APPENDIX 7

Maintenance Operations Review Checklist
U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
Low-Income Housing Program

PHA Name:                      Dates of Review:

PHA Staff Contacted:           HUD Reviewer:

Instructions: For each aspect which is being reviewed in-depth, check the "yes" or "no" column for each statement. Enter any comments or explanation, as appropriate. If a statement is not applicable to the particular PHA or project under review, enter "NA" in the "comment/explanation" column. When using the checklist, the reviewer shall be alert to any differential level of maintenance services, charges or facilities based on race, color or national origin.

<table>
<thead>
<tr>
<th>Items</th>
<th>Yes</th>
<th>No</th>
<th>Comments/Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Maintenance Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A1. PHA is identifying major problems and trends.</td>
<td>___</td>
<td>___</td>
<td></td>
</tr>
<tr>
<td>A2. PHA is identifying immediate and long-term solutions including funding sources, i.e., operating budget, reserves, city, CIAP, etc.</td>
<td>___</td>
<td>___</td>
<td></td>
</tr>
<tr>
<td>B. Previous HUD Review(s) or Internal PHA Review(s)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B1. PHA has corrected and is monitoring previously identified problems.</td>
<td>___</td>
<td>___</td>
<td></td>
</tr>
<tr>
<td>C. Supervision of Maintenance Operations:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C1. Supervisory staff conduct regular inspections to ensure quality control.</td>
<td>___</td>
<td>___</td>
<td></td>
</tr>
<tr>
<td>C2. Overall number of maintenance personnel and type of skills are adequate.</td>
<td>___</td>
<td>___</td>
<td></td>
</tr>
<tr>
<td>C3. Maintenance personnel are appropriately deployed and used (matching skills to assignments, determining contracting needs).</td>
<td>___</td>
<td>___</td>
<td></td>
</tr>
</tbody>
</table>
Total Maintenance Staff Year/Unit Ratio:

Skilled Staff Year/Unit Ratio:

C4. Maintenance personnel are accountable for quality and quantity of work. ___ ___
C5. Training program is adequate for skill development or maintenance. ___ ___

D. Work Order (WO) System:
D1. Average time to respond to complete routine WOs is satisfactory. ___ ___
Response Time: Work Time: __________

D2. Average time to respond to and complete emergency WOs is satisfactory. ___ ___
Response Time: Work Time: __________

D3. Backlog of WOs is not excessive. ___ ___
No.: Average Age in Months: __________

D4. System for prioritizing and assigning WOs is adequate. ___ ___
D5. WO system is used as a management tool to track productivity. ___ ___
D6. Tenant charges are appropriate and equal for similar items at all projects. ___ ___
D7. Number of WOs due to tenant abuse has decreased over last two years. ___ ___
E. PHA/Project Management-Related Items:
E1. Maintenance-management relations are mutually supportive and coordinated. ___ ___
E2. Efforts to control vandalism are effective. ___ ___
E3. Municipal services are adequate and appropriately monitored. ___ ___

F. Inspections:
F1. There are inspections of every unit, building and project by trained maintenance staff. ___ ___

<table>
<thead>
<tr>
<th>Units</th>
<th>No. Inspected</th>
<th>Percent Inspected</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>#</td>
<td>%</td>
</tr>
<tr>
<td>Buildings</td>
<td>#</td>
<td>%</td>
</tr>
<tr>
<td>Projects</td>
<td>#</td>
<td>%</td>
</tr>
</tbody>
</table>

2/90
page 2 of 4

APPENDIX 7

F. Inspections (Cont.):
F2. Annual Preventive Maintenance (PM) inspections include mechanical, plumbing, heating, electrical, structural, and roofing systems and maintenance equipment. ___ ___
F3. Deficiencies identified by PM inspections are corrected on a timely basis. ___ ___
F4. PHA is conducting regular exterior painting. ___ ___
No. of Projects Painted in the Last 3 Years:  

F5. PHA is conducting regular interior painting. ___ ___

No. of Units/Projects Painted in the Last 5 Years:  
Units  Projects

F6. PHA is complying with lead-based paint regulations, 24 CFR Parts 35. and 965, Subpart H. ___ ___

F7. PHA has assessed the needs of current tenants and applicants for accessible units and is meeting those needs. ___ ___

G. Vacant Units:  
G1. PHA is conducting move-in and move-out inspections. ___ ___

Yearly Number

G2. Vacant unit turnaround is timely. ___ ___

Average Turnaround in Days

G3. Security of vacant units is adequate. ___ ___

H. Homeownership Program:  
H1. Homebuyer maintenance is adequate. ___ ___

I. Contract Maintenance (elevators, pest control, etc.):  
I1. Quality of work is acceptable. ___ ___

I2. Cost-effectiveness (contract vs. in-house) is reviewed on a regular basis. ___ ___

I3. There is adequate supervision ___ ___

APPENDIX 7

<table>
<thead>
<tr>
<th>Item</th>
<th>Yes</th>
<th>No</th>
<th>Comments/Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Contract Maintenance (Cont.):</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I2.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I3.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
of contracts. ___ ___

J. Procurement:
J1. Materials, equipment, and supplies are available when needed and of acceptable quality. ___ ___
J2. Emergency purchases are limited. ___ ___
J3. Repair or replacement of relatively new items is limited. ___ ___
J4. CSPs are used to maximum extent as possible. ___ ___
J5. PHA's efforts to obtain lowest possible prices are adequate. ___ ___

K. Inventory:
K1. Inventory system, including disposition, for equipment, materials and supplies is adequate. ___ ___
K2. Stock record cards are maintained. ___ ___
K3. Purchases and withdrawals are adequately posted. ___ ___
K4. There are no problems of overstocking. ___ ___

Amount Overstocked More Than 6 Months

$ ___

K5. Use of petty cash for small purchase orders is not excessive (understocking). ___ ___
K6. Annual inventory of expendable and nonexpendable goods is taken. ___ ___
K7. Security of inventory is adequate. ___ ___

L. Modernization/CIAP:
L1. Modernization work is of acceptable quality and timeliness. (If not, schedule a modernization monitoring visit.) ___ ___

2/90 4

Page 4 of 4