

Supplemental Maintenance Plan

1. Introduction

This document outlines the Norton Housing Authority's maintenance program and procedures.

Norton Housing Authority has two developments, one 667 elderly, non-elderly and one 705 family.

Our elderly/non-elderly 667 development, Woodland Meadows is located off Route 123, West Main street, Norton, MA. This development has 130 one-bedroom unit. The building style is two story wooden structure; buildings A – E have crawl spaces, F – N are built on slabs. Each unit has 2 egresses that open to the exterior, onto a porch area. This development includes a single-story community building with 2 rest rooms, a kitchen area, our offices and storage area. We also have a 3-stall maintenance garage, along with 2 maintenance sheds and a shipping container.

Our family 705 development, Jacobs Way, is located off Newcomb Street in Norton. This development has 14 units; comprised of 5 two-bedroom units, 8 three-bedroom units, and 1 four-bedroom unit.

2. Staffing

This site has 2 FT maintenance staff.

3. Tracking of Maintenance Work

All maintenance work performed by the NHA staff is tracked through a work order system, PHA Network. Work orders are generated by routine scheduled work, tenant request and emergency requests from the residents and staff, the results of apartments/building inspections and the preventive maintenance program.

Work orders are prepared and tracked by computer/tablet and smart phones from the Administrative Office/on the go via Maintenance staff. Work orders are entered into the system by the administrative/maintenance staff based on maintenance requests received from residents as well as from all other sources. Resident requests are received by telephone calls/walk-in requests at the Administrative Office. For after hours, holiday and weekend emergency problems, the tenants call an emergency number for on-call staff to be notified.

The maintenance person completing a work order is responsible for updating/completing the work order from the computerized work order system.

4. Routine Maintenance

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

a) Interior of the Community Building

At least twice times a week, the Maintenance staff assigned to the Community building will conduct a visual inspection of the community room, laundry room 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, dry moping and washing the kitchen/laundry/bathroom floors, washing down the laundry areas sink, washing machines and dryers and emptying the waste baskets, washing all glass and door surfaces, cleaning the public bathrooms and restocking toilet paper, paper towels and soap and emptying the waste baskets, dry moping and washing the community room floor, emptying the waste baskets and cleaning the kitchen.

All surfaces in the laundry and public bathrooms will be thoroughly washed and disinfected. As necessary these floors will be washed to keep their appearance neat and clean.

b) Exterior

On a daily basis, maintenance staff should 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 3 inches. In the spring and fall all grass area should be thoroughly raked and cleaned to remove the accumulation of dead grass, leaves and other debris. The plantings around the site should be kept neatly trimmed 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, the maintenance staff will report to the Administrative Office for snow and ice removal purposes and will be dispatched to this location by the Maintenance Supervisor. The walkways will be handled using the snow blower assigned to the site and hand tools. Other NHA maintenance staff will handle the areas of the site that can be cleaned by a plow.

Trash removal at the site is provided by an outside contractor hired by the Authority. Residents are responsible for placing their household trash in barrels provided by the Authority and stored at designated sites throughout property. The barrels will be emptied twice weekly at the designated pick-up area, by the contracted trash removal company. As needed the dumpsters will be cleaned and disinfected by the Authority's maintenance staff.

5) Annual Unit Inspections

The Executive Director's designee along with a member of the maintenance staff or a certified public housing inspector will perform an annual inspection of each unit in the property using an inspection form provided by the authority. 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,

unless they are added to the deferred category. During these inspections, the inspectors may identify trends in the condition of certain building components, these observations should be brought to the attention of Executive Director. The Executive Director will also review these inspection forms to make a separate assessment of any unit condition that should be addressed. Any housekeeping concerns observed by maintenance during the annual inspection or any other unit entry should be promptly reported to the appropriate administrative staff.

6) Preventive Maintenance

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

a) Fire Protection

An outside firm under contract to the Authority maintains the building's fire protection system. This firm will test the operation of each of the systems components annually in accordance with the guidelines provided by the National Fire Protections Association, by canvassing the development in quarters. If any maintenance person detects a problem with the system, typically limited to hearing the audible trouble alarm, they should immediately contact the Authority's alarm contractor.

Maintenance of this system by the NHA 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 NHA employee silence or turn off a fire protection system.

b) Roof

Each building is equipped with asphalt 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. Any problems observed during this inspection should be brought to the immediate attention of the Executive Director.

c) Space Heating

The heat at woodland Meadows is provided by a Mitsubishi heat pump system, installed in 2018. The heating pump systems at Woodland Meadows filters will be cleaned 2x yearly by Maintenance staff. The heat at Jacobs Way is forced hot water system, with Lochinvar Equipment installed in 2009. Prior to the start of every other heating season, the boilers will be serviced by an outside contractor to make certain they are in proper working condition.

d) Domestic Hot Water

At Woodland Meadows, the domestic hot water is provided by 2 electric hot water heaters,

per building, located in the building's utility rooms. Periodically, a maintenance person should conduct a visual inspection of this NHA mechanical area to spot any obvious leaks and to detect any abnormal sounds in the circulator motors associated with this system. At Jacobs Way, the hot water system is part of the boiler system.

e) Plumbing & Electrical Repairs

The NHA 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 uncomfortable with, they are to contact the Executive Director. Based on the nature of the problem, the Executive Director will authorize calling in an outside plumber or electrician.

f) 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 Executive Director. The Administrative Staff will assist in the preparation of notices to insure full access for treatment of the problem.

7) Vacancy Turnaround

The Executive Director or designee has primary responsibility for coordinating the maintenance turnaround of units at this site. All efforts will be made to turn-over a unit within 21 business 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 Staff and the tenant selection staff 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 Executive Director or Designee should conduct a move out 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 Executive Director will make the determination and delegate to the appropriate staff member the coordination of any outside contractor necessary to complete this turnaround.

The timely re-occupancy of its units is a core part of the authority's operations. Because of this importance, administrative & maintenance staff will meet on a weekly basis to review occupancy issues in a staff meeting.

The administrative or maintenance staff will show prospective applicants' 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 a repayment agreement for said charge will be grounds for eviction. A resident may appeal the assessment of a maintenance charge to the Executive Director and may also appeal this charge through the grievance process.

9) Definition of Maintenance Emergencies

A maintenance emergency is when a building's residents or Authority staff is faced with a health or life-threatening situation or if there is a building condition that will result in serious structural or systems damage if it is not repaired immediately.

Norton Housing Authority
120 W. Main Street, Norton, MA

The Authority considers the following items maintenance emergencies: roof leak, water leak, electrical hazard, power failure, fire, fire alarm panel trouble, refrigerator not working if it will be for more than 24 hours, plumbing or heating emergency, toilet, kitchen or bathroom sink with a major leak or clog; toilet not flushing, window broken, door lock, gas leak or gas danger, no heat during weather during winter months, no hot water if it will be off for more than 24 hours, lock-out, Septic or fire alarm emergency lights, icy walkways and roadways. All emergency items will be repaired or stabilized within 24 hours.

This policy was approved and adopted by the Board of Commissioners for the Norton Housing Authority on January 15, 2019.



Board Member