

**POARCH BAND OF CREEK INDIANS
HOUSING DEPARTMENT
MAINTENANCE POLICY AND PROCEDURES**

I. General Policy Statement

The Poarch Band of Creek Indians Housing Department recognizes the need to establish Policies and Procedures regarding maintenance of the Department's various housing units and programs.

II. Specific Policies

The following policies apply to all units owned and/or managed by the Housing Department.

- A. The Housing Department will be responsible for maintaining the dwelling units in a safe condition by performing regular inspections, performing preventative maintenance, conducting all necessary repairs, and ensuring the productive and useful life of the units. The Housing Department is also responsible for the long-term planning of major renovations and modernizations. All operations will be done in an efficient and prudent manner for prompt renovation of vacant units and for proper control of manpower and materials. The Housing staff will coordinate and maintain standards for customer service, communication, and publication of its policies to the rental occupants.
- B. The resident is obligated to comply with the terms of the lease agreement, including maintaining the dwelling unit in good condition and appearance throughout the resident's occupancy through proper housekeeping and ensuring continuous service of utilities (water, electricity and/or gas). This responsibility includes the upkeep of the grounds of the unit and helping to maintain a peaceful neighborhood. Residents will not neglect or damage assigned dwelling units. If the resident fails to make needed repairs, the Housing Department will make the repairs and bill the charges to the resident according to the published schedule of charges. The resident will be responsible for all damages to the unit and premises, including damages caused by guest or third parties. If necessary, the resident may seek legal recourse against such parties.
- C. Based on the inspections of all rental units managed by the Department, preventive and routine maintenance will be scheduled for the units in order to minimize the need for costly maintenance in the future. The Housing maintenance staff will annually plan the service of fire extinguishers, smoke

alarms, refrigerators, toilets, water heaters, water line inspections, weatherization items, or corrections to the dwelling unit or grounds. When acquiring materials, equipment and supplies, the Housing staff will utilize the Housing Department's Procurement Policy. In accordance with audit requirements, the Housing Department will conduct an annual physical inventory. These procedures will be part of the routine maintenance scheduling.

- D. A schedule for standby maintenance coverage will be developed and posted. After normal working hours, the Department's maintenance staff will provide maintenance service on a standby status in order to respond to after-hours calls by residents. After-hours calls may result from broken windows, broken water lines, power outages, heating/air problems, sewer backups, and/or emergencies threatening the health and safety of residents.
- E. All rental units will be treated for pest control as part of routine maintenance services. The Housing Department will be responsible for securing the services. At the time of occupancy, the resident is informed that pest control is to take place once a month, typically on the last Friday of the month (subject to change). If the units are found to be infested, residents may be required to relocate and/or participate in preventive training. Any need to temporarily remove furniture, plants, and/or food will be the responsibility of the resident.
- F. All residents are required to dispose of garbage at the proper dumpster location. The cost for garbage pickup is established thru the PCI Utilities Department, and the Utilities Department will be responsible for securing garbage pickup services. The designated day for pickup is Thursday of every week. The residents are responsible for properly bagging, discarding, and placing the garbage in the dumpster for the scheduled pickup service day. Burning trash will not be allowed. Compliance with local environmental health regulations will be enforced.
- G. Residents will be responsible for cleaning the surrounding grounds of the dwelling units. Inoperative junk cars or the parking of cars on the grass will not be permitted. Vehicles found improperly parked on the grounds will be towed at the owner's expense. All landscaping shrubs, trees, lawns and other plants will be the responsibility of the Housing Grounds Department to maintain by performing tasks such as watering, pruning, and/or mowing as needed.
- H. The Housing maintenance staff will perform all required maintenance as requested by an approved work order. Residents may request a work order in person or by phone and must provide the following information when making the request: subdivision, unit number, name of head of household, and description of

work needed. Completion of the work order form will constitute permission by resident for the maintenance staff to enter the unit. Maintenance staff will determine the priority of the work order (emergency, routine) and assign appropriate maintenance staff to conduct repairs. Emergency work orders must be immediately addressed to prevent any injury or further damage. Emergencies are determined to be any conditions which may threaten the life, safety, or health of the residents or severely affect the immediate premises of the unit. Work orders will be processed by priority, including but not limited to:

1. Power outage;
2. Sewer backups;
3. Heating/air problems;
4. Broken waters lines;
5. Broken windows; and
6. Other emergencies threatening the health and safety of the residents.

I. The Housing Department will charge residents for all work orders and/or necessary repairs that are determined to be the fault of the resident. The charges will include the labor and cost of materials used. At the request of the resident, estimates shall be provided in advance. Residents will not be charged for normal wear and tear to the rental units. A schedule of charges shall be posted at the Housing office and can be provided to the resident upon request. (A copy of the current Maintenance Repair Price List is also attached to this Policy.)

J. If a unit is extensively damaged, through no fault of the resident, the Housing maintenance staff will relocate the family and schedule the unit for renovation. Such damages may occur as a result of fire, floods, wind, and/or damage by vehicles, explosions, storms or other uncontrollable situations. The maintenance staff will determine the safety of the unit and the extent of the damage, and will take appropriate protective action. Written reports will be prepared by the Housing staff to assist in determining the process for the repair of the unit. If the damages are determined to be the fault of the resident, the Housing Department will decide on the appropriate charges and may initiate the lease termination process.

III. Demolition and Disposition

A. As a last alternative, the Housing maintenance staff or Tribe may recommend demolition/destruction of unit(s) if the unit(s) is unsafe and if demolition/destruction is in the best interest of the Tribe. Factors for determining unsafe conditions may include, but are not limited to, foundation problems;

asbestos materials, radiation contamination, lead poisoning or other infectious bacteria-related contamination. The Housing staff will document justification for recommending demolition.

- B. If the Tribe decides to donate a unit to other service providers because it is in the best interest of the Tribe and its residents, the Housing staff will be responsible for the logistics. Donations may be made to Head Start, Resident Councils, Teen Councils, or other Tribal programs serving the residents. The Housing staff will make minor or major repairs and will prepare the unit for occupancy. The Housing staff will be responsible for securing the necessary management plan that will specify that the Tribe will no longer be responsible for maintenance of the unit.

IV. Implementation of Program Policy

The Housing Director and Staff are tasked with the requirement to implement the Maintenance Policy and Procedures. Any allegation of a violation of this Policy should be directed to the Tribal Grievance Board. Any other adverse decision, or any instance/decision in which the Housing Department Director has a conflict of interest, should be directed to the Tribal Member Services Division Director.

These policies and procedures are adopted by the Poarch Band of Creek Indians Housing Department on this the 18 day of August, 2015. These Policies and Procedures will become effective upon the date of adoption.


Susan M. Wicker, Housing Director
Poarch Band of Creek Indians

Maintenance Repair Price List

The following prices will be charged for repairs, replacements or other services required as a result of or caused by actions of the Tenants. Tenants shall not be charged for damages, repairs or other services required as a result of reasonable wear and tear to the rental unit:

Repair Items/Non Compliance	Price	Repair Item/Non Compliance	Price
A/C		Paint	
Clean a/c coils	\$ 35.00	Paint Cabinet Drawer and/or Cabinet Doors	\$ 35.00
Replace a/c filter	\$ 10.00	Paint Corner Mold	\$ 10.00
Any time electrician or a/c company is called	At Cost	Paint Full Bath	\$ 150.00
Cleaning		Paint Half Bath	\$ 100.00
Light Cleaning	\$ 150.00	Paint Bedrooms/Living/Dining Room	\$ 175.00
Heavy Cleaning	\$ 250.00	Paint Kitchen/Utility Room/Hallway (per room)	\$ 75.00
Dump Fee (Per Load)	\$ 100.00	Patch Holes in Walls	\$ 50.00
Doors		Repair Cabinet Drawers and or Door	\$ 35.00
Replace Inside Doors	\$ 95.00	Replace corner mold	\$ 15.00
Replace Front or Rear Doors	\$ 250.00	Remove Wall Paper/Border Per Room	\$ 50.00
Replace Door Stops	\$ 10.00	Plumbing/Bathroom	
Replace Door Frame	\$ 25.00	Pull Toilet from Floor to Repair	\$ 50.00
Repair Door	\$ 50.00	Remove Object from Toilet (if toilet is not pulled)	\$ 25.00
Keys/Locks		Repair Toilet	\$ 25.00
Cut house keys	\$ 25.00	Replace Toilet Seat	\$ 25.00
Rekey Mailbox Key	\$ 10.00	Unstop Shower, Tub, Kitchen or Bathroom Sink	At Cost
Replace Mailbox Keys	\$ 25.00	Replace Toilet Paper Holder	\$ 20.00
Rekey/Replace House Key	\$ 25.00	Replace Towel Holder	\$ 20.00
Replace bedroom and bathroom locks	\$ 35.00	Any time plumber is called to unstop drainage lines	At Cost
Rekey Front and back doors (per lock)	\$ 10.00	Other	
Unlock House 8:00 a.m. to 5:00 p.m.	\$ 15.00	Attached Items to Unit with Screws or Nails	At Cost of Vinyl
Unlock House after 5:00 p.m.	\$ 35.00	Swim Sets, Patio Furniture, Basket Ball Goals, Etc. Not Tied Down	\$ 25.00
Replace Entry & Deadbolt Lock Set Per Door	\$ 75.00	Trampoline	\$ 35.00
Lights		Swimming Pools & Slip and Slides	\$ 35.00
Replace Florescent Bulbs****	\$ 15.00	Parking on Grass	\$ 50.00
Replace Regular Light Bulbs****	\$ 10.00	Yards not kept in Neat/Orderly Manner	\$ 35.00
Replace Light Covers or Receptacle Covers	\$ 10.00	Violations of Non-Permitted items or Reservation (ATV's Dirt Bikes, etc.)	\$ 40.00
Replace Light Fixtures	\$ 25.00	Repair/Replace Clothes Lines	\$ 20.00
Cut Grass			
Willow Creek Subdivision			
All Others Subdivision			

Items Marked ***** Only Excludes Seniors

Updated: July 2, 2015

I hereby certify that I have read the information above or it has been read to me. I have had it fully explained to me, and I agree to comply fully.

Tenant Signature

Date

Tenant Signature

Date