-2.*

6.5 REAC - Prior to a REAC Inspection, HRDE will perform a property-wide inspection to note deficiencies and HQS violations. The Pre-REAC Inspection is designed to eliminate deficiencies and/or violations that would have been found by the REAC inspector.

REAC inspectors look for specific deficiencies in the maintenance of the units and common areas, accessibility compliance, and Housing Quality Standard violations. The REAC inspector will provide the manager with a notice of the finding(s). The manager is required to sign this notice showing receipt. HQS findings must be **corrected immediately**. Once the correction is made, documentation, such as work orders or invoices, must be **emailed** to the Main Office, who will then respond to the agency. HUD requires written confirmation of the repairs within 72 hours of the inspection.

6.6 USDA - It is HRDE's policy to have all HQS violations **corrected immediately**, regardless of the time frame given. Rural Development requires confirmation as part of the written response to the review.

To respond to a Rural Development finding, the manager is required to **email** documentation to support the correction to the Main Office/Regional Office, who will then respond to the agency. The correction must be made in the specific time frame required by Rural Development.

6.7 LIHTCP - It is HRDE's policy to have all HQS violations **corrected immediately**, regardless of the time frame given. LIHTCP requires confirmation as part of the written response to the review.

To respond to a LIHTCP finding, the manager is required to **email** documentation to support the correction to the Main Office/Regional Office, who will then respond to the agency. The correction must be made in the specific time frame required by LIHTCP.

6.8 FIRE SAFETY - Refer to the Fire Alarm/Extinguishers/Range Hood/Sprinkler Form.

6.8.A Fire Alarm/Extinguishers/Range Hood/Sprinkler Form - *See Appendix Page 6-7.*

7. RESIDENT CHARGES/BILLING

7.1 Policy - Residents will be charged for repairs made to their unit in excess of what would be considered normal wear and tear. This includes damage caused by the resident; the residents' household members, pets or assistive animals; or, the resident's guests. If a resident has anyone other than an HRDE employee perform work in, on, or around their unit, regardless of the circumstances, without management's written approval, they will bear the complete responsibility and cost of that work and any damages sustained as a result of said work.

7.2 Procedures - Managers will bill residents for damages which are over and above normal wear and tear to the unit; **unless**, such damage is to a component which has exceeded its life span. Maintenance shall be descriptive, such as, cleared toilet blocked by small toy. Maintenance staff will notify the manager of any suspected abuse or misuse.

Upon receipt of the completed work order detailing resident abuse or misuse, the manager will calculate the cost of the repair, including labor, and bill the resident. The resident has 30 days to pay, or make arrangements to pay, the bill.

Resident charges for damage to components with predictable life spans will be prorated. Example: A resident moves into a unit with new carpet and they have lived in the apartment for two years. The resident will be responsible for five years of serviceability on a prorated basis.

7.3 Grievance Procedure - See site manager for a copy of the HRDE Grievance Policy and Procedure.

7.4 Damage Price List - *See Appendix Pages 8-10.*

8. MAINTENANCE FILES

8.1 Policy - Accurate maintenance files enable management to track all repairs; and, will be documented in accordance with this Maintenance Plan.

8.2 Procedure - A separate file will be kept on each unit and common area for completed work orders. The files will be kept separate from resident files. These maintenance files are **permanent**, in that they will not be purged when a change in occupancy occurs. The file headings will denote the unit number, not a resident's name.

9. PROCUREMENT PROCESS

9.1 Policy - It is HRDE's policy to solicit three bids to provide a good basis for a price comparison. All three bids are to be listed on a Purchase Comparison sheet and submitted to your supervisor, along with backup, for approval.

9.2 Procedure

A. The manager will submit copies of bids and completed purchase comparison to their Supervisor, prior to the work being performed, for approval if the cost is over manager's approved spending limit (\$100.00) or if work is to be done on a regular contracted basis. This would include services such as extermination, lawn care, and snow removal.

B. On any work costing over \$500.00, approval must be received from the Director prior to the work being performed. Any difficulty in obtaining bids must be discussed with your Supervisor.

10. CONTRACTORS

10.1 Policy - It is HRDE's policy to solicit three bids to provide a good basis for a price comparison. All three bids are to be listed on a Purchase Comparison sheet and submitted to your supervisor for approval.

10.2 Procedure

A. The manager will submit copies of bids and completed purchase comparisons to their Supervisor, prior to the work being performed, for approval if the cost is over manager's approved spending limit (\$100.00) or if work is to be done on a regular contracted basis. This would include services such as extermination, lawn care, and snow removal.

B. On any work costing over \$500.00, approval must be received from the Director prior to the work being performed. Any difficulty in obtaining bids must be discussed with your Supervisor.

C. Proof of Insurance, Business License and a W-9 must be provided by a successful bidder for any contracted services regardless of the amount of the contract.

10.3 Contractor Log - Each site is required to log all site visits by contractor personnel. The site manager, if available, will speak to and log in and out the time and task completed during the technician's site visit. A maintenance person or the site manager will accompany the technician.

The technician will sign in and out on a hard copy of the Contractor Log, annotating the service rendered during each visit. Managers may enter this information into the site computer; however, a hard copy of the Contractor Log will be conspicuously located in the property office.

10.4 Equipment Log – Each component requiring inspection or contracted maintenance, shall have an equipment log which will be a historical document located in close proximity to the equipment. Entries will be made, by the technician, during each visit.

11. CAPITAL IMPROVEMENTS MAINTENANCE

11.1 Policy – Capital Improvements Maintenance is based on regular, scheduled and methodical inspections of units, buildings and equipment. Planned repairs are made prior to an actual breakdown, thereby reducing the occurrence of further damage and repair costs.

11.2 Procedure – Capital Improvements Maintenance includes items which have a predictable life span and is expected to be replaced by a specific date. Proper responsive and preventive maintenance will help achieve life expectancy.

Life Expectancy is considered when charging residents for damage and when preparing a budget for the site. The manager is to advise their Supervisor when replacement of the component(s) is necessary prior to the expected life cycle.

Listed below are life expectancy guidelines generally used by Management:

Roofs	20 years	Landscaping	10 years
Hot Water Tanks	10 years	A/C Units	10 years
Refrigerators	10 years	Carpet – Grade 26 oz.	7 years
Ranges	13 years		

NOTE: Warranties and guarantees will determine who is responsible to service any component.

The above are guidelines only. Replacement at individual sites is based on budget constraints and may vary. Each manager is to review yearly the replacement needs of the site. Residents are not to be charged for damage if life expectancy has been reached; however, abuse of equipment shall be considered.

11.3 Annual Guidelines and Preventive Maintenance - See Appendix Pages 11-12.

12. PAINTING

12.1 Policy – Managers will ensure that units and common areas are painted according to the painting chart located in 12.3 to protect the property from deterioration and damage. Residents, family, friends, etc. shall do no painting or any other type of remodeling in the unit. Painting will be accomplished by: 1) maintenance; 2) Union Painter; or, 3) outside contractor.

12.2 Procedure - The painting guideline for interior areas is every seven years in sites designated for senior and disabled residents. Residents may be charged for additional coats or re-paints needed prior to normal schedule, if due to resident misuse, damage, or abuse.

12.3 Painting Chart

Painting-Interior	7 years
Painting-Exterior	5 years

13. CARPET

13.1 Policy – Carpets will be maintained in an acceptable, sanitary, and safe condition for the protection of residents, staff and guests.

13.2 Procedure - The manager will determine whether the carpet must be cleaned or replaced. If outside assistance is required, refer to the Contractor's procedure.

HRDE's carpet replacement guideline is every seven years. Generally, the care of carpet after move-in is the resident's responsibility unless management is directly responsible for damage, wear, or unclean condition due to an act of management or to an act which is management's responsibility, such as a sewer back up which cannot be determined to be of the resident's making.

14. HOUSEKEEPING

14.1 Policy - Management will set the standard to direct the residents in maintaining the units in a safe and sanitary manner. The HRDE standard of housekeeping will be based on health and safety issues, proper use and maintenance of supplied components, fixtures, or equipment and discouragement of infestation.

14.1 Procedure - During all inspections, managers will monitor housekeeping. During work order completion, maintenance will also monitor housekeeping. Residents are to be informed, in writing, by the manager if it is determined that poor housekeeping may result in an increased chance of infestation; damage to a component, fixture, or equipment; or, a health or safety concern. The manager must be specific in advising the resident of the action required to resolve the issue. It is the resident's responsibility to conform to HRDE housekeeping standards.

NOTE: Housekeeping not only covers cleaning, it also covers care of equipment, fixtures, components and concerns for health and safety. For instance, if a resident has drapes which cover the heater; it is reasonable to request the resident to tie back or shorten the drapes to reduce the risk of fire.

15. TRASH COLLECTION

15.1 Policy – HRDE's policy is to maintain a clean and sanitary property. All maintenance staff are to use the equipment as designed. All properties will ensure that the trash compactor is maintained in a functioning, safe and up-to-date manner and utilized in accordance with the building design. Managers must educate residents as to the proper usage of trash chutes and trash collection rooms.

15.2 Procedure - All trash must be placed in securely tied plastic bags and placed in the garbage chute. All trash is to be removed from inside the property daily. Items that are hazardous such as human feces, urine and animal waste must be placed in a securely tied plastic bag and taken directly to the dumpster by the resident.

16. EXTERMINATION

16.1 Policy - It is HRDE's policy to maintain leased units in a safe, decent and sanitary condition. In keeping with this policy, all units will be treated by a licensed pest control firm and accompanied by the manager on a monthly basis.

16.2 Procedure - Only treatment regulated or approved by federal, state, county and local laws, rules and regulations is to be used. The material is to be applied in accordance with manufacturer's recommendations and label instructions. To help control the infestation of insects, vacant units will also be treated monthly.

16.3 HRDE Extermination/Bed Bug Guidance – *See Appendix Pages 13-16.*

17. GROUNDS

17.1 Policy - All common grounds will be maintained in a manner which provides a safe and esthetically pleasing environment for residents, guests and staff.

17.2 Procedure - Inspect your grounds, parking lot, sidewalks, entries and common areas daily to ensure that everything is in good condition.

18. TRAINING

18.1 Policy - It is HRDE's policy to employ qualified and well-trained staff. Our goal is to ensure that every employee is properly trained and able to perform their work in a timely and efficient manner.

18.2 Procedure - Although much of the training needed for maintenance will be on-the-job, from time to time it may be necessary to contract outside training services. This type of training will usually be in the form of seminars conducted off-site during HRDE Housing Conferences. All contracted training must be approved by the Director.

19. SAFETY/SECURITY

19.1 Policy – HRDE insists on a safe work environment, which is essential to avoid injuries to employees, residents and visitors. All employees and HRDE are responsible for workplace safety.

19.2 Procedure – Staff must report hazards to the manager immediately. Safety in housing can apply to loose handrails, loose carpet, slick floors and sidewalks, and many other sources. Unsafe conditions are to be corrected immediately.

Fire hazards can be minimized by following a few rules:

1. Regularly inspect, or have inspected, fire prevention equipment or components such as fire extinguishers, sprinklers and smoke alarms.
2. Follow manufacturers' recommendations and local codes on storage of flammable materials.
3. Keep paint and other flammable materials away from furnaces, boilers and hot water heaters and educate the residents to do the same with items such as hairspray, nail polish, etc.
4. Dispose of trash promptly and require residents to do the same.
5. Drain gas-powered equipment before storing. Store gas in a vapor-lock can.
6. Have an evacuation plan and be sure staff and residents practice said plan twice annually.

If a fire occurs:

1. Evacuate the building.
2. Call the fire department immediately.
3. Check designated meeting places to determine if anyone is missing; advise fire department.
4. Send someone to the front of the site to direct the fire department to the right area.
5. Shut off utilities and shut down elevator.
6. Contact your Supervisor as soon as possible.

Maintenance staff must wear protective clothing and safety equipment when performing hazardous work such as welding, grinding, weedeating, painting, etc. HRDE's dress code will be followed. Any questions about the dress code can be addressed by your Supervisor.

Proper tool selection for a specific job will increase the ability to perform the work safely.

Work being performed on electrical equipment or wiring requires a lock-out tag on the breaker to ensure someone does not accidentally turn the breaker on during service. Not using a lock-out tag could result in death or severe injury. All electrical work will be performed by qualified electricians.

19.3 Reporting Accidents – Employees are required to notify the Main Office as soon as possible, but within 24 hours, to report an injury. Employees are also required to complete an Incident Report as soon as possible. Managers are required to email the Incident Report immediately after completion to their Supervisor and the HR Manager in the main office. A Workers Compensation form will be initiated by the HR Manager, when necessary.

19.4 Hazardous Waste – Do not handle hazardous waste without the proper personal protection and training. Federal, state and local regulations will apply to hazardous material. Always seek your Supervisor's assistance when dealing with hazardous material. Management will notify the proper authority to handle the waste material.

19.5 Laundry Equipment – Maintenance is responsible for repairs. Utilize a professional repairman if needed. The manager will contact a repairman if needed to keep laundry equipment in safe and working condition.

19.6 Blue Prints, Specification Documents and Site Plans – Managers are responsible for having a complete set of "as built" blue prints, specification documents and site plans at the site. Information found on these documents can be used as an easy reference when getting bids, show important features of your site, and the layout and boundaries of the site.

19.7 Signage - Signs are to be well-designed and constructed, easily-readable, neat, clean and in good repair. Check signs monthly for deterioration and needed repair. Do not use hand-printed signs. All signage to include written notices will be approved by the Main Office.

The use of appropriate signage to identify work zones and unsafe conditions will minimize safety hazards.

20. Site Visit Report – The Site Visit Report will be utilized by the HRDE Maintenance Advisor when visiting each property to determine the current status of the maintenance program. *See Appendix Pages 17-20.*

WORK SAFE/BE SAFE

APPENDIX

Move-In/Move-Out Inspection Form
Assisted housing complexes managed by Human Resource Development and Employment
Rev. 3/10



Site: _____ Move-In Inspection Date: _____ Move-Out Inspection Date: _____

Apartment # _____ Resident Name: _____ Unit Size: _____

Item	Move-In Condition	Move-Out Condition	Cost to Correct
<i>LIVING ROOM</i>			
Carpet			
Walls			
Ceiling			
Window/Screen			
Sheers			
Lighting			
Electrical outlets			

<i>KITCHEN</i>			
Range			
Refrigerator			
Sink/Faucets			
Floor			
Walls			
Ceiling			
Lighting			
Electrical outlets			
Cabinets			
Closet/Pantry			
Exhaust Hood			
Counter Top			

<i>BEDROOMS</i>			
Doors and locks			
Floor			
Walls			
Ceiling			
Window/Screen			
Sheers			
Closet/Closet Door			
Lighting			
Electrical outlets			



Pre-Move Out Inspection Form
Assisted Housing Complexes Managed by Human Resource Development and Employment



Site: _____ Notice Given: _____ Expected Date of MO: _____

Apartment # _____ Resident Name: _____ Unit Size: _____

Item	Circle One		Comments:
	Yes	No	
Carpet Cleaning			
Paint			

Carpet	Repair	Replace	
Range	Repair	Replace	
Refrigerator	Repair	Replace	
Sink/Faucets	Repair	Replace	
VCT/Vinyl	Repair	Replace	
PTAC	Repair	Replace	
Ceiling	Repair	Replace	
Exhaust Hood	Repair	Replace	
Counter Top	Repair	Replace	
Light Fixtures	Repair	Replace	
Smoke Detectors	Repair	Replace	
Kitchen Cabinets	Repair	Replace	
Medicine Cabinet	Repair	Replace	
Doors	Repair	Replace	
Shower/Tub	Repair	Replace	

Any item(s) that could possibly delay the turn of this unit: _____

 Maintenance Signature

 Date of Inspection

 Manager Signature

 Date of Inspection

Assisted Housing Projects Managed by HRDE—Fire Alarm/Range Hood/Sprinkler/Extinguisher Inspections

Contracted with:	Fire Alarm: Date/Cost	Extinguishers: Date/Cost		Range Hood:		Sprinkler:								
		Date/Cost	Date/Cost	Date/Cost	Date/Cost	Date/Cost	Date/Cost	Date/Cost	Date/Cost					
Site														

Annual:

- **Fire Alarms** are required to be inspected by a certified technician once annually. All Devices – refers to the full system, all common area smoke detectors, pull stations and the main panel.
- Every five years – Smoke Detectors are to be sensitivity checked.
- Please keep in mind that backup batteries for fire alarms usually last five (5) years. – It is a very good practice for a manager to use a permanent black marker and write the install date of the battery on the battery.

Annual:

- **Extinguishers** are required to be inspected by a certified technician once (1) annually.
- Extinguishers are to be checked monthly by our staff, the individual is to turn the extinguisher upside down, shake it, and double check the gauge on the front of the extinguisher to guarantee that the arrow is in the green area. If everything appears to be functioning properly, they are to print their initials and date on the back of the tag.
- **Additional Inspection:** Fire Extinguishers are to be serviced by a certified technician every six (6) years. This service includes an empty and refill process of the extinguisher.
- **Additional Inspection:** Fire Extinguishers are to be Hydro-tested by a certified technician every twelve (12) years.

Semi-Annual:

- **Commercial Range Hoods** are to be inspected by a certified technician twice (2) per year. This inspection includes the replacement of fusible links.
- **Additional Inspection:** Commercial Range Hoods are to be Hydro-tested by a certified technician every twelve (12) years.
- Please keep in mind that not all of our sites have a commercial range hood.

Quarterly:

- **Sprinklers** are to be inspected by a certified technician quarterly/four (4) times per year.
- **Additional Inspection:** Sprinklers are to be drained by a certified technician once (1) per year.
- **Additional Inspection:** Sprinkler gauges are to be changed by a certified technician every five (5) years. This process will include calibration of the gauges. It is a very good practice for a manager to use a permanent black marker and write the install date of the gauge on the gauge.
- **Additional Inspection:** Sprinklers are to be inspected by a certified technician every five (5) years by opening a flushing connection at the end of one main and by removing a sprinkler head toward the end of one branch line to inspect for the presence of any foreign material. If any foreign material is present, an obstruction investigation shall be conducted. An obstruction investigation shall be conducted by a certified technician for system or yard main piping wherever any of the following conditions exist:

- (1) Defective intake for fire pumps taking suction from open bodies of water
- (2) The discharge of obstructive material during routine water tests
- (3) Foreign materials in fire pumps, in dry pipe valves, or in check valves
- (4) Foreign material in water during drain tests or plugging of inspector's test connection(s)
- (5) Plugged sprinklers
- (6) Plugged piping in sprinkler systems dismantled during building alterations
- (7) Failure to flush yard piping or surrounding public mains following new installations or repairs
- (8) A record of broken public mains in the vicinity
- (9) Abnormally frequent false tripping of a dry pipe valve(s)
- (10) A system that is returned to service after an extended shutdown (greater than 1 year)
- (11) There is reason to believe that the sprinkler system contains sodium silicate or highly corrosive fluxes in copper systems
- (12) A system has been supplied with raw water via the fire department connection
- (13) Pinhole leaks
- (14) A 50 percent increase in the time it takes water to travel to the inspector's test connection from the time the valve trips during a full flow trip test of a dry pipe sprinkler system when compared to the original system acceptance test

Each site manager is required to maintain this form in a file onsite.



**Assisted Housing Complexes Managed by
Human Resource Development and Employment, Inc.
DAMAGE PRICE LIST
Effective: February 2015**

LIVING/DINING	Material Cost	Labor Hours
Carpet replacement in living room	Current Replacement Cost	2.25
Clean living room carpet	5.00	1.25
Deadbolt	30.00	.50
Entrance door	718.00	1.50
Entrance door lock w/handle	50.00	.50
Light fixture (hanging)	27.00	.50
Light shade	12.00	.25
Regular bulb (60 watt)	.75	N/A
Energy efficient bulb (13 watt)	2.50	N/A
Smoke detector (hardwired w/battery backup)	41.00	.50
Smoke detector battery (charge only when due to resident error)	2.50	
Thermostat	30.00	.50
Thermostat cover only	4.00	N/A

KITCHEN		
Appliance bulb	2.75	N/A
Cabinet door (each)	25.00	.50
Counter top	185.00	2
Exhaust vent screen	8.40	N/A
Floor tile (each)	2.50	.25
Fluorescent light bulb (4 ft.) each bulb T12	2.75	N/A
Fluorescent light bulb (4 ft.) each bulb T8	2.25	N/A
Kitchen general cleaning		2
Range (broiler pan)	18.50	N/A
Range (cleaning)		.75
Range hood	43.00	1.5
Range hood light lens	4.50	N/A
Range (knobs, each)	5.00	N/A
Range (large cooking element)	25.00	N/A
Range (large drip pan)	5.00	N/A
Range (shelf)	15.00	N/A
Range (small drip pan)	4.00	N/A
Range (small cooking element)	20.00	N/A
Refrigerator (cleaning)		1
Refrigerator (crisper drawer)	25.00	N/A
Refrigerator (glass shelf)	20.00	N/A
Refrigerator (exterior doors, each)	150.00	1
Refrigerator (freezer basket)	8.00	N/A
Refrigerator (handle parts)	6.50	.25
Refrigerator (ice cube tray)	1.00	N/A
Sink (basket strainer/stopper)	4.00	N/A

ENTRANCE		
Closet – light fixture	15.00	.50
Door – coat closet/pantry	95.00	.75

BEDROOM		
Carpet	Current Replacement Cost	1.75
Bedroom door	175.00	.75
Clean bedroom carpet (per bedroom)	5.00	1
Closet shelf	15.00	.50
Door handle	10.00	.50
Smoke detector (hardwired and battery backup)	41.00	
Smoke detector battery (charge only when due to resident error)	2.50	

BATHROOM		
Bathroom door	175.00	1
Bathtub stopper	8.00	N/A
Commode (cleaning)	2.50	.25
Commode (round seat)	11.00	.25
Commode (oblong seat)	18.00	.25
Commode (tank/lid)	40.00	N/A
Commode (ADA)	110.00	2.5
Door handle	10.00	.50
Floor tile (each)	2.50	.25
4 pin Fluorescent light bulb	7.00	N/A
Fluorescent light bulb (3 ft.) each bulb	4.00	N/A
3 ft. lens cover	17.00	N/A
Full bathroom cleaning	5.00	1.5
Heat lamp 250 watt bulb	7.00	N/A
Heat lamp replacement knobs	1.25	N/A
Medicine cabinet (complete)	40.00	1.5
Medicine cabinet (shelf)	4.00	N/A
Shower curtain rod	10.00	.25
Shower head	8.50	N/A
Shower head (hand held)	12.50	N/A
Sink (regular)	91.00	2
Sink (ADA)	196.00	2
Sink (stopper)	5.00	N/A
Soap dish	8.00	.25
Toilet tissue holder	9.50	.25
Toilet tissue holder (cylinder only)	2.00	N/A
Toothbrush holder	3.00	.25
Towel bar (18")	9.50	.25
Towel bar (24")	10.50	.25
Towel ring	8.25	.25
MISCELLANEOUS		
Ceiling tiles (regular, each)	4.00	
Ceiling tiles (fire retardant, each)	5.00	
Carpet cleaning (complete apartment)	10.00	2.25

Cove base (per foot)	1.50	
Door stop (on wall)	4.00	N/A
Door stop (on floor)	2.50	.25
Key – apartment	2.50	N/A
Key – front door	10.00	N/A
Key – mailbox	2.50	N/A
Large furniture/appliance disposal trash fee from service provider (each)	Current Cost	.25
Outlet/receptacle covers	1.00	N/A
Co-ax cable covers	4.00	N/A
Painting (1 bdrm. apt.)	275.00	
Painting (2 bdrm. apt.)	350.00	
Pictures – plastic wall insert and screw	.35	N/A
Pictures – metal hook and nail	.25	N/A
Sheer curtain per panel (regular)	9.00	N/A
Sheer curtain per panel (FLAME PROOF)	21.00	N/A
Straight curtain rod	2.50	N/A
Traverse rod	9.50	.25
Window glass – double pane	74.00	Labor included in Material Cost
Window screen	25.00	.25
Window re-screen	7.50	.50

All charges are subject to change.

Damages or alternations to the apartment are subject to additional charges against your security deposit.

Labor \$24.00 per hour.

HRDE – Annual Guidelines and Preventive Maintenance

Month	Tasks to be Accomplished	Date Completed	Initials
January	Check Exhaust Motors		
	Exterminator w/Common Area Temperature Readings		
	Update Annual Inventory located on Webpage		
February	Exterminator w/Smoke Detector Checks		
	Check Exhaust Motors		
	Check Dryer Vent Connections and Clean Vent (Inside/Outside)		
	Trim Trees and Shrubs		
	Annual Performance Appraisals due on the last working day of month		
March	Exterminator w/Emergency Pull Cord Check		
	Clean Roof Drains/Check Exhaust Motors		
	Quarterly R&R Request for next quarter is due by the 10th		
	Quarterly Contractor Logs are due on the last working day of month		
	Annual telephone contact with appropriate agencies listed on the AFHMP		
	Quarterly AFHMP Info (Race/Ethnicity) due last working day of month		
April	Fire Drill		
	Inspect Water Heaters and Prime Water Heater Traps		
	Update Mulch		
	Exterminator w/Common Area Temperature Readings		
	Quarterly R&R Request due by the 10 th		
	Check Exhaust Motors		
	Change and/or clean filters in HVAC equipment for common areas		
May	Exterminator w/Smoke Detector Checks		
	Inspect Building Exterior		
	Clean PTAC Coils and Filters		
	Check Exhaust Motors and Inspect Roof		
June	Exterminator w/Smoke Detector Checks		
	Check and Repair Window Screens		
	Quarterly R&R Request for next quarter is due by the 10th		
	Check Exhaust Motors		
	HUD – End of Fiscal Year – no purchases after the 15 th		
	Quarterly Contractor Logs are due on last working day of month		
	Mail annual contact letters to appropriate agencies listed on the AFHMP		
	Quarterly AFHMP Info (Race and Ethnicity) due last working day of month		
Update Site Emergency Contact Sheet on the bulletin board in the office			
July	Check Exhaust Motors		
	Exterminator w/Common Area Temperature Readings		
	Power Wash Exterior Concrete and/or Fencing		
	Touch-Up Exterior Curb Painting/Striping of Parking Lot		
August	Exterminator w/Smoke Detector Checks		
	Clean Refrigerator Coils		
	Check Exhaust Motors		
September	Exterminator w/Emergency Pull Cord Check		
	Check Exhaust Motors and Inspect Roof		
	Check Dryer Vent Connections and Clean Vent		
	Annual Person to Person contacts with appropriate agencies as listed on AFHMP		
	Quarterly R&R Request for next quarter is due by the 10th		
	Quarterly Contractor Logs are due on last working day of month		
Quarterly AFHMP Info (Race and Ethnicity) due on last working day of month			

October	PTAC's - Clean Air Filters		
	Check Exhaust Motors		
	Prime Water Heater Traps		
	Fire Drill		
	Exterminator w/Common Area Temperature Readings		
	Change and/or clean filters in HVAC equipment for common areas		
November	Clean Out Roof Drains/Check Exhaust Motors		
	Exterminator w/Smoke Detector Checks		
December	Exterminator w/Smoke Detector Checks		
	Check Exhaust Motors		
	LIHTCP – End of Fiscal Year – no purchases after the 15 th		
	Quarterly R&R Request for next quarter is due by the 10th		
	Quarterly Contractor Logs are due on last working day of month		
	Quarterly AFHMP Info (Race and Ethnicity) due on last working day of month		
	Scan/E-mail Labor Statistics (OSHA Form 300) to HR Manager at MO		
	Update Site Emergency Contact Sheet on the bulletin board in the office		
	Sign and maintain this guideline in a permanent file onsite.		

 Manager Signature

 Date

MEMORANDUM

TO: Housing Managers
FROM: Donald R. Savage 
DATE: August 23, 2013
RE: Manager Requirements

The following Manager Requirements are to be implemented immediately:

- **EACH SITE MANAGER** is required to go with the exterminator to each apartment every month. Please adjust your schedule accordingly.
- **EACH SITE MANAGER** is required to inspect ALL furniture brought onto the site. This means that you must have a resident meeting and explain that you are required to inspect ALL furniture brought onto the site. This would be an excellent time to educate your residents about bed bugs by utilizing the attached, two-page Client Preparation Checklist for Control of Bed Bugs in Residences provided by Dodson Pest Control.
- **EACH SITE MANAGER** is required to submit a report of efforts, every Friday via e-mail, on the attached Bed Bug Activity Log as long as there is an apartment that has not been cleared of bed bugs. This means that you will be monitoring the daily progress, or lack thereof, in each apartment.
- **EACH SITE MANAGER** is required to complete and sign all Move In, Move Out and Annual Inspections.

If you have any questions, please contact me.

DRS/sm
aft 4009, afl-cio

Attachments

xc: Claudette Karr



Client Preparation Check List for Control of Bed Bugs in Residences

Pre-treatment preparation instructions handed to _____ Date: _____ Initial here _____

How to Get Ready for Your Bed Bug Service Visit

Bed bugs are tough to control. They hide in many places...in beds, closets, furniture, behind pictures, in very tiny cracks in the wall, places you sit and sleep...so treatments must be thorough. Our service technicians must have your full cooperation in order to control bed bugs successfully. **This is the minimum required preparation. If Bed Bugs are found in rooms other than the bedrooms, these other rooms will need a similar preparation.**

- Medical condition: If you are sick or allergic to pesticides or pregnant or have other conditions, please inform your technician **immediately**.
- All people and pets **must leave residence** upon the arrival of the service crew. Reentry to the serviced residence can happen only after the agreed upon re-entry time.
- All **sensitive items** (such as plants, fish, and children's playthings...) must be covered prior to service team arrival.
- Remove all items on the floor of closets, from along the walls, from under beds, and items in dressers and nightstands. Items that can be dryer heat treated (includes most dry-clean only items) or laundered must be sealed in plastic bags until so treated, and then placed in clean sealed plastic bags and stored in the center of a non-infested room; see laundry instruction sheet.
- Remove all top sheets, mattress pads, pillowcases, blankets and other items from the beds, and all plush toys/animals. Items that can be dryer heat treated or laundered must be sealed in plastic bags until so treated, and then placed in clean sealed plastic bags and stored in the center of a non-infested room; see laundry instruction sheet.
- Remove all curtains/drapes, seal in plastic bags, and dryer heat treated (includes most dry-clean only items), or if laundered, sealed in plastic bags until so treated, and then place treated items in clean sealed plastic bags and stored in the center of a non-infested room; see laundry instruction sheet for specific directions.
- Discard infested mattresses and box springs. If disposing of mattresses and box springs put plastic covers on them first, then carry them out of the building for disposal.
- We **highly recommend** that all beds have bed bug proof covers that completely enclose (encase) the mattress and box springs to hinder further infestation on/in them.
- Move all furniture and other items at least 2 feet away from bedroom wall.
- Failure to comply** at any point with these instructions **may void the terms of the service agreement.**

Precautions After the Treatment

- Do not enter premise before the agreed upon re-entry time.
- Allow treated surfaces or damp areas to dry before re-entering the room. Avoid contact until dry.
- Ventilate the treated rooms by opening windows or setting up a fan/air conditioner to speed drying.
- Avoid bringing second-hand furniture or items from an unknown source into your home.



LAUNDRY & DRY CLEANING INSTRUCTION SHEET

LAUNDRY PROCEDURES

1. BEST. If the clothes/items are NOT soiled.
 - a. Run the clothes/materials through the dryer first as half loads only at 125°F for 20 minutes, this will kill all life stages of bed bugs.

This is best because a normal hot wash cycle will kill many adult and nymphs, but not most eggs.
 - b. In most dryers, a medium setting will accomplish this. Then, the clothes/items can be washed in the usual manner to remove the dead bed bugs.
 - c. Fold and place clothes/items in clean clear plastic bags and seal the bags.
2. SECOND CHOICE. If the clothes or items are soiled with materials that heat will set so that future washing will not then remove the soiling.
 - a. The materials should be washed first.
 - b. Next, the wet clothes/items need to be completely dried first (half loads only).
 - c. Then, immediately run the just dried clothes/items through a hot dryer cycle (half loads only), as hot as the clothes can withstand, but a minimum of 125°F for 20 minutes, which will kill all stages.
 - d. Finally, fold and place cleaned clothes/items in clean clear plastic bags and seal the bags.

HEAT OR COLD TREATMENT OF UNWASHABLE ARTICLES OR ITEMS

1. Heat. Run items as half loads through a clothes dryer set as hot as the fabrics can withstand, but a minimum of 125°F for 20 minutes, which will kill all stages.

This works well for most stuffed toys, backpacks, athletic shoes, etc.
2. Cold. If freezing is appropriate or desirable, hold the items at 32°F for 2-3 weeks in a non-defrosting kind of freezer to kill all stages.

Be sure to remove as much air from the plastic bag as possible to reduce condensation and possible damage.

This is a possible alternative method of treating infested electronics; first check with the manufacturer.

DRY CLEANING

Most Dry-Cleaners will probably refuse to take in materials that are infested with live bed bugs, not wanting to become bed bug infested themselves. However, according to the National Dry-Cleaners Association, the vast majority of dry-clean only garments can be put through a dryer at the low to medium setting with no damage to the garments. So, heat treat (half load only at 125°F for 20 minutes) using the dryer first to kill the bed bugs, and then take the items to the dry-cleaners.

If heat treating is questionable, first check with the Dry-Cleaners Association or your local dry cleaner.

3. Do a walk-through of all common areas, maintenance rooms, mechanical rooms, mechanical rooms and exterior of building. Refer to page 3 for detailed descriptions.

- Review Elevator Log Sheet in Elevator Mechanical Room
- EUA/MUA/MUM/SPUP-Review Emergency Generator Test Log (weekly)
- EUA/MUA/MUM/SPUP-Check Underground Fuel Tank
- GUA/SPUP-Review Fire Pump Test Log
- GUA/SPUP-Fuel Tank

4. Report all findings to VP/Housing Coordinator/Compliance Staff/Site Manager.

Pass	Fail	Comments:

Site: _____ Date: _____

<u>Exterior:</u>	<u>No Issues</u>	<u>Issue Noted:</u>
Parking Lot	_____	_____
Entry	_____	_____
Dumpster Area	_____	_____
Storage Building Area	_____	_____
Sidewalks	_____	_____
<u>1st Floor:</u>	<u>No Issues</u>	<u>Issue Noted:</u>
Entry Area	_____	_____
Mailbox Area	_____	_____
Elevator Area	_____	_____
Office Area	_____	_____
Hallway	_____	_____
Multi-Purpose Room	_____	_____
Restrooms	_____	_____
Laundry Room	_____	_____
Maintenance Area	_____	_____
Mechanical Area	_____	_____
Elevator Mechanical Area	_____	_____
Trash Compactor Room	_____	_____

<u> </u> Floor	<u>No Issues</u>	<u>Issue Noted:</u>
Elevator Area	_____	_____
Hallway	_____	_____
Trash Room	_____	_____
Electrical Room	_____	_____
Activity Room	_____	_____
Fire Stairs	_____	_____

<u> </u> Floor	<u>No Issues</u>	<u>Issue Noted:</u>
Elevator Area	_____	_____
Hallway	_____	_____
Trash Room	_____	_____
Electrical Room	_____	_____
Activity Room	_____	_____
Fire Stairs	_____	_____