**MAINTENANCE PLAN**

**KIRBYVILLE HOUSING AUTHORITY (KHA)**

**A. General Performance Standards**

 1. Respond to Resident-generated service requests within three (3) days maximum;

 2. Respond to emergency service requests (work orders) on the same day as received- within 24 hours;

 3. Adhere to a documented Preventive Maintenance Program;

 4. Inspect all units for Preventive Maintenance annually;

 5. Complete all scheduled Preventive Maintenance inspections in a timely fashion;

 6. Adopt and adhere to a cyclical painting program;

 7. Prepare vacant units for occupancy within fourteen (14) working days;

 8. Provide Maintenance Staff with access to all necessary training, tools, equipment, supplies, and materials.

 9. Assure that problems and discussions regarding Residents stay in the office and that they are not shared with other Residents, the public, friends, or family.

**B. Maintenance Priorities**

Maintenance work shall be performed according to the following priority of work order categories:

 **1.** **Emergency Maintenance**---these are items that if not repaired promptly could cause injury, loss of life, threaten health or cause serious property damage such as:

 a. Broken gas line or leaks

 b. Fires

 c. Loss of power

 d. Broken Water lines

 e. Exposed electrical lines, low voltage, surging, intermittent/fluctuating power

 f. Loose ceilings

 g. No heat (when temperature inside apt. is less than 60 degrees Fahrenheit)

 h. No cooling (when temperature inside apt. is above 85 degrees F)

 i. Broken door locks

j. Other conditions that might cause harm to the Resident or others, or cause damage to property.

 **Emergency work shall be accomplished during the current work day.**

**2. Resident Service Maintenance**—items in this category are generally work initiated due to Resident requests and include:

 a. Electrical repairs

 b. Plumbing repairs

 c. Broken window panes

 d. Floor tile repair

 **Resident service maintenance shall be performed within three (3) working days**

**3. Routine** **Maintenance**—includes ongoing, regularly-scheduled Maintenance activities intended to maintain the decent, safe, and sanitary nature of the housing and to maintain curb appeal of the property, including:

 a. Extermination and Pest Control

 b. Janitorial and Grounds Cleaning

 c. Trash Collection

 d. Lawn Care/Landscaping

 **4. Vacant Units Turnover**—includes all work necessary to prepare a vacant unit for occupancy by a new Resident.

 **Units needing minor rehabilitation shall be made ready within fourteen (14) calendar days**

 **5. Planned/Preventive Maintenance -** includes activities based on regular, scheduled, and methodical inspection of dwelling units, buildings, equipment, and major systems. These inspections are designed to maintain KHA property in good repair and to appreciably extend its useful life by assuring repairs are made prior to deterioration and actual breakdown, thereby minimizing both damage and repair costs.

**C. Work Order System**

 1. Policies

1. Maintenance Staff shall make no repairs without an authorizing work order form.
2. All Resident-generated work orders must be called in to the office by the Resident. No work orders shall be taken in the field.

 c. Repairs are to be performed within the time frames established in the performance standards (see A)

 2. Procedures

 a. A completed work order shall include:

 1) Date and time issued to person or entity to do the work

 2) Unit number

 3) Detailed description of work to be done

 4) Date and time the work is satisfactorily completed

 5) The parts used to complete the repairs and the cost of the parts

 6) The names and actual time of maintenance employees who performed the work.

 7) Whether the damage was caused by the Resident and the charges to the Resident for Resident-caused damage.

 8) Signature of intake person

 8) Signature of Resident on completion of work

 b. Work orders shall be issued by Management and entered into the computer, indicating the status of all work orders as to type (emergency, non-emergency) when issued, and when completed.

 c. A non-emergency routine work order is any work order that covers a situation that is not an immediate threat to life, health, safety, or property, or that is unrelated to fire safety.

 d. Emergency work orders are for situations that pose an immediate threat to health or safety, and take highest priority. (See B1)

 e. The majority of work requests initiated by KHA Staff shall be those attributable to preventive, or planned Maintenance, or unit inspections. These work orders are handled as routine work orders.

 f. Maintenance Staff shall routinely pick up work orders at:

**9:00 a.m.** and at **1:00 p.m.**

 g. Anytime throughout the day that a Maintenance Supervisor is at the office, he/she shall check for additional work orders. Otherwise, if it is between the hours listed above, Management shall contact a Maintenance employee with any high-priority work orders.

 h. Whenever possible, Maintenance Staff shall be issued parts and supplies needed (as the Maintenance Foreman directs) to complete assigned work orders at the time they are assigned the work order.

 i. Procedure when entering a unit:

 1) Staff shall first knock on the door, state the purpose of the visit, and politely ask for admittance. If no response, they shall repeat “Maintenance” loudly three times before entering. After the third announcement, they shall then enter the apartment while loudly announcing “Maintenance” (or “Management”) one more time and flicking the lights on and off, unless the work order specifies that we may not enter without the Resident head-of-household being present (in special circumstances that are approved in advance only). Approval of non-entry (without the presence of the Resident head-of-household) shall only occur in rare circumstances that typically deal with serious health or safety issues.

 2) If no one is home and there are no known restrictions on entering, Staff is to let themselves in, perform the work and/or inspection, leave a note on the inside of the front door, and secure the unit before leaving.

 3) If the Resident is at home, the Staff shall ask if there is anything they missed that requires maintenance. Staff must check the smoke detector(s) each time they enter an apartment (but not more than once per day).

1. Staff then fills out the Work Order/Inspection form and notes any item in the unit needing attention, if it is:

 a) in good repair

 b) clean

 5) Staff notates that work order is completed, or that additional work is needed and whether items that require additional work will require additional work orders.

 j. Maintenance Staff shall make note, while in a unit or on a site, of poor housekeeping habits, dangers, children left unattended, excessive damages or repeated damages, infestation, the appearance of someone living in the unit that is not on the lease, pet(s) in the unit that are not on a pet lease, and any other concerns. These shall be noted on the work order and Management notified immediately.

 k. A work order deferred for modernization is any work order that is combined with similar work items and completed within the current PHAS assessment year or shall be completed in the following year if there are less than three months remaining before the end of KHA fiscal year when the work order was generated, under KHA’s modernization program or other Housing Authority capital improvements program.

 l. Work orders shall be filed in numerical order in a Work Order binder and a copy shall be filed in the Resident file

 m. Notice of charges are mailed to the Resident being charged

 n. A minimum of ten percent (10%) of all completed work orders shall be checked by the Maintenance Foreman or his/her supervisor for quality of work.

**D. Assessing Resident Maintenance Charges**

 1. Residents shall be assessed a charge for repairs made to their dwelling units that are considered to be beyond normal wear and tear, and damage which is caused by the Resident, members of the household, guests, or by neglect.

 2. Charges shall be assessed according to the Schedule of Other Charges posted on the KHA bulletin board. If work must be charged that is not listed on the Schedule of Charges, the Resident shall be charged the actual cost of time and materials for the job.

 3. If a Resident calls an unauthorized person to work on their unit or appliances, etc., and it is **not** an emergency that the Maintenance Staff cannot address, the Resident shall be responsible for the cost of that repair. If the repair is not performed correctly or any damage or loss results from the work, KHA’s cost to remedy the problem shall be passed on to the Resident. KHA shall NOT be liable for the cost.

**E. Emergency Maintenance Procedures**

 1. A Maintenance Supervisor shall be contacted immediately.

 2. Maintenance Supervisor shall immediately go to the location and verify the existence of an emergency situation.

 3. Maintenance Supervisor shall determine whether the work can be done in-house or requires contract services.

 4. If matter cannot be resolved quickly, emergency status can be abated by transferring or accommodating the Resident away from the emergency situation.

 5. Emergency work orders shall be turned in immediately upon completion.

 6. If situation is determined to be a non-emergency, Resident shall be informed that request will be considered a routine Resident request.

**F. Routine** **Maintenance Procedures** **(Ongoing)**

 **1. Extermination**

 a. KHA extermination contractor or staff shall possess or be provided with the proper training, equipment, insecticides, and bait necessary to maintain an efficient and effective pest control program.

 b. Staff shall schedule extermination (including extermination of cockroaches) for each development.

Schedule is as follows: ***(Approximately one-third of the 84 units shall be treated each month on a rotating basis, so that all units are treated quarterly, inside and outside perimeter – including visible ant mounds within 6’ out from the perimeter).***

 c. Contractor shall be furnished approved monthly schedules at least ten (10) days prior to the first extermination date, or have a standing agreement for a certain week and days within that week each month to exterminate.

 d. Management is responsible for notifying the Residents and assuring that units are properly prepared. Schedules shall be printed on the calendar on the back page of the monthly newsletter, or by separate memo when necessary.

 e. Unscheduled Pest Extermination

 1) Residents requiring interim extermination must report this to KHA office.

 2) KHA Office Staff shall inform the Maintenance Staff that the unit requires an interim extermination by issuing a work order.

 3) Extermination services may be provided monthly, on demand, where necessary.

 g**.** Rodent Control - Properties shall be baited for rodent extermination as necessary

 h. Management shall take precautionary measures to assure that Residents are aware of the antidote for any rodent poison used, if applicable.

 **2. Janitorial and Grounds Cleaning**

 a. Sweeping and mopping of Public Areas

All public areas/common buildings (such as laundry rooms and main office) shall be broom-swept daily and mopped weekly, if there is any visible dirt, stains, dampness, etc. Whenever possible, this operation shall be performed in the mornings (or near closing time) when Resident traffic is the lightest.

 b. Cleaning Grounds and Landscaped Areas

1) The policing of landscaped areas is best performed by a worker equipped with a shoulder bag and pick-up device. The worker shall wear gloves for protection when picking up debris. Paper, small cardboard cartons, and miscellaneous trash shall be deposited in the bag or other approved container.

 2) Litter, such as cigarette butts, matches, etc., on lawn and other areas, which are too small to be easily picked up, shall be removed by any other reasonable and convenient method, including the use of a square-faced shovel, etc.

 3) Large items and other miscellaneous trash, such as clothes hangers, etc., that are too cumbersome for a bag, shall be deposited in the nearest dumpster.

 4) Litter found with names of Residents shall be noted and reported to the KHA office so that notices can be mailed to the Resident about the litter and charges, if applicable.

 c. Cleaning of walks, roads, playgrounds, parking areas--

On paved/hard surfaces where cars, benches, and play equipment is prevalent, best results are attained by manual sweeping or by using gas-powered blowers.

 **3. Trash Collection**

KHA shall provide periodic trash collection at a frequency required to maintain the development in a sanitary condition with required Resident cooperation.

 Trash collection shall be provided by the City/City contractor on a scheduled basis, **currently provided each Wednesday morning by Pineywoods Sanitation, Inc., and billed through the City of Kirbyville.**

 **4. Lawn Care/Landscaping**

 a. KHA shall maintain all elderly/disabled site units and KHA Office/Maintenance/Storage Bldg./Laundry Room lawns, and landscaped/grassed areas cut and trimmed during the growing season to enhance the image of KHA and to provide an attractive setting for its Residents and the public.

b. Lawn Care

 1) By March 1 of each year, KHA Staff and Maintenance Foreman or Management shall prepare a schedule of all activities by development.

(i.e., frequency of grass cutting, hedge cutting, tree and lawn trimming, flower bed preparation, fertilizing, weed poisons, etc).

 2) By March 15 of each year, Management Staff and Maintenance Supervisor shall make certain that supplies are ordered, and equipment is stocked and operational.

3) Damage – by March 15th each year, Maintenance Staff shall clear debris (tree limbs, etc.) From each lawn area and report excessive lawn damage, damage to trees, ornamental plants, and shrubs to KHA office. A Maintenance Supervisor shall inform KHA office of the location and nature of damage, and schedule corrective work.

 4) Fertilization and Weed Prevention - Each lawn area shall receive an application of fertilizer and weed prevention as necessary.

 5) Mowing - Lawns shall be cut approximately every seven to ten (7-10) days depending on the rate of growth.

 6) Soccer fields and Surrounding Area – Maintenance (mowing, weed-eating, etc.) of the soccer fields, picnic area, concession building, parking areas and all other supporting areas (other than an approximate ten (10) foot perimeter surrounding the main office building and maintenance building) shall be the responsibility of the Kirbyville Youth Soccer League (KYSL) during their Spring and Fall game seasons. At all other times of the year, said maintenance shall be the responsibility of KHA.

 c. Landscaping

 1) Hedges and Shrubs - Ornamental plants shall be trimmed on a regular basis. No plants shall touch the foundation or surface of any building. The shrubs shall be cut clear of any stairs or building. The height and width of any hedge depends on their location and purpose. (i.e., whether they are decorative or serve as a buffer to street traffic or as a deterrent to window peeping, etc)

 2) Trees - All dead or broken limbs shall be cut clean near the trunk of the tree. No tree limb shall touch any building or electrical line, overhang a traffic sign, cut the view of street traffic, or impede a clear walking path on a walkway, driveway, etc.

 3) Flower Beds (where applicable) - Beds shall be cleared of debris and weeded on a regular schedule. A bed of mulch, tree bark, or stone shall be placed to avoid excessive weed infiltration.

 4) Weed Retardant - Where necessary, weed retardant shall be administered to those areas that are not conducive to the growth of vegetation. (i.e., cracks in pathways, along foundations, fence areas, etc.)

 5) Edging - Lawns, walkways, driveways/parking areas, and curbs shall be edged to present a neat and attractive appearance each time the lawn is mowed.

 **5. Snow Removal (if applicable)**

**G. Vacant Unit Turnaround Procedure**

 1. It is the policy of KHA to prepare vacant units for re-occupancy within fourteen (14) working days.

1. As soon as a vacant unit is reported to Maintenance, plans shall be made to inspect, repair, paint, and clean as needed.

 3. If the Resident is available, the Resident shall certify the condition during a “required” walk-through, move-out inspection of the unit on the UPCS Unit Inspection form.

 4. In cases where the Resident vacates without notice, the Maintenance Foreman or Management shall perform the move-out inspection within 24 hours of learning of the vacancy.

 a. Staff shall note all items which must be repaired and/or cleaned and determine any damages to be charged to the Resident’s account.

 b. Following inspection, Management and/or Maintenance Foreman shall determine which work orders must be prepared.

 5. Make-Ready Steps

1. Secure unit and change the cylinders on the unit doors and mailbox locks. The keys to the old cylinders shall be tried in both the old unit and mailbox locks to ensure their proper operation. If satisfactory, the old cylinders and keys shall be retained for re-use later at another site in the development.
2. Range and Refrigerator

1) Remove and/or replace if necessary

2) Clean/repair range and refrigerator thoroughly

 c. Exterminate if necessary

 d. Remove debris and clean

 e. Remove all picture hooks, nails, curtain hooks and rods, shower curtain rings, etc.

 f. Plaster as required, especially nail holes

 g. Replace, or repair broken or damaged blinds for proper operation

 h. Clean all light fixtures, windows, and shades/blinds

1. Repair or Replace Flooring
2. Replace cracked, broken, missing, or loose ceramic or VCT tile
3. Budget permitting, replace VCT tile in kitchen and bathroom with ceramic tile for longer life and ease of maintenance (no stripping or waxing).
4. Strip/Mop the floor free of dirt, wax, scuff marks, etc. Excessive build-up of wax deposits shall be removed.
5. Wax VCT tile floors in remainder of apartment (one coat if stripping is unnecessary, three coats after stripping is necessary).

 j. Replace wash basins that have chipped surfaces and cannot be repaired

 k. Clean plumbing fixtures and cabinets thoroughly.

 l. Wash the walls and/or paint the unit

 m. Return the clean/repaired range and refrigerator to the unit when leased, if applicable.

 n. Final extermination (if needed)

 o. Final cleaning/disinfecting

 p. Completed inspection form and Resident charges shall be delivered to Management as soon as unit is ready to be released

 6. Circumstances will sometimes occur that will cause the Maintenance Staff to exceed the 14 working-day standard for unit preparation. These are individual exceptions and shall not affect overall performance of this function. These circumstances include the following categories:

 a. Fire damaged units

 b. Developments where there are more than two (2) vacated units in one week

 c. Contract work is necessary

 d. Major rehabilitation of vacant units (such as modernization)

 7. If any one of the following work items is required in the vacant unit, it shall be classified as a major rehabilitation:

a. Replace roof

 b. Replace/repair entire plumbing system

 c. Replace wall studs

 d. Electrical re-wiring

 e. Replace bathtub

 8. Additionally, if any combination of the following work items is required in a vacant unit, it shall be classified as a major rehabilitation.

(Volume of work is primary determination factor for a major rehabilitation):

 a. Replace 50% or more of interior doors

 b. Replace entrance doors

 c. Replace two or more windows (frames and panes)

 d. Replace gutters and downspout

 e. Replace three or more walls and/or ceilings (plaster and drywall

 f. Replace kitchen cabinets

 g. Install commode sets

 I. Replace/repair three or more floors

 j. Replace/repair 50% or more floor tile

 k. Replace kitchen sink

 l. Replace bathroom lavatory/cabinet

 m. Repair interior and/or exterior steps (if applicable)

 n. Replace walls that are burst completely through

 o. Replace closet flange

 p. Replace ceramic wall tiles (if applicable)

 q. Replace entire walkways

 9. The Maintenance Foreman and/or Management shall perform the final inspection.

 10. Following this inspection, Management will accept the unit as complete if all work is completed to their satisfaction. If the unit is not accepted, the Maintenance Foreman must see that the desired work is completed and schedule another inspection. Acceptance of the unit is at the discretion of Management and it is expected that this discretion is exercised reasonably.

**H. Planned and Preventive Maintenance Procedures**

 **1. Annual Unit Inspections**

 a. Each occupied unit must be inspected annually by Management or Maintenance Foreman. Management shall provide a list of units to be inspected in the upcoming week so that they can be scheduled. Management shall notify the Resident of the inspection by sending a letter at least three (3) days prior to the visit.

 b. The Staff member who is conducting the inspection shall use the UPCS Inspection Form.

 c. When major work items are found, they shall be listed on the Inspection Form in sufficient detail to enable the preparation of a work order.

 d. Unusual conditions shall also be reported to Management in writing on the Inspection Form.

 e. The following items shall be checked during the inspection (as applicable, and corrections/repairs made as necessary):

 1) Faucets - faucets inspected for their general condition (peeling, faded chrome, drips, etc.) Faucet handles shall be adjusted for proper closure. If proper closure cannot be obtained, the washers on both the hot and cold-water spindles shall be replaced. When washers are changed, the faucet seat shall also be replaced. On faucets equipped with non-renewable seats, defective seats shall be ground to a smooth surface.

 2) Ranges - ranges inspected for oven door closure, knobs, elements, burner pans, and oven spring tension. Defects corrected immediately. If range is found in poor condition, defects shall be corrected immediately. If range is found in poor or dirty condition because of Resident neglect, the problem shall be reported on the Inspection Form and reported to the. Maintenance Foreman or Management

 3) Hardware - entrance door hinges shall be lubricated if necessary and checked for spring tension closure. Unit door locks, knobs, strike plates, and stops shall be checked for fastening, alignment, and workability. Door cylinders shall be checked for proper key way and pinning to the unit master key. Cabinet hinges, friction catches, and pull handles shall be inspected for proper closure, fastening, and alignment. Defects shall be corrected immediately.

 4) Tile Floors - General condition of the floor shall be noted on the form. When indentions, cracks, and bumps are found in the tile, the notation must include the color, size, and quantity of materials, and the room where tile replacement is necessary.

 5) Ceramic Tile - the general condition of floor tile shall be noted on the form. When cracked, broken, or missing tile is found, the notation must include the color, quantity, and size of material needed for the repair.

 6) Electrical - switches operated to check operation. Defective switches, outlets and missing or cracked cover plates shall be replaced. Loose fixtures shall be tightened. Breakers shall be inspected for condition and conformity to required standards. Any deviation from such standards shall be corrected immediately. If there are indications of tampering with any equipment, a notation shall be made on the form and a report made for Management. Light fixtures shall be checked for cleanliness, damage, and working bulbs. Any incandescent bulbs found in KHA fixtures shall be replaced with LED bulbs. Resident will be charged for the replacement bulbs if evidence indicates that they removed an existing CFL or LED bulb and replaced it with an inferior bulb.

 7) Plumbing Fixtures - plumbing fixtures shall be inspected for fastenings, operation, water-tightness and flow to and from the fixtures. Leaks to and from fixtures, including tubing, valves, bonnets, packing and piping, shall be repaired immediately. Combination sinks, drain boards, bathtubs, and washbasins shall be inspected for damage, wear, or chipping. The extent of damage shall be recorded on the Inspection Form for disposition by Management. Flush tanks, flush tank covers, and toilet bowls shall be inspected for cracks and chips and for cleanliness and stains.

If repair is needed, a notation shall be made on the Inspection Form and reported to the Management.

1. Refrigerators - shall be checked for secure door closure, door seals, thermostat operation, freezing capability, and general condition and cleanliness. If the refrigerator is found to be in poor condition, dirty because of lack of care or abuse, or with broken or missing parts, the problem shall be noted on the Inspection Form.

 9) Windows - shall be checked for broken, cracked, or loose panes, proper operation of window locks, proper operation of the window opening and closure, weatherization (caulking, etc.), and for cleanliness.

1. Blinds - Blinds shall be checked for condition and cleanliness of blades and tapes, for bent or broken blades, for proper operation of blind. All repairs and conditions shall be noted on the Inspection Form and reported to Management.

1. Exterior - Any applicable items (listed above), plus all items listed on the UPCS inspection form, including exposed electrical, clotheslines, mowing/weed-eating obstacles, reportable conditions in yards, plumbing /drainage issues condition of meter boxes/lids, leaking hose bibs, ponding, erosion, spalling, tripping hazards, penetrating vegetation (touching building or fence), un-bordered items in yard, need for cleaning/pressure-washing on building, walkways or any other structure.

 12) General Unit Condition - The general condition of the entire unit shall be noted. The following items shall be checked, and a notation entered on the Inspection Form.

 a) Is unit unsanitary, unclean, or unsafe? If so, give details.

 b) Are there other damages, (walls, ceilings, doors, etc)

 c) Is there an infestation of any pest(s)?

 c) Serial and tag number of range and refrigerator shall be recorded for use in the annual inventory

 f. Completed Inspection Form shall be submitted to Management, who is responsible for initiating work orders arising from the inspection. These work orders shall be categorized as Unit Inspection and their issuance noted on the Inspection Form.

 **2. Building and Systems Maintenance**

 **a. Buildings** - Maintenance Staff shall inspect each building and all facilities at least monthly. The inspection shall include

 1) the complete building envelope, consisting of roofs, overhangs, exterior walls, windows, screens, doors, railing, and infestation

 2) all grounds, playground equipment, picnic tables, roads, walks, drainage system, and lawns (checking for foundation problems or leaks of gas or water).

 3) Particular attention shall be given to evidence of sewer problems, water leaks, gas leaks, and the electrical drops, and gas meter installations, if applicable.

1. Maintenance Staff shall report the conditions found and indicate the exact location of needed repairs or replacements (to Management).

 **b. HVAC Systems -** Quarterly inspections shall be made of HVAC systems in common buildings, whether by Housing Authority personnel or contractors. Apartment HVAC systems shall be inspected thoroughly during each annual inspection, and at each filter change.

 **c. Equipment** - Whenever a new piece of equipment is purchased, a file is started including all recommended preventive Maintenance servicing dates. This information is recorded for scheduling. A copy of the work order, which confirms the performance of scheduled Maintenance, or the repair/replacement of any parts, is placed in the file to establish a record of all work performed on the equipment or system.

 **d. General Procedure** - Work to be accomplished quarterly is confirmed by work orders produced on the first of March, June, September, and December.

If bi-monthly, they shall be drafted on the first of Feb., Apr., etc., through Dec.

 **3. Motor Vehicles**

 a. Scheduled Maintenance

Specified tasks shall be performed as required on a daily, weekly, or monthly basis:

**Daily-** odometer check, visual check

**Weekly-** (Monday morning before work begins). Check all fluids, check inside and outside of vehicle

**Monthly-** Tune-up and oil change as needed. (Oil change and tire rotation threshold is 5,000 miles)

 b. Maintenance Staff is responsible for the condition of the vehicle(s) and assuring that scheduled Maintenance is performed. This includes the completion of oil changes, lubrication, tune-ups, or other repairs and maintenance. If the work required is beyond the capacity of Maintenance Staff, outside services shall be secured.

 **4. Painting**

 a. Exteriors

 1) The scheduling of exterior painting is the responsibility of the Maintenance Foreman and is programmed to accomplish the painting of approximately one-fifth (1/5) of the total inventory each year.

 2) Included in the above inventory are all common buildings/areas within the development. These include (but are not limited to) the Maintenance Building, Main Office, Resident Meeting Rooms, Laundry Rooms, Storage Buildings, Pavilions, Common Water Heater Enclosure (for apts. 218-224), Benches, Tables, Signs, Parking Lots, Striping, Concrete Parking Stops, and Painted/Numbered Curbs.

 3) Painting shall be accomplished between cycles if it becomes necessary due to fire damage, hail, graffiti, or other unavoidable circumstances.

 4) Residents, unless employed to do so by KHA, are not to apply paint in any manner to building exteriors. Shall they do so, they shall be responsible for the restoration of the property as directed by KHA.

 b**.** Interiors

 1) The condition of the interior paint finish of each unit shall be inspected when vacated and a unit shall be re-painted as necessary prior to occupancy to bring it to a standard of good property Maintenance.

 2) The interior of occupied units shall be painted according to the cycle painting standard or as soon as feasible. Painting shall be done at intervals no longer than every five (5) years for family units; every seven (7) years for elderly units.

 3) Interior of Management/Maintenance facilities shall be painted as necessary but at least every 5 years.

**I. Maintenance Foreman or Management Training**

It is the goal of KHA to establish and maintain a qualified, well-trained work force.  **E**very member of the department should be thoroughly trained in his/her job skill, in safety and in accident/injury prevention, to perform his/her mission in a safe, timely and efficient manner.

**09/2017**