

Property Maintenance Management  
Virtual Training  
April 23-25, 2024  
Reference Materials

**This document contains the table of contents for the following:**

- PIH Notice 2012-45 Inspections (pages 2-5)
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U. S. Department of Housing and Urban Development  
Public and Indian Housing

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**Special Attention of:**

Tribes; Tribally  
Designated Housing Entities;  
and ONAP Administrators

**Notice PIH 2012-45 (TDHEs)**

Issued: November 2, 2012

Effective until revoked, superseded,  
or amended

Cross Reference(s):

24 CFR Part 1000  
PIH Notice 2011-49  
PIH Notice 2010-36  
PIH Notice 2009-30  
PIH Notice 2008-32

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**Subject:** Recipient Inspection of Housing Units Assisted Under the Native American Housing Assistance and Self-Determination Act of 1996 (NAHASDA).

**Purpose:** This Notice modifies and updates the reporting instructions in **PIH Notice 2008-32** to bring the information collection requirements current. In Notice PIH 2008-32, the inspection information was to be reported in Table III of Section II of the Annual Performance Report (Form HUD 52735 AS). As explained in PIH Notice 2012-12, with the implementation of the new combined Indian Housing Plan/Annual Performance Report (IHP/APR, Form HUD -52737); the inspection information is now to be reported in Section 11 of that form.

The purpose of this Notice is to clarify the frequency, reporting requirements, and expiration of inspection requirements for housing assisted under NAHASDA.

**Background:** NAHASDA (Section 403(b)) requires recipients to, not less frequently than annually, review housing assisted under NAHASDA to assess compliance with NAHASDA requirements. This review must include “an appropriate level of onsite inspection of housing” to determine compliance with applicable requirements, including the requirement to maintain assisted housing (Section 203(b) and (e)). The results of each review are to be included in the performance report submitted annually pursuant to Section 404 of NAHASDA.

**Inspections:** In developing its policy governing inspection of units, a recipient should consider the underlying reasons and benefits of performing regular inspections. A tribe’s investment in affordable housing represents a significant asset of the tribe and tribal members. To protect that investment, a regular program of inspection and maintenance is needed. Inspections should adequately identify maintenance issues before they become crises that affect the viability of the

assisted housing. While annual inspections are a generally accepted standard, in some situations the policy may include inspecting units on a more frequent basis. An effective inspection policy should, at a minimum, address frequency of inspections, standard inspection forms, standards for completing maintenance concerns identified during inspections, procedures for charging tenants for damages (as appropriate), and maintenance of records.

#### Initial Inspection Requirements:

Initial inspections must be performed on all units constructed, acquired, and/or rehabilitated with NAHASDA funds. These units must be inspected by a recipient subsequent to, during the provision of such assistance, and prior to occupancy by the beneficiary household or, in the instance of owner occupied housing, upon completion of rehabilitation work to ensure that the work performed and/or the condition of the housing meets the approved standards.

It is strongly recommended that the recipient document when and by whom the inspections were performed and that the results of the inspections be maintained by the recipient and made available during an on-site monitoring review.

#### Recurring Inspection Requirements:

NAHASDA requires recipients to review their housing for compliance not less frequently than annually, and, as part of that review, to carry out an “appropriate level of onsite inspection”. Evaluating the condition of housing assisted under NAHASDA is an integral part of a recipient’s self-assessment responsibilities. In determining the appropriate level of onsite inspection, it is incumbent upon a recipient to include the inspection of housing on a reasonable schedule in its policies governing the management and maintenance of assisted housing (Section 203(e)). Periodic, scheduled inspections will allow a recipient to adequately assess the on-going compliance of such units with the requirements of NAHASDA.

Recurring inspections apply to NAHASDA-assisted housing units, regardless of the location of the unit. When the recipient owns, operates, or maintains the unit, it has an ongoing responsibility to ensure that an appropriate level of onsite inspections are carried out to ensure the proper maintenance and upkeep of the unit, or, to ensure that maintenance is provided by the purchaser/occupant. Examples of units for which a recipient has recurring inspection responsibilities are:

- Rental and homeownership units constructed, acquired, and/or rehabilitated with funds provided under the United States Housing Act of 1937 (Section 502(b) of NAHASDA);
- All units constructed, acquired, and/or rehabilitated with NAHASDA funds owned by the recipient, and those assisted units not owned by the recipient but for which the recipient has an ongoing responsibility to provide maintenance;
- All units constructed, acquired, and/or rehabilitated with NAHASDA funds and

operated or managed by the recipient, but maintained by the occupant/purchaser under a lease-purchase agreement;

- Rental units constructed, acquired, and/or rehabilitated with NAHASDA funds and owned by the recipient, but operated or managed by another entity;
- Rental units constructed, acquired, and/or rehabilitated with NAHASDA funds that are owned by another entity, but are operated or managed by the recipient as affordable housing under NAHASDA.

Recurring inspections do not apply to owner-occupied units that receive NAHASDA assistance for rehabilitation, or units that are being purchased by a family with NAHASDA-based financing or mortgage assistance. These units would, however, be subject to an inspection prior to and during the period of rehabilitation, or prior to purchase and occupancy of the beneficiary household to ensure recipient standards of quality are met. Lease-purchase units occupied by a family are subject to recurring inspection requirements because they are owned, operated, or managed by the recipient. Recurring inspections requirements are also not applicable to housing units that are assisted with NAHASDA funds but not owned, operated, or managed by the recipient (e.g. this may include Section 8 type units, and student housing units).

#### Period of Recurring Inspection Responsibilities:

The recurring recipient inspection requirement will eventually terminate. For rental housing, the requirement expires when the unit is no longer required to remain as affordable housing upon the end of its “useful life” as defined under 24 CFR § 1000.142. For Mutual Help homes developed under Sec. 202 of the United States Housing Act of 1937 and lease-purchase housing developed with NAHASDA funds, the recurring inspection requirement expires when unit ownership is conveyed to the homebuyer/purchaser.

#### Annual Performance Report (Form HUD 52737) Requirements:

The results of initial/recurring inspections provide information that will help a recipient evaluate the effectiveness of its program and must be included in the recipient’s Annual Performance Report (Form HUD 52737) in Section 11.

If a recipient does not perform the required inspections, a finding will be made during a subsequent monitoring review, and if the finding is not resolved, HUD may impose corrective and remedial actions (see 24 CFR § 1000.530) before taking enforcement actions outlined in 24 CFR § 1000.532 or § 1000.538.

**Paperwork Reduction Act:** The information collection requirements contained in this Notice have been approved by the Office of Management and Budget (OMB) under the Paperwork Reduction Act of 1995 (44 U.S.C. 3501-35200) and assigned OMB control number 2577-0218 (Exp. 09/30/2014). In accordance with the Paperwork Reduction Act, HUD may not conduct or

sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB control number.

**Technical Assistance:** If you have any questions regarding this policy, please contact your assigned Grants Evaluation Specialist in the local ONAP Area Office.

\_\_\_\_\_/s/\_\_\_\_\_  
Sandra B. Henriquez  
Assistant Secretary for Public and Indian Housing



U.S. Department of Housing and Urban Development  
Community Planning and Development

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Special Attention of:

Regional Directors  
Field Office Directors  
CPD Division Directors  
Regional Environmental Officers  
Responsible Entities  
Healthcare Directors  
PIH Staff  
Public Housing Agencies  
Program Environmental Clearance Officers  
Multifamily Office Directors  
Multifamily Regional Center Directors  
Multifamily Satellite Office Directors

**Notice:** CPD-16-02

Issued: February 8, 2016

Expires: This Notice is effective until amended, superseded, or rescinded.

Supersedes: March 28, 2006 CPD policy memorandum on this subject

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**SUBJECT: Guidance for Categorizing an Activity as Maintenance for Compliance with HUD Environmental Regulations, 24 CFR Parts 50 and 58**

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**I. Purpose and Background**

This Notice provides guidance on categorizing an activity as maintenance for purposes of compliance with HUD's environmental regulations, 24 CFR Parts 50 and 58. Under 24 CFR 50.19(b)(13) and 58.35(b)(3), maintenance is categorically excluded from environmental assessment under the National Environmental Policy Act (NEPA) and not subject to compliance requirements of the related federal environmental laws in 24 CFR 50.4 and 24 CFR 58.5, including the National Historic Preservation Act of 1966. Similarly, 24 CFR 50.19(b)(21) excludes refinancing of HUD-insured mortgages from NEPA and the related laws if associated physical impacts are limited to routine maintenance, and do not include new construction or rehabilitation. HUD-assisted maintenance activities do not affect the environment, and do not require compliance with federal environmental laws, other than the Coastal Barrier Resources Act<sup>1</sup> and sometimes the National Flood Insurance Program. The Responsible Entity (RE) or HUD reviewer must make a determination of the level of environmental review required for every project and document it in the Environmental Review Record (ERR) before any project activities may occur, including activities determined to be Categorically Excluded and not subject to related laws under the provisions of this Notice.

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<sup>1</sup> The Coastal Barrier Resources Act prohibits HUD assistance in the designated Coastal Barrier Resources System.

## **II. Applicability**

This Notice applies to HUD activities that require an environmental review. HUD activities include grants, loans, financing, subsidies, insurance, and approvals. Some HUD activities do not require an environmental review.<sup>2</sup> The guidance in this Notice describes how Responsible Entities and HUD reviewers should interpret maintenance in the environmental review of HUD-assisted, HUD-insured, and HUD-subsidized activities, including those in Community Planning and Development (CPD), Housing, and Public and Indian Housing (PIH). It is not meant to define maintenance for other program purposes.

When making an environmental determination, distinguishing between maintenance activities and more extensive repair and rehabilitation activities requires careful consideration. The information provided below will assist in determining whether an activity is maintenance and therefore exempt from further environmental review, or, if it is rehabilitation and therefore requires further environmental review, which in most cases will be review under the authorities other than NEPA listed in 24 CFR 50.4 and 58.5.

## **III. Discussion**

In general, maintenance activities slow or halt deterioration of a building and do not materially add to its value or adapt it to new uses. Sometimes, maintenance of a building feature or system requires periodic replacement of individual component parts that are subject to normal wear and tear. While maintenance is often budgeted as an operating expense, and repairs and rehabilitation are treated as capital expenses, it is the nature of the activity itself, not its budget category that determines whether it qualifies as maintenance for environmental review purposes.<sup>3</sup> Simultaneous maintenance work in multiple units or buildings is still considered maintenance.

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<sup>2</sup> Consult Program Environmental Clearance Officers (PECOs) for information on which program activities do not require environmental review. For example, issuance of Single Family FHA mortgage insurance in the 203(k) program does not require environmental review. For some programs, like Multifamily Section 223(a)(7) refinancing transactions, the environmental review can be done on a programmatic basis so that individual reviews are not necessary.

<sup>3</sup> For example, Public Housing activities assisted with Capital Funds and Operating Funds are subject to environmental review requirements pursuant to 24 CFR 905.308(b)(2) and 24 CFR 990.116 respectively. Although minor repairs and replacements are often budgeted as a PIH operating expense in accordance with section 9(g) of the United States Housing Act of 1937, some minor repairs and replacements may be considered rehabilitation for environmental review purposes. Likewise, nonroutine maintenance as defined in 24 CFR 905.200(b)(5) is not maintenance for environmental review purposes. In addition, the following activities are not considered maintenance in PIH assisted programs: (1) Modernization (as defined in 24 CFR 905.200(b)(4), (5), (6), (9), (11), (12)(ii) and (vii)(A), (B), and (E), (14)(iii), (iv), (v), and (vi) and (18) and (2) Development activities (as defined in 24 CFR part 905, subpart F). If maintenance activities are done as part of a broader modernization or development activity, then the entire activity would generally be considered as modernization or development and not maintenance for purposes of environmental review compliance.

For environmental review purposes, deferred maintenance that has resulted in a need for extensive repairs and rehabilitation does not qualify as maintenance. If items that would otherwise be considered maintenance are done as part of an extensive remodeling or renovation of a building that amounts to rehabilitation, the entire job is considered rehabilitation. Depending on the extent of damage, activities performed after a disaster event will typically not be considered maintenance.

General examples of maintenance activities for environmental review purposes:

- (1) Cleaning activities;
- (2) Protective or preventative measures to keep a building, its systems, and its grounds in working order;
- (3) Replacement of appliances that are not permanently affixed to the building;
- (4) Periodic replacement of a limited number of component parts of a building feature or system that are subject to normal wear and tear;
- (5) Replacement of a damaged or malfunctioning component part of a building feature or system. (Replacement of all or most parts or an entire system is not maintenance.)

For specific examples of activities that do and do not qualify as maintenance, see the attached Table. Responsible Entities and HUD reviewers should use the Table and the general examples above, taking into account the scope and extent of the activity, to properly categorize activities as maintenance for environmental review purposes.

#### **IV. Scope of Review for Rehabilitation**

When a Responsible Entity or HUD reviewer makes a determination that project activities are rehabilitation and therefore require compliance with related environmental laws and authorities, the scope of the environmental review may be limited if the work is minor and does not involve ground disturbance. Consult Regional Environmental Officers, Field Environmental Officers, and Program Environmental Clearance Officers for information and examples of Environmental Review Record documentation for limited reviews. The scope of an environmental review relates to the nature and extent of the rehabilitation activities. Some activities, especially those limited to interior spaces, may not have the potential to affect the natural environment, and therefore not require analysis under some of the related laws and authorities like those addressing Wild and Scenic Rivers, Endangered Species, Farmland Protection, or Protection of Wetlands. A reviewer can quickly document such instances in the Environmental Review Record, and focus effort and further analysis on those environmental areas that may be impacted by a project. In residential rehabilitation, those typically include Floodplain Management, Historic Preservation, Noise Abatement, Toxic Chemicals and Radioactive Materials. Historic Preservation review (Section 106) may be expedited through Programmatic Agreements and other program alternatives.



It is also possible to group multiple years of expected activities into one environmental review. For instance, rehabilitation activities could be outlined in a 5-year environmental review for a property and be reviewed once, without requiring individual reviews each time a single activity occurs during the time period.

If you have any questions about this Notice, please contact your [Regional Environmental Officer](#) or Nancy Boone at [Nancy.E.Boone@hud.gov](mailto:Nancy.E.Boone@hud.gov) , or phone (202) 402-5718.

**EXAMPLES OF MAINTENANCE ACTIVITIES vs. REHABILITATION ACTIVITIES  
FOR ENVIRONMENTAL REVIEW PURPOSES**

<b>Feature or System</b>	<b>Maintenance Activities <sup>4</sup></b>	<b>Rehabilitation Activities <sup>5</sup></b>
<b>Site</b>	<ul style="list-style-type: none"> <li>• lawn care (litter pickup, mowing, raking), trimming trees and shrubs</li> <li>• snow/ice removal</li> <li>• neighborhood cleanup</li> <li>• application of pavement sealants, parking lot restriping, directional signage or marking for handicapped accessibility</li> <li>• repair of cracked or broken sidewalks</li> </ul>	<ul style="list-style-type: none"> <li>• new landscaping throughout an area</li> <li>• construction of new walkways, driveways or parking areas, or replacement thereof</li> </ul>
<b>Building Exterior</b>	<ul style="list-style-type: none"> <li>• cleaning and fixing gutters and downspouts</li> <li>• repainting previously painted surfaces (including limited wet scraping and low-pressure washing)</li> <li>• replacing deteriorated section of siding</li> <li>• removal of graffiti</li> </ul>	<ul style="list-style-type: none"> <li>• cleaning masonry or stripping painted surfaces by sandblasting, acid wash, or high pressure washing</li> <li>• applying new exterior siding</li> </ul>
<b>Roof</b>	<ul style="list-style-type: none"> <li>• fixing leaks</li> <li>• application of waterproof coating to a flat roof</li> <li>• replacement of deteriorated flashing</li> <li>• in-kind replacement of loose or missing shingles or tiles</li> </ul>	<ul style="list-style-type: none"> <li>• complete replacement of roof with new shingles, tiles, roll roofing, membrane, or new metal roof</li> <li>• installation of solar panels</li> </ul>
<b>Windows and Doors</b>	<ul style="list-style-type: none"> <li>• washing windows</li> <li>• caulking, weather stripping, re-glazing windows and doors</li> <li>• fixing broken windowpane(s), storm window(s) or damaged entry door</li> <li>• replacing broken door lock</li> <li>• replacing a vandalized entry door to restore security of a building or unit</li> <li>• replacing a single severely damaged window to match</li> <li>• annual switch out of storm and screen panels</li> </ul>	<ul style="list-style-type: none"> <li>• replacement of windows</li> <li>• replacement of exterior doors</li> <li>• adding storm windows or storm doors</li> </ul>
<b>Interior Walls and Ceilings</b>	<ul style="list-style-type: none"> <li>• patching or mending cracked plaster</li> <li>• patching or fixing holes or cracks in drywall</li> <li>• replacing stained ceiling tiles</li> <li>• painting or wallpapering</li> </ul>	<ul style="list-style-type: none"> <li>• installation of new drywall or paneling</li> <li>• installation of new acoustical ceiling</li> <li>• installation of dropped ceilings</li> </ul>
<b>Flooring</b>	<ul style="list-style-type: none"> <li>• cleaning floors</li> <li>• stripping wooden floors and resealing</li> <li>• installation or replacement of carpeting or vinyl flooring*</li> </ul>	<ul style="list-style-type: none"> <li>• installation of new wood floor</li> </ul>

\* These maintenance items may require purchase of flood insurance if they occur in a Special Flood Hazard Area (SFHA), and costs exceed the standard deductible for the specific type of structure or unit under the National Flood Insurance Program (NFIP).

<b>Feature or System</b>	<b>Maintenance Activities</b> <sup>4</sup>	<b>Rehabilitation Activities</b> <sup>5</sup>
<b>Circulation</b>	<ul style="list-style-type: none"> <li>• in-kind replacement of broken stair treads or balusters</li> <li>• inspection and servicing of elevators</li> </ul>	<ul style="list-style-type: none"> <li>• rebuilding stair or constructing new stair</li> <li>• installation of new access ramp</li> <li>• elevator replacement</li> </ul>
<b>Kitchen</b>	<ul style="list-style-type: none"> <li>• replacement of stoves, refrigerators, and microwaves*</li> <li>• replacing cabinet hardware*</li> </ul>	<ul style="list-style-type: none"> <li>• complete or substantial kitchen remodel</li> </ul>
<b>Bathroom/Laundry</b>	<ul style="list-style-type: none"> <li>• unclogging sink or toilet</li> <li>• replacing deteriorated toilet in an occupied housing unit*</li> <li>• replacing broken medicine cabinet*</li> <li>• replacing washing machines and dryers*</li> <li>• installation of grab bars</li> </ul>	<ul style="list-style-type: none"> <li>• complete or substantial bathroom remodel</li> </ul>
<b>HVAC</b>	<ul style="list-style-type: none"> <li>• servicing and maintenance of mechanical systems</li> <li>• changing air filters</li> <li>• cleaning air ducts</li> <li>• installing or replacing a window air conditioner</li> <li>• replacing a malfunctioning part of a HVAC system like a thermostat *</li> </ul>	<ul style="list-style-type: none"> <li>• installation of new furnace or heat distribution system</li> <li>• installation of central air conditioning</li> </ul>
<b>Electrical/Lighting</b>	<ul style="list-style-type: none"> <li>• changing light bulbs</li> <li>• replacing malfunctioning light fixture, electrical switch or outlet*</li> </ul>	<ul style="list-style-type: none"> <li>• major rewiring of building</li> <li>• installation of new electrical service</li> <li>• replacing or moving electrical panels</li> </ul>
<b>Plumbing</b>	<ul style="list-style-type: none"> <li>• fixing plumbing leaks*</li> <li>• repairing damage from frozen pipes*</li> <li>• repairing water or sewer connection within existing utility trench alignment</li> <li>• replacing malfunctioning water heater*</li> </ul>	<ul style="list-style-type: none"> <li>• installation of new plumbing system</li> <li>• new water or sewer connection</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>• repair of security alarm systems</li> <li>• boarding up a vacant building with protective plywood</li> <li>• installation of temporary security fencing</li> <li>• installation of security devices needed for an individual health facility patient</li> </ul>	<ul style="list-style-type: none"> <li>• installation of permanent security bollards</li> <li>• installation of new security alarm system</li> </ul>
<b>Life Safety</b>	<ul style="list-style-type: none"> <li>• servicing smoke, fire and CO2 detectors</li> <li>• installation of smoke, fire and CO2 detectors</li> </ul>	<ul style="list-style-type: none"> <li>• making substantial physical changes to a building to comply with fire and life safety codes</li> <li>• installing fire suppression system</li> </ul>
<b>Pest Infestation</b>	<ul style="list-style-type: none"> <li>• pest inspection/treatment</li> </ul>	

<sup>4</sup> Categorically Excluded from NEPA and not subject to the related authorities listed in 24 CFR 50.4 and 58.5, unless Extraordinary Circumstances apply pursuant to 24 CFR 50.19(a) or 58.35(c).

<sup>5</sup> Generally Categorically Excluded from NEPA and generally require review under related authorities listed in 24 CFR 50.4 and 58.5, but an RE or HUD reviewer may make a determination that an Environmental Assessment or Environmental Impact Statement is required due to individual project circumstances.

# NAME OF HOUSING AUTHORITY

These policies and procedures were adopted by the Board of Commissioners by Resolution #\_\_\_\_\_ on \_\_\_\_\_, 20\_\_

## Maintenance Policies & Procedures

### Policy Statement

The Board of Commissioners of the (NAME OF TRIBE/TDHE) recognizes that one of the most important aspects of the (NAME OF TRIBE/TDHE) operations is the maintenance of the (NAME OF TRIBE/TDHE) owned and managed units. If units are not maintained on a regular basis, the long-term viability of the (NAME OF TRIBE/TDHE) as a property management business is threatened and the Tribes and the residents will lose a valuable resource.

These procedures are intended to implement a full system of maintenance for those units where the (NAME OF TRIBE/TDHE) 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 homebuyers perform their required maintenance obligations.

Therefore, the purpose of the (NAME OF TRIBE/TDHE)'s maintenance procedures shall be to:

- a. Maintain the dwelling units in a decent and safe condition and other (NAME OF TRIBE/TDHE) 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 (NAME OF TRIBE/TDHE) 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.

### 1. Components of the (NAME OF TRIBE/TDHE) Maintenance Program

#### a. Preventive Maintenance

1. 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.
2. There shall be two phases to the (NAME OF TRIBE/TDHE) preventive maintenance program that the Executive Director and Maintenance Supervisor are responsible for implementing. The first phase will include actual preventive maintenance activities and the second phase will include preventive maintenance inspections. The (NAME

OF TRIBE/TDHE) will perform both phases of preventive maintenance in the rental programs and only the inspection phase in the homeownership programs.

3. The Executive Director and Maintenance Supervisor shall establish a regular, periodic schedule for the following types of preventive maintenance work.
  - a. Checking fire extinguishers and smoke detectors for operational use;
  - b. Inspecting, adjusting, cleaning and/or lubricating furnaces (including changing filters at least annually) and other equipment such as ranges, hot water heaters and refrigerators;
  - c. Inspecting and repairing plumbing systems and fixtures including, as necessary, caulking around bathtubs and toilet bases to avoid water damage to walls and floors in addition to caulking around windows and door frames as an energy conservation measure;
  - d. Inspecting, repairing and replacing worn parts in electrical systems and electrical fixtures;
  - e. Inspecting and repairing roofs, gutters, downspouts and flashing;
  - f. Inspecting underground facilities and equipment for corrosion;
  - g. Inspecting and patching paved surfaces;
  - h. Inspecting for and controlling termites and rodents;
  - i. Monitoring of painted and other sealed surfaces that protect structures;
  - j. Inspecting for condensation, dampness, and fungus in wood and for rust in iron components and taking appropriate corrective measures;
  - k. Inspecting and correcting any erosion or drainage deficiencies. This includes inspection of any ditches, inlets or drainage systems and removing debris or plants that may impede proper drainage;
  - l. Installing protective barriers, where needed, to protect buildings, structures, planted areas and trees;
  - m. Inspecting water and sewer lines, clean outs and manholes;
4. Preventive maintenance will normally performed during the "off-season" of the equipment use. For example, heating systems should be inspected, cleaned and repaired during the summer months to ensure that they are clean and operating smoothly when the colder months arrive.

**b. Routine Maintenance**

1. Routine maintenance is the unplanned response, including ordinary maintenance, of structures and equipment that have deteriorated through normal wear and tear.
2. 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 of systems and equipment.
3. The Executive Director and Maintenance Supervisor will make every effort to make sure routine maintenance requests are responded to within 14 days.
4. The (NAME OF TRIBE/TDHE) normally will perform all routine maintenance for residents in its rental programs.
5. Homebuyers will be responsible to perform routine maintenance for their units and grounds.

6. Routine maintenance includes, but shall not be limited to:
  - a. Repairing or replacing electrical outlets, circuit breakers and other minor electrical elements of the facility or equipment;
  - b. Repairing or replacing hose bibs, water and sewer lines owned by the (NAME OF TRIBE/TDHE);
  - c. Repairing or replacing worn or damaged elements in units;
  - d. Locks, washers in faucets, toilet flushing mechanisms, window guides;
  - e. Portions of tile and flooring;
  - f. Replacing thermostats, smoke detector batteries and other items of minor costs;
  - g. Other minor items as determined by the Executive Director or Maintenance Supervisor;

**c. Non-routine Maintenance**

1. Non-routine maintenance is replacement, betterment or improvement of the structure, systems or major equipment.
2. Non-routine maintenance items involve substantial expenditure, occurring at planned or unplanned intervals of time, or being caused by unforeseen events.
3. Non-routine maintenance repairs or replacements include, but shall not be limited to:
  - a. Replacing roofs;
  - b. Heating systems and electrical systems;
  - c. Water heaters, heating elements, ranges, and refrigerators;
  - d. Painting or residing the exteriors of units;
  - e. Painting the interiors of units;
4. The (NAME OF TRIBE/TDHE) normally will perform all non-routine maintenance for residents in its rental programs.
5. Homebuyers will be responsible to perform non-routine maintenance for their units and grounds.

**d. Emergency Maintenance**

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

**e. Inspections**

1. The Executive Director and Maintenance Supervisor shall conduct periodic inspections at regular intervals to determine if the dwelling units and equipment are in good working condition. The Executive Director and Maintenance Supervisor will also perform move-in and move-out inspections, warranty inspections and special inspections.
2. 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.

3. All residents will be given notice prior to the (NAME OF TRIBE/TDHE) entering the unit for inspection. The Executive Director in cooperation with the Maintenance Supervisor shall determine the form of notice and advance time of notification.
4. The resident will always be given a written report of the inspection findings.
5. The condition of the units and grounds will be noted on (NAME OF TRIBE/TDHE) inspection forms. The forms shall be two-part with space for signatures of the resident and the (NAME OF TRIBE/TDHE) employee conducting the inspection along with the date of the inspection. The form will identify each item in and outside the unit that should be checked for wear, damage or cleaning. Upon the completion of any inspection, the resident shall receive a copy of the signed inspection form.
6. The (NAME OF TRIBE/TDHE) shall videotape move-in and move-out inspections to visually display the condition of the unit and grounds. Videotapes shall be kept on file at the (NAME OF TRIBE/TDHE) offices.
7. 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.
8. Regular periodic inspections shall be conducted at least every 12 months for rental units owned and managed by the (NAME OF TRIBE/TDHE) and homeownership units shall be inspected periodically at the discretion of the Executive Director in cooperation with the Maintenance Supervisor. 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.
9. Where minor deficiencies are noted during the inspection of homeownership units, the (NAME OF TRIBE/TDHE) employees conducting the inspections shall confer with the homebuyer family and provide the necessary instruction and advice as to how to correct the deficiency.
10. Special and emergency inspections will be performed by the Executive Director or Maintenance Supervisor at any time when necessary as determined by the Executive Director.
11. 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.
12. Warranty inspections shall be performed on new or renovated units at least quarterly until all warranties on the units and/or equipment has expired in accordance with the (NAME OF TRIBE/TDHE)'s contract with the contractor.

## **2. (NAME OF TRIBE/TDHE) Responsibilities**

### **a. Rental Program**

1. The (NAME OF TRIBE/TDHE) is responsible for all routine, non-routine and preventive maintenance, unless otherwise provided in a special provision of the Dwelling Lease obligating the resident to perform certain appropriate maintenance tasks.
2. The (NAME OF TRIBE/TDHE) shall perform inspections of all units in accordance with a plan and schedule established by the Executive Director and Maintenance Supervisor.
3. All maintenance needs that are identified during the inspections should be corrected by the (NAME OF TRIBE/TDHE) within a reasonable amount of time not to exceed 30 days.
4. The (NAME OF TRIBE/TDHE) shall repair resident caused damages exceeding "normal wear and tear" and the costs shall be charged to the resident based on the cost of labor, materials, and mileage. Labor shall be charged at \$15.00 per hour and mileage shall be charged at 25 cents per mile. Mileage will be charged on a roundtrip per mile basis from the (NAME OF TRIBE/TDHE) maintenance office to the unit where the work is performed. Materials will be charged based on the actual cost to the (NAME OF TRIBE/TDHE).
5. If the (NAME OF TRIBE/TDHE) hires or contracts with an outside person or firm to repair any resident caused damage, the homebuyer will be charged the actual cost to the (NAME OF TRIBE/TDHE).
6. The (NAME OF TRIBE/TDHE) will be responsible for maintaining lawns for the elderly and persons with disabilities as defined in the (NAME OF TRIBE/TDHE)'s Eligibility, Admissions, & Occupancy Policy.

**b. Homebuyer Program**

1. Participants in the New Mutual Help Homeownership Program and other homeownership programs are obligated to perform, or assume the cost of, all routine, non-routine and preventive maintenance needs of their home and yards in accordance with their respective homebuyer agreements with the (NAME OF TRIBE/TDHE).
2. The (NAME OF TRIBE/TDHE) shall conduct inspections of all homeownership units in accordance with a plan and schedule established by the Executive Director and Maintenance Supervisor.
3. If the (NAME OF TRIBE/TDHE) becomes aware, either during periodic inspections or at any other time, that the homebuyer is not in compliance with the homeownership agreement regarding maintenance, the (NAME OF TRIBE/TDHE) shall take actions to protect the physical condition of the home and grounds.
4. If a homebuyer requests the (NAME OF TRIBE/TDHE) to repair or replace any damage or equipment, the cost of labor, materials, and mileage shall be charged to the homebuyer. Labor shall be charged at \$00.00 per hour and mileage shall be charged at 00 cents per mile. If the (NAME OF TRIBE/TDHE) 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 (NAME OF TRIBE/TDHE).

5. If the (NAME OF TRIBE/TDHE) 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 (NAME OF TRIBE/TDHE).

### **3. Resident Responsibilities**

#### **a. Rental Program**

1. All residents participating in the (NAME OF TRIBE/TDHE) 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 will include care of the lawn, trees and shrubs. If the participant is unable or unwilling to care for the lawn, the (NAME OF TRIBE/TDHE) shall perform the work and charge the participant accordingly.
3. Rental program participants are responsible for their own snow removal from their sidewalks and driveways. Snow shall be removed if there is over a 2" accumulation. If the resident is unable or unwilling to remove the snow, the (NAME OF TRIBE/TDHE) shall have it removed and charge the participant accordingly.
4. Rental program participants shall be responsible for notifying the (NAME OF TRIBE/TDHE) immediately of any damage or repairs the (NAME OF TRIBE/TDHE) is responsible for repairing.

#### **b. Homebuyer Program**

1. In accordance with their homebuyer agreements with the (NAME OF TRIBE/TDHE), 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 Executive Director or Maintenance Supervisor that a breach has occurred, the (NAME OF TRIBE/TDHE) 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 (NAME OF TRIBE/TDHE), or if the Homebuyer fails to agree to reasonable plan or fails to carry out the agreed to plan, the (NAME OF TRIBE/TDHE) 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 (NAME OF TRIBE/TDHE).

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 Executive Director, the (NAME OF TRIBE/TDHE) 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 (NAME OF TRIBE/TDHE) to pay for the cost of the repairs.

#### **4. Work Orders**

##### **a. System**

1. The (NAME OF TRIBE/TDHE) shall create and utilize a work order system for receiving and recording resident maintenance requests.
2. All maintenance requests must be processed through the work order system.
3. Maintenance work initiated as a result of inspections shall also be processed through the work order system.
4. If the Maintenance Supervisor receives a maintenance request directly from a resident, a work order shall be initiated and the work completed in accordance with the Maintenance Supervisor's schedule and plan.

##### **b. Form**

1. The Executive Director working in cooperation with the Maintenance Supervisor shall create a work order form.
2. The work order form should be prepared in triplicate. One completed copy should be kept in the unit file, the second given to the resident, and the third kept with all other work orders to serve as a complete record of maintenance performed by the (NAME OF TRIBE/TDHE).
3. The form should include, at a minimum, the following information:
  - a. Resident name
  - b. Unit number and address
  - c. Brief description of problem
  - d. Resident permission to enter unit if resident is not at home
  - e. Who took the request and the date of request
  - f. What work has been performed
  - g. What materials and supplies were used
  - h. Date when the work was performed
  - i. Time work started
  - j. Time work completed
  - k. Any parts on order
  - l. Charges to the resident, if any
  - m. Resident's signature accepting completed work
  - n. (NAME OF TRIBE/TDHE) staff person's signature who performed or approved of work

## **5. Maintenance Scheduling & Priorities**

### **a. Scheduling**

1. All preventive maintenance and certain routine and non-routine maintenance, as well as inspections, should be scheduled.
2. The Executive Director and Maintenance Coordinator should schedule preventive maintenance and inspection activities for an entire year prior to when the (NAME OF TRIBE/TDHE) submits the annual Indian Housing Plan.
3. By scheduling planned maintenance, the (NAME OF TRIBE/TDHE) Maintenance Supervisor and staff can approach the 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 (NAME OF TRIBE/TDHE) will make every attempt to complete all work of an emergency nature on a same day basis.
2. The renovation of 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 5 working days after the unit was officially vacated. Where there is more than minimal damage to be repaired on a vacant unit, the Executive Director 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 of 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.

## **5. Quality Standards**

### **a. Codes**

1. All maintenance work performed on (NAME OF TRIBE/TDHE) owned and managed property shall be done in compliance with the national Uniform Building Code, Uniform Electrical Code, and Uniform Plumbing Codes along with other applicable Housing Quality Standards, codes or laws of the (NAME OF TRIBE/TDHE).
2. All maintenance work will be conducted in a professional and courteous manner with the residents being treated as customers of the (NAME OF TRIBE/TDHE).
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 (NAME OF TRIBE/TDHE).

**b. Training**

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

**Appendix 5: Move-In/Move-Out Inspection Form**

*[Company name]*  
*[Company address]*

Property		Resident	
Apartment No.	Unit Size	Move-In Inspection Date	Move-Out Inspection Date

Item	Condition		Cost to Correct
	Move-In	Move-Out	
<b>ENTRANCE/HALLS</b>			
Steps and landings			
Handrails			
Doors			
Hardware/Locks			
Floors/Coverings			
Walls/Coverings			
Ceilings			
Windows/Coverings			
Lighting <sup>1</sup>			
Electrical Outlets			
Closets <sup>2</sup>			
Fire alarms/equipment			
<b>LIVING ROOM</b>			
Floor/Coverings			
Walls/Coverings			
Ceiling			
Windows/Covering			
Lighting <sup>1</sup>			
Electrical outlets			

Item	Condition		Cost to Correct
	Move-In	Move-Out	
<b>DINING ROOM</b>			
Floor/Coverings			
Walls/Coverings			
Ceiling			
Windows/Coverings			
Lighting <sup>1</sup>			
Electrical outlets			
<b>KITCHEN</b>			
Range			
Refrigerator			
Sink/Faucets <sup>3</sup>			
Floor/Coverings			
Walls/Coverings			
Ceiling			
Windows/Coverings			
Lighting <sup>1</sup>			
Electrical outlets			
Cabinets			
Closets/Pantry <sup>2</sup>			
Exhaust fan			
Fire alarms/equipment			
<b>BEDROOM(S)</b>			
Doors and locks			
Floor/Coverings			
Walls/Coverings			
Ceiling			
Windows/Covering			
Closets <sup>2</sup>			
Lighting <sup>1</sup>			
Electrical outlets			

Item	Condition		Cost to Correct
	Move-In	Move-Out	
<b>BATHROOM(S)</b>			
Sink/Faucets <sup>3</sup>			
Shower/Tub <sup>3</sup>			
Curtain rack/Door			
Towel rack			
Toilet			
Doors/Locks			
Floor/Coverings			
Walls/Coverings			
Ceiling			
Windows/Coverings			
Closets <sup>2</sup>			
Cabinets			
Exhaust fan			
Lighting <sup>1</sup>			
Electrical outlets			
<b>OTHER EQUIPMENT</b>			
Heating Equipment			
Air-conditioning unit(s)			
Hot-water heater			
Smoke/Fire alarms			
Thermostat			
Door bell			
<b>TOTAL</b>			
1. Fixtures, Bulbs, Switches, and Timers 2. Floor/Walls/Ceiling, Shelves/Rods, Lighting 3. Water pressure and Hot water			

**Move-In**

This unit is in decent, safe and sanitary condition. Any deficiencies identified in this report will be remedied within 30 days of the date the tenant moves into the unit.

\_\_\_\_\_

Manager's Signature

I have inspected the apartment and found this unit to be in decent, safe and sanitary condition. Any deficiencies are noted above. I recognize that I am responsible for keeping the apartment in good condition, with the exception of normal wear. In the event of damage, I agree to pay the cost to restore the apartment to its original condition.

\_\_\_\_\_

Resident's Signature

\_\_\_\_\_

Resident's Signature

	By	Date
Prepared	_____	_____
Reviewed	_____	_____
Prepared	_____	_____
Reviewed	_____	_____

**Move-Out**

\_\_\_\_\_

Manager's Signature

Agree with move-out inspection

Disagree with move-out inspection

If disagree, list specific items of disagreement.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Resident's Signature

\_\_\_\_\_

Resident's Signature

	By	Date
Prepared	_____	_____
Reviewed	_____	_____
Prepared	_____	_____
Reviewed	_____	_____

**Public reporting burden** - HUD is not requesting approval of any burden hours for the move-in/move-out inspection report since use of move-in/move-out inspection reports are a standard business practice in the housing rental industry. This information is required to obtain benefits and is voluntary. HUD may not collect this information, and you are not required to complete this form, unless it displays a currently valid OMB control number. The owner/management agent and tenant together conduct a move-in/move-out inspection to document the condition of the unit at the time of move-in/move-out. Conducting move-in/move-out inspections are a standard business practice in the housing rental industry and are used for determining damages caused by the tenant during tenancy and allowable deductions from the tenant's security deposit held by the owner. This information is authorized by 24 CFR 5.703 and 5.705, 886.123, 886.223 cover unit inspections. This information is considered non-sensitive and does not require any special protection.



# Inspection Checklist

Housing Choice Voucher Program

**U.S. Department of Housing and Urban Development**  
Office of Public and Indian Housing

OMB Approval No. 2577-0169  
(Exp. 04/30/2026)

**OMB Burden Statement:** The public reporting burden for this collection of information is estimated to average 0.50 hours 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. As surances of confidentiality are not provided under this collection. Send comments regarding this burden estimate or any other aspect of this collection of informat ion, including suggestions to reduce this burden, to the Office of Public and Indian Housing, US. Department of Housing and Urban Development, Washington, DC 20410. HUD may not conduct and sponsor, and a person is not required to respond to, a collection of information unless the collection displays a valid contr ol number.

**Privacy Notice:** The Department of Housing and Urban Development (HUD) is authorized to collect the information required on this form by 24 CFR § 982.401. The information is used to determine if a unit meets the housing quality standards of the Section 8 rental assistance program. The Personally Identifiable Informa tion (PII) data collected on this form are not stored or retrieved within a system of record.

Name of Family		Tenant ID Number	Date of Request (mm/dd/yyyy)
Inspector		Neighborhood/Census Tract	Date of Inspection (mm/dd/yyyy)
Type of Inspection	Date of Last Inspection (mm/dd/yyyy)		PHA
Initial	Special	Reinspection	

<b>A. General Information</b>		<b>Housing Type</b> (check as appropriate) Single Family Detached Duplex or Two Family Row House or Town House Low Rise: 3, 4 Stories, Including Garden Apartment High Rise; 5 or More Stories Manufactured Home Congregate Cooperative Independent Group Residence Single Room Occupancy Shared Housing Other
<b>Inspected Unit</b>	<b>Year Constructed (yyyy)</b>	
Full Address (including Street, City, County, State, Zip)		
Number of Children in Family Under 6		
<b>Owner</b>		
Name of Owner or Agent Authorized to Lease Unit Inspected		Phone Number
Address of Owner or Agent		

<b>B. Summary Decision On Unit</b> (To be completed after form has been filled out)			
<input type="checkbox"/>	Pass	Number of Bedrooms for Purposes of the FMR or Payment Standard	Number of Sleeping Rooms
<input type="checkbox"/>	Fail		
<input type="checkbox"/>	Inconclusive		

Inspection Checklist					Final Approval Date (mm/dd/yyyy)
Item No.	1. Living Room	Yes Pass	No Fail	In-Conc.	
1.1	Living Room Present				
1.2	Electricity				
1.3	Electrical Hazards				
1.4	Security				
1.5	Window Condition				
1.6	Ceiling Condition				
1.7	Wall Condition				
1.8	Floor Condition				

\* Room Codes: 1 = Bedroom or Any Other Room Used for Sleeping (regardless of type of room); 2 = Dining Room or Dining Area;  
 3 = Second Living Room, Family Room, Den, Playroom, TV Room; 4 = Entrance Halls, Corridors, Halls, Staircases; 5 = Additional Bathroom; 6 = Other

Item No.	1. Living Room (Continued)	Yes Pas	No Fail	In-Conc.	Comment	Final Approval Date (mm/dd/yyyy)
1.9	Lead-Based Paint Are all painted surfaces free of deteriorated paint? If not, do deteriorated surfaces exceed two square feet per room and/or is more than 10% of a component?				Not Applicable	
<b>2. Kitchen</b>						
2.1	Kitchen Area Present					
2.2	Electricity					
2.3	Electrical Hazards					
2.4	Security					
2.5	Window Condition					
2.6	Ceiling Condition					
2.7	Wall Condition					
2.8	Floor Condition					
2.9	Lead-Based Paint Are all painted surfaces free of deteriorated paint? If not, do deteriorated surfaces exceed two square feet per room and/or is more than 10% of a component?				Not Applicable	
2.10	Stove or Range with Oven					
2.11	Refrigerator					
2.12	Sink					
2.13	Space for Storage, Preparation, and Serving of Food					
<b>3. Bathroom</b>						
3.1	Bathroom Present					
3.2	Electricity					
3.3	Electrical Hazards					
3.4	Security					
3.5	Window Condition					
3.6	Ceiling Condition					
3.7	Wall Condition					
3.8	Floor Condition					
3.9	Lead-Based Paint Are all painted surfaces free of deteriorated paint? If not, do deteriorated surfaces exceed two square feet per room and/or is more than 10% of a component?				Not Applicable	
3.10	Flush Toilet in Enclosed Room in Unit					
3.11	Fixed Wash Basin or Lavatory in Unit					
3.12	Tub or Shower in Unit					
3.13	Ventilation					

Item No. 4. Other Rooms Used For Living and Halls	Yes Pass	No Fail	In- Conc.	Comment	Final Approval Date (mm/dd/yyyy)
4.1 Room Code* and Room Location <input type="checkbox"/>	(Circle One) Right/Center/Left			(Circle One) Front/Center/Rear ____ Floor Level	
4.2 Electricity/Illumination					
4.3 Electrical Hazards					
4.4 Security					
4.5 Window Condition					
4.6 Ceiling Condition					
4.7 Wall Condition					
4.8 Floor Condition					
4.9 Lead-Based Paint  Are all painted surfaces free of deteriorated paint? If not, do deteriorated surfaces exceed two square feet per room and/or is more than 10% of a component?				<input type="checkbox"/> Not Applicable	
4.10 Smoke Detectors					
4.1 Room Code* and Room Location <input type="checkbox"/>	(Circle One) Right/Center/Left			(Circle One) Front/Center/Rear ____ Floor Level	
4.2 Electricity/Illumination					
4.3 Electrical Hazards					
4.4 Security					
4.5 Window Condition					
4.6 Ceiling Condition					
4.7 Wall Condition					
4.8 Floor Condition					
4.9 Lead-Based Paint  Are all painted surfaces free of deteriorated paint? If not, do deteriorated surfaces exceed two square feet per room and/or is more than 10% of a component?				<input type="checkbox"/> Not Applicable	
4.10 Smoke Detectors					
4.1 Room Code* and Room Location <input type="checkbox"/>	(Circle One) Right/Center/Left			(Circle One) Front/Center/Rear ____ Floor Level	
4.2 Electricity/Illumination					
4.3 Electrical Hazards					
4.4 Security					
4.5 Window Condition					
4.6 Ceiling Condition					
4.7 Wall Condition					
4.8 Floor Condition					
4.9 Lead-Based Paint  Are all painted surfaces free of deteriorated paint? If not, do deteriorated surfaces exceed two square feet per room and/or is more than 10% of a component?				<input type="checkbox"/> Not Applicable	
4.10 Smoke Detectors					

Item No.	4. Other Rooms Used For Living and Halls	Yes Pass	No Fail	In-Conc.	Comment	Final Approval Date (mm/dd/yyyy)	
4.1	Room Code * and Room Location	(Circle One) Right/Center/Left			(Circle One) Front/Center/Rear	____ Floor Level	
4.2	Electricity/Illumination						
4.3	Electrical Hazards						
4.4	Security						
4.5	Window Condition						
4.6	Ceiling Condition						
4.7	Wall Condition						
4.8	Floor Condition						
4.9	Lead-Based Paint				Not Applicable		
	Are all painted surfaces free of deteriorated paint?						
	If not, do deteriorated surfaces exceed two square feet per room and/or is more than 10% of a component?						
4.10	Smoke Detectors						
4.1	Room Code* and Room Location	(Circle One) Right/Center/Left			(Circle One) Front/Center/Rear	____ Floor Level	
4.2	Electricity/Illumination						
4.3	Electrical Hazards						
4.4	Security						
4.5	Window Condition						
4.6	Ceiling Condition						
4.7	Wall Condition						
4.8	Floor Condition						
4.9	Lead-Based Paint				Not Applicable		
	Are all painted surfaces free of deteriorated paint?						
	If not, do deteriorated surfaces exceed two square feet per room and/or is more than 10% of a component?						
4.10	Smoke Detectors						
<b>5. All Secondary Rooms (Rooms not used for living)</b>							
5.1	None Go to Part 6						
5.2	Security						
5.3	Electrical Hazards						
5.4	Other Potentially Hazardous Features in these Rooms						

Item No.	6. Building Exterior	Yes Pass	No Fail	In - Conc.	Comment	Final Approval Date (mm/dd/yyyy)
6.1	Condition of Foundation					
6.2	Condition of Stairs, Rails, and Porches					
6.3	Condition of Roof/Gutters					
6.4	Condition of Exterior Surfaces					
6.5	Condition of Chimney					
6.6	Lead Paint: Exterior Surfaces Are all painted surfaces free of deteriorated paint?  If not, do deteriorated surfaces exceed 20 square feet of total exterior surface area?				Not Applicable	
6.7	Manufactured Home: Tie Downs					
<b>7. Heating and Plumbing</b>						
7.1	Adequacy of Heating Equipment					
7.2	Safety of Heating Equipment					
7.3	Ventilation/Cooling					
7.4	Water Heater					
7.5	Approvable Water Supply					
7.6	Plumbing					
7.7	Sewer Connection					
<b>8. General Health and Safety</b>						
8.1	Access to Unit					
8.2	Fire Exits					
8.3	Evidence of Infestation					
8.4	Garbage and Debris					
8.5	Refuse Disposal					
8.6	Interior Stairs and Common Halls					
8.7	Other Interior Hazards					
8.8	Elevators					
8.9	Interior Air Quality					
8.10	Site and Neighborhood Conditions					
8.11	Lead-Based Paint: Owner's Certification				Not Applicable	

If the owner is required to correct any lead-based paint hazards at the property including deteriorated paint or other hazards identified by a visual assessor, a certified lead-based paint risk assessor, or certified lead-based paint inspector, the PHA must obtain certification that the work has been done in accordance with all applicable requirements of 24 CFR Part 35. The Lead -Based Paint Owner Certification must be received by the PHA before the execution of the HAP contract or within the time period stated by the PHA in the owner HQS violation notice. Receipt of the completed and signed Lead-Based Paint Owner Certification signifies that all HQS lead-based paint requirements have been met and no re-inspection by the HQS inspector is required.

**C. Special Amenities (Optional)**

This Section is for optional use of the HA. It is designed to collect additional information about other positive features of the unit that may be present. Although the features listed below are not included in the Housing Quality Standards, the tenant and HA may wish to take them into consideration in decisions about renting the unit and the reasonableness of the rent. Check/list any positive features found in relation to the unit.

**D. Questions to ask the Tenant (Optional)**

**1. Living Room**

- High quality floors or wall coverings
- Working fireplace or stove Balcony, patio, deck, porch Special windows or doors
- Exceptional size relative to needs of family
- Other: (Specify)

**2. Kitchen**

- Dishwasher
- Separate freezer
- Garbage disposal
- Eating counter/breakfast nook
- Pantry or abundant shelving or cabinets
- Double oven/self cleaning oven, microwave
- Double sink
- High quality cabinets
- Abundant counter-top space
- Modern appliance(s)
- Exceptional size relative to needs of family
- Other: (Specify)

**3. Other Rooms Used for Living**

- High quality floors or wall coverings
- Working fireplace or stove Balcony, patio, deck, porch Special windows or doors
- Exceptional size relative to needs of family
- Other: (Specify)

**4. Bath**

- Special feature shower head
- Built-in heat lamp
- Large mirrors
- Glass door on shower/tub
- Separate dressing room
- Double sink or special lavatory
- Exceptional size relative to needs of family
- Other: (Specify)

**5. Overall Characteristics**

- Storm windows and doors
- Other forms of weatherization (e.g., insulation, weather stripping) Screen doors or windows
- Good upkeep of grounds (i.e., site cleanliness, landscaping, condition of lawn)
- Garage or parking facilities
- Driveway
- Large yard
- Good maintenance of building exterior
- Other: (Specify)

**6. Accessibility for Individuals with Disabilities**

Unit is accessible to a particular disability.  Yes  No  
Disability

1. Does the owner make repairs when asked? Yes ~~XXXXXXXXXX~~ [ ~~AAA~~
2. How many people live there? \_\_\_\_\_
3. How much money do you pay to the owner/agent for rent? \$ \_\_\_\_\_
4. Do you pay for anything else? (specify) \_\_\_\_\_
5. Who owns the range and refrigerator? (insert O = Owner or T = Tenant) Range \_\_\_\_\_ Refrigerator \_\_\_\_\_ Microwave \_\_\_
6. Is there anything else you want to tell us? (specify) Yes ~~XXXXXXXXXX~~ [ ~~AAA~~





**APPENDIX F – ESTIMATED USEFUL LIFE TABLES**

These Estimated Useful Life Tables for multifamily property systems and components are intended to represent standardized average estimated useful life (“EUL”) values and are not intended to replace the professional judgment of the PCA Consultant in determining the Effective Age and Remaining Useful Life of the systems and components at the Property. The PCA Consultant should consider preventive maintenance practices, as well as environment, geographic, resident, and other factors when determining Effective Age and Remaining Useful Life of the systems and components of a multifamily Property. In addition to providing guidance on EUL values typically considered capital expenditure items, the EUL tables may include items that are typically considered general maintenance and repair items to be handled by in-house maintenance staff.

<b>Estimated Useful Life (EUL) Tables</b>			
<b>FLATWORK, PARKING AREAS AND WALKWAYS</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Asphalt pavement	25	25	25
Asphalt seal coat	5	5	5
Concrete pavement	50	50	50
Curbing, asphalt	25	25	25
Curbing, concrete	50	50	50
Parking, stall striping	5	5	5
Parking, gravel surfaced	15	15	15
Security gate (site ingress/egress) - rolling gate / lift arm	10	10	10
Sidewalk, asphalt	25	25	25
Sidewalk, brick paver	30	30	30
Sidewalk, concrete	50	50	50

<b>SITE LIGHTING</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Building mounted exterior lighting	10	10	10
Building mounted High Intensity Discharge (HID) lighting	10	20	10
Lighting (pole mounted)	25	25	25

<b>SITE FENCING AND RETAINING WALLS</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Bulkhead (barrier) / partition wall /embankment	10	20	10
Fencing, chain-link (4' height)	40	40	40
Fencing, concrete masonry unit (CMU)	30	30	30
Fencing, dumpster enclosure (wood)	12	15	10
Fencing, PVC (6' height)	25	25	25
Fencing, Tennis Court (10' height)-Chain link	40	40	40
Fencing, wood privacy (6' height)	15	20	10
Fencing, wrought iron (4-6' height and decorative)	50	50	50
Retaining walls, 80 lb block type	50	50	50
Retaining walls, concrete masonry unit (CMU) with brick face	40	40	40
Retaining walls, timber (railroad tie)	25	25	25

STRUCTURAL FRAME AND BUILDING ENVELOPE			
<b>BUILDING STRUCTURES</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Carports	40	40	40
Canopy, concrete	50	50	50
Canopy, wood / metal	40	40	40
Garages	50	50	50
Storage Sheds	30	30	30
Penthouse (mechanical room)	50	50	50

<b>FOUNDATIONS</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Foundations	50+	50+	50+
Waterproofing (foundations)	50+	50+	50+

<b>FRAMING</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Brick or block	40	40	40
Precast concrete panel (tilt-up)	40	40	40
Wood floor frame	50+	50+	50+

<b>BUILDING ENVELOPE / CLADDING / EXTERIOR WALL FINISHES</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Aluminum Siding	40	40	40
Brownstone	40	40	40
Brick or Stone Veneer	50+	50+	50+
Cement-board siding (Hardi-plank)/ Cementitious (mfgr) siding	45	45	45
Exterior Insulation Finishing Systems (EIFS)	20	20	20
Glass block	40	40	40
Granite block	40	40	40
Insulation, wall	50+	50+	50+
Metal/ glass curtain wall	30	30	30
Painting, Exterior	5-10	5-10	5-10
Pre-cast concrete panel	45	45	45
Stucco systems	50+	50+	50+
Vinyl siding	25	25	25
Wood shingle/ clapboard/ plywood, stucco, composite wood	20	20	20

<b>ROOF SYSTEMS</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Asphalt shingle (3-tab)	20	20	20
Built-up roof - Ethylene Propylene Diene Monomer (EPDM) / Thermoplastic Polyolefin (TPO)	20	20	20
Metal	40	40	40
Parapet wall	50+	50+	50+

Caps, copings (aluminum/ terra-cotta) - Parapet	25	25	25
Roof drainage exterior (gutter/ downspout)	10	10	10
Roof drainage interior (drain covers)	30	30	30
Roof railing	25	25	25
Roof structure	50+	50+	50+
Roof hatch	30	30	30
Roof skylight	30	30	30
Slab	50+	50+	50+
Slate, clay, concrete tile	40	40	40
Soffits (wood/ stucco)	20	20	20
Soffits (aluminum or vinyl)	25	25	25
Wood shingles (cedar shake)	25	25	25

<b>DOORS AND WINDOWS</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Exterior common door, aluminum and glass	30	30	30
Exterior common door, solid core wood or metal clad	25	25	25
Exterior unit door, solid wood/ metal clad	25	30	20
Residential Sliding Glass Doors	25	30	20
Residential French Glass Doors	25	30	20
Ceilings, open or exterior	30	30	30
Service door (roof)	25	30	20
Storm/ screen doors	7	10	5
Storm/ screen windows	10	15	7
Windows (frames and glazing), vinyl or aluminum	30	30	30

<b>APPURTENANCES</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Chimney	40	40	40
Exterior stairs, wood	15	20	15
Exterior stairs, metal pan- concrete filled	30	30	30
Exterior stairs, concrete	50	50	50
Fire Escapes	40	40	40
Porches, concrete	50	50	50
Wood Decks	20	20	20

<b>AMENITIES</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Basketball court	25	25	25
Mail kiosk	10	15	10
Mail facility, interior	20	25	20
Pool deck	15	15	15
Pool/ spa plaster liner	8	8	8
Tennis court / basketball court surface (paint markings)	5	7	5

Tennis court Surface (acrylic emulsion)	10	12	10
Tot-lot (playground equipment)	10	15	10
Tot-lot, uncompressed ground cover	2+	3+	2+

MECHANICAL/ELECTRIC/ PLUMBING SYSTEMS			
<b>WATER DISTRIBUTION AND DOMESTIC HOT WATER SYSTEMS</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Feedwater only (hydronic)	10	10	10
Condensate and feedwater (steam)	Included in boiler	Included in boiler	Included in boiler
Cooling Tower	25	25	25
DHW Circulating Pumps	by size	by size	by size
Domestic Hot Water (DHW) - supply / return	30	30	30
Tank only, dedicated fuel	10	10	10
Exchanger in storage tank	15	15	15
Exchanger in boiler	15	15	15
External tankless	15	15	15
Instantaneous (tankless type)	10	10	10
Domestic Hot Water Storage Tanks, Small (up to 150 gallons)	15	15	15
Domestic Hot Water Storage Tanks, Large (over 150 gallons)	15	15	15
Domestic Cold Water Pumps	15	15	15
Heating Water Circulating Pumps	by size	by size	by size
Heating Water Controller	15	15	15
Hot and Cold Water Distribution	50	50	50
Solar Hot Water	20	20	20
Water Softening and Filtration	15	15	15

<b>SANITARY WASTE AND VENT</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Purchased Steam Supply Station	50+	50+	50+
Sanitary Waste and Vent System	50+	50+	50+
Sewage Ejectors	50	50	50

<b>SUMP PUMP</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Residential Sump Pump	7	7	7
Commercial Sump Pump	15	15	15

<b>HEATING/COOLING SYSTEM AND CONTROLS</b>	<b>Multifamily / Coop</b>	<b>Senior</b>	<b>Student</b>
Pad/ roof condenser	20	20	20
A/C window unit or through wall	10	10	10

Evaporative Cooler	15	15	15
Fan coil unit, electric	20	20	20
Fan coil unit, hydronic	30	30	30
Furnace (electric heat with A/C)	20	20	20
Furnace (electric heat with A/C)	20	20	20
Furnace (gas heat with A/C)	20	20	20
Packaged terminal air conditioner ( PTAC)	15	15	15
Packaged HVAC (roof top units)	20	20	20
Heat pump condensing component	20	20	20
Heater, electric baseboard	25	25	25
Heater, wall mounted electric or gas	20	20	20
Hydronic heat/ electric A/C	20	20	20
Line Dryers	15	15	15
Master TV System	10	10	10
Motorized Valves	12	12	12
Outdoor Temperature Sensor	10	10	10
Pneumatic lines and Controls	30	30	30

<b>BUILDING HEATING WATER TEMPERATURE CONTROLS</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Chilled Water Distribution	50+	50+	50+
Chilling Plant	15	15	15
Cooling Tower	25	25	25
Fuel Oil Storage	25	25	25
Fuel Transfer System	25	25	25
Gas Distribution	50+	50+	50+
Heat Sensors	15	15	15
Heat Exchanger	35	35	35
Heating Risers and Distribution	50+	50+	50+

<b>VENTILATION SYSTEMS</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Combustion Air, Duct with fixed louvers	30	30	30
Combustion Air, Motor louver and duct	25	25	25
Flue Exhaust	w/boiler	w/boiler	w/boiler
Free Standing Chimney	50+	50+	50+

<b>ELECTRICAL SYSTEMS</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Common area	15	15	15
Buzzer/Intercom, central panel	20	20	20
Central Unit Exhaust, roof mounted	15	15	15
Compactors	15	15	15
Dumpsters	10	10	10

Electrical distribution center	40	40	40
Electric main	40	40	40
Emergency Generator	25	25	25
Gas lines	40	40	40
Gas main	40	40	40
Heating supply/ return	40	40	40
Power distribution	40	40	40
Transformer	30	30	30

<b>BOILER ROOM EQUIPMENT</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Blowdown and Water Treatment	25	25	25
Boiler Room Pipe Insulation	Included in boiler	Included in boiler	Included in boiler
Boiler Room Piping	Included in boiler	Included in boiler	Included in boiler
Boiler Room Valves	15	15	15
Boiler Temperature Controls	Included in boiler	Included in boiler	Included in boiler

<b>VERTICAL TRANSPORTATION - ELEVATORS</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Electrical Switchgear	50+	50+	50+
Electrical Wiring	30	30	30
Elevator, Controller, dispatcher	15	20	10
Elevator, Cab	15	20	10
Elevator, Machinery	30	30	30
Elevator, Shaft-way Doors	20	20	20
Elevator, Shaft-way Hoist rails, cables, traveling	25	25	25
Elevator, Shaft-way Hydraulic piston and leveling	25	25	25

<b>BOILERS</b>	<b>Multifamily / Coop</b>	<b>Seniors</b>	<b>Students</b>
Oil-fired, sectional	22	22	22
Gas/ dual fuel, sectional	25	25	25
Oil/ gas/ dual fired, low MBH	30	30	30
Oil/ gas/ dual fired, high MBH	40	40	40
Gas fired atmospheric	25	25	25
Electric	20	20	20

<b>FIRE SAFETY AND FIRE PROTECTION SYSTEMS</b>	<b>Multifamily / Coop</b>	<b>Senior</b>	<b>Student</b>
Call station	10	15	10
Emergency Generator	25	25	25

Emergency Lights	8	10	5
Fire Extinguisher	10	15	5
Fire Pumps	20	20	20
Fire Suppression	50+	50+	50+
Smoke and Fire Detection System, central panel	15	15	15

INTERIOR ELEMENTS (COMMON AREA / DWELLING UNIT)			
INTERIOR / COMMON AREA FINISHES	Multifamily / Coop	Seniors	Students
Common area doors, interior (solid wood/ metal clad)	20	20	20
Common area floors, ceramic / quarry tile, terrazzo	50+	50+	50+
Common area floors, wood (strip or parquet)	30	30	30
Common area floors, resilient tile or sheet	15	15	15
Common area floors, carpet	5	5	5
Common area floors, concrete	50+	50+	50+
Common area railing	20	20	20
Common area ceiling, concrete	50+	50+	50+
Common area ceiling, acoustic tile (drop ceiling), drywall / plaster	10	10	10
Common area countertop and sink	20	20	20
Common area, refrigerator	10	10	10
Common area dishwasher	15	15	10
Common area disposal	5	7	3
Common area kitchen cabinets, wood	15	20	10
Common area walls	15	25	10
Interior railings	20	25	15
Interior lighting	15	20	10
Public bathroom accessories	7	12	5
Public bathroom fixtures	15	20	10

DWELLING FIRE, SAFETY AND SECURITY	Multifamily / Coop	Seniors	Students
Unit Smoke/Fire Detectors *	5	5	5
Unit Carbon Monoxide Detectors *	5	5	5
Unit Buzzer/Intercom	20	20	20

\*Tested annually, batteries changed annually.

DWELLING UNIT CEILINGS	Multifamily / Coop	Seniors	Students
Concrete	50+	50+	50+
Acoustic Tile / Drywall / Plaster	10	15	10

<b>DWELLING UNIT FIXTURES</b>	<b>Multifamily / Coop</b>	<b>Senior</b>	<b>Student</b>
Bathroom: Vanity	10	15	10
Bathroom: Fixtures / Faucets	15-20	20+	15-20
Bathroom: Fiberglass Bath / Shower	20	25	18
Bathroom: Toilet	50+	50+	40
Bathroom: Toilet Tank Components	5	5	5
Bathroom: Vent / Exhaust	10	10	10
Interior Doors	15	30	10
Kitchen: Cabinets (wood construction)	20	25	15
Kitchen: Cabinets (particle board)	15	20+	13
Kitchen: Dishwasher	5-10	10-12	5-8
Kitchen: Microwave	10	12	8
Kitchen: Range	15	25	15
Kitchen: Range-hood	10	20	10
Kitchen: Refrigerator	10	20	10
Window covering	3	5	1+

<b>DWELLING UNIT FLOORS</b>	<b>Multifamily / Coop</b>	<b>Senior</b>	<b>Student</b>
Ceramic / Tile / Terrazzo	20	25	20
Wood (strip/ parquet)	15	20	20
Resilient Flooring	10	15	7
Carpet	7	10	3+
Concrete	50+	50+	50+

<b>DWELLING UNIT HVAC AND MECHANICAL EQUIPMENT</b>	<b>Multifamily / Coop</b>	<b>Senior</b>	<b>Student</b>
A/C window unit or through wall	10	10	10
Evaporative cooler	15	15	15
Fan coil unit, electric	20	20	20
Fan coil unit, hydronic	30	30	30
Furnace (electric heat with A/C)	20	20	20
Furnace (gas heat with A/C)	20	20	20
Packaged terminal air conditioner (PTAC)	15	15	15
Packaged HVAC (roof top unit)	15	15	15
Heat pump condensing component	15	15	15
Heater, electric baseboard	25	25	25
Heater, wall mounted electric or gas	20	20	20
Hydronic heat/ electric AC	20	20	20
Unit Electric Panel	50+	50+	50+
Unit Level Boiler	25	25	25
Unit Level Domestic Hot Water	10	15	10



Unit Level Hot Air Furnace	25	25	25
Unit Radiation - Steam/ Hydronic (baseboard or freestanding)	30	30	30
Unit Wiring	30	30	30

# MAINTENANCE MANAGEMENT FUNDAMENTALS

## 1. Introduction to Maintenance Management

### Purpose of Maintenance

Maintenance is the upkeep of property and equipment so that they are kept in decent, safe, and sanitary condition as required by *Title II, Section 203 (b)* of NAHASDA. It also prevents the housing stock from deteriorating or declining into disrepair.

Effective maintenance is critical to establishing good relationships with residents and is a highly visible form of good customer service.

The TDHE is responsible under NAHASDA for maintaining its housing units. *Title II, Section 203* describes some of the program requirements and *Section 203 (b)* describes and defines maintenance responsibilities as follows:

#### *Maintenance and Efficient Operation.*

*Each recipient who owns or operates (or is responsible for funding any entity that owns or operates) housing developed or operated pursuant to a contract between the Secretary and a TDHE pursuant to the U.S. Housing Act of 1937 shall, using amounts of any grants received under this Act, reserve and use for operating assistance under section 202 (1) such amounts as may be necessary to provide for the continued maintenance and efficient operation of such housing. This subsection may not be construed to prevent any recipient from demolishing or disposing of Indian housing referred to in that subsection, pursuant to regulations established by the Secretary.*

### Tribal Housing Entity Maintenance Obligation

Two common TDHE programs that require a continuous commitment to maintenance are the low-income rental-housing program and the Mutual Help Homeownership program.

#### ***Maintenance for TDHE-owned rental homes***

The TDHE is responsible for maintenance and repairs when renters do not cause the

damage. The renters, at their own expense, should repair damage they caused. If the renter fails to make required repairs, the TDHE must make the repairs and bill the repair charges to the renter.

A dwelling lease between the TDHE and the renter guarantees that the TDHE will provide certain services and the renter will maintain the property in the same condition in which it was rented. The dwelling lease is particularly important in developing a maintenance policy because it specifies TDHE and renter responsibilities.

### ***Maintenance for homeownership program homes***

Homebuyers are responsible for paying their own utilities and for all maintenance of their home. The Homeownership (or Lease-Purchase) Agreement is an agreement between the TDHE and a customer in a homeownership program. Many TDHEs still use the Mutual Help and Occupancy Agreement (MHOA) from the HUD Mutual Help Homeownership Program as their homeownership agreement. On page 5, Article VIII, entitled "Maintenance...", the MHOA outlines how to and who will maintain the home. It states that the "homebuyer shall be responsible for all maintenance of the home, including all repairs and replacements (including repairs and replacements necessitated by damage from any cause)."

"A TDHE is responsible for assuring that the housing is being kept in decent, safe, and sanitary condition and that the home and grounds are maintained in a manner that will preserve their condition...". It also lays out the terms under which the home will be inspected. All homeownership agreements should describe thoroughly the maintenance responsibilities of both the homebuyer and the TDHE.

### ***Maintenance for rental assistance programs (Section 8)***

Under Section 8-type Tenant-based Rental Assistance voucher programs, the private landlord is responsible for maintenance. Damages caused by the renter are to be repaired by the renter at their own expense.

### **Maintenance Planning, Budgeting, and Control**

The Indian Housing Plan is a document that identifies the Tribe's housing-related needs as well as the plan for addressing those needs. The maintenance needs are addressed in the plan along with all of the other "affordable housing activities."

Title II, Section 202 of NAHASDA describes the eligible affordable housing activities. The eligible activities include maintenance of housing previously developed or operated by the housing entity, whose existing housing inventory, and any new units are developed with NAHASDA funding.

A maintenance plan is the result of analyzing the maintenance needs in the service area. It should be a logical plan to address documented needs. Physical inspections, surveying, and other methods may be necessary to establish maintenance needs.

When planning for maintenance, it is important to address all of the issues, but it is also important to realize the limitations of maintenance capacity and funding. The areas of greatest need should appear in the plan before the less critical needs.

### ***Drafting an Annual Maintenance Plan***

Preparing an annual plan is critical to the effective management of a comprehensive maintenance program. The annual plan should establish the work items, a schedule for completing them, and the resources needed for completion on a timely basis. The annual plan serves as the basis and justification for the maintenance department budget.

The annual plan should include at least the following components:

- Routine and seasonal work
- Annual inspections
- Vacant units
- Preventive maintenance
- Emergencies
- Extraordinary repairs
- Service contracts
- Staff
- Materials, supplies, and equipment budget

### **Routine and Seasonal Work**

Staff should be designated to perform all routine and recurring maintenance tasks. These include work orders initiated by residents, emergencies, and vacancy turnaround. Most of this work will be scheduled and performed through the work-order system. Seasonal work can be scheduled as required. If these, or similar work requirements, exceed available resources, seasonal help or service contracts can complete them in a timely manner.

### **Annual Inspections**

Inspections are essential for effective maintenance. Inspections should be conducted at least annually. Problems identified during the inspection process should be corrected within a reasonable amount of time and re-inspected for quality control and completeness.

### **Vacant Units**

An effective annual maintenance plan includes provisions for turning around vacancies. Vacant units result in reduced income for the TDHE and may invite vandalism and other

security breaches, creating additional maintenance costs.

For planning purposes, review the previous year's move-out records to estimate the number of vacancies likely to occur during the coming year.

### **Preventative Maintenance**

Preventive maintenance (PM) is a planned program to ensure proper functioning of facilities and equipment in order to avoid or minimize extensive and costly repairs.

Preventative maintenance should be scheduled in the annual plan, based on manufacturers' recommendations, historical information, and seasonal considerations. PM lessens the frequency of regular maintenance work and extraordinary repairs.

### **Emergencies**

The annual plan should contain provisions for handling emergency situations. Response to emergencies is the highest priority of all maintenance-related work items. Emergencies will meet one or both of the following conditions: (1) residents and/or staff are faced with a health or life-threatening situation; or (2) there is a condition which might result in serious damage to a TDHE home if not corrected within a 24-hour period.

Some examples would include:

- Gas leaks
- Exposed electrical wires
- Broken water lines
- Clogged sewage lines
- Roof leaks
- Broken entrance door

### **After-hours Emergencies**

For emergencies that occur after hours or on weekends, the TDHE must implement a system for notifying appropriate personnel. Providing an after-hours emergency phone number for residents and other interested parties in order to contact a designated person is an effective method. The responsibility for attending to after-hours calls should be assigned to qualified maintenance personnel to assure that after-hours emergencies are handled in an expeditious manner. As soon as possible, complete a work order to document the repairs and costs.

### **Service Contracts**

A TDHE may need to contract outside firms when the staff is unable to perform the required maintenance tasks. Contracting may also be required when tasks require licenses or certifications that the maintenance staff does not have, or when a contractor

can perform tasks more economically.

Some examples of such work include:

- Utilities-system inspection and repair
- Boiler-plant maintenance
- Extermination services
- Vacant-unit preparation and painting
- Painting
- Vehicle maintenance
- Cooling and air-conditioning service
- Grass mowing
- Snow removal

### ***Budgeting***

A maintenance budget is an outline of the plans and activities the maintenance staff intends to complete in the next fiscal year. The first consideration in preparing the maintenance department budget is to be realistic. Review previous budgets and consider price increases that will likely occur. The budget should also include any maintenance supplies and materials that will be needed. Having accurate supply management records will help determine the items that need to be in the maintenance department budget.

### **Maintenance Budget Outline**

- a. Ordinary Maintenance
  1. Labor
  2. Supplies and materials
  3. Contract costs
- b. Non-routine Maintenance
  1. Extraordinary maintenance
  2. Casualty loss (including settlement)
- c. Capital Expenditures
  1. Equipment replacement
  2. Betterments and additions
- d. Salaries and Benefits
  1. Current salary or hourly rate for all maintenance staff and total annual hours
  2. Overtime
  3. Salary increases
  4. Seasonal and temporary workers
  5. Additional staff
  6. Benefits

## 7. Travel and Training Expense

### **Maintenance Work Orders**

An effective work order system provides all the information needed to set priorities as well as schedule and monitor the work. It is a means to control what work gets done, when it gets done, and by whom. It also allows for additional control over the time and cost of completing the work.

### ***Work Order Systems***

Work orders should be issued for all maintenance activities. Once initiated, work orders are logged in and assigned a priority, and anticipated materials requirements noted.

#### a. Write the Work Order

All work orders will be written out on a standard work order form by appropriate TDHE staff. The order is copied to the maintenance records, the resident, and the TDHE finance department for inclusion in the unit files.

#### b. Schedule the Work Order

Work orders should be scheduled based on priorities (ranked from #1-Emergency to #6-Special Projects). TDHE priorities dictate the scheduling of work orders. In general, the priorities are as follows:

1. Emergency: Life-threatening or extreme property damage
2. Urgent: Major inconvenience to resident, property damage
3. Vacancy Prep: Prepare unit for occupancy
4. Routine: Resident or management request
5. PM: Planned and seasonal maintenance
6. Special Project: Any type of deferred maintenance

Notify residents in advance of any scheduled work affecting them.

#### c. Assigning Work Orders and Completing the Work

The maintenance supervisor or someone knowledgeable of maintenance requirements should assign work orders to a maintenance mechanic. After gathering the required supplies, materials, and equipment, the mechanic completes the work, keeping records of all time and materials used.

#### d. Complete Work Orders

The mechanic completes the work order by describing the work performed, materials used, and the date and time completed. He or she also determines whether a resident charge is involved, then reviews the completed work order with the resident, and requests the resident's signature on the work order. The mechanic leaves one copy of the completed work order with the resident. Time, materials, and supply costs are recorded and charged to the resident account, if appropriate.

The completed work order will be included in the unit file and the maintenance files, and a copy routed to the finance department.

e. Review of Work Orders

Completed work orders should be reviewed regularly to determine the amount of work completed, the work yet to be done, the actual hours expended completing work items, and the supplies and materials consumed. Consistent review of the work orders provides management control over the progress being made, inventories, and accountability of maintenance staff.

f. Tracking the Work Orders

Work orders are numbered in sequence, so the Work Order Log records the work orders in numerical order. It should be obvious which work orders are outstanding and which ones have been completed. The log also contains the date the work was completed, illustrating what work remains to be done. The Work Order Log should be updated daily to reflect all new work orders initiated and all work completed.

g. Unit Service Record

Maintenance service records are kept for each unit. This recordkeeping provides an overview of what work has been performed and when it was done. Work orders can be used as unit service records if no other system is readily available.

## **2. Maintenance Categories and Priorities**

All maintenance work should be assigned to a maintenance category. When all work is categorized and given a priority ranking, managers can effectively manage the workload in order to address the most critical needs first. Common maintenance categories include: emergency maintenance; preventative maintenance; resident maintenance; homebuyer maintenance; routine maintenance; non-routine maintenance; and extraordinary maintenance.

### **Emergency Maintenance**

Emergency maintenance is any maintenance performed in response to an unanticipated issue threatening life or property. Emergency situations are the highest priority



maintenance work. An emergency situation meets one or both of the following tests:

- The situation poses a serious health or life-threatening situation to persons and/or
- A condition exists that will cause serious structural or systems damage to property if not addressed within 24 hours.

Examples of emergency situations include:

- Fires
- Gas leaks
- Electrical hazards
- Power failure
- No heat
- Sewer back-ups
- Malfunctioning elevators
- Broken water lines
- Water leaks

### ***After-hours Emergency Response Plans***

TDHEs address emergency situations by having staff available (at least "on call") 24 hours a day to deal with emergencies.

To respond to emergency work effectively there must be:

- Qualified and responsive staff that can work independently;
- Qualified and responsive contractors available at all hours;
- A system for getting of supplies, contractors, and/or equipment during non-business hours and weekends;
- Access to materials and equipment that are on hand;
- Lists of contact information for other on-call staff and supervisors;
- Keys available for facilities and units served.

This information should be in a continuously updated Emergency Response Plan. The plan must be readily available to all responsible parties assigned to handle emergencies during off-hours (nights, weekends, and holidays).

### **Preventive Maintenance (PM)**

Preventive maintenance is the inspection, monitoring, and care of facilities or equipment to prevent future emergency maintenance and/or major structural or system failures. When effectively implemented, PM minimizes the amount of regular maintenance and

extraordinary repairs. It also helps to extend the lifetime of facilities and equipment. The goal of PM is to detect and correct minor deficiencies so that major repairs and failures are reduced to a minimum.

There are two phases to a Preventive Maintenance Program:

1. *Preventive Maintenance Inspections*

Regular inspections will minimize the occurrence of expensive and time-consuming chain reaction failures that could have been prevented by a relatively minor repair performed at an earlier time.

2. *Annual Preventive Maintenance*

This consists of a system for scheduling and performing periodic maintenance such as: exterior painting; cleaning leaves from gutters; cleaning and lubricating heating and cooling systems; and repairing deficiencies found during inspections.

***Preventative Maintenance Procedures***

The following is an example of the basic procedures involved in a typical PM program:

- a. Management ensures that residents are given advance notice that their unit will be inspected on a given date.
- b. Preventive maintenance inspection staff inspects all units at least once a year and prepares work orders for work to be done or work that is performed at the time of inspection.
- c. The PM team uses a checklist of the maintenance items to be inspected for PM and then inspects and provides maintenance as required in each unit. (Work that cannot be completed by the inspection staff is referred to a Work Order for future completion.)
- d. The Maintenance Supervisor schedules service calls for all items that are beyond the PM team's capability.

**Resident Maintenance**

Resident maintenance includes those maintenance tasks that are the residents' responsibilities or that may be accomplished by residents. To ensure the effectiveness of resident maintenance, periodic maintenance training should be provided. Residents may perform many minor maintenance tasks that will assist the maintenance operation, save many hours for the maintenance department, and result in better care of the units by residents.

**Homebuyer Maintenance**

There are several activities that can ensure that residents in the homeownership program are maintaining their homes in a manner compatible with standards outlined in their purchase agreements:

- Scheduled inspections;
- Counseling for homebuyers, prior to and after occupancy, that explains maintenance obligations;
- Training, if necessary, on how to perform the required tasks; and
- Training homebuyers to use available resources in the community to carry out their maintenance obligations.

### **Routine Maintenance**

Routine maintenance is the planned response, including ordinary maintenance, for the repair of structures and equipment that have deteriorated through normal wear and tear.

It also includes:

- Responding to service requests when items are not functioning correctly;
- Making minor repairs to facilities, systems, and equipment;
- Replacing component parts of systems and equipment.

The TDHE normally performs all routine maintenance for residents in its Rental Program. Maintenance is performed primarily on a service-call basis, and the maintenance department should structure its maintenance program in a manner that facilitates responding to service requests within a reasonable time period.

Mutual Help and other homebuyers are obligated to perform routine maintenance for their units and grounds.

### **Non-routine Maintenance**

Non-routine maintenance involves replacement or improvement of a structure, system, or major equipment, usually at a substantial cost, whether planned or caused by unforeseen events (e.g., storms, deterioration of an entire system, abuse, etc.).

Regular maintenance staff or contractors (if necessary) may perform non-routine maintenance. Non-routine maintenance includes repairs or replacements of:

- Leaking roofs
- Heating systems and electrical systems
- Thermostats
- Ranges
- Refrigerators

- Water pumps, pressure tanks, and wells
- Septic systems, including drain fields

### **Extraordinary Maintenance**

Extraordinary maintenance consists of unforeseen jobs that are beyond the capability of the maintenance staff. This includes work items such as:

- Modernization work
- Hazard abatements (lead-based paint, radon, asbestos, etc.)
- Energy efficiency upgrades
- Accessibility improvements

## **3. Inspections and Quality Control**

Inspections are the foundation of any solid maintenance program. It is necessary to know the physical condition of the homes in order to develop an effective maintenance program. All inspections should be done in a uniform way in order to assure objectivity, thus improving the accuracy of the information gathered. Inspection forms or checklists are useful so that the same criteria are evaluated every time, regardless of who is doing the inspection. An inspection checklist also assures that the inspector is looking at all the areas needing inspection. A comprehensive checklist includes maintenance items pertaining not only to safe, sanitary, and decent housing, but it also includes major preventative maintenance items.

### **Inspecting for Risk Management**

TDHEs experience more property losses or damage due to fire than from any other cause. The maintenance department is vital to implementing smoke detector requirements and preventing other types of losses. During annual inspections, while completing work orders, or on other occasions maintenance staff visit units, they should always be alert to potential hazards and the condition of the smoke detector. Inspections provide the best opportunity to identify hazards. Some examples that could lead to tragedy:

- Portable heaters placed too close to flammable objects
- Overloaded electrical outlets
- Storage of flammables
- Gas leaks
- Unsafe occupant modifications
- Missing fire extinguishers
- Inoperable smoke detectors

- Clogged furnace filters
- Sidewalk and parking area hazards
- Uncut grass
- Grease build-up on stove or in oven

Many TDHEs have loss-prevention programs. The maintenance staff works with the counselors and other staff to identify potential hazards. It is an opportunity for staff to interact with residents in a positive setting and results in benefiting everyone involved.

## **Maintenance Inspections**

An effective TDHE program of inspections and preventive maintenance can establish control over facilities management and maintenance efforts. Inspections will save the TDHE money in the end. The following is a list of the types of inspections routinely performed by maintenance departments:

- Annual (or semi-annual) inspections
- Preventive maintenance inspections
- Warranty inspections
- Occupancy inspections (move-in inspections)
- Vacancy inspections (move-out inspections)
- Housekeeping unit inspections
- Special inspections
- Quality control inspections
- Grounds inspection
- Operator inspections
- Risk management/loss prevention inspections

## **Annual Inspections**

NAHASDA and regulations require TDHEs to assume the ultimate responsibility for maintaining all its program units. A TDHE must complete a periodic inspection of all units and grounds. All residents are given notice in accordance with the lease agreement before the staff enters units for inspection. A resident should be given the opportunity to be present during the inspection, and they should always be given a written report of the inspection's findings. All identified deficiencies must be followed up with work orders initiated for findings in rental units. For homeownership programs (Mutual Help, Lease-purchase, etc.) in accordance with their homeownership agreement, the homebuyer receives a letter informing them of the findings, and a follow-up inspection is performed to verify that the homebuyer has corrected the findings.

Down time is reduced and the overall cost of the maintenance program is reduced as well by conducting annual inspections and identifying problem areas early. Some TDHEs find it valuable to schedule semi-annual inspections. During unit inspection and repair, other work orders, such as planned, preventive, and resident-generated, are incorporated.

After the inspection, there are two steps to be completed:

- (1) Document all items in each unit that require repair or replacement.
- (2) Implement follow-up procedures to see that all required repairs and replacements have been completed in a reasonable period of time.

Periodic inspections may also identify extraordinary situations where major items must be replaced or repaired through modernization.

### **Warranty Inspections**

During the warranty period, a TDHE should inspect each unit at least quarterly. The final inspection is done prior to all warranties' expirations to assure that the construction contractor may be held responsible for any defects.

The development contract specifies the warranty period for various items covered by the contract. When the TDHE identifies a warranty issue, it informs the contractor that a defect has been found. After the problem is corrected, it is inspected again to ensure that it was properly repaired.

The development contractor assigns the warranties of any equipment or appliances installed in the home to the owner. Any repairs to appliances or equipment that are still under warranty become the manufacturer or supplier's responsibility. The TDHE is responsible for pursuing warranty claims and for following up on any warranty defects.

### **Move-In or Occupancy Inspections**

The TDHE staff and the incoming resident should conduct a formal move-in inspection. After completing the inspection, the resident signs the inspection checklist and retains a copy for his or her records. The TDHE retains a copy for the resident's file. A work order is written for any identified problems, and the problems are corrected. Conduct a follow-up inspection to confirm that the items have been repaired.

### **Move-Out or Vacancy Inspections**

All units are inspected following a move-out, and an inspection checklist is completed. The resident should participate in the inspection and sign the inspection form. A work order is completed for all the necessary repairs. The maintenance staff should complete the repair work as soon as possible in preparation for the next occupant. All problems are noted in a letter to the resident, and those repairs that were the resident's

responsibility are charged to the resident's security deposit or are billed to the departed resident.

### **Special Inspections**

Special inspections are conducted any time the executive director, counselors, or the maintenance supervisor deems it necessary. The most common special inspection is done as a follow-up on residents who have a history of poor maintenance habits. Contractors with special expertise also do special inspections—for example, someone with knowledge of asbestos, radon gas, or lead-based paint.

### **Quality Control Inspections**

Quality control inspections are used to verify the quality and quantity of work performed by the TDHE maintenance department. For a percentage of all work orders, a maintenance supervisor should do the inspections. Quality control inspections verify the actual quality and quantity of materials used and time expended, in addition to determining if work has been completed in an acceptable, professional manner.

## **4. Maintenance and Risk Management**

The maintenance management program should include a risk management component to manage the potential risks to TDHE staff, customers, properties, and facilities. Since maintenance staff members work closely with the residents and are in the units regularly, they are the most effective part of a risk management program. They should use each visit to educate residents about fire hazards, such as disconnected smoke detectors, as well as other risk factors.

- During inspections and repair work, the maintenance staff must be constantly aware of conditions that are potentially dangerous. The inspection checklist should include such items as a working smoke detector, properly flowing gas pipes and water pipes, etc. The maintenance staff is in the best position during inspections to prevent incidents.
- Once a potential hazard has been identified, a work order should immediately be written and entered into the work order log. Depending on its seriousness, the problem should be corrected as soon as possible. Prompt attention must be given to hazards that are safety threats such as fire, explosion, or gas leak.

- When the maintenance staff is repairing a unit, they must be extremely careful not to endanger the family while making the repair and to make sure that their work is complete and competent.
- The maintenance supervisor routinely visits units after the maintenance crew has done a repair to make sure that there are no potential hazards resulting from the repair.
- In all cases, the maintenance staff should keep a record of the repairs (particularly if the repair was related to safety) in the resident's file. All files that relate to that particular unit must show what work was performed and when it was done in order to document that the loss was not caused by negligence.