



PHA Plan Elements (24 CFR 903.7)

Plan Element 5

Operation and Management. *A statement of the rules, standards, and policies of the PHA governing maintenance management of housing owned, assisted, or operated by the public housing agency (which shall include measures necessary for the prevention or eradication of pest infestation, including cockroaches), and management of the PHA and programs of the PHA.*

Routine Maintenance

The Housing Authority responds to work requests from tenants for routine maintenance. If a work item can be completed within the budget, a work order may be issued to Housing Authority staff or a vendor. Routine work orders are usually completed within 20 days.

Preventative Maintenance

The Housing Authority has a schedule for seasonal preventative maintenance items. Preventative maintenance work items are completed in accordance with the agency preventive plan, based on staff availability.

Emergency Maintenance

The Housing Authority responds to emergencies immediately. The first priority is to reduce the emergencies to a non-critical level; then to repair the item based on staff or vendor availability. The Housing Authority has an answering service and provides a 24-hour response to emergencies.

The Housing Authority requires that tenants also call 911 when an immediate threat is likely, such as a fire, theft, etc. and to call PG&E for gas leaks or power outages.

Physical Conditions Inspections

The Housing Authority conducts annual inspections of all affordable housing units owned, including interior unit inspections and inspections of major systems. Uniform Physical Condition Standards (UPCS) violations are corrected within 20 days, and emergency items found during an inspection are corrected within 24 hours.

Rent Collections

Rent payments are due on the first of each month and are delinquent if not received by the end of business on the fifth of each month. If the fifth of the month falls on a weekend or holiday, rent is delinquent at the conclusion of the next business day.

Late Rent

A tenant with three unexcused late rent payments within a twelve month period may receive an eviction notice. In response to the first late rent payment a written warning is sent; after the second late rent payment a counseling appointment is arranged; and after the third late rent payment a Notice to Quit is

service. A tenant with a persistent history of three annual un-excused late rent payments may also be serviced a Notice to Quit.

Tenant Charges

Tenants are charged for those repair items that are determined to be their responsibility. An invoice is sent to tenants for such repairs, and tenants who wish to dispute the charges may do so by submitting a written appeal.

Tenant Comments / Complaints

All tenant comments and complaints, both oral and written, are noted by Housing Authority staff and receive a response. Housing Authority staff strives to resolve all issues within the framework of agency policy and budget.

Pest Infestation

The Housing Authority inspects regularly for pest infestation and takes action as needed to eradicate pests. Cockroaches and rodents are often attracted by poor housekeeping, such as spilled food and dirty dishes. In the case of cockroach or rodent infestation, a pest control vendor would be dispatched to eradicate the pest, and the tenant would be counseled regarding ways to prevent future infestations. If infestations continue, the tenant may be charged for pest control costs.

Capital Improvements

The Housing Authority maintains records on deferred maintenance and capital improvement needs. Major capital improvement efforts are undertaken as funding becomes available.