

EXHIBIT A

SANTA FE COUNTY HOUSING AUTHORITY

**PUBLIC HOUSING MANAGEMENT
AND
MAINTENANCE POLICY**

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MAINTENANCE PLAN 2019

A. General Performance Standards

1. Respond to Resident generated service requests within five (5) days maximum;
2. Respond to emergency service requests on the same day as received or within a maximum of 24 hours;
3. Adhere to a documented Preventive Maintenance Program;
4. Inspect all units for Preventive Maintenance annually;
5. Complete all scheduled Preventive Maintenance inspection in a timely fashion;
6. Adopt and adhere to a cyclical painting program;
7. Prepare vacant units for occupancy within seven (7) working days maximum;
8. Provide Maintenance Staff with access to all necessary tools, equipment, supplies, and materials; and

B. Maintenance Priorities

Maintenance work shall be performed according to the following priority of work order categories:

1. **Emergency Maintenance.** These are items that if not repaired promptly give rise to safety concerns or the possibility of serious property damage and include:
 - a. Broken gas line or leak;
 - b. Loss of power;
 - c. Broken Water lines;
 - d. Exposed electrical lines;
 - e. No heat (when temperature is less than 40 degrees Fahrenheit);
 - f. Backed up sewer line; and
 - g. Other conditions that might cause harm to the Resident or others, or damage to property.

Emergency work will be accomplished within a 24 hour time frame. For detailed protocols on responding to safety concerns relating to a maintenance emergency see Admission Continued Occupancy Plan, Chapter 12.

2. **Resident Service Maintenance.** Items in this category are all work initiated as a result of Resident requests and include:

- a. Electrical repairs;
- b. Plumbing repairs;
- c. Broken window panes; and
- d. Floor tile repair.

Resident service Maintenance is to be performed as soon as possible.

3. **Routine Maintenance.** This type of maintenance includes ongoing regularly scheduled maintenance activities intended to maintain the decent, safe and sanitary nature of the housing and to maintain curb appeal of the property. Routine Maintenance specifically includes:

- a. Extermination and Pest Control
Applying the seven (7) principles for "Healthy Homes" sponsored by National Center for Healthy Housing:
 - Keep it Clean
 - Keep it Dry
 - Keep it Ventilated
 - Keep it Safe
 - Keep it Pest Free – using Integrated Pest Management (IPM) methods
 - Avoid Contamination
 - Maintain the Home
- b. Janitorial and Grounds Cleaning
- c. Trash Collection
- d. Lawn care/Landscaping

4. **Vacant Units Turnover.** This type of maintenance includes all work necessary to prepare a vacant unit for occupancy by a new Resident.

Units needing minor rehabilitation shall be made ready within five (5) calendar days

5. **Planned/Preventive Maintenance.** This type of maintenance includes activities based on regular, scheduled, and methodical inspection of dwelling units, buildings, equipment, and major systems. These

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inspections are designed to maintain Housing Authority property in good repair and to appreciably extend its useful life by ensuring repairs are made to deterioration and actual breakdown, thereby minimizing both damage and repair costs.

C. Work Order System

1. Policies

- a. Maintenance Staff will make no repairs without an authorizing work order form.
- b. Repairs are to be performed within the time frames established in the General Performance Standards (See Section A)

2. Procedures

- a. A completed work order will include:
 - 1) Date and time issued to person or entity to do the work;
 - 2) Unit number;
 - 3) Detailed description of work to be done;
 - 4) Date and time the work is satisfactorily completed;
 - 5) The parts used to complete the repairs and the cost of the parts;
 - 6) Whether the damage was caused by the Resident and the charges to the Resident for Resident-caused damage; and
 - 7) Signature of intake person.

3. Obtain signature of Resident on completed Work Orders if tenant is home.

- a. Be sure to leave a door tag stating what work done when the resident is not at home and secure the unit.
- b. Work orders will be issued by Management or the Work Order clerk and entered into a log which indicates at all times the status of all work orders as to type (emergency, non-emergency) when issued, and when completed.
- c. A non-emergency routine work order is any work order that covers a situation that is not an immediate threat to life, health, safety, or property, or that is unrelated to fire safety.
- d. Emergency work orders are for situations that pose an immediate threat to health or safety, and take highest priority. (See Section B1)
- e. The majority of work requests initiated by the Housing Authority

Staff will be those attributable to preventive, or planned Maintenance, or unit inspections. These work orders are handled as routine work orders.

- f. Maintenance Staff will routinely pick up work orders at the start of the day and in the afternoon for emergency work orders.
- g. Any time that Maintenance Staff is at or near the office, they will check for additional work orders or call to see if there were any emergency call ins.
- h. Insofar as possible, Maintenance Staff will be issued parts and supplies needed to complete assigned work orders at the time they are assigned the work order.
- i. The following procedures apply when entering a unit.
 - 1) Staff will first knock on the door, state the purpose of the visit and politely ask for admittance.
 - 2) If no one is home, Staff is to let themselves in, perform the work and/or inspection, and leave a note and secure the unit before leaving.
 - 3) Staff is then to fill out the Work Order/Inspection form and note whether each element requiring attention:
 - a) Was in good repair
 - b) Was clean.
 - 4) Staff makes a note of completed work order or that additional work is needed and whether items that will require additional work will require additional work orders.
- j. Maintenance Staff will make note, while in a unit or on site, of excessive poor housekeeping habits, or children left unattended, excessive damages or repeated damages, and infestation. These will be noted on the work order and Management notified immediately.
 - a. A work order deferred for modernization is any work order that is combined with similar work items and completed during unit make ready time within the current PHAS assessment year.
 - b. Work orders will be filed in numerical order in a Maintenance file and a copy will be filed in the resident file.
 - c. Notice of charges are mailed to the resident being charged.

- d. Ten percent (10%) of all completed work orders shall be checked by the Maintenance Supervisor, or Inspector or on site manager for quality of work. Use specified log for documentation.

D. Assessing Resident Maintenance Charges

1. Where approved by Authority management, residents will be assessed a charge for repairs made to their dwelling units for damage caused by the resident, members of the household, guests, or by neglect. In addition, Residents may be assessed a charge for repairs of damage in excess of normal wear and tear of the dwelling unit.
2. Charges will be made according to the Schedule of Other Charges posted on the Authority bulletin board.
3. If a Resident calls an unauthorized person to work on their unit or appliances, etc., and it is not an emergency that Maintenance Staff is unable to address, the Resident will be responsible for all costs of that repair and the Housing Authority will NOT be liable for the cost for any damages caused by the unauthorized repairs.

E. Emergency Maintenance Procedures

1. The Maintenance Supervisor/Lead Maintenance will be contacted immediately.
2. Maintenance Supervisor/Lead Maintenance will immediately go to location and verify existence of an emergency situation.
3. Maintenance Supervisor/Lead Maintenance will determine whether the work can be done in house or requires contract services.
4. If the matter cannot be resolved quickly, emergency status can be abated by transferring the resident away from the emergency situation.
5. Emergency work orders will be turned in immediately upon completion.
6. If situation is determined not to be an emergency, the resident will be informed that request will be considered and addressed in the same manner as any other routine resident request.

F. Routine Maintenance Procedures (Ongoing)

1. **Extermination**

- a. The Housing Authority extermination will be provided by the secured contracted services through a licensed pest control company to maintain an efficient and effective pest control program.
- b. The Maintenance Staff will program and schedule extermination (including extermination of cockroaches) requirements for each development.
- c. The Housing Authority Staff will be furnished approved schedules by the elected contractor thirty (30) days prior to the first extermination date.
- d. Management is responsible for notifying the Residents and assuring that units are properly prepared.
- e. All developments will be completely treated for pests within a one (1) year cycle.
- f. Properties will be baited for rodent extermination as needed and/or requested by management.
- g. Management will take steps to inform Residents of the pesticide or method that was used to exterminate rodents and other pests.
- h. Unscheduled Pest extermination will be made upon request.

2. Janitorial and Grounds Cleaning

- a. Sweeping and mopping of Public Areas

All public corridors will be broom swept and mopped daily. Whenever possible, this operation will be performed in the mornings when resident traffic is the lightest.

- b. Cleaning Grounds and Landscaped Areas

Cleaning of walks, roads, playgrounds, parking areas, and on paved/hard surfaces where cars, benches, and play equipment is prevalent, best results are attained by manual sweeping. These areas will be power washed on an as needed basis.

3. Landscape

- a. Check property for ant problems and treated with

granules as needed.

- b. Inspect and water flowering landscaping as needed

G. Vacant Unit Turnaround Procedure

1. It is the policy of the Housing Authority to prepare vacant units for re-occupancy within a maximum of five (5) working days.
2. As soon as a vacant unit is reported to Maintenance, plans will be made to inspect, repair, paint, and clean as needed.
3. If the resident is available, the resident will certify the condition of the unit on the Unit Inspection form.
4. In cases where the resident vacates without notice, the Maintenance Staff shall perform the move-out inspection within (2) two weeks of learning of the vacancy.
 - a. Staff will note all items which must be repaired and/or cleaned, and determine any damages to be charged to the resident's account.
 - b. Following inspection, the Maintenance Staff shall determine which work orders must be prepared.
5. **Make-Ready Steps**
 - a. Secure the unit and change the cylinders on the unit doors and mailbox locks. The keys to the old cylinders should be tried in both the old unit and mailbox locks to ensure their proper operation. If satisfactory, the old cylinders and keys should be retained for re-use somewhere else at a later date.
 - b. Remove range and refrigerator, if applicable. Clean/repair range and refrigerator thoroughly.
 - c. Exterminate pests.
 - d. Remove all picture hooks, nails, curtain hooks and rods, shower curtain rings, etc.
 - e. Plaster and caulk as required, especially nail holes.
 - f. Replace or repair torn shades or blinds for proper operation. (If

the shade roller has lost spring tension, shades should be pulled down, removed from brackets, rewound manually, and reinstalled.)

- i. Clean all light fixtures, windows, and shades/blinds.
 - j. Replace cracked, broken, missing, or loose ceramic tile.
 - k. Repair Floor. Repair or replace missing asphalt tile. Mop the floor free of dirt, wax, scuff marks, etc. Excessive build-up of wax deposits should be removed. Do not patch floor tile with different pattern or color in open view.
 - l. Replace wash basins that have chipped surfaces and cannot be repaired.
 - m. Clean plumbing fixtures and cabinets thoroughly; stain wood if necessary.
 - n. Paint unit completely at each turn of vacancy.
 - o. Return the clean/repared range and refrigerator to the unit when leased, if applicable.
 - p. Deliver a completed inspection form and resident charges to the Housing Authority office Staff as soon as unit is ready to be released.
6. Circumstances will occur that will cause the Staff to exceed the 5 working day standard for unit preparation. These are individual exceptions and will not affect overall Housing Authority performance of this function. These circumstances shall include the following categories:
- a. Fire damaged units;
 - b. Developments where there are more than five (5) vacated units in one week;
 - c. Contract work is necessary; and
 - d. Major rehabilitation of vacant units (such as modernization).
7. If any one of the following work items is required in the vacant unit, it shall be classified as a major rehabilitation:
- a. Replace roof;
 - b. Replace/repair entire plumbing system;
 - c. Replace wall studs;
 - d. Electrical re-wiring;
 - e. Replace bathtub;

- f. Replace floor joists in any one room; or
- g. Replace carpet or floor tile if it poses a tripping hazard

- 8. The Housing Inspector shall perform the final inspection.
- 9. Following this inspection, Management Staff shall accept the unit as complete if all work is completed to their satisfaction. If the unit is not accepted, the Maintenance Staff must see that the desired work is completed and schedule another final inspection. Acceptance of the unit is at the discretion of Management and it is expected that this discretion shall be exercised reasonably.

H. Planned and Preventive Maintenance Procedures

- 1. Replace air conditioning filters on a regularly rotated schedule, with each apartment to be done every thirty (30) days.
- 2. Schedule and perform cleaning of coils, checking of wire connections, etc. to air conditioning units each year prior to May.
- 3. Check for excessive water consumption items, such as leaky faucets in kitchen and bathroom, running commodes, and leaks at washer connections where applicable

1. Annual Unit Inspections

- i. Each occupied unit will be inspected annually by Inspection Department. All departments will provide a list of units that will be inspected in the upcoming weeks to the Asset & Operations Manager. The inspection department will notify the resident of the inspection by sending a letter at least forty- eight (48) hours prior to the inspection.
- ii. The Inspector who is conducting the inspection will use the Authority's Inspection Form.
- iii. When major work items are found, they should be listed on the Inspection Form in sufficient detail to enable the preparation of a work order.
- iv. Unusual conditions should also be reported to the Housing Authority Staff in writing on the Inspection Form.
- v. The following items will be checked during the inspection:

- 1) Faucets - faucets will be inspected for their general condition (peeling, faded chrome, drips, etc.) Faucet handles should be adjusted for proper closure. If proper closure cannot be obtained, the washers on both the hot and cold water spindles will be replaced. When washers are changed, the faucet seat will also be replaced. On faucets equipped with non-renewable seats, defective seats will be ground to a smooth surface.
- 2) Ranges - ranges will be inspected for oven door closure, knobs, flame adjustments, gas cock adjustments, oven spring tension, and top and oven burner condition. Defects will be corrected immediately. If the range is found to be in poor condition, defects will be corrected immediately. If the range is found to be in poor or dirty condition because of resident neglect or lack of care, the problem will be reported on the Inspection Form and reported to the Maintenance Staff.
- 3) Hardware - entrance door hinges will be lubricated if necessary and checked for spring tension closure. Unit door locks, knobs, strike plates, and stops will be checked for fastening, alignment, and workability. Defects will be corrected immediately. Door cylinders will be checked for proper key way and pinning to the unit master key. Cabinet hinges, friction catches, and pull handles will be inspected for proper closure, fastening, and alignment. Defects will be corrected immediately.
- 4) Tile Floors/Carpet - General condition of the floor will be noted on the form. When indentions, cracks, and bumps are found in the tile, the notation must include the color, size, and quantity of materials, and the room where tile replacement is necessary. Carpet will be inspected for cleanliness, wear and tear, and damages as noted on the inspection form.
- 5) Ceramic Tile - the general condition of floor tile will be noted on the form. When cracked, broken, or missing tile is found, the notation must include the color, quantity, and size of material needed for the repair.
- 6) Electrical - switches will be operated to check their workability. Defective switches and outlets and missing or badly cracked cover plates will be replaced. Loose fixtures will be tightened. Fuse cut-out boxes will be inspected for conformity to fuse stats and adapters. Any deviation from

these fuse stats will be corrected immediately. If there are indications of tampering with fuse boxes, a notation will be made on the form and a report made to the Maintenance Staff. Light fixture will be checked for cleanliness and damage and working bulbs.

- 7) Plumbing Fixtures - plumbing fixtures will be inspected for fastenings, workability, operation, water tightness and flow to and from the fixtures. Leaks to and from fixtures, including tubing, valves, bonnets, packing and piping, will be repaired immediately. Combination sinks, drain boards, bathtubs, and sink will be inspected for damage, wear, or chipped areas. The extent of damage will be recorded on the Inspection Form for disposition by the Maintenance Staff. Flush tanks, flush tank covers, and toilet bowls will be inspected for cracks and chips and for cleanliness and stains. If repair is needed, a notation will be made on the Inspection Form and reported to the Maintenance Staff.
- 8) Refrigerators will be checked for secure door closures, door seals, thermostat operation, freezing capability, general condition and cleanliness. If the refrigerator is found to be in poor condition or dirty because of lack of care or abuse, the problem will be noted on the Inspection Form.
- 9) Windows will be checked for broken, cracked, or loose panes, proper operation of window locks, proper operation of the window opening and closure, weatherization (caulking, etc.), and for cleanliness.
- 10) Blinds/shades will be checked for condition and cleanliness of blades and tapes, bent or broken blades and proper operation of blind. Shades will be checked for proper operation of shade and condition and cleanliness. All repairs and conditions will be noted on the Inspection Form and reported to the Maintenance Staff.
- 11) General Unit Condition - The general condition of the entire unit will be noted. The following items will be checked and a notation entered on the Inspection Form.
 - a) Is unit unsanitary, unclean, or unsafe? If so, give details.
 - b) Is there other damage, such as to sheet rock or

wood frames (walls, ceilings, interior or exterior doors, etc.)

c) Check washing machines for fixed connections to water supply and drainage.

d) Serial and tag number of range and refrigerator will be recorded for use in the annual inventory

vi. A completed Inspection Form will be submitted to the Management Staff who is responsible for initiating the work orders arising from the inspection. These work orders will be categorized as Unit Inspection and their issuance noted on the Inspection Form.

b. Building and Systems Maintenance

i. **Buildings** - The Inspectors will inspect each building and all facilities at least monthly. The inspection will include:

1) The complete building envelope, consisting of roofs, overhangs, exterior walls, windows, screens, doors, railing, and infestation

2) All grounds, playground equipment, picnic tables, public or private streets or driveways roads, walks, and the drainage system and lawns (checking for foundation problems or leaks of gas or water).

3) Particular attention will be given to evidence of sewer problems, water leaks, gas leaks, and the electrical drops, and gas meter installations.

4) The Maintenance Staff will report the conditions found and indicate the exact location of needed repairs or replacements.

ii. **HVAC Systems** - Regular inspections will be made of HVAC systems by Housing Authority personnel.

iii. **Equipment** - Whenever a new piece of equipment is purchased, a file is started including all recommended preventive Maintenance servicing dates. This information is recorded for scheduling. A copy of the work order, which confirms the performance of scheduled Maintenance, or the repair, or replacement of any parts, is placed in the file to establish a record of all work performed on the equipment or system.

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c. Motor Vehicle

i. Scheduled Maintenance

Specified tasks will be performed as required on a daily, weekly, or monthly basis:

Daily- odometer check, visual check;

Weekly- (Monday morning before work begins)
Check all fluids; check inside and outside of vehicle;

Monthly- Tune-up and oil change as needed (Maximum is 5,000 miles);

Annually – Motor vehicle Inspection and washing of vehicles to keep it clean.

- ii. The Maintenance Staff is responsible for the condition of the vehicle and assuring that scheduled Maintenance is performed. This includes the completion of oil changes, lubrication, tune-ups, or other repairs and Maintenance. If the work required is beyond the capacity of Staff, outside services will be secured.

d. Painting

i. Exteriors

- 1) The scheduling of exterior painting is the responsibility of the Maintenance Department and is programmed to accomplish the painting of approximately one-fifth (1/5) of the total inventory each year.
- 2) Included in the above inventory are all appendage facilities within each development. These include the Management/Maintenance building, community building, pump and meter structures, benches, and signs.
- 3) Painting will be accomplished between cycles if it becomes necessary due to fire damage, hail, graffiti, or other unavoidable circumstances.

- ii. Residents, unless employed to do so by the Housing Authority, are not to apply paint in any manner to building exteriors. Should they do so, they will be responsible for the restoration of the property as

directed by the Housing Authority.

iii. Interiors

- 1) The condition of the interior paint finish of each unit will be inspected when vacated and a unit will be re-painted as necessary prior to occupancy to bring it to a standard of good property Maintenance.
- 2) The interior of occupied units will be painted according to the cycle painting standard or as soon as feasible. Painting will be done at intervals no longer than every five (5) five years for family units; every seven (7) seven years for elderly units.
- 3) Interior of Management/Maintenance facilities will be painted as necessary but at least every 5 years.

LEAD BASE PAINT HAZARDS

The Housing Authority of the County of Santa Fe shall abide by all requirements as outlined in 24CFR Part 35 "Requirement for notification, evaluation and reduction of lead based paint hazards in federally owned residential property and housing receiving Federal assistance."

The Housing Authority of the County of Santa Fe performed testing and abatement under interim guide lines as prescribed in 1988. Testing was conducted on all Conventional Public Housing Units constructed prior to 1978 at that time. All lead identified as result of the tests performed were 100% abated

All records of testing are maintained at Santa County Housing Authority.

The Housing Authority of the County of Santa Fe will ensure that any need for testing will be contracted and accomplished by certified lead base inspector.

2. Maintenance Staff Training

It is the intention of the Housing Authority's Maintenance Department to have a qualified, well-trained work force. Its goal is to ensure that every member of the

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department is thoroughly trained in his/her job skill in order to perform his/her mission in a timely and efficient manner. All Maintenance Staff is allowed to ask for different types of trainings to enhance their ability to help the Authority.