

MAINTENANCE PLAN

I. WORK ORDER

All resident requested repairs shall require a written Work Order. Staff shall not perform any work in an occupied unit without receipt of a written Work Order, except in the case of an emergency. A Work Order form shall be completed by staff as soon as practical following the completion of emergency work.

Residents shall be encouraged to contact the office whether by phone or in person to have a Work Order form generated. Work Order forms will be generated after notification is received in the office.

Administrative staff will review the Work Order and the requested work shall be approved or denied on the basis of suitability and the appropriateness of the work requested. Where work orders are denied, the resident shall be informed in writing of the reasons for the denial. The resident shall also be given the opportunity to meet with the Housing Commission staff and members regarding the denial of any requested work, and given the opportunity to present a formal grievance under the Housing Commission's Grievance Procedures.

A log shall be kept of all Work Orders received. The Work Order Log shall contain the following:

1. The date management received the Work Order.
2. The name of the person authorizing or denying the Work Order.
3. The name of the person performing the work.
4. The work requested.
5. The actual work performed.
6. Tenant charges, if any.
7. The date the work was completed or the date work referred to current or following year's modernization program, where applicable.

All Work Orders shall be prioritized. Management may reprioritize any Work Order received based on its assessment of the urgency of work requested. Staff will observe the following schedule for completion of management prioritized Work Orders:

1 = Emergency priority Work Orders shall be completed within twenty-four (24) hours.

2 = Urgent priority Work Orders shall be completed within twenty-four (24) hours, excluding weekends and holidays.

3 = Normal priority Work Orders shall be completed within forty-eight (48) hours, excluding weekends and holidays.

4 = Low priority Work Orders shall be completed within fourteen (14) calendar days.

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Maintenance staff shall attempt to obtain the signature of the resident occupying the unit where repairs were performed, on the written Work Order. If the resident is present but unable or unwilling to sign the Work Order, the maintenance person shall indicate same on the Work Order. When the resident is not present, the maintenance person shall indicate the same on the Work order and leave a written notice in the unit, specifying disposition of the work requested, date and time of unity entry, date and time of completion of work, the actual repairs completed, and any charges to the resident.

Management will deliver a written, itemized invoice for all tenant charges from Work Orders within twenty-four (24) hours of completion of repairs. In accordance with the Housing Commission's Dwelling Lease Section III, part A, charges will be determined by the Allen Park Housing Commission based on the actual cost to Allen Park Housing Commission for the labor and materials needed to complete the work.

Should approved repairs requested on the Work Order be determined to be unfeasible due to cost or other factors, Housing Commission shall apply for modernization funds to accommodate these repairs, pending the availability of such funds. Should the repair be prioritized as an emergency, Housing Commission staff shall apply for emergency funding, pending the availability of such funds. The Work Order shall be marked complete, as no further action may be taken.

Work Orders and the Work Order Log shall be archived annually, following the end of the Housing Commission's fiscal year, and stored for a period of not less than five (5) calendar years from the date of archival.

2. INSPECTIONS

APARTMENT INSPECTIONS

Every apartment unit will be inspected by Housing Commission maintenance staff at least annually, using either the HUD UPCS inspection forms, a form based on the City of Allen Park's minimum occupancy standards, or a combination of the UPCS and the City of Allen Park's occupancy standards, whichever includes more stringent requirements for occupancy and/or habitability. Management may, at its discretion, perform additional inspections.

Except in the case of an emergency, and in accordance with the Housing Commission's Admissions and Continued Occupancy Policies and Dwelling Lease, the resident shall receive at least forty-eight (48) hours written notice prior to entering a unit to perform an inspection. Management shall deliver written notice of the intent to perform an inspection of the dwelling unit, and the resident occupying the unit may, at the discretion of management, be permitted to reschedule the inspection within forty-eight (48) hours of delivery of the notice.

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The inspection log and all inspection forms shall be archived annually, following the end of the Housing Commission's fiscal year, and stored for a period of not less than five (5) calendar years from the date of archival.

SYSTEMS INSPECTIONS

Housing Commission staff shall inspect all major systems of Leo Paluch Senior Apartment at least annually. The inspections shall include, but not be limited to, the following:

- Electrical Systems
- Plumbing and water-handling systems
- HVAC systems
- Emergency systems, including lighting, generators, fire and other enunciator systems
- Building structural systems, including windows and doors, roofing, etc.
- Exhaust systems

Any system deficiencies shall be noted and a Work Order shall be generated for repair. The Work Order shall be prioritized.

Should authorized repairs of a system be determined to be unfeasible due to the cost of other factors, Allen Park Housing Commission shall apply for modernization funds to accommodate these repairs, pending the availability of such funds. Should the repair be prioritized as an emergency, Allen Park Housing Commission staff shall apply for emergency funding, pending the availability of such funds. The Work Order shall be marked complete, as no further action may be taken.

Allen Park Housing Commission staff shall keep a written log of all systems inspections and Work Orders generated by the inspections. The log shall be archived annually, following the end of the Housing Commission's fiscal year, and stored for a period of not less than five (5) calendar years from the date of archival.

3. PREVENTIVE MAINTENANCE

Maintenance staff shall observe a preventative maintenance schedule to promote safety, security, and overall building integrity.

All systems which require preventative maintenance shall be scheduled for this service periodically. Systems with manufacturer's recommended specifications shall receive periodic preventative maintenance service according to the manufacturer's specifications.

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Should repairs be indicated from preventative maintenance services and it is determined that such repairs are unfeasible due to cost or other factors, the Allen Park Housing Commission shall apply for modernization funds to accommodate these repairs, pending the availability of such funds. Should the repair be prioritized as an emergency, Allen Park Housing Commission staff shall apply for emergency funding, pending the availability of such funds. The Work Order generated from the preventative maintenance schedule shall be marked complete, as no further action may be taken.

A written log shall be kept of all preventative maintenance schedules and the performance of preventative maintenance services. The log shall be archived annually, following the end of the Allen Park Housing Commission's fiscal year, and stored for a period of not less than five (5) calendar years from the date of archival.

4. VACANT UNIT TURNOVERS

The Allen Park Housing Commission maintenance staff shall prepare vacated units for occupancy as quickly as possible. Wherever possible, units shall be prepared for occupancy within twenty (20) calendar days of the date management releases the keys to the unit to maintenance.

When excessive repairs to unit, labor shortages, lack of repair parts or other difficulties prevent maintenance turnover of vacant units, details of the difficulties shall be communicated to management. Wherever repairs for unit turnovers require more than thirty (30) calendar days to complete details of the difficulties shall be communicated to the Allen Park Housing Commission during the Maintenance Report item on the Commission's Regular Meeting agenda.

Maintenance staff shall keep a written log of all vacant unit turnovers, noting the time required to perform each task necessary to prepare the unit for occupancy. The log shall be archived annually, following the end of the Allen Park Housing Commission's fiscal year, and stored for a period of not less than five (5) calendar years from the date of archival.