

SALISH AND KOOTENAI HOUSING AUTHORITY

Maintenance Policy

Policy Statement

The Board of Commissioners of the Salish and Kootenai Housing Authority (Housing Authority) recognizes that one of the most important aspects of the Housing Authority operations is the maintenance of the Housing Authority owned and managed units. If units are not maintained on a regular basis, the long-term viability of the Housing Authority as a property management business is threatened and the Tribes and the residents will lose a valuable resource.

These procedures are intended to implement a full system of maintenance for those units where the Housing Authority has the obligation to perform the maintenance as required.

Therefore, the purpose of the Housing Authority's maintenance procedures shall be to:

- a. Maintain all property and equipment under the management of the Housing Authority in a decent, safe and sanitary condition.
- b. Conduct timely inspections, regular and preventive maintenance, timely repairs and replacements to ensure the structural integrity of the units along with making sure all equipment associated with the unit is functioning properly.

1. Components of the Housing Authority Maintenance Program

a. Preventive Maintenance

1. Preventive maintenance is defined as tasks that provide for the inspection, monitoring, and care of buildings or equipment to prevent the need for future emergency maintenance and/or major structural or system failures.
2. There shall be two phases to the Housing Authority preventive maintenance program that the Maintenance Manager and Maintenance Coordinator are responsible for implementing. The first phase will include actual preventive maintenance activities and the second phase will include preventive maintenance inspections. The Housing Authority will perform both phases of preventive maintenance in properties managed by the Housing Authority.
3. The Maintenance Department shall establish a regular, periodic schedule for all preventive maintenance work identified during the inspection period.
4. Preventive maintenance for equipment will normally be performed during off season of the equipment use.

b. Routine Maintenance

1. Routine maintenance is the unplanned response, including ordinary maintenance, of structures and equipment that have deteriorated through normal wear and tear.

2. It also includes responding to service requests when items are not functioning correctly, making minor repairs to facilities, systems, and equipment; and replacing component parts of systems and equipment.
3. The Maintenance Department will make every effort to make sure routine maintenance requests are responded to within 48 hours and repaired within a reasonable time frame.

c. Rehabilitation

1. For purposes of calculating program and non-program income, rehabilitation includes all costs for any single contract that meets or exceeds 40% of the HUD established DC&E amount for each unit size, identified below:

1 bedroom	2 bedroom	3 bedroom	4 bedroom	5 bedroom
\$20,810	\$22,690	\$24,845	\$29,753	\$33,517

2. For single contracts less than the above established amounts the following activities will also represent rehabilitation costs and will be recorded towards the cumulative DC&E cap for each unit:
 - a. Entire roof replacements;
 - b. Total re-siding;
 - c. Replacement of all windows;
 - d. Replacement of all floor covering that include underlayment, baseboards, etc.
 - e. Replacement of all kitchen cabinets
 - f. Total bathroom upgrades that include vanities, sinks and fixtures, tub, shower, etc.
3. Any single activity that exceeds the current capitalization threshold of \$5,000.00 will be considered rehabilitation and will be recorded toward the DC&E in its entirety.
4. Rehabilitation costs DO NOT include costs paid for with insurance proceeds.

d. Emergency Maintenance

1. Emergency maintenance is performed in response to an unanticipated situation endangering life or property or the normal use of dwelling units or systems.
2. The Maintenance Department will make every effort to make sure emergency maintenance is responded to within 6 hours and repaired within a reasonable time.

e. Inspections

1. Move-in inspections shall be performed by the appropriate department before the unit is occupied with the resident present. Any deficiencies will be noted on the inspection form and addressed by the Maintenance Department within three (3) days.
2. The Maintenance Department is responsible for inspections at regular intervals to determine the condition of all the dwelling units and equipment associated with the unit.
3. For units that are occupied, inspections will be scheduled in such a manner as to allow the residents the opportunity to be present during any inspection of the respective unit.
4. All residents will be given 24 hour notice prior to the Housing Authority entering the unit for inspection.
5. Regular inspection will be conducted on a schedule not to exceed 24 months for rental units owned and managed by the Housing Authority. The purpose of the inspection is to detect any deficiencies that may exist in the units. Any deficiencies shall be noted on the inspection form and addressed by the Maintenance Department. The condition of the units and grounds will be noted on Housing Authority inspection forms. Upon the completion of any inspection, the resident shall receive a copy of the inspection form. A detailed report will be kept on file at the Housing Authority offices.
6. Emergency inspections will be done when necessary as determined by the Maintenance Department.
7. Move-out inspections shall be scheduled and conducted as soon as possible not to exceed 5 working days from the date Maintenance receives the vacancy notice. The Housing Authority shall photograph or videotape move-out inspections to visually display the condition of the unit and grounds. Photographs or videotapes will be kept on file at the Housing Authority offices. The Housing Authority shall notify tenants of all move-out charges deemed over and above normal wear and tear by mail with a detailed list of charges. Charges will be determined from a list of average costs determined by the Maintenance Manager and Inspectors. The costs will include materials and labor for any and all repairs and the list will be updated on a bi-annual basis. Tenants will be given 10 working days from the date of the letter to schedule an appointment with the Maintenance Manager to dispute any of the move-out charges.
8. Warranty inspections shall be performed quarterly on units receiving preventive maintenance until all warranties on the units and/or equipment has expired in accordance with the Housing Authority's contract with the contractor. Copies of the warranty inspection will be forwarded to the Contracting Office.

f. Methamphetamine (Meth) Use in Units

The Salish and Kootenai Housing Authority (Housing Authority), in an effort to protect the public health, safety and welfare of our communities have adopted specific cleanup standards for units contaminated by methamphetamine (meth) use in properties owned and managed by the Housing Authority.

Studies have shown that the use of meth by smoking can produce levels of airborne meth that may result in general contamination of the indoor environment. A structure in which meth was used but not manufactured is not likely to be as contaminated as a meth lab structure. Guidance prepared from this research did not require remediation of a meth use structure if the surface contamination is below the acceptable level.

- The Housing Authority through research of other standards across the region, hereby determine a residue concentration of 1.5 ug/100 cm² to be an acceptable level. Extensive research in California and Colorado has determined these levels to be acceptable. The California health-based standard for meth residue is 1.5 μ/100cm². This is used as a standard to determine if meth levels are safe.
- If the measured meth level is below the California standard and the property was not declared a meth lab, cleanup is not necessary – that level of meth has been shown to present minimal health risk to all occupants of a home.

What is the “California standard” and what does it mean?

The California health-based standard (California standard) is 1.5 μg/100cm². This number is based on a study of health effects of meth in children – the population most at risk to harm from meth residue. The meth concentration of 1.5 μg/100cm² has been determined to present minimal risk to children and therefore to all other groups potentially exposed. After a declared meth lab has been remediated, the contractor must demonstrate that the level of meth present is below this standard in order for the property to be considered properly cleaned. If there has not been a declared meth lab, this standard can be used to determine whether or not there is a health risk to living in a property where the owner is concerned about contamination from meth use.

Methamphetamine Cleanup and Remediation

The Housing Authority has determined a standard of cleanup and remediation processes once the level of contamination has been established. The following guidelines will be used to determine the level of contamination and the method used to provide cleanup and decontamination of each unit determined to have meth contamination from use.

The Housing Authority Maintenance staff, after receiving a vacancy notice from the Occupancy Department, will perform the following steps to determine the method of cleanup to ready the unit for the next occupant.

A Meth Media Testing Kit (Wipe Test) will be done on each vacant unit to determine if meth is present and to determine what level of meth is present in the unit.

The Housing Authority will use the following guidelines to ready the unit for the next occupant:

1. Samples will be taken utilizing a Wipe Test and sent to an authorized laboratory to determine the level of contamination.

2. Test results that come back with a reading of 1.5ug/100cm² or less will be processed for move-out repairs and general clean-up. These units will be bid out to contractors utilizing the Housing Authority bid process depending on the amount and type of repairs to be done.
3. Test results that come with a reading above 1.5 ug/100 cm² to 20 ug/100cm² will have a scope of work established by the Housing Authority Inspector. This may require removal of all woodwork, any porous material, all affected cabinets and countertops, replace appliances and any other area as determined by inspector and as written in the scope of work. This may be room specific depending on test results. If one room tests above 1.5 but the rest of the unit is not we will focus on the room that had tested above the Housing Authority standard only. The unit will be turn over to a qualified remediation contractor to be cleaned using the 3-2-1 Method. A Qualified Contractor will consist of a contractor who has hazardous waste expertise and is certified to conduct clean-up operations in a meth contaminated condition. Contractors who have not been certified in a similar program should, at minimum, complete the 40 hour HAZWAPER training (OSHA 29 CFR 1910.120). The contractors will need to provide the Housing Authority with documentation of completion for each employee who will be doing meth remediation. A Clearance test will be performed by a third party test to insure the unit has been cleaned to at or below the Housing Authority set standard. The Housing Authority will pay for the first clearance test, if this test fails the Housing Authority will pay half the cost of the second test and the qualified contractor will be responsible to cover the other half of the testing cost. If the second test were to fail then the contractor will be responsible to cover all cost associated with the third test and any other testing after that. The Housing Authority will hold \$1500.00 from each remediation contact to cover the cost of testing until the unit passes a clearance test.
4. Test results that come with a reading above 20.0ug/100cm² will be demolished to the studs per remediation standards as determined by inspector and the qualified contractor. This may be room specific depending on test results. If one room tests above 1.5 but the rest of the unit does not we will focus on the room that had tested above the Housing Authority standard only. A clearance test will be performed by a third party test to insure the unit has been cleaned to at or below the Housing Authority set standard.

2. Housing Authority Responsibilities

a. Rental Program

1. The Housing Authority is responsible for all routine and preventive maintenance.
2. The Housing Authority shall perform inspections of all units in accordance with a plan and schedule established by the Maintenance Manager and Maintenance Coordinator.

3. All maintenance needs that are identified during the inspections should be corrected by the Housing Authority within a reasonable amount of time not to exceed 45 days.
4. The Housing Authority shall repair tenant caused damages and the costs shall be charged to the resident based on the cost of labor, materials. Materials will be charged based on the actual cost to the Housing Authority.
5. If the Housing Authority hires or contracts with an outside person or firm to repair any resident caused damage, the tenant will be charged the actual cost to the Housing Authority.
6. The Housing Authority will be responsible for maintaining lawns for the elderly and persons with disabilities as defined in the Housing Authority's Eligibility, Admissions, & Occupancy Policy.
7. The Housing Authority will be responsible for snow removal for elderly and persons with disabilities.

3. Resident Responsibilities

a. Rental Program

1. All residents participating in the Housing Authority rental program will comply with the provisions identified in their Dwelling Lease concerning their maintenance responsibilities.
2. Tenants in the rental program will be responsible for the maintenance of their yard. This will include care of the lawn, trees and shrubs. If the tenant is unable or unwilling to care for the lawn, the Housing Authority shall perform the work and charge the tenant accordingly.
3. Rental program tenants, with the exception of the elderly or persons with disabilities, are responsible for their own snow removal from their sidewalks and driveways. Snow shall be removed if there is over a 3" accumulation. If the tenant is unable or unwilling to remove the snow, the Housing Authority shall have it removed and charge the tenant accordingly.
4. Rental program tenants shall be responsible for notifying the Housing Authority immediately of any damage or repairs needed.

b. Mutual Help Homebuyer Program

1. In accordance with their homebuyer agreements with the Housing Authority, homebuyers are responsible for the maintenance of their home, including all repairs and replacements due to normal wear and tear or damage from any cause.
2. Failure of the homebuyer to perform required maintenance obligations shall constitute a breach of the homebuyer agreement. Upon a determination by the Maintenance Manager or Maintenance Supervisor that a breach has occurred, the Housing Authority shall require the homebuyer to agree to a specific plan of action to cure the breach and to assure future compliance.

3. If the problem is not remedied within the required time frame established by the Housing Authority, or if the Homebuyer fails to agree to reasonable plan or fails to carry out the agreed to plan, the Housing Authority shall terminate the homebuyer agreement.
4. Repeated failure to maintain the home and/or equipment, or repeated damage to the home and/or equipment is cause for termination of the homebuyer's agreement with the Housing Authority.
5. If the condition of the property creates a hazard to the life, health or safety of the occupants or there is a risk of damage to the property as determined by the Maintenance Manager, the Housing Authority shall remedy the hazardous condition and charge the cost to the homebuyer's Monthly Equity Payment Account (MEPA) in accordance with the homebuyer's agreement. If the homebuyer has an insufficient MEPA balance to cover the cost of the repairs, the homebuyer shall be required to sign a Payment Agreement with the Housing Authority to pay for the cost of the repairs.

4. Service Orders

a. System

1. The Housing Authority shall create and utilize a service order system for receiving and recording resident maintenance requests.
2. All maintenance requests must be processed through the service order system.
3. Maintenance work initiated as a result of inspections may also be processed through the service order system.
4. If the Maintenance Supervisor receives a maintenance request directly from a resident, a service order may be initiated and the work completed in accordance with the Maintenance Supervisor's schedule and plan.

b. Form

1. The Maintenance Support Technician working in cooperation with the Maintenance Coordinator shall initiate a service order form.
2. The housing Authority shall send the Tenant notice that includes the items damaged, correctional action taken and the cost of repairs.
3. The form should include, at a minimum, the following information:
 - a. Resident name
 - b. Unit number, key number and address
 - c. Brief description of problem
 - d. Resident permission to enter unit if tenant is not at home
 - e. Who took the request and the date of request
 - f. What work has been performed
 - g. What materials and supplies were used
 - h. Date when the work was performed
 - i. Time work started
 - j. Time work completed

- k. Any parts on order
- l. Charges to the tenant, if any
- m. Tenant's signature accepting completed work
- n. Housing Authority staff person's signature who performed or approved of work

5. Maintenance Scheduling & Priorities

a. Scheduling

- 1. All preventive maintenance and certain routine maintenance, as well as inspections, should be scheduled.
- 2. The Maintenance Manager and Maintenance Coordinator should schedule preventive maintenance and inspection activities for an entire year prior to when the Housing Authority submits the annual Indian Housing Plan.
- 3. By scheduling planned maintenance, the Authority Maintenance Supervisor and staff can approach the many maintenance tasks to be completed in an organized fashion and the staff will know what is expected to be accomplished.

b. Priorities

- 1. Emergency maintenance tasks shall have preference over all others. The Housing Authority will make every attempt to complete all work of an emergency nature on a same day basis.
- 2. Routine maintenance work generated by service orders shall be the next priority.
- 3. Preventive maintenance and inspections shall have last priority.

4. Quality Standards

a. Codes

- 1. All maintenance work performed on Housing Authority owned and managed property shall be done in compliance with the International Residential Building Codes along with other applicable codes or laws of the Tribe or the State.
- 2. All maintenance work will be conducted in a professional and courteous manner.
- 3. Service orders shall be received by phone or in person in a professional and courteous manner.

Training

- 1. The Housing Authority staff shall be adequately educated and trained to perform the maintenance tasks described in these policies.
- 2. The Maintenance Manager shall encourage the appropriate Housing Authority employees to attend relevant training courses to learn how to become more efficient and productive.

Approved by the Salish and Kootenai Housing Authority Board of Commissioners at
a Regular Meeting held on November 15, 2016