

## APPENDIX 4

### SAMPLE OUTLINES: RENTAL AND HOMEBUYER HOUSING MAINTENANCE POLICIES

#### SAMPLE OUTLINE: RENTAL HOUSING MAINTENANCE POLICY

1. General Statement: Summarizes the general principles of the housing maintenance policy. For example, it defines the scope of maintenance responsibilities, describes the duties of the IHA and states that all IHA property will be properly maintained.
2. Standards: Defines the standards of maintenance that will be upheld in providing rental housing that is safe, decent and sanitary.
3. Maintenance Scheduling: Describes the work order system and establishes priorities for responding to different types of maintenance work. Describes different types of work -- preventive, routine, emergency and unit turnover -- and sets standards for completing each type of work in a timely fashion.
4. Inspection of Units: Describes the types of inspections the IHA is required to perform. Explains the duties and items inspected. Also explains scheduling for regular inspections, move-in inspections, move-out inspections and warranty inspections.
5. Maintenance Responsibilities of the Tenants: Explains tenant's responsibility to report maintenance problems as well as any additional tenant maintenance responsibilities through tenant maintenance programs, such as interior painting and lawn care.
6. Charges to Tenants: Describes the circumstances in which the tenant is charged for maintenance. States that a list of tenant charges will be established and regularly updated to reflect costs of different maintenance items.
7. Training of Staff: States that the IHA will encourage maintenance staff to attend relevant training and that staff trained will be expected to train other staff on subjects learned. Also states a commitment to hold regular maintenance workshops to teach and discuss new techniques.
8. Outside Contractors: Outlines the circumstances under which outside labor may be contracted. This should be consistent with the procurement policy for guidance on hiring contractors.

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#### SAMPLE OUTLINE: HOMEBUYER MAINTENANCE POLICY

1. General Statement: Summarizes the general principles of the housing maintenance policy. For example, it defines the scope of maintenance responsibilities, describes the duties of the IHA and states that all IHA property will be properly maintained.
2. Standards: Establishes standards for the overall maintenance

program, including quality of maintenance work, responsiveness, cost-effectiveness and the provision of homeownership units that are decent, safe and sanitary.

3. IHA Maintenance Responsibilities: Outlines the IHA maintenance responsibilities. For the Mutual Help program, the IHA is responsible for inspecting the property to ensure it meets the standards defined above. However, it is not responsible for performing additional maintenance except in emergency situations. In Turnkey III properties, the IHA is also responsible for non-routine maintenance.
4. Homebuyer Maintenance Responsibilities: Explains the maintenance responsibilities of the homebuyer. For Mutual Help programs, this includes all routine and non-routine maintenance. For Turnkey III programs, this includes all routine maintenance.
5. Maintenance Scheduling: Describes the work order system and establishes priorities for responding to different types of maintenance work. Describes different types of work -- preventive, routine, emergency and unit turnover -- and sets standards for completing each type of work in a timely fashion.
6. Inspection of Units: Describes the types of inspections the IHA is required to perform. It explains the duties and items inspected. Also explains scheduling of regular inspections, move-in inspections, move-out inspections and warranty inspections.
7. Charges to Homebuyer: Describes the circumstances in which the homebuyer is charged for maintenance. States that a list of homebuyer charges will be established and regularly updated to reflect costs of different maintenance items. Describes how these charges are drawn from homebuyer accounts.
8. Technical Assistance to Homebuyers: States that the IHA will provide technical assistance to homebuyers on their maintenance responsibilities. It also describes when and how the assistance is provided.
9. Training of Staff: States that the IHA will encourage maintenance staff to attend relevant training and that staff trained will be expected to train other staff on subjects learned. Also states a commitment to hold regular maintenance workshops to teach and discuss new techniques.
10. Outside Contractors: Outlines the circumstances under which outside labor may be contracted. This should be consistent with the procurement policy for guidance on hiring contractors.

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