

# YUROK INDIAN HOUSING AUTHORITY



## MAINTENANCE POLICY

The Yurok Indian Housing Authority (YIHA) Maintenance program is established to prolong the life of dwelling structures and equipment. This program is established to provide residents with proper and timely maintenance, assuring them that all elements of their housing unit are in good working condition and that a pleasant appearance inside and outside the unit is maintained.

### **I. Classification of Maintenance Work**

To be able to complete all maintenance in a timely manner, priorities for scheduling maintenance work must be established. For all maintenance work a **work order form** will be issued and the maintenance work performed within the prescribed time frames for each priority.

**A. Emergency within 24 hours:** Emergencies include broken windows, broken water lines, power outages, furnace problems during the winter, sewer backups, or other emergencies threatening the health and safety of the tenants. Since emergencies can happen at all hours of the day or night, the maintenance department must provide coverage to handle such emergencies. If a unit is extensively damaged, through no fault of the tenant, the YIHA will work to relocate the family and immediately schedule the unit for renovation. Such damages may occur as a result of fire, floods, wind, damages by vehicles, explosions, storms, or any other uncontrollable situations. The YIHA will determine the safety factor of the damage and take appropriate protective action. Written reports will be prepared by the YIHA staff for the Housing **Manager's** review to assist in determining the appropriate process to repair the unit. If damages are determined to be fault of the tenant, the YIHA will decide on the appropriate charges and may initiate the lease termination process.

**B. Urgent within 48 hours:** Where additional damages occurs to the unit if maintenance work is not performed.

**C. Routine within 2 - 4 weeks:** Non-emergency maintenance repair work reported by tenants.

**D. Vacant Units within 10 working days:** The importance of timely rehabilitation of units cannot be overemphasized. Vacant units are targets for vandals, and the repairs due to vandalism can be extremely costly. In addition, income from rent and monthly payments stop when the housing units are unoccupied.

**E. Refurbishment of Vacant Units within 10 working days (any exceptions will require a documented request by the Maintenance Manager and be approved by the Executive Director)** Vacant units should be inspected within 24 hours following vacancy and an inspection form completed, listing all necessary repair work. The responsibility for the cost of the repair/replacement work shall be broken down between the vacating tenant and the YIHA.

**F. Cleaning and Maintenance Work within 5 working days:** The Maintenance Manager shall review the inspection form and schedule cleaning and maintenance work. Every effort should be

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made to complete all maintenance work within 5 working days after the unit has become vacated.

**G. Preventive Maintenance:** Overall preventive maintenance program, the heart of YIHA maintenance operations, requires regular inspections of the units by the Maintenance Inspector **or his/her designee**. Other components of the preventive maintenance effort include semi-annual inspections of all **rental** housing units and periodic inspections of electrical, mechanical, structural, and other related elements or systems. Through this program the YIHA can curb the decline of dwelling units and establish better control over maintenance efforts. The YIHA will annually plan the service schedule for coolers, furnaces, fire extinguishers, smoke alarms, refrigerators, and appliances, water heaters, water/gas line inspections, weatherization items or corrections to the dwelling units or grounds, pursuant to a maintenance plan, which is made a part of this policy as appendix The YIHA will ensure the efficient and effective implementation of the preventive maintenance plan.

**H. Landscaping and Ground Maintenance:** Tenants will be responsible for cleaning the surrounding grounds of the rented house. Weeds and other rubbish will not be allowed to accumulate. Inoperative cars will not be permitted on the grounds. Any landscaping shrubs, trees, lawns, and other plants will be responsibility of the tenant to maintain, by performing tasks such as watering, pruning, mowing, and other works. If the unit is not fenced and the tenant desires fencing, the YIHA may approve such requests and approve the proposed materials to be installed. All purchases and installation cost of fences may be assessed to the tenant and the improvement will become the property of the housing. **The Maintenance Manager shall provide a written report to the Housing Services Manager if any of the above are found to be out of compliance.**

**I. Pest Control Services:** All rental units will be treated for pest control, **by environmentally friendly products**, as part of routine maintenance service. The YIHA will be responsible for securing these services. Pest control treatment will be scheduled and tenants informed **at least five business days prior to service of the house**. If units are badly infested, tenants **shall** be required to relocate **and** participate in preventative training. During routine inspection, maintenance staff will note the need for additional attention. Any need to temporarily move **or protect** furniture, plants, food, **or** pets will be the responsibility of the tenant.

**J. Sanitation Services:** All rental tenants are required to dispose of garbage in provided receptacles or containers. The tenants are responsible for proper bagging, discarding in provided containers, and placing the receptacles on street curbs on regularly scheduled pick up service day. Burning trash is subject to **approval by tribal ordinances and** local environmental health regulations. **All rental tenants must obtain a burn permit from the appropriate agency. The Maintenance Manager shall provide a written report to the Housing Services Manager if any of the above are found to be out of compliance.**

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**K. Heating and Cooling Units:** All rental tenants are required to participate in training to ensure that proper usage and maintenance of their Kerosene Heater, Diesel Stove, Wood Stove, Propane Stove, Central Forced-Air Furnace, Cooking Stoves, Evaporative Coolers, Refrigerated Coolers and their Air Purification units are maintained.

**L. Insurance Claims:** The YIHA will be responsible for filing all insurance claims that are covered in the insurance policy. Tenants are responsible for securing personal property insurance. The YIHA will insure only the dwelling unit. It is the responsibility of the tenant to notify the YIHA of any damage that could result in an insurance claim. **The Maintenance Manager shall provide a written report to the Fiscal Director should a claim need to be filed.**

**M. Zero Tolerance:** **In cases of drug use/manufacturing/or dealing, immediate eviction actions will be pursued by the YIHA. The Maintenance Manager shall provide pictures when possible and a notarized written report from the witnessing staff to the Housing Services Manager if any of the above are found.**

**N. Renovations:** The YIHA will maintain major renovation schedules. This may include roof repairs, replacement of floors and tiles, gas or electric conversions, installations of new tubs, sink basins, plumbing fixtures, kitchen cabinet replacements, or other major work. Comprehensive planning for such modernization may be coordinated with **applicable YIHA** departments. Tenants will be provided advance notification of any planned renovation and possible relocation.

**O. Structural Changes:** The YIHA may change the structure of a rental unit if extensive work or major renovations **are** already planned or if it determines that the structural changes would be beneficial to the YIHA's plan and operations (e.g., disabled accessibility improvements, redesign of floor plan for practical purposes.) Tenants shall not make any structural changes. **The Maintenance Manager shall provide a written report to the Housing Services Manager if any of the above are found to be out of compliance.**

### **I. Work Orders**

Maintenance problems are reported by telephone or in writing **to the Maintenance Manager at the Klamath YIHA office.** The **Maintenance Manager** then records the complaints on a work order form **through the HDS.** The work order form records at least the following:

- The date and time information was received
- Name and address of the tenant
- **Charges at the time of completion**
- The problem and its location in the unit
- Material used
- Work performed by staff position
- Total time to do work
- **Signature of tenant, if charged and** Date work was completed

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**A. Emergency Work Orders:** EMERGENCY” shall be noted on the copy of each work order determined to be an emergency. The Maintenance **Manager** is contacted immediately in an emergency and requested to investigate and remedy the situation, if possible.

**B. Regular Work Orders:** Work orders are accumulated until the end of each working day when they are organized by type of work to be done and by geographical location and assigned to the maintenance workers. This practice limits travel time and expenses and enables work to be accomplished within the established time frames. Each complaint should be investigated by a maintenance worker within 3 days and every effort made to remedy the situation within that time period. Due to limitations, complexity or work involved and availability of parts and material, some work cannot be completed within the established time frames. At the end of each week the maintenance staff will review with the Maintenance Manager those work orders left unresolved and set a time for completion of these work orders.

### **C. Request for Assistance:**

1. Maintenance personnel should carry proper identification with them, and show it to the resident prior to entering the unit to investigate and/or conduct repairs.
2. Do not enter a unit if the resident or a member of their family is **under the age of 18 and a responsible adult is** not at home.
3. Investigate the problem and correct it, if possible. It is very important for the maintenance worker to record the amount of time spent, to describe the work done, material, parts and equipment used so that the YIHA has a complete record of staff time and supplies used.
4. Damages may be caused by normal wear, defective parts, or tenant misuse. In addition to describing the work done, the maintenance worker shall note on the work order if the cause of the problem was due to tenant negligence or normal wear and tear.
5. If a problem was due to tenant negligence, the tenant is required to pay the cost. If parts are defective or worn out, the YIHA incurs the costs. If damage is due to hail or wind, etc., the YIHA shall contact the insurance company. **The Maintenance Manager shall provide a written report to the Fiscal Director should a claim need to be filed or the tenant needs to be charged.**

**D. Completed Work Orders:** Each day the maintenance workers shall return completed work orders to the YIHA office where they are thoroughly reviewed. The completed form records at least the following:

- Description of work done
- Description of work remaining to be done, if applicable
- Time spent on work order
- Record of all supplies/materials used
- Signature of resident **if charges are incurred**

A copy of the completed work order shall be sent to the tenant with an itemized bill (if applicable) for the actual costs incurred by the YIHA **which shall be performed by the Fiscal**

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Department. Charges for emergency repairs or replacement services due to tenant damage or neglect, after regular working hours and Saturday and Sunday, will be billed at one and one-half times the regular hourly rate plus any cost for materials. (Regular hours are 8:00am to 4:30pm.)

### II. Standard Charge

The YIHA shall charge current prices for materials and prevailing labor rates based on actual time and travel with a minimum base charge of one hour for labor and overhead,

### III. Inspections Form:

A. The inspection form is provided by the YIHA and is used to record the condition of each unit that is inspected. The form is filled in during the inspection by the **Maintenance Manager**.

B. The inspections provide a method for examining the exterior and interior condition of each unit, reporting the findings to YIHA. By conducting unit inspections, most problems can be detected at an early stage (preventive maintenance) thus minimizing the need for more costly repairs in the future.

C. The **Maintenance Manager** shall include deficiencies in each unit and whether the deficiencies are due to:

- Defective parts or construction deficiencies
- Normal wear
- Tenant damage
- Element damage (hail, wind, flood, etc.)

A work order shall be made out for each unit where deficiencies were found.

### IV. Inspection Requirements:

**Maintenance Manager** will inspect each home at least annually to assure that it is properly used and that it is maintained in good condition. The Executive Director will adopt inspection standards that are equal to or better than Federal Section 8 Housing Quality Standards. They must be specific enough so **the Maintenance Manager** can tell the difference between “normal wear and tear” and excessive use. Residents are obligated under this policy to participate in pre-occupancy, annual, pre-move-out, and final move out inspections. Failure of tenant to participate in the required inspections is cause for termination of the lease agreement.

**A. Decent, Safe, and Sanitary Condition:** **The Maintenance Manager, or their designee**, has the right and obligation to make inspections of a home at any time, with prior notification to the residents, if staff has reason to believe that part of the interior or exterior of the home is not maintained in a decent, safe, clean, and sanitary condition. Notification will be in writing giving the resident at least two day’s prior notice of the inspection.

**B. Pre-Occupancy Inspection:** Prior to the move in or no later than the date of occupancy, the resident and **the Maintenance Manager, or their designee**, will conduct a pre-occupancy

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inspection to document the existing condition of the home. The Pre-occupancy inspection will become part of the resident's file and will be used for future references, should the resident or housing authority terminate the lease.

**C. Annual Inspection:** The resident and **the Maintenance Manager, or their designee**, will conduct an annual inspection of the home to ensure that it is being properly used and maintained. The annual inspection also documents the condition of the home for the residents file and provides **the Maintenance Manager, or their designee** with basis for providing counseling on home use or maintenance. An inspection may result in mandatory maintenance being required of a tenant. In this case, a plan of action will be developed between **the Maintenance Manager** and the tenant listing specific maintenance actions needed and target dates. **The Maintenance Manager** will follow up with subsequent inspections on those dates to assure necessary compliance by the tenant. **An inspection will be scheduled by the Maintenance Manager to ensure that the tenant has met the maintenance and housekeeping requirements. The Maintenance Manager shall provide a written report to the Housing Services Manager if any of the above are found to be out of compliance.**

**D. Pre-Move-Out Inspections:** The pre-move-out inspection is scheduled at the time the resident notifies **the Housing Services Manager** with his/her 30-day notice of intent to move out and terminate their lease. The pre-move-out inspection is conducted **by the Maintenance Manager, or their designee**, to provide the resident with assistance in maintenance items that are required to be repaired/replaced or cleaned prior to the YIHA regaining possession of the home. **Maintenance Manager or their designee shall** perform an inspection of the premises whenever it takes action to terminate a lease. The premises may be inspected before the resident moves out.

**E. Final Move-Out Inspection:** The final move-out inspection documents the condition of the home at the time the YIHA regains possession of the home. During the process of making repairs they may **discover** items that were undetected during the move-out inspection. If these items are not a result of normal wear and tear, the Maintenance **Manager, or their designee, shall** document the nature of the repair required and make charges to the vacated tenant, any items needing repair or replacement beyond normal "wear and tear" or cleaning will be documented for the file. Any charges for rehabilitation of the home will be made and charged to the tenant.

### VI. Counseling

Each resident is required to participate in and cooperate fully in all official pre-and post-occupancy counseling activities. Failure to participate in the counseling program constitutes a breach of the lease agreement.

**A. Pre-Occupancy Counseling:** The pre-occupancy counseling session takes place prior to execution of the lease. This session informs the applicant of program **and maintenance** requirements and procedures plus instructions on the proper use of appliances and equipment.

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Specifically, the lease is reviewed and staff will answer any questions to ensure that the resident realizes and understands his/her responsibilities.

**B. Post-Occupancy Counseling:** Post-occupancy counseling includes one-on-one or group sessions on program requirements, use, maintenance, and budgeting.

1. Program counseling ensures that the tenants are fully aware of their responsibilities under the program. The program is reviewed again with the resident.
2. Use and maintenance counseling, including instructions on proper use of appliances and equipment, is provided to the tenants at their request and/or when it becomes evident that a resident is not properly using or maintaining his/her home.
3. Budget counseling is provided to the resident if an inadequate payment history becomes apparent. Budget counseling attempts to provide realistic budget advice within the resident's income and expenditures and to assist the resident in meeting his/her financial obligations.

### **VII. Inventory Transfers:**

Inventory transferring in or out of the Shop will be placed onto the "Inventory Transfer Sheets" that will be completed, signed and dispatched to the Fiscal Department not less than once per week.

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This is to certify the Maintenance Policy of the Yurok Indian Housing Authority was approved at a duly called meeting of the Board of Commissioners on April 13, 2009 at which a quorum was present and the Maintenance Policy was adopted by a vote of 6 For, 0 Apposed, and 0 Abstentions.

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Wanda Green, Chairperson  
Yurok Indian Housing Authority Board of Commissioners

ATTEST:

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Sherri Reece, Secretary  
Yurok Indian Housing Authority Board of Commissioners