

Maintenance and Capital Projects - Goals & Objectives

Updated: December 10, 2025

1. Keep Housing Units and Properties Safe:

MB & VB A. Eliminate environmental Hazards:

1 ASBESTOS:

Note: According to 2017 Demolition report on 1964 units Asbestos occurred in drywall tap mud, water pipe insulation and black floor tile mastic.

Goal - On case-by-case basis as unit are turned floor tiles, if suspected, will be tested for asbestos and abated if asbestos is present.

VB Vangie takes samples and sends for testing. If test is positive she turns over to Mr. B.

MB Mike contacts appropriate vendors for project scope and management and contracts with appropriate abatement vendor

2 RADON:

Goal - On case-by-case basis testing radon will be conducted.

MB If Radon is suspected, Mike contacts appropriate vendors for testing and if exceeds acceptable level then develop appropriate method to remedy the situation.

MB B. Eliminate Unsafe Site Conditions:

1 SIDEWALKS & STEPS

Goal - to eliminate remaining unsafe conditions with sidewalks and steps in all developments as needed.

MB Mike will assess unsafe conditions and draft scope of work to remedy the situation and if funds are available will proceed with procurement of contractor to complete the required SOW.

2 STRUCTURES:

Goal - to eliminate remaining unsafe Unit Structural conditions in all developments as needed for urgent situations.

MB Mike will assess unsafe structural conditions and draft scope of work to remedy the situation and if funds are available will proceed with procurement of contractor to complete the redquired SOW.

2. Unit turns and capital project unit remodel:

VB A. Units turned upon vacancy, and make ready for leasing.

Goal - To complete unit turns within 14 days except when additional work is required.

VB When a unit is vacant, Vangie will change locks, perform move out inspectdion and work write up, then obtain quote for work to be completed by turn contractor and have work performed in a time manner.

VB, MB B. Unit(s) Remodel or Upgrade - bring to best possible condition.

Goal - On a case by case basis, to assess/verify units that need remodel, upgrades or component replacements.

VB When a unit is vacant, Vangie will change locks, perform move out inspection and work write up. If she feels that there is a need to upgrades or change out components [i.e. Range/oven, Water heater, etc.] then she include in her write-up. If the upgrades are more that turn contractor can handle then she will consult with Mr. Burnside to see if he can contract for the work.

MB Mike contacts appropriate vendors for project scope and management and contracts with appropriate contractor to perform the SOW. Example - R&R entire floor in a unit.

MB,VB C. Create 5-Year Capital Plan to address all major REAC and Physical Needs Assessments.

Goal - To complete a New 5 Year Capital Plan when required by HUD; and upon notice of annual capital fund award review and update grant year budgets and monitor on a monthly basis.

MB Mike drafts the 5-year plan in consultation with the Executive Director and key staff. The 2023-2027 was approved by the Board. Now only monthly monitoring and updated is required.

VB Vangie is one key staff members who aides in development of the 5-year plan and participates in monthly CFP meetings.

MB D. Handicap Units - Develop Plan to bring compliant w/HUD requirements.

Goal - To meet the HUD standard of having 5% of unit in each subdivision as handicap accessible. Currenty there are 3 HCA units and 10 more are needed.

MB Mike will assess which units may be converted to handicapped accessible units by subdivision and develop the SOW for conversion of the selected units. He will work with the Housing Manager to coordinate transfer of affected families to other units so the conversions work can be accomplished.

MB E. Make units more Energy Efficient:

Goal is to complete a New Energy Audit by June 30, 2026.

MB Mike will issue RFP for procurement of appropriate vendor to conduct a new energy audit.

3. Response to Tenant Work Order Requests:

VB,MB A. Enter in System Software within 48 hours of request:

Goal - To enter new work orders within 48 hours of tenant request; and assign to techs in order of priority.

Both Mike and Vangie will be responsible for ensuring work orders within their respective areas of responsibility will be entered within the 48 hours goal.

VB,MB B. Maint.Tech to submit paperwork within 24 hours of completion:

Goal - To insure maintenance techs submit required Paperwork upon completion within 24 hours.

Both Mike and Vangie will be responsible for ensuring work orders within their respective areas of responsibility are completed within 24 hours.

MB, VB C. **Submit Summary Work Order report 10 days of month just ending:**

Goal - to have all completed work order paperwork closed before end of each month.

Mike and Vangie coordinate completion of monthly spreadsheet of department activity.

4. **With regard to Inspections means:**

VB A. **Move-out Inspection & Charges within 48 hours of vacancy.**

Goal - to maintain move out inspection, work write-up and charges are complete within 48 hours after unit is vacated.

B. **Annual Inspections**

MB 1 Annual-Self-Inspection

Goal - to complete the required self-inspection by June 30 of each year or sooner.

Inspection may be conducted by outside contractor.

Mike arranges with outside contractor to complete these annual inspections.

MB/VB 2 REAC-NSPIRE [as notified by HUD]

Goal - to be prepared for the required REAC-NSPIRE inspection and to achieve highest inspection score possible.

Mike - Generates list of top 10 to 20 items for Tech to use as a reference

Vangie - Schedule a pre-walk through by the M-Techs and determine what is needed. Then

Vangie - If appliances, windows or refrigerators need parts or repairs, Vangie orders parts for M-Tech to use.

Mike - Uses his Techs to conduct outside workorders.

VB 3 Issuing Inspection Emergency Deficiency WO's. within 24 .

Goal is to enter emergency work orders within 24 hours. Assigned, task completed and work order closed.

VB 4 Issuing Inspection moderate Deficiency WO's. within 30 days

Goal is to assign these work orders, make repairs and close completed work orders within 30 days.

VB 5 Issuing Inspection low Deficiency WO's. within 60 days

Goal is to assign these work orders, make repairs and close completed work orders within 60 days.

MB C. **HQS Annual/Re-Certification Inspections**

Goal is to maintain inspections be completed 75-90 days prior to Annual Re-cert.

MB D. **New HQS Inspections**

Goal is to maintain new inspections be initiated within 48 hours of request.

MB E. **Natural Gas System Maintenance**

Goal is to obtain gas system inspection and maintenance repairs per state regulations annually.

MB F. Property insurance Carrier Inspection
Goal is to complete deficiency repairs within 30 days.

MB G. Annual Safety Inspection
Goal is to complete deficiency repairs within 30 days.

5. Inventories:

VB A. Consummable materials for audit purposes.
Goal is to complete consummable inventory before May 31st annually.

VB B. Vehicle & Heavy Equipment for audit purposes.
Goal is to complete vehicle and heavy equipment inventory by May 31st annually.

MB C. Tools & Sm.Equip. - To be conducted every 6 months in June and December.
Goal is to ensure accurate inventory of each item of small equipment and tools, and to prevent damage, theft or loss.

6. Overall Operations of the Maintenance Department:

MB,VB A. Update Maintenance Manual as needed:
Goal is to review annually and update if needed.

Vangie tracks charges and updates as needed.

Mike will incorporate additional needed language in the current approved version.

MB,VB B. HUD Required Certifications, Qualifications and Training as needed:

1 NSPIRE INSPECTOR

In addition to managers and one other staff will be trained and certified to conduct NSPIRE Inspections.

Vangie , Mike and Jaida are required to become NSPIRE certified by June 30, 2026

2 EMERGENCY PREPAREDNESS

Goal - Maintenance Department Managers and other key staff will be trained on "Disaster Response Emergency Preparedness" by June 30, 2026 and prepare an Emergency Preparedness Plan for Board review and approval by September 30, 2026.

Mike identified a template and started to complete for managers review.

3 OSHA

Goal - All New maintenance staff will attend the basic 10 hour training; Every new hire will complete 10 hour training within 6 months of date of hire.

Jaida needs to complete by March 31, 2026

4 CPR/FIRST-AID And DEFENSIVE DRIVING COURSES

Goal is to ensure All maintenance staff will attend the required training annually. Every new hire will complete 10 hour training within the next scheduled sessions.

C. Staff Performance Standards implemented for monthly monitoring:

VB 1 INVENTORY CONTROL

Goal is to computerize an consumable inventory control system which captures the inventory usage of materials.

VB, MB 2 WORK ORDERS (Processing, Completion & Submittal by Techs, Closing by Admin., QC.)
Goal is to require timely completion of work orders by Maintenance Techs as follows:

- * Emergency - 24 hour to repair.
- * Immediate Attention - One to two days to make repair.
- * Routine - Two to three days to make repair.
- * Low - Three to four days to make repair.
- * Seasonal - Seasonal work orders [furnace cleaning, etc.] will be complete when needed during the season needed.

VB, MB 3 ORDERLINESS (Warehouse, Vehicles, Uniform, Efficiency, Organization, etc.)
Warehouse - Goal is to insure all maintenance staff keep warehouse in safe and clean condition.

Vehicles - Goal is to inspect all GHA vehicles monthly.

- * Tech to report accidents/damage to supervisor immediately.
- * Techs must keep exterior/interior clean at all times.
- * Keeping passenger side clear at all times.

Uniform - Goal is to make sure maintenance techs have proper uniforms.

- * To insure uniforms are supplied yearly. Example - Shirts, Jeans and Boots.
- * New employee uniform purchased after probation is completed.
- * Employee are required to wear company name tags while on duty.