APPENDIX 5

PHA/RMC/AME: FYE: Date:

INDICATOR #4. WORK ORDERS

Component #1, examines the PHA's percentage of emergency work
orders completed or abated within 24 hours. Component #2,
measures the annual average amount of time it takes for a PHA to
complete its non-emergency work orders.

Information from the Certification Form/IBS:

1.   PHA has implemented an adequate system to
     account for and control work orders: |_| Yes
|_| No

2.   Emergency Work Orders:
     b.   Number of emergency work orders received: _____
     a.   Number of emergency work orders corrected/
          abated within 24 hours: _____
     c.   Percent of work orders completed/abated
          within 24 hours (divide line 1b by line 1a):   _____%

3.   Non-Emergency Work Orders:
     a.   Number of non-emergency work orders active: _____
     b.   Number of calendar days it took to complete
          non-emergency work orders: _____
     c.   Average number of calendar days to complete
          non-emergency work orders (divide line 2b
          by line 2a):   _____

4.   Reduction Over the Past Three Years:
     a.   Number of days to complete non-emergency
          work orders from the 1st yr of 3 yr period: _____
     b.   Current number of days to complete nonemergency
          work orders: _____
     c.   Reduction in the average number of days to
          complete non-emergency work orders (subtract
          line 3b from 3a):   _____

5.   Adjustments:
     |_| Physical condition: _____
Points
     |_| Neighborhood environment: _____
Points
     |_| Physical condition and neighborhood
          environment: _____
Points

     Total: _____
Points

Sources: Work orders; work order logs; modernization logs;
census data.

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Indicator #4, Continued:

         Verification Questions   Yes No* N/A

1.   Describe the system used to record work
     orders. Attach a sample of records maintained.

2.   Review work order log. Does the system
     adequately track the length of time to
     complete emergency work orders?
     |_| Time received
     |_| Time entered into automated system, if
          applicable
     |_| Time issued
     |_| Time completed

3.   Review work order log. Does the system
     adequately track the length of time to
     complete non-emergency work orders?
     |_| Time received
     |_| Time entered system
     |_| Time issued
     |_| Time completed

4.   Does the system identify:
     |_| Downtime
     |_| Make ready time
     |_| Lease up time

5.   Review work orders; do work orders
     adequately reflect:
     |_| Priority
     |_| Description of work
     |_| Location
     |_| Parts used
     |_| Cost of parts
     |_| Billed to resident, if appropriate

6.   Does the PHA exclude all non-emergency
     work orders that should be excluded:
     |_| Cyclical
     |_| Modernization
     |_| Make ready work orders

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Indicator #4, Continued:

7.   Does the PHA issue a non-emergency
     work order to complete an emergency
     that has been abated?

8.   Calculation of non-emergency work orders:

     a.   Number of N/E work orders carried
         forward from prior FY: _____
     b.   Number of N/E work orders received
         and completed in FY being assessed: _____
     c.   Number of N/E work orders received
         but not completed in FY being assessed: _____
     d.   Total active N/E work orders (add
         lines a, b and c):   _____
     e.   Number of days to complete N/E work
         orders carried forward from prior FY: _____
     f.   Number of days to complete N/E work
         orders received and completed in FY
         being assessed: _____
     g.   Number of active days for N/E work
         orders remaining open in FY being assessed: _____
     h.   Total completion days (add lines e,
         f and g):   _____
     i.   Average completion time (divide line
         h by line d):   _____

8.   If PHA certified to reduction of time to
     complete non-emergency work orders, do
     PHA records support this reduction?

9.   Has the management function for indicator
     #4 been assumed by an RMC/AME?

10. Modification/exclusion requests:

* All "No" answers should be explained below or attached.

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Indicator #4, Continued:

Summary

Component #1, Emergency Work Orders:

    Initial Grade: _____   Confirmed Grade: _____

Component #2, Non-Emergency Work Orders:

    Initial Grade: _____   Confirmed Grade: _____

Overall Indicator:

    Initial Grade: _____   Confirmed Grade: _____

Reviewer: