

MAINTENANCE PLAN
HOUSING AUTHORITY OF THE CITY OF
MALDEN

GENERAL INFORMATION

The Housing Authority was formed in 1964 for the purpose of providing low-income public housing, and owns and operates ninety-eight units. The mission of the Housing Authority's Board of Commissioners and staff is to provide decent, safe, and sanitary housing to low-income individuals and families.

STAFFING PLAN

The Executive Director is responsible for the day-to-day operation of the Housing Authority. The Executive Director implements policies and procedures instituted by the Board of Commissioners. All staff answers to the Executive Director or his/her designee. The Maintenance Staff are assigned to both Developments (MO028001 & MO028005), to complete all work necessary. The Maintenance Staff will attend any training provided by HUD, NAHRO, or any other organization deemed appropriate by the Executive Director.

The maintenance staff consists of two full time persons.

GOALS AND OBJECTIVES

The goals and objectives of the Housing Authority maintenance department are to maintain each and every development in a condition equal to or greater than UPCS requirements, to meet and exceed all maintenance related PHAS indicators, and to properly utilize the existing staff with a reasonable amount of overtime, within budget and on schedule.

A. ROUTINE AND SEASONAL WORK

The maintenance personnel are responsible for all routine and seasonal requirements in all developments. The Executive Director may procure outside services on an as-needed basis, such as for lawn care, etc.

1. Origination

The issuance of a regular work order may be based upon information received from residents, staff, commissioners, or the general public. When information received in the office indicates a work order needs to be issued, it is the office staff's responsibility to ensure the expeditious issuance of the work order. A work order log is required to be maintained by the office staff which reports the time and date each work order is received and completed, the status of all work requests and includes emergency and non-emergency classification.

2. Closing

At completion of all work items on a work order, the maintenance personnel will completely fill out and sign the work order form. All completed work orders will be returned to the office each day. Before leaving the apartment where the work is being done, the maintenance personnel should have the tenant sign the work order. If the tenant is not home, the maintenance personnel will indicate this on the work order.

At receipt of completed work order forms, it is the responsibility of the office to ensure the expeditious updating of the work order records, including the posting of any associated resident charges. The updating and closing of work order records should normally be accomplished within 24 hours of receipt of completed work orders in the office.

B. ANNUAL INSPECTIONS

Living units and major systems inspections are required annually to meet PHAS requirements. The Housing Authority plans to perform its annual living unit inspections with a qualified UPCS Inspector. Major systems inspections and preventative maintenance inspections are included in the schedule for maintenance, and will be performed by the maintenance staff accordingly, unless unusual circumstances occur preventing the maintenance staff from staying on schedule. If this occurs, the maintenance staff will

perform the inspections as soon as possible. Executive Director will monitor the schedule on a monthly basis.

1. Frequency

All dwelling units of the Housing Authority will be inspected at least annually. A move-out inspection will be conducted in all vacant apartments within 2 working days after becoming vacant. A move-in inspection will be conducted with the resident at the time of move-in for any apartment being newly occupied.

2. Standard

All inspections will utilize the UPCS (Uniform Physical Condition Standard). All conditions noted during any inspection which do not meet UPCS will be documented in writing. An HUD Inspection Form will be filled out for each inspection performed.

3. Correction of Deficiencies

a. Unit Deficiencies Which are UPCS Violations

1) Documentation on Inspection Form.

2) Issuance of, or inclusion on, a Work Order specifying the action needed for correction of the UPCS violation must be unit-specific, that is, it must deal with only one unit.

3) Date of Final Approval must be entered at the appropriate place on Inspection Form when UPCS violation has been corrected.

b. Unit Deficiencies Which are Not UPCS Violations

For all unit deficiencies identified during an inspection which will require repair work, but are not UPCS violations, issuance of, or inclusion on, a Work Order specifying the action needed for correction of the deficiency will be required.

c. Goals

It is the goal of the Board of Commissioners that identified unit deficiencies be corrected as follows:

1) UPCS violations which constitute emergency items, as defined by HUD, should be alleviated or corrected within 24 hours.

2) All identified unit deficiencies which do not constitute UPCS violations should be corrected within an average of 25 days.

C. MAKING VACANT APARTMENTS READY FOR OCCUPANCY

The Housing Authority has assigned the staff to return vacant apartments to occupancy in less than 20 days. In addition, in the case of a glut of vacancies or extensive damage to an apartment, outside contractors may be utilized to expedite the return of vacant units for occupancy.

The procedures for preparing apartments for occupancy are:

1. Upon vacancy, apartments will be inspected by the Executive Director or Maintenance Staff with the Resident, if available, to complete the move out inspection form, noting any deficiencies from time of occupancy. This form will be signed by the Resident and the HA staff performing the inspection, thus documenting any charges for damages or any discrepancies other than normal wear and tear.

2. The move out inspection will also provide documentation of make ready items needed for the unit turn around.

3. A work order will be issued to the Maintenance Staff on the date they begin preparing the unit for make ready with repairs needed as documented on the move out inspection form.

4. The work order will document actual repairs, actual time for needed repairs and all materials used for the unit being reconditioned, thus documenting total cost for unit turn around.

5. Upon completion of all items listed on the work order, the Maintenance Staff will complete the Work Order form and attach all packing lists for materials purchased used to recondition the unit.

6. The Maintenance Staff or Executive Director will then inspect the apartment to ensure all maintenance items have been accomplished. If deficiencies are found, the Maintenance Staff will take the necessary steps to have the deficiencies corrected.

7. The Maintenance Staff will then notify the Executive Director or Office Staff that maintenance repairs have been completed in the apartment.

D. PREVENTIVE MAINTENANCE

The HA has developed a PM schedule for all developments that will enable the Maintenance Staff to perform the required PM activities on a monthly basis or seasonal basis, as required, in conjunction with the normal routine work orders and emergencies without disruption or creating a demand for overtime to accomplish the task.

E. EMERGENCY SITUATIONS

Emergencies arise when resident and/or HA staffs are faced with an exigent health/ fire/safety situation or there is a condition which might result in serious structural or system damage if not corrected within a 24 hour period.

Emergencies will fall into one of two categories; 1) those happening during the regular workday or 2) those that occur after hours or on weekends. The HA has procedures for each category. Those happening during the regular workday will be handled by maintenance staff above all other work orders. Those happening after hours or on weekends will be handled by the maintenance staff if available, or by a local contractor to be chosen at the Executive Director’s discretion.

EXAMPLES OF TYPES OF CORRECTIVE MAINTENANCE ACTIONS AND RESPONSE TIME

TYPE	PRIORITY	RESPONSE TIME
EMERGENCY	1	1-3 hours
Stop sewage overflow in unit		
Repair gas leak		
Secure unit damaged by fire		
URGENT	2	4-24 hours
Repair electrical short		
Replace inoperable water heater		
ROUTINE	3	1-5 days
Repair inoperative light switch		
Replace cracked toilet seat		
Turnover vacant unit		
DEFERRED OR CYCLE	4	6 months
Replace rotted gutters/downspouts		
Paint apartment interiors		
EXTRAORDINARY	5	1 year
Replace roof		
Resurface parking lot		
Rehabilitate fire-damaged building		

F. EXTRAORDINARY REPAIRS

In the event that extraordinary repairs are needed, the Housing Authority proposes to correct or abate the situation. The Housing Authority considers these to be work required as a result of non-routine repairs such as results from lightning, wind, rain or hail.

G. MATERIALS, SUPPLIES, AND EQUIPMENT

The Housing Authority will purchase materials, supplies and equipment not in stock on an as needed basis.

H. BUDGET

The HA budget has been developed based upon established goals, schedules, staff requirements, and known income sources. The HA believes it has developed a very fiscally responsible budget.

I. SERVICE CONTRACTS

The Housing Authority will contract with outside firms when their services are required. These firms will be contacted when work needed exceeds the capabilities of the Maintenance Staff, when the HA has insufficient resources to complete or when the tasks requires licenses or certification the Maintenance Staff does not have.

J. ERADICATION

The Housing Authority has professional exterminator to spray for roach/insect infestation on a quarterly basis. All Residents will be notified of the specific date and request to be prepared for the service. The Exterminator will provide to the Housing Authority a written report containing information on each unit. The information will include allowed service, infestation and housing conditions as determined by the Exterminator. If the Maintenance Staff or Residents have reported roach sightings prior to these quarterly sprayings, a call back will be reported to the Exterminator. Charges to the Resident could result if it is determined that no service had previously been allowed or if no preparation was attempted. All newly reconditioned units will be sprayed on an as needed basis after the Maintenance Staff have completed the make ready repairs.

K. INCLEMENT WEATHER

Preventive measures will be taken by the Housing Authority prior and during inclement weather months. All Housing Authority staff will monitor weather conditions and will initiate emergency work orders, documenting the process of removal. The Housing Authority lease provisions and regulations that obligate the Resident of exercise care to avoid injury in the event of dangerous conditions on the premises caused by an accumulation of snow, ice or other hazardous conditions. The Residents will be reminded and encouraged to act responsibly and to take extra precautions to avoid injury during adverse conditions by posting a sign in the office and in the monthly newsletter provided by the HA.