

<b>Streamlined Annual PHA Plan (HCV Only PHAs)</b>	<b>U.S. Department of Housing and Urban Development Office of Public and Indian Housing</b>	<b>OMB No. 2577-0226 Expires 03/31/2024</b>
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**Purpose.** The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, including changes to these policies, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

**Applicability.** The Form HUD-50075-HCV is to be completed annually by **HCV-Only PHAs**. PHAs that meet the definition of a Standard PHA, Troubled PHA, High Performer PHA, Small PHA, or Qualified PHA do not need to submit this form. Where applicable, separate Annual PHA Plan forms are available for each of these types of PHAs.

**Definitions.**

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers, and was designated as a high performer on both the most recent Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) assessments if administering both programs, or PHAS if only administering public housing.
- (2) **Small PHA** - A PHA that is not designated as PHAS or SEMAP troubled, that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceed 550.
- (3) **Housing Choice Voucher (HCV) Only PHA** - A PHA that administers more than 550 HCVs, was not designated as troubled in its most recent SEMAP assessment and does not own or manage public housing.
- (4) **Standard PHA** - A PHA that owns or manages 250 or more public housing units and any number of vouchers where the total combined units exceed 550, and that was designated as a standard performer in the most recent PHAS and SEMAP assessments.
- (5) **Troubled PHA** - A PHA that achieves an overall PHAS or SEMAP score of less than 60 percent.
- (6) **Qualified PHA** - A PHA with 550 or fewer public housing dwelling units and/or housing choice vouchers combined and is not PHAS or SEMAP troubled.

A.	PHA Information.																																			
A.1	<p> <b>PHA Name:</b> <u>Northeast Oregon Housing Authority</u> <b>PHA Code:</b> <u>OR032</u>  <b>PHA Plan for Fiscal Year Beginning:</b> (MM/YYYY): <u>04/01/2024</u>  <b>PHA Inventory</b> (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above)  <b>Number of Housing Choice Vouchers (HCVs)</b> <u>928</u>  <b>PHA Plan Submission Type:</b> <input checked="" type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual Submission </p> <p> <b>Availability of Information.</b> In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information of the PHA policies contained in the standard Annual Plan but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at the main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website. </p> <p> <input type="checkbox"/> <b>PHA Consortia:</b> (Check box if submitting a joint Plan and complete table below) </p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 25%;">Participating PHAs</th> <th style="width: 10%;">PHA Code</th> <th style="width: 25%;">Program(s) in the Consortia</th> <th style="width: 20%;">Program(s) not in the Consortia</th> <th style="width: 20%;">No. of Units in Each Program</th> </tr> </thead> <tbody> <tr> <td>Lead HA:</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program	Lead HA:																													
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<b>B.</b>	<b>Plan Elements.</b>
<b>B.1</b>	<p><b>Revision of Existing PHA Plan Elements.</b></p> <p>a) Have the following PHA Plan elements been revised by the PHA since its last Annual Plan submission?</p> <p>Y N</p> <p><input type="checkbox"/> <input type="checkbox"/> Statement of Housing Needs and Strategy for Addressing Housing Needs.</p> <p><input type="checkbox"/> <input type="checkbox"/> Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.</p> <p><input type="checkbox"/> <input type="checkbox"/> Financial Resources.</p> <p><input type="checkbox"/> <input type="checkbox"/> Rent Determination.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Operation and Management.</p> <p><input type="checkbox"/> <input type="checkbox"/> Informal Review and Hearing Procedures.</p> <p><input type="checkbox"/> <input type="checkbox"/> Homeownership Programs.</p> <p><input type="checkbox"/> <input type="checkbox"/> Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.</p> <p><input type="checkbox"/> <input type="checkbox"/> Substantial Deviation.</p> <p><input type="checkbox"/> <input type="checkbox"/> Significant Amendment/Modification.</p> <p>(b) If the PHA answered yes for any element, describe the revisions for each element(s): Adopted a new Maintenance Plan see attached exhibit</p>
<b>B.2</b>	<b>New Activities.</b> – Not Applicable
<b>B.3</b>	<p><b>Progress Report.</b></p> <p>Completed construction on a new 82-unit affordable housing complex which has 35 project- based vouchers and 10 HOPWA vouchers  Started construction in partnership with private developer on a 12-unit Veterans Village tiny cottage complex  Continue to assess the housing needs of the communities served by NEOHA  Continue to expand resident services in an effort to provide education and promote camaraderie among residents  Maintained an active and healthy FSS program  Participate in Inter Agency Resource Meetings  Explore Permanent Supportive Housing options within all counties  Create and maintain MOU's with community partners  Assess the need for Veteran housing and apply for VASH vouchers as needed  Apply for Housing Choice Vouchers when available</p>
<b>B.4</b>	<b>Capital Improvements.</b> – Not Applicable
<b>B.5</b>	<p><b>Most Recent Fiscal Year Audit.</b></p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N N/A</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe:</p>
<b>C.</b>	<b>Other Document and/or Certification Requirements.</b>
<b>C.1</b>	<p><b>Resident Advisory Board (RAB) Comments.</b></p> <p>(a) Did the RAB(s) have comments to the PHA Plan?</p> <p>Y N</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p>
<b>C.2</b>	<p><b>Certification by State or Local Officials.</b></p> <p><a href="#">Form HUD 50077-SL</a>, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>

**C.3 Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan.**  
 Form HUD-50077-ST-HCV-HP, *PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed*, must be submitted by the PHA as an electronic attachment to the PHA Plan.

**C.4 Challenged Elements.** If any element of the PHA Plan is challenged, a PHA must include such information as an attachment with a description of any challenges to Plan elements, the source of the challenge, and the PHA’s response to the public.  
 (a) Did the public challenge any elements of the Plan?  
       Y    N  
          
 If yes, include Challenged Elements.

**D. Affirmatively Furthering Fair Housing (AFFH).**

**D.1 Affirmatively Furthering Fair Housing (AFFH).**  
 Provide a statement of the PHA’s strategies and actions to achieve fair housing goals outlined in an accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5). Use the chart provided below. (PHAs should add as many goals as necessary to overcome fair housing issues and contributing factors.) Until such time as the PHA is required to submit an AFH, the PHA is not obligated to complete this chart. The PHA will fulfill, nevertheless, the requirements at 24 CFR § 903.7(o) enacted prior to August 17, 2015. See Instructions for further detail on completing this item.

<b>Fair Housing Goal:</b>
<i>Describe fair housing strategies and actions to achieve the goal</i>

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Describe fair housing strategies and actions to achieve the goal

## Instructions for Preparation of Form HUD-50075-HCV Annual PHA Plan for HCV-Only PHAs

**A. PHA Information.** All PHAs must complete this section. (24 CFR §903.4)

**A.1** Include the full **PHA Name**, **PHA Code**, **PHA Type**, **PHA Fiscal Year Beginning** (MM/YYYY), **Number of Housing Choice Vouchers (HCVs)**, **PHA Plan Submission Type**, and the **Availability of Information**, specific location(s) of all information relevant to the public hearing and proposed PHA Plan.

**PHA Consortia:** Check box if submitting a Joint PHA Plan and complete the table. (24 CFR §943.128(a))

**B. Plan Elements.** All PHAs must complete this section. (24 CFR §903.11(c)(3))

**B.1 Revision of Existing PHA Plan Elements.** PHAs must:

Identify specifically which plan elements listed below that have been revised by the PHA. To specify which elements have been revised, mark the “yes” box. If an element has not been revised, mark “no.”

**Statement of Housing Needs and Strategy for Addressing Housing Needs.** Provide a statement addressing the housing needs of low-income, very low-income and extremely low-income families and a brief description of the PHA’s strategy for addressing the housing needs of families who reside in the jurisdiction served by the PHA and other families who are on the Section 8 tenant-based assistance waiting lists. The statement must identify the housing needs of (i) families with incomes below 30 percent of area median income (extremely low-income); (ii) elderly families (iii) households with individuals with disabilities, and households of various races and ethnic groups residing in the jurisdiction or on the public housing and Section 8 tenant-based assistance waiting lists. The statement of housing needs shall be based on information provided by the applicable Consolidated Plan, information provided by HUD, and generally available data. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. Once the PHA has submitted an Assessment of Fair Housing (AFH), which includes an assessment of disproportionate housing needs in accordance with 24 CFR 5.154(d)(2)(iv), information on households with individuals with disabilities and households of various races and ethnic groups residing in the jurisdiction or on the waiting lists no longer needs to be included in the Statement of Housing Needs and Strategy for Addressing Housing Needs. (24 CFR § 903.7(a)).

The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. (24 CFR §903.7(a)(2)(i)) Provide a description of the ways in which the PHA intends, to the maximum extent practicable, to address those housing needs in the upcoming year and the PHA’s reasons for choosing its strategy. (24 CFR §903.7(a)(2)(ii))

**Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.** A statement of the PHA’s policies that govern resident or tenant eligibility, selection and admission including admission preferences for HCV. (24 CFR §903.7(b))

**Financial Resources.** A statement of financial resources, including a listing by general categories, of the PHA’s anticipated resources, such as PHA HCV funding and other anticipated Federal resources available to the PHA, as well as tenant rents and other income available to support tenant-based assistance. The statement also should include the non-Federal sources of funds supporting each Federal program, and state the planned use for the resources. (24 CFR §903.7(c))

**Rent Determination.** A statement of the policies of the PHA governing rental contributions of families receiving tenant-based assistance, discretionary minimum tenant rents, and payment standard policies. (24 CFR §903.7(d))

**Operation and Management.** A statement that includes a description of PHA management organization, and a listing of the programs administered by the PHA. (24 CFR §903.7(e)).

**Informal Review and Hearing Procedures.** A description of the informal hearing and review procedures that the PHA makes available to its applicants. (24 CFR §903.7(f))

**Homeownership Programs.** A statement describing any homeownership programs (including project number and unit count) administered by the agency under section 8y of the 1937 Act, or for which the PHA has applied or will apply for approval. ([24 CFR §903.7\(k\)](#))

**Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.** A description of any PHA programs relating to services and amenities coordinated, promoted, or provided by the PHA for assisted families, including those resulting from the PHA's partnership with other entities, for the enhancement of the economic and social self-sufficiency of assisted families, including programs provided or offered as a result of the PHA's partnerships with other entities, and activities subject to Section 3 of the Housing and Community Development Act of 1968 (24 CFR Part 135) and under requirements for the Family Self-Sufficiency Program and others. Include the program's size (including required and actual size of the FSS program) and means of allocating assistance to households. ([24 CFR §903.7\(d\)\(i\)](#)) Describe how the PHA will comply with the requirements of section 12(c) and (d) of the 1937 Act that relate to treatment of income changes resulting from welfare program requirements. ([24 CFR §903.7\(d\)\(iii\)](#)).

**Substantial Deviation.** PHA must provide its criteria for determining a "substantial deviation" to its 5-Year Plan. ([24 CFR §903.7\(r\)\(2\)\(i\)](#))

**Significant Amendment/Modification.** PHA must provide its criteria for determining a "Significant Amendment or Modification" to its 5-Year and Annual Plan.

If any boxes are marked "yes", describe the revision(s) to those element(s) in the space provided.

**B.2 New Activities.** This section refers to new capital activities which is not applicable for HCV-Only PHAs.

**B.3 Progress Report.** For all Annual Plans following submission of the first Annual Plan, a PHA must include a brief statement of the PHA's progress in meeting the mission and goals described in the 5-Year PHA Plan. ([24 CFR §903.11\(c\)\(3\)](#), [24 CFR §903.7\(r\)\(1\)](#))

**B.4 Capital Improvements.** This section refers to PHAs that receive funding from the Capital Fund Program (CFP) which is not applicable for HCV-Only PHAs

**B.5 Most Recent Fiscal Year Audit.** If the results of the most recent fiscal year audit for the PHA included any findings, mark "yes" and describe those findings in the space provided. ([24 CFR §903.7\(p\)](#))

#### C. Other Document and/or Certification Requirements.

**C.1 Resident Advisory Board (RAB) comments.** If the RAB had comments on the annual plan, mark "yes," submit the comments as an attachment to the Plan and describe the analysis of the comments and the PHA's decision made on these recommendations. ([24 CFR §903.13\(c\)](#), [24 CFR §903.19](#))

**C.2 Certification by State of Local Officials.** Form HUD-50077-SL, *Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan*, must be submitted by the PHA as an electronic attachment to the PHA Plan. ([24 CFR §903.15](#)). Note: A PHA may request to change its fiscal year to better coordinate its planning with planning done under the Consolidated Plan process by State or local officials as applicable.

**C.3 Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan.** Provide a certification that the following plan elements have been revised, provided to the RAB for comment before implementation, approved by the PHA board, and made available for review and inspection by the public. This requirement is satisfied by completing and submitting form HUD-50077 ST-HCV-HP, *PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed*. Form HUD-50077-ST-HCV-HP, *PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed* must be submitted by the PHA as an electronic attachment to the PHA Plan. This includes all certifications relating to Civil Rights and related regulations. A PHA will be considered in compliance with the certification requirement to affirmatively further fair housing if the PHA fulfills the requirements of §§ 903.7(o)(1) and 903.15(d) and: (i) examines its programs or proposed programs; (ii) identifies any fair housing issues and contributing factors within those programs, in accordance with 24 CFR 5.154; or 24 CFR 5.160(a)(3) as applicable (iii) specifies actions and strategies designed to address contributing factors, related fair housing issues, and goals in the applicable Assessment of Fair Housing consistent with 24 CFR 5.154 in a reasonable manner in view of the resources available; (iv) works with jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement; (v) operates programs in a manner consistent with any applicable consolidated plan under 24 CFR part 91, and with any order or agreement, to comply with the authorities specified in paragraph (o)(1) of this section; (vi) complies with any contribution or consultation requirement with respect to any applicable AFH, in accordance with 24 CFR 5.150 through 5.180; (vii) maintains records reflecting these analyses, actions, and the results of these actions; and (viii) takes steps acceptable to HUD to remedy known fair housing or civil rights violations. impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with the local jurisdiction to implement any of the jurisdiction's initiatives to affirmatively further fair housing; and assures that the annual plan is consistent with any applicable Consolidated Plan for its jurisdiction. ([24 CFR §903.7\(o\)](#)).

**C.4 Challenged Elements.** If any element of the Annual PHA Plan or 5-Year PHA Plan is challenged, a PHA must include such information as an attachment to the Annual PHA Plan or 5-Year PHA Plan with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public.

#### D. Affirmatively Furthering Fair Housing (AFFH).

**D.1 Affirmatively Furthering Fair Housing.** The PHA will use the answer blocks in item D.1 to provide a statement of its strategies and actions to implement each fair housing goal outlined in its accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5) that states, in relevant part: "To implement goals and priorities in an AFH, strategies and actions shall be included in program participants' ... PHA Plans (including any plans incorporated therein) .... Strategies and actions must affirmatively further fair housing ...." Use the chart provided to specify each fair housing goal from the PHA's AFH for which the PHA is the responsible program participant – whether the AFH was prepared solely by the PHA, jointly with one or more other PHAs, or in collaboration with a state or local jurisdiction – and specify the fair housing strategies and actions to be implemented by the PHA during the period covered by this PHA Plan. If there are more than three fair housing goals, add answer blocks as necessary.

Until such time as the PHA is required to submit an AFH, the PHA will not have to complete section D., nevertheless, the PHA will address its obligation to affirmatively further fair housing in part by fulfilling the requirements at 24 CFR 903.7(o)(3) enacted prior to August 17, 2015, which means that it examines its own programs or proposed programs; identifies any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement; and maintain records reflecting these analyses and actions. Furthermore, under Section 5A(d)(15) of the U.S. Housing Act of 1937, as amended, a PHA must submit a civil rights certification with its Annual PHA Plan, which is described at 24 CFR 903.7(o)(1) except for qualified PHAs who submit the Form HUD-50077-CR as a standalone document.

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This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced the Annual PHA Plan. The Annual PHA Plan provides a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public for serving the needs of low- income, very low- income, and extremely low- income families.

Public reporting burden for this information collection is estimated to average 6.02 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

**Privacy Act Notice.** The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality

Exhibit for B1 b



# NORTHEAST OREGON HOUSING AUTHORITY

MAINTENANCE PLAN

APRIL 2023



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## **Northeast Oregon Housing Authority**

### **Maintenance Plan**

#### **1. Purpose:**

This Maintenance plan provides direction to the Northeast Oregon Housing Authority's maintenance Department regarding the maintenance on Owned and Managed Housing units. Effective maintenance of decent, safe, and affordable housing requires cooperation between the Housing Authority and tenants. Therefore, this Maintenance Plan describes the responsibilities of both the Housing Authority and of tenants residing in Northeast Oregon Housing Authority owned and managed units. This plan defines a method to prioritize the department's work, describes work procedures, departmental performance goals, and a work order system.

#### **2. Maintenance Department Responsibilities:**

All maintenance work on Owned and Managed properties shall be completed by Northeast Oregon Housing Authority's maintenance staff or Housing Authority approved contractors.

#### **3. General Performance Standards:**

- Respond to Resident generated work orders within three (3) days maximum.
- Respond to emergency work order requests IMMEDIATELY; Respond to Urgent work order requests within 48 hour Maximum.
- Adhere to a documented Preventive Maintenance Program; Inspect all units for Preventive Maintenance bi-annually.
- Complete all scheduled Preventive Maintenance bi-annual inspections within a 12-month fiscal year.
- Prepare vacant units for occupancy within 7 working days maximum; 4 days for painting and cleaning & 3 days for maintenance repairs.
- Provide Maintenance Staff with access to all necessary tools, equipment, supplies, and materials.

#### 4. Work Orders:

No maintenance work will be performed without a work order. Northeast Oregon Housing Authority expects that under normal circumstances all work orders will be promptly completed based upon the work order completion priority.

Work orders are typically generated by:

- Tenant calls in work order
- Management request
- Unit inspections that identify repair needs

#### Work Order System:

##### 1. Policies:

- a) Maintenance staff will make no repairs without a work order. This serves as the right to enter a unit and to perform the work, except on an emergency basis where no work order is available. One will be generated as soon as possible.
- b) Repairs are to be completed within the time frames established in the General Performance Standards (page 2).
- c) Maintenance staff will leave a notice of entry if the resident is not at home.
- d) A completed work order will include:
  - Date and time issued to person or entity to do the work
  - Unit number
  - Detailed description of work to be done
  - Date and time the work is satisfactorily completed
  - The parts used to complete the repairs and the cost of the parts
  - Charges to the resident if applicable
  - Pictures

##### 2. Generalities of Work Orders:

- a) Most work order requests initiated by the housing authority staff will be those attributable to preventative, or planned maintenance or unit inspections. These work orders are classified as routine work orders.
- b) Maintenance staff will routinely perform work during their regularly assigned shift, except for approved breaks, lunches or management called meetings.
- c) Maintenance staff will not leave their assigned area without first notifying the immediate supervisor.
- d) Maintenance staff will be provided parts and supplies needed to complete assigned work orders.
- e) Maintenance staff will make note, while in a unit or on site, of excessive poor housekeeping habits, children left unattended, excessive damages/repeated damages, infestation, any illegal activity, or other lease violations. These will be noted on the work order and management notified immediately.

- f) Residents will be charged for any resident caused damage or neglect. The charges will be in accordance with the resident charge list that calculates both the average cost of the part and the average wage cost to make the repair.
- g) A work order quality control system will be used to ensure that work orders are being completed timely, accurately, and professionally. We may use work order reports, call residents to verify that work was completed or conduct a physical inspection.
- h) All maintenance staff will wear personal protected equipment as necessary.
- i) All maintenance workers will obey all safety rules and precautions.

### **Maintenance Priority:**

1. Emergency
2. Urgent
3. Routine
4. Preventative Maintenance
5. Special projects

1. **Emergency:** These are situations that if not repaired immediately could cause injury, loss of life, threaten health or cause serious property damage. These include but are not limited to:
  - a) Broken gas line or leak
  - b) Fires
  - c) Fire panel or sprinkler system not operational (within 24 hours)
  - d) Flooding (natural or broken pipes)
  - e) Smoke Detector or Carbon monoxide detector alarming (within 24 hours)
  - f) Major roof leaks
  - g) Weather Emergencies
  - h) Lock outs
  - i) AC if outside temp is 80 or higher, or if there is a reasonable accommodation that requires AC
  - j) Toilet or tub stoppage where there is only one bathroom
  - k) Heat; if outside temp is below 55 degrees.
  - l) Loss of power in the entire unit (if not a utility company issue)
  - m) No water in the entire apartment
  - n) Exposed electrical lines
  - o) Wildlife enters inside of a unit
  - p) Any other situation that may cause injury or threat to person or property
2. **Urgent:** These are situations that pose a threat to residents or property if left unattended, but are not life threatening:
  - a) Appliances not working including range, refrigerator and water heater
  - b) Partial electrical outage

- c) Partial water outage
  - d) Roof leaks
  - e) Blocked right away preventing passage of emergency vehicles
  - f) Drain stoppages
  - g) Smoke or CO detector replacement
3. **Routine Maintenance:** Includes ongoing regularly scheduled maintenance activities intended to maintain the decent, safe and sanitary nature of the housing and to maintain curb appeal of the property. Routine maintenance requests may include but are not limited to the following:
- a) Plumbing repairs
  - b) Electrical repairs
  - c) Appliance repairs
  - d) Carpentry repairs
4. **Preventative Maintenance:** Includes activities based on regular, scheduled and methodical inspection of dwelling units, buildings, equipment, and major systems. These inspections are designed to maintain housing authority property in good repair and to extend its useful life by ensuring repairs are made prior to deterioration and actual breakdown, thereby minimizing both damage and repair costs.
- a) Repair heating system problems as they occur.
  - b) Replace heating system filters once each year.
  - c) Inspect toilets, faucets, traps and other plumbing once each year.
  - d) Inspect ranges and refrigerators once each year.
  - e) Inspect smoke alarms and fire extinguishers once each year.
  - f) Inspect interior walls, floors and doors once each year.
  - g) Inspect all exterior surfaces once each year or as needed.
  - h) The exterior wood trim shall be scraped, primed, caulked and repainted as required.
  - i) The exterior wood body shall be scraped, primed, caulked and repainted as required.
  - j) Inspect yard, planted area, and fencing at least once per year.
5. **Special Projects:** type of service request that may require planning or the purchase of special materials or additional workforce. Special projects may include but are not limited to the following:
- a) Wheelchair ramps
  - b) Sidewalk repair
  - c) Fences
  - d) Gutter cleaning, etc.

#### **Tenant Notice Prior to Entering Unit:**

1. 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.

2. Except in the case of emergency, Northeast Oregon Housing Authority shall give tenant at least 48 hours' written notice that someone from or on behalf of the Authority intends to enter the premises.
3. If tenant is absent from the premises when the maintenance staff from Northeast Oregon Housing Authority comes to perform maintenance that was scheduled in advance for a specific day and time by the tenant with Northeast Oregon Housing Authority; then maintenance will enter and shall perform that scheduled maintenance. Maintenance staff will leave a door knocker that they have entered the unit and the work that was performed.
4. Northeast Oregon Housing 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.

#### **5. Contracted Services:** Only as necessary

1. Extermination
2. Janitorial and Grounds Cleaning
3. Trash Collection
4. Landscaping
5. Painting
6. Flooring

#### **6. Unit Repair Cost:**

1. Preventive Maintenance: The cost to perform preventive maintenance repairs to building systems and the building exterior is the responsibility of Northeast Oregon Housing Authority and will not be charged to the tenant.
2. Normal Wear and Tear: Repair or replacement of unit components due to normal wear and tear is the responsibility of Northeast Oregon Housing Authority and will not be charged to the tenant. Normal wear and tear is defined in appendix of this plan. Some examples of the kinds of things considered normal wear and tear are listed in Appendix 1, although the list is only for purposes of general illustration. Whether damage, wear, or deterioration is "normal wear and tear" or "tenant damage" is determined by Northeast Oregon Housing Authority on a case-by-case basis by applying the definition of "normal wear and tear" to the specific circumstances of that case.
3. Charges to Tenants: As described in tenant's lease, Northeast Oregon Housing Authority charges Tenants for the cost to repair tenant damage in excess of normal wear and tear. Examples of the types of charges for tenant-caused damage are listed below:
  - a) Prorated charge for tenant-caused damage: Tenant damage to flooring and paint are prorated based upon the life of the component and the number of months the tenant lived in the rental unit. See prorated tenant caused damages section of the maintenance charge schedule. The maintenance charge schedule is updated as needed and approved by the Board of Commissioners of Northeast Oregon Housing Authority.
  - b) 100% Charge for Tenant-Caused Damage:

Tenants are charged 100% of the cost to repair, replace, or otherwise remediate tenant- caused damage to features, equipment, fixtures, furnishings, items, and aspects of the Premises other than flooring, and paint. The cost of repair, replacement, or remediation is listed on the maintenance charge schedule. If something needing repair, replacement, or remediation is not present on the maintenance charge schedule, then the tenant will be charged the cost of parts, materials, services, and labor incurred and/or provided by Northeast Oregon Housing Authority.

- c) If a tenant requests emergency service during non-work hours and Northeast Oregon Housing Authority determines that it is an emergency, then the tenant will be billed for the maintenance staff's time (including overtime) and the travel cost related to responding to the call for maintenance service in addition to the cost for the regular work itself.

### **7. Hours of Maintenance Service/Emergency Service:**

1. Northeast Oregon Housing 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. Routine maintenance work: Performed during normal work days between the hours of 7:00 AM and 3:30 PM unless other arrangements have been approved by Northeast Oregon Housing Authority.
3. EMERGENCY maintenance work: The maintenance staff will receive emergency maintenance work by their cell phones, and will need to be approved by their supervisor. The on-call maintenance staff will be dispatched 24 hours a day, seven days a week only when there is a threat to the health and/or safety of the tenant or other persons, or a risk of serious damage to Northeast Oregon Housing Authority maintained property. The on-call maintenance staff may call the tenant to confirm the problem and gather additional information prior to dispatch.

### **8. Unit Inspections:**

1. Communications to Tenant: The tenant is not required to be present for the inspection, but the Tenant shall allow access to all parts of the unit at the scheduled inspection time. Written notification of the findings of any inspection shall be provided to the Tenant, and a copy of the inspection shall be filed in the Tenant's file and in the unit maintenance file. The tenant will be notified of corrective action to be taken and a completion deadline. Photographs or video recordings may be taken in order to document the condition or contents of the unit.

#### **Types of Unit Inspections:**

- a) Move-In Inspections: Before moving into a rental unit, the tenant shall participate in a move-in inspection with Northeast Oregon Housing Authority staff. The condition of the unit will be documented on an inspection report form and the tenant and Housing

Authority staff shall sign the inspection report. Unit care, and other unit features will be explained to the tenant at that time.

- b) **60 Day Inspections:** Approximately 60 days after move-in, the maintenance department will conduct a unit inspection to ensure that the new tenant is properly maintaining their rental unit.
- c) **Probationary Inspections:** If during the 60-Day Inspection it is determined that the tenant needs additional attention to successfully maintain their assigned rental unit, a series of probationary inspections are scheduled at a frequency determined by the Maintenance and/or Housing Departments.
- d) **Special Inspections:** Special inspections are conducted any time Northeast Oregon Housing Authority deems it to be appropriate under the circumstances. Examples of circumstances which might lead to a special inspection include, but are not limited to, follow-up to neighbor complaints, potentially abandoned units, reports or suspicions of inappropriate tenant behavior or lease violations, follow up on previous lease violations or problematic tenant conduct, and follow up on tenant compliance with notices and/or directives.
- e) **Bi-annual Inspections:** Bi-annual inspections of each dwelling unit will be scheduled and completed a minimum of twice per year. Inspections shall be performed in accordance with HUD-defined inspection standards.
- f) **Emergency Inspections:** Emergency inspections are conducted when there is reasonable cause to believe that a situation exists that may cause an immediate threat to the health and safety of persons, or there is reasonable cause to believe that a situation exists that may cause an immediate threat of damage to Northeast Oregon Authority property.
- g) **Pre-Vacate Inspections:** When reasonably possible, a *pre-vacate* inspection will be scheduled to occur prior to the time the Tenant's move-out inspection will be conducted. The purpose of a pre-vacate inspection is to identify maintenance items to be repaired, replaced, or cleaned prior to the end of tenancy, and to provide the Authority with advance notice of work and materials required to prepare the unit for the next tenant.
- h) **Move out Inspections:**
  - Upon receipt of the tenant's intent to vacate a unit, the housing department will notify the maintenance department. The maintenance department will then promptly schedule the move-out inspection with the tenant when possible. Preferably the move-out inspection will occur after all tenant belongings have been removed from the unit.
  - The Authority prefers to conduct the move-out inspection with the tenant, but the Authority may permit an authorized agent of the tenant to be present for the move-out inspection if the tenant is unavailable to be present in person.
  - During the move-out inspection, the tenant shall receive a copy of the original move-in inspection form to confirm the condition of the unit at move-in. After the inspection, a complete list of unit deficiencies shall be



prepared and provided to the tenant. The list will include an indication of which work shall be charged to the Tenant as damage in excess of normal wear and tear.

- Tenant will sign and date the completed move-out inspection form. The tenant will be charged for tenant-caused damages as defined within this Policy.
- i) Preventive Maintenance Inspections: The Maintenance Department may perform annual, seasonal, or other periodic inspections to identify unit conditions requiring attention, repair, major alterations or replacement.

### **9. Flooring Replacement:**

1. Northeast Oregon Housing Authority does not routinely replace carpet or other unit flooring when the unit is occupied by a tenant. Flooring is replaced as needed and as determined by Northeast Oregon Housing Authority. Tenants are not to replace, modify, remove or repair flooring at any time without prior approval from Northeast Oregon Housing Authority. Northeast Oregon Housing 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.

### **10. Interior Paint:**

1. Northeast Oregon Housing Authority does not routinely repaint units when occupied by a tenant; units are painted during unit turn between tenant occupancy.

### **11. Lock Systems, Key Assignment, and Lock Outs:**

1. Proprietary Lock System:
  - a) Northeast Oregon Housing Authority maintains a proprietary lock system for all properties it manages. The keys are assigned to tenants, employees, contractors and others conducting business with Northeast Oregon Housing Authority. The keys are proprietary in design, so only the Housing Authority has access to the key blanks and cylinders. The maintenance department controls and makes copies of all Housing Authority keys; keys cannot be duplicated by locksmiths or any entity other than Northeast Oregon Housing Authority.
2. Tenant Key Assignment:
  - a) Tenants are assigned keys at lease-up. Tenants leasing a unit are issued 2 keys at lease-up.
  - b) Tenants may request up to 2 additional keys at tenant's expense. Any request for additional keys must be written and signed by the tenant head of household. Payment for additional keys must be made by check or money order when the additional keys are requested.
  - c) At move-out, tenant is required to return all keys to Northeast Oregon Housing Authority. Tenant is charged for any keys not returned.
3. Tenant Lock Out:

When maintenance responds to a tenant request for unit access due to lock out, the following actions will be performed:

- a) The name and phone number of the tenant making request will be recorded.
- b) Maintenance will proceed to the unit and verify the identification (ID) of the person requesting to be let into the unit by viewing a photo ID (driver's license or other acceptable photo ID). The tenant may be allowed to enter the unit to get identification with the understanding that the police will be called if the person requesting access to the unit does not provide acceptable ID.
- c) Maintenance will record the ID information on the work order.

**Normal Wear and Tear Examples****Appendix #1**

A few examples of normal wear and tear are listed below; this list is not all-inclusive.

1. Fading, peeling, or cracked paint
2. Small chips in plaster
3. Holes from small brads, small picture hanging nails, pin holes, or cracks in wall
4. Door sticking from humidity/weather related
5. Carpet faded or worn thin from walking
6. Worn or scratched enamel in old bathtubs, sinks, or toilets
7. Rusty shower rod
8. Dirty or faded light fixture covers or window shades
9. Cabinet color fade or finish erosion

## Tenant Caused Damages Examples

### APPENDIX #2

A few examples of Tenant-Caused damage are listed below; this list is not all-inclusive.

1. Holes larger than a small nail in walls or plaster
2. Drawings, crayon markings, paint or wallpaper that Authority did not approve
3. Chipped or gouged floors
4. Carpet stains, holes, burns or tears
5. Pet urine stains on flooring
6. Damaged doors or door frames
7. Water stains on floors and windowsills caused by windows left open during rainstorms
8. Broken windows including window screens and frames
9. Missing or damaged light fixtures
10. Missing or damaged thermostats or door bells
11. Damaged fire detection/suppression systems including smoke detectors and sprinklers
12. Holes in ceiling from removed fixtures
13. Removal of Tenant installed locks
14. Missing or damaged appliances
15. Chipped and broken enamel in bathtubs, sinks, and tub surrounds
16. Clogged or damaged toilet, sink, or tub from improper use
17. Missing or bent shower rods
18. Missing low flow plumbing parts, including toilets, shower heads, aerators
19. Torn, stained, or missing window coverings
20. Missing LED light bulbs
21. Garage door dents, scrapes, holes
22. Burned, cut, or broken countertops
23. Damaged kitchen or bath cabinets
24. Damaged roof, utility connection, or building exterior
25. Damage resulting from failure to assist Authority in the prevention and resolution of insect, rodent, and pest infestations in, on, or around the Premises including bringing or allowing to bring items on or into the Premises which are, or reasonably might be, infested with bedbugs or other insects, rodents, or pests.
26. Stains, odors, pest infestations, or other harms resulting from the Tenant's failure to properly clean the Premises and/or from unsanitary conditions caused by or not remedied by the Tenant.
27. If Tenant resides in an apartment building, then Tenant would pay for damage done to common areas, exteriors, landscaping, parking lots, and other Authority owned property. If Tenant does not reside in an apartment building, then Tenant would pay for damage done to yards, landscaping, sidewalks, driveways, access ramps, utility connections, fencing, and other Authority owned property.