

Housing Authority of the City of Yuma Maintenance Plan

MAINTENANCE BUILDING PLAN

Revised: December 10, 2007

GENERAL INFORMATION

The Housing Authority of the City of Yuma (HACY) was formed to provide low-income public housing, and operates and maintains seven (7) public housing developments: Developments AZ001, AZ003, AZ004, AZ005, AZ007, AZ008, AZ013, consisting of 235 units, and to manage an elderly/handicap thirty - (30) units Section 202 project. In addition, the management of a Tax Credit development of 36 units located on six different sites on the Carver Park area. Maintenance is performed with the intent of assuring that the maximum life be attained at the minimum possible cost. Repair to project components are to be made using high quality workmanship and materials so that the value or life of the projects is never lessened by the quality or the extent of the repair. The methods, materials, tools and equipment used in performing the total maintenance functions are based on life cycle cost rather than initial purchase price alone. The standards of maintenance services will be consistent with the objecting of providing decent, safe and sanitary housing at economical cost and having the building and grounds present an attractive and well-groom appearance to the maximum extent feasible, maintenance will not be deferred. Labor and materials costs that are incurred by the Maintenance Department and that are a tenant's responsibility or that are a result of damage or negligence by a tenant will be billed in full to the tenant causing the expenditure.

The mission of the Housing Authorities (HA's) Board of commissioners and staff is:

The Housing Authority of the City of Yuma is dedicated to providing professional efficient quality services and affordable housing. We will grow and develop to meet the needs of the community

List of HACY Developments, and Managed Sites:

HACY Developments:

Development AZ001, has twenty-eight (28) units of two (2) and three (3) bedrooms. Development name and location: HACY PLAZA, 1350 W. Colorado Street.

Development AZ003, has fifty - (50) units of one (1), two (2), three (3), and four (4) bedrooms. Development name and location: CHARLENE'S GARDENS APARTMENTS I, with thirty-two (32) units located at 655 Magnolia Avenue, CHARLENE'S GARDENS APARTMENTS II with sixteen (16) units located at 280 Magnolia Avenue, and two (2) single units located at 260 7th Avenue, and 175 22nd Avenue.

Development AZ004, has twenty-nine (29) units of one (1), two (2), and three (3) bedrooms. Development name and location: HACY GARDENS with twelve (12) units located at 656 16th Avenue. HACY TERRACE with six (6) units located at 2230, 2240, and 2250 Arizona Avenue. HACY VILLAGE with six (6) units located at 1830, 1836, and 1840 First Avenue. HACY COURT with two (2) units located at 1924 Maple Avenue, and three (3) single units located at 1143, 1178, and 1188 Arena Drive.

Development AZ005, has twenty-five (25) units of three (3) and four (4) bedrooms. Development name and location: HACY ESTATES with nineteen (19) units located at 1635 W. 3rd Street, and six (6) scattered single units located at 588 and 625 S. 17th Avenue, 140, 144, and 148 S. 22nd Avenue, and 143 N. 22nd Avenue.

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Development AZ007, has twenty-five (25) units of three (3) and four (4) bedrooms. Development name and location: HACY HEIGHTS WEST with nine (9) units located at 2025 S. Madison Avenue, HACY HEIGHTS EAST with eight (8) units located at 2044 S. Maple Avenue, and HACY MESA with eight (8) units located at 2078 S. Walnut Avenue.

Development AZ008, has twenty-eight (28) units of three (3) and four (4) bedrooms. Development name and location: HACY VILLA with twelve (12) units located at 480 Madison Avenue, HACY PALMS with fourteen (14) units located at 220 Magnolia Avenue, and two (2) single units located at 1900 and 1902 Madison Avenue.

Development AZ013, has fifty - (50) units of three (3), four (4), and five (5) bedrooms. Development name and location: VINCE NELSON VISTA with thirty-four (34) units located at 2030 S. Avenue A, HACY LOMA with nine units located at 750 S. first Avenue, HACY LOMA with four (4) units located at 690 S. First Avenue, and three (3) units located at 505 S. First Avenue.

HACY SITES UNDER MANAGEMENT:

Casa Sierra Vista has thirty (30) units composed of 28 one (1) bedroom units, and two (2) of two bedroom units, located at: 600 E 25th St.

Carver Park Town Homes has 36 units of one (1), two (2), and three (3) bedroom units located at: 441 S 14th Ave., 445 S 16th Ave., 564 S 15th Ave., 600 S 16th Ave., 490 S 17th Ave., and 564 S 15th Ave.

City Properties: with 19 units located at: 1930, 1940, 1950, 1960, 1980 S Arizona Ave. with 15-two bedroom units, 2302 S Arizona Ave. with three two bedroom units, and 1506 S 11th Ave. a three bedroom unit.

STAFFING PLAN

The Executive Director is responsible for the day-to-day operation of the Housing Authority. The Executive Director implements policies and procedures instituted by the Board of Commissioners. The maintenance staff will answer directly to the Maintenance Supervisor.

The maintenance staff consists of three (4) Building Maintenance Technicians, one (1) Grounds Maintenance Technician, one (1) Bus Driver and maintenance (custodial), one or two yearly apprenticeship trainees (Step-Up's), and one (1) Maintenance Supervisor.

GOALS AND OBJECTIVES

The goals and objectives of the Housing Authority maintenance department are to maintain each and every development in a condition equal or greater than the Housing Quality Standards (HQS), and the Uniform Physical Condition Standards (UPCS) requirements, to meet and exceed all maintenance related Public Housing Assessment System (PHAS) indicators, and to properly utilize the existing staff with a reasonable amount of overtime, within budget and on schedule.

ROUTINE AND SEASONAL WORK

The maintenance workers assigned to the developments are responsible for all routine seasonal requirements in their respective developments. Based upon the yearly average volume of routine, preventive maintenance, and annual housing inspections of building systems, building exteriors, site, unit, and common areas, emergency and non-emergency work orders logged by the Housing Authority, there will be adequate time available to handle seasonal preventive maintenance requirements in each development. To assist the maintenance operation, **the Housing Authority will continue its contracts to address non-routine items (e.g. grounds contract including pruning, mowing, weed control, etc.)**

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throughout some of the Housing Authority projects, and a pest control contract for all the Housing Authority units.

NON-ROUTINE ITEMS

To be address on a contract basis, pest control shall be no less than every ninety - (90) days with follow-up spraying, applying of gel, baits, or powder for missed or problem units.

The basic processing of work orders will be as follows:

ORINATION

The issuance of a regular work order may be based upon information received from residents, staff, commissioners, or the general public. When the information is received, a work order needs to be issued by Housing Managers, or by a designated employee.

Emergency:

Situations that pose a threat to tenant's life; such as gas leaks, fire calls, loss of utilities, or other threatening situations. Emergency requests should receive immediate attention.

Urgent:

Situations that pose a threat or cause further damage to the structure of systems; such as sewer stoppages, broken window glass, etc. Urgent requests should be completed within the day of request.

Routine:

Situations considered being routine in nature such as faucet repairs (minor leaks), interior door repairs, cabinet repairs, etc. Usually routine work should be forwarded to the maintenance employee in charge of the monthly maintenance service work orders. When emergency/urgent work is at slack, the Maintenance Supervisor should schedule such emergency/urgent work to the maintenance personnel available for repairs.

- A. Maintenance Request Documentation:** The Housing Managers will enter all requests for service into the maintenance work order computer system, and print out necessary work orders for assignment to the maintenance staff. When the service requested has been performed, the maintenance staff will fill in the required information on the work order, such as work performed, time required to complete the task, and materials used, and turn the completed work order in to the Maintenance Supervisor for approval of work done in work order, and charges related to the same, after the Maintenance Supervisor's approval of work order it will be turned to the Housing Managers staff. The Housing Managers will make the appropriate HACY/tenant charges, close the work order out and post it to the unit history record.
- B. Preventive Maintenance/Housekeeping Inspections**

INSPECTIONS

Living units and major systems inspections are required annually to meet PHAS requirements. The Housing Authority plans to perform its annual housekeeping unit inspections with its Housing Managers. These annually Uniform Physical Condition Standard (UPCS) inspections will be coordinated with a six (6) month inspection after the new tenant moved in, and an annual preventive maintenance inspection of building systems, building exteriors, site, and common areas. After all inspections are completed, work orders are issued for all needed repairs, and other bigger issues are logged for future Capital Fund Program (CFP) applied in future five-year plans. If the repairs or damages

called in a work order are tenant related, they will be charged for labor plus materials. Each tenant is required to pay maintenance charges within thirty - (30) days. In addition to this, Housing Managers will conduct a move-out inspection in all vacant apartments, and a move-in inspection will be conducted with the resident at the time of move-in, and a work order will be generated if any items need attention. The work order serves as documentation that the items were corrected and serve as a check and balance on the work performed by the unit turn around crew.

C. Apartment Turn-Around (Renovations, Move Outs)

Upon notification of a tenant intent to vacate, the Housing Managers will performed a unit inspection of the vacated unit on the tenant's last day to vacate, and prepare an abandoned personal property inventory if such property exists. The Housing Manager will forward the inventory to the Maintenance Supervisor, along with a copy of the move out inspection. The Housing Managers will enter all required information on the maintenance move out log, and prepare a move out work order. Additionally, the Housing Managers, or the Maintenance Supervisor, will contact the Salvation Army, or Rescue Mission, and offer the abandoned property after thirty - (30) days of unit being vacated, or abandoned. The Housing Managers will make the inspection of the vacated unit on the morning of the first working day following the last day to vacate or earlier when requested by the tenant who has completed their cleaning prior to the last day to vacate. The Housing Manager will list all required repairs, summary of tenant damages, and prepare the move out inspection.

The move out crew will be scheduled to begin working immediately as soon as possible following the inspection. The size of the move out crew will be expanded/contracted depending on the seasonal move out work load to achieve a maximum of seven (7) day turn-around time. Upon completion of the unit, the Maintenance Supervisor, or the Housing Manager will make a final move-in inspection noting any deficiencies on the move-in inspection form, a work order will be routed to the maintenance staff for any required repairs. The Maintenance Supervisor will update the five-year paint cycle log, review the move out charges; turn them over to the Housing Managers to handle such charges, close the work order out, and post it to the unit history record. In addition, at the time of occupancy, the Housing Manager will instruct the new tenant on the location and operation of appliances and tenant operated controls such as circuit breakers, water and gas shut-off valves. The tenant maintenance instructions will be posted on the inside of a kitchen cabinet door, or they will be given to them at the briefing meeting, and they will be advised to read these instructions.

The new tenant will be informed that any deficiencies reported within the first five (5) days will be repaired at no cost unless the damages were a result of the actions of the new resident, or family member. Following the five (5) day grace period, all repairs required will be identified as normal wear and tear, or tenant damage/negligence.

CORRECTION OF DEFICIENCIES

Unit deficiencies that are UPCS violations are rated as L1, L2, and L3.

All UPCS violations identified during any inspection will require the following action:

Documentation on the Housing Authority UPCS inspection form, followed by an Issuance of a work order specifying the action needed for correction of the UPCS violation. Any work order issued must be of the

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specific area; that is, it must deal with only one unit, site, building exterior, building systems, or common areas.

The Housing Manager must review date of final approval and documentation on the inspection form and related work order form have been filled out and completed.

Unit with deficiencies that are not Uniform Physical Condition Standards (UPCS) violations.

For all deficiencies identified during an inspection, which will require repair work, but are not UPCS violations, issuance of or inclusion on a work order specifying the action needed for correction of the deficiency will be required.

UPCS violations, which constitute health & safety emergency items, as defined by HUD, shall be abated or corrected within 24 hours, and recorded as a Level 3.

All identified unit deficiencies, which do not constitute UPCS violations, should be corrected with an average of 20 calendar days, and recorded as Level 1, Level 2, or as routine work orders.

D. Building and Systems Maintenance

1. The Building Inspector/Maintenance Supervisor, or/and Housing Manager will inspect annually all buildings exteriors, building systems, common areas, sites, and units . These inspections will include the following:

Area: Building Exteriors

Doors
Fire Escapes
Foundations
Health and Safety
Lighting
Roofs
Walls
Windows

Area: Building Systems

Domestic Water
Electrical System
Emergency Power
Exhaust System
Fire Protection
Health and Safety
HVAC
Sanitary System

Area: Common Area

Closet/Utility/Mechanical/Shops
Community Rooms
Halls/Corridors/Stairs
Health and Safety
Kitchen
Laundry Rooms
Lobby
Office
Other Community Spaces
Patio/Porch/Balcony

**Restrooms
Storage**

Area: Sites

**Fencing and Retaining Walls
Grounds
Health and Safety
Lighting
Mailboxes/Project Signs
Market Appeal
Parking Lots/Driveways/Roads
Play Areas and Equipment
Refuse Disposal**

**Storm Drainage
Walkways/Stairs**

Area: Unit

**Bathroom
Call-for-Aid
Ceiling
Doors
Electrical System
Floors
Health and Safety
Hot Water Heater
HVAC System
Kitchen
Lighting
Outlets/Switches
Patio/Porch/Balcony
Stairs
Walls
Windows/Screens**

In addition to these annual inspections, the Housing Managers will do an additional housekeeping inspection after six months of new tenant moving in.

The Building Inspector/Maintenance Supervisor/Housing Managers will use the Uniform Physical Condition Standard (UPCS) inspection form generated by a hand held computer with the latest HUD software version to document the results of these inspections. The Housing Managers will enter the required work items in the maintenance work order system and prepare work orders for scheduling by the Maintenance Supervisor. Any deferred work items will be prioritized and included in the five (5) year work plan, or the yearly plan (Capital Funds.) The Executive Director will receive an annual report of deferred work items for his/her review.

2. Systems and Equipment Preventive Maintenance Program:

All systems and equipment will be inspected and preventive maintenance performed in accordance with the established preventive maintenance schedule for that particular piece of equipment or system but in no case will the inspection cycle be more than twelve (12) months. In each project all heating and cooling systems, fire protection systems, drainage systems, sewer systems, gas and electrical distribution systems will be inspected and maintain in accordance with established maintenance procedures. The Housing Managers will prepare work orders for scheduling by the Maintenance

Supervisor. Deferred work items will be included for accomplishment in the five (5) year/one (1) year work plan (Capital Funds.) A yearly report will be submitted to the Executive director for his/her review.

PREVENTIVE MAINTENANCE SCHEDULES 2007 - 2008

DAILY PREVENTIVE MAINTENANCE

Type of Preventive Maintenance	DUE
Emergency Work Orders	24 Hours
Non-Emergency Work Orders	20 Days
Preventive Maintenance Work orders	During Month Issued
3/6 Month, UPCS Inspections	During Month Issued
Move Out & Move In Inspections	During Month Issued
Refuse Disposal	Every Other Day
Cleaning Offices	Daily

WEEKLY PREVENTIVE MAINTENANCE

Cleaning 1635 3 rd St. 2030 Ave. A, and 480 Madison Ave. Community Buildings, Offices and Computer Lab.
Cleaning Casa Sierra Vista Community Building, Office, & Laundry Room
Casa Sierra Vista Work Orders
Inspect Sites for Graffiti

ROUTINE PREVENTIVE MAINTENANCE

Type of Preventive Maintenance	Frequency
Painting Lamp Posts, Stair Way Railings, Exterior Doors, & Repairs if Needed	Once a Year (September)
Interior Unit Paint Cycles	Every Five Years
Exterior Building Painting	Every Seven to Ten Years
Stucco Repairs, & Spot Painting Exterior Buildings	Once a Year (October)
Repair damages to Fascia & Soffits on Buildings	Once a Year (October)
Seal Patios & Stair Ways at 1350 W. Colorado St. (001)	Once a Year (November), and as needed during UPCS Inspections
Check & Repair Roof and Metal Flashings	Once a Year (November)
Paint Parking Lot Stripes, Bumps, and Red Curbs	Twice a Year (May & November)
Check and Repair Playing Ground Equipment	Monthly
Check Security Lights	Monthly
Check for Hazardous Defects on Building Exteriors & Grounds	During UPCS Inspections
Windows & Screens	Monthly and as needed during UPCS insp.
Replace A/C Filters (Summer)	Monthly (April, May, June, July, August, & September, & October)
Replace Heating Filters (Winter)	Monthly (November & January)

Fencing and Retaining Walls	During UPCS Inspections
Grounds	During UPCS Inspections
Refuse Disposal	Inspected monthly by Supervisor
Inspect Roads/Parking Lots/Drive Ways	Monthly by Supervisor, & during UPCS Inspection
Sidewalks/Walkways	Monthly by Supervisor, & during UPCS Inspections
Mail Boxes	Monthly by Supervisor, & during UPCS Inspections
Project Signs	Monthly by Supervisor, & during UPCS Inspections
Market Appeal	Monthly by Supervisor, & during UPCS Inspections

SEASONAL PREVENTIVE MAINTENANCE
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Type of Preventive Maintenance	Date Month
Service A/C Units	March & April
Water Heaters, Fire Extinguishers, & Smoke Detectors	August
Gas lines (Gas Leaks)	September
Heating & Carbon Monoxide	October & November
Sewer Drain clean Outs	During UPCS Inspections

E. Project Sanitation Program

The grounds maintenance crew will visit each project at least twice a week. Contractors for Landscaping and volunteers are responsible for site cleanup duties too.

II. Cycle Maintenance

A. Exterior Painting

Fifty (50) percent of all Housing Authority owned buildings will be painted at least every five (5) to seven (7) years either by force account or by contract assuring a normal wear and tear paint cycle. Exterior painting will consist of painting all exposed wood or metal surfaces to prevent premature deterioration. The Maintenance Supervisor will update building paint records as the work is completed.

B. Interior Painting

Most interior painting will be accomplished by the Maintenance Department during unit turn-around preparation (move outs) The HACY established a five (5) year paint cycle for interiors, and the Maintenance Supervisor keep-up a five (5) year paint cycle log that updates every month after his monthly maintenance report. Our monthly move out average is of ten (10) to twelve (12) move outs, covering about fifty (50) to sixty (60) percent of the five (5) year paint cycles.

III. Seasonal Maintenance

A. Grass Cutting, Tree and Shrub trimming

The Housing Authority is responsible for maintaining the sprinkler systems at all projects. The Housing Authority has an annual landscaping contract that is responsible

for the mowing of grass, trimming and pruning of bushes based on a weekly schedule including the re-seeding of winter grass, and fertilizing of all exterior plants, and lawns.

IV. Non-Recurring Extra-Ordinary Work Requirements

The Maintenance Supervisor will be cognizant of all inspections deferring work requirements from the current maintenance year to a later date. He will categorize all deferred items into group classifications such as replacement of floor tile, cabinets, roofs, or equipment replacement such heaters, ranges, refrigerators, range hoods, or water heaters. The Maintenance Supervisor will keep the Executive director apprised of all deferred work items so that priorities can be established and funding sources identified such as operating, modernization, etc.

V. Quality Control

Each member of the Maintenance Department is expected to produce quality results on all assignments. The Maintenance Supervisor will make quality control inspections on five (5) to ten (10) percent of monthly work orders, and the same on monthly inspections, and will be monitoring their performance and correcting deficiencies. A backlog of routine work will be available for scheduling to insure that variable factors such as weather or a lull in tenant generated work orders do not affect maintenance productivity.

VI. Training

The key factor to a successful maintenance program is employee training. A formal ongoing training program will be conducted to improve employee skills, efficiency, productivity and the quality of work performed by the maintenance employees. Employee training is administered through a four step approach.

1. Hands-on, on the-job training
2. Classroom settings with predetermined topics.
3. Vendor supplied training sessions, seminars, or work-shops
4. Safety training meetings

The Housing authority will provide tuition reimbursement for employees who attend approved skill training or seminars. The Maintenance Supervisor, and selected maintenance employees provide in-house training. In addition to trainings, the Housing Authority will reimburse one hundred (100) percent of tuition for classes taken by employees at the local college or university, if classes are related to the work line of the employee, approved by the immediate Supervisor, and if employee grade/s are a "C", or a better grade. The HACY personnel policy specifies about the tuition limit per employee, per year.

VII. Materials Control System

The objective of the materials control system is to have on hand the minimum dollar amount of materials that will allow the department to function most efficiently. As a rule this level is established as a ninety - (90) day supply of commonly used items. Based on an analysis of the consumption and use of materials and supplies from previous years, the materials quantities, and supplies will be ordered. Keeping in mind that increases in cost is a constant. All efforts will be made to stay within budget.

1. Usage

Materials leave the stock room as they are needed to complete a work order, which will reflect the materials used in such work. The inventory control system is updated regularly, to reflect

materials received, and materials used. A physical count of materials, Equipment, and tools, is done once a year on December.

2. Standards

Materials are selected on the basis of durability and price. The cost of labor is generally far greater than the replacement parts. An active program of parts standardization will be pursued to cut inventory requirements.

C. Purchases

Only the Maintenance Supervisor issues purchase orders for the department except in an emergency situation. All purchases of materials with a dollar value of over \$25.00 will be made through purchase orders. Small purchases under \$25.00 will be made through the use of petty cash. In addition to the purchase order Supervisor's approval, it must be approved by the Finance Manager, and Executive Director. The HACY management approved the use of monthly open purchase orders for purchases not over \$250.00 for two(2) vendors only: Nichols Lock & Key, and Ray Castro Glass.

D. Suppliers

Suppliers are selected based on cost, parts availability and dependability of delivery. The Authority will pick up parts or materials depending on the situation, vendor, or in emergency situations.

1. Special Purpose Tools and Equipment

Special tools and equipment are stored in a central maintenance shop for issue as needed. The employee requesting equipment or tools, is responsible for such equipment and tools. The Maintenance Supervisor, keeps an employee file of assigned tools.

E. Housekeeping

The Maintenance shops, and central warehouse, will be kept in a neat, well-organized condition at all times.

I. Emergency Situations

Emergencies will fall into two categories: 1) those happening during regular workday hours (Monday through Friday from 8:00 a.m. to 5:00 p.m. (Residents/others should contact the management office at (928) 782-3823 Ext. 124), and 2) those that occur after hours or during weekends. The Housing Authority advises all residents that if they require after hours emergency maintenance service, they are to call the emergency cell phone No. 920-2363 so the maintenance person can make a decision as to whether or not an emergency exists.

Note: Only emergency service shall be performed after normal working hours. Consequently, no Maintenance employee has the right to refuse an assignment. Any employee refusing an assignment shall be reported to the Maintenance Supervisor at 8:00 a.m. of the next regular work day by contacting him at (928) 782-3823 Ext. 103.

II. Emergency Work Defined

1. Qualified maintenance employees shall be called in after normal working hours to handle all emergency situations that threaten the life, health or safety of tenants or property owned/managed by the Housing Authority of the City of Yuma. Such situations require that the employee with the proper skills and training respond and include but are not limited to, the following:

RESIDENT COMPLAIN:

- 1. No heat.**

Note: The lease requires that we must provide the following heat levels for handicapped an elderly residents, in addition for residents with newborn babies, and residents with a medical condition that requires appropriate heating and cooling.

**Family Units: (thermostat setting on heat and auto)
Minimum 66 degrees, Maximum 68 degrees**

**Elderly Units: (thermostat setting on heat and auto)
Minimum 72 degrees, Maximum 75 degrees**

- 2. No cooling.**

Note: Management is required to provide heating/ cooling to units with elderly, handicap, newborn, or tenants with medical conditions that require appropriate heating/cooling, and to provide the following cooling levels:

**To all units: (thermostat setting on cool and auto)
Minimum 78 degrees, Maximum 80 to 82 degrees**

Note: If the heating or cooling system fails, and if maintenance is unable to do the repairs, maintenance shall provide with a portable heater, or a portable fan, until repairs are completed.

- 3. Possible gas leak.**

Note: See #9

- 4. Break in water supply line**

Note: If need to call the City Water Department, call to emergency phone No. 783-7601

- 5. Electrical problems**

Note: If is an emergency were you need to call the APS call to phone No. 782-7152 (Emergency/Outage)

6. Stoppages in main sewer line

Note: if you need a plumber contractor, call All Affordable Plumbing at Cell No, 941-0545,
or home phone No. 329-6826.

7. Fire or fire hazard

8. Smoke detector malfunction

9. Malfunction gas stove/water heater

Note: Advised tenant to ventilate unit if gas odor is present, and respond immediately. If problem persists, call Southwest Gas Corporation day or night at 1-800 722-4277, or at 783-3302 (local number).

10. Security exterior door locks

11. Broken windows

12. Water leaks threatening property

13. Interruption of sanitation

a. Commode stoppages

Note: may be tenant charge, and it will be considered as an emergency if there is only one commode (toilet) in the unit.

14. Lockouts (Resident charge \$50.00)

15. Refrigerator malfunction

Note: If you are not able to repair, bring a spare unit from 2025 Madison Ave. shop.

16. Requests for maintenance personnel from City Police, Fire Department, or Utility Companies.

Note: Police requesting entry to a unit must have a Court Order citing a specific address. Maintenance personnel shall contact Management immediately if intimidated by police. Do not open units unless approved by a Manager/Supervisor.

17. Calls from relatives to check on elderly or handicapped residents in Casa Sierra Vista units, or any other family development site.

18. Community and shop buildings – locking of exterior doors only. Agencies leasing facilities are responsible for their areas.

19. The Maintenance Supervisor, or the Housing Managers shall be contacted by maintenance in charge of the emergency phone in the following situations:

a. Power failures at all projects

b. Disruptions of any sewer, gas or water distribution systems (if not corrected at the time of the call.)

c. Fires

- d. Damages to property or equipment**
 - e. Theft of equipment**
 - f. When additional instructions are needed**
- 20. The Maintenance Supervisor shall be notified immediately when a resident, living alone, is found to have died. Maintenance personnel shall first call the City of Yuma Police Department.**
- 21. Any other items that, in your judgment, complies with paragraph #20 above.**

Additional Instructions:

1. Respond only to those items described as life or property threatening (or otherwise listed above.) Always be sure of the exact location or problem – what, where and who.
2. Immediately determine if the call you are about to take is in fact an emergency described as property or life threatening. Could it wait until regular hours? If undecided, call the Maintenance Supervisor or Housing Managers in that order. (It is important that you are capable of responding to any of the forthcoming problems, and that you have made the proper assessment between emergency and no emergency calls).
3. After being called on the cell phone, the maintenance person on call may elect to assign the call to a qualified co-worker, or take it himself.
4. Unskilled labor will never be used or called out to do any job that requires a specific skill unless that person calling the unskilled person can attest to the person's abilities.
5. All items that can be completed within the two-hour time frame will be completed if possible instead of holding over the work and completing it the next day.
6. All water heaters that break down after hours must have the gas or electricity off to the water heater and the cold water turned off to the water heater unit. The water heater will be replaced first thing on the next working day.
7. No water at all is considered an emergency. If an individual fixture valve will not hold, and the main is cut off to stop the leak, it may affect other units. Repairs will be made immediately.
8. HACY vehicles will be used for emergency work. Each worker will use his/ her own assigned vehicles and tools. If need to move an appliance (refrigerator, stove), HACY 7 and HACY 7A (Douglas and Francisco's trucks) are equipped with a back tom-lift, maintenance staff on call are allowed to use any of these trucks if necessary.
9. It is the responsibility of the worker using the after hours vehicle, to clean up the unit after the job is done, unless doing so would cause the worker to work more than two (2) hours on a call, then the worker should clean up as much as possible and finish cleaning up the vehicle the following day.
10. All calls stemming from emergency problems on work currently under contracts will be reported to the Maintenance Supervisor the next working day unless the situation demands that they be notified immediately.
11. Any swapping schedules for maintenance staff on call to fit personal needs will be the responsibility of the affected individuals, and must be approved by the Maintenance Supervisor one week in advance.

In case of a fire emergency after business hours, the City of Yuma Fire, and Police Departments are notified to call to the emergency cell phone No. 920-2363, or directly to Cecilio Molina, Maintenance Supervisor Home phone No. 627 8952, or to Cell phone No. 920-8459. During business hours from 8:00 A.M. to 5:00 P.M. the HACY established between residents and property **a hot – line phone number 782-3823**, to report fire safety violations, and the contact persons are the Housing Managers Susie Lewis, extension 124, Susana Chavez, extension 126, Char Rodriguez, extension 121, or the Maintenance Supervisor Cecilio Molina extension 103.

Attachments:

How to handle

**Water Main Leaks
Electrical Outages**

Water Main Leaks:

1. Notify Maintenance Supervisor of circumstances.
2. Get blue prints of Developments from 1635 3rd Street shop area. Locate main valves to secure.
3. Try to isolate a certain area and not shut down the entire project.
4. Determine whether the City Water Department needs to be contacted. (The only time the City Water Department should be contacted is if the main into the project is ruptured, if the water leak is before our project water meter, or if our water meter valves are malfunctioning, or leaking water.

Electric Outages:

1. Check the area to locate the transformer, or electric panel with problem.
2. Notify the Maintenance Supervisor.
3. Contact the Arizona Public service (A.P.S.) if power needs to be shut down, or if power needs to be turned on. (The only time the A.P.S. should be contacted is if the power is off on the entire project, if the power problem is before the unit electrical meter, or for any other electrical hazards to be necessary to call for attention.)

**Housing Authority of the City of Yuma Operating Procedures Preventive
Maintenance/Housekeeping Inspections/UPCS**

1. General

The Housing Authority will perform its unit inspections with its Housing Managers as follows: The annually Uniform Physical Standards (UPS) inspections will be coordinated with a six (6) month inspection after the new tenant moved in, and a annual preventive maintenance inspection of building systems, building exteriors, site, and common areas. In addition to this, the Housing Managers will conduct a move out inspection in all vacant units, and a move in inspection with the resident present at the time of move in. Work orders will be generated for all needed repairs as a result of these inspections. The Maintenance Supervisor will schedule the necessary maintenance and repair services to correct the unit housekeeping and equipment deficiencies.

2. Inspection Scheduling

Once a year in July, a master inspection schedule will be established for all buildings exteriors, building systems, sites, common areas, and units of the Housing Authority. The month and day that each building and unit will be inspected is indicated on the master schedule.

It is the intention of the Housing Authority of the city of Yuma Building Inspectors/Housing Managers/Maintenance Supervisor to establish the following inspection schedules:

MONTHS	TOTAL UNITS & DEVELOPMENTS
September	28 Units – 001 – 1350 W. Colorado St.
October	32 units – 003 – 655 Magnolia Ave.
November	18 Units – 003 – 280 Magnolia Ave., 260 S 7th Ave., and 175 S 22nd Ave.
December	29 Units – 004 – 656 16th Ave. 1830, 1836, 1840 First Ave., 2230, 2240, 2250 Arizona Ave., 1924 Maple Ave., 1143, 1178, 1188 Arena Drive.
January	25 Units – 005 - 1635 W 3rd St., 143 N 22nd Ave., 140, 144, and 148 S 22nd Ave., 588, and 625 S 17th Ave.
February	25 Units – 007 - 2025 Madison Ave., 2044 Maple Ave., and 2078 Walnut Ave.
March	28 Units – 008 - 220 Magnolia Ave., 480 Madison Ave., 1900 and 1902 Madison Ave.
April	25 Units – 013 - 2030 Ave. A
May	25 Units – 013 - 2030 Ave. A, 505, 690, and 750 First Ave.
June	30 Units – CSV - 600 E 25th St.
July	36 Units – Carver Park Town Homes (If requested by Susie Lewis, Tax Credit Manager)

3. Tenant Notification

At least one (1) week in advance of their schedule inspection dates, tenants are notified of the upcoming inspections by sending the schedule through the mail, or by site delivery.

4. Procedures

Inspections will be performed in accordance with the procedures outlined on the unit inspection form. The inspection form is not all-inclusive. Any additional items found during the inspection that requires

attention by the Maintenance Department, or Housing Department should be noted and attached to the form.

5. Instruction to Inspectors

Any items found requiring emergency and life threatening attention will be reported by radio to the Maintenance Department in charge of work orders upon completion of the unit inspection, urgent or routine deficiencies categorized as L1, L2, and L3 will be noted as such in the inspection report

The inspection documentation must be clearly written to allow work orders to be prepared and workmen to correct the deficiencies you have noted, and to ensure workmen can work from this report when computer system is down and unable to print work orders. The same route for each inspection in each unit must be followed. As you enter the unit, work from right to left noting the condition of each inspection item in every room. Our units consist of one, two, three, four, and five bedroom units. The upper hinge area of the bedroom door will be marked "1" to "5". Some of our units have two (2) bathrooms. In this case we will use the same procedure like on the bedroom doors, bathroom "1" to "2".

Inspections reports done by others than the Housing Managers will be turned in to the Housing Managers at the end of each working day for processing of work orders. Please keep in mind that someone has to work from your inspection report. Keep it clear and simple.

6. Job Scheduling

Upon receipt of the completed inspection report, the Maintenance Supervisor will categorize work items for efficiency and schedule the manpower and materials required to complete the work items. Work items that are beyond the capability of the Maintenance Department due to man power constraints or technical abilities will be considered to be included in the five (5) year or one (1) year plan (Capital Funds), or contract them out if is considered as an emergency or as an urgent item.

The goal of the Maintenance Department is to complete all work items that are within our capability within the same month or within the next seven days of the following month.

7. Work Order Documentation

All work orders must have the following documentation filled by the Maintenance Department staff

1. Time expended on the work item.
2. Time in and time out.
3. Corrective Action.
4. Materials used.
5. Description of materials or labor done.
6. Task number.
7. Maintenance charge (HACY charge.)
8. Billable (Tenant charge.)
9. Date completed.
10. Tenant signature (if present.)
11. Maintenance signature.

8. Maintenance Administrative Action

When all items have been completed that are within the capability of the Maintenance Department, the Maintenance Supervisor will review the work and charges done, then will turn the work orders done to the Housing Managers, the Housing Managers will review the total of charges, and total all tenant chargeable items and hours. Additionally a statement of tenant charges will be prepared for tenant billing. When the actions listed above have been completed the package will be included in the tenant file.

9. Work Order System-Job Task Report

Computer software will assign all reports needed for filing purposes.

Operating Procedure

Maintenance Services After Normal Working Hours

The following procedures shall be followed by Maintenance personnel who are designated the responsibility for handling maintenance service requests received on the cell phone after normal working hours.

1. Assignment of Cell Phone

The Maintenance Supervisor shall prepare a monthly schedule for the weekly assignments of the Maintenance Building Technicians who will be assigned a cell phone to respond to emergencies service requests received.

Any changes to the established schedule shall be approved by the Maintenance Supervisor, or in his absence, by the Acting Maintenance Supervisor.

2. Compensation

Maintenance individual handling the cell phone may respond to the call and be compensated at the overtime rate specified in the HACY personnel policy.

3. Responsibilities

Maintenance personnel shall carry the cell phone with them at all times during the period of assignment.

Maintenance personnel shall respond to the number calling on the cell phone immediately upon being called, and respond to the service request as indicated in the attached Operating Instructions. (Attachment "A").

Maintenance personnel assigned the cell phone that is unable to fulfill their responsibilities due to illness or emergencies shall immediately inform the Maintenance Supervisor in order that the cell phone can be reassigned.

Cell phone Operating Instructions

- I. Responding to Emergency cell phone calls.
 - A. Upon receiving a call you shall:
 1. Immediately respond to the call on the cell phone, and obtain all the information needed to determine if your services are needed or not for emergency situations. Make sure to obtain the following information.
 - a. Resident's name
 - b. Resident's address
 - c. Resident's telephone number
 - d. Resident's service request
 2. Disposition of request for service
 - a. Contact residents by telephone if possible if additional information is needed or in the event that the service request does not qualified for overtime call-out as defined in section II. (Emergency Work Defined.)
 - b. In the event that the resident call and request for services that not meet the emergency guidelines, no response is necessary, however, the report for service must be reported to the Maintenance Supervisor, and to the Housing Manager the next regular work day, for issue of a work order if a job requirement is necessary for such call. The Maintenance staff on call should try to inform the resident if the service call is not an emergency, and that all necessary repairs will be done within the following business day.

Maintenance Instructions for Residents

Residents are expected to provide reasonable care and assistance to the Housing Authority of the City of Yuma in maintaining the dwelling units. Some of the things that residents can do to meet these expectations and save them money are:

1. **Purchase a plunger** for clearing stoppages in sinks and commodes (toilets.) This will not only lessen the maintenance workload but will also save you money. Plugged drains are, in most of the cases, a resident responsibility. Therefore, if this happens to be the case, you will be charged for maintenance services.
2. **Keep stoves clean.** Boil-over cause burners to get clogged, and will not work properly. Additionally, grease builds up on stove surfaces or in the pans under the burners are fire hazards. Service calls that are a result of a dirty stove will be a resident charge.
3. **Keep refrigerators clean.** If excessive frosting, water leaks inside or outside of your refrigerator, and malfunctioning of refrigerator please call your Housing Manager and inform her of any repairs that are needed. Any refrigerator parts damaged by negligence/accidents will be charged to residents.
4. **Heating settings** on your thermostat shall be at 68 degrees minimum, and 70 degrees maximum on heat and auto, (recommended by the Arizona Public Service (A.P.S.), settings at a higher temperature degrees will result in increases on your utility bill.
5. **Cooling settings** on your thermostat shall be at 78 degrees minimum, and 80 degrees maximum on cool and auto, recommended by the Arizona Public service (A.P.S.), settings at a lower temperature degrees will result in increases on you utility bill.
6. **Water leaks at plumbing fixtures**, i.e., sinks, toilets, etc. shut off valves for these fixtures are located under each fixture. When a major leak occurs, shut off the water supply to the fixture by closing these valves. If the water leak does not stop, shut off the main water valve located on the outside of your unit, and call Maintenance for repairs.
7. **Gas leaks.** Most family units are provided with natural gas for heating, cooking, and water heating. **If you smell gas, do not call anybody from your unit, because by doing this, you may cause an explosion/fire in your unit.** Go to a neighbor's house, or use a cell phone outside your unit and immediately call maintenance to the emergency phone number 920-2363. To report a gas smell or damages to natural gas facilities day or night, you may call the Southwest Gas Company toll free dial 1 & then 800 722-4277. In an emergency you can turn off the gas to the stove, water heater, and heating unit, a gas valve is located behind the stove, on the side of your heating unit, and in front of the water heater. If you have a strong odor of gas, ventilate the unit by opening the windows, and front and back doors until maintenance or Southwest Gas staff arrives.
8. **Light bulbs.** Maintenance does not replace light bulbs/compact fluorescent bulbs in any of the family units, unless you are handicapped, or elderly. Residents shall provide with the light bulbs/compact fluorescent bulbs; if

HACY provide with any of these bulbs, they will be charged to our residents in addition to labor (Labor is charged at a rate of \$25.00 per/hour with a minimum charge of \$12.50 per call).

- 9. Fluorescent lights.** If any part on the fluorescent light fixture goes bad the HACY staff will do the repairs at no cost to the tenant except for fluorescent lamps. Call for replacement of fluorescent lamps will be a tenant charge unless you are an elderly or handicapped tenant.
- 10. Trash and debris.** Trash pick up of common areas (retention basins, playgrounds, etc.) is provided in a regular schedule in all family housing areas. You are required to provide your own trashcans and to keep all trash and debris picked up in your front and back yards in a daily basis. If maintenance is required to pick up your yard, you will be charged for this service a minimum of half an hour of labor (\$12.50) every time that we clean up for you.
- 11. Vinyl tile floors.** They are easily damaged by sliding furniture across them, or by allowing water or sand to build up on the floors to a point that the finish is marred. Sweep and damp mop floors as required, and use of a floor wax for vinyl floors to restore the shine.
- 12. Wall and ceilings.** Wall and ceilings in most of the family housing areas are painted with a semi-gloss paint. Washing with soapy water, or by using a glass cleaner, you may be able to clean these surfaces. We have a five (5) year paint cycle program in which we will train residents the techniques of painting interiors, and we will provide to our residents with all the materials and equipment needed for the painting of units at no expense to you. Nevertheless, there will be a resident charge for labor if there is a need for repairs, and if there are excessive damages to the walls.
- 13. Minor repairs.** The tenant can accomplish some minor repairs if they want to save some money on these repairs. When you call the maintenance department to repair minor items that are a tenant charge you will pay for the time and materials used to effect the repair.

Such things as:

 - a. Switch cover and electrical plug cover replacement.
 - b. Repairing small holes in walls.
 - c. Touch up painting (ask the maintenance staff for some paint that will match the paint in your unit.)
 - d. House or mailbox key duplicates are basic home maintenance items that most people are capable of performing with a small screwdriver and paintbrush. Needed materials or duplicate keys can be purchased at a local hardware store much cheaper than having maintenance providing them.
- 14. Smoke detectors.** All units are provided with smoke detector(s) for your safety. Never disconnect your smoke detector(s). If your smoke detector malfunction call maintenance. If we have to reconnect, or install a new smoke detector because you removed or disconnected it, a resident charge will be billed to your account. Some of our units have smoke alarms with power wired and battery back up, if you start hearing a beep every three to five minutes, you need to replace the battery. The HACY will provide batteries for the smoke alarms before you move in, after that, residents are required to buy their own batteries and install them as needed, if you need assistance to install the battery in your smoke alarm, call your Housing Manager.

- 15. Emergency equipment.** For your safety you should know the location of the gas shut off valves, water shut off valves, and electrical breakers within your unit. The locations of gas and water valves are covered in the gas and water leaks. Sections five (5) and six (6) the electrical panel is located in the laundry room, or outside by the electric meter. To shut off the power turn off these breakers, or just turn off the big main breaker that is located by the top of the electric panel.
- 16. Window glass/screens.** Damages to window and screens are chargeable to the resident. You can have those repaired at most local screen shops if you take the screens to them. This effort by you will save you money because you normally will be charged for materials used plus a small shop labor.
- 17. The settings** for your thermostat in the cooling mode are as follows: Set thermostat on auto, cool, and at 78/80 degrees.
- 18.** The settings for your thermostat in the heating mode are as follows: Set the thermostat on auto, heat, and at 68/70 degrees.

CHECK LIST BEFORE MOVING OUT

Management would like you to double-check the following items to be sure they are in tip-top condition before you move out. Check (x) the items as you go along.

LIVING ROOM, HALLWAYS & BEDROOMS

- Remove dust and cobwebs from walls, ceilings, corners and around frames.
- Clean window frames, sills and glass.
- Vacuum baseboards, and vacuum heater and air vent

- Clean wall light fixtures, and ceiling light covers.
- Clean fingerprints around light switches and door knobs.
- Clean closet shelves and linen closets.
- Spackle (patch) small holes/dents in walls (i.e. from nails where pictures were hung, dents caused by moving furniture.) Right after patching holes and/dents in walls, use a wet sponge to remove excess patching compound, and make the wall patch neat and level to the wall. If you need help and training, ask maintenance.
- Scrub and wax floors, and remove dirt from corners and crevices.

KITCHENS

- Scrub counter tops and sink.
- Wipe/clean cabinets (inside and outside) and drawers.
- Clean walls above sink and counter, around stove and other places where dirt/grease tends to accumulate.
- Move refrigerator from wall, and clean walls behind refrigerator, also vacuum refrigerator coils (if unable to move the refrigerator or stoves ask maintenance for help.)
- Clean the sides of refrigerator. Wipe out the inside and scrub shelves.
- Clean front, sides and top of stove. Clean built-up grime from burners and grease catchers.
- Clean oven and broiler.
- Clean and mop floors.

BATHROOM/S

- Clean and disinfect toilets and sinks. Be sure to clean accumulated dirt/scum from around the faucets.
- Wipe out medicine cabinets, clean light fixtures and remove fingerprints from light switch-plates.
- Clean bathtub, making sure to remove mold/mildew from wall tile.
- Clean soap dishes, glass, mirror, and other fixtures.
- Clean the vanity cabinets, doors, countertops, inside and outside cabinets.
- Scrub floor, being sure to scrub behind the toilets, also wipe dust from baseboards, wall and ceiling.
- Clean air vents, and exhaust vent.

MISCELLANEOUS

- Clean windows and exterior doors.
- Remove all belongings and debris.
- Clean outside around your unit/yard.

Operating Procedures
Repairs of refrigerators and Ranges

The maintenance personnel in regard to stove and refrigerator repairs requested by the tenants shall follow the following procedure:

3. Action.
Upon receipt of a work order or an after hours page service call that a failure of one of the appliances exists, the maintenance employee shall take the following action:
 - a. Go to the address and determine if the appliance can be repaired in the unit, if not, get the brand name, model and serial numbers of the appliance and give this information to the Maintenance supervisor for the ordering of parts needed for the appliance repairs within the next working day.
 - b. If the appliance cannot be repaired in the unit due to a need of parts, the maintenance on call will provide a replacement with a spare appliance. (Spares are located at 2025 S. Madison Avenue shop.)

Maintenance Plan by: Cecilio Molina, Maintenance Supervisor/Procurement & Contract Management

Date: _____

To:

From: Housing Manager

Re: Move Out

Dear _____:

You submitted your notice of intent to vacate your unit on _____ with a vacate date of _____

Your lease with the Housing Authority of the City of Yuma requires that you leave the apartment in the same condition in which you found it when you move in. Normal housecleaning and good housekeeping habits will usually accomplish this. Sometimes, however, things are missed which cost you money upon move out.

To assist you in preparing your apartment for move out, we have attached a checklist for your use, and a move out inspection has been schedule for you on _____ at _____ AM/PM. If this date and time is not convenient, please contact your Housing Manager at 782-3823 extensions 121 (Char Rodriguez), 124 (Susie Lewis), or 126 (Susana Chavez) to schedule a time a date that will better suit you.

Maintenance cleaning labor rates of nine (\$9.00) dollars per hour and twenty-five (\$25.00) dollars per hour for painting and repairs labor will be charged to your account for all work required to prepare the apartment for occupancy other than work required to repair items that fail due to normal wear and tear. Please work with us and save yourself from getting an expensive move out bill.

Sincerely,

Susie Lewis
Housing Manager

Cc: Tenant file