
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.

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

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:

HUD-52415 (8/85)
Handbook 7460.7

1

2/90

page 1 of 4

APPENDIX 7

Items	Yes	No	Comments/Explanations
D. Work Order (WO) System(Cont.):			
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.	_____	_____	

Percent Decreased:

Percent Increased:

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. ____ ____
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F. Inspections:

- F1. There are inspections of every unit, building and project by trained maintenance staff. ____ ____

	No. Inspected	Percent Inspected
Units	#	%
Buildings	#	%
Projects	#	%

2/90

2

page 2 of 4

APPENDIX 7

Items	Yes	No	Comments/Explanations
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. _____

3

2/90

page 3 of 4

APPENDIX 7

Item	Yes	No	Comments/Explanation
I. Contract Maintenance (Cont.):			
I2. Cost-effectiveness (contract vs. in-house) is reviewed on a regular basis.	_____	_____	
I3. There is adequate supervision			

of contracts.	_____	_____
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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.	_____	_____
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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.	_____	_____
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Amount Overstocked More Than 6 Months		
\$		
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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.	_____	_____
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L. Modernization/CIAP:		
L1. Modernization work is of acceptable quality and timeliness. (If not, schedule a modernization monitoring visit.)	_____	_____
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