



MAINTENANCE PLAN

OVERVIEW

The Ferndale Housing Commission (FHC) employs a Property Manager and maintenance staff who are the primary people responsible for keeping FHC properties in safe and operational condition. The Lead Maintenance Technician coordinates the work of the maintenance crew on a day-to-day basis, with the Property Manager ensuring the overall quality and performance of FHC properties.

FHC properties include 2 apartment buildings and 43 scattered site homes. HUD has inspection requirements that serve as a baseline for property condition. We strive to exceed the HUD minimum requirements. We want our residents to have not only a safe environment, but also an enjoyable home setting and real sense of community, where they are proud to live. We also work closely with the City of Ferndale to ensure compliance with local and state codes and safety requirements.

The maintenance staff works in close coordination with the Property Manager and are in regular contact with the Property Manager. Together they prioritize and plan work weekly, monthly, and seasonally. They also coordinate big projects that are being completed by outside contractors, and they make sure other regular contractors do a good job.

Complete job descriptions are available at the office and on the website.

WORK ORDERS

Residents may submit work orders by text alert system, email, by dropping off a note at the office or a drop box, or by calling the office. We will continuously work to develop new and more convenient ways to request work orders in the future.

STAFF CANNOT TAKE VERBAL REQUESTS IN PASSING.

For urgent or emergency maintenance after hours, residents may call the maintenance after-hours line. The maintenance person on-call will determine if they need to come in, call a contractor, or both. They may also suggest a temporary solution to non-emergency issues until such time a permanent fix is possible. Maintenance staff are only permitted to respond after hours to emergency and/or urgent issues.

Work orders are entered into our centralized system so we can track the work that is done at each unit. Work orders will contain the date received, description of work to be performed, and information about materials used and charges (if any) to the resident. Work orders are reviewed and prioritized daily, and when completed they are closed out.

Staff or others may also submit work orders for exterior or public areas of the building, or if they see something in a unit that requires attention. Work orders are also generated following inspections.

Work orders are categorized as:

ROUTINE: Our goal is to complete routine work requests within 5 business days. Depending on other priorities, some routine work requests may take longer. We must complete inspection preparation and vacant unit turnaround BEFORE routine work orders. Also, routine work orders will be suspended if there is an active infestation in the unit or if housekeeping conditions pose a hardship for maintenance staff.

Routine requests may be cosmetic, or a matter of convenience or preference, but do not pose a danger or risk to the resident. For example, replacing a burned-out lightbulb, putting up a curtain rod, or installing an air conditioner.

Some routine work orders are considered a preference or option for the resident and may involve a fee. The office will notify the resident in advance of the work if there will be a fee charged and the amount so they can determine whether to proceed with the request.

URGENT: Our goal is to complete urgent work requests within 48 hours.

Urgent requests include things like a dripping pipe or plumbing fixture or an appliance that is malfunctioning.

EMERGENCY: Emergency work orders will be completed within 24 hours.

Emergency work orders relate to serious health and safety issues, or could cause significant property or structural damage. For example, an exterior door that won't lock, a burst pipe or major leak, no power, or no heat in the winter.

If a staff member is unsure about how to classify a work order, the Lead Maintenance Technician, Property Manager, or Executive Director will be available 24/7 to provide direction. In the highly unlikely event an employee must make a decision without support, they should use their best judgment with safety of residents guiding their decision.

MAINTENANCE PRIORITIES

Maintenance staff will prioritize work as follows, unless otherwise directed by the Property Manager and/or Executive Director:

1. Emergency Work Order
2. Urgent Work Order
3. Vacancy turnover
4. Preparatory Inspection Work
5. Routine Resident Work Order
6. Preventive Maintenance
7. Routine Inspection Generated Work Order
8. Routine FHC/Other Work Order

WHAT RESIDENTS CAN EXPECT

Maintenance staff generally complete routine work orders between 8:00 am and 5:00 pm. They will knock before entering and give ample time to answer the door. If the resident is not home, they will enter to complete the work order. They will carefully move items or clear the work area as needed to complete the work. They will do their best to return everything to how it was found. WE HIGHLY RECOMMEND RESIDENTS MOVE THEIR OWN PERSONAL ITEMS from the area where the work is to be completed. Staff will take photos or video if needed to document the condition of the unit and their work.

Sometimes residents will ask for additional work that is not on the original work order. If maintenance staff can reasonably assist with work order add-ons, they will do so and note it on the work order to be included as an additional item in the system. But sometimes they won't have the time, materials, or parts. In that case they will ask the resident to submit the work order request through the office.

Staff is bound by our customer service policy and must treat residents respectfully at all times. If a resident becomes argumentative, staff is instructed to politely disengage from the situation and contact the Property Manager who will make arrangements for a return visit. Residents are bound by the resident handbook which prohibits verbal abuse or threats directed at staff.

Maintenance staff will leave a door tag if they enter a unit when the resident is not there.

Maintenance staff are required to report any suspected lease violations they witness in the course of completing their work. They are to report the issue to the Property Manager for investigation.

In some cases, staff are not comfortable entering a unit alone or in the absence of the resident. Or they may attempt to complete the work order but cannot due to the condition of the unit, for example housekeeping, loose, pets, or pest infestation, which prevents access to the area. In that case, the work order request may be delayed or rescheduled.

Two unsuccessful attempts to address a work order will render the work order void. The reason for voiding the work order will be noted in the system when the order is closed.

We strive to contact residents with open work orders weekly to provide a status update. Sometimes we need to order parts or materials, have a contractor come in, or we simply have a backlog of other priorities. Regardless of the reason for delay, we want residents to know we haven't forgotten or overlooked the request.

FHC operates on a very limited budget. Maintenance staff are expected to get the full life out of materials, equipment, appliances, and supplies. In some cases they recycle parts or materials. Sometimes a repair may not be lovely to look at, but it is functional. For example, repairing a portion of a backsplash rather than replacing the entire counter system. If it is safe and functional, it will need to suffice until the time comes to undertake a permanent fix.

CHARGES FOR SERVICE

Under no circumstances are residents to directly pay any staff member or offer tips.

As mentioned previously, some routine work orders are considered a preference or option for the resident and may involve a fee. The office will notify the resident in advance of the work if there will be a fee charged and the amount so the resident can determine whether to proceed with the request.

In other cases, staff may find that the repair/replacement is required due to damage outside of what is considered normal wear and tear. Normal wear and tear is the expected decline in the condition of a property due to normal everyday use. It is deterioration that occurs in the course of living in a property. It is not caused by abuse or neglect. Examples of normal wear and tear include a couple small stains on the carpet/floor, a couple small scrapes, scuffs, or dings on the wall, discoloration of aging tile grout, fading due to sunlight, loose handles or knobs due to regular use.

Residents are expected to exercise reasonable care within their unit. We understand accidents happen and will give residents every benefit of the doubt. However there are instances where history suggests a resident does not exercise reasonable care, or where it is evident that damage was caused due to negligence or malice. For example large holes in drywall, tearing closet or cabinet doors off, large and/or frequent stains or damage to flooring, putting prohibited items or material in drains, leaving windows/doors open to the elements, etc. Also, infestation due to poor housekeeping or repeated failure to prepare a unit for treatment.

Maintenance staff will document instances of repairs/replacement beyond normal wear and tear on the work order and submit to the Property Manager for processing. In making determinations on normal wear and tear, staff will consider industry standards, evidence of use/abuse, and the replacement schedules outlined in physical needs assessments and capital improvement plans.

Fees for service are set based on actual costs. They are periodically reviewed and set by the board of commissioners after resident committee/advisory board meetings and other public meetings where residents have an opportunity to comment.

INSPECTIONS

A new resident will have a move-in inspection with the Property Manager (or designee) before taking possession of the unit. This is an opportunity for the new resident to review a checklist of the condition of the unit and note any deficiencies of concerns.

Tenancy begins with a clean, safe, and fully functional unit. When a unit is prepared for a new tenant, it is cleaned top to bottom, inside and out. The carpet is cleaned, or if there is considerable wear, tear, or damage, it will be replaced prior to move-in. The walls are cleaned and patched, or if there is considerable wear, tear, or damage they will re-painted. Appliances are cleaned, tested, and repaired; or replaced if not functional. Heat, water, and electrical systems are inspected, tested, cleaned, and repaired. Other repairs are also made throughout the unit as needed. The locks are changed. The unit is inspected for pests and certified to be pest/bed bug free by our pest control contractor.

Once moved in, the unit will be subjected to several routine inspections throughout the year. Residents will be notified at least 48 hours in advance of a scheduled inspection. Additionally FHC may conduct

special inspections as needed. Routine inspections include pest control visits, annual HUD inspections, annual FHC inspections, and one or more annual City of Ferndale inspections.

The Property Manager will conduct a move-out inspection a day or two prior to that date scheduled to vacate the unit. Using the move-in inspection form, the Property Manager will note anything beyond normal wear and tear that may result in a charge against the security deposit.

UNIT TURN AROUND

We expect to clean, repair, and replace items as necessary to prepare a vacant unit for occupancy within 10 business days of taking possession of the unit. Where damages or condition are so severe that this timeframe cannot be met, or it is too hazardous for staff to complete the work, contractors may be used for some of the work. The Property Manager will take a unit offline in the HUD system where major work is required such as repairing fire damage, replacing major systems or completing major rehab work.

The Property Manager, in coordination with the Lead Maintenance Technician, will take inventory of the unit and use a punch list to identify what is to be cleaned, repaired, or replaced; and what if anything will require contractual support. The Property Manager and Lead Maintenance Technician will also identify what materials, supplies and other items need to be ordered or purchased. This information will be entered into the work order and inventory system.

When complete, the Property Manager will do a post-preparation inspection to ensure the quality and completeness of the work and readiness of the unit, updating the punch-list to reflect if anything needs to be revisited. The unit will also be inspected by the FHC pest control provider to assure clearance prior to new tenancy. Following pest clearance and final inspection, the Property Manager will close out the punch-list, order new keys, and proceed with a move-in inspection for the new resident.

PREVENTIVE MAINTENANCE

The Property Manager and Lead Maintenance Technician maintain daily, weekly, monthly, quarterly, seasonal, and annual preventive maintenance schedules. In addition to the buildings and homes, maintenance staff is responsible for maintaining FHC vehicles and equipment.

ACCOUNTING PROCEDURES & INVENTORY

The Property Manager and Lead Maintenance Mechanic will coordinate orders and purchasing procedures to ensure compliance with policies; and they will ensure that items are received and logged into the inventory system as needed.

SERVICE CONTRACTS

FHC may use outside companies to assist with regular building maintenance functions, for example, custodial work, landscaping, snow plowing; and for large or specialized projects like plumbers and electricians.

The Property Manager and maintenance staff will ensure contracted service providers meet FHC contract requirements and quality expectations. Residents may communicate with the Property Manager any concerns about contracted providers' performance. Residents should refrain from attempting to correct or direct contracted providers.

NEEDS ASSESSMENT AND CAPITAL IMPROVEMENT PLANS

FHC will periodically complete comprehensive physical needs assessment. This will provide an overall listing of project priorities at both buildings and all the homes. The physical needs assessment will support development of a capital improvement plan, and corresponding capital fund budget. The process will include consultation with resident committees (and resident advisory boards), general resident meetings, and public meetings of the board of commissioners.

SAFETY & TRAINING

Personnel policies prohibit maintenance staff from undertaking any task or assignment they believe is unsafe; to themselves, co-workers, residents, or the general public. Personnel policies also strictly prohibit the use of alcohol, drugs, or other substances. All staff are subject to zero-tolerance policies with regard to violence and substance use/abuse. FHC completes appropriate background checks of staff before employment begins then periodically throughout employment.

FHC budgets for training each year to ensure its staff are up-to-date in their technical and customer service skills. We also hold several in-service staff training programs throughout the year so everyone is up to speed on internal policies, processes, and procedures. FHC is committed to supporting staff in their continued professional development through both formal programming and informal on-the-job training.