

# STOCKBRIDGE HOUSING AUTHORITY

## MAINTENANCE PLAN

### 1. Introduction

This document outlines the Stockbridge Housing Authority (SHA) maintenance program—procedures and policy.

Description of SHA properties:

Located at 5 Pine Street, Heaton Court is a state-assisted 667 development for elderly and disabled under 60. It has 50 one-bedroom and 1 two-bedroom apartments, which are in 7 one- to three-story buildings. Each apartment has a front and back door opening directly to the outside. This site also includes a community building, with laundry facilities, public bathrooms, a community room, office space, and a small kitchen. There is also a free-standing maintenance garage.

Located at 7 Pine Street, Stockbridge House is a state-assisted 689 development, which is leased by the Department of Developmental Services and staffed 24/7. The property contains 8 units, 4 bedrooms on the first floor, and 4 on the second. Each of the 2 stories has a kitchen, dining room, 2 living rooms, office, laundry, and 2 bathrooms

### 2. Staffing

The SHA employs one full-time maintenance staff, and utilizes part-time seasonal maintenance help as the budget allows.

### 3. Tracking of Maintenance Work

All maintenance work performed by the SHA staff is tracked through a work order system, PHA Network. Work orders are generated by routine scheduled work, the preventive maintenance program, requests from residents and staff, and from unit and property inspections.

Work orders are prepared and tracked by computer, tablet, or smart phone by SHA administrative and maintenance staff. Heaton Court work order requests are to be directed to the Administrative Office via email, phone, or in person. For after hours, holiday and weekend emergency problems, tenants are to call the Maintenance Supervisor at both his home landline and cell phone until he is reached. If the tenant does not speak with the Maintenance Supervisor, they are to leave a message on both house and cell phones, then call the Executive Director.

Stockbridge House work orders are to be requested by site managers or supervisory staff via email. In the case of an emergency, they are to call the Administrative Office if during business hours and follow the above Heaton Court emergency process otherwise.

When the Maintenance Supervisor is on vacation, all emergency work order requests are to be made to the Executive Director or person designated by the Executive Director.

The SHA staff completing a work order is responsible for updating and completing the work order in PHA Network.

#### **4. Routine Maintenance**

The primary routine maintenance tasks are custodial in nature and related to the general cleanliness and appearance of the property.

##### **a) Interior of the Community Building**

On a daily basis, the Maintenance Supervisor will conduct a visual inspection of the community room, laundry room, community kitchen, and public bathrooms. Based on this visual inspection, these areas will receive the custodial attention needed to keep these areas clean, attractive, and hazard free. These tasks will include but not be limited to: vacuuming, sweeping, washing and buffing floors; emptying the waste baskets throughout the building; cleaning all glass and door surfaces; cleaning the public bathrooms and restocking toilet paper, paper towels and soap; and, cleaning the kitchen. All surfaces in the public bathrooms and kitchen will be thoroughly washed and disinfected. These tasks are scheduled weekly, though the necessity may be more often.

##### **b) Exterior**

On a daily basis, the Maintenance Supervisor will inspect the sites' walkways and parking areas. As necessary, these areas should be broom cleaned and free of any visible trash or tripping hazards. The lawns will be mowed as necessary to keep the grass height below 4 inches. In the spring and fall, all grass areas should be thoroughly raked and cleaned to remove the accumulation of leaves and other debris. The plantings around the site should be kept neatly trimmed, should be clear of the buildings, and free of trash and debris.

During the winter months, all walkways and parking areas will be kept free and clear of snow and ice. If snow and ice conditions occur outside of the normal workday and workweek, it is the responsibility of the Maintenance Supervisor to address it per the current snow removal plan. Prior to the start of each winter season the Maintenance Supervisor and Executive Director will meet to determine if any adjustments are needed to the snow removal plan for the site.

Trash removal at the site is provided by an outside contractor hired by the SHA. Residents are responsible for placing their household trash in bins provided by the contractor and stored at designated sites throughout property. The bins are emptied weekly by the contracted trash removal company.

Stockbridge House at 7 Pine Street handles their own trash removal.

#### **5) Annual Unit Inspections**

The Executive Director or designee and the Maintenance Supervisor will perform an annual inspection of each unit in the property using an inspection form provided by the SHA. All items found during the inspection considered immediate threats to life and property (emergencies) must be repaired within 24 hours. All other items should be corrected as soon as possible, but in no more than 30 business days.

#### **6) Preventive Maintenance**

Because of the complexity of the SHA mechanical systems at this site preventive maintenance is provided through a combination of outside contractors and SHA staff.

**a) Fire Protection**

An outside firm under contract to the SHA maintains the building's fire protection system. This firm will test the operation of the system on a semi-annual basis in accordance with the guidelines provided by the National Fire Protections Association. If any maintenance person detects a problem with the system, typically limited to hearing the audible trouble alarm, they should immediately contact the SHA's alarm contractor.

Maintenance of this system by the SHA maintenance staff is limited to assisting the contractor in performing their inspections and responding to assist the Fire Department when an alarm is triggered. At no time should an SHA employee silence or turn off a fire protection system without the express authorization of the Stockbridge Fire Department.

**b) Roof**

Each building is equipped with shingle roofs. In the fall and spring of each year, the maintenance staff should conduct a visual inspection of the roofs. During the inspection, the staff person is looking for any lifting shingles or loose flashing. At the same time, the maintenance person will make certain all of the roof drains and gutters appear to be free and clear of any obstructions.

**c) Exterior Masonry**

In the spring and fall, the maintenance staff will conduct a visual inspection, of the building's masonry and concrete. Look for gaps in the mortar, spalling bricks, spalling in the concrete vertical and horizontal surfaces.

**d) Space Heating**

There is a boiler in each building serving Heaton Court. There is a boiler in Apartment A (downstairs) and in Apartment B (upstairs) at Stockbridge House. Prior to the start of each heating season, the boilers will be serviced by an outside contractor to make certain they are in proper working condition. During unit inspections and the inspection of the common areas, the Maintenance Supervisor will assess the heating elements and thermostats in all units to ensure that they are operating correctly.

**e) Domestic Hot Water**

At Heaton Court the domestic hot water is heated by natural gas. There is one boiler room/closet per building. There is one boiler for Apartment A and one for Apartment B at Stockbridge House. On a weekly basis, maintenance staff should conduct a visual inspection of the maintenance closets at Heaton Court to spot any obvious leaks and to detect any abnormal sounds in the circulator motors associated with this system. On an annual basis, the boilers at Heaton Court are inspected by the authority's HVAC contractor to make certain the equipment is operating within the appropriate operating parameters. At Stockbridge House, the Dept. of Developmental Services will arrange and pay for annual maintenance and provide proof of such to the SHA.

**f) Plumbing & Electrical Repairs**

The SHA maintenance staff is expected to have the skills necessary to perform most minor plumbing and electrical repairs such as repairing a leaking faucet or a defective light switch. When the maintenance staff encounter a plumbing or electrical problem they are not trained to handle or are comfortable with, the Maintenance Supervisor (or in their absence, the Executive Director) will authorize calling in an outside plumber or electrician.

**g) Extermination/Pest Control**

Because of liability issues, the authority no longer performs any of its own pest control services. This includes spraying for bees, hornets, wasps or any other flying insects. All

resident complaints concerning cockroaches, flying insects, mice or other pests are handled by the authority's pest control contractor.

Pest control problems are addressed through an integrated pest management approach. This approach is designed to minimize the amount of chemicals used to treat a problem. The contractor will work to identify the harborage point of the infestation and treat it at its source. The contractor may require the assistance of Authority maintenance staff to make any necessary repairs to assist in the control of the problem.

When the maintenance staff becomes aware of a pest problem either through resident or other reports or through their own observation, they should inform the Maintenance Supervisor. The Administrative Staff will assist in the preparation of notices to insure full access for treatment of the problem.

## **7) Vacancy Turnaround**

The Maintenance Supervisor has primary responsibility for coordinating the maintenance turnaround of units at this site. All efforts will be made to re-occupy a unit within 21 days of the unit becoming vacant.

The terms of the lease require each resident to give the authority 30 days written notice of their intent to vacate a unit. Residents are directed to provide written notice to the administrative staff. If the administrative staff receives written notice of intent to vacate, they will promptly notify the Maintenance Supervisor of the planned move out date.

Experience has shown not all residents provide proper written notice. It is not unheard of for residents to move out without any notice. As the primary regular site presence, maintenance staff should promptly investigate any information concerning someone vacating. If an investigation finds that someone has moved without notice, maintenance should immediately notify the administrative staff.

Once a unit is vacant, the Maintenance Supervisor should conduct a move out inspection. The former resident of the unit should be invited to participate in this inspection. The unit will be inspected to determine if there is any damage to the unit beyond normal wear and tear that should be repaired at the expense of the former occupant. In addition, the inspection should identify what repairs will be needed to prepare the unit for re-occupancy. Depending on the workload, the maintenance staff may be expected to paint and clean the apartment or the work may be contracted out. The Maintenance Supervisor should work with the Executive Director who will make the determination and coordinate any other outside contractor work needed to complete this turnaround.

The administrative staff will show prospective residents available units. During the presentations, the staff person will make certain to present all of the positive aspects of the site and the unit that is being shown.

Once a new tenant has taken possession of a unit, the administrative staff will conduct a move in inspection. The purpose of this inspection is to take a written snapshot of the condition of the unit at move in. This record will be used to determine if the resident will be held responsible for any excess wear and tear or damage to the unit identified during annual or move out inspections.

## 8) Maintenance Charges

The Authority does not use a Schedule of Standard Maintenance charges to assess a resident for maintenance related work. When maintenance repairs are determined to be required because of resident/guest abuse or misuse, the resident is charged the actual Authority costs to make the repair. The charges will vary due to the amount of time of the repair (regular or after hours), the hourly rate of the person making the repairs and the materials involved. The maintenance person who completed the work will indicate whether they feel an item should be a resident charge on the work order. A copy of this work order will be forwarded to the administrative office for a final calculation of charge for the repair.

A written itemized bill will be sent to resident. Failure to promptly pay a maintenance charge or enter into and keep a repayment agreement for said charge is grounds for eviction. A resident may appeal the assessment of a maintenance charge to the Executive Director any may also appeal this charge through the grievance process.

## 9) Definition of Maintenance Emergencies and Work Order Request Procedure

Definition of a maintenance emergency: A condition that immediately threatens the life and safety of people or property. The following is a sample list of emergencies in which it is appropriate to call maintenance after hours:

- Fires of any kind (Call 911)
- Electrical power failure
- Electrical hazards
- Broken pipes, flooding
- Overflowing toilet
- Impassable driveways
- Gas leaks or odor (Call 911)
- No heat during colder weather
- No water
- Roof leaks
- Dangerous structural conditions
- Inoperable smoke or CO alarms

If a tenant is locked out of their apartment after hours, they are to call the Stockbridge Police Department at 298-4179. The police and fire departments have a master key.

**If a tenant has an emergency after hours, on weekends or holidays, they are to call Maintenance Supervisor Jamie Shepardson's home and cell phone at 413-243-0938 and 413-329-6894.** If the tenant doesn't speak to him directly, they are to leave a message including their name, apartment number, the date and time, and nature of the emergency, then call Executive Director JoAnne Redding at 413-464-3872.

**ALL work order requests are to be directed to the office.** Normal work order requests are not to be directed to maintenance staff. Outside of office hours, Monday through Friday, 9 a.m. to 1 p.m. — tenants are to leave a message at 413-298-3222 with their name, apartment number, the date, time, and work order request. Work order requests may instead be emailed to stockbridgeha@gmail.com.

**Approved by the Stockbridge Housing Authority Board of Commissioners on 1/2/19.**