

APSAALOOKE NATION HOUSING AUTHORITY

MAINTENANCE POLICY

These policies and procedures were adopted by the APSAALOOKE NATION HOUSING AUTHORITY Board of Commissioners by Resolution # _____ on _____, _____.

SECTION 1. INTRODUCTION

A. One of the most important aspects of the Apsaalooke Nation Housing Authority (hereinafter ANHA) operations is the maintenance of units it has under management. If units are not adequately maintained on a regular basis, the long-term viability of our Housing Assistance programs is threatened and the (ANHA) along with its clients will lose a valuable resource.

B. Generally speaking, maintenance is the upkeep of property and equipment in a decent, safe and sanitary condition, as defined in Title II, Section 203(b) under the Native American Housing Assistance and Self-Determination Act of 1996 (NAHASDA) (25 U.S.C. 4101 et seq.) It also prevents the Apsaalooke Nation Housing Authorities housing stock from deteriorating or declining into disrepair and is the most important day-to-day aspect of on-site management. It is also the largest single area of expense in housing management.

C. In accordance with the mandates of NAHASDA, the ANHA shall utilize its manpower and resources to maintain those units it has under management and for which it has an obligation to perform maintenance. This includes occupants of Current Assisted Stock (CAS) and occupants of any housing developed pursuant to the Indian Housing Block Grant (IHBG) under PL 104-330, the Native American Housing Assistance and Self-Determination Act of 1996 (NAHASDA)

SECTION 2. PURPOSE OF PLAN

A. PURPOSE

This Maintenance Policy provides guidance to the Apsaalooke Nation Housing Authority in maintaining the low-rent housing units and Homebuyer Housing Assistance Programs under its jurisdiction. Apsaalooke Nation Housing Authority maintenance requires cooperation by the ANHA and tenants to provide and maintain decent, safe and sanitary housing for low-income families and Housing Assistance Programs. This policy describes the responsibilities of each assuring that the low-rent housing and Housing Assistance Programs are maintained.

B. RESPONSIBILITIES

The maintenance Department of the Apsaalooke Nation Housing Authority is responsible for managing the maintenance function in the most cost effective manner possible while maximizing the useful life of authority properties and providing the best service to Authority residents. The following policy statements are designed to establish the structure of an effective and efficient maintenance system.

C. DEFINITIONS

1. Authority- shall mean the APSAALOOKE NATION HOUSING AUTHORITY.
2. Tenant - shall be any person renting on a month-to-month basis any type of housing managed by the Authority
3. Family or Residents-shall mean any Tenant or Homebuyer.
4. Public Housing - shall be any housing under the jurisdiction of the Apsaalooke Nation Housing Authority that was obtained through the Apsaalooke Nation current assistant stock.
- Decent, Safe and Sanitary Condition - means a unit contains no condition which could be repaired which is a hazard to the life, health, or safety of the occupants and there is no risk of further damage to the unit from a problem or condition present in the unit.
6. Maintenance - is all upkeep, repairs, renovation and replacement to the interior, exterior, equipment and grounds of the housing units, including Senior Citizens Complex, main offices, and maintenance building (warehouse) managed by the housing authority. Maintenance shall include the repair of any damage or deterioration caused by any source and also includes all efforts to prevent damage (preventive maintenance) before they occur.

SECTION 4. MAINTENANCE CATEGORIES

A. There are two categories of maintenance performed by the IHA: Preventive maintenance and Corrective maintenance.

1. Preventative maintenance is part of the planned or scheduled maintenance program of the Apsaalooke Nation Housing Authority. The purpose of the scheduled maintenance program is to allow the Authority to anticipate maintenance requirements and make sure the Authority can address them in the most cost-effective manner. The preventive maintenance program focuses on the major systems that keep the properties operating. These systems include heating and air conditioning, electrical, life safety and plumbing.
 - a. General Operating systems - The heart of any preventive maintenance program is a schedule that calls for the regular inspection and service to the units, buildings and equipment that can prevent breakdowns. For example, regular inspections of the units filter replacements and coil cleanings all prolong the life of the HVAC equipment.
 - b. The preventive maintenance schedule must be updated each time a system is added, updated, or replaced.
2. Corrective maintenance is the category of maintenance performed to correct a defect, repair breaking, or replace worn materials, parts, or equipment. There are two basic categories of corrective maintenance, minor and major.
 - a. Minor corrective maintenance is performed to correct minor deficiencies and damage, replace less significant items or portions of a major structural element or to make minor repairs to appliances and equipment. Minor corrective

maintenance involves small to moderate amounts of resources and is almost always performed by Apsaalooke Nation Housing Authority maintenance staff.

- b. Major corrective maintenance is performed to correct major structural deficiencies or damage, replace or rebuild major appliances and equipment, or to make additions or improvements. Major corrective maintenance involves large amounts of resources and, while it may be performed in-house, is usually contracted out.

SECTION 5. MAINTENANCE SYSTEM PROCEDURES AND RESPONSIBILITIES

A. The Apsaalooke Nation Housing Authority maintenance system shall include certain procedures;

1. A system of priorities for work requests
2. Comprehensive working procedure
3. Performance goals
4. A work order system
5. A skills training program

B. The major areas/tasks that the Maintenance Department is responsible for are as follows:

1. Routine maintenance
2. Extraordinary maintenance
3. Preventive maintenance
4. Vacancy preparation
5. Vehicle and equipment maintenance
6. Annual Inspections

C. PRIORITY SYSTEM

1. The work priorities adopted by the Apsaalooke Nation Housing Authority exemplify its philosophy of delivering maintenance services. This priority system ensures that the most important maintenance work is done at a time it can be performed most cost-effectively. Minimizing vacancy loss is a part of the cost-effectiveness calculation. The maintenance priorities of the Apsaalooke Nation Housing Authority are the following:

- a. Emergencies
- b. Vacancy preparation
- c. Scheduled Operations and Services
- d. Resident On-Demand Requests

2. Placing planned maintenance and vacancy preparation work ahead of resident work requests does not indicate that resident requests are unimportant. It emphasizes the importance of maintaining control of the maintenance work by performing scheduled routine and preventive work first. By doing so the Authority will decrease on work and maintain the property in a manner that will keep and attract responsible tenants.

D. ROUTINE MAINTENANCE

The maintenance supervisor establishes routine maintenance, so that the Apsaalooke Nation Housing Authority continues to provide decent, safe and sanitary shelter for all residents. Routine maintenance who are called out to emergencies after hours shall be paid at such a time at the rate of one and one half (1 ½) times the normal rate of pay if, the normal working hours of (40 hrs.) per week or (80 hrs.) bi-weekly have been used.

E. WORK ORDER SYSTEM

1. PURPOSE

The primary purpose of the maintenance work order system is to track the status/progress of the work that was requested and who authorized (approved) the work. After work orders are executed, they provide a means for the accounting of who, what, when, and where of ALL maintenance work performed by the Authority. Properly administered, the work order system accounts for the expenditure of program funds (i.e., the costs of labor and materials) of ALL maintenance work performed. From a management perspective, the work order system also provides a statistical database that can be used for determining future budgeting, inventory, equipment and staffing needs as well as inputs for Authority Annual Performance Report (APR).

2. The Apsaalooke Nation Housing Authority shall have a comprehensive work order system that includes all work request information; source of work, description of work, priority, cost to complete, days to complete, and hours to perform. This information is required for the Authority to plan for the delivery of maintenance services as well as evaluate performance. To obtain the greatest effectiveness from the work order system, all work requests and activities performed by maintenance staff must be recorded on work orders for low-rent, turnkey III and Mutual help homebuyers.

3. A system has been formed by the Apsaalooke Nation Housing Authority to have a better communication between the Authority and tenants. The system works in the following procedures: Tenant calls. Tenant is referred to Resident Occupancy Program counselor (R.O.P.) Resident occupancy program counselor checks for last re-certification. Resident occupancy program counselor fills out work order. Work order is transferred to maintenance department district file folders, dated and recorded on file sheet.

4. Work orders for low-rent units and all emergency work despite of delinquencies or re-certification are prioritized.

5. Turnkey III units and Mutual Help homebuyers have a similar maintenance policy as the low-rent milts, due to maintenance reserve.

SECTION 6. RENTAL HOUSING

A. **TENANT RESPONSIBILITIES.** The tenant is responsible, per the signed lease agreement for:

1. the security damage deposit of \$250.00,
2. utilities,
3. re-determination of rent,
4. dwelling size and eligibility,
5. occupancy of dwelling, and
6. keeping vehicles only on driveway or designated parking areas of the unit.

2. The common areas and yard shall not by their actions or negligence damage the property. The tenant shall also be required to make every possible effort to prevent negligent actions by visitors which, could result in damage or destruction to the dwelling, equipment or grounds. Tenants shall be held responsible for any damage or destruction caused by visitors or by the tenant or their family. The tenant shall not park or drive any car or truck on any yard area and shall keep vehicles only on the driveway or designated parking areas of the unit.

B. DAMAGE TO UNIT

Failure of a tenant to keep their responsibility for the normal care of the unit constitutes a breach of the

lease agreement. Upon determination by the Authority through a report of damage to the unit, a referral, annual inspection and/or an emergency inspection that a breach of the lease has occurred because of damage to unit, notice will be given to the tenant to immediately repair or pay for repair of the problem. If the problem is not remedied within the required time period set by the Authority, the Authority shall take the necessary action to correct the problem and charge the tenant for the actual costs incurred by the Authority. If the tenant refuses to pay the damage charges, this is a violation of the tenant's responsibilities and lease agreement, and the tenant may be evicted. A finding by the occupancy department that a tenant has repeatedly damaged a unit and/or grounds is cause for termination of the lease agreement and eviction.

C. REPORTING DAMAGES CAUSED BY OTHERS

1. Quite often tenants report damages to their unit but insist they are NOT the one who caused the damage. The common themes present by tenants are: a) The damage was caused by someone other than the tenant, b) The damage occurred while the tenant was gone, or c) The damage was caused by an individual whom the tenant did not have any control over.
2. The Authority is not insensitive to those claims: however, we have found that it is sometimes used as an excuse to avoid payment for self inflicted damages.
3. In the event a tenant claims that he/she is not required to pay for damages caused by OTHERS (i.e., during a break-in, vandalism, etc.) payment shall be forgiven if certain conditions are met.
4. Conditions are as follows:
 - a. The incident must be reported IMMEDIATELY to the police department by the tenant.
 - b. The incident must also be reported to the Apsaalooke Nation Housing Authority by the tenant in WRITING, within seventy-two (72) hours of the incident. The written statement must include the following information:
 1. Tenants name
 2. Tenants mailing address and phone number
 3. Tenants house or apartment number
 4. Date and time of incident
 5. Those believed to be responsible
 6. Tenants comments regarding the situation
5. After police are called, they will investigate the reported problem. The results of their visit to the property, and investigation while on site, are typically documented in what is known as an INCIDENT REPORT. A copy of the Police Incident Report must accompany the tenant's WRITTEN report to Apsaalooke Nation Housing Authority. Individuals who call the Police to report damages and/or vandalism are entitled to a copy of the INCIDENT REPORT. Obtaining that Police Incident Report and supplying a copy to the Authority is the responsibility of the client. It is NOT the responsibility of the Authority staff to track these down.
6. If Apsaalooke Nation Housing Authority is able to corroborate the claims made by the tenant, then the charges for damages may be excused.
7. If Apsaalooke Nation Housing Authority is unable to corroborate the claims made by the client, then maybe the charges for damages ought to be upheld and the client shall be billed for the costs associated with repairs. In other words:

8. If seventy-two (72) hours has elapsed and the tenant fails to notify Authority, then NO waiver of payment (for the tenant) shall be granted. If the tenant fails to submit their written claim of the damages, then NO waiver of payment (for tenant) shall be granted.

9. If there is NO Police Incident Report submitted to the Authority to corroborate the claim, then NO waiver of payment (for the tenant) shall be granted.

SECTION 7. MAINTENANCE WORK

A. GENERAL

1. The Authority shall perform ALL required maintenance through its work order system. Requests for work order on a unit can only be made and signed by the lessee who is the Tenant(s) over eighteen years of age. One Maintenance staff will be assigned to all work orders or be responsible for the work order, which include after hours emergency work. All maintenance work on rental housing shall be completed by the Authority as follows:

- a. The authority will check for delinquent payments by a tenant before performing any maintenance work. Work orders will be processed if there is no delinquent balance.
- b. All work orders and turnovers will be processed by the Maintenance Department. Work orders are used for tracking purposes, case histories of each unit, to report damages and for maintenance needs, etc. All work orders will be submitted to the Maintenance Supervisor for recording.
- c. The maintenance Department will respond as quickly as possible to all after hour's emergencies without a work order that can be processed the next business day.
- d. Maintenance work shall not be started without a work order.
- e. All work orders should be processed and the work performed under a priority system.
 1. **FIRST PRIORITY - Emergency 12 Hours:** Where the health and/or safety of the family is threatened, for example, hot water heater, furnace (seasonal), gas leaks and water breaks at curb stop, including windows and doors.
 2. **SECOND PRIORITY - Urgent 24 Hours:** Where additional damage may occur to the unit.
 3. **THIRD PRIORITY - Routine:** Non-emergency maintenance and repair work required by tenants.
 4. **FOURTH PRIORITY - Refurbishment** of vacant units.
 5. **FIFTH PRIORITY:** - Preventive Maintenance: Regular inspections of units.

2. The Authority shall provide reasonable notice prior to scheduling Routine work and may require that a member of the household be present or that permission to enter the dwelling unit be provided by tenant.

3. All maintenance work which, is the result of normal wear and tear, shall be completed at the Authority's expense. However, the tenant is responsible to take normal care and perform the usual maintenance to their dwelling unit that any renter is reasonably expected to perform.

4. All maintenance work which is the result of tenant abuse, neglect or carelessness shall be completed at the tenant's expense, including broken windows, storm windows, broken doors, door frames, holes in doors and wall, etc. Charges for this type of maintenance shall be based on a standard labor rate for each type of repair, plus the cost of parts, travel and material.

5. A tenant who damages a rental unit by abuse, neglect or carelessness and does not pay the

Authority for the necessary repair work may be evicted from the unit and will not be allowed to rent another ANHA Low-rent housing unit or to purchase a Mutual Help home until they have paid for the past damage to an Authority housing unit. If the Authority's Board of Commissioners approve, the Authority can enter a payback agreement with such tenant and allow the tenant to remain in the unit if they reimburse the Authority for the repair costs.

6. Tenant charges for property abuse shall be collected according to the rent and payment collection policies and procedures of the Authority. The Authority will use the Crow Tribal Court to collect past tenant charges.

7. The Authority shall provide 24 hours-a-day emergency services for maintenance of rental dwelling units. These services may be requested only when there is a threat to the health and/or safety of the tenants or of serious damage to the dwelling unit.

8. If a tenant calls for emergency service during non-regular working hours of the maintenance department and the Authority finds that it is not an emergency, the tenant will be billed time and a half (1 ½) for the work time and travel time of the maintenance worker(s) responding to the call.

9. If the maintenance department cannot perform certain maintenance or needs assistance to perform such work in a timely fashion, the Authority can obtain non-housing personnel and contractors to perform such work. The authority will follow the procurement policy in contracting for such labor and for purchasing supplies.

B. VACANT UNIT

1. The Vacant Unit Work Flow represents the procedural flow of activities from the time the Apsaalooke Nation Housing Authority receives the Notice of Intent to Vacate from the tenant to the occupancy of the unit by a new tenant. Receipt of a Notice of Intent to Vacate initiates a sequence of events necessary to prepare a unit for a new tenant in an effective and efficient manner

2. Due to the shortage of decent, safe, sanitary and affordable housing on the Reservation, the following are the major goals of the Authority:

- a. Repair, renovate, rehabilitate vacant units in an effective and efficient manner,
- b. Minimize the loss of Apsaalooke Nation Housing Authority revenue (i.e., rents and homebuyer payments),
- c. Minimize the possibility of extensive damage to vacant units through vandalism.

3. SEQUENCE OF EVENTS

a. The following Sequence of Events provides a description of the functions and activities the various Authority employees perform in getting a vacant unit ready for a new family.

1. The tenant is required to notify the Authority in writing, of his or her intention to vacate at least thirty (30) calendar days in advance. It has, however, been our experience that such Notices are seldom given in a timely manner. Efforts to obtain a written notice, from the tenant, shall be made by the ROP Department. Hearsay of a vacancy shall be verified by the respective ROP Counselor(s). The Authority shall be responsible for providing a date that the unit was officially declared to have been turned over to maintenance. ROP Department will notify the maintenance department of vacant and abandoned units.

2. Upon receipt of the "Notice of Intent to Vacate" or the "Verification of abandonment" is confirmed, the Authority through its ROP department shall initiate the Move-Out Inspection process by informing the Maintenance Department Supervisor and or designated person or staff.
 3. As soon as the tenant moves out, The ROP department shall notify the maintenance Supervisor and maintenance staff shall change the locks on all of the exterior entry doors as soon as possible. This is done to secure the dwelling unit and prevent acts of vandalism to the unit.
 4. Two (2) maintenance staff will be assigned to the turnaround which should result in better workmanship and avoid rush jobs to finish work in a timely fashion.
 5. The maintenance manager shall review the move-out inspection report and make note of extensive damages or unusual conditions (if any) regarding the vacated dwelling that are obviously beyond "normal wear and tear".
 6. If pest control is a problem, the maintenance shall be notified by the ROP department so that extermination can be scheduled immediately before rehabilitation work begins. The vacated unit shall be fully treated, including the attic and crawl spaces.
 7. The vacated unit shall be cleaned of ALL debris and other items that may have been left behind by the vacating tenant. This shall be done before pest control treatment begins and is intended to remove any area(s) that may harbor pests.
- b. The maintenance Supervisor shall review the project plan to ensure work activities remain on schedule in order to complete the unit turnover. Monitoring of the following items shall be emphasized.
1. As work items are completed at the dwelling unit they shall be signed off as completed on the project plan. The maintenance workers assigned to the unit shall monitor the time and materials used for each work item and make note on the project plan in the unit.
 2. Appliances and Fixtures - All appliances and fixtures shall be sprayed with chemical cleaning agents while the unit is vacant so that they can be properly aired out before the new tenants move-in, thus cutting down on turnover time.
 3. Repairs - repair to the dwelling unit, appliances, etc. (as may be necessary), shall be done (to the extent possible) on site.
 4. Mechanical - All mechanicals shall be inspected and tested to ensure they are in proper working condition. If repairs are necessary, they shall be done (to the extent possible) on site.
 5. Carpentry - Carpentry and carpentry related work items shall be done (to the extent possible) on site.
 6. Painting - Repainting of the dwelling unit shall be done when necessary. The need to repaint may be based on the Authority, the condition of the home or because repair or walls/ceilings were necessary. This need for painting shall be noted on the original project plan.
 7. Preventive Maintenance - all preventive maintenance items shall be completed at this time.
 8. Fire Extinguisher - The functionality of the fire extinguisher shall be checked and where necessary the fire extinguisher shall be repaired or replaced.
 9. Smoke Detector-The functionality of the smoke detector(s) shall be checked and where necessary the smoke detector(s) shall be repaired or replaced.
 10. Cleaning - the cleaning crew shall thoroughly clean the entire unit, to include ALL appliances, after the rehabilitation work has been completed and before the unit is turned over to housing services for occupancy by a new family.
 11. Documentation - the project plan shall be dated and initialed by the respective

maintenance staff worker upon completion of each work activity.

12. NOTE: Units under rehabilitation shall be secured daily to minimize vandalism.

c. The maintenance supervisor shall review the project plan as necessary and include the progress level unit. This report shall be submitted to the Executive Director along with a monthly report.

d. When rehabilitation work on the vacated dwelling unit has been completed and the unit is once again available for occupancy, a pre-move-in inspection shall be completed. The maintenance supervisor shall notify the ROP department when the unit is ready for inspection.

SECTION 8. LIFE SAFETY SYSTEMS

A. The Apsaalooke Nation Housing Authority shall have a comprehensive program for maintenance of life safety systems to ensure that they will be fully functional in the case of an emergency. The maintenance Supervisor shall be responsible for the development and implementation of a schedule that includes the inspection, servicing and testing of this equipment. The equipment to be included in the plan includes the following:

1. Fire alarms and fire alarm systems.
2. Fire extinguishers.
3. Fire hoses.
4. Emergency generators.
5. Emergency lighting.
6. Smoke Detectors.

The plan will include the required testing and servicing as required by manufacturer's recommendations. It will also include a determination of the most reliable and cost effective way to perform the work including the decision to hire a contractor.

B. REGULAR INSPECTIONS

1. Inspection of each low-rent unit and its common areas will be inspected no less than once a year. The Authority also has the right to conduct emergency inspections of low-rent units whenever reasonable suspicion arises that
2. A unit is being damaged or not maintained. The maintenance department supervisor and or designated persons or staff will conduct all inspections as follows.
 - a. The Authority shall provide reasonable notice, if possible, prior to performing an inspection. The tenant must allow access to all parts of the unit at the scheduled time of inspection, but the tenant is not required to be present for the inspection.
 - b. Two people will go out to inspect the unit.
 - c. A written notification of the findings from the inspection shall be sent to the tenant. A copy shall be filed in the tenant's file and in the maintenance file for the unit.
 - d. All emergency inspections will be videotaped and or pictures taken.

C. ROUTINE MAINTENANCE INSPECTIONS

The Authority shall provide the following routine maintenance inspections and services to all rental units:

1. Change furnace filters twice each year and repair furnaces if required.
2. Inspection of stoves and refrigerators once a year or more if required.

3. Inspection of smoke alarms and fire extinguishers once a year.
4. Inspection of interior walls and doors once a year or more if required.
5. Inspection of exterior on the unit once a year.
6. Inspection of yard and planted area on a regular basis

When issues arise, the inspection will be conducted every month until yards are free of trash, junk vehicle(s) are removed and garbage is cleared.

D. MOVE-IN INSPECTIONS

1. Before moving into a rental unit, the new tenant shall participate in a move-in inspection with the Resident Occupancy Program (ROP) counselor and Maintenance Supervisor or designated staff. The ROP department will schedule the inspection with the new tenant and the inspection team. In scheduling appointments or move-ins, occupancy will give a notice of two (2) days. Should any changes occur with the move-in inspection, such as a cancellation or etc., the team should be notified immediately.
2. The current condition of the unit will be documented on an inspection report and by pictures. Both the new tenant and the inspection team shall sign the report. The various features in how to take care of the unit will be explained to the new tenant during that time.
3. The team shall encourage tenants to process work orders for any need repairs, to prevent any further damage to the unit. The tenant should be informed that he or she would be charged for the repairs by the maintenance department if the tenant(s) are liable for the damage. The tenant(s) who signed the lease agreement are responsible to request work orders for any needed repairs on their assigned units.

E. MOVE-OUT INSPECTION AND CHARGES

1. ROP department will notify the maintenance department of vacant and abandoned units. The inspection team will perform a move-out inspection of a vacant or abandoned unit. Two (2) days will be the maximum time allowed from the date of notice from, the occupancy department of vacancy or abandonment until the unit is inspected.
2. Inspection team consists of ROP and the maintenance supervisor. Videotape and or pictures will be used in inspecting vacant or abandoned units to document the condition.
3. If tenant is not present at a move-out inspection, tenant will forfeit any right to dispute any charges for damages and repairs. The Authority will make reasonable efforts to notify tenants of the time and date of the inspection so tenant can be present at the inspection if they wish.
4. A complete list of deficiencies and damages to the unit will be prepared with an indication as to which work shall be charged.
5. Maintenance will compare the dwelling unit(s) and the ex-tenant(s) move-in and move-out inspection forms to estimate damage and repairs needed for the unit. Maintenance will have ten (10) working days maximum to process the paper work and deliver to occupancy.
6. Charges to vacating tenants will be based on standard labor charges plus the cost of travel, parts and materials. All charges shall be collected according to the policies of the Authority. The

Authority will pursue collection of such charges in the Crow Tribal Court if necessary.

7. Maintenance will then begin repair work on the vacant or abandoned unit. Maintenance will make all reasonable efforts to finish repair work within twenty (20) days.
8. Occupancy can begin process to reassign unit and to process paperwork with new tenant. New tenants must agree not to badger or harass maintenance employees while they are working on the unit.
9. Maintenance will notify occupancy as soon as unit is completed.

F. MAINTENANCE AFTER MOVE-OUT

The Authority, through its maintenance department, shall make all the required repairs, replacement and improvements to the unit after a tenant moves out, all unit deficiencies shall be corrected prior to the occupancy by a new tenant. If it is expected that the maintenance department will have each vacant unit ready for new tenants within twenty (20) days after the unit is vacated.

G. TRANSFERS AND SWITCHES

1. Tenants who wish to transfer to a vacant unit will be required to follow a move-in and move-out inspection for each unit. Prior obligations to the Apsaalooke Nation Housing Authority such as payments or pay back agreements should be current for tenants to be eligible for a transfer or a switch.
2. Transfers - tenants must pay a second deposit to transfer to the new unit if the first deposit is used towards any damages or repairs on the first unit. The tenant(s) original security deposit will be refunded to the tenant.
3. A tenant with unpaid charges for damage or unperformed maintenance for the rental unit will not be allowed to transfer into another Low-rent unit or to buy a Mutual Help home until the unpaid charges are paid.
4. The inspection sheet of the transaction on move-in and move-out of both rental units will be used for tracking purposes only and not to estimate any repairs that have to be done at the time of the switch. In the future when the maintenance department estimates the needed repairs on the switched units, they will use the initial move-out prior to switching the tenants.

NOTE: Occupancy must explain to the tenants, so that the tenants have a clear understanding of the stipulations and the process of transfers.

SECTION 9. MUTUAL HELP HOUSING

A. MUTUAL HELP HOMEBUYER MAINTENANCE RESPONSIBILITIES

The Mutual Help homebuyer is required to keep the interior, exterior, and common areas clean and free of debris.

The Mutual Help homebuyer is responsible for all routine and non-routine maintenance to the dwelling

unit, including all repairs and replacements, including those resulting from damage for any cause, (according to the MHOA). The homebuyer is responsible for performing all the maintenance or for paying for all the costs incurred if others perform the maintenance work. The homebuyer is responsible for the payment of all bills.

B. HOMEBUYER'S FAILURE TO MAINTAIN THEIR MUTUAL HELP UNIT

1. Failure of a homebuyer to maintain their Mutual Help home in a decent, safe and sanitary condition constitutes a breach of the mutual help and occupancy agreement. Upon determination by the Authority that the unit is not being maintained per the mutual help occupancy agreement, the Authority shall require the homebuyer to take appropriate action to correct the deficiencies and to assure future compliance. If the deficiencies are not corrected within the time period set by the Authority, this constitutes a breach of the mutual help and occupancy agreement.
2. If, in the opinion of the Authority, the mutual help homebuyer allows the condition of the mutual help home to become a hazard to the life, health or safety of the occupants or creates a further rise of damage to the property, the Authority shall promptly take corrective action and shall be paid by the homebuyer for the work or shall use funds from the homebuyer's MEPA account to reimburse the Authority for performing the work. The Authority will do maintenance work pursuant to a completed work order stating the nature and charge for the work and shall give a copy of the completed work order to the homebuyer. This is the only maintenance work that the Authority is allowed to perform on mutual help homes under the MHOA. If the homebuyer cannot pay for the work or does not have a MEPA- account balance to reimburse, the Authority for the maintenance work, the homebuyer has breached their MHOA
3. If the Maintenance Department cannot perform the repair work that is required, or if they need assistance to perform such work in a timely fashion, the Authority can obtain non-housing personnel and contractors to perform such work which, the mutual homebuyer will be required to reimburse the Authority for these charges. The Authority will follow its procurement policy in contracting for such labor and for purchasing supplies.
4. In the event a Mutual Help homebuyer vacates or abandons their home, any normal maintenance work or any repair work which is the result of the homebuyer's expense, including broken windows, storm windows, broken doors, or door frames, holes in doors and walls and etc. Charges for this type of maintenance shall be based on a standard labor rate for each type of repair, plus the cost of parts, travel and material.
5. Mutual Help homebuyer charges for property abuse or for unperformed normal maintenance work shall be collected according to the rent and payment collection policies and procedures of the Authority and will be based on standard labor charges plus the cost of travel, parts and materials. All charges shall be assessed against the homebuyer's MEPA account. Any amount over and above the MEPA account shall be collected according to the policies of the Authority. The Authority will pursue collection of such charges in the Crow Tribal Court if necessary.
6. An ex-homebuyer who does not pay the Authority for the necessary maintenance and/or repair work needed to prepare the mutual help home for resale, will not be allowed to rent another Authority Low- Rent housing unit or to purchase another Mutual Help home until they have paid the past charges to the Authority.

C. TERMINATION OF THE MHOA

Repeated failure by the homebuyer to maintain the house and grounds in a decent, safe and sanitary condition shall be considered cause for termination of the MHOA and eviction of the homebuyer.

D. MOVE-IN INSPECTION

Before moving into a mutual help home, the homebuyer executing the MHOA shall participate in a move-in inspection with a member of the Authority staff. The current conditions of the unit will be documented on an inspection report and both parties shall sign the report. The various features and how to take care of the unit will be explained to the homebuyer at this time. Manufacturer's warranties and equipment information will be provided during the inspection.

E. ONE YEAR WARRANTY ON NEW UNITS

1. The homebuyer is required to cooperate in all aspects with the warranty program.
2. The Authority shall retain a set amount (%) of the construction contract amount, to be used in the event a contractor fails to complete on a timely basis, warranty work for which he is responsible.
3. Warranty inspections, shall be conducted by the Authority and a representative of the project architect, at three-month intervals during the one-year warranty period. A written inspection report listing all warranty items to be corrected will be prepared. A copy of this report will be forwarded to the contractor or supplier.
4. Occupants of units are required to report to the Authority any required maintenance work which may be a warranty item.
5. The Authority and architect shall be allowed to enter any Mutual Help home in order to complete a warranty inspection. The Authority shall provide reasonable notice prior to scheduling a warranty inspection. The occupant must allow access to all parts of the house at the scheduled inspection time, but the occupant is not required to be present. Warranty inspection should not be rescheduled.
6. Construction and/or supplier contracts shall specifically state that the contractor/suppliers are required to complete all warranty work within a pre-set time period. In the event the contractor/supplier fails to complete the warranty work within the time period set by the contract agreement and after notification to the contractor/supplier, the authority may use the retainage to complete the warranty items.
7. Attached copies of the inspection report shall be kept in file for the following:
 - a. White copy - tenant file
 - b. Yellow copy - maintenance department
 - c. Pink copy - tenant

F. HOME CARE TRAINING AND ASSISTANCE

Before and during occupancy, the homebuyer is required to participate in a resident training and counseling program that will provide the homebuyer training in home care and maintenance. Information

will be give on how to complete maintenance work including where to obtain services and materials.

G. ANNUAL INSPECTION

The Authority shall conduct a complete interior/exterior inspection of each mutual help home to ensure that the homebuyer is maintaining the home in a decent, safe and sanitary condition. The Authority shall provide reasonable notice to the homebuyer prior to the inspection of the unit. The homebuyer shall allow access to all parts of the unit. The homebuyer is not required to be present at the time of inspection. The Authority shall give the homebuyer a copy of the inspection rep011.

H. MOVE OUT INSPECTION AND CHARGES

1. Maintenance duties on Mutual Help homebuyer units after homebuyer moves out shall be as follows:

- a. The Authority shall perform an inspection of the unit immediately upon the move-out of a mutual help homebuyer. A complete list of the deficiencies will be noted on the inspection report.
- b. All work repairs to any necessary deferred maintenance projects, which, the ex-mutual help homebuyer did not perform and to prepare the house for a subsequent buyer shall be charged to the ex-homebuyer. All deficiencies shall be corrected prior to occupancy by a new homebuyer.
- c. Charges for maintenance work to ex-homebuyers shall be based on standard labor charges, plus the cost of parts, travel and material.
- d. Any charges for this work shall be assessed against the ex-homebuyer's MEPA account. Any amount over and above the amount available in the MEPA account shall be billed to the ex-homebuyer and collected according to policies and procedures of the Authority. The Authority will pursue collection of such charges in the Crow Tribal Court if necessary.
- e. An ex-mutual help homebuyer will not be allowed to move into an Authority low-rent unit or to purchase or live in another mutual help home until all amounts they owe to the Authority have been paid in full.

SECTION 10. MEPA ACCOUNT SYSTEM.

A. Amendment to Notice 97-18, Modification of Mutual Help Contribution Drawdown procedures in LOCCS, issued April 21, 1997 (U.S. Department of Housing and Urban Development Public and Indian Housing).

B. PURPOSE

Note: This notice modifies the policies and procedures for the drawdown of Mutual Help Contribution funds from the Line of Credit Control system - voice Response System for Indian Housing Projects.

C. BACKGROUND

As a condition of occupancy, a Mutual Help homeowner is required to provide a Mutual Help Contribution. When an Indian housing authority's development project reaches the Date of Full Availability (DIFA), the Mutual Help Contribution is credited to the homebuyer's account and retained by HUD. After DPFA, the Mutual Help Contribution may only be drawn down from LOCCS-VRS to cover a debit balance in the Monthly Equity Payment Account (MEPA) for a vacated unit, to the extent of the credit balance in this account, or to supplement the homebuyer's equity account, typically at time of purchase of the home. In order to simplify the administration of the Mutual Help Contribution and in anticipation of the programmatic changes which will occur with the implementation of the Native

American Housing Assistance and Self-Determination Act of 1996, this Notice modifies the above policies and procedures to provide for the drawdown of the Mutual Help contribution at the time of DOFA.

D. ALL MUTUAL HELP PROJECTS SHALL BE COVERED BY THE PROVISIONS OF NOTICE POLICY

Mutual Help Contributions of cash are not included in the drawdown procedures. Cash contributions are retained and held by the housing authority at the time of payment by the homebuyer. Upon entry of the DOFA date, LOCCS-VRS will disburse all Mutual Help Contribution funds as approved on the current Development Cost Budget, form HUD-52484 or HUD-53045A. Upon receipt by the housing authority, the funds may be invested in securities selected by the housing authority and approved by HUD (see Notice PIH 96-33, Required HA Cash Management and Investment Policies and Procedures). Interest accrued on Mutual Help Contribution investments are considered "Other Income" for the Mutual Help program and become part of the operating reserve. The instructions in this Notice in no way affect the purposes for which Mutual Help Contributions can be used by the housing authority to cover a debit balance in MEPA for a vacated unit, to the extent of the credit balance in this account (24 CFR 950.446(d), or at homebuyer purchase of the home (24 CFR 950.440(e)(4)).

After conveyance of the home, the Mutual Help Contribution becomes part of the "proceeds of sale" and is eligible for loan forgiveness. The housing authority must continue to follow the procedures outlined in Notice 96-25, Indian Housing Homeownership Programs - Loan Forgiveness Procedures. This includes the execution of the Consolidated Annual Contributions Contract. (ACC) of a Loan Forgiveness ACC Amendment in order to authorize the housing authority to retain "proceeds from sale". Also, the use of "proceeds" will be governed by the procedures in Notice 96-25.

E. EQUITY ACCOUNTS ("ACCOUNTS")

1. Monthly Equity Payments Account (MEPA): The IHA shall maintain a separate MEPA for the Homebuyer. The IHA shall, as provided in Section 4.1 c, credit this account with the amount by which each required monthly payment exceeds the Administration charge.
2. Voluntary Equity Payments Account: The IHA shall maintain a Separate Voluntary Equity Payments Account for the Homebuyer. The IHA shall credit this account with the amounts of any periodic or occasional voluntary payments (over and above his required monthly payments) the Homebuyer may desire to make to acquire ownership of the home within a shorter period of time
3. Investment of Excess: When the aggregate amount of funds held by the IHA in the MEPA's and Voluntary Equity Payments Accounts of all Homebuyers in the project exceeds the expenditure requirements for 90 days, the IHA shall invest the excess in federally insured savings accounts, in federally insured credit unions, or in securities approved by HUD. Income earned on the investment of such funds shall periodically, but at least annually be prorated and credited to the Homebuyer's MEPA and Voluntary Equity Payments Account, in proportion to the amount in each such account on the date proration.

F. MAINTENANCE CHARGES

1. If the IHA has maintenance work done in accordance with Section 5.2 (b) (2), the cost thereof shall be charged the Homebuyer's MEPA.
2. At the end of each fiscal year, the debit balance, if any, in the Homebuyer's MEPA shall be charged, first, to his Voluntary Equity Payments Account, second, to the Refundable MH

Reserve and, third, to the Unrefundable MH Reserve, to the extent of the credit balances in such Accounts and Reserves.

3. In lieu of charging the debit balance in the MEPA to the Homebuyer's Refundable MH Reserve and/or Unrefundable MH Reserve (but not in lieu of charging his Voluntary Equity Payments Account), the IHA may allow the debit balance to remain in the MEPA pending replenishment from subsequent credits to the Homebuyer's MEPA.
4. The IHA shall at no time permit the accumulation of a debit balance in the MEPA in excess of the sum of the credit balances in the Homebuyer's Refundable and Unrefundable MH Reserves unless the expenditure is required to alleviate a hazard to the life, health or safety of the occupants and the source of funds for reimbursement to the IHA is specifically approved by HUD.

G. STRUCTURAL CHANGES

The homebuyer must obtain the written approval of the Authority Board of Commissions prior to making any structural changes to the mutual help home. The attached Mutual Help Occupancy Agreement includes all the requirements for Mutual Help Homeownership Opportunity.

SECTION 11. GENERAL MAINTENANCE REQUIREMENTS

A. STANDARD LABOR CHARGES

The Authority shall maintain and update periodically a listing of standard labor charges for all maintenance work. The standard labor charges may vary due to time in travel to units in different communities.

B. WORK ORDERS

1. No maintenance work shall be done without a work order.
2. Requests for maintenance shall be received at the Authority offices only and may not be given to individual members of the maintenance staff
3. A trained work order clerk will take the work request and will complete a work order and process it according to the priority of the service requested.
4. The Executive Director or his designate will forward the work order to the maintenance staff.
5. Completed work orders will be returned to the Resident Occupancy Program Counselors for final approval on the number of man-hours expended, materials used and the total cost. The work orders will show the productivity of the maintenance staff, i.e., is the Authority getting eight (8) hours of work for eight (8) hours of pay.

C. PROCUREMENT

Procurement of all maintenance equipment and materials shall be made according to the procurement policy and procedures of the Authority.

D. EQUIPMENT AND MATERIAL CONTROL

1. All maintenance equipment and materials shall be stored in a locked and secure area. Keys to the storage will be held by the Maintenance Department Supervisor and if possible the maintenance foremen. All materials and tools must be checked out by these persons and signed for by the person checking out the item(s).

2. Each maintenance staff persons will be assigned a basic kit of tools and shall be responsible for all tools lost or damaged by abuse.
3. All materials used for repair or replacement work will be itemized on the work order.
4. A complete inventory of maintenance tools, parts, and materials will be maintained and updated as supplies are used and new supplies received.
5. The Maintenance Department shall be provided with the number and type of vehicles needed for their work and which can be purchased and maintained within the Authority's budget.

E. LOANING OF EQUIPMENT

The Authority's materials, tools, and equipment shall not be loaned to anyone at any time.

F. RECORD KKIPIPING

Records of all inspections, work orders, warranty work and etc., shall be kept in each mutual help homebuyer's and tenant's file, listed by project, number and by name. In addition, a separate file of completed work orders shall be maintained.

SECTION 12. MONTHLY REPORTS

A. GENERAL

With inputs from the staff, the Maintenance Supervisor is able to provide detailed feedback and statistics on such things as the number of units rehabilitated, number of service calls handled, expenditure of funds and other activities. This information goes first to the Executive Director and ultimately the Board of Commissioners, Legislatures, the Executive Branch and HUD.

1. Tribal Level - Inputs for the Maintenance Department monthly reports play a vital role in the development of the Apsalooke Nation Housing Authority annual report to the Tribe.
2. National Level - Inputs from those reports also play a vital role in the "self-monitoring" portion of NAHASDA and the "Annual Performance Report (APR)" that HUD requires in exchange for continued IHBG funding.

B. MAINTENANCE SUPERVISOR

1. When Due - the monthly report for the Maintenance Supervisor and the Inspector are due to the Executive Director by close of business on the seventh (7th) business day of each month.
2. Report Content - The monthly report from the Maintenance Supervisor shall include, but is NOT limited to, the following:
 - a. Work Order breakdown to include the total number and type (i.e. 10 emergencies, 16 urgent and 30 routine). Also to include the total cost for these work orders.
 - b. Unit turnaround details (project plan updates).
 - c. Other pertinent information. For example: special projects undertaken, other assignments, employee conduct, and etc.

SECTION 13. LOW RENT MAINTENANCE PROCEDURE

A. A good maintenance program prolongs the life of dwelling structures and equipment. A good maintenance program provides Low Rent residents with proper and timely maintenance, assuring them

that all elements of their Low Rent housing units are in good working condition and that a pleasant appearance inside and outside the unit is maintained. These goals may be accomplished by a maintenance program, which includes the following:

1. A maintenance organizational structure under management responsibility that provides, clear lines of authority.
2. A specific description of the staff's major duties and the responsibilities.
3. Identification of maintenance work, the amount of work and the time required to complete this work.
4. Use of a work order system.
5. Classification prioritizing of the maintenance work.
6. Operation of an efficient inventory system for parts, material and equipment.

B. CLASSIFICATION OF MAINTENANCE WORK

To be able to complete all maintenance in a timely manner, priorities for scheduling maintenance work must be established. For all maintenance work a work order form will be issued and the maintenance work performed within the prescribed time frames for each priority as follows:

1. Emergency (12 hours)- since all emergencies can happen at all hours of the day or night, a member of the maintenance staff shall be on call at all times, including weekends and holidays.
2. Urgent (24 hours) - where additional damage will occur to the unit if maintenance work is not : performed.
3. Routine (one week) - non-emergency maintenance repair work reported by tenants.
4. Vacant Units (20 days maximum) - Refurbishment of vacated units:
 - a. Vacant units should be inspected within 48 hours following the complete removal of the ex- tenant of all personal property. An inspection form will be completed, listing all necessary repair work. The responsibility for the cost of this repair/replacement work shall be divided between the ex-tenant and the Authority as this policy directs. Repair of vacated units will be accomplished within (20) days of unit being vacated.
 - b. The Executive Director or his/her designate shall review the inspection form and schedule cleaning and maintenance work. Every effort should be made to complete all maintenance work within twenty (20) days after the unit has been vacated. Vacant units are targets for vandals, and the repairs due to vandalism can be extremely costly. In addition, income from rent stops when housing units are unoccupied.

C. WORK ORDERS

1. Maintenance repairs are reported by telephone or in writing to the ROP at the Apsaalooke Nation Housing Authority office. Maintenance repairs are input by the staff on work order forms. The work order shall be accurately recorded on a triplicate pre-numbered work order form and should contain the following information:

- a. The date and time complaint received
- b. Name and address of the tenant.
- c. The problem and its location in the unit.
- d. Time when the tenant will be home.
- e. Signature of tenant if permission is needed to enter the unit if no family member will be present when the maintenance is scheduled. If a tenant will not consent to maintenance entering the unit when no tenant is present, than the tenant must make an appointment and be present for the repair work to be performed.
- f. Name of staff member taking maintenance work repair.

2. Emergency work orders shall be stamped in red on each work order copy for jobs and that are determined to be an emergency. Maintenance workers are to be contacted immediately for emergencies and requested to investigate and remedy the situation if, possible.
3. Regular work orders.
 - a. Work orders are accumulated until the end of each working day when they are organized by the type of work to be done and by geographical location and assigned to the maintenance workers. The maintenance Supervisor will assign all work orders to the maintenance staff. This practice increases efficiency limits travel time, expenses, and enables work to be accomplished within the established time frames.
 - b. Each work order should be looked over by a maintenance worker within three (3) days and every effort made to remedy the situation within that time period. Due to limitations, complexity of work involved and availability of parts and material, some work cannot always be completed within the three (3) day time frame.
 - c. The request for a work order can only be signed by the tenant who; signed the lease agreement.
4. Verifying a Work Order.
 - a. Maintenance personnel should carry proper identification with them and show it to the resident prior to entering the unit to investigate and/or conduct repairs.
 - b. Maintenance personnel should not enter a unit if the resident or a member of the family is not at home, unless the tenant has already signed permission for maintenance to enter the unit on the work order.
 - b. Maintenance personnel should investigate the problem and correct it, if possible. It is very important for the maintenance worker to record the amount of time spent to describe the work done, material, parts and equipment used so that the Authority has a complete record of staff time and supplies used.
 - c. Damages to rental units can be caused by normal wear and tear, defective parts, or tenant misuse, which the maintenance worker shall note on the work order if the cause of the problem was due to tenant negligence or normal wear and tear.
 - d. If the problem was due to tenant negligence or vandalism, the tenant is required to pay the cost.
 - e. If parts and equipment are defective or worn out, the Authority incurs the cost.
 - f. If damage is due to hail or wind, etc., the Authority shall contact the insurance company after the Authority's inspectors examine the damage.

D. COMPLETED WORK ORDERS

Maintenance workers shall hand in completed work orders to the Authority office at the end of each day or the following morning. Maintenance personal is responsible to fill out their work orders correctly. If the work order is incomplete, the maintenance worker will state the reasons why. Completed work orders will be handed in with the following information for review.

1. Description of work performed, and by whom and date completed.
2. Description of work remaining to be completed, if applicable.
3. Time spent on job.
4. Record of all supplies and material used.
5. Signature of the resident or signed permission to enter.
6. It is the maintenance worker' s responsibility to see, that the work order is signed by tenant showing that work was satisfactorily completed.

A copy of the completed work order shall be sent to the tenant with an itemized bill (if applicable) for actual costs incurred by the Authority with a request for payment. Completed work orders shall be filed numerically plus one copy is to be placed in unit file.

E. STANDARD CHARGE LIST

A standard charge list shall be established with a copy posted in the Authority office. A copy will be issued and explained to new low-rent tenants. The charge list is used to determine the cost of some of the work, parts, equipment, travel and materials to be billed to tenants for maintenance problems that are the responsibility of the tenant. For charges not included on the list, the Authority will charge the tenant for the actual costs incurred by the Authority. The Authority shall obtain current prices for materials, and update the charge list at least every other year.

F. LOW RENT INSPECTION FORMS

1. The inspection form is used to record the condition of each unit that is inspected. The form is filled out during inspection by the inspection staff.
2. Inspections provide a method for examining the exterior and interior condition of each unit and to report the findings to the Authority. By conducting inspections, most problems can be detected at an early stage, "preventive maintenance", thus minimizing the need for more costly repairs in the future.
3. The inspector shall note the deficiencies in each unit and whether the deficiencies are due to:
 - a. Defective parts or construction deficiencies
 - b. Normal wear
 - c. Tenant damage
 - d. Element damage (hail, wind, flood and etc.)
4. A work order shall be made out for each unit where deficiencies were found.

SECTION 14. PREVENTIVE MAINTENANCE

A. A good preventive maintenance program will help to keep the Authority's operating costs low, and may result in better care of the units by the tenants. This program requires regular inspection of units by the maintenance inspector. Other components of the preventive maintenance effort include inspections of all housing units and periodic inspections of electrical, mechanical, structural and other related elements or systems. Through this program, the Authority can curb the decline of dwelling units and establish better control over maintenance efforts.

B. GENERAL

Preventive Maintenance tasks are those which provide for the inspection, monitoring and care of facilities or equipment to prevent the need for future emergency maintenance and/or major structural or system failures.

C. PURPOSE

The purpose of the preventive maintenance program is to minimize down time of units, lower overall maintenance costs and increase the useful life of the units.

D. PREVENTIVE MAINTENANCE PLAN

The Apsaalooke Nation Housing Authority preventive maintenance plan calls for a set list of items to be

checked and serviced on a regularly scheduled basis, to ensure that they are functioning properly. The preventive maintenance plan also calls for counseling of tenants to ensure they understand how to do certain maintenance.

E. ITEMS COVERED IN THE PREVENTIVE MAINTENANCE PLAN

Those items covered in the preventive maintenance plan include, but are NOT limited to the following:

1. Appliances owned by ANHA - inspect to ensure they are working properly.
2. Bathroom fans - inspect for dust build up and where necessary, vacuum.
3. Electrical - inspect, repair and replace worn parts in electrical systems and electrical fixtures.
4. Equipment - inspect and maintain all ANHA equipment.
5. Erosion/Drainage problems - inspect ditches or drainage systems to ensure they are free of debris and plants which may impede proper drainage.
6. Fire Extinguishers- check for operational use and replace those that are NOT functioning properly.
7. Gas Lines - check for leaks
8. Gutter and Downspouts - inspect and clean, as applicable, to ensure proper drainage.
9. Heating Systems - inspect furnaces to ensure they are in proper working order.
10. Hood Ranges - remove and clean screens.
11. Hot Water Heaters -flush and cycle pressure relief valve.
12. Moisture - inspect for condensation, dampness and fungus in wood and for rust in iron components.
13. Plumbing - inspect systems and fixtures and where necessary, caulk around bathtubs and toilet bases to avoid water damage to walls and floors.
14. Refrigerators - ensure dust is vacuumed from heat discharge coil in back.
15. Roof- inspect and replace missing shingles/flashing where necessary.
16. Septic Systems - inspect septic systems to ensure they have been pumped.
17. Siding - inspect and replace if broken.
18. Smoke Detector(s) - check for operational use and replace those that are NOT functioning properly.
19. Steps - inspect and replace if broken.
20. Stoves - check for operational use.
21. Termites - inspect and trim-remove as necessary. Some may pose a safety issue because dead or broken branches could fall on the home.
22. Vehicles - inspect and maintain all ANHA vehicles as needed.
23. Water Lines - inspect for leaks.
24. Weatherization - caulk around windows and door frames, add weather stripping where necessary to promote energy conservation.
25. Other - general corrections to the dwelling units or grounds as deemed necessary.