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Appendix A: Latest Approved Budgets

Appendix B: Capital Improvement Energy Conservation Measures

Appendix C: Modernization Schedule

Appendix D: Procurement Plan

MAINTENANCE FORMS

- A Sample Maintenance and Repair Work Order
- B Work Order Tracking Form
- C Vacancy Unit Turnaround Tracking System
- D Instructions and Checklist for Cleaning a Vacant Unit
- E Annual Inspection Report Forms
- F HA Schedule for Annual Preventive Maintenance Inspections
- G HA Preventive Maintenance Inspections Report Form
- H HA Quality Control Inspection Sheet
- H-1 HA Record of Quality Test Checks
- I HA Inventory Checkout List Maintenance Shop
- J Recommended Tooling and Equipment List
- K Pest Eradication and Preventative Policy
- L Sample Annual Procurement Schedule
- M Move-In/Move-Out Checklist
- N Apartment Orientation Checklist
- O Sample Inspection Log for Systems
- P Instructions for Completing Inspection Logs
- Q Ground Fault Circuit Interrupters
- R Smoke Detectors
- S Record of Cyclical Work

INTRODUCTION

The primary goal of a Public Housing Authority is to provide its low-income residents housing that is decent, safe, and sanitary. To achieve that goal it is essential that an Authority's maintenance operation be adequately planned, adequately staffed, implemented, and results evaluated. Maintenance of all physical facilities is both a service provided to residents and an obligation specified in the dwelling lease.

The maintenance program plays a significant part in determining the PHA's PHAS score. A comprehensive formal maintenance plan is essential to a well-integrated maintenance program that is efficient and effective. Such a plan must include an organizational structure, clear assignment of responsibilities, work priorities, procedures for performing work, performance standards, a work order system that records **all** work performed, a process that permits timely and accurate monitoring of productivity and quality of work performed, a process for evaluating the overall maintenance operation and individual employee job performance. A systematic and efficient maintenance program keeps a PHA's physical facilities in good condition, extends their useful life, and results in lower operating and maintenance costs.

The Housing Authority of the County of San Mateo (herein referred to as PHA) is responsible for maintaining the physical condition of 180 rental dwelling units, and all non-dwelling facilities and grounds. Performing quality maintenance in a timely manner is a priority of the PHA. This Plan is to be used in conjunction with the HUD Maintenance Operations Manual and is a strategy to implement portions of the manual in the following areas:

- General description of maintenance operation
- Maintenance work priorities
- Work order processing system
- Emergency maintenance service
- Resident service requests
- Turnaround of vacant units
- Preventive maintenance
- Routine scheduled maintenance
- Evaluation of maintenance operation
- Additional maintenance requirements

Once the maintenance plan is in place, it should be reviewed on a regular basis.