



**HOUSING AUTHORITY**  
OF THE CITY OF KEY WEST, FLORIDA

## Maintenance Policy

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Established for the Housing Authority of the City of Key West, Florida by Action of the Housing Authority of the City of Key West, Florida Board of Commissioners on December 20, 2021. Revised on September 13, 2022.

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## **Chapter 1: Introduction**

Good public relations and customer service are important in the performance of daily duties and activities of the Maintenance Staff. Each Employee has a job description which outlines their responsibilities which are to be carried out in a safe and efficient manner. The omission of a specific statement of responsibility does not exclude them. Other duties may be required and assigned in order to meet the goal of providing the best customer service to our Residents.

### **1.1 Maintenance Policies & Procedures Overview**

The following Policies & Procedures herein are intended to develop a repair and maintenance strategy which will achieve the following objectives:

- Secure the well-being of our Tenants.
- Meet Housing Authority obligations in relation to the maintenance of units to Uniform Physical Condition Standards (UPCS).
- Maximize the physical life of each property.
- Maintain a work order system in order to correctly establish workflow and productivity guidelines necessary for performance of assigned task for Maintenance Staff.
- Ensure accountability to the customer in the management of the service.
- Facilitate and encourage Tenant participation in the housing maintenance service.

### **1.2 Maintenance Conduct & Standards**

The Maintenance Staff is the most visible representation of the Housing Authority to our Residents and the public and is thereby expected to be professional and courteous. As required by all Employees, Maintenance Staff must have the ability to greet and interact with the public in a courteous and helpful manner, presenting a positive image of the Housing Authority towards others. The following conduct must be adhered to:

- Treat all Residents and their property with respect, remembering that while in a Resident's home, do not touch anything other than what is needed to complete the work order.
- Never enter an apartment without knocking and calling out "Maintenance!" and waiting to hear a response.
- Never enter an apartment when the work order is marked "NO" regarding permission to enter. Leave a "Notice" card on the door indicating that an attempt to make a repair was made.
- Never use the Resident's bathroom.
- Fifteen-minute breaks are allowed at 10:00 a.m. and 3:00 p.m. Never take a break inside a Resident's unit or eat inside a Resident's unit. If you choose to take your break in your parked vehicle, please be careful to not spill food or drink inside the vehicle.
- Use all tools in a safe manner, and always be aware of the safety of our Residents and fellow workers.
- Never argue or get into an altercation with a Resident. Report any problems to your Supervisor immediately.

- Always keep your vehicle locked while at a site.
- Follow all procedures as outlined in the Vehicle Policy.
- When leaving the work site, always clean the area thoroughly. Be careful with tools and equipment. Do not leave any scrap or debris. Dispose of debris in either the on-site bulk dumpsters or arrange for the dump truck to make a pickup.
- Employees are responsible for reporting any potentially dangerous situation to the Maintenance Director immediately and to ensure that damages due to fire, water, etc. do not go unreported.
- If you notice any maintenance issues or are approached by a Resident requesting a repair, remember the following:
  - Do not perform any work without a work order except in an emergency situation, and then contact the Maintenance Controller to do an after the fact work order once the situation is under control.
  - Politely ask the Resident to contact the Maintenance Controller to generate a work order.
  - If you find anything unusual or questionable, contact your Supervisor.

## **Chapter 2: Work Order Policy**

During normal business hours, Residents of the Housing Authority shall call the Maintenance Department office at 305-294-9808 to report all work orders. All Employees wishing to report work orders for administrative offices, common areas, etc. shall also follow the same procedure.

### **2.1 Performance Standards**

The Housing Authority's Maintenance Performance Standards are:

- Unit Turnaround – Average 14 calendar days turnaround time.
- Emergency Work Order – 24 hours turnaround time \*abatement\*.
- Routine Work Order – Average 7 calendar days turnaround time
- UPCS Work Orders (Non-Emergency) – Completed within twenty-five (25) calendar days.
- Preventative Maintenance (PM) – Adheres to established PM schedules and performs all tasks timely and in accordance with the schedule.

### **2.2 Work Order Policy**

The Maintenance Controller will monitor the Work Order System daily for new work orders and assign the work orders to Maintenance Staff, according to the needs assessment of priority work orders and Mechanic availability. Weekly reports will be provided to the Director of Maintenance that show work orders entered, work orders closed and all outstanding work orders.

Emergency work orders are to be addressed as soon as possible, with the maximum allowable time set at twenty-four (24) hours. It is the responsibility of Maintenance Staff to prioritize emergency work orders depending on the nature of the problem and the potential threat to the health and safety of Residents. It is also the responsibility of Maintenance Staff to notify the Director of Maintenance of any problem posing a potential threat to the health and safety of Residents in order to adequately assess the situation.

Routine work orders shall be addressed in a timely manner so that the work is completed as quickly as possible from the time the work order is scheduled.

All assigned maintenance work resulting from the Preventive Maintenance Schedule, Capital Fund Program (CFP) facility improvements, management of inventory, equipment and supplies, and unit turnarounds shall coincide with the responsibility of completing emergency and routine work orders within assigned time limits. (See Vacant Unit Turnaround Policy & Preventive Maintenance Policy.)

## **Procedure**

It is the responsibility of the Director of Maintenance or designee to generate a work order for all observed deficiencies resulting from the Preventive Maintenance Schedule, CFP facility improvements, management of inventory, equipment and supplies, and unit turnarounds.

The Maintenance Controller will enter all work orders into the Work Order System and do one of the following:

- Emergency Work Orders: Maintenance Controller will immediately report the work order to the Director of Maintenance or designee; or
- Routine Work Orders: Maintenance Controller will enter the work order into the system and assign a Technician.

Completed work order requests should contain a description of all work completed by Maintenance Staff, start time and end time, and all supplies used. These should also include the appropriate checks of smoke detectors and fire extinguishers. Maintenance Staff should list all supplies and/or procedures (with prices) and maintenance time billable to the Resident. Upon completion, billable work orders shall be sent via e-mail PDF from the Director of Maintenance to the Property Manager. The Property Manager shall apply charges to the Tenant's account in Tenant Accounts Receivable.

The Maintenance Supervisor or designee will review work orders completed by Staff, enter charges (if applicable), verify that the work order is closed in the Work Order System, and ensure work orders are filed in a timely manner.

The Maintenance Controller will generate a new work order, if and when outside contract services are needed.

The Director of Maintenance will review the work order summary report weekly to establish productivity and compliance.

### **2.3 After Hours Work Order Policy**

Outside of normal business hours, Residents of the Housing Authority will call the Maintenance Department office at 305-296-5623 to report all after hours work orders.

It is extremely important that Housing Authority Management and Staff respond to ALL after hours calls in a timely manner, despite the caller, number of calls, or nature of the call. A true emergency can occur at any time. It is never to be assumed that a call can wait until later or until the next working day. In addition, the caller could be from or concern a community agency such as the City of Key West, the Fire Department, or the Police Department.

The Housing Authority is responsible for the safety and well-being of its Residents. Any situation that could pose a threat to the health or safety of a Resident needs to be responded to in person for assessment immediately.

The SCP Aides will monitor the after-hours phone from 5:00 p.m. to 8:00 a.m. Monday through Friday, all weekends, and on holidays. Calls must be answered as they are received. If you are on a call and miss a call that is coming in, you must return the missed call.

#### **2.4 Procedure for SCP Aides**

The on-call cell phone shall be turned on and properly charged at all times. Cell phones are to be answered promptly and checked frequently for missed calls.

Should a situation present itself where the Aide determines the call requires after hours service, they shall call the on-call cell phone at 305-434-0966. Should the Aide be unable to reach anyone on the on-call number, they shall call the on-call Supervisor, Director of Maintenance, or Property Manager (in that order) until the call is addressed.

The Aide is expected to track all phone calls on the after-hours tracking sheet.

Should a situation present itself where the on-call Aide cannot answer the phone, the Director of Maintenance, the Maintenance Supervisor, or Property Manager shall be notified.

Maintenance Staff will rotate the on-call schedule. The on-call schedule will be prepared in advance by the Maintenance Supervisor and Director of Maintenance.

Maintenance on-call Staff will be contacted immediately upon receipt of the emergency call to ensure a timely response.

#### **2.5 Procedure for Maintenance Mechanics**

On-Call assignments start on Tuesday at 8:00 a.m. and end the following Tuesday (one week later) at 8:00 a.m. On-call hours are 5:00 p.m. to 8:00 a.m. Monday through Friday and all day and night on weekends and holidays.

It is the Employee's responsibility to contact their Supervisor if they are unable to carry the emergency phone and/or respond to Housing Authority emergencies after hours, i.e., family emergency, medical emergency, etc.

Employees must clock in and out when performing on-call duties. If the on-call Employee does not punch out from the emergency call assignment, the Employee will lose the time.

It is the responsibility of the Maintenance Mechanic responding to contact the Director of Maintenance or the Property Manager with an update of the situation of the emergency work order on the next business day.

It is the responsibility of the responding Maintenance Mechanic and the Maintenance Controller to ensure a work order request is entered into the Lindsey Software System and filled out completely, and to alert the Director of Maintenance, the Maintenance Supervisor, or Property Manager as to any follow up that may be required, such as the need for a Resident

notice, Resident charges, or further follow up. This should be done on the next regular business day.

On-call Mechanics will receive overtime (OT) pay for time actually worked and recorded on their timecard above forty (40) regular hours.

One day (8 hours) of administrative on-call leave will be granted to Employees completing on-call duty on the Friday following the on-call duty. If Friday is a holiday, then the leave will be taken the following Monday. A payroll change notice (PCN) form must be properly completed and submitted on Tuesday, which is the day of on-call assignment change for the administrative on-call leave.

Employees coming on and off call must meet at the on-call storage, verify the tool inventory, and report any discrepancies and exchange key custody. The Employee with the key custody is responsible for missing inventory.

## **2.6 Priority of Service and/or Repairs**

In the case of emergencies affecting the safety of persons or property, the Housing Authority, without special instruction or authorization, is obligated to act at its discretion to prevent threatened damage, injury, or loss.

**Level I:** The following items are considered to be of an emergency nature and will be completed or abated by the Housing Authority within 24 hours of notification to the Housing Authority Maintenance Staff's on-call answering service. These conditions will be addressed in the order listed below:

- Electrical problems which could result in shock or fire.
- Structural damage to a building that may pose a threat to life, health, or safety.
- Major plumbing leaks, sewage backup, or freshwater flood, or no water to unit.
- No electricity or power to unit (excludes outages caused by non-payment to provider).
- Lack of functioning toilet (emergency only if the subject unit has only one toilet).
- Lack of security for the unit (unable to lock doors or windows; a loose lock is not an emergency).
- Waterlogged ceiling in imminent danger of falling.
- Smoke detectors missing or not working correctly.
- Broken glass if someone could be injured inside or outside of the unit or building (windows/doors).
- Obstacle which prevents a Tenant's entrance or exit from the unit or building (windows/doors).
- Air conditioner not working - Jack Murray, 1676 Poinciana Plaza, Senior Citizens Plaza and Poinciana Gardens, where there is a medical necessity which has been previously substantiated by written statement from a doctor or other qualified medical source, or the unit (a/c) is leaking on the interior of the unit/building causing a potential for slipping hazard or property damage. The outdoor air temperature must be above 80 degrees Fahrenheit.



- Any condition that poses an immediate threat to life, health, safety, or property, or related to fire safety.

**Level II:** In the order listed below, the following will be addressed, completed, or abated within two (2) business days, subject to the availability of parts/equipment and specialized service personnel.

- Air conditioning at Poinciana Plaza, Roosevelt Gardens, Roosevelt Sands, Washington Street, 3<sup>rd</sup> & Patterson, and Old Town Scattered Sites.
- No hot water in unit.
- Shower or tub drainage is slow.
- Sink is backed up, but all other drains work normally.
- Refrigerator is not working.
- Range not working (surface and oven).

**Level III:** All other conditions, services or repairs not listed in Levels I & II are Level III requests and will be addressed within 25 business days and are subject to the availability of service personnel, materials, and equipment.

## **Chapter 3: Inspection Policy**

The purpose of this Policy is to explain the Housing Authority's procedure for conducting annual Quality Control Inspections for all housing units, as well as Quality Control Inspections of work done by Maintenance Staff and outside contractors.

### **3.1 Inspection Policy**

Maintenance Staff will conduct periodic inspections to determine the condition of a unit and to identify problems or issues. The inspections for housing units are as follows:

Inspect all units in which vacancy repairs were made in response to move-out work orders. The Director of Maintenance and the Property Manager or as assigned by the Executive Director will conduct inspections. The purpose is to ensure that vacancy repairs were completed at an acceptable level of craftsmanship and within an acceptable time frame.

Work Order Inspection - Every Monday, the Maintenance Controller will provide a report of all work orders completed the prior week to the Maintenance Supervisor. The Maintenance Supervisor will sample not less than 10% of the work orders to perform follow up quality control checks. These checks can be made by either actual inspection of the completed work or conversations with Tenants to ensure resolution of the issue.

Inspections that are determined to require additional follow up work will have a new work order done and once completed, will be reinspected by the Director of Maintenance or Maintenance Supervisor.

Inspection reports shall be maintained in a binder and available for review for audits as needed.

Inspections of common areas and exteriors will be done on a semi-annual basis by the Director of Maintenance and/or Maintenance Supervisor. SCP will receive quarterly building Quality Control Inspections.

### **3.2 Recertification Inspection Policy**

Property Managers are required to inspect not less than 50% of all units at recertification. The Director of Maintenance or designee will accompany the Property Manager on 30% of these inspections to determine the condition of the unit and to identify problems or issues.

During the inspection, deficiencies will be noted, and the Tenant will have the opportunity to resolve them prior to incurring charges. The Property Manager will provide to the Tenant a copy of the inspection report and the potential charges within seventy-two (72) hours of the inspection. The Tenant will have fifteen (15) days to remedy any issues identified during the inspection or the Tenant may be charged.

### 3.3 Inspection Schedules Procedure

Quality Control Inspection (QCI) is a schedule of planned maintenance actions aimed at the prevention of equipment and building system failures. The primary goal of QCI is to prolong the life of equipment and building systems, thereby reducing the amount of routine work orders and costs for the Housing Authority.

It is the policy of the Housing Authority to perform QCI according to the following schedule:

<b>UNIT RECERTIFICATION</b>	<b>FREQUENCY</b>
AMP 1	30% Annually
AMP 2	30% Annually
KW AFFORDABLES	30% Annually

<b>SITE</b>	<b>FREQUENCY</b>
AMP 1	Semi-Annually
AMP 2	Semi-Annually
KW AFFORDABLES	Semi-Annually

Inspection Sheets will be the standard form completed and signed off by Maintenance Staff upon completion of QCIs. Work orders will be assigned to Maintenance Staff to address issues found. All QCI sheets will be maintained in the Maintenance office and made available to any Housing Authority Staff person upon request.

## **Chapter 4: Unit Turnaround**

### **4.1 Unit Turnaround Policy**

It is expected that the Property Manager(s) will begin planning for unit turnaround upon written notification that a current Resident will be vacating a unit, or that a vacancy is expected due to death, illness, eviction, etc.

Upon receiving notice, the Property Manager should schedule a pre-move out inspection. This inspection should include the Property Manager, the Tenant, and the Director of Maintenance or designee. During the inspection, deficiencies will be noted, and the Tenant will have the opportunity to resolve them prior to vacating the unit and incurring charges. The Property Manager will provide to the Tenant a copy of the inspection report and the potential charges within 72 hours of the inspection. If deficiencies are noted, a follow up inspection should be scheduled by the manager 48 hours prior to move out to verify repairs have been made.

It is expected that the move-out inspection will be conducted and entered into the Lindsey Software System by Staff and given to the Maintenance Controller to create the unit turnaround work order. This should be done on the day that the former Resident turned in their keys or the Housing Authority otherwise has possession of the unit.

The Director of Maintenance will assign the work order to Staff immediately, according to the building location. It will be the responsibility of the Maintenance Supervisor to coordinate any extraordinary maintenance required for unit turnaround at the time he/she assigns the work order. This includes items such as flooring replacement, cabinet repairs, and the ordering of any supplies, materials, or appliances needed to complete the work orders that are not currently on hand to Maintenance Staff.

Immediately upon completion, the Director of Maintenance will notify the Property Manager, and both will conduct a walkthrough of the unit. Warehouse personnel will provide the Property Manager with a new set of keys for the unit.

### **4.2 Unit Turnaround Procedure**

#### **KITCHEN**

##### **Range/range hood:**

- Thoroughly clean range, oven, and oven racks.
- Install four new drip pans as needed.
- Clean grease from all electrical connections.
- Pull range out and thoroughly clean area under and surrounding the range and repaint.
- Determine the electrical/gas safety and proper functioning of the equipment, including proper thermostat operation by checking the oven at various temperatures.
- Inspect power supply cord. Replace frayed or damaged cords.
- Check gasket for proper condition and function. Replace/repair as needed.
- Clean control knobs. Replace if numbers are worn and/or unreadable.

- Clean range hood and clean or replace filter. Sand and repaint any rust areas on range hood.
- Check range hood operation at low and high setting.

#### **Refrigerator:**

- Thoroughly clean refrigerator. Ensure all drawers, trays, shelves, supports, handles, and kick plates are present and intact.
- Check operation by turning thermostat to its highest and lowest settings. Listen to verify that the compressor responds. Check operation of the fan motor.
- Clean compressor and compressor compartment.
- Clean condenser and coils as needed.
- Check condition of door gasket. All tears on gasket shall be repaired. Replace gasket as needed.
- Pull refrigerator out so that the area underneath and surrounding the unit is thoroughly cleaned and repainted.
- Inspect power supply cord. Replace frayed or damaged cords.
- Check light bulbs and replace as needed.

#### **Sinks/Faucets:**

- Thoroughly clean sinks and faucets. Clean around aerator on faucet.
- Check pipes, faucets, and drains for cracks or leaks.
- Fill sink and drain to ascertain proper drainage.
- Ensure strainer is present.
- Sink/countertop junction should be caulked and sealed.
- Replace old/worn faucet knobs as needed.
- Pipe/wall junctions should be sealed with foam sealant so that there are no open areas.

#### **Cabinetry/Countertops:**

- Thoroughly clean the inside, outside, and pull areas of cabinets.
- Check that hinges function properly.
- Broken mica, doors, and drawers should be repaired/replaced as needed.
- All cabinet/wall junctions should be caulked.

#### **Water Heater:**

- Inspect unit and piping for leaks or excessive rust.
- Ensure and set temperature control no higher than 120 degrees Fahrenheit.
- Check temperature/pressure relief valve (TP valve) for proper operation. To test, lift on lever part way and ensure the water is released into the drain tube. If the TP valve did nothing, it needs to be replaced.
- Ensure that no other materials are being stored by the water heater.
- Ensure insulation is not blocking or covering the TP relief valve thermostat.

## GENERAL

### Wall/Ceilings/Trim:

- Patch, sand, and repaint all walls (including insides of closets, water heater closet, kitchen, and bathroom), all ceilings and trim work.
- A Kilz product is to be used as primer on water damage/smoke damage or other types of stains.
- Drywall and trim should be repaired or replaced as needed.

### Doors:

- Patch, sand, and refinish all doors, including the interior/exterior of the entrance doors, bathroom, and closet doors.
- Replace interior doors with extensive damage. Correct misalignments.
- Clean door hardware and lubricate if necessary.
- Doors should lock securely. Remove any interior keyed locks.
- Doorbell should function properly. Tighten if necessary.
- Ensure that entrance door weather stripping and threshold is adequate.
- Screen doors should open/close easily. Locking mechanism should be intact.
- Inspect screen for tears and repair as needed.

### Windows:

- Open/close windows to check proper operation and repair as needed. Repair cracked and/or broken glass.
- Clean glass.
- Sills should be intact. Replace if broken.
- Inspect screens for tears and repair as needed.

### Closet:

- Clean closet shelves and repair as needed.
- Ensure that closet hardware is intact, and that shelves will support weight.

### Pest control:

- Maintenance will note pest infestation problems and consult with the Housing Authority's pest control provider for treatment and course of action in accordance with the Housing Authority's Pest Management Policy. Reference Section 9.1 for details.

## BATHROOM

### Cabinetry/Countertops:

- Thoroughly clean the inside, outside, and pull areas of all cabinets. Hinges should function properly.
- Broken mica, doors, and drawers should be repaired/replaced as needed.
- All cabinet/wall junctions should be caulked.

### Sinks/Faucets:

- Thoroughly clean sinks and faucets. Clean aerator on faucet.

- Check pipes, faucets, and drains for cracks or leaks. Fill sink and drain to ascertain proper drainage.
- Ensure stopper functions properly.
- Sink/countertop junction should be caulked and sealed.
- Replace old/worn faucets and faucet knobs as needed.
- Pipe/wall junctions should be sealed with foam sealant so that there are no open areas.

#### **Fixtures:**

- Thoroughly clean and disinfect all bathroom fixtures and hardware. Repair as needed.
- Caulk around tub. Grout lines should be free of mildew. Scrape and redo as needed.
- Drains, spouts, and water control knobs should be properly caulked.
- Ensure that shower nozzle is equipped with a low-flow water conserving aerator of no more than 2.5 GPM.
- Ensure toilet paper roll is present.
- Check commode flush valve operation.
- Check tank supply lines for leaks.
- Ensure toilet base/floor junction is properly caulked and without leaks.
- Ensure toilet is secured and grouted at floor.
- Check commode seat and hardware. Tighten seat bolts securely.
- Check grab bars, towel bars, toothbrush holders, and soap holders to ensure there is no loosening.

#### **Bathroom Exhaust Fan:**

- Check switch operation.
- Listen for unusual noises or vibrations for indication of misaligned fan.
- Check fan for proper speed.
- Open housing and clean fan motor blades.

#### **Electric:**

- Ensure all electrical outlets and switches have an intact cover plate.
- Check electrical current to all outlets using a voltage tester.
- Clean all electrical fixtures, including porch globes. Replace bulbs as needed.
- Check breaker box to ensure that all circuit areas are covered.
- Check that GFI outlets function properly.

### **HVAC**

#### **Window Units (at Senior Citizen's Plaza only):**

- Run unit. Check unit for AC and heat function. Check controls for proper operation.
- Listen for unusual knocks or noises. Check for leaks and intact wiring.
- Check coil.
- Check that filter is intact and clean.
- Ensure drain line is clear of obstruction by manually blowing out lines. Ensure cover fits securely.

**Central HVAC Units:**

- Run unit. Check unit for AC and heat function. Check controls for proper operation.
- Listen for unusual knocks or noises. Check for leaks and intact wiring.
- Check coil.
- Verify that AC ducts are delivering air adequately into all rooms.
- Change filter and clean AC closet.
- Ensure drain line is clear of obstruction by manually blowing out lines.
- Check unit for excessive rust and intact, functioning drain pan.

**FLOORS****Vinyl Composition Tile (VCT):**

- Strip, clean, re-wax, and buff VCTs.
- Repair broken tiles and uneven areas under tiles. This includes tiles under all kitchen appliances, in closets, and in HVAC/water heater closets.

**Vinyl Plank Flooring (VPF):**

- Repair broken tiles and uneven areas under tiles. This includes tiles under all kitchen appliances, in closets, and in HVAC/water heater closets.
- Clean/Mop



## **Chapter 5: Resident Schedule of Charges**

The Resident Schedule of Charges is used to assess cost of repairs and/or replacement of Housing Authority property where there is abuse, neglect, and/or damages caused by the Resident(s) or their guests.

### **MATERIALS AND/OR PARTS COST**

The cost of materials and/or parts will be charged to Residents at actual cost. The Housing Authority will continue to obtain price quotes from vendors for materials and parts that will enable the Housing Authority to purchase in quantities that reflect the best and lowest cost available. Material prices will be posted annually at each Property Manager's office.

### **LABOR COSTS**

Labor costs have been determined by averaging the Housing Authority's overall maintenance costs for each job classification. The following is a list of job classifications and the hourly rate that will be charged in half hour increments:

<b><u>Job Classification</u></b>	<b><u>Hourly Rate</u></b>
Janitorial/General Laborer	\$25/person
Maintenance Mechanic	\$35/person

### **SPECIALIZED SERVICES**

#### **Please Note:**

This Resident Schedule of Charges is not all inclusive. Residents will be charged for the cost of materials plus labor for items not listed on the Resident Schedule of Charges that require repair and/or replacement of Housing Authority property where there is abuse, neglect, and/or damages caused by Residents or their guests.

All labor will be charged based upon the actual time spent with a minimum time charged of half (1/2) an hour.

Residents that are elderly or disabled will not be charged for the replacement of light bulbs in their units.



# HOUSING AUTHORITY

OF THE CITY OF KEY WEST, FLORIDA

1400 Kennedy Drive – Key West, FL 33040 • Phone: 305-296-5621 • TTY/Florida Relay Service (FRS): 800-955-8771

## Resident Charges for Repairs

### Ranges:

Drip pan 6" bowl	\$4
Drip pan 8" bowl	\$5
Element, surface burner 6"	\$13
Element, surface burner 8"	\$20
Replace Range 20"	\$405
Replace Range 24"	\$460
Replace Range 30"	\$400

### Refrigerators:

Extension support (vegetable bin)	\$24
Shelf bottom (cover pan)	\$11
Shelf front	\$7
Replace Refrigerator	\$550
Poinciana Gardens Mini Refrigerator	\$190

### Electrical:

Receptacle or switch cover (single gang)	\$2
Fixture complete w/bulb(s)	\$11
Fixture glass only w/bulb(s)	\$9
Bulb 60 watt (each)	\$8
Bulb 40 watt, appliance (each)	\$5
Shade, white glass halo	\$10
Missing or Damaged Smoke Alarm	\$25
Missing or Damaged Smoke alarm, hard wire (Poinciana Gardens)	\$150
9 volt battery (for smoke alarm)	\$3
Glass 2 x 4 luminous (tile plastic)	\$10

### Plumbing And Related Items:

Clear tub, shower, or toilet (due to tenant neglect or damage)	\$50
Remove and clear toilet (due to tenant neglect or damage)	\$100
Medicine cabinet	\$57
Shower head	\$15
Sink, bathroom	\$100
Faucet, bathroom sinks	\$65
Sink, kitchen (stainless steel)	\$85
Faucet, sink kitchen	\$75
Soap and grab, shower	\$34
Toilet paper dispenser	\$5
Toilet, complete	\$140
Toilet, seat w/cover (round)	\$15

Toilet seat w/cover (elongated)	\$20
Towel rack	\$10

**Cabinets:**

Repair or Replacement (due to tenant neglect or damage)	Labor & Material
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**Mailbox Key**

**\$15**

**Screens:**

Entire replacement including aluminum frame	
Less than 20 square inches	\$15
More than 20 square inches less than 40	\$20
More than 40 square inches	\$25

**Fire Damage:**

Fire damage due to tenant	Labor & Material
Fire extinguisher -----replacement	\$100
Fire extinguisher -----recharge (if not used to extinguish a fire)	\$75
Cigarette Smoke Damage	\$350

**Walls**

Repair Walls due to tenant damage or neglect	Labor & Material
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**Floors**

Repair/Replace Floors due to tenant damage or neglect	Labor & Material
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**Door Parts:**

Cylinder replacement (working hours)	\$15
Cylinder replacement (after hours, holidays, or weekends)	\$20
Stop	\$3
Keys (replacement)	\$15
Key cards (replacement)	\$10
Dead Bolt replacement	\$44
Lock, exterior entry set	\$116
Passage (knob)	\$25
Lock, privacy	\$25
Passage (lever type)	\$30
Lock, privacy (lever type)	\$45

**Doors:**

Interior 24"	\$100
Interior 32"	\$110
Exterior AMP1, AMP2 & Affordables	\$400
Exterior Poinciana Gardens	\$1100
Bi-fold Doors	\$125

**Finishes**

Molding repair or replacement	Labor & Material
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**Air Conditioners:**

Installation (Window units)	\$35
Clean and service ac, coils etc., for central air (due to tenant neglect)	\$50
Replace filter, dirty, missing, etc., for central air (due to tenant neglect)	\$25
Remove Coil for Deep Cleaning (due to tenant neglect)	\$200

**Lock Outs:**

During working hours	\$25
After hours, holidays, or weekends	\$75

**Painting:**

Extra ordinary painting	Labor & Material
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**Removal of Garbage, Furniture, Or Debris:**

Light	\$200
Medium	\$400
Heavy	\$600

**Cleaning:**

Light	\$125
Medium	\$250
Heavy	\$375

## **Chapter 6: Vehicle Policy**

All Employees authorized to drive a Housing Authority-owned vehicle will be expected to comply with the following policy and procedures regarding the use of Housing Authority vehicles to ensure that a safe work environment is maintained. Failure to comply with these rules and procedures may result in suspension of the Employee's driving privileges of company vehicles. Termination of employment may occur if the Employee's assigned duties require driving a Housing Authority vehicle and the Employee's privileges have been suspended.

### **6.1 General Vehicle Policy**

- No smoking is allowed within or near the vehicle.
- No food or drinks are allowed in the vehicle.
- The driver and all passengers are required to use seatbelts while in the vehicle.
- The driver is to go directly to and from the place where he/she has been assigned.
- No vehicle is to be utilized after working hours without authorization.
- All vehicles must be parked in their assigned space when not in use.
- The Department Director or designee will complete a Company Vehicle Issuance form and obtain approval from the Executive Director.
- Once approved, the form will be given to supply where the driver will be given a gas key and instructed by supply personnel how to use it.
- Should an accident occur, the driver must call their department director and/or the Director of Human Resources, as well as the appropriate Police Department (City of Key West, Monroe County Sheriff, etc.). The Police Department will write a police report and once the accident report is complete, the Director of Human Resources will obtain a copy for insurance purposes.
- All non-police reported damages must be reported to the department director within twenty-four hours of the occurrence of the incident.
- The Employee is responsible for cleaning their assigned vehicle in a reasonable fashion.
- Maintenance Department Vehicles will be kept in a manner that an inspection/inventory can be performed by a Supervisor at any time. This includes daily removal of all trash and/or debris, all tools/supplies shall be kept clean and organized, and first aid kit is located in an easily accessible area.

### **6.2 Fuel Dispensing Policy**

The Employee is responsible for fueling their vehicle. Each time the vehicle is fueled; the Employee must check all fluid levels and report any problems immediately to their Supervisor. The following safety procedures must be followed when dispensing fuel. Failure to follow these procedures could result in disciplinary action.

- Engine shall be turned off while vehicle is being fueled.
- Vehicles must be backed into fueling area.
- Employee must follow the instructions on the terminal, specifically entering current milage taken from vehicle odometer.

- Employee must not give out their personal gas access key to anyone.
- The fuel nozzle must be returned to the pump nozzle holder when fueling is finished.
- Fuel is available only to official vehicles that are utilized for official use. Fuel is not available for personal vehicles.
- Fuel tank must be maintained at half-full.

## **Chapter 7: Purchasing Policy**

The following policy is implemented for all Housing Authority personnel for the purchasing of maintenance materials, regardless of assigned location. This does not pertain to tools or equipment which requires individual approval.

### **7.1 Purchasing Policy**

- Each Maintenance Mechanic will receive a Home Depot credit card for their custody, issue, and control.
- For materials under \$100, Maintenance Staff will contact the Maintenance Controller for a Purchase Order (PO) number then proceed to the vendor and purchase the materials.
- For materials over \$100 and under \$1,000, Maintenance Staff will call their Supervisor for approval prior to contacting the Maintenance Controller.
- The Maintenance Controller shall electronically forward the PO to the Maintenance Administrative Assistant, thereby indicating to whom the PO number was issued.
- Upon purchase of material, Maintenance Staff shall write the PO number on the receipt/invoice and return to the Maintenance Administrative Assistant. This will be done the day of the purchase. Any failure to turn in receipts may result in disciplinary action, up to and including termination.
- On a daily basis, the Maintenance Administrative Assistant will match the receipt/invoice to the PO form received from the Maintenance Controller and forward to the Director of Maintenance for approval signature. All invoices will be submitted by the Maintenance Administrative Assistant to the Finance Department by COB on Thursday of each week.
- For materials or tool purchases over \$1,000, the Director of Maintenance will contact the Executive Director for approval prior to obtaining a PO Number.
- All tools purchased must be approved by the Director of Maintenance and a Custody Request form must be completed.

## Chapter 8: Workplace Safety

The Housing Authority is committed to workplace safety and training, which begins on the first day of initial employment or job transfer. Each Maintenance Employee will receive a copy of this Maintenance Policy as part of their employment orientation. They should become familiar with the policy, and if they have questions, speak with their Supervisor. Employees will be instructed by their Supervisor that compliance with the safety rules described within the Maintenance Policy is required.

### 8.1 Safety Policy

Safety training sessions are held monthly. These attendance mandatory sessions include presentations on safety issues, procedural guidelines, and any updates on Housing Authority policy. The following represents major categories that require annual review.

- Blood Borne Pathogens – Employees who come in contact with Resident’s bathrooms or sewer lines are given the opportunity to be inoculated for Hepatitis A & B. This category focuses on work environment cleanliness and safety tips in the prevention of spreading communicable disease.
- Personal Protective Equipment (PPE) – Employees in the maintenance areas are to follow policies and procedures concerning PPE and to follow policies and procedures to include proper lifting, which reduces possible injury and workers compensation claims. This category stresses the responsibility of the Supervisor to ensure their subordinates use proper PPE.
- Hazardous Materials – There should be discussions concerning the proper storage, type of chemical, and extent of hazards. This category is required for those who utilize hazardous materials to include Custodians, Maintenance Workers Personnel.
- Hazardous Waste – Applies to proper storage and disposal of used chemicals, oils, and by-products that may apply to the organization. Discussions should include a designated Hazardous Waste Coordinator who is responsible for inspecting and taking responsibility for proper disposal.
- Fire Extinguishers – Training on how to properly use a fire extinguisher, what types are used for which chemicals, and monthly checks for expiration dates. Maps indicating emergency fire exits should be posted.
- Lock-Out/Tag-Out – As applicable, energy powered machinery must be listed and a procedure involving steps to ensure that lock-out/tag-out procedure is in place or state why and when it is not necessary. Additionally, equipment guards must be in place to ensure proper use and prevention of accidents.
- Workplace Environment Safety – Include safety tips on how to prevent overall accidents from occurring in all working environments, including office safety.
- Hearing Conservation – As applicable, hearing safety plugs are available to Employees working in such areas requiring them.
- Sexual Harassment – Defines sexual harassment, boundaries, responsibilities, and accountability. This training is to be held and required for all Employees on an annual basis.



## **8.2 Accident/ Incident Procedures**

It is critical that the following procedure be conducted as soon as possible following the notification of an accident or incident that has occurred on any Housing Authority property. Therefore, it is imperative that any worker's compensation (injury on the job) or liability/property incident (to include auto accidents) be reported immediately to your Supervisor. The First Notice of Injury Report for Workers' Compensation claims, and any insurance claim form will be completed by the Director of Human Resources and Risk Management or designee.

The Housing Authority's Drug-Free Workplace Program is aimed at identifying illegal drug use in order to maintain a safe, secure workplace and an efficient operation. The program subjects all Employees to drug testing under the following conditions:

- Post Injury/Accident
- Reasonable Suspicion
- Random

The purpose of the accident/incident investigation process is to assure that proper follow-up is conducted on all claims and to assess the condition relative to the need for immediate repairs. This process will eliminate or reduce the possibility of future claims relative to conditions resulting in the initial claim as well as producing documentation for future use.

Further, the documentation created during investigation, i.e., claim report, any photographs, witnesses, site visits, and work orders, will produce a permanent record of documentation should there be legal proceedings.

When a claim has been reported to the Director of Human Resources and Risk Management or designee, the following will be implemented:

- Review of the information reported.
- Contact the Director or person reporting the incident.
- Visit the location to initiate immediate repairs, if necessary.
- Record information relative to site inspection and any repairs.
- Submit a cover letter and claim form to the insurance carrier if necessary.
- Make and maintain a file.

## **8.3 Workers Compensation Policy**

An Employee who sustains an on-the-job injury must follow procedures to notify his/her supervisor immediately after the injury, complete required paperwork, seek necessary medical attention in a timely manner and reduce the detrimental impact on job performance. The following steps are required for procedural compliance:

Employee shall notify his/her Supervisor immediately after injury. Even if the injury seems minor or insignificant, every injury must be reported. Employee shall supply date and time of injury,

location, activity when injured, part of the body injured, and the result of the injury. Employee shall provide a detailed description of the accident and injury to their Supervisor, and also to the Human Resources Department. Failure to immediately notify the Supervisor/HR Department may result in a controverted claim, loss of benefits, and disciplinary action. All injured Employees will be directed to the appropriate medical facility by the Human Resources department. Seriously injured Employees shall be taken to Lower Keys Medical Center.

#### **8.4 Compensable Worker's Compensation Claims Policy**

The first seven (7) days of the claim are not covered by workers' compensation; therefore, the Employee must utilize sick leave or other leave as necessary for this period. The Employee receives approximately 66.66% of their average weekly salary amount from the insurance carrier until the Employee returns to work at full capacity. When the Employee is reimbursed by the carrier for the first seven (7) days, it is issued to and kept by the Employee.

#### **8.5 Return to Work Procedure**

Injured Employees, who lose any time from work due to seeing a medical doctor, may only return to work with a medical release of full capacity from the doctor. Returning to work with "light duty" is only allowed in specific job categories. No Maintenance Workers fall into this category.

When it is determined that the injured Employee will be out of work for any time, the Employee must turn in their Housing Authority custody items to the Executive Director. Once they return to work at full duty, the Executive Director will return custody items to the Employee.

## **Chapter 9: Other Policies & Procedures**

### **9.1 Pest Control Policy**

The purpose of this policy is to explain the measures in place for the prevention and eradication of pest infestation and pest management. The Housing Authority implements this policy with the goal of protecting the health of its Residents and Staff while effectively eliminating pests in a health- and environmentally conscious manner.

The goal of pest management (per the EPA) is to manage pest control by the most economical means, and with the least possible hazard to people, property, and the environment. This involves continuous monitoring for pests, Staff and Resident education, accurate record keeping, controlling pests through proper building repairs, restricted access to water/food, sanitation and waste management, mechanical control, physical barriers, natural/nontoxic control agents, and, where necessary, the conservative application of pesticides.

The Pest Control Service provider will conduct an assessment of all units (Fort Village, Robert Gabriel, Lang Milian, SCP, and George Allen) during the monthly treatment to identify pest problems. The Maintenance Department will make assessments of units at all other units as issues are reported. Building-wide pest control problems, as well as individual problematic units, will be shared with Property Management. The Pest Control Provider, the Maintenance Department, and the Property Management will work closely to resolve pest control issues and will develop a list of problematic units with persistent pest problems.

All treatments shall be done in a manner that meets industry standards for pest control.

#### **Pest Prevention**

Housing Authority inspection criteria includes an assessment of conditions that affect the spread and control of pests. These include:

- Proper mechanical barriers such as window seals, foam around plumbing pipes, well caulked baseboards, vanities, and cupboards, adequate door thresholds, and functional sealing around doors.
- Housekeeping issues such as improper food storage, accumulation of cooking grease, lack of cleaning and clutter.
- Environmental conditions such as excessive moisture, heat, or poor ventilation.
- Resident education will include an explanation of how pests are introduced into the unit from the outside, e.g., shopping bags, soda cartons, used furniture, and mattresses.
- All public housing properties receive monthly service from a licensed pest control contractor; all other properties use an Integrated Pest Management approach.
- The Housing Authority will enforce lease provisions regarding Resident responsibilities with garbage disposal, housekeeping, and sanitation, if necessary, as mismanagement of these matters can also lead to pest control and/or infestation issues.

## **9.2 Public Housing Air-Condition Policy**

This policy will be effective for all Housing Authority apartments at Lang Milian, George Allen, Fort Village, and Robert Gabriel for the installation of air conditioners into the windows.

Residents who want air conditioner(s) in their apartments will complete the form *Request for Installation of Air Conditioner(s)*. This form is available at the rental office and allows for the Resident to indicate where they wish to have the air conditioner(s) installed.

The Housing Authority will install the air conditioner(s) after the Resident returns the request form to the rental office and pays an installation fee of \$25.00 per air conditioner. The installation fee is non-refundable and will be used to off-set the actual cost of the installation and to restore the air conditioner panel in the window to its original condition if the Resident requests the air conditioner be removed or upon termination of the lease.

To be approved for installation, each unit must meet the following inspection criteria:

- The air conditioner unit must be operable, in good condition, and free of rust.
- The air conditioner must meet safety requirements; it must be grounded and equipped with a three (3) wire power cord and three (3) prong plug.
- The air conditioner must be 110 volts.
- The casing must be tight to control condensation and prevent water drips on the side of the building.
- The maximum height of the air conditioner unit must not exceed 16.5-inches measured from top of the upper mounting flange to the bottom of the lower mounting flange.
- Large and very heavy units, which approach maximum height requirement of 16.5-inches, will not be approved for installation on front bedroom windows because such heavy units require a brace underneath the case and there is not enough room between windowsill and front porch roof for installation of the acceptable and necessary brace.
- The air conditioner must have a 6-inch drain hose attached unless the unit is designed and properly functioning for disposal of drain water. All drain lines must be a minimum of 12-inches away from the exterior of the building.
- The Resident is responsible for the maintenance of the air conditioner. If the unit is found to be damaged or rusting, the Housing Authority will require removal of the unit.
- If the air conditioner leaks to the inside of the apartment, it must be disconnected and serviced immediately to prevent damage to the apartment walls and floor.

This policy is established to attain uniformity of installations, to ensure that the installations do not damage the window frames, to ensure that the new installations do not damage the wall coating on the outside of buildings and, for safety, to be sure that the installations are strong and correctly installed mechanically and electrically.

## **9.3 Satellite Dish Policy**

Prior to the installation of a satellite dish or similar device, the Resident must request and receive written approval from Housing Authority Staff.

No dishes or similar devices can be attached to buildings, nor may Residents run wires or conduit on the outside of buildings without prior approval from the Maintenance Department.

The following rules have been adopted by the Housing Authority to govern the installation of all satellite dishes at Housing Authority Complexes.

### **Installation**

- Residents shall provide the method and location of dish installation.
- Installation of an antenna, satellite, or other device of any kind designated to broadcast radio signals is prohibited.
- Residents retain responsibility for satellite dish maintenance, replacement, and repair. If installation of the satellite dish increases maintenance costs or causes damage to Housing Authority property, the Resident who installed the satellite dish shall be liable for all such costs.
- Residents are responsible for damage to Housing Authority property or to any person caused by a Resident's satellite dish.
- Immediately upon removal of a satellite dish, the installation location must be restored to its original condition. Residents are responsible for all costs associated with the restoration.
- Residents must remove all satellite dish equipment upon termination of lease and return installation location to its original condition.

### **9.4 Vacancy Key Request Policy**

- Property Management sends the "Notification of Vacancy" to the Maintenance Controller.
- The Maintenance Controller will generate vacancy work orders which include vacancy prep and cylinder change.
- The cylinders on the front and back doors will be changed at the vacancy.
- The Mechanic will provide a copy of the vacancy work order and the cylinder(s) to the Warehouse. Warehouse staff will initial work order for receipt of cylinder being returned from Mechanic.
- Warehouse Staff will process the cylinder change according to policy, which consists of (2) tagged front door keys, one (1) mailbox key, and one (1) Senior Plaza building key (if applicable).
- Property Managers will utilize the "Key Request" form to request vacancy keys from the Warehouse once the "Vacancy Complete" notice is received and the unit walk-through inspection is scheduled.