

BOONVILLE HOUSING AUTHORITY MAINTENANCE MANAGEMENT POLICY INCLUDING PREVENTION AND ERADICATION OF PEST INFESTATION

The objective of the maintenance department is divided into (5) five functions:

1. Routine Maintenance (Work Orders)
2. Emergency Maintenance
3. Preventive Maintenance
4. Apartment Turnaround
5. Prevention / Eradication of pest infestation

1. ROUTINE MAINTENANCE (Work Orders):

- a. Provide an average response time for routine work orders of 5 working days or less.
- b. Establish “quick diagnosis of problems”.
- c. Complete tasks with one (1) trip to complete the task (3 out of 5 tasks should not require a second trip).
- d. Establish a productive time standard for completion of specific tasks.
- e. Maintain tools and equipment properly and have them readily available for routine tasks.
- f. Maintain the percentage of work orders completed to work orders requested during the month at 100%.
- g. Maintain office and Authority grounds in a proper and clean manner.

2. EMERGENCY MAINTENANCE

- a. Respond to all emergencies as soon as possible.
- b. Maintenance staff is “on call” to handle emergencies 24 hours a day.

3. PREVENTIVE MAINTENANCE

- a.. Follow written preventive maintenance plan to inspect and service all equipment and systems.
- b. Inspect 100% of units annually for mechanical, plumbing, heating, electrical, structural and roofing maintenance needs.
- c. Correct all work orders generated during annual inspections within a reasonable time frame.
- d. Follow timetable for interior painting.

4. APARTMENT TURNAROUND

- a. Provide an average turnaround time of five (5) days for vacant units.
- b. Follow checklist to insure that every aspect of unit maintenance has been completed.

5. PEST PREVENTION AND ERADICATION (including cockroach infestation)

- a. Apply pest management materials in order to provide control of rats, mice and roaches.
- b. Inspect and treat all dwelling units at least once each sixty days.

