

## Maintenance Policy

The Maintenance staff of the Ashford Housing Authority (Authority) is responsible for managing the Authority's property maintenance function in a cost effective manner while maximizing the useful life of the Authority's property and providing prompt and courteous service to Authority Tenants.

This Maintenance Policy provides direction to the Authority's Maintenance staff regarding the maintenance of Pompey Hollow Senior Housing. Effective maintenance of decent, safe, and affordable housing requires cooperation between the Authority and Tenants. Therefore, this Maintenance Policy describes the responsibilities of both the Authority and of Tenants residing in Authority-managed units. This policy defines a method to prioritize the Department's work, describes work procedures, and a work order system.

### I. Definitions

"Authority" or "AHA" shall mean the Housing Authority of the Town of Ashford, also known as the Ashford Housing Authority.

"Damage" refers to harm caused to something in such a way as to impair its value, usefulness, appearance, or normal life. It could include, but would not be limited to, such harms as the breaking, tearing, chipping, vandalizing, disfiguring, defacing, clogging, staining, burning, cutting, puncturing, causing wear to, or causing deterioration of property. Damage can include harm due to discoloration which cannot be cleaned or removed during normal means. Damage can include harm resulting from failure to act in order to prevent the harm from occurring. Damage can include excessive wear or deterioration. Damage can include the removal of, loss of, or absence of equipment, appliances, furnishings, features, or landscaping, including any individual parts, components, or aspects thereof.

"Emergency" shall refer to property conditions where the health and/or safety of the Tenant, other persons, or Authority property are threatened if not promptly repaired or remediated.

"Maintenance" shall include all upkeep, repairs, renovation, replacement and work performed to maintain, improve, or prevent damage or deterioration of the interior, exterior, equipment, grounds and common areas of the housing units and common areas managed by the Authority.

"Normal Wear and Tear" refers to the deterioration that occurs under the normal course of a Tenant's occupancy of a unit under conditions where the tenant cleans regularly and reasonably cares for the premises, equipment, furnishings, landscaping, fixtures, features, and appliances. Damage, destruction, wear or deterioration that is the result of negligence, carelessness, or abuse if not considered "normal wear and tear". Damage, destruction, wear, or deterioration that is caused by the occupancy or use of the premises, equipment, furnishings, landscaping, fixtures, features, or appliances in a manner other than for which is intended or permitted is not considered "normal wear and tear". Damage, destruction, wear, or deterioration that is the result of a violation of, or a failure to comply with, any terms of the lease, of Authority policy, of Connecticut landlord-tenant law, or of any other applicable law is not considered "normal wear and tear". Normal wear and tear is determined by the Authority on a case by case basis through the application of this definition to the specific circumstances.

"Premises" shall refer to the rented dwelling unit including interior, exterior, equipment, fixtures, features, grounds, landscaping and common areas.

"Routine" shall refer to non-emergency maintenance or repairs.

“Tenant” shall be any person named on the Lease residing in rental housing maintained by the Authority.

“Tenant Damages” shall mean any damages beyond normal wear and tear caused by Tenant, household members, guests/visitors, or vandalism. This includes damage to the premises itself; to any equipment, features, appliances, landscaping, fixtures, or furnishings in, at or on the premises, and to any Authority owned property. See also definitions of “premises”, “damage” and “normal wear and tear”.

## II. Maintenance Responsibilities

All maintenance work on Authority property shall be completed by Authority staff or Authority-approved contractors. Tenants may submit a written request for permission to arrange for Tenant caused damage to be repaired by other professionally licensed contractors, at the Tenant’s expense. The Authority may, at its discretion, approve such a request if made. The Authority may require the Tenant to provide specific information about the nature of the work to be performed, the identity/qualifications of the contractor proposed to be used, and other such information prior to making a decision on whether to approve a request. The Authority must give written approval to the Tenant *prior* to the Tenant’s use of any other such contractor.

### 1. Work Orders

No maintenance work will be performed without a work order. The Authority expects that under normal circumstances all work orders will be promptly completed based upon the work order completion priority (see Section II.A. Work Order Completion Priorities).

Work orders are typically generated by:

- Tenant request
- Management request
- Unit inspections that identify repair needs

#### A. Work Order Completion Priorities:

To effectively maintain the Authority’s entire housing inventory, all work orders will be processed and work performed following the below priorities:

- First Priority: “Emergency” – maintenance staff will strive to complete repair work as soon as possible under the circumstances when a maintenance issue is threatening the health and/or safety of a tenant, other persons, and/or Authority property if not promptly repaired.
- Second Priority: “Unit Turns” – maintenance staff strives to prepare units for re-occupancy within 30 days of becoming vacant.
- Third Priority: “Routine Work” – Non-emergency maintenance work will be performed within a reasonable time period after higher priority work has been completed.
- Fourth Priority: “Preventive Maintenance”- annual, planned or seasonal maintenance or repairs on a scheduled basis.

#### B. Tenant Notice Prior to Entering Unit:

- Authority staff shall be allowed to enter any unit at any time without advance notice to make **emergency** repairs or when there is reasonable cause to believe an emergency exists. Authority staff, when feasible, shall leave a written notice to tenant specifying the date, time and purpose of entering the unit.
- Except in the case of emergency, Authority shall give tenant at least 48 hours’ written notice that someone from or on behalf of the Authority intends to enter the Premises.

- If Tenant is absent from the Premises when the person from or on behalf of the Authority comes to perform maintenance that was scheduled in advance for a specific day and time by the Tenant with the Authority pursuant to the Tenant's request, then the Tenant's prior request for, and scheduling of, maintenance work shall constitute permission to enter the Premises for the purpose of performing that scheduled maintenance.
- The Authority shall provide at least 48 hours' written notice of scheduled Preventive maintenance work where someone from or on behalf of the Authority intends to enter the Premises.

### C. Unit Repair Costs

#### *Normal Wear and Tear-*

Repair or replacement of unit components due to normal wear and tear is the responsibility of the Authority and will not be charged to the Tenant. Normal wear and tear is defined in Section I. of this policy.

#### *Charges to Tenants-*

As described in Tenant's lease, the Authority charges Tenants for the cost to repair Tenant damage in excess of normal wear and tear. The Maintenance Charge Schedule (Appendix 1) describes all charges that apply. The Maintenance Charge Schedule is updated as needed and approved by the Board of Commissioners of the Authority.

### D. Maintenance Service Hours

The Authority shall provide maintenance service for Emergency maintenance calls 24 hours per day, seven days per week. All other maintenance services are provided during the normal work day.

### 2. After Hour Emergencies

Emergencies that occur outside of normal business hours will be initially handled by the Executive Director. The ED will designate the appropriate response and staff to handle each emergency situation. The ED is on-call 24/7 to handle any emergency situations. A list of contractors will be kept up to date.

### 3. Unit Inspections

Inspections are mandated by the State and will occur at least once each year. Tenants will receive 30-days' notice of the date and time of inspection.

#### Annual Inspections

An annual inspection of each dwelling unit will be scheduled and completed a minimum of once each year. Inspections shall be performed in accordance with HUD-defined inspection standards.

#### Move-in/Move out Inspections

Tenant must inspect apartment and complete inspection form within seven days of moving into a unit. The form must be signed and dated by tenant and reviewed and signed by Executive Director. Upon receipt of Tenant's intent to vacate a unit, management will provide tenant with a move-out checklist to complete. When possible, management will complete the move-out inspection with tenant or a family member.

### Special Inspections

Special inspections are conducted any time the Authority deems it to be appropriate under the circumstances. Examples of circumstance which might lead to a special inspection include, but are not limited to, follow up to neighbor complaints, potentially abandoned units, reports of suspicious

### **3. Annual Preventative Maintenance**

Under normal circumstances, the Authority shall provide the following annual maintenance services. All services are provided by Maintenance staff or by contracted services.

- Repair heating system problems as they occur.
- Inspect toilets, faucets, traps, and other plumbing once a year
- Inspect ranges and refrigerators once a year.
- Inspect smoke alarms, sprinkler heads and fire extinguishers once a year.
- Inspect interior walls, floors, and doors once a year.
- Inspect all exterior surfaces, yard and planted areas once a year.
- Inspect all mechanical systems (based on inspection schedule) throughout the year.

### **4. Routine and Seasonal Work**

Maintenance staff will perform all routine and daily recurring maintenance tasks. This includes routine work orders, emergencies, and vacant unit prep. After allowances are made for routine work requirements, seasonal work can be completed.

### **5. Vacant Units**

When a unit becomes vacant, Maintenance staff will prioritize and complete unit within 30-45 days. A contractor may be used to replace VCT floor. Maintenance will follow check list (Appendix 3) to ensure all tasks are completed. The ED will inspect unit prior to new tenant move in.

### **6. Flooring Replacement**

The Authority does not routinely replace unit flooring when the unit is occupied by a tenant. Flooring is replaced as needed and as determined by the Authority. Tenants are not to replace, modify, remove or repair flooring at any time without prior approval of the Authority. The Authority, in its sole discretion, may elect to correct or replace damaged flooring while the unit is occupied by a Tenant under special circumstances making such correction necessary or justified.

### **7. Interior Paint**

The Authority does not routinely repaint units when occupied when occupied by a tenant; units are painted when vacant during turnover. A Tenant may hire, at Tenants expense, a licensed contractor to repaint the unit on the following conditions:

1. The painting contractor is approved in advance, in writing, by the Authority.
2. The Contractor has to use specified paint and color as determined by the Authority.
3. Tenant is responsible for any damage caused by painting contractor.
4. The Authority will inspect contractor's work upon completion; Tenant will pay the Authority to repaint the surfaces painted by Contractor if needed.

## 8. Service Contracts

The Authority will contract with outside companies when services require licenses or certifications the maintenance staff does not have. This includes:

- Fire Alarm/ Sprinkler System repair and inspections
- Boiler repair
- Extermination services
- Air Conditioner services
- Plumbing and Electrical services
- Elevator repair and inspections

Services will be procured in accordance with Authority's Procurement Policy. Detailed statements of work and specifications should be developed for all contract services, clearly outlining the acceptable quality, quantity, and timelines of the service required. Licenses and Certificates of Insurance will be kept up to date and on file.

## 9. Keys, Locks and Lock-Outs

Each Tenant is assigned an apartment key, mail key and door FOB when they sign a lease. Tenants may make copies of the apartment key at their own expense. All keys (including copies made) must be turned in when moving out. Tenants may have a deadbolt added to the front door at Tenants expense. Tenants must use a professional locksmith and the key must match the apartment lock so the master key can be used to unlock both locks. Tenants must get permission from the Executive Director prior to installation.

If a Tenant becomes locked out of their apartment, staff or the Tenant Commissioner can assist during normal business hours. Refer to charge schedule for replacement costs for keys, FOBs and fees for lock outs.