



**Invitation for Bids
Maintenance and Grounds Services**

Canton Housing Authority, identified hereafter as CHA, is requesting bid proposals from companies to provide the following services for multi-family housing sites for **Maintenance and Grounds Services. Deadline to submit Proposal 12/21/21 4:00 p.m. EST.**

General

Canton Housing Authority will award contracts to the top two bidders for the above listed contract. A contract will be generated for a term of one year with the option to renew for up to four additional years. Prices for services will be frozen for a period of five years at amounts proposed and agreed to in said contracts for the term of the contracts. Exceptions will be noted. See Appendix A for the Sample Contract.

All interested qualified parties should contact Jacquelyn Loberg at CHA at (770)479-4969, extension 125. Bid packets may be viewed or printed from our website: www.cantonha.org or email: jloberg@cantonha.org for a copy.

BID PACKETS MUST BE RETURNED IN A SEALED ENVELOPE WITH “MAINTENANCE AND GROUNDS SERVICES” ON BOTH SIDES OF THE ENVELOPE. BID PACKETS MUST BE RETURNED TO OUR OFFICE: 1400 OAKSIDE DRIVE. # 76. CANTON, GA 30114.

Unmarked packets will not be considered. The proposals will be opened and read out loud on December 21, 2021 at 4:00pm. Proposals delivered to the below address will be immediately date and time stamped by staff. Any RFP received after the due date and time will be returned unopened to the bidder. No faxed or emailed RFPs will be accepted.

Canton Housing Authority
1400 Oakside Drive. #76
Canton, GA 30114

Summary of RFP Dates

November 22, 2021: RFP Package Available online
December 21, 2021: RFP Proposal Submission Deadline 4:00pm EST
December 27, 2021: Award of Contract and Notification Deadline

Submittal Requirements and Format

Submittals from contractors will not be evaluated unless CHA receives submittal letter and supporting data which shall include the following list of items and in this order. Submittals are prepared at the bidder’s expense and upon submission become the property of CHA and therefore become a matter of public record once the successful firm has been chosen and contract awarded. Proposals shall be delivered in a sealed envelope clearly marked **“MAINTENANCE AND GROUNDS SERVICES”** on both sides of the envelope.

To be included in the submission in this order

1. Cover letter of no more than one page that includes a written summary of why your firm would provide excellent service to CHA.
2. Owner's name, company name, address, phone, fax, and email.
3. Type of work contractor licensed to perform and any other specialization of the firm.
4. Completed Cost Proposal, Form Provided. See Appendix B
5. Insurance Company Name, address, phone, fax, and email.
6. Proof of General Liability, Workers Compensation, Automobile Insurance, and Pollution Insurance (if applicable). Appropriate limits for insurance are listed in the attached contract. If a contract awarded, CHA must be named on your insurance forms.
7. List and description of projects in which the firm has participated in the past three years.
8. Organizational chart or description of including principals and individual responsible for work.
9. Two references for whom the firm has performed related work for in the last three years.

SELECTION CRITERIA

Canton Housing Authority does business in accordance with the Federal Fair Housing Law (the Fair Housing Amendments Act of 1988). CHA shall not discriminate against or in favor of any bidder on the basis of race, religion, sex or sexual preference, age, national origin, disability or political affiliation.

Canton Housing Authority reserves the right to terminate the selection proceedings at its option at any time during the process.

CHA Reservation of Rights

1. CHA reserves the right to reject any or all proposals, to waive any informality in the RFP process, or to terminate the RFP process at any time, if deemed by CHA to be in its best interests.
2. CHA reserves the right not to award a contract pursuant to this RFP.
3. CHA reserves the right to terminate a contract awarded pursuant to this RFP, at any time for its convenience upon 10 days written notice to the successful bidder.
4. CHA reserves the right to inspect work at any time during the ongoing work.
5. CHA reserves the right to determine the days, hours and locations that the successful bidder shall provide the services called for in this RFP.
6. CHA reserves the right to retain all proposals submitted and not permit withdrawal for a period of 60 days subsequent to the deadline for receiving proposals without the written consent of CHA Procurement Officer.
7. CHA reserves the right to negotiate the fees proposed by the bidder.

8. CHA reserves the right to reject and not consider any proposal that does not meet the requirements of this RFP, including but not limited to incomplete proposals and/or proposals offering alternate or non-requested services.

9. CHA shall have no obligation to compensate any bidder for any costs incurred in responding to this RFP.

10. CHA shall reserve the right to at any time during the RFP or contract process to prohibit any further participation by a bidder or reject any proposal submitted that does not conform to any of the requirements detailed herein.

Additional Requirements Once Contract Signed

The contract generated by this RFP may be cancelled by CHA for noncompliance with specifications, inability to perform the contracting requirements of CHA or continued safety hazards. The cancellation notification shall state the cause or reason for the cancellation. Such cancellation would be at no charge to CHA other than for work authorized and completed at the time of termination.

The contractor shall provide all items, articles, operations mentioned or herein specified, related labor services, tools, equipment, transportation and incidentals necessary and required for satisfactory, acceptable completion of the contracted work or delivery of materials. Owner may inspect work at any time during the ongoing work. Should a problem with the materials or the work performed by the Contractor occur during the course of this contract, and should it be shown that the cause of this problem is faulty work, the Contractor shall repair such problem fully at Contractor's own expense. After completion of work, Contractor will return the site to its original condition as determined by the Managing Agent. Any work required to return the property to its original condition will be at the Contractor's expense. Contractor will repair damage to the site which is caused by the contractor. After completion of work, Contractor will return the site to its original condition as determined by the Managing Agent. Any work required to return the property to its original condition will be at Contractor's expense. Contractor will repair damage to the site which is caused by the contractor.

Contractor shall be responsible for any injury, damage or loss to all public and private property caused directly, in whole or in part, by their employees or agents or anyone directly or indirectly employed by them or anyone for whom any one of them may be responsible. The contractor shall comply with all applicable laws and codes bearing on the safety of persons or property of their protection, from injury, damage, or loss. Contractor is responsible for the means, methods and sequence of work and all safety aspects of this work. To the maximum extent permitted by law, Contractor agrees to indemnify, hold harmless, and defend Owner and Owner's Agents from and against any and all claims or damages arising from Contractor's performance of this agreement, as well as acts committed during the course of this agreement by any of Contractor's officers, employees, guests, invitees, and those doing business with Contractor.

Contractor assures that all existing and every new staff working on site do not have a criminal background which would indicate that they could present a threat to residents or staff. Acceptable criminal background is no felony arrests or convictions within five years and no pattern of misdemeanors (three or more) within five years. The Managing Agent may terminate this contract if this provision is violated. Contractor certification regarding criminal background included in attachments.

Every effort must be taken to insure the safety and security of the residents of CHA and properties owned by CHA.

Contractor agrees that if keys to buildings are misplaced, lost or stolen, the Contractor will absorb all costs incurred to correct the situation. Work will be completed by CHA maintenance staff or contracted and billed to Contractor.

Contractor will disclose to the Managing Agent if anyone working for the contractor is related to an employee of Canton Housing Authority prior to signing this contract.

Insurance Requirements

Contractor shall secure, pay the premiums for, and keep in force until the expiration of their contract adequate liability insurance and Worker's Compensation Insurance as provided by Colorado law. Certificate of insurance for Worker's Compensation and for liability shall be delivered to CHA or kept on file at CHA prior to start of contract. Any policy change shall be reported to CHA and certificate forwarded to CHA. By signing a contract generated by the RFP, the contractor understands that neither they nor their employees are covered by any CHA insurance policy. All copies of proof of insurance will be submitted to CHA along with the RFP. Contractors may send a copy of the required insurances with their proposal, but the work of the RFP cannot begin, nor contract executed until original insurance verification forms are on file at the CHA offices.

The following insurance coverage is required

- Commercial General Liability: Minimum of \$150,000 per person and \$1,000,000 per occurrence.
- Worker's Compensation Insurance: Equal to or at least \$100,000 per employee.
- Automotive Insurance: Minimum of \$100,000/\$300,000 for bodily insurance and \$50,000 for property damage.
- Pollution Insurance: Recommended minimum coverage of \$1,000,000 per occurrence. Only necessary if contractor spraying or applying chemicals outdoors.

Wage Rate Determination

If applicable, the Contractor is responsible for certifying that all of the contractor's employees are being paid the same or more than the HUD Wage Rate Determination under the Davis Bacon Act

Attachment A – Sample Contract Including Maintenance Plan



1400 Oakside Drive #76 Canton, GA 30114
Main: 770-479-4969 Fax: 770-479-8118
TDD: 770-479-6988

INDEPENDENT CONTRACTOR AGREEMENT (MAINTENANCE)

This agreement made as of _____ by and between the Canton Housing Authority, of Canton, Georgia, party of the first part (hereinafter called the "CHA") and _____ party of the second part (hereinafter called the "Contractor").

WHEREAS the Housing Authority wishes to retain the services of the Contractor;

NOW THEREFORE in consideration of the mutual covenants contained herein and other good and valuable consideration (the receipt of and sufficiency of which are acknowledged by the parties), the parties agree as follows:

1. Independent Contractor- The Contractor is being retained as an independent contractor and not as an employee.

2. Retainer and Acceptance of Duties

(a) During the period of this Agreement, the CHA retains the Contractor to provide maintenance and grounds services for the CHA. Duties of the Contractor are listed in Exhibit A, entitled "Scope of Work "which is attached hereto and incorporated herein by reference.

(b) The performance of all duties specified in Exhibit A must be performed in accordance with the specifications listed in "Canton Housing Authority Maintenance Plan" which is attached hereto and incorporated herein by reference.

(c) In addition to the duties specified in Paragraph 2(a) and 2(b) above, the Contractor shall provide sufficient administrative staff to process work orders and ensure communication between Contractor, Tenants and CHA. The Housing Authority may provide supplies, computers, equipment, and office space needed to perform the administrative duties. In the performance of the duties outlined herein, such person shall be considered an independent contractor, and not an employee of the Housing Authority. The CHA may, in its sole discretion, elect not to provide office space or equipment to Contractor.

(d) The schedule and timing of all duties performed by the Contractor must be in accordance with those requirements detailed in the "Canton Housing Authority Maintenance Plan," which is attached hereto and incorporated herein by reference.

(e) The performance of all duties performed by the Contractor must be in accordance with those requirements detailed in "Canton Housing Authority Maintenance Plan", which is attached hereto and incorporated herein by reference.

(f) In addition to the foregoing requirements, Contractor shall cause a minimum of two employees or agents of the Contractor to be on the property of the CHA and available to be contacted by the CHA staff every weekday, Monday through Friday, from 8:00 a.m. through 5:00 p.m. as well as, emergency 24/7 on-call service.

3. Acceptance of Duties: The Contractor agrees to perform the work in a safe, workmanlike, and timely manner. In addition, the work shall be performed in compliance with all pertinent laws, ordinances, and environmental considerations.

4. Term: The term of this Agreement shall be from January 1, 2022 through December 31, 2022. CHA retains an option to renew the contract for up to an additional four (4) years.

5. Payment: The Contractor shall be entitled to compensation for its services in the total annual amount of _____. Said amount shall be paid by CHA to Contractor on a - _____ basis during the term of this Agreement, each payment being the amount of _____, _____). Invoices for payment should be submitted to the CHA office at 1400 Oakside Drive, #76, Canton, GA. 30114. Should the contract be terminated for any reason set forth in this Agreement, the payment obligation of the CHA shall cease immediately upon the termination of the contract.

6. No Deductions: The Contractor acknowledges and agrees that the CHA shall not withhold or deduct from any payments made to the Contractor any federal or state taxes, withholdings, source deductions, employment insurance premiums, or pension plan contributions (the "Deductions"). The Contractor acknowledges that it is wholly responsible for the payment of the Deductions and shall make the proper arrangements for the payment of such monies.

7. Benefits: The Contractor acknowledges and agrees that it is not covered by any insurance or benefits plans the CHA has or may have in place for CHA employees. The Contractor shall be responsible for making its own arrangements for short- or long-term disability coverage and for all insurance for accidents or injuries that might occur during the course of performing the services provided hereunder.

8. Permits and Licenses: The Contractor shall secure and pay for all permits, fees, and licenses necessary for the proper execution and completion of the work. The Contractor shall give all notices and comply with all applicable federal, state, and local laws, ordinances, codes, rules and regulations.

9. Indemnity: The Contractor covenants and agrees to hold harmless and indemnify the CHA from and against all assessments, claims, charges, taxes, penalties, or demands which may be made by any individual or governmental authority, including demands to pay income tax charges, taxes, or penalties under applicable tax law; and in respect of any and all claims, charges, taxes or penalties and demands which may be made on behalf of or related to employment insurance, government pension plans, employer health tax, or workers' compensation pursuant to applicable statutes and regulations with respect to any amounts which may, in the future, be found to be payable by the CHA in respect of the Contractor.

The Contractor shall indemnify and hold harmless the CHA and its agents and employees from and against all claims, damages, losses and expenses, including attorney's fees arising out of or resulting from the performances of the work, bodily injury, sickness, disease or death, or injury to or destruction of tangible property, including the loss of use resulting there from when

caused in whole or in part by any negligent act or omission of the Contractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether it is caused in part by a party indemnified hereunder.

In any and all claims against the CHA or any of its agents or employees by any employee of the Contractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation shall not be limited in any way by any limitation in the amount or type of damages, compensation or benefits payable by or for the Contractor under Worker's Compensation Act, Disability Benefits Act, or other Employee Benefits Acts.

The Contractor shall be held responsible for any violation of laws, regulations, or ordinances affecting the conduct of all persons engaged in the work, or the materials or methods used by said person in the performance of the work. At the time of the execution of this Agreement, the Contractor shall furnish the CHA Certificates of Insurance, evidencing the existence of the insurance policies as required herein. The failure of the CHA to request said Certificates does not constitute a waiver of this requirement.

10. Tools and Supplies: The Contractor shall provide its own transportation to project sites and for the use of transporting necessary supplies and equipment necessary to complete its duties hereunder. The Contractor shall be responsible for the transportation of all supplies to the job site from storage, other areas of the property or from retail stores within a 10-mile radius from the property. The CHA shall provide supplies and small equipment necessary for Contractor to carry out its duties. The CHA shall be obligated for payment of appliances and supplies ordered or otherwise obtained by the CHA and will not be obligated in any manner for supplies ordered or otherwise obtained by Contractor unless specifically agreed to in writing by both parties.

11. Maintenance staff uniforms: The Contractor will have all staff wear name tags provided by the CHA.

12. Other Business: The Contractor is not restricted from providing services to any other business, corporation, or other entity during the term of this Agreement.

13. Supervision and Responsibility of the Contractor: The Contractor shall give the work the constant attention necessary to facilitate the progress thereof and shall cooperate with the CHA Executive Director or his/her appointee and with other Contractors in every way possible. The Contractor shall at all times have a competent superintendent, capable of thoroughly understanding the work, as its agent on the work, who shall, as the Contractor's agent, supervise, direct, and otherwise conduct the work.

14. Compliance with Regulations: The Contractor shall strictly observe all applicable laws and regulations as to public and occupational safety, health and sanitation. The Contractor shall hold harmless the CHA and its officers, agents, and employees against all claims or liabilities arising from, or based upon, the violation of such laws, ordinances, regulations, and orders of decree, whether by the Contractor, its employees, or its agents.

15. Protection of Property and the Public: The Contractor shall continually protect public and private property from injury or loss arising in connection with this Contract, and shall make redress for any such damage, injury or loss.

The Contractor shall take all necessary precautions for the safety of employees on the work premises, and shall comply with all applicable provisions of Federal, State, and local laws, including, but not limited to, the requirements of the Occupational Safety & Health Act of 1970, and amendments thereto, and building codes to prevent accidents or injury to persons on, about or adjacent to the premises, and to prevent accidents and injuries to persons or property arising out of the work.

The Contractor shall in every respect be responsible for all loss, injury, or damage to the premises (including, but not limited to, landscaping, walks, drives, structures, vehicles or other facilities) and/or property of owners of any land adjoining work sites, which may be caused by the acts or omissions of the Contractor or its employee or agent. The Contractor shall, at all times while the work is in progress, use extraordinary care to see that the CHA property is not endangered by reason of fire, water, or maintenance operations. To this end, Contractor and its employees shall take such steps as may be necessary or directed to protect the property therefrom. The same care shall be exercised by all Sub-contractors and Sub-contractor's employees.

16. Insurance: The Contractor shall provide and maintain Worker's Compensation Insurance during the entirety of this Agreement for all employees performing duties in furtherance of this Agreement. The Subcontractor shall similarly provide Workers Compensation Insurance for all of its employees unless such employees are covered by the protection afforded by the Contractor.

The Contractor shall provide and maintain, during the life of this Agreement, insurance that will protect the Contractor, its employees and agents, and any Subcontractor performing work covered by the Agreement from claims of damage for personal injury, accidental death, and claims for property damage that may arise from work performed under this Agreement, whether such operations are by the Contractor or its employees, or by Subcontractors or Subcontractor's employees or agents. The Contractor shall also provide and maintain during the duration of the Agreement insurance that will indemnify and hold harmless the CHA, its agents, and employees from and against all claims, costs, expenses, including attorney's fees and damages arising out of or resulting from performance of the work, injury to or conduct, want of care or skill, negligence and patent infringement providing that any such claim, damage loss or expense is (a) attributable to bodily injury, sickness, disease or death, or to injury to or destruction of property, including the loss of use resulting therefrom and (b) is caused in whole or part by any negligent act of Contractor, its employees, agents, officers, or Subcontractors, or anyone indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether it is caused by a party indemnified hereunder.

Insurance shall be provided with a limit of \$1,000,000.00 per occurrence in each of three policies as follows:

(a) Comprehensive General Liability Insurance including Product and/or Complete Operations, Explosions Hazard, Collapse Hazard and Underground Property Damage Hazard. The CHA shall be named as an additional insured.

(b) Comprehensive Auto Liability Insurance.

(c) Contractual Liability Insurance. The CHA shall be named as an additional insured.

All such insurance shall be obtained from companies licensed and authorized to do business in the field of insurance in the State of Georgia and are authorized and licensed to provide the insurance required herein.

At the time of execution of this Agreement, the Contractor shall file certificates of such insurance with the CHA, which are acceptable to the CHA. These certificates shall contain a provision that the coverage afforded under the policies shall not be canceled or materially changed unless thirty (30) days prior written notice is given to the CHA

17. General Provisions To the extent required by law all work shall be performed by individuals duly licensed and authorized by law to perform said work.

18. Examination of the Work: The CHA does not underwrite, guarantee or insure the work done by the Contractor. It is the responsibility of the Contractor to perform the work under the Agreement and attached exhibits.

It is the Contractor's responsibility to perform the work in accordance with this Contract, and the CHA shall in no way be responsible or liable for the Contractor's failure to do so. Any failure by the CHA to discover defects or deficiencies in the work of the Contractor shall not release the Contractor from its liability therefore to the CHA, or any other party for any such defect or deficiency.

Workers shall act appropriately and professionally at all times. Offensive language, gestures or actions while in this family-based residential community are not acceptable. The CHA may require the Contractor to not assign any employee the CHA deems incompetent, careless, insubordinate, or otherwise objectionable to work on CHA sites.

19. Defective Work Within twenty-four (24) hours of being notified in writing of defective work, the Contractor shall propose remediation in writing to the CHA Executive Director or his/her appointee and shall schedule corrective actions within three business days. Should the Contractor fail or refuse to correct such, or to make any necessary corrections in a manner acceptable to the CHA and in accordance with the requirements of the Agreement, within the same time stated in said written notice, the CHA may cause the unacceptable or defective work to be corrected, or authorize such work, which the Contractor has filed or refused to make after being duly notified shall be paid for out of any monies due or which may become due the Contractor under this Agreement. Failure or refusal on the part of the Contractor to make any or all necessary corrections promptly, fully and in a manner acceptable to CHA shall be sufficient cause for the CHA to declare the Agreement in default.

All costs and expenses incurred by reason of Contractor's default thereby shall be charged against the defaulting Contractor, and the amount thereof deducted from any monies due, or which may become due it.

20. Subcontractor: The Contractor may utilize the service of any specialty Subcontractor on those parts of the work which, under normal contracting practices, are performed by such specialty Subcontractors.

The Contractor shall not award any work to any Subcontractor without prior written approval of the CHA. The Contractor shall be as fully responsible to the CHA for the acts and omissions of his Subcontractors, and of persons either directly or indirectly employed by them, as he is

for the acts and omissions of persons directly employed by him. Nothing contained in this Agreement and exhibits shall create contractual relations between any Subcontractor and the CHA.

The Contractor shall cause appropriate provisions to be inserted in all subcontracts relative to the work to bind Subcontractors to Contractor and the terms of the general conditions, the special conditions, and other contract documents, insofar as applicable to the work of Subcontractor. Further, the Contractor shall maintain the same power with regards to terminating any subcontract that the CHA may exercise over the Contractor under any provisions of the Contract Documents.

21. Contractor's Acceptance of Conditions: The Contractor has carefully examined the site and has made sufficient investigations to fully satisfy itself as to site conditions. Any ambiguity or uncertainties in the specifications shall be interpreted and construed by the CHA, whose decision shall be final and binding upon all parties.

22. Contract Documents Where there is a conflict between any provision set forth within the Contract Documents and a more stringent state or federal provision which is applicable to this Project, the more stringent state or federal provision shall prevail.

This document incorporates and includes all prior negotiations, correspondence, conversations, agreements, or understandings applicable to the matters contained herein and the parties agree that there are no commitments, agreements, or understandings concerning the subject matter of these Contract Documents that are not contained herein. Accordingly, it is agreed that no deviation from the terms hereof shall be predicated upon any prior representations or agreements, whether written or oral.

23. If any provision of this Agreement as applied to any party or to any circumstance shall be adjudged by a court of competent jurisdiction to be in valid or unenforceable, the same shall in no way affect any other provision of this Agreement, the application of such provision in any other circumstances, or the validity or enforceability of this Agreement.

24. Termination: The performance of work under this Agreement may be terminated by the CHA in the CHA 's sole and absolute discretion, with or without cause, in accordance with this clause in whole, or from time to time in part, whenever the CHA shall determine that such termination is necessary. Any termination shall be affected by delivery to the Contractor of a Notice of Termination. After receipt of a Notice of Termination, and except as otherwise directed the Contractor shall:

A. Stop work under this Agreement on the date and to the extent specified in the Notice of Termination.

B. Place no further orders or Subcontractor requests for materials, services, or facilities except as necessary for completion of such portion of the work under this contact as is not terminated.

C. Terminate all orders and Subcontractors to the extent that they relate to the performance of work terminated by the Notice of Termination.

D. Settle all outstanding liabilities and all claims arising out of such termination of orders and Subcontractor's with the approval or ratification of the CHA to the extent it may require, which approval or ratification shall be final for all the purposes of this clause.

E. Transfer title and deliver to the CHA the work in process at the time of the Notice of Termination.

F. Complete performance of such part of the work as shall not have been terminated by the Notice of Termination.

G. Take such action as may be necessary or as the CHA may direct, for the protection and preservation of property related to this Contract which is in the possession of the Contractor and in which the CHA has or may acquire an interest.

H. Deliver to CHA releases and satisfaction of liens for all labor, materials, and supplies, if any, provided prior to the effective date of the Notice of Termination.

I. The Termination shall be final fourteen (14) days after the sending of the Termination Notice by the CHA.

Notwithstanding the fourteen (14) day notice provision, above, the CHA may immediately terminate the services of Contractor should Contractor breach any of the provisions in this Agreement or should the CHA deem Contractor grossly negligent or guilty of bad faith, misconduct, or self-dealing in the performance of its duties hereunder.

After receipt of a Notice of Termination, the Contractor shall submit to the CHA Contractor's termination claim, in satisfactory form. Such claim shall be submitted promptly, but no later than one month from effective date of termination unless one or more extensions in writing are granted by the CHA. No claim will be allowed for any expense incurred by Contractor after the effective date of the Notice of Termination.

The total sum to be paid to the Contractor shall not exceed the total Agreement price as reduced by the amount of payments otherwise made and as further reduced by the contract price of work terminated and therefore not completed by Contractor. The fair value, as determined by the CHA, of property which is destroyed, lost, stolen, or damaged so as to become undeliverable to the CHA, shall be excluded from amounts payable to the Contractor.

In arriving at the amount due to the Contractor under this clause, the following shall be deducted: (1) all unliquidated advance or other payments on account therefore made to the Contractor, applicable to the terminated portion of this contract, (2) any claim which the CHA may have against the price for, or in the proceeds or sale of, any materials, supplies, or other things kept by the Contractor or sold, pursuant to provisions of this clause, and not otherwise recovered by or credited to the CHA.

25. Entire Agreement: This Agreement constitutes the entire agreement between the parties with respect to its subject matter and supersedes all prior written or oral negotiations, agreements, and understandings between the parties. This Agreement may not be amended or modified except by written instrument executed by each of the parties.

26. Waiver No provision of this Agreement shall be deemed to be waived as a result of the failure of the CHA to require the performance of any term or condition of this Agreement or

by other course of conduct. To be effective, a waiver must be in writing, signed by each of the parties hereto, and state specifically that it is intended to constitute a waiver of a term or breach of this Agreement. The waiver by the CHA of any term or breach of this Agreement shall not prevent a subsequent enforcement of such term or any other term and shall not be deemed to be a waiver of any subsequent breach.

27. Notices: Any notice required to be given pursuant to this Agreement shall be deemed sufficiently given if personally delivered or sent by first class mail to the addresses set out below, and shall be effective on the same day it was delivered or sent if such day was a business day, or, if not, then on the next business day. Assignment This Agreement shall not be assignable by the Contactor.

28. Laws This Agreement has been entered into in the County of Cherokee, Georgia and all questions with respect to the construction of this Agreement and the rights and liabilities of the parties shall be governed by the laws of the State of Georgia.

IN WITNESS WHEREOF the parties have executed this agreement of the date first above written.

Jacquelyn Loberg, Executive Director
Canton Housing Authority

, Owner

SCOPE OF WORK

Scope:

Currently the Authority has a total of 145 units. This constitutes a significant capital asset which has been provided by public funding. This scope of work outlines basic procedures for the Authority to maintain the units, buildings and equipment. All work is to follow the Maintenance Plan and be completed in a standard workmanlike fashion and **MUST** comply with current UPCS/INSPIRE regulations.

Canton Housing Authority is to provide all tools and small equipment for maintenance needs.

Daily Responsibilities:

Clean trash from streets, curbs, common areas and yards
Empty trash cans and remove large trash from main office
Routine Work Orders and Emergency calls
Return all Completed Work Orders on a daily basis to Property Management Team

Weekly Responsibilities:

Remove large excessive items from dumpster at all 3 properties
Close out routine work orders
Turnkey – no less than two per week depending on severity
Submit payment invoices to Property Manager
Clean Main Office Every Other Week (Sweep, mop, clean bathrooms, dust)

Monthly Responsibilities:

Complete Turnkey on vacant units within 30 days
Complete all Routine Maintenance Work Orders within a maximum of 30 days

Definitions:

Turn Key – Refinishing walls, repairing ceilings, refinishing floors, painting, pressure washing exterior windows and porches and appliance and punch out list.

Preventive Maintenance – Complete based on Maintenance Plan and directives from Maintenance Supervisor

Quarterly:

Change A/C filters and clean coils
Check pop off valves



CANTON HOUSING AUTHORITY

**MAINTENANCE PLAN
STANDARD OPERATING
PROCEDURES**

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CHAPTER 1 INTRODUCTION

1. Purpose

The purpose of this plan is to establish procedures for continuing maintenance of all Authority properties within an efficient and effective structured maintenance management system. Also, to control the work accomplished through planned maintenance and satisfy the residents with well-maintained properties.

It is essential, therefore, that this asset is preserved and also provides good living conditions for residents of these units. Repair and maintenance of units is one of the most important and most challenging elements of the public housing service and accounts for a substantial financial obligation and there is therefore a need to achieve an efficient operation. The Authority recognizes that the efficiency of the maintenance procedures and the quality of the service is one of the main determinants of resident satisfaction and that well-maintained units can greatly enhance the quality of life and social well-being of residents. Thus, Authority states that it will keep all housing units in good repair in accordance with this maintenance plan.

2. Scope

Currently the Authority has a housing stock of 145 units. It also maintains a main office, Maintenance shop and storage, Community Center and shed. This constitutes a significant capital asset which has been provided by public funding. This plan outlines basic procedures for the Authority to maintain the units, buildings and equipment.

3. Objective

The objective of the Authority's maintenance plan is to:

- a. Prolong the usable life of dwelling units, buildings and equipment.
- b. Allow the Authority to meet its mission statement of providing decent, safe, sanitary housing.
- c. Place an emphasis on cyclic and seasonal inspection and systematic, minor maintenance and repair rather than replacement.
- d. Design a plan that provides for:
 - A timely response to resident-generated work orders,
 - Properly trained maintenance staff,
 - Quality control
 - Avoid crisis management.

4. Procedures

The Maintenance Supervisor is responsible for ensuring that there are comprehensive and clear procedures for the staff and any vendors to follow that are consistent with this plan statement. The procedures are not limited to but will include:

- a. A statement of purpose for the procedure.
- b. Identity of staff responsible for carrying out the activities defined in the procedure,
- c. Forms required to carry out the procedures,
- d. Identify the frequency with which the procedures are to be completed.

These procedures will be reviewed and modified as appropriate.

5. Components of the Maintenance Plan

The Housing Authority maintenance plan will include the following components:

- a. Annual maintenance management plan (Plan)
- b. Work order system
- c. Preventive maintenance (PM)
- d. Performance goals
- e. Vacancy turnaround
- f. Inventory Control
- g. Training "On-Site" and "Off-Site"
- h. Long-range planning
- i. Inspections

CHAPTER 2 ANNUAL MAINTENANCE MANAGEMENT PLAN

1. **General:** The development of the "Plan" will aid the Authority in the following ways:
 - a. Improved maintenance operations,
 - b. More effective use of resources,
 - c. Improved PHAS scores,
 - d. Assist in the budgeting process

2. **Procedures:** The following procedures should be followed in the development of the "Plan":
 - a. Perform an assessment of maintenance needs, both current, predictable, and long-range needs based on the property maintenance standards.

 - b. Establish priorities of work from the assessment. The aim of the Authority is to provide a fast and effective repair service to our residents, to achieve this within the limited budget, and fulfill our obligations to our residents. Repairs should be prioritized depending on the degree of urgency.

 - c. Analyze the Authority's resources available to meet the assessment.

 - d. Consider an estimate of the work required to keep the property at standard including routine and preventive maintenance workloads, vacant unit turnaround, inspection requirements, resident-generated work, and finally, determine if any capital improvements are necessary for the property.

 - e. Perform a cost estimate for the work required to keep the property at standard and any needed capital improvements.

 - f. Revised the initial needs assessment based on the above criteria.

 - g. Develop a schedule of implementation to be incorporated into the "Plan". In developing the schedule and finalizing the "Plan", the Authority needs to ensure that the objectives are achievable, and the time frame is realistic.

 - h. Consider the procedures needed to monitor and control the "Plan".

3. **Components of the "Plan"**

The components are as follows:

 - a. Preventive maintenance
 - b. Grounds keeping
 - c. Painting plan
 - d. Capital Fund
 - e. Inventory and procurement plan
 - f. Training "On-Site" & "Off-Site"
 - g. Quality control inspections
 - h. Emergency response plan
 - i. Extermination plan
 - j. Staffing plan
 - k. Budget
 - l. Resident input

See Appendix "A" for Annual Maintenance Plan

CHAPTER 3 WORK ORDER SYSTEM

1. General

The purpose of creating and maintaining a work order system is to have a system that tracks the work performed on units and buildings. It provides the document to authorize work to be done in a unit.

The work order system objective is to:

- a. Manage the response to resident-generated work orders
- b. Record the work performed
- c. Track work performance
- d. Document materials usage
- e. Provide management with a tool to monitor the work effectiveness of the maintenance staff

2. Procedures

The Maintenance Supervisor will review all work orders on hand at the beginning of each day, evaluate, and prioritize them for completion based on the work performance standards. Based on the work order priority, the day's work schedule is established. The maintenance personnel will utilize the Authority's computerized work order system. The work order system is a basic tool for managing maintenance work and tracking inventory usage. The computerized system will also provide the information needed for the preparation of the PHAS submission. The system will provide historical data that is useful in future planning.

Work Order Steps: The following are the nine steps to the Authority's Work Order System:

Step #1 - Receiving Work Orders

Work Orders are generated in three ways:

- a. Resident generated by:
 - Calling the work order telephone number,
 - Coming by the office and reporting a deficiency.
- b. Planned/Preventive Maintenance/Annual inspections,
- c. Vacancy preparation.

Step #2 - Work Order Write-Up/Log

- a. The Authority's Maintenance Supervisor is responsible for entering the information into the computer,
- b. The system will generate the work order and it is then passed onto the Maintenance Staff
- c. The Maintenance Supervisor will generate and print a work order log that is reviewed daily by the Property Manager. This log is kept in a folder for PHAS preparation.

Step #3 - Work Order Assignments

Work order priority is assigned as follows:

<u>Priority</u>	<u>Classification</u>
1	Emergencies
2	Vacancy preparation
3	Resident generated routine tasks
4	Preventive maintenance generated

5 Authority generated routine tasks

The work priorities adopted by the Authority ensure that maintenance tasks will be performed in order of importance and sequence.

Priority 1 - Emergencies

Emergencies are the highest priority source of work. The Housing Authority will consider a work item to be an Emergency if:

1. the situation constitutes a serious threat to life or health of a resident or staff or;
2. the situation will cause serious damage to the property structure or system if not repaired within twenty-four (24) hours.

If a staff member is unsure that a situation is an Emergency, a supervisor should be consulted. If a supervisor is not available, the employee should use his/her or her best judgment to make the decision.

For Emergencies that occur after regular working hours, the Housing Authority will have a twenty-four (24) hour emergency response system in place. This response system will include the designation of a supervisor for each day as well as a list of qualified pre-approved contractors, open purchase orders for obtaining required supplies or equipment, and access to agency materials and supplies. The designated supervisor will prepare work requests and reports on any Emergency within twenty-four (24) hours of situation abatement.

Priority 2 - Vacancy preparation

It is the policy of the Housing Authority to reoccupy vacant dwellings as soon as possible. This plan allows the Authority to maximize the income produced by its properties and operate attractive and safe communities.

The Maintenance Supervisor is responsible for developing and implementing a system that ensures an average turnaround time that is consistent with the performance goals of the Housing Authority. The system will provide the ability to:

1. forecast unit preparation needs based on prior years' experience.
2. estimate both the number of units to be prepared and the number of hours it will take to prepare them; and
3. control work assignments to ensure prompt completion.

The Executive Director has the ability to hire contractors when it is required to maintain Authority goals.

Priority 3 - Resident requested, non-emergency tasks

This refers to all resident generated work that falls into no other category. These are nonemergency calls made by residents seeking maintenance service. These requests

for service cannot be planned in advance or responded to before the resident makes the request.

These undertaken as resource's permit. It is the policy of the Housing Authority to complete these work requests within seven (7) business days. The HUD maximum days for completion is twenty-one (21) days.

By responding to these requests in a reasonably prompt manner, but refusing to stop all scheduled work, the Housing Authority believes it can both achieve good resident

service and provide a maintenance system that completes the most important work first and in the most cost-effective manner.

Placing pre-schedule work items and vacancy preparation work before resident requested work should not be interpreted to mean that resident requests are unimportant. It is intended to emphasize the importance of maintaining control of the maintenance requirements by performing routine and preventive work first.

Non-emergency tasks should be integrated into the daily schedule on a basis which does not interrupt the established priority system. For example, if one is at, or near a particular unit to complete a higher priority work order, prudence would dictate completion of a lower priority work order while in the same neighborhood. In this manner, the Authority will reduce the need for on-demand work and will maintain desirable properties that can get and keep good residents.

Priority 4 - Pre-schedule and routine custodial tasks

It is the policy of the Housing Authority to pre-schedule routine maintenance tasks in accordance with the priorities of the maintenance schedule. This plan allows the agency to maximize the Authority resources and allows the Authority to maintain in a state of good repair at all times.

Work Order Classification:

The Maintenance Supervisor is responsible for assigning the work order's classification. There are four different kinds of work:

- I. Short Repairs: These are repairs that can be done in short amounts of time.
2. Long Repairs: These are repairs that require planning, tools, materials and/or scheduling.
3. Deferred Repairs: These are repairs that are deferred on purpose by the Maintenance Supervisor or when ordered parts will take while to receive.
4. Contracted Repairs: These are repairs that require skills, or the size and cost efficiency is beyond the scope of the maintenance department. Also, repairs can be contracted out based on the maintenance work load.

Step #4 - Assignment or Work Orders

The Maintenance Supervisor assigns which mechanic will perform the work, estimate how long it should take to accomplish the work, and what inventory is necessary to fulfill the work.

Step #5 - Performance of Work Order

The following procedures will be followed for the completion of work orders:

- a. The Maintenance Supervisor will review the work order and assess if the required parts and/or supplies are available to complete the work order. If all materials are available, the work will be completed within seven (7) days for routine and twenty-four (24) hours if an emergency. If the items are not available, the Maintenance Supervisor is responsible for ordering the necessary items and the work order is closed out if the delivery time is more than two (2) days. When the parts arrive, a new work order will be issued with the parts and the work completed.

- b. The maintenance technician or contractor completing the work MUST track his/her time and the parts used.

Step #6 - Work Order Close-Out

The party completing the work order will close out the work order once the work is done by performing the following:

- a. Describe the work performed
- b. Date and time completed
- c. Actual time required to the nearest quarter hour
- d. List the materials used
- e. Make a recommendation as to whether the resident should be charged
- f. Have the resident sign the work order if present
- g. If the resident is not home, leave the entry notification on outside of the front Door and return a carbon copy or photo with the completed work order
- h. Return completed work order to Maintenance Supervisor

Step #7 - Update and Supervisor Close-Out of Work Order

- a. The Maintenance Supervisor will review all work order paperwork for completion and accuracy. He/she will make a further recommendation for resident charges. If the resident is charged, written notification will be sent to the resident explaining the charges added to their account. If there is a discrepancy regarding resident charges, the Executive Director will make the final determination.
- b. The finalized work order is processed for close out in the computer and files in the unit maintenance file.

Step #8 - Quality Control

- a. Each month the Maintenance Supervisor will select 5% of all work orders completed by the contractor and perform on-site review of work performed.
- b. The Property Manager will prepare and mail the follow-up resident satisfaction Survey form on a bi-annual basis to determine customer satisfaction and to help with staff training and future planning.
- c. The above information will determine if the Authority's work order system is functioning and the results from the inspections and surveys will be used for employee and contractor evaluations.

Step #9 - Reports

Reports prepared by the Authority will be used in future preparation of the "Plan" and assist the Property Manager and Maintenance Supervisor in making adjustments to the current "Plan". Reports will also inform management as to whether the maintenance staff is achieving its goals. Reports will be prepared with the following frequency:

- a. Weekly reports generated or prepared by the Maintenance Supervisor will be completed summarizing the following:
 - The number of work orders performed by classification.
 - The amount of time to complete the task by classification
 - Inventory usage by part number and description with costs.
- b. Monthly reports generated or prepared by the Lead Maintenance Contractor will be completed summarizing the weekly reports.

3. Procedures for entering a Unit

Maintenance staff entering a unit to perform a work order will adhere to the following procedures:

- a. Non-emergency work is **NEVER** to be performed without a written work order requested by the resident, generated at the office and in hand prior to arrival at the specified dwelling unit.
- b. Knock on the door, state the purpose of the visit and politely ask for admittance. If there are residents in the unit, they **MUST** be 18 years of age or older in order to enter. The maintenance staff should ask if there is anything else to be repaired that is unreported. After all work is completed, the maintenance staff must have the resident sign off that the work is completed. If the resident refuses to sign, note on the workorder the refusal and any notes as to why they refused. Upon return to the office, the Lead Maintenance Contractor will update the records to add the unreported deficiency.
- c. If no one is home, maintenance staff is to let themselves in and place the door hanger on the outside door, indicating they are in the unit, and perform the required work or inspection. If in the performance of a work order another item is noted, the maintenance staff is to correct this deficiency and make a note on the work order.
- d. Before leaving the unit, the maintenance staff will leave a copy of the work order with all notes.
- e. If a door hanger has been placed on the outside door, upon leaving the unit the maintenance staff will turn the hanger over to indicate that they have been in the unit.

CHAPTER 4

PREVENTIVE MAINTENANCE PROGRAM (PM)

1. General

PM is work that includes regularly scheduled inspections and repairs of units, systems and equipment and prevent deterioration of Authority units and equipment. PM is part of the planned maintenance program which allows the Authority to anticipate maintenance requirements and to ensure the Authority can address them in the most cost-effective manner. Identifying these maintenance needs helps reduce the number of routine work orders to a point that units, buildings and grounds are maintained by scheduled maintenance.

This chapter provides operational techniques, practices and procedures for preventive maintenance of units, buildings and equipment to assure the following:

- a. Efficient operation and maximum utilization of available resources;
- b. Adequate care to avoid expensive and untimely repair or replacement;
- c. Elimination of hazards to life and property;
- d. Development of a system to evaluate the effectiveness of the PM program.

The following objectives are achieved through effective PM.

- a. Prevent deterioration and prolong the useable life of units, buildings and equipment through cost-effective maintenance and repair;
- b. Emphasis placed on cyclic and seasonal inspection and systematic, minor maintenance and repair rather than replacement;
- c. Reduced resident-generated work orders to a manageable level;
- d. Speed up vacancy turnaround;
- e. Assist management in the planning of future Capital Fund programs.

2. Procedures

The Lead Maintenance Contractor and Maintenance Supervisor are responsible for designing the PM program that schedules inspections at the frequency required.

- In general and at a minimum, items such as the inspection of water, plumbing, electrical, roofing and HVAC systems will occur annually during the annual inspection of the unit.
- Air filters shall be changed quarterly or more frequently depending on the requirements of the system in use.
- The maintenance department will maintain an inspection schedule. This schedule will identify the frequency in which certain tasks need to be completed to ensure proper maintenance of CHA property and systems.

3. Definition of Preventive Maintenance Responsibilities

a. Executive Director

The Executive Director is responsible for assisting in the design and implementation of the PM program. These responsibilities include:

1. Necessary guidance for the design and management of an effective PM program.
2. Provide the resources to assist in:
 - a. Coordinating training

- b. Purchase of necessary supplies and equipment
3. Inspection of the PM program

b. Lead Maintenance Contractor

The Lead Maintenance Contractor is responsible for managing the PM program. These responsibilities include:

1. Establishing and executing an effective PM program, to include scheduling, assigning and inspecting work accomplished under the PM program.
2. Establish training programs for personnel. Maintenance personnel should have a general knowledge of the units, buildings and equipment. They must be familiar with the building fixtures and appurtenances and have experience with the performance standards. Training should be conducted regularly with a definite plan of instruction, including record keeping. Training should consist of "On-Site" and "Off-Site" training.
3. Maintaining the prescribed reports and records.
4. Review procedures and methods to assure the most economical and efficient use of resources.
5. Continually update the PM program.
6. Preparing work orders in accordance with the PM program. Insuring that PM data does not affect PHAS tracking reports.

c. Maintenance Lead

1. Maintenance of PM records on the units, buildings and equipment.
2. Assisting in the coordination of scheduled PM visits.
3. Reporting maintenance and repair items beyond the scope of PM to the Lead Maintenance Contractor.
4. Assist in gathering information associated with the PM program for Lead Maintenance Contractor.
5. Assist Lead Maintenance Contractor in reviewing procedures and methods to assure the most economical and efficient use of resources.

4. Major Systems of An Effective PM Program

The crux of any preventive maintenance program is a schedule that calls for the regular servicing of all systems. The development of this schedule begins with the identification of each system or item that must be checked and serviced, the date it must be serviced, and the individual responsible for the work. The servicing intervals and tasks for each system must be included in the schedule. The completion of all required tasks is considered a high priority for the Housing Authority.

A specific program will be developed for each system. This program will include a list of the scheduled service maintenance for each system and the frequency with which that service is to be performed. The equipment and materials required to perform the service will be listed. An assessment of the skills or licensing needed to perform the tasks will also be made to determine if the services of outside contractors are necessary. The preventive maintenance schedule must be updated each time a system is added, updated or replaced.

The systems covered by the preventive maintenance program include but are not limited to:

a. General Operating Systems

The general systems include:

- emergency outdoor lighting

- appliances
- HVAC systems
- sewer systems
- electrical
- plumbing

b. Roof Repairs/Replacements

Maintenance of roofs requires regular inspections by knowledgeable personnel to ensure that there is no unauthorized access to roof surfaces, good drainage, clear gutters and prompt discovery of any deficiencies.

The roof maintenance plan should include:

- type, area and age of roof(s)
- warranties and/or guarantees in effect
- company that installed the roof(s)
- expected useful life of the roof(s)
- history of maintenance and repair

The Housing Authority maintenance staff will, under normal circumstances, undertake only minor roof repairs. Therefore, a list of approved roofing contractors should be available for those roofs no longer under warranty.

c. Lead-Based Paint

The Housing Authority is committed to controlling lead-based paint hazards in all dwellings, especially family dwellings constructed before 1978. If any hazards are discovered, the agency will develop a plan to abate the hazard. The Lead Maintenance Contractor will have the authority and responsibility to direct all activities associated with lead hazard control.

d. Vehicle/Equipment Maintenance

The Housing Authority will protect the investment made in vehicles and other motorized equipment by establishing a comprehensive maintenance program. Inclusive vehicles and equipment is:

- cars, trucks, & vans
- tractors
- mowers
- snow blowers
- leaf blowers
- weed cutter
- chain saws
- power tools

The plan will contain components for minimal routine service as well as servicing for seasonal use. Serviceable components for each vehicle or piece of motorized equipment will be listed in the plan along the type and frequency of service required.

The Lead Maintenance Contractor will ensure that any employee operating a vehicle or piece of motorized equipment has the required license or certification.

e. Life Safety Systems

The Housing Authority will have a comprehensive program for maintaining life safety systems to ensure that they will be fully functional in case of an emergency.

The Lead Maintenance Contractor will be responsible for the development and implementation of a schedule that includes the inspection, servicing and testing of this equipment.

Inclusive equipment is:

- Fire alarms and fire alarm systems
- fire extinguishers
- emergency
- indoor lighting
- smoke detectors
- sprinkler systems

The plan will include the required testing and servicing as required by manufacturer's recommendations. It will also include a determination of the most reliable and cost-effective way to perform the work including the decision to hire a contractor.

5. Scheduled Routine Maintenance

This work category includes all tasks that can be anticipated and put on a regular timetable for completion. Most of these routine tasks are those that contribute to the curb appeal and marketability of the property.

The Lead Maintenance Contractor is responsible for the development of a routine maintenance schedule for building exteriors and interior common areas. The schedule will be based on:

- a clearly articulated standard of appearance for the buildings,
- a list of tasks required to maintain that standard,
- the frequency with which the tasks must be performed.
- a list of materials, equipment and supplies required to perform the tasks.

6. Pest control/exterminators

The Housing Authority will make every effort to provide a healthy and pest-free environment for its residents. The Authority will determine which, if any, pests infest its properties and will then provide the best possible treatment for the eradication of those pests. The Lead Maintenance Contractor will determine the most cost-effective way of delivering the treatments-whether by contractor or licensed authority personnel.

The extermination plan will begin with an analysis of the current condition at each property. The Lead Maintenance Contractor will make sure that an adequate schedule for treatment is developed to address any existing infestation. The schedule will include frequency and locations of treatment. Different schedules may be required for each property.

Resident cooperation with the extermination plan is essential. All units and buildings must be treated for the plan to be effective. Residents will be given information about the extermination program at the time of move-in. All residents will be informed at least one week in advance before indoor treatment. The notification will be in writing and will include instructions that describe how to prepare the unit for treatment.

7. Landscaping and Grounds

The Housing Authority will prepare a routine maintenance schedule for the maintenance of the landscaping and grounds which will ensure their continuing attractiveness and marketability. It is the policy of the Authority to keep all lawns and landscaping areas cut and trimmed during the growing season. The Authority may contract out these services.

Routine grounds maintenance includes numerous activities such as:

- litter control
- lawn care
- maintenance of driveways, sidewalks and parking lots
- care of flower and shrubbery beds and trees
- maintenance of playgrounds, benches and fences
- snow/ice removal (when required by climate)

8. Painting

The appearance and condition of the paint within each unit are important to unit condition and resident satisfaction. Accordingly, the Authority will develop a plan to ensure that interior paint in resident dwelling units is satisfactorily maintained in accordance to HUD UPCS standards. Also, this plan will include the exterior of the units and buildings as necessary.

As part of this plan, painting standards will be developed that include a minimum:

- surface preparation
- protection of non-painted surfaces
- color and finish
- paint quality
- methods of application approved
- lead paint testing and abatement, if required

The plan will set forth the conditions for the consideration of a painting request. These standards include the period of time elapsed since the last time the unit was painted. Alternative for performance of the work will include the conditions under which a resident will be allowed to paint his/her or her own unit.

See Appendix C for the paint plan.

CHAPTER 5 PERFORMANCE STANDARDS AND GOALS

1. General

The purpose of this chapter is to ensure that the Authority has performance standards and goals that will be used to evaluate current operations and performance of staff and to develop plans for improving performance.

The objective is to set performance standards and goals that incorporate the requirements of:

- a. Local Housing Codes
- b. HUD PHAS Criteria
- c. HUD Housing Quality Standards
- d. UPCS standards
- e. Housing Authority Job Descriptions (See Appendix B)

Nothing in the documents listed preclude the agency from setting standards that are higher than those defined in these documents.

2. Procedures

The Lead Maintenance Contractor is responsible for developing the performance standards and setting goals for an effective and efficient maintenance operation. Performance standards for each maintenance function are set forth in the applicable chapters of this plan.

No services will be rendered to any resident that result in monetary gain or reward to the employee. The acceptance of monetary benefits from a resident is a violation of the personnel policy and subject to disciplinary action.

3. UPCS/REAC Standards

Site Standards and Scoring

Item	Severity	Deficiency	Notes
Fences/Gates	Level 2	A non-security/non-safety (for example, privacy/decorative) fence or gate is rusted, deteriorated, uprooted, missing, or contains holes in greater than 25% of a fence.	Gates for swimming pool fences are covered in another section, Pools and Related Structures (Common Areas).
Erosion	Level 2	Erosion has caused surface material to collect leading to a degraded surface that would likely cause water to pool in a confined area—especially next to structures, paved areas, or walkways. OR a rut/groove is 6-8 inches wide and 3-5 inches deep.	Grounds erosion can consist of any natural process(s) including erosion or gravity, or man-made processes, that have resulted in the degrading of surface material or removal of surface material in any given area as well as sunken tracks, ruts, grooves, or depressions

Erosion	Level 3	Runoff has extensively displaced soil which has caused visible damage or the potential failure of adjoining structures or systems. OR there is a rut larger than 8 inches wide by 5 inches deep.	This would include pipes, pavement, foundations, buildings, etc. OR advanced erosion threatens the safety of pedestrians and/or makes an area of the grounds unusable.
Item	Severity	Deficiency	Notes
Fences/Gates	Level 1	A security/safety fence or gate (4 feet or more) contains small holes or related damage as defined above (smaller than 12 inches by 12 inches) in less than 25% of the fence.	
Fences/Gates	Level 2	A security/safety fence or gate (4 feet or more) contains small holes or related damage as defined above (smaller than 12 inches by 12 inches) in more than 25% of the fence.	
Fences/Gates	Level 3	A security/safety fence or fence section contains large holes or related damage as defined above (greater than 12 inches by 12 inches) or is missing a section.	
Graffiti	Level 1	There is visible graffiti in one place.	Graffiti is described as crude inscriptions or drawings are scratched, painted or sprayed on a building surface, retaining wall or fence that the public can see from 30 feet away.
Graffiti	Level 2	There is visible graffiti in 2-5 places.	
Graffiti	Level 3	There is visible graffiti in six or more places.	
Handrails	Level 3	Any handrail is missing, damaged, loose or otherwise unusable. Any set of stairs with 4 or more consecutive steps must have a handrail; the rail does not need to be on both sides.	Missing handrail is defined as a handrail not being present on 4 or more consecutive steps
Litter	Level 2	There is excessive litter on the property.	If your maintenance crew is actively cleaning the property at the time of the REAC Inspection, litter should not be recorded. You may have to indicate this to your REAC inspector. The inspector should also not record as litter "litter

			left behind in the path of a recent garbage collection.
Mailboxes	Level 3	The US Postal Service resident/unit mailbox cannot be locked, OR the US Postal Service resident/unit mailbox is missing or so damaged that it does not function properly.	This does not include post office boxes, such as the blue boxes
Item	Severity	Deficiency	Notes
Parking/Roads	Level 2	Between 1 and 3 inches of water has accumulated, affecting the use of 5% or more of a parking lot/driveway/road. The parking lot/driveway/road is passable.	Consider the impact of any measurable precipitation, 1/10 inch or more, during the last 48 hours. Note the deficiency only if there is clear evidence that the ponding is a persistent or long-standing problem.
Parking/Roads	Level 2	Damaged pavement as defined above greater than ¾ inch, cracks, settlement, hinging/tilting, loose materials, pot holes, or missing section(s) that affect traffic ability over more than 10% of the property's parking lots/driveways/roads. Note a deficiency if you see cracks on more than 10% of the paved area.	Repaired/sealed cracks should not be considered a deficiency.
Parking/Roads	Level 3	Damaged pavement as defined above has made a parking lot/driveway unusable/impassable or creates unsafe conditions for pedestrians and vehicles.	When observing traffic ability, consider the capacity to support people on foot, in wheelchairs, and using walkers or canes, etc., and the potential for problems and hazards.
Parking/Roads	Level 3	More than 3 inches of water has accumulated making 5% or more of a parking lot/driveway/road unusable or unsafe.	
Parking/Roads	Level 3	Damaged pavement as defined above has made a parking lot/driveway unusable/impassable or creates unsafe conditions for pedestrians and vehicles.	When observing traffic ability, consider the capacity to support people on foot, in wheelchairs, and using walkers or canes, etc., and the potential for problems and hazards.
Parking/Roads	Level 3	More than 3 inches of water has accumulated making 5% or more of a parking lot/driveway/road unusable or unsafe.	
Play Area/ Equipment	Level 1	Some of the equipment (20-50%) does not operate as it should but poses no safety risk.	Do not evaluate equipment that has been withdrawn from service, except when safety is still a concern, such as sharp edges, dangerous leaning, etc.

Play Area/ Equipment	Level 2	20-50% of the total surveyed play area surface shows deterioration.	This can relate to any sort of play area surface, from cement, to foam, or wood chips.
Item	Severity	Deficiency	Notes
Play Area/ Equipment	Level 3	More than 50% of the surveyed play area surface shows deterioration.	
Play Area/ Equipment	Level 2	Most of the equipment (more than 50%) does not operate as it should but poses no safety risk.	
Play Area/ Equipment	Level 3	There is equipment that poses a threat to safety and could cause injury.	
Ponding	Level 3	There is an accumulation of more than 5 inches deep over 100 square feet. OR Accumulation has made a large section of the grounds, more than 20%, unusable for its intended purpose.	For example, ponding has made a recreational field unusable intended purpose.
Ponding	Level 2	An accumulation of water (3 to 5 inches deep) affects the use of at least 100 square feet of the grounds, but the grounds are generally usable.	This violation refers to water or ice that has collected on the grounds of a property, typically in a depression or on the ground where ponding was not intended. Ponding should not be recorded within 48 hours of any precipitation of 1/10" of rain or more.
Refuse Disposal	Level 2	A single wall or gate of the trash enclosure has collapsed or is leaning and is in danger of falling OR The trash or other refuse cannot be stored in the designated area because it is too small to store refuse until disposal.	This does not include areas that are not designed as trash/refuse enclosures, such as curb pick-up.
Retaining Walls	Level 1	Any retaining wall that shows some signs of deterioration, falling or leaning, but it still functions as it should, and it is not a safety risk.	This may include but is not limited to: planter boxes, railroad ties, and exterior stairwell walls. A retaining wall structure can be deteriorated, damaged, falling or leaning
Retaining Walls	Level 3	Any retaining wall that is damaged and has failed and does not function as it should or is a safety risk.	
Site Signs	Level 1	The sign is damaged, vandalized or deteriorated, and cannot be read from a reasonable distance (for example, 20 feet).	This does not include signs owned and maintained by the City/Local Municipality.

Item	Severity	Deficiency	Notes
Storm Drainage	Level 2	The drainage system is partially blocked by a large quantity of debris, causing backup into adjacent area(s).	If the storm drains are structurally unsound, are blocked by accumulated debris or present other safety hazards, it will be a recorded deficiency.
Storm Drainage	Level 3	The drainage system is completely blocked, or a large segment of the system has failed because a large quantity of debris has caused backups into adjacent area(s) OR runoffs into areas where runoffs are not intended.	
Vegetation	Level 2	Vegetation is extensive and dense; it is difficult to see broken glass, holes and other hazards OR vegetation contacts or penetrates an unintended surface — buildings, gutters, fences, walls, roofs, HVAC units, etc.—but you see no visible damage	If the vegetation is owned by a third party but making contact with the property's fence, it should be considered a deficiency, or if the property's vegetation is touching a neighboring property, it should be considered an issue
Vegetation	Level 2	Extensive, dense vegetation obstructs the intended path of walkways or roads, but the path is still passable.	
Vegetation	Level 3	Plants have visibly damaged a component, area or system of the property or have made them unusable/un-passable.	
Walkway/ Steps	Level 2	Cracks greater than ¾ inches, hinging/tilting, or missing section(s) that affect traffic ability over more than 5% of the property's walkway/steps.	Relief joints are there by design; do not consider them cracks.
Walkway/ Steps	Level 1	More than 5% of the walkways/steps have small areas of spalling—4 inches by 4 inches or less.	When observing traffic ability, consider the capacity to support people on foot, in wheelchairs, and using walkers.
Walkway/ Steps	Level 2	More than 5% of the walkway/steps have large areas of spalling—larger than 4 inches by 4 inches—and this affects traffic ability.	

Building Systems Standards and Scoring

1. Electrical Systems and Violations

The Electrical Systems are defined as the portion of the building systems that safely provide electrical power throughout the building, including equipment that provides control, protection, metering, and service.

*Note: Electrical System Violations are always severe violations recorded as L3, Life Threatening Health & Safety; variants regarding the location of the electrical systems are not taken into account. In other words, just because the panel is installed behind a locked door and not accessible to the residents, this will not prevent REAC from citing the panel as deficient and presenting a safety hazard during the inspection. (This is for the safety of the staff as well as the residents).

The inspector must record electrical deficiencies for electrical equipment that services more than one specific area of the building (e.g. main electrical panel) within Building Systems. Electrical deficiencies for electrical equipment that service a specific area of the building (e.g. community room, hallway, unit) must be recorded in their respective locations.

2. Blocked Access/ Improper Storage (EH&S)

This violation is defined as any fixed obstruction or item of sufficient size and weight that can delay or prevent access to any panel board or main power switch in an emergency. This is often a large object such as a filing cabinet or other heavy object stored in front of a breaker panel or other electric panel. This can also be recorded if access cannot be provided to an electrical or another utility room in instances where the door cannot be opened, or the door has been disabled.

- Electrical panels (breaker/fuse boxes) that are secured at the time of inspection (except for disconnects and timer boxes) must be made accessible to the inspector for inspection. Any electrical panel (breaker/fuse box) that is not made accessible will be recorded as "Blocked Access/Improper Storage"

Level 3

One or more fixed items of sufficient size and weight impede access to the building system's electrical panel during an emergency.

3. Burnt Breakers (EH&S)

This violation relates to a breaker that has carbon on the plastic body, or the plastic body is melted and scarred. This is a severe violation and can be an indicator of a major fire hazard. For more detail on this violation, please see ANSI (American National Standards Institute) for more details on melted breakers or arcing scars.

Level 3

Any carbon residue melted breakers or arcing scars.

4. Evidence of Leaks/Corrosion

This violation is recorded when there are liquid stains or other signs of corrosion on electrical enclosures or hardware. This can be evidenced by rust, corrosion, or water stains on the exterior of the breaker box, meter box,

electrical boxes, or any other electrical enclosures, on either the box or the conduit leading to the electrical enclosure.

Note: Do not consider surface rust a deficiency if it does not affect the condition of the electrical enclosure. (However, we have found that most inspectors will site this deficient if any streaking or superficial rust is on any part of a junction box, shut off, breaker panel or any conduit or box that houses electricity indoors or outdoors. It is best to clean, scrape and Rustoleum, enclose with overhangs, or change these boxes in order to avoid this deficiency)

Level 3

Any corrosion that affects the condition of the components that carry current OR any stains or rust on the interior of electrical enclosures OR any evidence of water leaks in the enclosure or hardware.

5. Frayed Wiring

This violation is defined as any nicks, abrasions, or fraying of the insulation that exposes wires that conduct current. This can be damaged wires (such as Romex or other insulated wire).

Note: Do not consider this a deficiency for wires not intended to be insulated, such as grounding wires.

Level 3

Any nicks, abrasions or fraying of the insulation that expose any conducting wire.

6. Missing Breakers/Fuses (EH&S)

This deficiency is defined as an open circuit breaker position that is not appropriately blanked off in a panel board, main panel board, or any other electrical box containing circuit breakers. This can be a missing breaker or fuse of any kind or location to be recorded as a violation. Any gap of ¼" or more can be recorded as deficient. REAC Inspectors do not use testing devices to determine if there is an active current, so the breaker panel does not have to be active to be recorded as a violation. (Note: Do not use tape (of any kind) or any other item that can be removed without the use of a tool to seal these. Input a breaker or install a plastic or metal breaker blank or appropriate size and be certain that it is secured and cannot be pulled off).

7. Missing Covers (EH&S)

This deficiency will be recorded if there is a cover is missing from any electrical device box, panel box, switch gear box, or control panel with exposed electrical connections. This can also be recorded if a panel cover is loose and exposes a gap of ¼" or more that exposing electrical connections. This includes any crescent gaps around conduits leading into any boxes, missing knockout seals, rust that created holes or pitting, and even old screw holes with a ¼" diameter. Be sure to check the front, top, bottom and sides of the boxes/panels thoroughly. (Some boxes/panels may be suspended in the middle of the room so check the backs in those cases. Note: Do not use tape (of any kind) or any other item that can be removed without the use of a tool to seal these).

- Any electrical panel/box that is designed to have an interior cover but the cover is missing at the time of inspection will be recorded as "Missing Covers".

- Timer and disconnects (all electrical boxes other than breaker/fuse) that are not secured must be inspected provided that doing so will not interrupt electrical service. Secured means that it requires the use of a tool. (Tools could be keys for locks, cutters, screwdrivers, etc.) The inspector must exercise professional common sense in inspecting these boxes.

A missing elevator motor control panel cover must be recorded as "Missing Covers" if the control panel was designed to have a cover. If a cover was not part of the original design do not record a deficiency [this

violation is only recorded if the elevator room must be entered to access inspectable items such as the roof or if the property requests an inspection of the elevator room].

Level 3

A cover is missing, which results in exposed visible electrical connections

8. Elevator

The elevator is defined as any vertical conveyance system for moving personnel, equipment, materials, household goods, etc. The elevator will be recorded as deficient if it will not ascend or descend OR the elevator door will not open or close OR the elevator door opens when the cab is not there.

Level 3

The elevator does not function at all OR the elevator doors open when the cab is not there.

9. Domestic Water Systems

The Domestic Water Systems are the portion of the building systems that provides potable water conditioning, heating and distribution taking its source from outside the building and terminating in domestic plumbing fixtures; the system typically consists of water conditioners (filters and softeners), water heaters, transfer and circulating pumps, strainers and connecting piping, fittings, valves, and supports. These inspectable items can have the following deficiencies recorded.

10. Leaking Central Water Supply

This deficiency would result if water is leaking from any water system component, including valve flanges, stems, bodies, hose bibs, any domestic water tank or its pipe or pipe connections.

1. This includes both hot and cold-water systems but does not include fixtures. Address fixtures in dwelling units or common areas.
2. Some pumps, pump packing, and valves are designed to leak as a normal function, particularly in fire pumps, water pressure pumps, and large circulating pumps, and should be considered accordingly.

Level 3

An active water leak that is observed by the inspector. This relates to any active leak that is either part of the main plumbing system or part of any system that is not confined to a particular room or area.

11. Misaligned Chimney Ventilation System

This deficiency would result if the ventilation system on a gas-fired or oil-fired water heater is misaligned. If the top of the tank has screw holes to align the vent stack, then be certain that they are all screwed into the appropriate holes. Fill or cover test holes or pitting from rust in the vent stack and be certain that all joints are secured.

Level 3

Any misalignment of an exhaust system that may cause improper or dangerous venting of exhaust gasses.

12. Missing Pressure Relief Valve

This deficiency would result if the pressure relief valve on the central hot water heating system is missing or does not extend to within 18" of the floor.

Level 3

There is no pressure relief valve, OR the pressure relief valve does not extend to within 18 inches of the floor.

*Note: If the pressure relief valve installed on the water heater does not extend to at least 18 inches from the floor, it will be recorded as missing. The idea is that the valve should not be installed with the end high enough to allow the possibility for the valve to spout off and burn a person's face or hands, thus making it extend to at least 18 inches (or closer) to the floor would help to prevent someone from burning their hands or face and direct the flow of hot water/steam toward the floor and away vulnerable areas. This is commonly misinterpreted as an exact measurement, meaning that you can't have the pressure relief valve extend any more, or less, than 18 inches off the floor – this is incorrect. The maximum amount of distance allowed between the floor and the outlet or end of the pressure relief valve is 18 inches. Installing the PRV to extend slightly lower, say around 16 inches from the floor helps to ensure that faulty measuring by the inspector does not result in this deficiency being recorded improperly. Many locations have local codes that specify 6" from the ground.

13. Rust/ Corrosion on Heater Chimney

This deficiency would result if the water heater chimney shows evidence of flaking, discoloration, pitting or crevices.

Level 3

The water heater chimney shows evidence of flaking, discoloration, pitting or crevices that may create holes that could allow toxic gasses to leak from the chimney.

14. Water Supply Inoperable

This deficiency would result if water is not available in any area of a building.

Level 3

There is no running water in any area of the building.

15. Emergency Power Systems

Emergency Power Systems are the standby or backup equipment intended to supply illumination or power or both (battery or generator set) during a utility outage. This inspectable item can include the following deficiencies.

16. Auxiliary Lighting Inoperable

This deficiency would result if emergency lighting that provides illumination during power outages does not function as it should. (There is no requirement under UPCS to have any auxiliary power system or components).

*Note: This includes fluorescent lighting fixtures that have test buttons, exit signs with test buttons, if an auxiliary light bulb is burnt out or if battery backups are inoperable, etc.

Level 3

Auxiliary lighting does not function.

17. Run-Up Records

This deficiency would result if there are no records available or if they not properly maintained.

Level 2

Current generator records from the last 12 months are lost, but older records are properly maintained and are available.

Level 3

No generator records are available during the inspection.

18. Roof Exhaust Systems

Exhaust systems are defined as the system used to exhaust stale air from the building, primarily from the kitchen and bathroom areas. The deficiency that can result related to this inspectable item is if the ventilation system to exhaust kitchen or bathroom air does not function.

Level 3

The roof exhaust fan unit does not function.

*Note: This deficiency is commonly recorded in error due to roof fan timers being installed and the systems turning on and off on cycles, sometimes giving the appearance that the system is inoperable. When at all possible, ensure that all fans are running, or may be tested for operability at the time of the inspection. Even if the fan is working, if you can't show the inspector it is working during the inspection in a reasonable amount of time, you will be forced to appeal the issue as the inspector would be required to record the item as deficient/inoperable during the inspection.

- The inspector shall determine if the fans are event activated, for example, fire, timer, etc. If so, there is no deficiency.

- "Missing" only refers to the case where there were fans to begin with. If a fan was not included in the design, do not record a deficiency for not having one

19. Fire Protection Systems

The building system designed to minimize the effects of a fire, which may include fire walls and doors, portable fire extinguishers and permanent sprinkler systems. To follow are the violations that may be recorded in association with this inspectable item.

20. Fire Extinguishers

This deficiency will result if any portable fire extinguisher is not where it should be, is damaged, or the fire extinguisher certification has expired.

Level 1

This deficiency will result if any portable fire extinguisher is not where it should be, is damaged, or the fire extinguisher certification has expired.

Level 2

For all buildings, 5-10% of the fire extinguishers are missing, damaged or expired.

Level 3

For all buildings, more than 10% of the fire extinguishers are missing, damaged or expired OR there is not an operable and non-expired fire extinguisher on each floor

21. Missing Sprinkler Head

This deficiency will result if a sprinkler head or its components (including test plugs, drains, and test fittings) connected to the central fire protection system are either missing, visibly disabled, painted over, blocked or capped

Level 3

Any sprinkler head is missing visibly disabled, painted over, blocked, or capped.

22. HVAC Systems

The HVAC systems are the portion of the building systems that provides the ability to heat or cool the air within the building, including equipment such as boilers, burners, furnaces, fuel supply, hot water and steam distribution, and any associated piping, filters, and equipment. This also includes air handling equipment, and all associated ventilation ducting. To follow are the violations that may be recorded in association with this inspectable item.

23. Boiler/ Pump Leaks

This deficiency will result if there is any water or steam escaping from the HVAC unit casing or system piping.

Level 1

Coolant, Water or steam is visibly leaking in a unit casing, piping or pump packing.

Level 3

Coolant, Water or steam is leaking in a unit casing, piping or pump packing to the point that the system or pumps should be shut down.

24. Fuel Supply Leaks

This deficiency will result if there is any evidence that fuel is escaping from a fuel storage tank or fuel line.

Level 3

Any amount of fuel is leaking from the supply tank or piping.

25. General Rust/ Corrosion

This deficiency will result if the HVAC equipment or associated piping and ducting show evidence of flaking, discoloration, pitting or crevices.

Level 2

There are significant formations of metal oxides, flaking, discoloration or the development of a noticeable pit or crevice.

Level 3

The equipment or piping does not function because of this condition.

26. Sanitary Systems

The sanitary systems are the portion of the building system that provides for the disposal of waste products with discharge to the local sewage system, which consists of floor drains and traps, collection sumps, sewage ejectors, sewage pumps and collection piping, fittings, valves and supports, and can include sources such as domestic plumbing fixtures, floor drains and other area drains. To follow are the violations that may be recorded in association with these inspectable items.

27. Broken / Leaking / Clogged Pipes or Drains

This deficiency will result if a drain is clogged or components of the sanitary system are leaking.

Level 3

There are active leaks in or around the system components OR there is evidence of standing water, puddles or ponding, which are signs of leaks or clogged drains.

28. Missing Drain/ Cleanout/ Manhole Covers

This deficiency will result if a protective cover is missing.

Level 3

A protective cover is missing.

Building Exterior Standards and Scoring

Doors

Doors are inspected for determining if the (a) hardware functions, the hardware includes the attachments to a door that provide hinging, hanging, opening, closing or security are damaged or missing, including locks, panic hardware, overhead door tracks, springs, and pulleys, sliding door tracks and hangers, and door closures. Also inspected is the surface of the door, and the frame, threshold, lintels, and trim.

Damaged Hardware Locks

Damaged hardware or locks on an entry/fire-rated/or bathroom door can consist of a lockset hardware locking mechanism, without or without a lock, a self-closing device (arm or spring loaded hinge), or any other mechanism used for opening, closing, locking, or securing an entry, fire-rated, or bathroom door. Bathroom/ Entry/Fire-rated doors can consist of any material, such as wood, metal, composite, etc and can exist anywhere on a property. Other violations on entry doors relate to doors that lack protective covering such as paint, varnish, stain, etc.

Level 2

At least 1 door (not entry) is not functioning or cannot be locked because of damage to door hardware

Level 3

At least 1 entry door or fire/emergency door is not functioning or cannot be locked because of damage to the door hardware or damaged panic hardware or panic hardware that is not operating properly

Damaged Frames/ Threshold/ Lintels/ Trim

This deficiency is present if there is a frame, header, jamb, threshold, lintel or trim that is warped, split, cracked or broken. Damage does not include scratches and cosmetic deficiencies.

Level 2

At least 1 door is not functioning or cannot be locked because of damage to the frame, header, jamb, threshold, lintel, or trim.

Level 3

At least 1 entry door or fire/emergency door is not functioning or cannot be locked because of damage to the frame, header, jamb, threshold, lintel, or trim.

Damaged Surface

There is damage to the door surface that may affect either the surface protection or the strength of the door, OR may compromise building security; this includes holes, peeling/cracking/no paint, broken glass and significant rust.

Level 2

One door has a hole or holes with a diameter ranging from ¼ inch to 1 inch.

Level 3

One door has a hole or holes larger than 1 inch in diameter, significant peeling/cracking/no paint, or rust that affects the integrity of the door surface or broken/missing glass.

Level 3

One entry door or fire/emergency door has a hole or holes with a diameter ranging from ¼ inch to 1 inch.

Screen Doors and Storm Doors

This deficiency relates to any damage to door surfaces including screens, glass, and frames. A door should be considered a security door only when the door provides its own security and has its own independent locking mechanisms and provides security through locks or other means.

Level 1

At least one screen door or storm door is damaged or is missing screens or glass as evidenced by an empty frame.

Level 3

A security door is not function or is missing.

Deteriorated/ Missing Caulking/ Seals

This deficiency is related to sealant and stripping that is designed to resist weather or caulking that is missing or deteriorated. This can relate to seals that were factory designed and installed or after-market seals or caulking added to doors. This applies only to entry doors that were designed with seals.

Level 3

The seals or caulking are missing on one entry door, or they are so damaged that they do not function as they should.

Missing Exterior Door

Deficiency: A Building Exterior door is missing – a door is "exterior" if it opens outward to the exterior of the building, a door that swings into the building or does not provide direct access to the outdoors will be recorded under common areas. All unit entry doors are recorded under their particular unit only and should not be considered a building exterior door.

Level 3

A single missing building exterior door.

Foundations

The foundation is defined as the lowest structural wall or floor responsible for transferring the building's load to the appropriate footings and soil. Materials may include concrete, stone, masonry and wood. To follow are the violations that may be recorded in association with this inspectable item:

The deficiency "Cracks/Gaps" is applicable to both foundation walls and floors (structure slabs). For Foundation – "Spalling/Exposed Rebar": The inspector is to record spalling (no exposed rebar) deficiency relative only to the percentage of the foundation area observed. The percentage is to be calculated based on each foundation wall of the building.

Foundation - Cracks / Gaps

This deficiency will result if there is split in the exterior of the lowest structural wall.

Note: If you have any doubt about the severity of the problem, request an inspection by a structural engineer.

Level 2

There are cracks more than 1/8-inch-wide by 1/8-inch-deep by 6 inches long, OR there are large pieces (for example, many bricks) that are separated or missing from the wall or floor.

Level 3

There are large cracks or gaps more than 3/8 inches wide by 3/8-inch-deep by 6 inches long, which is a possible sign of a serious structural problem OR there are cracks that are the full depth of the wall, providing opportunity for water penetration OR there are sections of the wall or floor that are broken apart.

Foundation - Spalling / Exposed Rebar

This deficiency will result if a concrete or masonry wall is flaking, chipping or crumbling—possibly exposing underlying reinforcing material (rebar).

Level 2

There is an obvious, large spalled area or areas affecting 10-50% of any foundation wall.

Level 3

There are obvious, significant spalled area(s) affecting 50% or more of any foundation wall OR there is spalling that exposes any reinforcing material, rebar or other.

Roofing

The roof system consists of the structural deck, weathering surface, flashing, parapet and drainage system; the roof may be flat or pitched. To follow are the violations that may be recorded in association with this inspectable item.

Damaged / Clogged Drains

This deficiency will result if the drainage system does not effectively remove water; generally, this deficiency applies to flat roofs.

Level 2

There is debris around or in a drain, but no evidence of ponding OR the drain is damaged or partially clogged with debris, but the drain system still functions and there is no evidence of ponding.

Level 3

The drain is so damaged or clogged with debris that the drain no longer functions, as shown by ponding.

Damaged / Clogged Drains

This deficiency will result if the drainage system does not effectively remove water; generally, this deficiency applies to flat roofs.

Level 2

There is debris around or in a drain, but no evidence of ponding OR the drain is damaged or partially clogged with debris, but the drain system still functions and there is no evidence of ponding.

Level 3

The drain is so damaged or clogged with debris that the drain no longer functions, as shown by ponding.

Damaged Vents

This deficiency will result if there are damaged vents on or extending through the roof surface or components are damaged or missing, including ridge vents, gable vents, plumbing vents, gas vents and others.

Level 1

The vents are visibly damaged but do not present an obvious risk to promote further roof damage.

Level 3

Vents are missing or so visibly damaged that further roof damage is possible.

Damaged / Torn Membrane / Missing Ballast

This deficiency will result if in the membrane or flashing, there is a rip or tear, including punctures, holes, cracks, blistering and separated seams; PVC, rubber, bitumen and similar materials are all subject to tears and punctures. This would also include gravel roofing materials – any shifted or bare areas caused by moving the gravel, or a depletion of the gravel materials may result in this deficiency being recorded.

Level 2

Ballast has shifted and no longer functions as it should.

Level 3

There are signs of damage to the membrane that may result in water penetration.

Missing / Damaged Downspouts / Gutters

This deficiency will result if components of the drainage system are missing or damaged, including gutters, leaders, downspouts, splash blocks and drain openings.

Level 1

Splash blocks are missing or damaged.

Level 2

Drainage system components are missing or damaged, but there is no visible damage to the roof, structure, exterior wall surface or interior.

Level 3

Drainage system components are missing or damaged, causing visible damage to the roof, structure, exterior wall surface or interior.

Missing / Damaged Shingles

This deficiency will result if shingles are missing or damaged, including cracking, warping, cupping, and other deterioration.

Level 1

Up to one square of surface material or shingles is missing from surveyed roof areas.

Level 2

One to two squares of surface material or shingles are missing from surveyed roof areas.

Level 3

More than two squares of shingles are missing from surveyed roof areas.

*Note: If you have any doubt about the severity of the condition, request an inspection by a roofing specialist.

Ponding

This deficiency will result if there is evidence of standing water. Evidence may include roof depressions, mold rings, or effervescence a water ring. Standing water should not be recorded as ponding if there has been rain of 1/10" in the previous 48 hours from the date of the inspection. Determine that ponding has occurred only when there is clear evidence of a persistent or long-standing problem.

*Note: If you have any doubt about the severity of the condition and it is believed that a roofing specialist is recommended.

Level 3

There is evidence of standing water on the roof, causing potential or visible damage to roof surface or underlying materials.

Fire Escapes

All buildings must have acceptable fire exits, including both stairway access doors and external exits; these can include external fire escapes, fire towers, operable windows on the lower floors with easy access to the ground, or a back door opening onto a porch with a stairway leading to the ground. To follow are the violations that may be recorded in association with this inspectable item.

Blocked Egress / Ladders

This deficiency will result if any part of the fire escape including ladders is blocked, limiting, or restricting people from exiting. Fire escape ladders blocked with furniture or other items of significant size or weight will result in this violation, as well as damaged components that prevent access to the fire escape will also result in this violation.

Level 3

Stored items or other barriers restrict or block people from exiting.

Visibly Missing Fire Escape Components

This deficiency will result if any component that affects the functioning of the fire escape is missing. This can include missing steps, handrails, or other components of the fire escape, and can consist of any material, such as wood, metal, or other construction of fire escapes.

Level 3

Any of the components that affect the function of the fire escape (for example, one section of a ladder or railing) are missing.

Building Exterior Windows

Damaged Window Screens

This deficiency relates to window screens that are damaged, punctured, or otherwise damaged and can be observed from inside the building as part of the inspection. This is only a recorded violation if there are 3 or more screens that are observed to be damaged during the course of the inspection.

Level 1

Three or more screens in 1 building are punctured, torn, otherwise damaged, or missing.

Broken / Missing / Cracked Panes

This deficiency will result if the glass pane is broken, missing or cracked. This can be for any size window, as well any design or location of windows or window panes. If the damaged window pane results in exposed sharp edges, it will be recorded separately as a health and safety violation, in addition to the damaged window pane.

Level 1

A glass pane is cracked, but there are no sharp edges.

Level 3

A glass pane is missing or broken.

Damaged Sills / Frames / Lintels / Trim

This deficiency will result if the window sills, frames, sash lintels or trim are damaged by decay, rust, rot, corrosion or other deterioration.

Level 1

There is damage to sills, frames, lintels or trim, but nothing is missing; the inside of the surrounding wall is not exposed; there is no visible impact on either the functioning of the window or weather tightness.

Level 2

Sills, frames, lintels or trim are missing or damaged, exposing the inside of the surrounding walls and compromising its weather tightness.

Damaged Caulking/ Seals/Glazing Windows

This deficiency will result if the caulking or glazing compound that resists weather is missing or deteriorated.

Level 1

Most of the windows show missing or deteriorated caulk, seals and/or glazing compound but there is no evidence of damage to the window or surrounding structure.

Level 3

There are missing or deteriorated caulk or seals, with evidence of leaks or damage to the window or surrounding structure.

Peeling/ Needs Paint

This deficiency will result if the paint covering the window assembly or trim is cracking, flaking or otherwise failing OR the window assembly or trim is not painted or is exposed to the elements.

Level 1

There is peeling paint on a window that needs paint.

Missing/ Damaged/ Inoperable Fixtures/ Bulbs

This deficiency will result if there are any broken, missing or inoperable fixtures or bulbs as part of the lighting associated with the building, including lighting attached to the building used to light the site.

Level 2

20-50% of the surveyed lighting fixtures and bulbs are broken or missing, but this does not constitute an obvious safety hazard.

Level 3

More than 50% of the surveyed lighting fixtures and bulbs are broken or missing OR the condition constitutes an obvious safety hazard.

Exterior Walls

The exterior walls are defined as the exterior enclosure of the building or structure; materials for construction include concrete, masonry block, brick, stone, wood and glass block; surface finish materials include metal, wood, vinyl and stucco. To follow are the violations that may be recorded in association with this inspectable item.

Missing / Damaged Caulking / Mortar

This deficiency will result if the caulking designed to resist weather or mortar is missing or is deteriorated and/or missing from the exterior brick or stone walls.

Level 1

Mortar is missing around a single masonry unit OR deteriorated caulk is confined to less than 12 inches.

Level 2

Mortar is missing around more than one contiguous masonry unit OR there is deteriorated caulk in an area longer than 12 inches.

Missing Pieces / Holes / Spalling

This deficiency will result if there is deterioration of the exterior wall surface, including missing pieces, holes or spalling, which may be attributed to materials that are rotting OR a concrete, stucco or masonry wall that is flaking, chipping or crumbling.

*Note: If you see both cracks/gaps and missing pieces/holes/spalling, do not record both. If you see both deficiencies, record only 1 of the 2.

Level 2

There is a missing piece (for example, a single brick or a section of siding) or a hole larger than ½ inch in diameter OR there is deterioration that affects an area up to 8 ½ inches by 11 inches.

Level 3

There is deterioration that exposes any reinforcing material (rebar) OR there is more than one missing piece (for example, a few bricks or a section of siding) or holes that affect an area larger than 8 ½ inches by 11 inches OR there is a hole of any size that completely penetrates the exterior wall.

Level 3

If you have any doubt about the severity of the condition, request an inspection by a structural engineer.

Exterior Walls – Cracks / Gaps

This deficiency will result if there is a split, separation or gap in the exterior walls. This violation is not limited to any exterior wall material, the same violation can exist on brick, stone, vinyl siding, aluminum siding, and/or any other material used on the exterior walls of a building.

*Note: If you see both cracks/gaps and missing pieces/holes/spalling, do not record both. If you see both deficiencies, record only 1 of the 2.

Level 2

There is a crack that is more than 1/8-inch-wide by 1/8-inch-deep by 6 inches long OR there are pieces (for example, many bricks) that are separated from the wall.

Level 3

There is a large crack or gap that is more than 3/8-inch-wide by 1/8-inch-deep by 6 inches long, which is a possible sign of a serious structural problem OR there is a crack the full depth of the wall, providing opportunity for water penetration OR sections of the wall are broken apart. *Note: If you have any doubt about the severity of the condition, request an inspection by a structural engineer.

Exterior Walls – Damaged Chimney

This deficiency will result if the chimney, including the part that extends above the roof line, has separated from the wall or has cracks, spalling, missing pieces or broken sections.

Level 1

The chimney cap is either visibly loose or damaged.

Level 2

The surface of the chimney shows surface damage on more than one piece of wall (for example, a few bricks or a section of siding) OR the surface of the chimney has holes that affect an area larger than 4 inches by 4 inches.

Level 3

Part of the chimney, or the entire chimney, has visibly separated from the adjacent wall OR there are cracked or fallen pieces or sections OR there is a risk that falling pieces could create a safety hazard.

Exterior Walls – Stained / Paint

This deficiency will result if the paint on the exterior walls is cracking, flaking or otherwise deteriorated. This deficiency may also result if water damage or related problems have stained the paint.

Level 1

Less than 50% of a single building exterior wall is affected.

Level 2

More than 50% of a single building exterior wall is affected.

FHEO - Entrance Less Than 32"

This deficiency will result if the main entrance to each building is less than 32" wide, measured between the face of the door and the opposite door stop.

Level 3

The distance between the face of the door and the opposite doorstep is not 32" wide.

FHEO - Accessibility Routes

This deficiency will result if the accessible route to and from the main ground floor entrance and all common areas for every building, including level surface to the floor, ramps, etc., is obstructed or missing.

Accessible route means a continuous unobstructed path connecting accessible elements and spaces in a building or within a site that can be negotiated by a person with a severe disability using a wheelchair and that is also safe for and usable by people with other disabilities. Interior accessible routes may include corridors, floors, ramps, elevators and lifts. Exterior accessible routes may include parking access aisles, curb ramps, walks, ramps and lifts. A route that complies with the appropriate requirements of ANSI A117.1-1986 or a comparable standard is an accessible route

Level 3

There is not an accessible route.

Common Area and Dwelling Area Standards and Scoring

Walls and Ceilings

Violations regarding walls and ceilings are the same with the exception of drop ceilings (which are counted by the number of missing and/or damaged ceiling tiles) and damage in the common area hallways.

Walls - Damaged/Deteriorated Trim

This violation refers to cove molding, chair rails, base molding, or other decorative trim that is damaged or has decayed components found during the inspection. Trim can contain any material, such as wood, plastic, vinyl, or other materials. Trim can include low-level materials along the bottom wall in any room, or elevated chair rails on walls; the trim can be decorative in nature.

Level 1

You see small areas of deterioration in the trim surfaces, and you estimate that 5% to 10% of the wall area is affected.

Level 2

You see large areas of deterioration in the trim surfaces, and you estimate that 10% to 50% of the wall area is affected.

Level 3

You see significant areas of deterioration in the wall surfaces, and you estimate that more than 50% of the wall area is affected.

Walls & Ceilings - Bulging and Buckling

This violation refers to a wall that is bowed, deflected, sagging or is no longer aligned horizontally. This can refer to walls and/or ceilings and may or may not be accompanied by water damage; if there is water damage, and/or mold, the water damage will be recorded as a separate violation.

Level 3

There is bulging, buckling, sagging or a lack of horizontal alignment OR If you as an inspector have concerns about the possibility of failure, inform the property representative that an inspection by a professional engineer is suggested.

Walls & Ceilings - Damaged/Holes and Missing Sections

This violation is defined by ceilings affected by punctures in the surface that may or may not penetrate completely; panels or tiles may be missing or damaged.

Level 1

There is a hole, missing tile or panel or other damage in a wall that is between 1 inch and 8 ½ inches by 11 inches; the hold does not penetrate into the adjoining room, and you cannot see through it.

Level 2

There is a hole, missing tile or panel or other damage in a wall that is larger than a sheet of paper (8 ½ inches by 11 inches) OR there is a crack greater than 1/8-inch-wide and at least 11 inches long.

Level 3

There is a hole of any size that penetrates into an adjoining room; you can see through the hold OR two or more walls have [Level 2](#) holes.

Walls & Ceilings - Peeling / Needs Paint

This deficiency relates to any paint that is peeling, cracking, flaking or otherwise deteriorated on any wall. This violation can exist on any surface on interior walls; the walls can be comprised of cinder block, cement, brick, panels, tile, or drywall. Surfaces that are not currently painted should not be cited for need paint unless the wall material consists of drywall, as drywall is determined to need paint to properly resist mold and mildew.

Level 1

The affected area is 1 to 4 square feet on 2 or more walls.

Level 2

The affected area is more than 4 square feet on any wall or walls.

Mold/ Mildew/Water Stains/Damage

This violation relates to walls or ceilings that are not watertight; there is evidence of water infiltration, mold, mildew or damage caused by saturation or surface failure. This violation can have mold and/or mildew infestation on the walls or not, the mold/mildew air quality hazard is recorded separately from the water stains.

Level 1

There is evidence of a leak, mold or mildew such as a darkened area more than 4 square inches but less than 1 square foot; water may or may not be visible.

Level 3

On one wall, you estimate that a very large area (more than 1 square foot) of its surface has been substantially saturated or damaged by mold, or mildew. The wall surface may have failed.

Flooring and Floor Covering

Floors - Bulging and Buckling

This violation refers to any that is bowed, deflected, sagging or is no longer aligned horizontally. If the buckling or bulging sections of the floor rising to a variance in excess of 3/4", then that will be recorded as a trip hazard (H&S) in addition to the violation for bulging or buckling flooring. Bulging or buckling floor covering refers to any floor covering material, from tile, to VCT, to sheet vinyl, and/or any other form of floor covering.

Level 3

There is bulging, buckling, sagging or a problem with alignment.

Hard Floor Covering Missing/Damaged

You see that hard flooring, terrazzo, hardwood, ceramic tile, sheet vinyl, vinyl tiles, or other similar flooring material, is missing section(s), is missing, or presents a tripping or cutting hazard, associated with but not limited to holes or delamination.

Level 1

For any single floor surface, you see deficiencies in areas of the floor surface. You estimate that 5% to 10% of the floor is affected, and there are no safety problems.

Level 2

You estimate that 10% to 50% of any single floor surface is affected, but there are no safety problems.

Level 3

You estimate that more than 50% of any single floor surface is affected by level 1 deficiencies – OR the condition causes a safety problem.

Soft Floor Covering Missing/Damage

You see damaged and/or missing soft floor covering.

Level 1

You estimate that 5% to 10% of any single floor covering has stains, surface burns, shallow cuts, small holes, tears, loose areas, or exposed seams. The covering is fully functional, and there is no safety hazard.

Level 2

You estimate that 10% to 50% of any single floor covering has stains, surface burns, shallow cuts, small holes, tears, loose areas, or exposed seams. The covering is fully functional, and there is no safety hazard.

Level 3

You estimate that more than 50% of any single floor covering is damaged. OR Damage to the soft floor covering exposes the underlying material.

Floors - Peeling/Needs Paint

For floors that are painted, you see paint that is peeling, cracking, flaking or otherwise deteriorated.

Level 1

The affected area is more than one square foot, but less than 4 square feet.

Level 2

The affected area is more than 4 square feet.

Floors - Rot/Deteriorated Subfloor

The subfloor has decayed or is decaying.

Level 2

The rotted area is more than one square foot, but less than 4 square feet.

Level 3

The rotted area is more than 4 square feet, and applying weight causes noticeable deflection

Floors - Water Stains/Water Damaged/Mold & Mildew

There is evidence of water infiltration, mold or mildew that may have been caused by saturation or surface failure.

Level 2

There is evidence of a water stain, mold or mildew such as a darkened area over a small area of floor between 1 and 4 square feet; water may or may not be visible; less than 10% of floors are affected

Level 3

More than 4 square feet of one or more floors have been substantially saturated or damaged by water, mold or mildew; there are cracks, mold or flaking, and the floor surface may have failed.

Hallways and Stairs

Broken/Missing Hand Railing

This deficiency will result if the hand-rail is damaged or missing. A handrail is considered to be missing if a handrail is not provided on any set of stairs or steps with 4 or more consecutive steps. A handrail is only required on one side of the stairs/ steps; however, if there is a handrail present on both sides, both handrails are inspected.

Level 3

The hand-rail for four or more stairs is either missing, damaged, loose or otherwise unusable.

Broken/ Damaged/ Missing Step

This deficiency will result if the horizontal tread or stair surface is damaged or missing. This can result on any set of steps (e.g. any material, size, and/or location of steps) on the interior of a building in the units or common areas

Level 3

A step is broken or missing.

Baluster/Side Railings Damaged

Adjoining patio, porch or balcony. A baluster or side railing on the porch/patio/balcony is loose, damaged or does not function, which limits the safe use of this area

Level 3

The baluster or side rails enclosing this area are loose, damaged or missing, limiting the safe use of this area.

Doors

Doors are inspected for determining if the (a) hardware functions, hardware includes the attachments to a door that provide hinging, hanging, opening, closing or security are damaged or missing, including locks, panic hardware, overhead door tracks, springs and pulleys, sliding door tracks and hangers, and door closures. Also inspected is the surface of the door, and the frame, threshold, lintels, and trim.

Closet Doors - Dwelling Units

Damaged hardware or locks on a closet door can consist of a lockset hardware locking mechanism, without or without a lock, a sliding bi-fold closet door track and guidepost, or any other closet door mechanism. Closet doors can consist of any material, such as wood, metal, plastic, etc and can exist in any room. Other violations on closet doors relate to doors that lack protective covering such as paint, varnish, stain, etc.

Level 1

One closet door does not function as it should because of damage to the door's hardware OR one closet door that requires locking cannot be locked because of damage to the door's hardware

Level 3

A closet door is missing a protective covering, such as paint, varnish, stain, or sealant. All portions of any closet door must have a protective covering.

Interior Doors - Dwelling Units

The following violations relate to interior doors, such as doors to the bedroom, doors to interior rooms such as living rooms, kitchens, and dens. None of the following violations are accurate for any entry door, fire rated door, and/or bathroom door.

Level 2

One door does not function as it should because of damage to the door's hardware, OR one door that requires locking cannot be locked because of damage to the door's hardware.

Level 2

One door has a hole or holes with a diameter ranging from ¼ inch to one inch.

Level 3

One door has a hole or holes larger than 1 inch in diameter, significant peeling, cracking or no paint, rust that affects the integrity of the door surface, or broken/missing glass.

Level 3

An interior door is missing a protective covering, such as paint, varnish, stain, or sealant. All portions of any closet door must have a protective covering.

Entry Doors/Bathroom Doors/Fire Doors

Damaged hardware or locks on an entry/fire-rated/or bathroom door can consist of a lockset hardware locking mechanism, without or without a lock, a self-closing device (arm or spring-loaded hinge), or any other mechanism used for opening, closing, locking, or securing an entry, fire-rated, or bathroom door. Bathroom/ Entry/Fire-rated doors can consist of any material, such as wood, metal, composite, etc and can exist anywhere on a property. Other violations on entry doors relate to doors that lack protective covering such as paint, varnish, stain, etc.

Level 3

A door that does not function as it should because of damage to the door's hardware OR a door that requires locking cannot be locked because of damage to the door's hardware.

Level 3

One exterior door's panic hardware does not function as it should OR one entry door or fire/emergency door does not function as it should or cannot be locked because of damage to the door's hardware.

Level 3

A door is missing a protective covering, such as paint, varnish, stain, or sealant. All portions of any closet door must have a protective covering.

Damaged Frames/Threshold/Lintels/Trim

This deficiency is present is there is a frame, header, jamb, threshold, lintel or trim that is warped, split, cracked or broken. Damage does not include scratches and cosmetic deficiencies.

Level 2

At least one door is not functioning or cannot be locked because of damage to the door's frame, lintel, trim, header, or jamb.

Level 3

At least one entry/fire/bathroom door is not functioning or cannot be locked because of damage to the door's frame, lintel, trim, header, or jamb

Damaged Surface (Holes/Paint/Rusting/Glass)

There is damage to the door surface that may affect either the surface protection or the strength of the door, OR may compromise building security; this includes holes, peeling/cracking/no paint, broken glass and significant rust.

Level 2

One interior door, not a restroom door or entry door, with a hole or other damage ranging from ¼" to 1".

Level 3

One entry door, fire/emergency door or restroom door has a hole or holes with a diameter ranging from ¼ inch to 1 inch.

Level 3

One interior door, not a restroom door or entry door, with a hole or other damage ranging more than 1".

Screen Doors and Storm Doors - Dwelling Units

This deficiency relates to any damage to door surfaces including screens, glass, frames, hardware, and door surfaces.

Level 1

At least one screen door or storm door is damaged, or is missing screens or glass as evidenced by an empty frame.

Level 3

A security door is not function or is missing.

Deteriorated/Missing Caulking/Seals - Dwelling Units

This deficiency is related to sealant and stripping that is designed to resist weather or caulking that is missing or deteriorated. This can relate to seals that were factory designed and installed or after-market seals or caulking added to doors.

Level 3

The seals or caulking are missing on one entry door, or they are so damaged that they do not function as they should.

Missing Door - Dwelling Units

A door is missing

Level 1

A door is missing, but it is not a restroom door, entry door or fire door

Level 2

Two doors or up to 50% of the doors are missing, but they are not restroom doors, entry doors or fire doors, and the condition presents no hazard.

Level 3

A restroom door, entry door or fire door is missing OR more than 50% of the doors are missing.

Windows and Window Panes

Windows - Damaged Window Screens - Dwelling Units

This deficiency relates to window screens that are damaged, punctured, or otherwise damaged and can be observed from inside the building as part of the inspection. This is only a recorded violation if there are 3 or more screens that are observed to be damaged during the inspection.

Level 1

One or more screen(s) in a unit are punctured, torn, otherwise damaged, or missing.

Windows - Broken/Missing/Cracked Panes

This deficiency will result if the glass pane is broken, missing or cracked. This can be for any size window, as well as any design or location of windows or window panes. If the damaged window pane results in exposed sharp edges, it will be recorded separately as a health and safety violation, in addition to the damaged window pane.

Level 1

A glass pane is cracked, but there are no sharp edges.

Level 3

A glass pane is missing or broken.

Windows - Damaged Sills/ Frames/ Lintels/ Trim

This deficiency will result if the window sills, frames, sash lintels or trim are damaged by decay, rust, rot, corrosion or other deterioration.

Level 1

There is damage to sills, frames, lintels or trim, but nothing is missing; the inside of the surrounding wall is not exposed; there is no visible impact on either the functioning of the window or weather tightness.

Level 2

Sills, frames, lintels or trim are missing or damaged, exposing the inside of the surrounding walls and compromising its weather tightness.

Windows - Missing/Deteriorated Caulking/Seals, Glazing Compound

This deficiency will result if the caulking or glazing compound that resists weather is missing or deteriorated.

Level 1

Most of the window shows missing or deteriorated caulk, seals and/or glazing compound but there is no evidence of damage to the window or surrounding structure.

Level 3

There are missing or deteriorated caulk or seals, with evidence of leaks or damage to the window or surrounding structure.

Windows - Peeling/Needs Paint

This deficiency will result if the paint covering the window assembly or trim is cracking, flaking or otherwise failing OR the window assembly or trim is not painted or is exposed to the elements.

Level 1

There is peeling paint or a window that needs paint.

Windows - Inoperable/Not Locking

This deficiency will result if the window cannot be opened or closed because of damage to the frame, faulty hardware or another cause.

Level 1

A window is not functioning, but it can be secured; other windows in the immediate area are functioning.

Level 3

A window is not functioning and cannot be secured; there are no other windows in the immediate area that are functioning properly.

Windows - Security Bars Prevent Egress

Exiting or egress is severely limited or impossible because security bars are damaged or improperly constructed or installed. Security bars that are designed to open should open. If they do not open, record a deficiency.

Level 3

Exiting or egress is severely limited or impossible because security bars are damaged, improperly constructed/installed, or security bars that are designed to open cannot be readily opened.

Lights and Light Fixtures

Lights and light fixtures are the systems that provide illumination of building exteriors, surrounding grounds, and interior rooms or areas; including fixtures, lamps, stanchions, poles, supports and electrical supply associated with the building itself.

Damaged/Inoperable Fixtures/Bulbs

This deficiency will result if there are any broken, missing or inoperable fixtures or bulbs as part of the lighting associated with the building, including lighting attached to the building used to light the site.

Level 1

In 1 room in a unit, a permanent lighting fixture is missing or not functioning, and no other switched light source is functioning in the room.

Level 2

In 2 rooms, a permanent lighting fixture is missing or not functioning, and no other switched light source is functioning in the rooms.

Level 3

In more than two rooms, a permanent light fixture is missing or not functioning, and no other switched light sources are functioning in the rooms.

Damaged/Inoperable Fixtures/Bulbs

This deficiency will result if there are any broken, missing or inoperable fixtures or bulbs as part of the lighting associated with the building, including lighting attached to the building used to light the site.

Level 1

In 1 room in a unit, a permanent lighting fixture is missing or not functioning, and no other switched light source is functioning in the room.

Level 2

In 2 rooms, a permanent lighting fixture is missing or not functioning, and no other switched light source is functioning in the rooms.

Level 3

In more than two rooms, a permanent light fixture is missing or not functioning, and no other switched light sources are functioning in the rooms.

Outlets & Switches - Missing

The receptacle connected to a power supply or method to control the flow of electricity. This includes 2 and three prong outlets, ground fault interrupters, pull cords, 2 and three pole switches and dimmer switches.

Level 3

An outlet or switch is missing.

Missing/Broken Cover Plates (Outlets/Switches) - Dwelling Units

The flush plate used to cover the opening around a switch or outlet is damaged or missing.

Level 1

An outlet or switch has a broken cover plate over a junction box, but this does not cause wires to be exposed.

Level 3

A cover plate is missing, which causes wires to be exposed.

Inoperable GFCI - Dwelling Units

This deficiency will be recorded if the GFI (or GFCI) outlet does not function (e.g. the test and reset buttons do not function when depressed).

Level 3

The GFCI does not function.

- Inoperable GFI outlets located on the building exterior are not a deficiency in the UPCS inspection software but will be recorded as a Building Exterior, Health and Safety, Hazards, Other when observed unless that GFI can be associated with a specific inspectable area. When identified with a specific inspectable area then any deficiency found is to be cited in that specific area.
- GFI-Inoperable is an automatic non-life-threatening Health and Safety deficiency when recorded. Disregard the comment in the definition that says, If this condition is a health and safety concern, you must record it as Health and Safety: Electrical Hazards.
- GFI and AFCI circuit breakers in electrical panel boxes must be tested by pushing the test button to trip the breaker and resetting. Deficiencies for inoperable AFCI circuit breakers are to be recorded under Unit/Electrical System/GFI Inoperable.

Kitchens

Range/Stove - Dwelling Units

This deficiency will result if the unit is missing or damaged. This can be recorded for any range or stove and/or oven in a unit or common area.

Additionally, according to Inspector's Notice 2009-02, the testing of any range/ stove/ oven must be conducted by property staff:

§ Effective July 20, 2009, inspectors will no longer turn ranges/stoves and ovens on and off when inspecting them. Beginning on this date, the property representative that accompanies the inspector throughout the inspection must turn all ranges/stoves and ovens on and off during the UPCS inspector's inspection of the appliance.

Level 1

The operation of doors or drawers is impeded, but the stove is functioning; on gas ranges, flames are not distributed equally; the pilot light is out on one or more burners.

Level 2

One burner is not functioning.

Level 3

The unit is missing, OR 2 or more burners are not functioning, OR the oven is not functioning.

Range Exhaust Systems - Dwelling Units

This deficiency will result if the apparatus that draws out cooking exhaust does not function as it should.

Level 1

An accumulation of dirt threatens the free passage of air.

Level 3

The exhaust fan does not function, OR the flue may be completely blocked.

Refrigerator - Dwelling Units

This deficiency will result if the refrigerator is missing or does not cool adequately to store food.

Level 1

The refrigerator has an excessive accumulation of ice OR the seals around the doors are deteriorated.

Level 3

The refrigerator is missing, OR the refrigerator does not cool adequately for the safe storage of food.

Dishwasher & Garbage Disposal

This deficiency will result if a dishwasher or garbage disposal does not function as it should.

Level 2

The dishwasher or garbage disposal does not function as it should.

Kitchen Cabinets-Missing/Damaged

Cabinets are missing, or the laminate is separating. This includes cases, boxes, or pieces of furniture with drawers, shelves, or doors, primarily used for storage, mounted on walls or floors.

Level 2

You see that 10% to 50% of the cabinets, doors, or shelves are missing, or the laminate is separating.

Level 3

You see that more than 50% of the cabinets, doors, or shelves are missing, or the laminate is separating.

Missing/Damaged Countertops - Dwelling Units

This deficiency will result if a flat work surface in a kitchen, often integral to lower cabinet space, is missing or deteriorated.

Level 2

20% or more of the countertop working surface is missing, deteriorated or damaged below the laminate, and is not a sanitary surface on which to prepare food.

Kitchen Sinks

This deficiency will result if a sink, faucet or accessories are missing, damaged or not functioning, or show signs of deterioration or distress.

Level 1

There is extensive discoloration or cracks in over 50% of the basin.

Level 3

The sink or associated hardware have failed or are missing; the sink cannot be used.

Kitchen - Leaking Faucet/Pipes

This violation is related to the basin, shower, water closet, bathtub, or sink faucet, or associated pipes that are leaking and/or dripping.

Level 1

There is a leak or drip that is contained by the basin and pipes, and the faucet can be used.

Level 3

There is a steady leak that is adversely affecting the surrounding area, OR the faucet/pipe cannot be used.

Kitchen-Clogged Drain - Dwelling Units

The water does not drain adequately in the shower or sink.

Level 1

The water does not drain adequately, but the fixture can be used.

Level 3

The sink hardware is either missing or not functioning. The fixtures are not usable because the drain is completely clogged or shows extensive deterioration.

Unit Bathrooms

Bathtubs and Showers – Damaged/Missing

This deficiency will result if the shower, tub or components, including associated hardware such as grab bars, shower doors, etc., are damaged or missing.

Level 1

A stopper is missing (Dwelling Unit only).

Level 2

The shower or tub can be used, but there are cracks or extensive discoloration in more than 50% of the basin.

Level 3

The shower or tub cannot be used for any reason; the shower, tub, faucets, drains or associated hardware is missing or has failed.

Water Closet/Toilet Damaged/Clogged/Missing - Dwelling Units

This deficiency will result if a water closet/toilet is damaged, clogged or missing.

Level 1

Fixture elements such as seat, flush handle, cover, etc. are missing or damaged OR the toilet seat is cracked, or the hinge is broken.

Level 3

The bowl is fractured or broken and cannot retain water, OR the water closet/toilet is missing OR there is a hazardous condition, OR the water closet/toilet cannot be flushed because of obstruction or another defect.

Bathroom Cabinets & Vanities

You see damaged or missing cabinets, vanity tops, drawers, shelves, doors, medicine cabinets, or vanities.

Level 1

You see damaged or missing cabinets, vanity tops, drawers, shelves, doors, medicine cabinets or vanities that are not functioning as they should for storage or their intended purpose.

Lavatory Sinks

This deficiency will result if a sink, faucet or accessories are missing, damaged or not functioning, or show signs of deterioration or distress. Deficiency: A basin (sink) is missing or shows signs of deterioration or distress. If the inspector sees a stopper in the immediate area, it is not a violation.

Level 1

There is extensive discoloration or cracks in over 50% of the basin OR a stopper is missing, but the sink can be used.

Level 3

The sink or associated hardware have failed or are missing; the sink cannot be used.

Leaking Faucet/Pipes

This violation is related to the basin, shower, water closet, bathtub, or sink faucet, or associated pipes that are leaking and/or dripping.

Level 1

There is a leak or drip that is contained by the basin and pipes, and the faucet can be used.

Level 3

There is a steady leak that is adversely affecting the surrounding area OR the faucet/pipe cannot be used.

Plumbing-Clogged Drain

The water does not drain adequately in the shower or sink.

Level 1

The water does not drain adequately, but the fixture can be used.

Level 3

The sink hardware is either missing or not functioning. The fixtures are not usable because the drain is completely clogged or shows extensive deterioration.

Bathroom Exhaust/Ventilation

This deficiency will result if the apparatus used to exhaust air has failed. This can be a ducted exhaust fan, a non-motorized exhaust vent, and/or a window in the bathroom.

- If a resident has blocked an exhaust fan but it can function properly, do not record this as a deficiency.
- If a resident has disconnected a fan, consider it functional if it can be immediately reconnected for your inspection.
- If there was never a bathroom fan, do not record this as a deficiency.

Level 2

An exhaust fan is not functioning, OR a bathroom window cannot be opened.

Unit Systems

Dryer Vent Inoperable/Missing/Damaged - Units

There is no adequate way to vent heat and lint to the outside

Level 3

The dryer vent is missing or not functioning because it is blocked; dryer exhaust is not effectively vented to the outside.

Clogged Drains

This violation is related to any drain in a floor, utility sink, or other location not located in a kitchen or bathroom. In any of these areas, it is observed that water does not drain adequately from the drain. This can be evidenced by standing water in the drain or a drain that does not function as intended.

Level 1

Water does not drain freely, but the fixture can be used.

Level 3

The drain is completely clogged or has suffered extensive deterioration; the fixture cannot be used.

Damaged HVAC – Convection/Radiant Heat Cover Damaged - Dwelling Units

A cover on the convection/radiant heat system is missing or damaged, which could cause a burn or related injury.

Level 3

A cover on the convection / radiant heat system is missing or damaged, which could cause a burn or related injury, allowing contact with heating/surface elements or associated fans.

Damaged HVAC – General Rust/Corrosion - Units

You see a component of the system with deterioration from oxidation or corrosion of the system parts. Deterioration is defined as rust and/or formations of metal oxides, flaking, or discoloration.

Level 1

You see deterioration from rust and corrosion on the HVAC units in the dwelling unit. The system still provides enough heating or cooling.

Damaged HVAC – Inoperable - Dwelling Units

The heating or cooling system or ventilation system does not function.

Level 3

The HVAC system does not function; it does not provide the heating or cooling it should; the system does not respond when the controls are engaged.

Damaged HVAC – Misaligned Chimney

The exhaust system on either a gas or oil-fired unit is misaligned.

Level 3

There is any misalignment that may cause improper or dangerous venting of gasses.

Damaged HVAC – Noisy/Vibrating/Leaking - Units

The HVAC distribution components, including fans, are the source of unusual vibrations, leaks, or abnormal noise. Examples may include, but are not limited to, screeching, squealing, banging, shaking, etc.

Level 1

The HVAC system shows signs of abnormal vibrations, other noise, or leaks when engaged. The system still provides enough heating or cooling to maintain a minimum temperature range in the major living areas.

Damaged Water Heater – Exhaust - Dwelling Units

The exhaust system on a gas-fired or oil-fired unit is misaligned.

Level 3

There is any misalignment that may cause improper or dangerous venting of gasses.

Damaged Water Heater – Malfunctioning System

Hot water supply is not available because the system or system components have malfunctioned.

Level 3

After running, water from the hot water tap is not warmer than room temperature.

Damaged Water Heater – Leaking Valves/Pipes/Tanks

There is water leaking from any hot water system component, including valve flanges, stems, bodies, domestic hot water tank or its piping.

Level 3

There is water leaking.

Damaged Water Heater – Pressure Relief

The equipment or associated piping/ducting shows evidence of flaking, oxidation, discoloration, pitting or crevices.

Level 3

The pressure relief valve on the unit water heating system is either missing or does not extend to the floor.

Damaged Water Heater – Rust/Corrosion

The equipment or associated piping/ducting shows evidence of flaking, oxidation, discoloration, pitting or crevices.

Level 1

There is superficial surface rust.

Level 2

There are significant formations of metal oxides, flaking or discoloration, or a pit or crevice.

Level 3

Because of this condition, the equipment or piping does not function.

Inoperable Call for Aide System

This system is to summon help; it may be visual, audible or both; may be activated manually or automatically when pre-programmed conditions are met. This violation refers to any instance where this system does not function as it should.

- Call-for-aid as installed must serve its intended function. (e.g. A bell sounds an alarm, a light is turned on or off-site personnel are notified when the system is activated.)
- When recording an Inoperable, Level 3 deficiency and providing comments such as coiled-up, not fully extended, more than "x" distance from the floor, taped to the wall, etc., inspectors are also required to address the system functionality as supporting justification. Failure to provide the appropriate comments will result in the uploaded inspection being challenged by REAC.
- If the property has replaced the old Call-for-Aid system with a new electronic neck or hand-held type of system, the presence of any part of an inoperable system that remains must be recorded as Inoperable, Level 3.
- If the call for aide system is monitored by a 3rd party, then management should provide the inspector a copy of an inspection report from within the last 12 months from the company responsible for monitoring – if the inspection report is provided, then none of the individual components of the call for aide system need to be inspected. This means that cords that are cut, coiled up, blocked, etc. – should not be recorded.

Level 3

The system does not function as it should.

Smoke Detectors - Dwelling Units

The sensor to detect the presence of smoke and activate an alarm; may be battery operated or had-wired to the electrical system; may provide a visual signal, an audible signal, or both. A smoke detector will not activate, OR a hard-wired smoke detector is missing.

- It is not a UPCS inspection requirement for the property representative to provide smoke detectors in common areas. However, if there is a smoke detector in a common area it must be tested, and it must function.
- If 2 or more smoke detectors are on the same level in visible proximity, at least 1 of the smoke detectors must function as it should.
- If the smoke detectors are designed for off-site notification and/or monitoring, then the inspector should ask for a copy of a recent (within 12 months) inspection report, then the inspector does not need to inspect the individual components of the system, and all smoke detectors should be recorded as No Observed Deficiencies.

Level 3

A single smoke detector is missing or does not function as it should.

Blocked Access/Improper Storage (EH&S) - Units

This violation is defined as any fixed obstruction or item of sufficient size and weight that can delay or prevent access to any panel board or main power switch in an emergency. This is often a large object such as a filing cabinet or other heavy object stored in front of a breaker panel or other electric panel. This can also be recorded if access cannot be provided to an electrical or other utility room in instances where the door cannot be opened, or the door has been disabled.

- Electrical panels (breaker/fuse boxes) that are secured at the time of inspection (except for disconnects and timer boxes) must be made accessible to the inspector for inspection. Any electrical panel (breaker/fuse box) that is not made accessible will be recorded as "Blocked Access/Improper Storage"

Level 3

One or more fixed items of sufficient size and weight impede access to the building system's electrical panel during an emergency.

Burnt Breakers (EH&S) - Dwelling Units

This violation relates to a breaker that has carbon on the plastic body, or the plastic body is melted and scarred. This is a severe violation and can be an indicator of a major fire hazard. For more detail on this violation, please see ANSI (American National Standards Institute) for more details on melted breakers or arcing scars.

Level 3

Any carbon residue is melted breakers or arcing scars.

Evidence of Leaks/Corrosion

This violation is recorded when there are liquid stains or other signs of corrosion on electrical enclosures or hardware. This can be evidenced by rust, corrosion, or water stains on the exterior of the breaker box, meter box, electrical boxes, or any other electrical enclosures, on either the box or the conduit leading to the electrical enclosure.

Level 3

Any corrosion that affects the condition of the components that carry current OR any stains or rust on the interior of electrical enclosures OR any evidence of water leaks in the enclosure or hardware.

Frayed Wiring (EH&S) - Dwelling Units

This violation is defined as any nicks, abrasions, or fraying of the insulation that expose wires that conduct current. This can be damaged wires (such as Romex or other insulated wire).

Level 3

Any nicks, abrasions or fraying of the insulation that expose any conducting wire.

Missing Breakers/Fuses (EH&S)

This deficiency is defined as an open circuit breaker position that is not appropriately blanked off in a panel board, main panel board, or any other electrical box containing circuit breakers. This can be a missing breaker or fuse of any kind or location to be recorded as a violation. REAC Inspectors do not use testing devices to determine if there is an active current, so the breaker panel does not have to be active to be recorded as a violation.

Level 3

There is an open breaker port in any fuse or breaker panel.

Missing Covers (EH&S)

This deficiency will be recorded if there is a cover is missing from any electrical device box, panel box, switch gear box, or control panel with exposed electrical connections. This can also be recorded if a panel cover is loose and exposing electrical connections.

Level 3

A cover is missing, which results in exposed visible electrical connections.

Health and Safety Standards and Scoring

1. Garbage & Debris (H&S)

An H&S violation will be recorded if more than the planned storage capacity for garbage has gathered OR garbage has gathered in an area that is not sanctioned for staging or storing garbage or debris either indoors or outdoors. This violation is different from litter, as it relates to garbage or debris that results in an unsanitary condition.

2. Exposed Wires (EH&S)

Any exposed bare wires or openings in electrical panels that may expose bare wires. This includes any damage or other condition to an electrical panel, electrical box, or other electrical transformers that expose any gap of ¼" or more. Examples of this include, but may not be limited to, the following:

- Misaligned Breaker Rows
- An Open Breaker Port in a Breaker Panel
- Missing or Loose Screws in Electric Panel, exposing a gap
- Shut Off Panel that can be opened while panel is in the on position
- Outlets or Switches with missing or damaged covers
- Damage to electrical components that expose connections
- HVAC Component with unsecured cover
- Light Fixture Missing a Light Bulb

*Note: Variants on the degree of the gap are not taken into account. In other words, the slightest gap of ¼" or more is interpreted the same as an entire panel cover missing.

3. Water Leaks on or Near Electrical

This is defined as water that is leaking, puddling, or ponding in the immediate area of any electrical apparatus. This could pose a risk of fire, electrocution or explosion. Examples of this include the following:

* Ponding or a puddle on the floor in front of a breaker panel or other electrical panel. Ponding should cover a significant portion of the floor, but any amount of ponding on the floor can potentially be considered an H&S issue.

* Rust or Evidence of Water Leak on Electrical Component or Panel Box – if any electrical component such as a breaker panel, shut off panel, junction box or outlet has any rust or any evidence of a water leak (such as severe water stains), it will be considered an H&S condition even if the condition is not currently active.

4. Air Quality Hazards

Indoor and outdoor spaces must be free from high levels of sewer gas, fuel gas, mold, mildew or other harmful pollutants. Indoor spaces must have adequate ventilation. Any of the following deficiencies will be recorded as H&S.

5. Mold/Mildew Air Quality Hazard

There is evidence of mold or mildew, especially in bathrooms, basements, and air outlets.

6. Propane/Gasses Detected

There is a strong propane, natural gas or methane gas odor that could pose a risk of explosion or fire OR pose a health risk if inhaled.

7. Sewer Odor Detected

There are sewer odors that could pose a health risk if inhaled for prolonged periods. This can include missing or damaged clean out caps or missing drain covers, just to name a couple.

8. Blocked Emergency/Fire Exits

9. Exit Signs

Deficiency: Exit signs that clearly identify all emergency exits are missing OR there is no illumination in the area of the sign.

Notes: Exit Signs are not required under UPCS Inspection codes; e.g. there is no requirement that any room or building has any exit sign, or to a greater degree – a specific number of exit signs or specific location where the signs should be located. However, if a building has any exit sign or any evidence that a sign existed (such as remaining components, etc.), then it shall be considered missing and will be recorded as an H&S Item.

The following can be cited: An exit sign is missing. Exit signs that clearly identify all emergency exits are missing OR there is no illumination in the area of the sign. This can also be cited if the exit sign has a test button and the exit sign does not stay illuminated during the test. It is designed to flash momentarily as it switches to battery backup power. There is no adjacent or other internal illumination in operation on or near the sign. For example: If

there is a non-electrical exit sign, such as a metal or paper exit sign above a doorway, then there must be a permanent auxiliary lighting fixture that must function as designed near that exit sign.

10. Blocked Egress/Fire Exits

All buildings must have acceptable fire exits that are also properly marked and operational (this includes fire towers, stairway access doors, and external exits). These can include operable windows on the lower floors with easy access to the ground, or a back door opening onto a porch with a stairway leading to the ground.

All rooms in an inspected building must have at least two means of egress (emergency exit) unless the room was specifically designed without a second means of egress (e.g. a room with no windows). This section covers a few variants of this violation and addresses how it is often misunderstood or misinterpreted. All of these violations are Level 3, Exigent Health and Safety Violations

The following can be cited: The exit cannot be used or exit is limited because a door or window is nailed shut, a lock is broken, panic hardware is chained, debris, storage or other conditions. This H&S item is covered in greater detail under Units and Common Areas. There are many variants on this violation and it is often considered to be one of the most misinterpreted violations in UPCS Inspection codes or REAC Inspections.

11. Inoperable Window Hardware

A deficiency will result if a window is inoperable due to damaged hardware, such as spring balances causing the window to fall, creating a condition where the egress window can no longer be used as an emergency exit due to the condition of the window. The most common incidence of this violation occurs when one of the two

means of egress is a window that either cannot open or will not stay open on its own without the aid of special tools. It is important to note that this is applicable in every room in the building, regardless of its use, access by residents or other intended purposes.

12. Blocked windows or doors

This deficiency will result if a large fixed object such as a bed or dresser is positioned directly in front of a window or door causing the egress to be blocked. To determine if this condition exists, try to move the furniture or heavy object in one simple motion (such as flattening a lightweight headboard) or climbing over the object. In some instances, lightweight materials may not be considered a blocked egress but it is up to the discretion of the inspector and it is recommended to proceed with caution.

13. Air Conditioner in Window

This deficiency will result if an air conditioner has been placed in a window, blocking one of the two means of egress – this air conditioner is considered to be blocking the egress of the area

14. Flammable Materials

Flammable materials or combustible materials are improperly stored near a heat or electrical source, causing the potential risk of fire or explosion. Any substance that is either known to be combustible or flammable, or is stored in a container identifying it as such is an L3 H&S. This can contain items such as WD-40, Goof-Off Stain Remover, Spray Paint, paper, boxes, gasoline, gas powered equipment, etc. Items such as nail polish remover have also been cited. These items can be cited if they are found in units or any common areas. They can be stored in fire safe cabinets or in a building that is not connected with any units.

This item can be interpreted in many ways and is up to the inspector's interpretation of how the rule is written whether you feel it constitutes as a deficiency or not. If an accident or explosion occurs and the deficiency was not recorded, then the inspector may be held liable. Boxes, paper or plastic stored in an oven can be a deficiency as well as a tenant smoking with an oxygen tank nearby. The terminology stored near a heat or electrical source has recently been included to diminish the frequency of deficiencies for a tenant having WD-40 or other like materials that can be bought in a typical grocery or hardware store being stored under a kitchen sink, for example. This was, predominantly, intended to prevent tenants from storing flammable items near water heaters or things of that nature. Most importantly to remember: each inspector's best judgment determines the application of this rule.

Gasoline-fueled power equipment with gasoline in the tank stored in a residential building's basement is an Improperly Stored deficiency and Lawnmower/gasoline that is properly stored in a garage must not be recorded as an H&S deficiency

15. Other Hazards

Other hazards are defined as the presence of physical hazards that pose a risk of bodily injuries such as sharp edges and tripping hazards. A few examples of other hazards can consist of exposed nails, loose floor tiles, oil leak from a furnace causing a slippery surface, a risk of indoor or outdoor components falling on someone, inoperable carbon monoxide detectors, hypodermic needles or other bio/chemical hazards, etc.

16. Sharp Edges

Any physical defect that could cause cutting or breaking the human skin or other bodily harm; generally, in commonly used or traveled areas. A few examples would consist of: Broken Windows (Any Location) that expose a sharp edge Broken glass on grounds, site, or in common area – such as a broken bottle Damaged medicine cabinet exposing sharp edges Damaged HVAC Heater panel with exposed sharp edges on the exposed heater fins.

17. Tripping

Any physical defect that poses a tripping risk; generally, in walkways or other traveled areas. Typically, the defect must present at least a 3/4" deviation. This condition is defined as a variance of 3/4" in a walking surface or a

condition that creates a hazardous condition due to a degraded or compromised walking surface, examples are listed below:

- A cement walkway that has shifted creating a rise variance of ¾" in the walkway surface
- A clean out cap in a walkway that has sunken or has regressed into the surface, creating a large hole in the walkway – more than ¾" deep and large enough for a foot to get caught in.
- A spalled surface on a step on stairs creating a hazardous condition.
- A wire or cord that is fixed at both ends (e.g. secured and not loose) that has been placed on a walking surface. (For cracks of ¾" wide see walkways/steps or parking lots/roadways/driveways).
- Tripping in Systems (see below) refers to Tripping – Elevators

18. Infestation

This violation refers to the presence of rats or severe infestation by mice or insects such as roaches, termites, ants, etc. There are some inspectors that site fruit flies in this category as well. Evidence of roaches such as excrement around outlets or breaker boxes and even dead roaches found under kitchen sinks, etc., will also be considered to be evidence of this violation. This violation also includes evidence of mice droppings or nests on window sills, kitchen areas, etc. If a unit is infested, ensure that a proper unit clean-up is a priority after termination.

Note:

1. Evidence of infestation that consists of one dead roach or just roach droppings but no actually visually verified live infestation should be recorded as Hazards – Other. If two dead roaches are observed in one area or one live roach, then the inspector should record it under infestation. If ONE or more mouse droppings are observed or a live/dead mouse is observed, then the inspector should record it under infestation. The exception for Hazards-Other only applies to a single dead roach or just roach droppings.
2. If you see baits, traps, or sticky boards that show no presence of vermin or insects, do not record this as a deficiency.

REQUIRED REAC DOCUMENTS

Having the appropriate documentation available at the start of your REAC Inspection may expedite the process:

- Fire Alarms inspection reports within the last 12 months.
- Sprinkler inspection reports within the last 12 months

- If the property was built prior to 1979 – The inspector will pull 5 tenants files at random and look for the lead paint disclosure form that every tenant had to sign when they signed their lease, as well as the lead base paint inspection report.
- If you have a backup generator – Maintenance/test log dating back 12 months without any dates missing.
- Copy of your rent roll (NOT Alphabetical – Must be Numerical and separated by building)
- Boiler certificates
- Elevator certificates
- If you have a call for aid pull cord system, is it monitored offsite? (If yes, then have an inspection report from within the last 12 months. If no, then don't worry about it – they will have to be tested.)
- Make sure that your elevator room door is locked and labeled “Elevator Room”.
- All keys to every room in the building, for all buildings (including any breaker panels that may be locked), will be needed.
- A site map would be helpful but not required
- Resident notification letter of inspection.
- Site square footage measurements are broken down into two separate numbers:
 1. Parking lot/Driveways/Roadways
 2. Walkways/ Steps

(If you don't have the exact numbers, it is always better to overestimate than underestimate! If you don't come up with a number prior to the inspection, then the inspector will estimate him or herself and will usually lowball. Since it's based on percentages, it could be just enough for an L2 if 5% is damaged/cracked etc. on walkways, or an L2 if 10% is damaged/cracked etc on parking areas).

- Listing of all bedbug units and legal/eviction units. (The inspector will no longer choose alternates for these units)

Note: Select and indicate a primary contact that has access to HUD's secure network that can pull the reports.

CHAPTER 6

VACANT UNIT TURNAROUND MAKE READY

The maintenance goal for unit turnaround is a total of seven (7) days. This time is, obviously modified by the Maintenance Supervisor based on the original condition of a unit when received from housing management. However, the total time should not exceed twenty (20) days if extraordinary conditions do not exist, i.e., no fire damaged units, no major rehabilitation is required, or a contractor cannot be secured in a timely manner.

Major rehabilitation is defined as follows, but not limited to:

1. Roof replacement
2. Major plumbing repairs
3. Major electrical repairs
4. Significant interior wall repairs
5. Replacement of more than 50% of floor tiles
6. Replacement of a bathtub
7. Replacement of all kitchen cabinets
8. Major Infestation

The Lead Maintenance Contractor will notify the Maintenance Supervisor of any new upcoming vacancies immediately. The maintenance staff should then prepare their schedule for unit turnaround.

1. Vacancy will be determined in one of the two following ways:

- a. Resident submits the keys to the office and returns possession of the unit to the Lead Maintenance Contractor.
- b. Staff is made aware of a possible vacate and requests the maintenance staff to verify a vacancy through the work order process. The Lead Maintenance Contractor will provide a 24-hour notice with the work order for posting and 24 hours later, staff will enter the unit to verify the vacancy to complete the work order. Maintenance will then notify the Lead Maintenance Contractor, on the work order, of the vacancy status of the unit. See Inspection Types for Abandonment Procedures

2. As soon as a vacant unit is reported to Maintenance, plans will be made to inspect, repair, paint, and clean as needed. If the resident requests to be present, the resident will certify the condition of the unit on the Unit Inspection form. The Lead Maintenance Contractor will provide a work order for unit turnaround which will have the following attached:

- a. Unit Inspection form noting all necessary unit repairs needed. Staff will also note all items which must be repaired and/or cleaned and determine any damages to be charged to the resident's account.
- b. Order form for supplies needed in unit

At a minimum, the following steps will be taken in cleaning the unit:

- a. Remove all debris
- b. Move all appliances and clean behind
- c. Clean all appliances inside and out
- d. Clean inside all cabinets and plumbing fixtures
- e. Clean all sinks, toilets, tubs and faucets scoured
- f. Remove and clean all light fixtures

- g. Wash all windows
- h. Clean all floors including stripping and waxing if necessary

3. Immediately following inspection (within a maximum of 3 days after vacancy), the Maintenance Staff shall submit the inspection form and supply order form back to the Lead Maintenance Contractor. Staff should maintain the list of items to be purchased directly by maintenance staff i.e. blinds, items needing to be purchased directly from local hardware store and maintain a record of cost for charges to resident.

4. The Lead Maintenance Contractor will request work orders as a result of the unit inspection and determine if the maintenance staff can fulfill the work orders or if an outside contractor is required. If an outside contractor is required, the Authority must follow its procurement policy for the hiring of such contractor. If the maintenance staff can fulfill the work requirements, the goal is to finish within five (5) days.

The Lead Maintenance Contractor will also provide the Office Administrator with a copy of the supplies order form and charge form (if able to have completed at this point) for any amounts to be charged to the resident's account.

5. Make-Ready Steps

While in the process of correcting deficiencies on the work orders the following is always required:

- 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. (1) Remove range and refrigerator, if applicable
-OR-
(2) Clean/repair range and refrigerator thoroughly
- c. Exterminate
- d. Remove debris and clean
- e. Remove old name plates from the mail box, directory, and unit entrance door
- f. Remove all picture hooks, nails, curtain hooks and rods, shower curtain rings, etc.
- g. Plaster and caulk as required, especially nail holes
- h. Replace or repair torn shades or blinds for proper operation
- 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 or loose tile. Mop the floor free of dirt, wax, scuff marks, etc. Excessive buildup 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
- n. Paint unit completely at each turn of vacancy. Includes walls, ceiling, baseboards and cabinets if necessary due to inability to clean
- o. Return the clean/repared range and refrigerator to the unit when leased, if applicable.
- p. Final extermination (if needed)
- q. The work order showing all repairs as completed and resident charges form (if not already submitted) will be delivered to the Lead Maintenance Contractor as soon as unit is ready to be released

6. Circumstances will occur that will cause the Staff to exceed the 7 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
- 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
- g. Replace floor tile if it poses a tripping hazard or will not meet the requirements of HUD

8. The Lead Maintenance Contractor shall perform the final inspection. A copy of the final inspection will be placed in the new residents file.

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

CHAPTER 7

INVENTORY CONTROL SYSTEM

1. General

The goal of an inventory control system is to provide the needed level of service to users of the materials and supplies while holding costs to a minimum.

The quality of the Authority's inventory control system will have a direct effect on the success of the maintenance operation. If the supplies, materials or parts needed to complete a maintenance task are not readily available, the work simply cannot get done. All efforts to plan and schedule the work will be wasted.

An inventory system is the means by which an organization controls the use of its materials and supplies. A good system will provide the following:

- what to stock
- how much to stock
- when to order
- how much to order
- how much to stock
- how much has been used in the last week, month or year
- who used it and what it was used for.

2. Procedures

The Lead Maintenance Contractor will determine the items and level of inventory to be maintained. Also, he/she will design a system for storage and designate areas for the storage of the inventory. The inventory control system is a dynamic system, one that changes daily, and is a flexible system, one which is responsive to changing needs and unexpected events.

a. There are four elements to an inventory control system:

1. Determining what items to stock and at what level

The determination of materials and supplies to stock involves the identification of repair parts and supplies needed in the routine operation of the maintenance department and items for emergencies that can be anticipated based on prior work orders.

The following should be used as a guide to estimate the supplies and materials required to maintain the Authority property.

- Preventive Maintenance Plan,
- Consultation with maintenance staff who work with supplies and materials every day, they possess information that is vital to the determination of inventory stock,
- Review the current inventory stock on hand,
- Review purchasing records from prior years to determine habitual purchases.

The Lead Maintenance Contractor will create a list by category. The following is a sample list and is not all inclusive:

- Plumbing
- Electrical
- Janitorial
- Painting
- Minor carpenter items

2. Determining when stocked items are needed

Inventory levels and reorder points are determined by the frequency of usage, planned and preventive maintenance schedules, a length of time it will take to receive items from vendors.

Knowing when to reorder inventory is a decision that should be made in advance, not when you have run out of the item. The Lead Maintenance Contractor will establish a "reorder point" for each item kept in inventory. Once the reorder point has been established, reordering becomes a routine function based on your actual usage and the number of items on hand.

To determine the reorder, point four factors should be considered. The first two factors combined will determine the minimum number of units of any part to have in stock at any time. This is the "reorder point" which triggers an automatic ordering of the item. The final two factors have an impact on the levels of stock.

- a. Consumption Rate: This is the rate at which will determine the items in stock. This figure is based on the Authority's actual experience combined with projections for preventive or planned maintenance.
- b. Safety Margin: This is the extra amount of stock the Authority will want to have on hand to cover emergencies or any uncertainty about the delivery of the materials when reordered. This provides a cushion to protect the Authority from the problems which will inevitably arise from time to time.

c. **Delivery Time:** The amount of time it will take to receive the items from the time the need is identified, including the time it takes the maintenance staff to process the order. This can be lengthy if a bidding procedure is involved. Delivery time may have a significant impact on your reordering point. If the delivery time is long, then maintenance should reorder with more items still on hand, anticipating the consumption that will take place while you are waiting for delivery.

d. **Reorder Quantity:** The quantity of items to reorder can be computed by comparing the cost of each separate purchase and delivery with the cost/inconvenience of storing the items. Consideration should be given to both the current financial situation of the authority and to the cost of storing a large item inventory vs. the potential cost savings in making a larger purchase.

e. **Storing and securing stock:** Good inventory control depends on more than just using an appropriate system. The management of the stockroom can help or hinder your ability to quickly locate and control maintenance materials. Security, housekeeping, layout and internal controls are important to a good operation.

f. **Security:** Good stockroom security is necessary to maintain accurate inventory records. Without good security, materials can be lost to theft or may be taken for legitimate purposes but without being entered on the inventory records. In an emergency, a maintenance person may use material with the intention of recording it later but fail to do so.

The following are guidelines for the Authority's security of inventory:

- Storage area should be controlled,
- Access to storage area is limited to authorized or escorted persons.

Good security will build confidence in the accuracy of your records.

The degree of security used should be balanced with the value of the inventory being handled. If the costs of the items are very low, it may not be worth the cost of strict protection.

b. **Housekeeping:** The key message in this area is "a place for everything and everything in its place". The stockroom cannot store, control or issue materials that it cannot find. The following guidelines will be utilized in the Authority's stockroom.

- Designated storage locations for each item stocked
- Clear aisles, no empty boxes or excess stock
- Newly received stock is stored as soon as it is received
- Facilities should be clean, bright, free of trash and well-maintained.

Good housekeeping provides a visual back-up to more formal control systems. An empty location gives a signal that the status of that item should be checked.

c. **Stockroom Layout:** A good stockroom layout will facilitate stockroom efficiency and promotes good housekeeping. Characteristics of a good stockroom layout include:

- Storage location assignments based on frequency of use
- Storage location of large items based on handling of equipment and

- exits
- Storage bins will allocate enough space to accommodate peak inventories of each item
- Storage bins will be clearly labeled with location and part number.

A good stockroom layout helps minimize time spent locating and handling materials and promotes good housekeeping.

d. Controls: In order to maintain proper controls over inventory, there should be a specific set of procedures for each type of inventory transaction. These practices should be followed without exception. The following practices will be followed to ensure a quality inventory control system:

- Inventory is maintained by the maintenance team and the Property Manager
- Inventory will be issued, as needed, with a work order
- Adjustments to inventory will be made immediately.

Overall, the objective of good security, housekeeping, layout and control is to maintain a secure stockroom in which material can be efficiently received, identified, stored, retrieved and issued. Such a stockroom not only serves its users better but is also a better place to work.

3. Inventory tracking

Efficient tracking system of inventory should include the following information:

- Actual amount of stock on hand
- Stock location of items
- Cost of an item
- Regression study of ordering and issuance
- Required quantity to be on hand
- Reorder points

There are two phases to inventory tracking:

- a. Computerized System- The Lead Maintenance Contractor will utilize the Authority's computerized system of inventory tracking and ensure it is integrated with the work order system. The use of the computerized system will help monitor the use of inventory and maintain immediate accessible detailed records.
- b. Inventory Inspection Plan - The Lead Maintenance Contractor will design and implement a plan to take inventory quarterly. This will help assure the accuracy of records and ensure if the reorder points are effective. This process can also determine, if additional security measures are needed. Inspections will afford the opportunity to review and revise inventory lists, deleting or adding items as needed.

4. Receiving of Inventory

Inventory should never be accepted without proper authorization. All supplies or parts ordered will be logged in by the maintenance secretary and copy of the receipt document, signed by staff

receiving, will be sent to the Office Administrator to be attached to the invoice before payment is authorized

The material and supplies that you stock can be divided into four categories:

a. **Consumables:** These items used routinely in day-to-day maintenance. Examples are housekeeping and janitorial supplies, raw construction materials such as nails, oil, and grease, and generic parts such as nuts and bolts. For consumables the usage of parts is fairly constant and easy to predict. Therefore, stock needs are relatively easy to determine. Also, these materials are usually widely available from local vendors without long delivery delays. Consumables can be efficiently purchased on yearly contracts from local sources. In this way, inventories can be kept low with regular deliveries.

b. **Spare Parts:** Spare parts are replacement components for specific building systems or pieces of equipment. Examples are air conditioner motors, refrigerator condensers, and door locks. The decision to stock spare parts should be based on predictability of use, vulnerability of the system to the lost part, and availability of the part. Control of spare parts inventories can be difficult because their use is somewhat unpredictable. A given part may set on the shelf for a year and then three of these parts may be used in a week. Preventive maintenance systems help reduce the variability of part usage by making it possible to schedule the replacement of these spare parts.

c. **Capital Goods:** Capital goods are major pieces of equipment such as hot water heaters, stoves, and refrigerators. In some cases, the most effective method of servicing a piece of equipment is simply to replace it and return the broken unit to the shop for repair. For this reason, a small inventory of capital goods will be maintained. This inventory can consist of new, repaired or reconditioned units. The amount of capital goods inventory needed will depend on the time required to repair or replace the broken units and return them to service or to the stock of available capital goods.

d. **Construction Materials:** Construction or special purpose materials are those materials used mainly for improvement and modification projects. The quantities required should be determined during the planning for the project. The materials ordered for such a project should be gathered as they are received and stored separately so that the materials will not be diverted to other jobs. Some raw construction materials are used regularly and in smaller quantity for repair as well. These items, such as nails and screws or adhesives can be treated in the same manner as consumables. However, if an upcoming project will make unusually large demands on these materials, they should be specially ordered for the project and stored separately.

CHAPTER 8

TRAINING "ON-SITE" & "OFF-SITE"

1. General

The purpose of this chapter is to ensure that the Authority has a program in place to have a qualified, well-trained work force thoroughly trained in his/her/er job skill in order to perform their duties in a timely and efficient manner.

2. Procedures

The Lead Maintenance Contractor is responsible for developing a training schedule and coordinating with the Office Administrator and Executive Director in identifying the financial and instructional resources for meeting the schedule.

In order that the staff perform to the best of their abilities, the Housing Authority recognizes the importance of ongoing training, refinement of existing skills and development of new ones. Therefore, each staff person will participate in a minimum of 32 hours per year formal staff development training. To the extent that the budget permits, staff training will be scheduled by the agency.

a. There are two types of training available for maintenance staff, "On-Site" and "Off-Site".

1. "On-Site" Training: The Authority will occasionally review needs of the department. In the event a new piece of equipment is purchased in which the maintenance staff is unfamiliar, a training session will be prepared and scheduled for appropriate staff members.

The Authority may, if the need arises, contract for outside training services with private agencies. This may include trade school faculty members, manufacturing representatives, etc. All contracted training must be approved by the Executive Director.

2. "Off-Site" Training: The Authority may send maintenance staff to training sponsored by a private company. This training has to be approved by Executive Director and reported to the Board of Commissioners. All manuals obtained in the course of this training will remain the property of the Authority.

b. Handbooks and Training Manuals. The Authority will keep all maintenance related handbooks, training manuals, brochures and literature in a designated location properly cataloged for use by staff. This includes all manuals received at "Off-Site" training.

CHAPTER 9

LONG RANGE PLANNING

1. General

By establishing and maintaining a work load, the authority will be able to anticipate staff, equipment and material needs. It will also be possible to determine needs for contracting particular services.

2. Procedures

The Lead Maintenance Contractor and Executive Director will develop a proper-specific long-range planning strategy that includes the following:

- a. property maintenance standard;
- b. an estimate of the work required to bring the property to the defined standard;
- c. an estimate of the work required to keep the property at that standard including routine and preventive maintenance workloads, vacant unit turnaround, inspection requirements and resident on-demand work, and estimate of the ongoing cost of operating the property at the maintenance standard;
- d. a market analysis of the property to determine if any capital improvements are necessary for the property to remain competitive;
- e. a cost estimate for capital improvements;
- f. a revised work plan and cost estimate for maintaining the property at the improved standard

CHAPTER 10 INSPECTIONS

1. General

To establish procedures for establishing an inspection program that ensures safe, decent, sanitary housing for residents. The Housing Authority goals for efficiency and cost-effectiveness are achieved through a carefully designed and rigorously implemented inspection program. This program calls for the inspection of all areas of the Authority's dwelling spaces, the grounds, building exteriors and major service systems. This program will work in conjunction with the other chapters of this plan.

Inspections ensure that every effort is made to identify deficiencies requiring corrective action in units, buildings and on equipment before problems become significant. Unit, building and equipment inspections will assure:

- a. Dwelling units comply with standards set by HUD, state and local codes;
- b. Authority staff knows, at all times, the condition of each unit.

2. Procedures

The Lead Maintenance Contractor will develop an inspection plan that incorporates the following types of inspections:

a. Annual UPCS Inspection of Dwelling Units, Buildings and Grounds

The Authority is required to conduct physical inspections consistent with standards governed by the Department of Housing and Urban Development's Uniform Physical Conditions Standards. These standards require properties to be in decent, safe and sanitary condition and in good repair and require the Authority to inspect the following five major areas:

1. **Site:** The site includes components such as fencing and retaining walls, grounds, lights, mailboxes, signs (such as those identifying the development or areas of the development), parking lots/driveways, play areas and equipment, refuse disposal, roads, storm drainage and walkways. The site must be free of health and safety hazards and be in good repair.
2. **Building exterior:** Each building on the site must be structurally sound, secure, habitable, and in good repair. The building's exterior components such as doors, fire escapes, foundations, lighting, roofs, walls and windows, where applicable, must be free of health and safety hazards, operable, and in good repair.
3. **Building systems:** The building's systems include components such as domestic water, electrical system, emergency power, fire protection, HVAC, and sanitary system. Each building's systems must be free of health and safety hazards, functionally adequate, operable, and in good repair.
4. **Dwelling units:**
 - a. Each dwelling unit within a building must be structurally sound, habitable, and in good repair. All areas and aspects of the dwelling unit (for example: the unit's bathroom, call-for-aid, ceiling, doors, electrical systems, floors, hot water heater, HVAC (where individual units are provided), kitchen, lighting, outlets/switches, patio/porch/balcony, smoke

detectors, stairs, walls, and windows) must be free of health and safety hazards, functionally adequate, operable, and in good repair.

b. Where applicable, the dwelling unit must have hot and cold running water, including an adequate source of potable water.

c. If the dwelling unit includes its own sanitary facility, it must be in proper operating condition, usable in privacy, and adequate for personal hygiene and the disposal of human waste.

d. The dwelling unit must include at least one battery-operated or hard-wired smoke detector, all in proper working condition, on each level of the unit.

5. Common areas: The common areas must be structurally sound, secure, and functionally adequate for the purposes intended. The common areas include components such as restrooms, closets, utility, mechanical, community rooms, day care, halls/corridors, stairs, kitchens, laundry rooms, office, porch, patio, balcony, and trash collection areas, if applicable. The common areas must be free of health and safety hazards, operable, and in good repair. All common area ceilings, doors, floors, HVAC, lighting, outlet/switches, smoke detectors, stairs, walls, and windows, to the extent applicable, must be free of health and safety hazards, operable, and in good repair.

b. Health and Safety

If staff determined that a resident's housekeeping or lack of housekeeping is posing a health or safety issue, the Lead Maintenance Contractor will continue to conduct inspections until the issues are permanently resolved. Staff will give the resident time to correct any health and safety issues. The amount of time will depend on the severity of the issue.

c. Unit Turnaround Inspection

This inspection requires both a Move-Out and Move-In Inspection. These inspections are performed by maintenance staff and housing staff to ensure that the units are decent, safe, sanitary and in good repair before leasing to a new resident. These inspections are performed in accordance with the Authority's Unit Inspection form. If the inspection is prompted by a possible vacated tenant, staff must follow the Abandonment Inspection Process.

d. Abandonment

This inspection requires that maintenance staff and the Lead Maintenance Contractor follow the

Abandonment Procedures set forth by CHA to ensure that all local regulation is followed prior to legally regaining possession of the unit and legally disposing of any tangible personal items left behind by the former resident. See Appendix J for Abandonment Procedures.

e. Preventive Maintenance Inspections

These inspections are conducted on the units, buildings, systems, equipment and grounds by the maintenance staff in accordance with the schedule prepared by the Lead Maintenance Contractor.

CHAPTER 11

ASSESSING RESIDENT CHARGES

1. General

Residents will be assessed a charge for repairs made to their dwelling units in excess of normal wear and tear and damage caused by the resident, members of the resident's household, or the resident's guests.

2. Procedures

A review of completed work orders by the Lead Maintenance Contractor will decide if the worker's conclusion is reasonable, and he will make a recommendation to the amount of charges to be assessed. The amount charged is determined by the list of maintenance charges developed by the Lead Maintenance Contractor. Once a determination is made to charge the resident the Housing Manager will notify the resident and add the charges to the next month's rent. The resident may appeal the charges to the Executive Director.

3. Maintenance Charge Amounts

See Appendix I

CHAPTER 12

EMERGENCY RESPONSE

1. General

The maintenance staff, administrative staff and the Executive Director are authorized to act in a matter pertaining to the provision of emergency maintenance service for Authority owned properties. Emergency maintenance is provided to repair or correct conditions that may cause physical injury and/or cause damage to Authority property if not immediately corrected. "Emergency" is defined in Chapter 3. Emergency service is provided 24 hours a day, seven (7) days a week.

2. Procedures

The Lead Maintenance Contractor will design a duty roster that ensures that a maintenance staff person is on call 24 hours each day. Also, the Maintenance Supervisor will have a ready reference book for contractors to perform emergency work beyond the scope of the maintenance staff, i.e., plumbers, tree removal, electricians, roof repairs, etc. Only the Executive Director or Lead Maintenance Contractor can authorize the calling in an outside contractor.

Residents can call the maintenance work order line 24 hours a day to report an emergency. Those calls that are received during normal working hours will be handled immediately and those after hours will be handled by the assigned maintenance staff person.

The maintenance staff person will make the necessary repair or contain the situation until the repair can be completed. If the matter cannot be resolved, the maintenance person will contact the Lead Maintenance Contractor for direction.

When an emergency call is received, and it is determined that the call is clearly not an emergency, the Authority staff person will inform the caller and also inform them that the work order will be reported the next regularly scheduled work day, which will be completed in accordance with Chapter 3.

The following item is a list of items that will be answered by maintenance after hours as an emergency, but is not all inclusive:

1. Fire Disaster (Notify Fire Department First)
2. Gas order or gas leak
3. No heat (when the outside temperature is 50 degrees or less)
4. Total electric outage (if not related to area-wide outage of power company)
5. No water in unit (if not related to area-wide outage of water company)
6. Toilet back-up (if only one toilet in unit)
7. Burst water pipes
8. Sewer back-up
9. Break-in and/or vandalism (Notify Police Department)
10. Lock-out (only lease signers 18 years and older will be let in and must be able to identify themselves as a resident of the unit)
11. Leaking hot water unit
12. Broken windows or other openings in the structure
13. Unable to secure outside door/s.

CHAPTER 13

MAINTENANCE INCIDENTS

a. General

An incident report must be filed when an employee is injured or loses or breaks a tool, supplies or materials are damaged, stolen, involved in an accident or disappear, or an accident when operating Authority vehicles or equipment.

b. Procedures

The following procedures must be followed for incident reporting:

1. File a first incident report to the Maintenance Supervisor when there is an injury.
2. Inform the Maintenance Supervisor when a tool is lost or broken. If the

Maintenance

Lead determines that the tool was lost or broken due to employee negligence then the employee may be charged for the replacement cost.

3. Employees will report to the Maintenance Supervisor if supplies or materials from

CHA

inventory are damaged, stolen, or lost.

4. If an accident occurs during the operation of an Authority vehicle or equipment, it will be reported to the Maintenance Supervisor who will report it to the Executive Director.

CHAPTER 14

PEST CONTROL POLICY

1. General

Canton Housing Authority (CHA) recognizes the importance of quality pest control in accomplishing safe and sanitary housing, thereby, establishes this Pest Control Program Policy.

2. Scope

This policy applies to all dwelling and non-dwelling structures owned and maintained by CHA.

3. Objective

A quality pest control policy is a key component of CHA keeping its mission of providing drug free, decent, safe, and sanitary housing for eligible families.

4. Definition

Pests are defined as crawling or flying insects (such as roaches, ants, flies, fleas, termites, bees) and rodents (such as mice and rats).

5. Procedures

In an effort to control the pest population in dwelling and non-dwelling buildings, CHA has adopted the following approach:

- a. CHA will bid and contract with a local professional pest control company to rid household pests. The cost of this service will be borne solely by the CHA.
- b. In order for the program to be effective, all residents must keep their houses clean at all times. There are to be no dirty dishes or food left out to attract and feed pests. Excessive refuse or clutter either in units or on patios and porches is prohibited as this may hinder pest control. All residents must cooperate fully, failure to do so may result in lease cancellation.

6. Treatment

CHA's Pest Control Program consists of following two primary components:

- a. Inspections: The Lead Maintenance Contractor will maintain a regular pest control schedule and will monitor any instances where additional pest control is needed based on inspection results
- b. Contractor: CHA contracts with an outside professional pest control contractor to inspect and treat the outside every dwelling unit monthly according to the following schedule:
 - 1. The first Thursday of the month will be Jefferson Circle,
 - The second Thursday will be Oakside Drive
 - The fourth Thursday will be Shipp Street.

All units will be thoroughly inspected for infestation of ants, scorpions, spiders, fleas, crickets, mice, roaches, millipedes, centipedes, and silver fish.

7. Resident Feedback

As part of their move-in orientation training, residents are instructed that the most important factor is keeping their unit clean and to notify CHA Management as soon as they see any pests. Once notified, the Lead Maintenance Contractor will order additional treatments be performed based on the type of pest. The tenant will be responsible to inform the CHA of any medical problems and provide documentation if such exists and the pest control treatment schedule needs to be altered for their particular condition.

8. Resident Charges

Residents are not to be charged for routine infestation control treatments, however, the CHA may charge the residents for infestation control services above and beyond routine services provided. Charges may be assessed where residents do not meet their obligation to keep the units clean or they do not properly dispose of garbage, etc. in accordance with the lease provisions. Charges for additional infestation control treatment are included in the current Resident Charges List.

9. Maintenance

As part of its PM Program, CHA's Maintenance department inspects all dwelling units and public areas quarterly. Part of this inspection includes checking for pests. Maintenance personnel also check for pests each time they enter a unit to perform work-orders. Maintenance notifies the Lead Maintenance Contractor immediately if pests are present. The Lead Maintenance Contractor in turn calls the pest control contractor to treat the unit currently at no cost to the resident.

11. Treatment

a. Dwelling Units: The outside professional pest control company treats each dwelling unit and non-dwelling building once a month. Should pests be spotted by tenants or Authority staff between the monthly treatments, the pest control company is called back for interim treatments. The Authority treats pest control as a health and safety emergency.

b. Vacancy Preparation: Each time CHA's Maintenance Department prepares a vacant unit for re-occupancy, they call the outside professional pest control firm to treat the unit for pests as a pro-active control measure. Through experience, the Authority has determined that the "baiting" system is the most effective approach. If required, however, sprays, and chemicals are applied.

12. Certifications

All outside professional pest control firms must provide evidence of proper certification before the contract is signed. CHA will maintain a copy of such certification in the contract file.

Appendix B

Cost Proposal

The contractor shall propose a firm fixed annual fee for all work performed under this RFP. The total fee amount should be listed as an annual fee. The frequency of payment will be determined at contract execution but will be at least monthly. The fee shall be inclusive of all costs associated with the completion of work as agreed upon under the terms of the contract:

Total Annual Bid Amount being Submitted for RFP : \$ _____ Annually

Firm/Company Name: _____

Firm's Authorized Representative Name Printed: _____

Title of Authorized Representative: _____

Signature: _____