

Yankton Sioux Housing Authority

Maintenance Policy

Adopted by YSHA Board Motion February 13, 2024

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PURPOSE

The Yankton Sioux Housing Authority (“YSHA”) has established this Policy governing the maintenance of its rental housing units to ensure that they are maintained in good condition for the health and safety of the tenants. This Policy is also established to ensure that the requirements of the Native American Housing and Self-Determination Act of 1996 (NAHASDA), 25 U.S.C. § 4101 et seq., for maintaining the viability of housing units developed under NAHASDA and the 1937 Housing Act are met. This Policy outlines the responsibilities of YSHA and the tenants of the public rental units. It shall be the policy of YSHA to maintain all public rental units to meet or exceed the United States Department of Housing and Urban Development’s (“HUD”) High Quality Standards.

I. YSHA RESPONSIBILITIES

YSHA shall be responsible for routine and non-routine maintenance of the unit, including all repairs and replacements, except for those resulting from tenant damage. In carrying out its responsibilities, YSHA will perform the following functions:

- A. Educate families on what will be expected of them as responsible tenants in the public rental housing program. This will include, but not limited to, timely reporting of all damages to the housing unit, and the tenant’s participation in periodic inspections of the unit.
- B. Develop a list of charges for tenant caused damages and provide a copy of the list to each family before they move into the unit. Each family will be advised that failure to pay for the damages promptly will result in the initiation of the eviction process.
- C. Establish a Work Order system that will enable the YSHA to address deficiencies by priority ranking (most severe problems will be corrected immediately, intermediate problems will be handled second, and routine work items will be handled on a scheduled basis).
- D. YSHA shall inspect each rental unit at least once a year. More frequent inspections may be conducted if the YSHA determines that they are warranted. Tenant families shall be given written notice of the date the inspection will be conducted and shall ensure that an adult member of the household is present. As part of the annual inspections, all major equipment and appliances shall be inspected and inventoried.
- E. YSHA shall ensure that maintenance staff possesses the skills necessary to complete all work items in a safe, efficient, and professional manner. It shall also be the policy of the YSHA to provide work-related training to maintenance staff, as may be appropriate, to enhance the delivery of timely, quality work.
- F. YSHA shall ensure that maintenance staff has sufficient materials and the tools necessary to perform the required work in a timely and efficient manner.

- G. YSHA will develop a procedure to ensure that vacant units are brought back up to safe and sanitary conditions within fifteen (15) working days to minimize the loss of income and to house the next eligible family more quickly on the public rental waiting list, depending on the condition of the rental unit, as determined by YSHA.

II. TENANT RESPONSIBILITIES

- A. Tenants of YSHA public rental units shall be required to adhere to the provisions of the public rental lease dealing with the maintenance of safe and sanitary housing.
- B. Keep the unit and immediate area around the unit in a clean and neat condition. The tenant is responsible for front exterior grounds up to curb and back exterior grounds out forty (40) feet from the unit. All tenants residing on the end units are responsible for grounds up to curbside.
- C. Tenants are not responsible for normal wear and tear; however, tenants are responsible for the expense of correcting tenant damage and neglect.
- D. Maintain control over all members of the household, and visiting guests, so that damages to the unit do not occur.
- E. Report damages promptly to YSHA so that repairs can be scheduled and completed promptly. Repair and report of tenant-caused damages shall be charged to the resident in accordance with the Schedules of Charges issued by the YSHA (see Attachment A).
- F. Tenants shall pay for all tenant-caused damages promptly within fifteen (15) days after the damage occurred or be subject to collection procedures.
- G. Be present, or have another adult present, for the annual or preventive maintenance inspections of the housing unit. Failure to allow YSHA staff to enter the unit to conduct the annual inspection shall be deemed a substantial breach of the Lease Agreement and may result in the initiation of the eviction process.
- H. Tenant is responsible for the removal of spilled trash from unit to dumpster. Tenant is responsible for bulk items/furniture removal or disposal.
- I. Tenant is prohibited from storing or cutting firewood on-premises to avoid pest(s) accumulation on premises (e.g. termites, spiders, insects).

III. MAINTENANCE PLAN AND PROCEDURES

A. **Major Maintenance Tasks:** This Section of YSHA’s Maintenance Plan covers the following major maintenance activities: (a) Work Order Completion; (b) Vacancy Preparation; and (c) Preventative Maintenance.

1. Priority Standards. All work orders are not of equal urgency. Work orders considered emergencies pose a threat to life and/or property and must be completed within 24 hours. Priority standards for work order completion enable Occupancy staff and Maintenance staff to direct efforts to those items determined to be of the greatest importance.

a. **Emergency:** Emergency items are given the highest priority of all work orders and are currently designated by YSHA as priority “E”. Work orders of this priority are to be completed within 24 hours. Examples of work items that fall into this category include:

- Gas leak;
- Water leaks from pipes;
- Stopped up sewer line;
- Coolers/air conditioners when the temperature is above 100 degrees;
- Furnaces/heat pumps when the temperature is below 50 degrees; and
- Clogged toilets.

b. **Urgent:** These tenant-generated work orders are designated by YSHA as priority “U” and must be completed in 72 hours. Examples include:

- Broken windows;
- Leaking faucets;
- Water heater repairs
- Sink stoppage;
- Roof repairs;
- Electrical and/or plumbing repairs; and
- Solar Panels.

c. **Routine:** Tenant-generated work order items currently designated by YSHA as priority “R” must be completed in 5 days. Examples include changing light bulbs or stove knobs, cabinet repairs, and door repairs.

d. **Vacancy:** These work items involve preparing a vacant unit for re-occupancy and are to be completed within fifteen (15) working days and are prioritized as “V”.

- e. Miscellaneous: These management-generated work items are prioritized as “M” and are for those work items which do not involve dwelling units and for work that is not included in the other six classifications identified above.
2. Work Order Completion. Maintenance issues are reported by telephone or in writing to the Maintenance Secretary in the Maintenance Program Office. Complaints are then recorded by Maintenance personnel on a work order form.
- a. Work orders are accumulated until the end of each working day, when they are organized by type and priority of work to be done and by geographical location. The Maintenance Manager shall assign work orders to maintenance workers.
 - b. Work orders should be completed in order of priority, keeping in mind work order completion standards and any instructions provided by the Maintenance Manager. If the assigned Maintenance Technician cannot complete any portion of a particular work, he/she will immediately notify the Maintenance Manager of the problem. Incomplete work orders will be turned in to the Maintenance Manager for reassignment. Maintenance will sign off on items they completed.
 - c. Maintenance Technicians should carry proper identification with them and show it to the tenant prior to entering the unit to investigate and/or conduct repairs.
 - d. When the work is completed, the assigned Maintenance Technician will fill in the appropriate information on the work order (time completed, materials used, time taken to complete, tenant charges, if any, etc.). Maintenance Technicians should remember to adhere to the requirements in YSHA’s lease governing access to dwelling units when tenants are not at home.
 - e. If the tenant is home when the work is being completed, the Maintenance Technician should ask the tenant to sign the work order. If the tenant refuses, this should be noted on the work order.
 - f. If the tenant is not home when the work is completed, note this on all copies of the work order. Maintenance may enter a unit at any time in accordance with the provisions set forth in Section 17(D) of YSHA’s Admissions and Occupancy Policy.

- g. After three unsuccessful attempts by a Maintenance Technician to enter a unit for scheduled maintenance, the Maintenance Technician may enter the unit to complete the required maintenance. A tenant's refusal to permit Maintenance Technicians to enter the unit for scheduled maintenance may constitute a violation of the lease agreement.
 - h. At the end of each day, regardless of whether the work has been completed, Maintenance Technicians will return all work orders to the Maintenance Manager.
 - i. At the end of each week, the maintenance staff will review with the Maintenance Manager all work orders left unresolved, and the Maintenance Manager shall set a time for completion of those work orders.
3. After Work Hours Work Order Completion: YSHA, like other property managers, must address after-hours emergencies by having staff available and on-call 24 hours a day. Each on-call Maintenance Technician shall carry a cell phone after normal hours and will be directly contacted to respond to calls received. After the work is completed a work order is created the next day.

B. Vacant Unit Preparation

- 1. Upon notification that a vacancy has occurred, Occupancy staff shall coordinate with the Maintenance Manager to enter the unit in the Vacancy Log and conduct a unit move-out inspection with maintenance personnel to determine unit condition and potential resident-caused damages.
- 2. Based on this inspection, a list of required unit repairs shall be developed, and a work order issued for the repairs.
- 3. The Maintenance Manager shall be responsible for scheduling vacancy preparation work and assigning completion of the work to Maintenance Technicians, or securing a contractor to perform the work. A work order and a Rehab Checklist shall be issued for each vacant unit.
- 4. When all work is completed within a particular vacant unit the forms shall be returned to the Maintenance Manager for the recording of vacancy turnaround time and work order completion.
- 5. The Maintenance Manager shall notify the Occupancy Manager when a unit is ready for re-occupancy.

- C. **Preventative Maintenance:** YSHA’s preventive maintenance program includes inspections, schedules, and preventive maintenance activities for all units, non-dwelling spaces, and major systems at the YSHA.
1. YSHA defines Preventive Maintenance as regularly scheduled maintenance that is intended to keep existing systems, building components, or vehicles operating at optimum levels for the duration of their useful life.
 2. If staff discovers emergency situations during preventative maintenance inspections, work orders will be created, and the situation corrected or abated within 24 hours. Work orders will be issued, and maintenance staff will correct all non-emergency situations within 20 working days.
 3. Also included in YSHA’s preventative maintenance activities will be various manufacturers’ recommended inspection and routine maintenance activities as major systems and building components are renovated or repaired during the modernization process.
 4. The Maintenance Manager shall be responsible for scheduling and monitoring all preventive maintenance activities at all developments within YSHA.

IV. STANDARD CHARGE TO TENANTS

All work done by YSHA to correct maintenance problems that are the responsibility of the tenant will be billed according to standard charges as set by YSHA in Attachment A. All charges are subject to change in accordance with the suppliers’ costs and prevailing labor rates. Charges for repairs or replacements not listed below will be based on actual time, travel, and cost of materials. Charges for emergency repairs or replacement services, after regular working hours and Saturday and Sunday, due to tenant damage or neglect will be billed at one and one-half times the regular hourly rate. (Regular hours are 8:00 a.m. to 4:30 p.m., Monday through Friday.)

V. HOUSEKEEPING STANDARDS

- A. **Tenant Responsibility:** The tenant is required to abide by the standards set forth below and in Section 19 of the YSHA Admissions and Occupancy Policy, which controls in the event of a conflict with this Section. Failure to abide by the Housekeeping Standards is a violation that can result in eviction when it is chronic or results in any of the following:
1. The creation or maintenance of a threat to health or safety, or
 2. The potential for damage to the premises is a violation of the Lease Agreement terms and can result in eviction.

B. Housekeeping Standards Inside the Unit

1. General:

- a. Walls should be clean, free of dirt, grease, holes, cobwebs, and fingerprints.
- b. Floors should be clean, clear, dry, and free of hazards.
- c. The ceiling should be clean and free of cobwebs.
- d. Windows should be clean and not nailed shut with shades or blinds intact.
- e. Woodwork should be clean, free of dust, gouges, or scratches.
- f. Doors should be clean, free of grease and fingerprints, with functional locks.
- g. Heating units should be dusted and access uncluttered.
- h. Trash shall be disposed of properly and not left in the unit.
- i. Entire unit should be free of rodent or insect infestation.

2. Kitchen:

- a. The stove should be clean and free of food and grease.
- b. The refrigerator should be clean. The freezer door should close properly, and gaskets should be clean.
- c. Cabinets should be clean and neat. Cabinet surfaces and counter tops should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs.
- d. Exhaust fan filters should be free of grease and dust.
- e. The sink should be clean, free of grease and garbage. Dirty dishes should be washed and not stored in the sink.
- f. Food storage areas should be neat and clean without spilled food.
- g. Trash/garbage should be stored in a covered container until removed to the disposal area.

3. Bathroom:
 - a. The toilet and tank should be clean and odor free. Condensation should be wiped regularly.
 - b. Tub and shower should be clean and free of mold and mildew. Where applicable, shower curtains should be in place, and of adequate length to prevent spillage.
 - c. The sink should be clean.
 - d. Vanities should be kept clean and free of water leakage.
 - e. Exhaust fans should be free of dust.
 - f. The floor should be clean and dry.
4. Storage Areas:
 - a. Linen closet should be clean.
 - b. Other closets should be clean.
 - c. No highly flammable materials should be stored in the unit.
 - d. Other storage areas should be clean and free of hazards.
 - e. The furnace room cannot be used for storage.

C. Housekeeping Standards Outside the Unit

1. Yards are to be free of debris, trash, inoperable vehicles, and vehicle parts.
2. Exterior walls should be free of graffiti.
3. Porches (front and rear) should be clean and free of hazards. No items are to be stored on the porch. Outdoor porch furnishings shall not impede access to the unit.
4. Steps (front and rear) should be clean and free of hazards.
5. Sidewalks should be clean and free of hazards.
6. Storm doors should be clean, with glass or screens intact.
7. The hallways should be clean and free of hazards.
8. Yards are to be maintained at the tenant's expense.

9. Maintenance staff must be able to maintain the grounds.
10. Laundry areas should be clean and neat. Lint should be removed from dryers after use.
11. Utility rooms should be free of debris, motor vehicle parts, and flammable materials.
12. Garbage cans, gardening tools, equipment, bicycles, and other personal belongings must be stored in the tenant's carport, garage, or storage shed.
13. Furniture left outside a home shall be limited to outdoor or patio furniture. No household appliances or upholstered furniture can be placed outside of the home. Storage of any type beneath the home, including any material of an illegal or explosive nature, is prohibited.
14. Dead animals or dead animal parts are not to be stored outside the premises for long periods of time.
15. Any alterations, additions, or changes will need to be reviewed and approved by YSHA.

**ATTACHMENT A
TENANT CHARGE LIST**

Lockouts (including holidays) -----\$30.00.
 Garbage or trash removal(other than scheduled clean-up dates)-----\$20.00 to \$50.00
 (Based on dump fees and labor)

GLASS REPLACEMENTS:

Windows (living room, kitchen, bedrooms, doors, bathroom)---\$60.00 to \$240.00. If the glass company is to be called in, the tenant will be charged material/installation fee.

Security Doors and installation-----\$80.00 to \$180.00

Window screens-----\$15.00 to \$50.00

PLUMBING:		ELECTRICAL EQUIPMENT:	
Toilets	\$120.00	Light fixture covers	\$10.00 to \$40.00
Toilet seat	\$35.00	Outlet & switch covers	\$2.00
Sink & Tub stoppers	\$15.00	Outlets	\$3.00 to \$15.00
Kitchen sink strainers	\$20.00	Switches	\$3.00 to \$10.00
Towel bars	\$20.00	Appliance bulbs	\$5.00
Toilet paper holder	\$10.00	60Watt light bulbs	\$1.00 to \$10.00
Medicine cabinet	\$120.00	Fluorescent tubes	\$4.00 to \$15.00
Kitchen faucet	\$140.00	Ceiling fans	\$160.00
Vanity faucet	\$100.00	Other bulbs	up to \$20.00
Shower rods	\$50.00		
Toilet removal to remove obstructions & replace	\$25.00	MISCELLANEOUS:	
Unblock other drains	\$25.00	Thermostats	\$40.00 to \$250.00
		Exterior doors	up to \$200.00
GAS RANGE		Interior doors	up to \$160.00
Knobs	\$20.00	Ext. door w/glass	\$397.00
Handles	\$20.00 to \$60.00	Int. doorknobs	\$15.00
Other materials	\$15.00 to \$100.00	Entry door knob w/dead bolt	\$50.00
		Doorstops	\$5.00
		Baseboard & casing	\$10.00 to \$40.00
		Curtain rods	\$15.00
		Appliance handles	up to \$60.00
		Window blinds	\$20.00 to \$40.00

Pricing is subject to change.