



CAPE COAST TECHNICAL UNIVERSITY

MAINTENANCE POLICY

2016

PART I
HOUSING POLICY

TABLE OF CONTENTS

INTRODUCTION

1.0 PURPOSE OF THE POLICY	3
2.0 AIMS	3
2.1 ACCOMMODATION FOR STAFF	3
2.2 NON RESIDENTIAL FACILITIES	3
A. ACCOMMODATION	3
B. CHANGE OF ACCOMMODATION	12
C. VACCATION OF OFFICIAL ACCOMMODATION	13
D. RENT FOR OFFICIAL HOUSING	14
E. HOUSEKEEPING AND MAINTENANCE	155
F. ACCOMMODATION FURNISHING	17
G. NON-RESIDENTIAL BUILDINGS AND PROPERTIES	17
H. VENDORS ON THE UNIVERSITY PREMISES	18
APPENDIX	21
APPENDIX 1: APPLICATION FOR ACCOMMODATION	21

INTRODUCTION

1.0 Purpose of the Policy

The University like any other is faced with limited resources with reference to available housing units as well as the required facilities. It is however committed to providing a suitable working and living environment that will ensure the safety and welfare of its staff and also to attract other highly skilled professionals to join this prestigious institution.

In this light, this policy will help the institution to prioritize and standardize its staff accommodation and other facilities in a manner that will help achieve its mission, vision and goals.

2.0 Aims

The main aims of the Policy are:

2.1 Accommodation for staff

1. To outline the procedure for the allocation of accommodation to staff.
2. Define the type of accommodation for category of staff.
3. Define the terms and conditions for the occupation of University accommodation.

2.2 Non Residential Facilities

1. Provide regulations for the use of non residential facilities.

A. ACCOMMODATION

The Housing, Estate and Welfare Committee of the University shall be responsible for the allocation of housing units to all persons entitled to

be provided with the University accommodation. It is however the primary responsibility of the Estate Office to see to such allocations.

DIRECTIVE PRINCIPLES/GUIDELINES

1. Policy Statement: The institution shall in accordance with its operational requirements provide official residential accommodation to its staff subject to availability.

2. Scope of Application: The policy covers all staff who by their appointment conditions are entitled to residential accommodation or who, due to the availability of accommodation, are to be accommodated.

3. Decision Rules:

- i. No University staff or other entitled person shall occupy a University owned or rented residence unless this has been assigned to him by the Housing Estate and Welfare Committee.
- ii. The allocation of a University residence (hereby defined to include off-campus accommodation) owned or rented by the University shall be made in writing and shall be for an unspecified duration. A University staff or any other person in the service of the University shall not be required to vacate a University residence unless it is considered necessary by the University Council, the University administration or any committee of the University empowered to act in that capacity.
- iii. The University does not oblige itself to provide accommodation for employees unless otherwise specified in their letters of appointment.

- iv. The Housing Estates and Welfare Committee shall together with the Estate Office make housing allocations.
- v. Allocations will be made based on the applications that have been submitted to the chairman Housing Estates and Welfare Committee.
- vi. The criteria for allocation will be based on conditions such as: seniority in terms of grade of staff; number of years served in the Institution, marital status, number of children, and special duties performed.
- vii. The Estate Office shall initiate steps to evict/eject staffs who illegally occupy residential properties of the institution.

4. Supporting Systems

a) Supporting system for implementation, co-ordination and monitoring of policy:

- i. The employee shall submit to the Estate Office a completed Application for accommodation.
Upon receipt, application shall be vetted, using the criteria for consideration and allocation at a meeting of the Housing, Estate and Welfare Committee.
- ii. Allocation made at Housing, Estate and Welfare Committee shall be communicated formally by the Estate Office to the employee. Copies of the allocation letter shall be given to the Finance office for the deduction of rent at source from the employee's salary.
- iii. Houses to be allocated shall be in a satisfactory condition for occupation.
- iv. The allocation letter shall advise the employee to contact the Estate Office within five days of the date of the allocation letter, for the purpose of jointly inspecting the accommodation and its

furnishing. Failure to contact the Estate Office may result in the re-allocation of the house.

- v. After the inspection, the employee shall be given copies of the following documents:
 - a. Physical Inspection Report indicating the condition of the house.
 - b. Inventory on the house with the Estate Officer signing on behalf of the Institution.
 - c. Tenancy Agreement to be signed by the Registrar
 - d. Copies of the documents shall be distributed as follows:
 - 1. Originals to employee
 - 2. Copies to a) Estate Office b) Registry
- vi. Upon signing the document, keys to the allocated property shall be given to the employee.

5. Points:

In accordance with the system approved, strict adherence to the point system will be used to award points/marks to prospective applicants as stated below:

a. Status points

Senior Members	Professor or equivalent	35	points	
	Associate Professor, Deputy Registrar or equivalent	30	points	
	Senior Lecturer, Senior Asst. Registrar or equivalent	25	points	
	Registrar or equivalent	20	points	
	Lecturer, Asst. Registrar or equivalent	15	points	
	Asst. Lecturer, Jnr. Asst. Registrar or equivalent			
Senior Staff	Chief Technician, Chief Admin. Asst. or equivalent	10	points	
	Principal Technician, Principal Admin Asst. or equivalent	9	points	
	Senior Technician, Senior Admin. Asst. or equivalent	8	points	
	Technician, Admin Asst. or its equivalent	7	points	
	Others	6	points	
	Junior Staff	Headman/Foreman	10	points
		Senior	9	points
Grade I		8	points	
Grade II		7	points	
Others		6	points	

b. Service points

Every applicant shall be awarded one point for each year served since the applicant since they assumed duty as a Staff.

c. Present Accommodation Points

In an event where applicant has never benefitted from University accommodation, he/she is awarded seven (7) points. An applicant occupying house arranged by the institution off campus will receive four (4) points whereas an applicant occupying a house on campus will be awarded two (2) points.

d. Family points

An applicant who is married will receive two (2) points and for each child up to a maximum of five children, an applicant will be awarded a mark per child.

e. Duty points

A sectional head is awarded three (3) points, heads of department/hall wardens/ hall council members earn five (5) points and deans/ directors are awarded ten (10) points. This is to compensate for their extra service to the university.

f. Tie breaker

In an event where there is a tie, service to community will be looked at first, then household size second.

g. Pooling of Points

In cases where two brothers, sisters or husband and wife are both staff and both apply for joint accommodation the net point score shall be based on the number of points obtained by the more eligible partner

with an additional 50% of the points scored by the second member from status and length of service.

6. Reserved Accommodation

- i. The Vice Chancellor, Pro Vice Chancellor, Registrar, Finance Officer and Librarian in line with their office will be accommodated by the University.
- ii. **Senior Members** are entitled to: Four (4) bedroom type accommodation which shall be reserved for them, except where all eligible applicants have declined to bid for such accommodation.
- iii. **Senior Staff** are entitled to: Two (2) bedroom type accommodation, except where all eligible applicants have declined to bid for such accommodation.
- iv. **Junior Staff:** The following housing units shall be reserved for junior staff except where all eligible contestants have declined to bid for such accommodation: “One/two bedroom” type accommodation.

7. Final Allocation of Accommodation:

The final allocation shall be made in writing to the successful applicant. Where the offer is rejected by the successful applicant, the contestant next in eligibility for the same accommodation shall be assigned the house.

- i. An applicant who refuses to accept an offer of accommodation, of his own choice, forfeits his right to consideration for other University accommodation for a period of 12 (twelve) months.

An applicant may, however, withdraw his application in writing at least 24 hours before a meeting scheduled to allocate housing units. A withdrawal letter shall be addressed to the secretary to the Housing Estate and Welfare Committee who shall bring this information to the attention of the relevant Committee.

- ii. A successful applicant shall be given seven days after he has been informed of the allocation to indicate his acceptance or otherwise of the allocation. Failure to do so will be considered as having declined the offer, which will then pass on automatically to the next in line on the point system.
- iii. A successful applicant who, after two months of his/her being allocated a residence, which is ready for occupation, fails to occupy such accommodation he had previously accepted, shall be considered as having rejected the allocation, unless valid reasons are provided in writing to the secretary to the Housing Estate and Welfare Committee, who shall bring this information to the attention of the next meeting. Where an applicant is so deemed as rejecting the offer, he shall pay the relevant two month's rent for the allocated residence. Rent deductions starts immediately the key is handed over to the applicant.

8. Processes

- i. All application forms for vacant accommodation both on and off-campus shall be completed and the application forms returned to the Estate Office.
- ii. All applicants shall be awarded points in accordance with the provision written above. For the information of the next committee meeting, applicants will be listed in order of the number of points

scored. All advertised accommodation will be grouped into categories and the above-mentioned list shall indicate applicants' respective preferences, their dates of appointment, and the point scored under each of the relevant scoring criteria.

9. Other Considerations

- i. An urgent or emergency case requiring immediate housing (e.g. urgent accommodation for visiting academics) shall be dealt with through off-campus allocations. Such allocations shall not affect the normal process of housing allocation under the point system (i.e. such employees shall join the queue from that stage onwards).

10. Exceptional Circumstances

i. The Vice Chancellor

Under exceptional circumstances, the Vice Chancellor, in consultation with the Chairman of the Housing, Estate and Welfare Committee may make an exception to the scheme, if the supreme interest of the University so requires. Any such allocation shall be reported in writing to the Housing, Estate and Welfare Committee at its next meeting.

ii. Housing, Estate and Welfare Committee

When it comes to the attention of the Housing, Estate and Welfare Committee that the occupant in a particular house either on or off-campus, is not using the house for the purpose for which it was allocated, an inspection will be carried out and the committee will take the necessary action (such as ejection) against the defaulting occupant.

B. CHANGE OF ACCOMMODATION

DIRECTIVE PRINCIPLES

1. **Policy Statement**: Change in official accommodation shall be allowed on grounds of structural problems, change in employee's status or for issues relating to cost effectiveness.

2. Scope of application: The policy covers all employees who are officially accommodated by the University.

3. Decision Rules:

a. Consideration for change in official housing is based upon formal application from the affected employee to the Chairman of the Housing Estate and Welfare Committee stating the reasons necessitating the change.

b. Allocation of an alternative accommodation will be done at a Housing, Estate and Welfare Committee meeting where applicable.

c. Before a request for change of accommodation will be considered, the person should have lived in the house for not less than 4 years, except under cases of unsafe structural defects, which makes it dangerous to live in. Keys to the previous accommodation should be submitted within two weeks after moving out.

C. VACATION OF OFFICIAL ACCOMMODATION

1. **Policy Statement:** An occupant of an official housing shall be vacated as soon as the Institution's interest in the occupant is determined.

2. **Decision Rules:** Staff shall move out of the official house at the end of the appropriate grace period determined based on the cause of the vacation (such as retirement, death), from the effective date of separation usually three (3) months or as stated in the tenancy agreement, to avoid rising occupation cost either to the Institution or the employee or both.

3. **Supporting Systems For Implementation, Coordination And Monitoring**
 - a. Upon receipt of formal notification of separation (discharge) from the Registrar, the Estate officer shall ensure that an inventory record on the employee's house is updated.
 - b. The Estate Office shall formally advise the employee on the latest date that he is required to vacate his official house.
 - c. At least one week to the date of vacation of the accommodation, the Estate Office shall arrange physical inspection of the accommodation and its furnishing. The purpose of the inspection shall be:
 - i. To establish liability for any maintenance to the building or inventory.
 - ii. To check for shortage to inventory.
 - iii. To check on all outstanding utility bills.
 - d. Within two days of the inspection, the employee shall be advised on the total amount of any liabilities identified during the inspection to be cleared by him before vacating the premises. A copy of the advice shall be given to the Finance Office.

e. A final inspection of the house and inventory with the employee, shall be carried out on the day of move out for the purpose of:

- 1) Signing the general inspection form.
- 2) Signing the inventory form.
- 3) Taking possession of the keys to the accommodation.

f) Immediately after take over, the Estate Officer shall handover to the employee a deed of discharge copied to the Finance Directorate:

i) Declaring satisfactory re-possession of the house.

ii) Recommending release to the employee, any terminal benefit that was withheld less any amount that may be required to settle outstanding liabilities. Within 3 months, if it exceeds the stipulated 3 months, legal action should be applied.

iii) to discontinue rent deductions where applicable

D. RENT FOR OFFICIAL HOUSING

- i. Cape Coast Technical University staff shall pay 10% of their basic salary in lieu of rent.
- ii. Review of all rental values shall be done every two (2) years where necessary.
- iii. All residents/tenants of the University shall be invited to the rent review meeting to discuss and approve proposed rents before they are implemented.
- iv. Full economic rent consistent with the market values shall be the basis of all rent negotiations in the University. All approved percentages shall be applied to the full economic rent.
- v. Cape Coast Technical University staff who sublets accommodation to a third party to occupy accommodation

allocated to them shall forfeit the allocation even if deductions have been taken at source from their salaries.

E. HOUSEKEEPING AND MAINTENANCE

1. Policy Statements:

Tenants are required to ensure good housekeeping of all the universities facilities.

All maintenance of the institution's real estate is provided in accordance with the provision made in the maintenance policy.

2. Supporting Systems for Implementation, Coordination and Monitoring of the Policy

- i. Occupier of premises submits completed maintenance requisition to the Estate Office.
- ii. The Estate Office places a complaints book for the recording of all maintenance complaints by students and staff at the front desk of the Estate Office.
- iii. The complaints unit at the Estate Office compiles all maintenance complaints indicating date requisition was received, property identification (ID), name of requisitioner/complainant, brief description of the maintenance desired/request.
- iv. The Estate Office organizes inspection of the maintenance request to establish the nature, cause and the responsibility for the problem. The Works Superintendent advises for the approval or non-approval of the work within one week from the date of complaint.
- v. The Estate Office then assesses the resources (man-hours, materials, tools) required to solve the problem.

- vi. The Estate Office opens a Job Card for the maintenance.
- vii. The Director of Works and Physical Development approves job card for the maintenance team to proceed. These apply to the institutional property only.
- viii. In the case of rented properties, where in accordance with the Tenancy Agreement, the landlord has responsibility for the maintenance, the Estate Office shall forward written cost estimates for the repair to the landlord for his acceptance or otherwise. (Example for rented guest house).
 - a) Acceptance of the estimates is conveyed by the landlord endorsing and appending his signature on the estimates.
 - b) Payment for the work shall be offset against rent or settled by the landlord before works begin.
 - c) The Estate Office authorizes the maintenance team to execute the repairs etc.
- ix. Defects in classroom blocks are either identified by students or reported during routine inspections carried out by the estate office staff.
- x. On completion of maintenance, the works superintendent maintenance team leader/the projects assistant) completes the job card showing the resources used and returns to the Estate Office for costing.
- xi. In cases of abuse or negligence, the Estate Office forwards a copy of the completed job card to the Finance Office to raise a maintenance bill or voucher to the occupier. Recovery of the bill is effected as appropriate.
- xii. The estate office files requisition and job card in the appropriate files.
- xiii. The Estate Office shall prepare a weekly list of completed maintenance requisitions with their codes.
- xiv. Where maintenance on an item is uneconomical, the estate office shall submit a condition report with recommendation for replacement to the Vice Chancellor through the Director of Works and Physical Development.

- xv. In cases of emergencies, the maintenance accountable imprest shall be resorted to.

The Estate Office shall apply for a maintenance accountable imprest which shall be kept at the Cash Office. The Estate Office shall access the Maintenance Accountable imprest by raising a memo through the Director of Works and Physical Development to be approved by the Director of Finance for the amount to be released by the cashier. This shall be retired for reimbursement anytime it is exhausted.

F. ACCOMMODATION FURNISHING

1. **Policy Statement:** Official Residences or duty posts of key officers shall be provided with some sort of furnishing to supplement the officer's own efforts to furnish his or her residence.
2. **Decision Rule:** Where such key officer are being accommodated, the Housing, Estate and Welfare committee shall meet and discuss and agree on the type and the extent of furnishing that is deemed fit to be done for the said key officer

G. NON-RESIDENTIAL BUILDINGS AND PROPERTIES

1. **Policy Statement:** Use of non-residential buildings and properties shall be allowed by Housing, Estates and Welfare Committee with the Estate Office being responsible.

2. **Policy Rationale:** The use of non-residential facilities shall be for a fee except for the use of the facilities for strictly academic purposes by staff and students of the University so as to generate funds.
3. **Scope of application:** The policy covers all student groups, faculties, departments, sections, and the general public.

4. **Decision Rules:**

- i) Consideration for the use of non-residential facility is based upon formal application from the prospective user.
- ii) The estate office shall submit to the chairman of Housing, Estate and Welfare Committee for approval and rental values payable upon the necessary checks to determine whether the facility is available for use.
- iii) Any damage as a result of misuse of the facility shall be valued and chargeable to applicant.
- iv) The applicant shall pay a refundable deposit as a security against any damage or misuse of facility that shall be recorded during the use of any of the University properties.
- v) The Head of Estate shall submit the conditions for the use of the facility to the applicant.

H. **VENDORS ON THE UNIVERSITY PREMISES**

1. **Policy Statement:** Use of spaces on the University campus for vending and other commercial activities shall be allowed by the Housing Estates and Welfare Committee.

2. **Policy Rationale:** The use of spaces shall be for a fee and official receipts shall be issued to each vendor on monthly basis. Other commercial activities such as banking shall pay rent on monthly basis as well. This shall generate some revenue from which the environs of the areas where such commercial activities are taking place could be kept in a good condition.
3. **Scope of application:** The policy covers all types of food and non-food vendors as well as other commercial activities within the campus of the Cape Coast Technical University.
4. **Decision Rules:**
 - i) Consideration for the use of commercial space or facility is based upon formal application from the purported user.
 - ii) The estate officer collects all the applications and submits them to the Housing Estates and Welfare Services Committee for vetting and approval.
 - iii) The Estate Office ensures that the applicants approved are medically fit by allowing them to undergo a medical examination at the university's clinic only.
 - iv) The applicant shall also be requested to submit a certificate from the Cape Coast Metropolitan Assembly showing his/her eligibility to sell food.
 - v) The Estate Office shall submit to the chairman of Housing Estates and Welfare Committee all the necessary documents for final approval.
 - vi) The applicant shall be given an approval letter stating the rent/dues payable and the term/duration of validity of the approval.
 - vii) In the allocation of shops/shed or land for erection of any structure, a tenancy agreement shall be administered by the Estate Office to the applicant showing the conditions, covenants, rules and regulations governing the use of the shop/shed or land.

viii) Any damage as a result of misuse of the facility shall be valued and the applicant made to pay the replacement value in the course of his/her stay in the facility.

ix) The applicant shall be made to pay an advance payment covering two years with the option of future renewal if the facility in question requires so.

APPENDIX

APPENDIX 1: APPLICATION FOR ACCOMMODATION

CAPE COAST TECHNICAL UNIVERSITY

(Estate Section)

APPLICATION FOR ACCOMMODATION

Name:.....

Status/Rank.....

Department:..... Date of
appointment:.....

Present Bungalow/House/Flat No.:.....

Location:.....

How was it acquired? Please tick appropriately

(a) Allocated on-campus by the Technical University

(b) Allocated off-campus by the Technical University

(c) Self rented apartment

(d) Owner occupier

Marital status:..... No. of children/ward:.....

Type of house applying for/ location (eg. 4bedroom flat on campus, 2
bedroom bungalow at Elmina, etc.):

.....

Please score categories A-E below appropriately

CATEGORY	SCORE
A. STATUS POINTS: (35, 30, 25, 20, 15) Refer back page	
B. SERVICE POINTS: Number of years served at the Technical University. Applicant will receive 1 point for each year served from the date of appointment.	
C. PRESENT ACCOMMODATION POINTS: i) Applicants occupying houses/flats on campus will receive 2 points.	
ii) Applicants occupying houses/flats arranged by the institution off campus will receive 4 points.	
iii) Applicants who are not accommodated by the Technical University will receive 7 points.	
D. FAMILY POINTS: A staff will receive i) 2 points for marriage	
ii) 1 point for each child up to a maximum of five.	
E. DUTY POINTS: Applicants performing special duties i) Sectional Heads/Coordinators - 3 points ii) Heads of Department/Hall Wardens/Hall Council Members - 5 points iii) Deans/Directors - 10 points	
TOTAL SCORE	

Date: Signature:

(OFFICIAL USE ONLY)

Remarks:.....

.....

A. STATUS POINTS

Professors.....	35
Librarian.....	35
Registrar	35
Finance Officer/ Director of Finance.....	35
Development Officer/Director of Works & Physical Dev't.....	35
Assoc Professor.....	30
Deputy Librarian.....	30
Deputy Registrar.....	30
Deputy Finance Officer/Deputy Director of Finance.....	30
Director of Internal Audit.....	30
Procurement Officer.....	30
Deputy Development Officer.....	30
Planning Officer.....	30
Industrial Liaison Officer.....	30
Guidance & Counselling Officer.....	30
ICT Director.....	30
Senior Lecturer.....	25
Senior Research Fellow.....	25
Senior Asst Registrar.....	25
Senior Accountant.....	25
Senior Asst Internal Auditor.....	25
Senior Asst Procurement Officer.....	25
Senior Asst Development officer.....	25
Senior Asst Planning Officer.....	25
Senior Asst Industrial Liaison Officer.....	25
Senior Asst Counselling Officer.....	25
Medical Director.....	25
Deputy ICT Director.....	25
Lecturer.....	20
Research Fellow.....	20
Assistant Librarian.....	20
Assistant Registrar.....	20
Accountant.....	20
Asst Internal Auditor.....	20
Asst. Procurement Officer.....	20
Asst. Development Officer.....	20

Asst. Planning Officer.....	20
Asst. Industrial Liaison officer.....	20
Asst. Counselling Officer.....	20
Asst. ICT Director.....	20
Asst. Lecturer.....	15
Asst. Librarian.....	15
Jnr. Asst. Registrar.....	15
Asst Accountant.....	15
Jnr. Asst. Internal Auditor.....	15
Jnr. Asst. Procurement Officer.....	15
Jnr. Asst. Development Officer.....	15
Jnr. Asst. Planning Officer.....	15
Jnr. Asst. Industrial Liaison officer.....	15
Jnr. Asst. Counselling Officer.....	15
Jnr. Asst. ICT Director.....	15

PART II
MAINTENANCE POLICY

TABLE OF CONTENTS

TECHNICAL SERVICES DIVISION

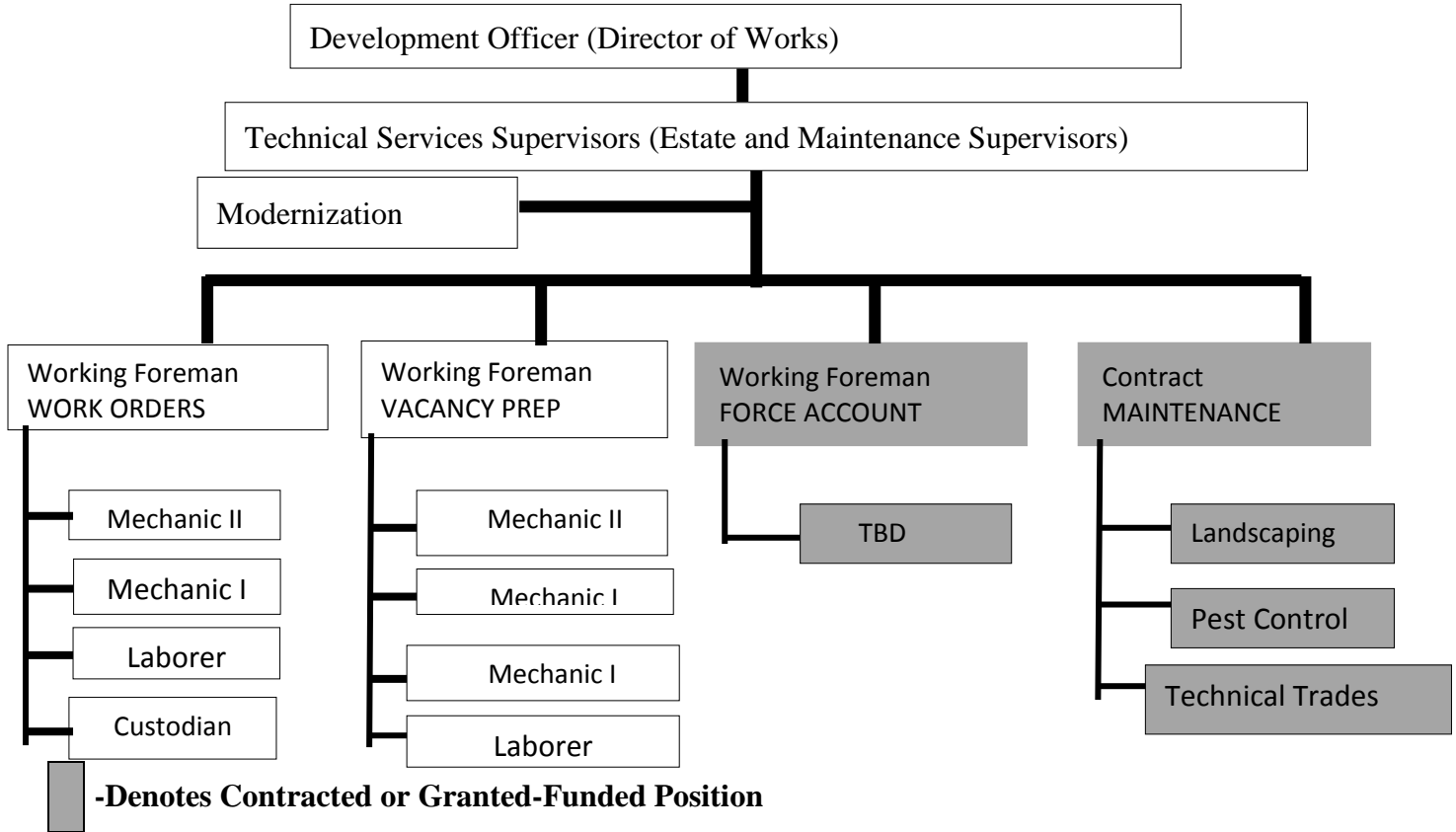
TABLE OF ORGANISATION	29
COMPONENTS OF A MAINTENANCE SYSTEM	30
A. Prioritization of Work	30
B. Comprehensive Work Procedures	31
C. Performance Standards and Goals	32
D. Work Order System	32
E. Skills Updates and Training	33
F. Long Range Planning	34
G. Maintaining the Property	35
Responding to Emergencies	35
Preparing Vacant Units for Reoccupancy	36
Preventive Maintenance Program	37
General Operating Systems	37
Roof Repairs/Replacement	38
Vehicle/Equipment Maintenance	39
Lead Based Paint	40
Life Safety Systems	41

Inspection Program	42
Scheduled Routine Maintenance	45
Pest Control/Examination	45
Landscaping and Grounds	46
Building Exterior and Interior Common Areas	46
Interior Painting	47
Resident On-Demand Services	48
H. Contracting for Services	48

MAINTENANCE POLICY AND PROCEDURES MANUAL

The Technical Services Division of the Development and Maintenance office is responsible for managing the maintenance function in the most cost effective manner possible while maximizing the useful life of the units and properties while striving to provide the best service to our staff, students and Technical University community. The following policy statements are designed to establish the structure of an effective and efficient maintenance system.

TECHNICAL SERVICES DIVISION TABLE OF ORGANISATION (UNIT)



COMPONENTS OF A MAINTENANCE SYSTEM

The maintenance system shall include certain components:

A. Prioritization of work

B. Comprehensive work procedures

C. Performance standards and goals

D. Work order system;

E. Skills Updates and Training program

F. Long- range planning

By developing a maintenance system that has these components in place, the Development office (DO) will have the tools it needs to control the performance of maintenance work at the Unit.

A. PRIORITIZATION OF WORK

The work of priorities adopted by the DO exemplify its philosophy of delivering maintenance services. This priority system ensures that the most important maintenance work is done at a time it can be performed most cost-effectively. Minimizing vacancy loss is part of the cost-effectiveness calculation. The maintenance priorities of the DO are the following:

1. Emergency Repairs
2. Resident Requests
3. General Cleaning
4. Unit Turnover
5. Inspection
6. Miscellaneous
7. Preventive Maintenance

Placing planned maintenance and vacancy preparation work ahead of resident work requests does not indicate that residents are unimportant. It emphasizes the importance of maintaining control of the maintenance work by performing scheduled routine and preventive work first. By doing so the DO will decrease on-demand work and maintain the property in a manner that will keep and attract good tenants.

B. COMPREHENSIVE WORK PROCEDURES

The Technical Services Supervisor will ensure that there are sufficient clear procedures in place to allow staff to implement this maintenance policy statement. All procedures will include the following:

- 1. A statement of purpose**
- 2. The job title(s) of the staff member(s) responsible for carrying out the activities in the procedure;**
- 3. Any forms needed to carry out the activities; and**
- 4. The frequency of any specified activities.**
- 5. After their adoption, maintenance procedures will be reviewed and updated at least annually.**

C. PERFORMANCE STANDARDS AND GOALS

The Technical Services Supervisors (Estate and Maintenance supervisors) and/or the Working Foremen will establish measures that will allow the effectiveness of maintenance systems and activities to evaluate. In establishing these standards the UNIT will take into consideration certain factors:

- 1. C-Poly Building and Fire Safety;**
- 2. HUD Uniform Physical Condition Standards (UPCS)**
- 3. C-Poly bargaining agreements (if any)**
- 4. Units job descriptions.**

Nothing in the documents listed above will prevent the UNIT from setting a standard that is higher than that contained in the documents. These standards and goals will be used to evaluate current operations and performance and to develop strategies to improve performance and meet the standards that have been set.

D. WORK ORDER SYSTEM

The UNIT shall have a comprehensive work order system that includes all work request information: source of work, description of work, priority, cost to complete, and hours to perform. This information is required for the unit to plan for the delivery of maintenance services as well as evaluate performance. To obtain the greatest effectiveness from the work order system, all work requests and activities performed by maintenance staff must be recorded on work orders.

Work orders will contain, at a minimum, the following information:

- 1. Preprinted number**

- 2. Source of request (planned, inspection, resident, etc..)**
- 3. Priority assigned**
- 4. Location of work**
- 5. Date and time received**
- 6. Date and time assigned**
- 7. Worker(s) assigned**
- 8. Description of work requested (with task number)**
- 9. Description of work performed (with task number)**
- 10. Estimated and actual time to complete**
- 11. Materials used to complete work**
- 12. Resident charge**

E. SKILLS UPDATES AND TRAINING

In order to allow its staff members to perform to the best of their abilities, the UNIT recognizes the importance of providing the staff with opportunities to refine technical skills, increase and expand craft skills, and learn new procedures. Each employee must participate in at least 32 hours of training annually.

Suggested training subjects may include (but not limited to)

- 1. Safety procedures**
- 2. Blood-Borne Pathogens**
- 3. Lead Based Paint**
- 4. Health and Safety Standards**
- 5. Trade specific skills updates**
- 6. Building code updates/UPCS standards**

The Technical Services Supervisor is responsible for developing a training agenda/curriculum for the departmental staff and working with personnel department staff to identify the means of delivering the training.

F.LONG RANGE PLANNING

The UNIT will put in place and maintain a long-range maintenance planning capability in order to ensure the most cost-effective use of C-Poly resources and the maximum useful life of C-Poly properties.

The Technical Services Supervisor and/or Working Foremen will develop a property-specific long-range planning process that includes the following components:

- 1. A property maintenance standard;**
- 2. An estimate of the work required to bring the property to the maintenance standard;**
- 3. An estimate of the work required to keep the property at the maintenance standard including routine and preventive maintenance workloads, vacant unit turn-around, inspection requirements and resident on-demand work;**
- 4. An estimate of the on-going cost of operating the property at the maintenance standard;**
- 5. A market analysis of the property to determine if there are any capital improvements needed to make the property more competitive;**
- 6. A cost estimate to provide the specified capital improvements; and**
- 7. A revised work plan and cost estimate of maintaining property at the improved standard.**

By developing a work plan, the UNIT will be able to anticipate its staff, equipment and materials needs. It will also be possible to determine need for contracting particular services.

G.MAINTAINING THE PROPERTY

All maintenance work performed at C-Poly properties can be categorized by the source of the work. Each piece of the work originates from a particular source—an emergency, the routine maintenance schedule, the preventive maintenance schedule, a unit inspection, a unit turnover, or a resident request.

RESPONDING TO EMERGENCIES

Emergencies are the **highest priority source of work**. The UNIT will consider a work item to be an emergency if the following occur:

- 1. The situation constitutes a serious threat to the life, safety or health of residents or staff; or**
- 2. The situation will cause serious damage to the property structure or system if not repaired within twenty-four (24) hours.**

If a staff member is unsure whether or not a situation is an emergency, he or she will consult with his or her supervisor. If a supervisor is not available, the employee will use his or her best judgment to make the decision.

For emergencies that occur after regular working hours, the UNIT shall have a twenty-four (24) emergency response system in place. This response system includes the designation of a maintenance employee in charge for each day as well as a list of qualified pre-approved contractors, open purchase orders for obtaining required supplies or equipment, and access to Authority materials and suppliers.

The designated employee shall prepare a work order and report on any emergency within twenty-four hours after abatement of the emergency.

PREPARE VACANT PLACES FOR REOCCUPANCY

It is the policy of the UNIT to reoccupy vacant place as soon as possible. This policy allows the UNIT to maximize the income produced by its properties and operate attractive and safe properties.

The Technical Services Supervisor and/or Working Foreman (Vacancy Prep) is responsible for developing and implementing a system that ensures an average turn-around time of seven (7) calendar days. In order to do so, he or she must have a system that can perform the following tasks:

1. Forecast unit preparation needs based on prior years' experience
2. Estimate both the number of units to be prepared and the number of hours it will take to prepare them; and
3. Control work assignments to ensure prompt completion.

The maintenance procedure for reoccupying vacant units relies on the prompt notification by management of the vacancy, fast and accurate inspection of the unit, ready availability of workers and materials, and good communication with those responsible for leasing the unit. The Technical Services Supervisor and/or Working Foreman (Vacancy Prep) will have the ability to create special teams for vacancy turnaround or to hire contractors when that is required maintaining UNIT goals.

PREVENTIVE MAINTAINACE PROGRAM

Preventive maintenance is part of the planned or scheduled maintenance program of the UNIT. The purpose of the scheduled maintenance program is to allow the UNIT to anticipate maintenance requirements and make sure the UNIT can address them in the most cost-effective manner. The preventive maintenance program focuses on the major systems that keep the properties operating. These systems include heating and air conditioning, electrical, life safety and plumbing.

General Operating Systems

The heart of any preventive maintenance program is a schedule that calls for the regular servicing of all systems. The development of this schedule begins with the identification of each system or item that must be checked and serviced, the date it must be serviced, and the individual responsible for the work. The servicing intervals and tasks for each system must be included in the schedule. The completion of all required tasks is considered a high priority for the UNIT.

The systems covered by the preventive maintenance program include but are not limited to:

Catch basins/ Storms Drainage

Compactors

Condensation pumps

Emergency lighting

Exhaust fans

Exterior lights

Fire extinguishers and other life safety systems

Mechanical equipment and vehicles

Sanitary drains

HVAC systems

Domestic water

A specific program will be developed for each system. This program shall include a list of the scheduled service maintenance for each system and the frequency and interval at which that service must be performed. The equipment and materials required to perform the service will be listed as well so that they will be on hand when needed. An assessment of the skills or licensing needed to perform the tasks will also be made to determine if an outside contractor must be used to perform the work. The preventive maintenance schedule must be updated each time a system is added, updated, or replaced.

Roof Repairs/Replacement

Maintenance of roofs requires regular inspections by knowledgeable personnel to ensure that there is no unauthorized access to roof surfaces and that there is good drainage, clear gutters and prompt discovery of any deficiencies. The Technical Services Supervisor and/or Working Foremen is responsible for the development of a roof maintenance plan that includes these features:

- 1. The type, area, and age of roof**
- 2. Warranties and/or guarantees in effect**
- 3. Company that installed the roof**
- 4. Expected useful life of roof**
- 5. History of maintenance and repair**
- 6. Inspection schedule**

The authority maintenance staff will usually undertake only minor roof repairs. Therefore there should be a list of approved roofing contractors to take on more serious problems for roofs no longer under warranty.

Vehicle/Equipment Maintenance

The Sample Housing Authority will protect the investment it has made in vehicles and other motorized equipment by putting in place a comprehensive maintenance program. The vehicles and equipment to be covered include (but not limited to):

Cars, trucks and vans

Tractors

Leaf blowers

Weed cutters

Lawn mowers

Chain saws

Power tools

The Technical Services Supervisors and/or Working Foremen is responsible for the development of this plan which shall contain components for minimal routine service as well as servicing for seasonal use. Serviceable components for each vehicle or piece of motorized equipment will be listed in the plan along with the type and frequency of service required.

The Technical Services Supervisors and/or Working Foremen shall also maintain a system to ensure that any employee that operates a vehicle or piece of motorized equipment has the required license or certification.

Lead-Based Paint

The Sample Housing Authority is committed to controlling lead-based paint hazards in all its dwellings, especially family dwellings constructed prior 1978. If any hazards are suspected, the Authority will develop a plan to abate the hazard. Suspicion of hazards should be deemed if ANY of the following are noticed or there exists an awareness of (but not limited to)

- 1. Was the structure or unit construed prior to 1978?**
- 2. Is there a child under the age of six residing in the unit?**
- 3. Will the work to be performed generate higher than low levels of dust?**
- 4. Is the surface and paint in poor condition? Or greater than 2 square feet?**

The Technical Services Supervisor shall be directed by the “Work Lead Safe” methodology to “Work Smart, Work Clean and Work Wet”. Technical Services Supervisor will have the authority to ensure that properly trained and certified personnel perform these tasks through a control plan which will include such activities as:

- 1. Detecting the possible hazards of lead based paint presence**
- 2. Lead Job Check List**
- 3. Proper materials to perform the work**
- 4. Proper equipment to perform the work**
- 5. Personal Protection**
- 6. Safe Work Practices**
- 7. Prohibited and Unsafe Work Practices**
- 8. Clean Up**
- 9. Decontamination**
- 10. Quality Assurance/Clearance**

The Technical Service Supervisor shall ensure that staff involved with activities that could affect or disturb Lead Based Paint are properly trained. In addition, The Technical Services Supervisor

shall ensure that contractors involved with projects or tasks that could affect or disturb lead based paint have the HUD/EPA required training and any appropriate certification.

Other responsibilities include Informing residents (Staff and Students), responding to cases of children with elevated blood lead levels, correcting lead-based paint hazards on an emergency repair basis, and any other efforts that may be appropriate.

Life Safety Systems

The UNIT shall have a comprehensive program for maintenance of life safety systems to ensure that they will be fully functional in the case of an emergency. The Technical Services Supervisor Working Foreman shall be responsible for the development for the development and implementation of a schedule that includes the inspection, servicing and testing of this equipment. The equipment to be included in the plan includes the following:

- 1. Fire alarms and fire alarm systems**
- 2. Fire extinguishers**
- 3. Fire hoses**
- 4. Emergency generators**
- 5. Emergency lighting**
- 6. Smoke detectors**
- 7. Sprinkler systems**

The plan will include the required testing and servicing as required by manufacturer's recommendations. It will also include a determination of the most reliable and cost effective way to perform the work including the decision to hire a contractor.

INSPECTION PROGRAM

The UNIT's goals of efficiency and cost-effectiveness are achieved through insuring that our stock is maintained in a manner that is decent, safe, and sanitary and in good repair. This program calls for the utilization of the following standards:

1. Uniform Physical Condition standard (UPCS) in the Public Housing Program
2. National Housing Quality Standards (HQS) in the Section 8 Housing choice Voucher Program
3. Local and State Housing and Fire Safety Codes

In any case where there presents itself a conflict between two (2) or more standards the more restrictive of the standards will be applied.

The inspection will encompass the following areas

1. Dwelling Units
2. Building Exteriors
3. Building Systems
4. Common Areas
5. Site (Grounds)
6. Health and Safety

The Technical Services Supervisor and/or the working Foremen will know at all times the condition of each unit. The achievement of these goals may require more than the minimum annual HUD required inspection. The Technical Services Supervisor is responsible for developing a unit inspection program that schedule inspections at the frequency required.

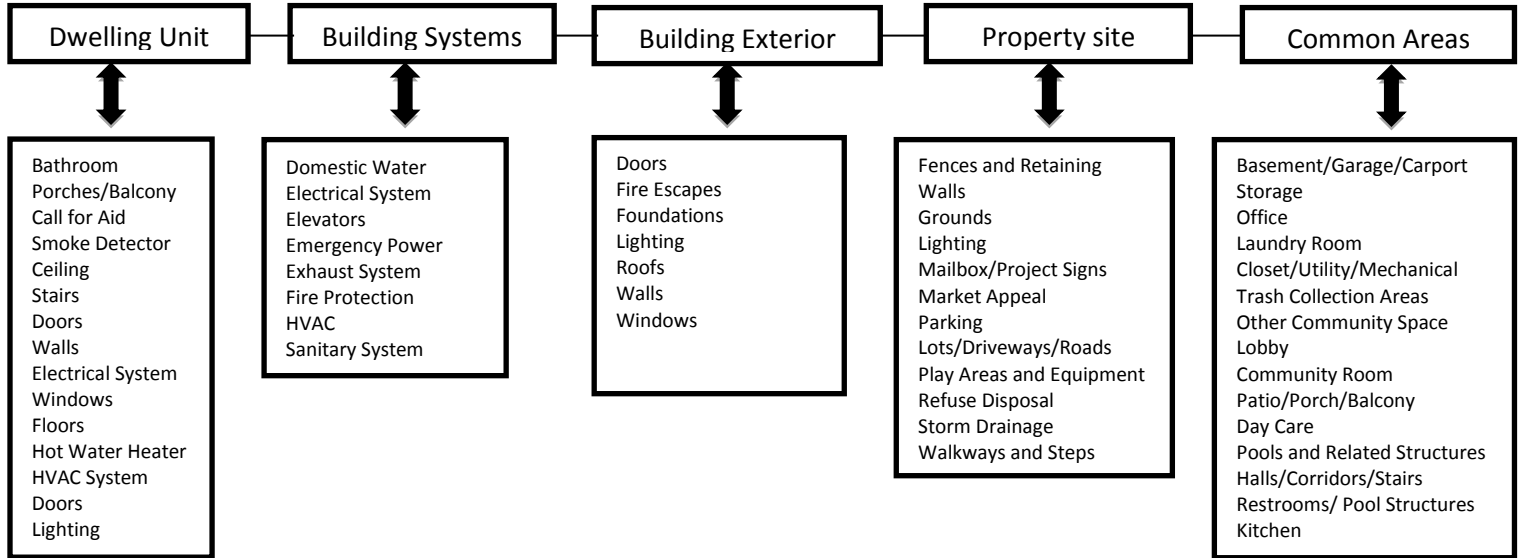
For all non-emergency inspections, the Resident shall be given at least two (2) days written notice of the inspection. The Housing Inspection staff shall normally perform the unit inspection program of the UNIT. Unless it is determined that the inspection program is contracted to an outside source.

During each inspection, the staff shall perform specified preventive and routine maintenance tasks. Any other work items noted at the time of the inspection will be documented on the UNIT inspection form. All uncompleted work items shall be converted to a work order within twenty-four hours of the completion of the inspection. **The maintenance staff shall endeavor to complete all inspection generated work items within 30 days of the inspection.**

All Technical Services Staff are responsible for monitoring the condition of dwelling units. Whenever a Housing Inspection and/or Maintenance staff member enters a dwelling unit for any purpose, such as completing a resident request for service or accompanying a contractor, he or she shall record on an inspection form any required work he or she sees while in the apartment. These work items shall also be converted to a service request within twenty-four hours of discovery.

Nothing in this policy shall prevent any UNIT staff member from reporting any needed work that they see in the regular course of their daily activities. Such work items shall be reported to the site manager of the appropriate property.

Uniform Physical Condition Standard Basic Inspection items



SCHEDULE ROUTINE MAINTENACE

The UNIT includes in this work category all tasks that can be anticipated and put on a regular timetable for completion. Most of these routine tasks are those that contribute to the curb appeal and marketability of the property.

Pest Control/Extermination

The UNIT will make all efforts to provide a healthy and pest-free environment for its residents. The Authority will determine which, if any, pests infest its properties and will then provide the best possible treatment for the eradication of those pests.

The Technical Services Supervisor and/or Working Foreman will determine the most cost-effective way of delivering the treatments – whether by contractor or licensed Authority personnel.

The examination plan will begin with an analysis of the current condition at each property. The Technical services supervisor and/or Working Foreman shall make sure that an adequate schedule for treatment is developed to address any existing infestation. Special attention shall be paid to cockroaches. The schedule will include frequency and locations of treatment. Different schedules may be required for each property.

Resident cooperation with the extermination plan is essential. All apartments in a building must be treated for the plan to be effective. Residents will be given information about the extermination program at the time of move-in. all residents will be informed at least one week and again twenty-four hours before treatment. The notification will be in writing and will include instructions that describe how to prepare the unit for treatment. If necessary, the instructions shall be bi-lingual to properly notify that resident population.

Landscaping and Grounds

The UNIT will prepare a routine maintenance schedule for the maintenance of the landscaping and grounds of its properties that will ensure their continuing attractiveness and marketability.

- 1. Routine grounds maintenance includes numerous activities:**
- 2. Litter control**
- 3. Lawn care**
- 4. Maintenance of driveways, sidewalks and parking lots**
- 5. Care of flower and shrubbery beds and trees**
- 6. Maintenance of playgrounds, benches and fences**

The Technical Services Supervisor and/or Working Foreman shall be responsible for the development of a routine maintenance schedule that shall include:

1. A clearly articulated standard of appearance for the grounds that acknowledges but is not limited to HUD and local code standards;
2. A list of tasks that are required to maintain that standard and the frequency with which the tasks must be performed;
3. The equipment, materials, and supplies required to perform the task and a schedule for their procurement; and

Building Exterior and Interior Common Areas

The appearance of the outside Authority buildings as well as their interior common areas is important to their marketability. Therefore, the UNIT has established a routine maintenance schedule to ensure that they are always maintained in good condition. The components to be maintained include:

1. Lobbies
2. Hallways and stairwells

3. Public restrooms
4. Lighting fixtures
5. Common rooms and community spaces
6. Exterior porches and railings
7. Building walls
8. Windows

The Technical Services Supervisor and/or Working Foreman is responsible for the development of a routine maintenance schedule for building exterior and interior common areas. The schedule shall be based on the following:

1. A clearly articulated standard of appearance for the building
2. A list of tasks required to maintain that standard
3. The frequency with which the tasks must be performed
4. A list of materials, equipment and supplies required to perform the tasks.

Interior Painting

The appearance and condition of the paint within each unit is important to unit condition and resident satisfaction. Accordingly, the UNIT will develop a plan to ensure that interior paint in resident dwelling units is satisfactorily maintained. As part of this plan painting standards will be developed that include:

1. Surface preparation
2. Protection of non-painted surfaces
3. Color and finish
4. Paint quality
5. Methods of application approved
6. Lead paint testing and abatement if required

The plan will set out the conditions for the consideration of a painting request. These standards include the period of the work will be included including the conditions under which a resident will be allowed to paint his or her own unit.

RESIDENT ON-DEMAND SERVICES

This category of work refers to all resident generated work requests that fall into no other category. These are non-emergency calls made by residents seeking maintenance service. These requests for service cannot be planned in advance or responded to before the resident calls.

It is the policy of the UNIT to complete these work requests within seven (7) days. However, unless the request is an emergency or entails work that compromises the habitability of the UNIT, these requests will not be given a priority above scheduled routine and preventive maintenance. By following this procedure, the UNIT believes it can achieve both good resident service and a maintenance system that completes the most important work first and in the most cost effective manner.

H. CONTRACTING FOR SERVICES

The UNIT will contract for maintenance services when it is in the best interests of the UNIT to do so. When the employees of the UNIT have the time and skills to perform the work at hand, they will be the first choice to perform a given task. When the employees of the UNIT have the skills to do the work required, but there is more work than there is time available to complete it, the UNIT will determine whether it is more cost effective to use a contractor to complete the work. If the UNIT staff does not have the skills to complete the work, a contractor will be chosen. In the last instance, the UNIT will decide whether it will be cost effective to train a staff member to complete the work.

Once the decision has been made to hire a contractor, the process set out in the UNIT Procurement Policy will be used. These procedures vary depending on the expected dollar amount of the contract. The Technical Service Supervisor and/or Working Foreman will work with the Executive Director to facilitate the contract award. The Executive

Director will be responsible for the contribution of the Maintenance Department to this process. The most important aspect of the bid documents will be specifications or statement of work. The clearer the specifications the easier it will be for the UNIT to get the work product it requires.

SYSTEM/COMPONENT CHECKLIST

TYPES OF SYSTEM/COMPONENT INSPECTED

- Catch basins/Storm Drainage
- Compactors
- Condensation pumps
- Emergency lighting
- Exhaust fans
- Exterior lights
- Mechanical equipment
- Sanitary drains
- HVAC systems
- Domestic water
- Roof/building Exterior
- Vehicle
- Power Tool
- Fire alarms and fire alarm systems
- Fire extinguishers
- Fire hoses
- Emergency generators
- Emergency lighting
- Sprinkler systems
- Other _____

Person making observation:.....

Date and Time of Observation:.....

Location of Component:.....

.....

Description of Component Inspected:.....

.....

.....

.....

Description of Defect or Issue:.....

.....

.....

.....

Recommended Corrective Action:.....

.....

.....

.....

.....