

# **MAINTENANCE GUIDEBOOK I - MAINTENANCE PROGRAM**

## **CHAPTER ONE - PURPOSE OF THE GUIDEBOOK**

### **SECTION A COMPREHENSIVE MAINTENANCE PROGRAM**

Public Housing Agencies and Indian Housing Authorities (jointly referred to as HAs) should develop and implement comprehensive maintenance programs in order to maintain their developments in good operable condition. An effective program requires a well-defined maintenance policy, an appropriate organizational structure, short- and long-term planning, and effective management. The development and implementation of an effective maintenance program will result in housing which provides a decent and comfortable living environment for residents and minimizes the cost to the HA for both short and long terms. In addition, such a program will be in compliance with applicable HUD regulations, guidelines, and the Public Housing Management Assessment Program (PHMAP)—24 CFR 901 and HUD Handbook 7460.5.

### **SECTION B INTENDED AUDIENCE FOR THE GUIDEBOOK**

This guidebook is intended to be used by HAs having fewer than 250 dwellings. The details incorporated here, however, may also be applicable to and usable for medium to large HAs, since the principles involved are universal. Use of this guidebook is optional. HAs are encouraged to modify the procedures and guidelines in this guidebook to meet their individual needs.

### **SECTION C IMPORTANCE OF THE PROGRAM**

The importance of a comprehensive maintenance program cannot be overemphasized. The HA should operate within the parameters of its operating budget, which can be ensured by a successful maintenance operation. Additionally, such a maintenance operation will improve resident relationships and foster their cooperation. Well-maintained properties also enhance relations with adjacent property owners and with the community at large.

In addition, the maintenance program plays a significant role in determining the HA's PHMAP scores. HAs should maintain passing scores on each PHMAP indicator. Failure on any indicator requires the development and implementation of an "Improvement Plan." The maintenance program has a direct impact on at least four PHMAP indicators: #4—Energy Consumption, #5—Unit Turnaround, #6—Outstanding Work Orders, and #7—Annual Inspections. HUD Handbook 7460.5 provides guidance and instructions regarding these indicators.

## **SECTION D MANAGEMENT OVERSIGHT AND REVIEW**

Effective management of HAs in general, and of maintenance programs in particular, requires that HA Executive Directors participate in, oversee, and review the maintenance program. Management should work closely with the Maintenance Supervisor or Foreman (titles will vary from HA to HA, depending on size and organizational structure) in developing an annual maintenance plan. They should also ensure that the plan is in keeping with, and supports, the overall strategy for the operation of the authority. Within the limitations of the operating budget, HA management should provide adequate funding to implement the maintenance plan.

Once the maintenance plan is in place, HA management should review the progress of the plan on a regular basis. At least monthly, the work accomplished, service levels attained, expenditures to date, work still to be done (regular and preventive), and any changes, emergencies, or extraordinary work items that have arisen since the last assessment should be reviewed. Any discrepancies between the plan and the month's activities should be corrected immediately. Unforeseen or emergency events may require new or altered plans.

**END OF CHAPTER ONE**