

Spokane Indian Housing Authority

Maintenance Policies and Procedures

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Adopted Sept. 29, 2016
Amended: April 25, 2019, June 5, 2019

Policy Statement

The Board of Commissioners of the Spokane Indian Housing Authority (SIHA) recognizes that one of the most important aspects of the SIHA operations is the maintenance of its owned and managed units. If units are not maintained on a regular basis, the long-term viability of the SIHA as a property management business is threatened and the Tribe and residents will lose a valuable resource.

These procedures are intended to implement a full system of maintenance for those units where the SIHA has the obligation to perform the maintenance as required by the Native American Housing and Self-Determination Act (NAHASDA). These procedures are also intended to establish a system of inspections, follow-up and enforcement to insure that residents perform their required maintenance obligations.

Therefore, the purpose of the SIHA maintenance procedure shall be to:

- a. Maintain the dwelling units in a decent and safe condition and other SIHA owned facilities in a safe and workable condition that fulfills their intended functions and life expectancy.
- b. Identify and correct conditions that may lead to an injury or accident to residents or SIHA employees.
- c. Conduct timely inspections, regular and preventive maintenance, timely repairs and replacements to ensure the structural integrity of the units along with making sure all equipment is functioning properly.

A. Components of the SIHA Maintenance Program

1. Preventive Maintenance

- a. Preventive maintenance is defined as tasks that provide for the inspection, monitoring and care of buildings or equipment to prevent the need for future emergency maintenance and/or major structural or system failures.
- b. There shall be two phases to the SIHA preventive maintenance program that the Maintenance Manager is responsible for implementing, the first phase will include actual preventive maintenance activities and the second phase will include preventive maintenance inspections. The SIHA will perform both phases of preventative maintenance in the rental programs and only the inspection phase in the homeownership programs.

- c. The Maintenance Manager shall establish a regular, periodic schedule for the following types of preventive maintenance work.
1. Checking fire extinguishers and smoke detectors for operational use;
 2. Inspecting, adjusting, cleaning and/or lubricating furnaces (including changing filters) and other equipment such as ranges, hot water heaters and refrigerators;
 3. Inspecting and repairing plumbing systems and fixtures including;
 4. Inspecting for worn parts in electrical systems and electrical fixtures;
 5. Inspecting roofs, gutters, downspouts and flashing;
 6. Inspecting underground facilities and equipment for corrosion;
 7. Inspecting patching paved surfaces parking pad, sidewalks;
 8. Inspecting for insects and rodents;
 9. Inspecting painted and other sealed surfaces that protect structures;
 10. Inspecting for condensation, dampness, winterize, blowout sprinklers systems, winterize pavilion and fungus in wood and for rust in iron components and taking appropriate corrective measures;
 11. Inspecting and correcting any erosion or drainage deficiencies. This includes inspection of any ditches, inlets or drainage systems.
 12. Inspecting for the need to install protective barriers, where needed to protect buildings, structures, planted areas and trees;
 13. Inspecting attic and crawl space for damage and to ensure that ventilation systems are working properly.
 14. Inspecting flooring systems for damage.
- d. Preventive maintenance will normally be performed during the “off-season” of the equipment use. For example, heating systems should be inspected, cleaned and repaired during summer months to ensure that they are clean and operating smoothly when the colder months arrive.

2. Routine Maintenance

- a. Routine maintenance is unplanned response, including ordinary maintenance, of structures and equipment that have deteriorated through normal wear and tear.
- b. It also includes responding to service requests when items are not functioning correctly, making minor repairs to facilities, systems, and equipment; and replacing component parts systems and equipment.
- c. The maintenance Manager will make every effort to make sure routine maintenance requests are responded to within 14 days.
- d. The SIHA normally will perform all routine maintenance for residents in its rental programs.
- e. Homebuyers will be responsible to perform maintenance for their units and grounds.
- f. Routine maintenance includes, but shall not be limited to:
 - 1. Repairing or replacing electrical outlets, circuit breakers and other minor electrical elements or equipment;
 - 2. Repairing or replacing hose bibs, water and sewer lines owned by the SIHA;
 - 3. Repairing or replacing worn or damaged elements in units;
 - 4. Locks, washers in faucets, toilet flushing mechanisms, window guides;
 - 5. Portions of tile and flooring;
 - 6. Replacing thermostats, smoke detectors batteries and other items of minor costs;
 - 7. Maintaining common areas including recreational areas;
 - 8. Other minor items as determined by the Maintenance Manager;

3. Non-routine Maintenance

- a. Non-Routine maintenance is replacement betterment or improvement of the structure systems or major equipment.
- b. Non-routine maintenance items involve substantial expenditure, occurring at planned or unplanned intervals of time, or being caused by unforeseen events.

- c. Non-routine maintenance repairs or replacements include, but shall not be limited to:
 - 1. Replacing roofs;
 - 2. Replacing heating systems and electrical systems;
 - 3. Replacing water heaters, heating elements, ranges, and refrigerators;
 - 4. Painting or residing the exteriors of units;
 - 5. Painting the interiors of units;
 - 6. Replacing windows or doors;
 - 7. Replacing floors and/or floor coverings;
 - 8. Repairing or replacing sidewalks, parking pads, and driveways;
 - 9. Replacing cabinets and/or countertops;
 - 10. Replacing plumbing fixtures
- d. The SIHA normally will perform all non-routine maintenance for residents in its rental programs.
- e. Homebuyers will be responsible to perform non-maintenance for their units and grounds.

4. Emergency Maintenance

Emergency is performed in response to an unanticipated defect endangering life or property or the normal use of dwelling units or systems.

5. Inspections

- a. The Maintenance Manager, or his/her designee, shall be responsible for scheduling and conducting periodic inspections at regular intervals to determine if the dwelling units and equipment are in good working condition. The Maintenance Manager, or his/her designee, will also perform move-in and move-out inspections, warranty inspections and special inspections.

- b. Inspections will be scheduled in such a manner as to allow the residents the opportunity to be present during any inspection of the respective unit.
- c. All residents will be given notice prior to the SIHA entering the unit for inspection. The Maintenance Manager in cooperation with the Housing Programs Manager shall determine the form of notice and advance time of notification.
- d. The resident will always be provided a copy of completed inspection form.
- e. The condition of the units and grounds will be noted on SIHA inspection forms. The form will identify each item in and outside of the unit that should be checked for wear, damage or cleaning. Whenever possible, upon the completion of any inspection, the resident shall receive a copy signed inspection form.
- f. The SIHA shall digitally record move-in and move-out inspections to visually display the condition of the unit and grounds. The digital recordings shall be kept on file at the SIHA offices.
- g. Move-in inspections shall be performed before the unit is occupied with the future resident present. Any deficiencies should be noted on the inspection form and repaired prior to occupancy.
- h. Regular periodic inspections shall be conducted at least every 12 months for units owned and managed by the SIHA. The purpose of regular periodic inspections is to detect any deficiencies that may exist in the units. Any deficiencies shall be noted on an inspection form.
- i. Where minor deficiencies are noted during the inspection of homeownership units, the SIHA employees conducting the inspections shall confer with the homebuyer family and provide the necessary instruction and advice as to how to correct the deficiency.
- j. Special and emergency inspections will be performed by the Maintenance Manager, or their designee, at any time when necessary as determined by the Maintenance Manager and the Tenant Services Manager.
- k. Move-out inspections shall be conducted as soon as possible after a unit has been vacated and whenever possible, the resident should be given the opportunity to be present during the inspection.
- l. Warranty inspections may be performed on new units periodically with SIHA's contract with the supplier or contractor.

6. SIHA Responsibilities

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a. Rental Programs

1. The SIHA is responsible for all routine, non-routine and preventive maintenance, unless provided in a special provision of the Dwelling Lease obligating the resident to perform certain appropriate maintenance tasks.
2. The SIHA shall perform inspections of all units in accordance with a plan and schedule established by the Maintenance Manager.
3. All maintenance needs that are identified during the inspection should be corrected by the SIHA within a reasonable amount of time not to exceed 180 days.
4. The SIHA shall repair resident caused exceeding "normal wear and tear" and the costs shall be charged to the resident based on the cost of labor and materials. The fee schedule for labor and materials shall be attached as an appendix to this policy and updated annually.
5. If the SHIA hires contracts with an outside person or firm to repair any resident caused damaged, the resident will be charged the actual cost to the SIHA.

7. Homebuyer Programs

- a. Participants in the SIHA Mutual Help Homeownership Program and other homeownership programs are obligated to perform or assume the cost of, all routine and non-routine and preventative maintenance needs of their home and yards in accordance with their respective homebuyer agreements with the SIHA.
- b. The SIHA shall conduct inspections of all homeownership units in accordance with a plan and schedule established by the Maintenance Manager.
- c. If the SIHA becomes aware, either during periodic inspections or at any other time, that the homebuyer is not compliance with the homeownership agreement regarding maintenance, the SIHA shall take action to protect the physical condition of the home and grounds.

- d. If a homeowner requests the SIHA to repair or replace any damage or equipment, the cost of labor and materials shall be charged to the homebuyer. Labor and materials shall be charged in accordance.
- e. If the SIHA hires or contracts with an outside person or firm to repair any homebuyer caused damage, the homebuyer will be charged the actual cost to the SIHA.

8. Resident Responsibilities

a. Rental Programs

1. All residents participating in the SIHA rental program will comply with the provisions identified in their Dwelling Lease concerning their maintenance responsibilities.
2. Participants in the rental program will be responsible for the maintenance of their yard. This include care of the lawn, trees, and shrubs.
3. Rental program participants are responsible for their own snow removal from their sidewalks.
4. Rental program participants shall be for notifying the SIHA immediately of any damage or repairs the SIHA is responsible for repairing.

b. Rental Program Tenant Responsibilities for Yard & Property Maintenance Process and Administrative Action

1. Maintaining an attractive rental home site is a value of the Spokane Indian Housing Authority. This is the process that has been instituted to assure that rental home sites are properly maintained.
 - a. First Notice: a citation will be issued, indicating the condition(s) needing to be addressed. Resident will be given 15 calendar days to address the issue to the satisfaction of SIHA.
 - b. Final Action: failure to address the condition(s) identified in the citation to the satisfaction of SIHA will result in SIHA addressing the issue(s) and billing the Resident for performing the work. Clean up and removal will be the total of base cost (labor, materials, etc.) + haul cost (dump fees, etc.) = Amount due.

c. Amount due charges will be added to the Tenant Accounts Receivable.

1. Option 1: SIHA provides lawnmowers that can be used at no cost. Contact the Maintenance Manager.
2. Option 2: Resident may request that SIHA perform the work necessary to address the condition(s) cited and be billed.

c. Homebuyer Programs

1. In accordance with their homebuyer agreements with the SIHA homebuyers are responsible for the maintenance of their home, including all repairs and replacements due to normal wear and tear or damage from any cause.
2. Failure of the homebuyer to perform required maintenance obligations shall constitute a breach of the homebuyer agreement. Upon a determination by the Maintenance Manager or Tenant Services Specialist that a breach has occurred, the SIHA shall require the homebuyer to agree to a specific plan of action to cure the breach and to assure future compliance.
3. If the problem is not remedied within the required time frame established by the SIHA, or if the Homebuyer fails to agree to a reasonable plan or fails to carry out the agreed to plan, the SIHA shall terminate the homebuyer agreement.
4. Repeated failure to maintain the home and/or equipment, or repeated damage to the home and/or equipment is cause for termination of the homebuyer's agreement with the SIHA.
5. If the condition of the property creates a hazard to the life, health or safety of the occupants or there is a risk of damage to the property as determined by the Maintenance Manager, the SIHA shall remedy the hazardous condition and charge the cost to the homebuyer's Monthly Equity Payment Account (MEPA) in accordance with the homebuyer's agreement. If the homebuyer has an insufficient MEPA balance to cover the cost of the repairs, the homebuyer shall be required to sign a Payment Agreement with the SIHA to pay for the cost of the repairs.

d. Work Orders

1. System

- a. The SIHA shall create and utilize a work order system for receiving and recording resident maintenance requests.
- b. All maintenance requests must be processed through the work order system.
- c. Maintenance Manager, or any other SIHA employee, receives a maintenance request directly from a resident, a work order shall be initiated and the work order system.
- d. If the Maintenance Manager, or any other SIHA employee, receives a maintenance request directly from a resident, a work order shall be initiated and the work completed in accordance with the Maintenance Manger's schedule and plan.

2. Form

- a. The maintenance Manager shall create a work order form.
- b. The work order form and file should be in an electronic format.
- c. The form should include, at a minimum, the following information;
 1. Resident name
 2. Unit number and address
 3. Brief description of problem
 4. Resident permission to enter unit if resident is not at home
 5. Who took the request and date of the request
 6. What work has been performed
 7. What materials and supplies were used
 8. Date when the work was performed
 9. Time work started
 10. Time work completed
 11. Any parts on order
 12. Charges to the resident, if any
 13. Whenever possible the residents' signature accepting completed work
 14. SIHA staff person's signature who performed or approved of work

9. Maintenance Scheduling and Priorities

a. Scheduling

1. All preventive maintenance and certain routine and non-routine maintenance, as well as inspections, should be scheduled.
2. The Maintenance Manager should schedule preventive maintenance and inspection activities for an entire year prior to when SIHA submits the annual Indian Housing Plan.
3. By scheduling planned maintenance, the SIHA Maintenance Manager and staff can approach many maintenance tasks to be completed in an organized fashion and the staff will know what is expected to be accomplished.

b. Priorities

1. Emergency maintenance tasks shall have preference over others. The SIHA will make every attempt to complete all work on an emergency nature on a same day basis.
2. The maintenance performed on vacant units where there is minimal damage resulting from tenant damage shall have second priority. Vacant units with minimal damage should be available for occupancy within approximately 45 working days after the unit was officially vacated. Where there is more than minimal damage to be repaired on a vacant unit, the Maintenance Manager shall determine whether the work should be contracted out or done in-house in order to make the unit available for occupancy in the shortest period time.
3. Routine and non-routine maintenance work generated by work orders shall be the third priority.
4. Preventive maintenance and inspections shall have last priority.

10. Quality Standards

a. Codes

1. All maintenance work performed on SIHA owned and managed property shall be done in compliance with the International Building Code along with other applicable codes or laws. The SIHA Housing Quality Standards are a part of this policy and attached as an appendix.
2. All maintenance work will be conducted in a professional and courteous manner with the residents being treated as customers of the SIHA.
3. Work orders shall be received by phone or in person in a professional and courteous manner with the residents being treated as customers of the SHIA.

b. Training

1. The SIHA staff shall be adequately educated and trained to perform the maintenance tasks described in these policies and procedures.
2. The SIHA Executive Director shall encourage the appropriate SIHA employees to attend relevant training courses to learn how to become more efficient and productive.

Amended by the Board of Commissioners on June 5, 2019.



Timothy Horan, Executive Director

APPENDIX A

MAINTENANCE MATERIALS AND LABOR FEE SCHEDULE

**(Intentionally left blank – most recent annual version will be available from the
Maintenance Manager)**

APPENDIX B

HOUSING QUALITY STANDARDS

SIHA Housing Quality Standards

(a) **Performance and acceptability requirements.**

This section states the housing quality standards (HQS) for housing assisted in the SIHA housing programs.

The HQS consist of:

1. Performance requirements and Acceptability criteria

This section states performance and acceptability criteria for these key aspects of housing quality:

- (A) Sanitary facilities;
- (B) Food preparation and refuse disposal;
- (C) Space and security;
- (D) Thermal environment;
- (E) Illumination and electricity;
- (F) Structure and materials;
- (G) Interior air quality;
- (H) Water supply;
- (I) Lead-based paint;
- (J) Access;
- (K) Site and neighborhood;
- (L) Sanitary condition; and
- (M) Smoke detectors.

2. All SIHA owned and managed housing must meet the HQS performance requirements upon initial occupancy and during the period the housing units are occupied.

3. In addition to meeting HQS performance requirements, the housing must meet the acceptability criteria stated in this section and variations which apply standards in local housing codes or other codes adopted by the Spokane Tribe of Indians.

(a) **Sanitary facilities-**

(1) **Performance requirements** the dwelling unit must include sanitary facilities located in the unit. The sanitary facilities must be in proper operating condition,

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and adequate for personal cleanliness and the disposal of human waste the sanitary facilities must be usable in privacy and have a door.

(2) Acceptability criteria

- (i) The bathroom must be located in a separate private room and have a flush toilet in proper operating condition.
- (ii) The dwelling unit must have a fixed basin in proper operating condition, with a sink trap and hot and cold running water.
- (iii) The dwelling unit must have a shower or a tub in proper operating with hot and cold running water.
- (iv) The facilities must utilize an approvable public or private disposal system (including a locally approvable septic system).

(b) Food preparation and reuse disposal-

(1) Performance requirement

- (i) The dwelling unit must have suitable space and equipment to store, and prepare and serve foods in a sanitary manner.
- (ii) There must be adequate facilities and services for the sanitary disposal of food wastes and reuse, including facilities for temporary storage where necessary (e.g. garbage cans).

(2) Acceptability criteria

- (i) The dwelling unit must have an oven and range, and a refrigerator or appropriate size for family. All of the equipment must be in proper operating condition. The equipment may be supplied by either the SIHA or the family.
- (iii) The dwelling unit must have a kitchen sink in proper operating condition, with a sink trap and hot and cold running water. The sink must drain an approvable public or private system.
- (iii) The dwelling unit must have space for the storage, preparation, and serving of food.

(c) Space and security-

(1) Performance requirement. The dwelling unit must provide adequate space and security for the family.

(2) Acceptability criteria

(i) At a minimum, the dwelling unit must have a living room, a kitchen area, and a bathroom.

(ii) The dwelling unit must have a least one bedroom or living/sleeping room for each two persons.

(iii) Dwelling unit windows that are accessible from the outside, such as basement, first floor, and fire escape windows, must be lockable (such as window units with sash pins or sash locks, and combination windows with latches). Windows that are nailed or painted shut are not acceptable even only if these windows are not needed for ventilation or as an alternate exit in case of fire.

(iv) The exterior doors of the dwelling unit must be lockable. Exterior doors are by which someone can enter or exit the dwelling unit.

(d) Thermal environment-

(1) Performance requirement. Each room must have adequate natural or artificial illumination to permit normal indoor activities and to support the health and safety of occupants. The dwelling unit must have sufficient electrical sources so occupants can use essential electrical appliances. The electrical fixtures and wiring must ensure safety from fire.

(2) Acceptability criteria

(i) There must be at least one window in the living room and in each sleeping room.

(ii) The kitchen area and the bathroom must have a permanent ceiling or wall light fixture in proper operating condition. The kitchen area must also have at least three electrical outlets in proper operation condition.

(iii) The living room and each bedroom must have at least two electrical outlets in proper operating condition.

(iv) Each bathroom must have at least on GFI electrical outlet.

(e) Illumination and electricity

(1) Performance requirements.

(f) Structure and materials-

(1) Performance requirements. The dwelling unit must be structurally sound. The structure must not present any threat to the health and safety of the occupants and must protect the occupants from the environment.

(2) Acceptability criteria

(i) Ceilings, walls, and floors must not have any serious defects such as severe bulging or leaning, large holes, loose surface materials, severe buckling, missing parts, or other serious damage.

(ii) The roof must be structurally sound and weather tight

(iii) The exterior wall structure and surface must not have any serious defects such as serious leaning, buckling, sagging, large holes, or defects that may result in air infiltration or vermin infestation.

(iv) The condition and equipment of interior and exterior stairs, halls, porches, walkways, etc. must not present a danger of tripping and falling. For example, broken or missing steps or loose boards are unacceptable.

(g) Interior air quality

(1) Performance requirement the dwelling unit must be free of pollutants in the air at levels that threaten the health of the occupants.

(2) Acceptability criteria.

(i) The dwelling unit must be free from dangerous levels of air pollution from carbon monoxide, sewer gas, dust, and other harmful pollutants.

(ii) There must be adequate air circulation in the dwelling unit.

(iii) Bathroom areas must have one open able window or other adequate exhaust ventilation.

(iv) Any room used for sleeping must have at least one window. If the window is designed to be openable, the window must work.

(h) Water supply

(1) Performance requirement. The water supply must be free from contamination.

(2) Acceptability criteria. The dwelling must be served by an approvable public or private water supply that is sanitary and free from contamination.

(i) Lead-based paint performance requirement. The Lead-Based Paint Poisoning Prevention Act (42 U.S.C. 4821-4846), the Residential Lead-Based Paint Hazard Reduction Act of 1992 (42 U.S.C. 4851-4856), and implementing regulations at part 35, subparts A, B, M, and this title apply to assisted under this part.

(j) Access performance requirement. The dwelling unit must be able to be used and maintained without unauthorized use of other private properties. The building must provide an alternate means of exit in case of fire (such as fire stairs or egress through windows).

(k) Site and Neighborhood

(1) **Performance requirement-** The site and neighborhood must be reasonably free from disturbing noises and reverberations and other dangers to the health, safety, and general welfare of the occupants.

(2) **Acceptability criteria.** The site and neighborhood may not be subject to serious adverse environmental conditions, natural or manmade, such as dangerous walks or steps; flooding, poor drainage, septic tank back-ups or sewage hazards; mudslides; abnormal air pollution, smoke or dust; excessive noise, vibration or vehicular traffic; excessive accumulations of trash; vermin or rodent infestation; or fire hazards.

(l) Sanitary condition-

(1) **Performance requirement.** The dwelling unit and its requirement must be in sanitary condition.

(2) **Acceptability criteria.** The dwelling unit and its equipment must be free of vermin and rodent infestation.

(m) Smoke detectors, carbon monoxide detectors, and fire prevention equipment performance requirement

(1) Each dwelling unit must have at least one battery-operated or hard-wired smoke detector, in proper operating condition, on each level of the dwelling unit, including basements but excepting crawl space and unfinished attics. Smoke detectors must be installed in accordance with and meet the requirements of the National Fire Protection Association Standard (NFPA) 74 (or its successor standards). If the dwelling unit is occupied by any hearing-impaired person, - smoke detectors must have an alarm system, designed for the hearing-impaired persons as specified in NFPA 74 (or successor standards).

(2) Each dwelling unit shall have at least one operable carbon monoxide detector.

(3) Each dwelling unit shall have at least one 5 pound minimum ABC rated operable fire extinguisher mounted in an easily available and accessible area.

As amended by the Board of Commissioners on June 5, 2019

Timothy Horan, Executive Director

