

# Delaware Tribe Housing Program Maintenance Policy



Approved by the Delaware Tribal Council

November 10, 2012

## **I. Purpose and Objectives**

The Delaware Tribe Housing Program, hereafter referred to as "DTHP", recognizes that the inventory of housing units is a valuable asset and that maintaining its units is one of the most important tasks for any tribe. The maintenance department of the DTHP is responsible for managing the maintenance function in the most cost effective manner possible while maximizing the useful life of DTHP properties and providing the best service to DTHP participants.

### **A. Definition**

Maintenance is the upkeep of property and equipment so that it is kept in decent, safe and sanitary condition, as required by Title II, Section 203(b) of the Native American Housing Assistance and Self-Determination Act (NASASDA) of 1996, and detailed in Program Guidance 2000-09T and in accordance with 24 CFR 950.345.

## **II. Resident Responsibilities**

### **A. Homebuyer maintenance**

Homebuyers shall be responsible for all maintenance of the home, including routine and non-routine maintenance, all repairs and replacements and replacements necessitated by damage from any cause. Homebuyers are also responsible for notifying the DTHP of any damages so that it can be reported as an insurance claim. Homeowner shall keep the lawn mowed, edged, trimmed and clean. There will be a \$100.00 fee if the DTHP should have to mow the lawn.

### **B. Renter maintenance**

The DTHP is responsible for providing maintenance for all rental units. All repairs should be done by maintenance staff only. Under no circumstances will the tenant be allowed to do repairs themselves. Tenants shall notify the DTHP promptly of all known need for repairs and of any known unsafe conditions on the premises or grounds, which may lead to damage or injury whether caused by resident, visitors or by natural causes or natural disasters. Renters may be financially responsible for any tenant damage, including damage resulting from failure to report maintenance problems or from poor housekeeping practices. Renter shall keep the lawn mowed, edged, trimmed and clean. There will be a \$100.00 fee if the DTHP should have to mow the lawn.

#### **Failure to maintain home**

Failure to maintain the home as outlined in Agreement shall be considered a breach of the Agreement and participant may be deemed ineligible for the program. Should the DTHP make repairs to the unit caused from tenant damages, tenant may be charged.

#### **Hazardous conditions**

If the DTHP determines that the condition of the property creates a hazard to the life, health or safety of the occupants, or if there is a risk of damage to the property if the condition is not corrected, the

corrective work shall be done promptly by the DTHP and participant may be charged and may be deemed ineligible for continued occupancy in the program.

### **III. Types of Maintenance**

#### **A. Routine maintenance**

Routine maintenance tasks are recurring in nature and include minor repairs and replacements.

#### **B. Emergency maintenance**

Emergencies are the highest priority source of work. The DTHP shall consider a work item to be an emergency if the situation constitutes a serious threat to the life, safety or health of program participants or staff; or if the situation will cause serious damage to the property structure or systems if not repaired quickly. For emergencies that occur after regular working hours, the DTHP shall have a twenty-four (24) hour emergency response system in place. This response system includes a designation of a maintenance employee in charge for each day as well as a list of qualified contractors, authorization for obtaining required supplies or equipment, and access to DTHP materials and supplies. The designated employee shall ensure a work order is prepared and shall report on any emergency within twenty-four hours after abatement of the emergency.

#### **C. Preventative maintenance**

Preventative maintenance tasks include regular inspections, monitoring and care of facilities and equipment to help prevent future emergency maintenance and/or major failures.

#### **D. Schedule for preventative maintenance**

Included in this policy as Attachment A

#### **E. Non-routine maintenance**

Non-routine maintenance tasks entail major repairs and/or improvements to a property, or equipment or the replacement of an item.

### **IV. DTHP Responsibilities**

#### **A. General inspection requirement**

Any inspection which identifies deficiencies for a rental unit should be referred to the Maintenance Supervisor in the form of a work order for correction. Deficiencies identified for a homeownership unit shall be communicated to the homebuyer in writing. (See DTHP Inspection Policy)

#### **B. Types of Inspections**

##### **1. Move In Inspection**

A move in inspection is performed at the time the participant occupies a housing unit. This inspection shall be conducted by a maintenance employee along with program participant and shall document any/all deficiencies of the unit at the time of move in.

##### **2. Annual Inspection**

The DTHP maintenance staff must inspect all units and grounds owned and operated by the DTHP at least once annually to ensure that housing remains decent, safe and sanitary in accordance with PIH Notice 2012.37.

**3. Warranty Inspection**

Warranty inspections shall be performed on new or renovated units at least once before warranties on the units and/or equipment have expired in accordance with the DTHP's contract with the contractor.

**4. Special Inspection**

Special and emergency inspections may be performed by the Inspector, or appointed designee, at any time deemed necessary by Housing Management whenever certain conditions (such as, but not limited to, abandonment) may warrant.

**5. Follow Up Inspection**

In the case where a homeowner has been notified in writing of a defiant finding upon inspection a follow up inspection may be required to ensure finding has been remedied.

**6. Move Out Inspection**

A Final Move-Out inspection will be performed on the date actual vacating occurs. This inspection shall be conducted by a maintenance employee along with program participant and shall document any/all deficiencies of the unit at the time of move out.

**C. Notice to Participants**

All participants must be given notice, in accordance with the lease or agreement, before the DTHP enters the unit for inspections. Participants must be given the opportunity and are encouraged to be present during any inspection of the unit.

**D. Insurance claims**

The DTHP shall maintain insurance coverage on the structure only of all dwelling units in accordance with 24 CFR § 1000.136 and § 1000.138. Insurance claims are to be reported to Housing Staff by either the participant or by maintenance personnel.

**E. Personnel responsibilities**

DTHP maintenance personnel shall conduct themselves in a professional and knowledgeable manner at all times.

**F. Instructional materials**

Necessary instructional materials or guidance shall be provided to maintenance personnel by the Maintenance Supervisor.

**V. Maintenance Program**

**A. Work order procedures**

A work order shall be issued to the maintenance department when an issue is reported to the DTHP by a housing participant, when a problem is noted on an inspection or upon unit turnover. It is the duty of the Maintenance Supervisor to track work orders being issued to and completed by the maintenance department and to insure all work orders are completed in a timely

manner. Work orders shall be completed within 14 calendar days unless extenuating circumstances are documented by the Maintenance Supervisor and reviewed by the Housing Director. Work orders shall be categorized by type of maintenance required at the time they are issued. Work orders that have been deemed unable to complete due to lack of funds, inadequate staffing or poor planning may be classified as "deferred" if circumstances are documented by the Maintenance Supervisor and approved by the Housing Director.

**B. Procurement**

Procurement shall be done in accordance with 24 CFR 85.36 as outlined in the DTHP's Procurement Policy.

**C. Inventory control**

In accordance with § 1000.26 entitled Administrative Requirements required under NAHASDA and the Procurement Regulations at § 85.32, Equipment, the DTHP is required to conduct a physical inventory at least once every 2 years. The DTHP shall track equipment, tools and supplies in the inventory module of our Housing Data Systems software.

**D. Vacant unit turn around**

It is the policy of the DTHP to reoccupy vacant units as soon as possible. This allows the DTHP to maximize the income produced by its properties and operate attractive and safe properties. It is the responsibility of the Maintenance Supervisor is responsible for developing and implementing a system that ensures an average turn-around time of thirty (30) calendar days. Unless extenuating circumstances are documented in unit file or make-ready file by the Maintenance Supervisor with approval from the Housing Director no unit shall have a turn-around time of more than 30 calendar days. It shall be the responsibility of Housing staff to schedule any inspections necessary and notify the Maintenance Supervisor of inspection dates and times after notice has been received by the vacating participant or at the time the unit has been deemed abandoned. After inspection to determine what repairs are needed, the Maintenance Supervisor shall notify housing staff of projected turn-around time. Once unit is repaired the Maintenance Supervisor shall notify housing staff.

**E. Charges to resident**

Damages to the unit that are repaired by DTHP maintenance and are deemed to be caused by tenant may be charged to tenant.

# Attachment A

1. Daily
  - Check exterior building for graffiti and remove (if needed).  
Check property(s) for damage; Repair as necessary.
2. Weekly
  - Clean and maintain mowers, edgers, and tractors (during mowing season).
  - Lubricate mowers, tractors, and edgers.
  - Vehicle maintenance checklist (Friday afternoon).
  - Remove any trash, debris and tree limbs from roofs and lawns.
3. Monthly
  - Check battery and light bulbs of emergency lighting.
  - Replace or clean air filters in buildings.
4. Semi-Annually
  - Check to make sure smoke detectors, carbon monoxide and thermostats are working properly and change batteries.
5. Annually
  - Check light fixtures in all buildings.
  - Check all walls, ceilings, floors and cabinets.
  - Check all light switch covers in buildings.
  - Check all outlets in buildings.
  - Check all electrical systems in buildings.
  - Check for general condition of interior building surfaces; water stains, ceramic tile, bathroom mirrors and cabinets, tile floors, carpet and baseboards, sinks and commodes etc..
  - Check window screens and replace torn screens.
  - Check the general condition of interior and exterior doors.
  - Check all plumbing in buildings.
  - Check hot water heater.
  - Follow manufactures recommendation when switching form heating and cooling modes.
  - Check general condition and function of the refrigerator.
  - Check gas and electrical ranges for proper operation.
  - Check garbage disposal.
  - Check exhaust fans in buildings for proper operation.
  - Check general condition and operation of windows and window frames on buildings. Make any necessary repairs.

- Make sure buildings foundation vents are open in the summer/closed in the winter.
- Inspect buildings walls for cracks, painting requirements and condition of grout on brick walls.
- Check building numbers and signs.
- Check condition of entrance steps, handrails, porches, and patios.
- Thoroughly inspect roof for damage and deterioration.
- Perform minor roof repairs as needed.
- Clean all gutters and downspouts.
- Check buildings electrical motors, panels, transformers, circuit breakers and connectors.
- Check for missing, loose or deteriorated mortar and patch as required.
- Keep all horizontal and vertical trim pieces well caulked.
- Keep all trees and shrubbery trimmed away from siding and/or brick.
- Make sure trees are kept clear of wires.
- Change oil, spark plugs and air filters in mower, edgers, and tractors.
- Check operation and inspect all grass cutting machines. Spot paint any scrapes or scratches to prevent corrosion.