

# **WALLA WALLA HOUSING AUTHORITY**

## **SCHEDULE OF MAINTENANCE CHARGES**

### **CHARGE POLICY**

In order to standardize charges to residents for similar maintenance services, this uniform charge schedule will be used. All other charges not specifically included in the schedule will be based upon the actual cost of material plus a minimum of one (1) hour labor at the current labor rate of \$30.00 per hour.

Charges will be considered a resident expense whenever repair or replacement is necessitated by resident neglect. Management will bear the expense if any work is required due to normal wear and tear. Please see attached table delineating some examples of “normal wear and tear” versus “resident damages”.

In cases where the cost of repair is greater than the cost of replacement, the replacement cost will apply. In instances where items have an established life cycle, the resident will be charged for the unused portion of the life cycle as determined by IRS recommended useful life.

Whenever referred to in this policy “Actual Costs” will be the actual cost of materials and a minimum of one (1) hour labor to repair or replace each item. In the event that there are feasible used parts, equipment, or appliances (hereinafter referred to as materials) available to repair or replace existing parts, equipment, or appliances, the resident will be charged 50% of the “Actual Cost” of new materials. Labor charges do not include travel time by the maintenance staff employees. All charges for labor will be calculated using the current labor pay rate of \$30.00 per hour.

Labor charges for an after-hours call out will be at the rate of \$45.00 per hour with a one (1) hour minimum plus the cost of materials.

### **PROCEDURE**

Any maintenance work to be charged to a resident will be plainly marked with the word “CHARGE” across the front of the work order. The Maintenance Manager will do this before assigning the work to the worker, or in some cases by the worker. The Maintenance Manager will enter all charges and forward a copy of all work orders to the Finance Department for review. The Finance Department will post all applicable charges to the resident’s account and file the work order. A billing statement will be mailed to the resident outlining the charges due.

In cases where the maintenance crew must pick up litter on site or repair site equipment, fencing, landscaping, or other property there will be a minimum charge of \$120 or the actual cost of maintenance labor plus any applicable materials or contractor charges, whichever is greater, prorated to each resident. In cases where the litter removal or repairs to site equipment, fencing, landscaping, or other property can be clearly attributed to one

resident or specific unit, the labor charge plus any applicable materials or contractor charges will be billed directly to that resident at \$30.00 per hour with a 1-hour minimum.

**I. CHARGES FOR PAINTING, CLEANING, WALLPAPER OR DECAL REMOVAL**

A. Painting charge:

Where the need for painting all or part (including touch-up) of a unit exists within a three-year period, due to abuse or neglect by the resident, the resident will be charged a pro-rated share of the direct cost of the painting. The pro-rated cost will be based on the un-expired portion of the painting cycle calculated to the nearest quarter year. In cases of severe damage, actual cost will be charged to the resident and justification of the costs will be attached to the work order.

The charges in the table below reflect the current hourly rate for maintenance personnel, plus cost of paint.

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**CHARGE SCHEDULE FOR PAINTING**

<b>Months Occupied</b>	<b>0-3</b>	<b>4-6</b>	<b>7-9</b>	<b>10-12</b>	<b>13-15</b>	<b>16-18</b>
<b>% Payable by Resident</b>	<b>100%</b>	<b>92%</b>	<b>83%</b>	<b>75%</b>	<b>67%</b>	<b>58%</b>
<b>Living Room (Complete)</b>	\$125.00	\$115.00	\$103.75	\$93.75	\$83.75	\$72.50
<b>Living Room (Walls Only)</b>	\$88.00	\$80.96	\$73.04	\$66.00	\$58.96	\$51.04
<b>Bedroom-EACH (Complete)</b>	\$95.00	\$87.40	\$78.85	\$71.25	\$63.65	\$55.10
<b>Bedroom-EACH (Walls Only)</b>	\$65.00	\$59.80	\$53.95	\$48.75	\$43.55	\$37.70
<b>Kitchen</b>	\$74.00	\$68.08	\$61.42	\$55.50	\$49.58	\$42.92
<b>Bath – EACH</b>	\$74.00	\$68.08	\$61.42	\$55.50	\$49.58	\$42.92
<b>Hallway – EACH</b>	\$52.00	\$47.84	\$43.16	\$39.00	\$34.84	\$30.16
<b>Stairwell</b>	\$88.00	\$80.96	\$73.04	\$66.00	\$58.96	\$51.04
<b>Dining Room</b>	\$65.00	\$59.80	\$53.95	\$48.75	\$43.55	\$37.70
<b>Laundry/Utility Room</b>	\$52.00	\$47.84	\$43.16	\$39.00	\$34.84	\$30.16
<b>Doors/Trim – EACH</b>	\$30.00	\$27.60	\$24.90	\$22.50	\$20.10	\$17.40

<b>Months Occupied</b>	<b>19-21</b>	<b>22-24</b>	<b>25-27</b>	<b>28-30</b>	<b>31-33</b>	<b>34-36</b>
<b>% Payable by Resident</b>	<b>50%</b>	<b>42%</b>	<b>33%</b>	<b>25%</b>	<b>17%</b>	<b>8%</b>
<b>Living Room (Complete)</b>	\$62.50	\$52.50	\$41.25	\$31.25	\$21.25	\$10.00
<b>Living Room (Walls Only)</b>	\$44.00	\$36.96	\$29.04	\$22.00	\$14.96	\$7.04
<b>Bedroom-EACH (Complete)</b>	\$47.50	\$39.90	\$31.35	\$23.75	\$16.15	\$7.60
<b>Bedroom-EACH (Walls Only)</b>	\$32.50	\$27.30	\$21.45	\$16.25	\$11.05	\$5.20
<b>Kitchen</b>	\$37.00	\$31.08	\$24.42	\$18.50	\$12.58	\$5.92
<b>Bath - EACH</b>	\$37.00	\$31.08	\$24.42	\$18.50	\$12.58	\$5.92
<b>Hallway – EACH</b>	\$26.00	\$21.84	\$17.16	\$13.00	\$8.84	\$4.16
<b>Stairwell</b>	\$44.00	\$36.96	\$29.04	\$22.00	\$14.96	\$7.04
<b>Dining Room</b>	\$32.50	\$27.30	\$21.45	\$16.25	\$11.05	\$5.20
<b>Laundry/Utility Room</b>	\$26.00	\$21.84	\$17.16	\$13.00	\$8.84	\$4.16
<b>Doors/Trim – EACH</b>	\$15.00	\$12.60	\$9.90	\$7.50	\$5.10	\$2.40

**B. CLEANING CHARGES**

1. Wall washing

Wall washing, when required prior to or in lieu of painting, due to excessive soil on the walls will be charged to the resident on an hourly basis at the current hourly rate. A minimum charge of one (1) hour will apply.

**C. Cleaning of Appliances**

<b>Type of Appliance</b>	<b>Light Cleaning (less than 1 hour)</b>	<b>Moderate Cleaning (1 to 1 ½ hours)</b>	<b>Excessive Cleaning (more than 1 1/2 hour)</b>
<b>Range</b>	\$30.00	\$50.00	\$65.00
<b>Refrigerator</b>	\$30.00	\$45.00	\$60.00
<b>Dishwasher</b>	\$30.00	\$45.00	\$60.00
<b>Washer</b>	\$30.00	\$45.00	\$60.00

<b>Dryer</b>	\$30.00	\$45.00	\$60.00
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D. Extra Cleaning- Janitorial

Any charges for janitorial work necessitated by resident neglect that are not covered in the Authority's policy, or that require an amount of time in excess of that listed in the policy will be charged a minimum charge of one (1) hour of maintenance labor.

Physical damage and/or additional cleaning required which is determined attributable to pets and service animals will be charged to residents at actual cost of materials plus a minimum charge of one (1) hour of maintenance labor. Charges will be broken out separately on the work order and specified on tenant statement, and will only be incurred if over-and-above any pet fee previously assessed.

E. Removal of Wallpaper/ Decals

All charges for removal of wallpaper and/or decals will be calculated based on the actual time involved or a minimum charge of one (1) hour, whichever is greater.

**II. CHARGE SCHEDULE FOR GLASS REPLACEMENT**

Window glass replacement charges will be based on the actual cost of the glass plus the minimum of one (1) hour labor or actual labor, whichever is greater.

**III. CHARGE SCHEDULE FOR BLIND REPLACEMENT OR CLEANING**

When Authority supplied blinds must be cleaned; the resident shall be charged an amount equal to the amount the Authority incurs in the cleaning of the blinds. A minimum of one (1) hour labor will be charged.

**IV. CHARGES FOR DAMAGES TO DWELLING EQUIPMENT**

Dwelling Equipment includes, but is not limited to: Ranges, Hot Water Tanks, Refrigerators, Heaters, A/C, Toilets, Sinks, Shower/Tub, etc.

Due to the great variety of replacement parts and variations in the extent of damages that are possible, all charges for damages to dwelling equipment will be based on the actual cost of the equipment and actual labor involved at the current labor rate. A minimum of one (1) hour labor will be charged.

**V. CHARGES FOR DAMAGE TO BUILDING AND FIXTURES**

For each incident, the total charge to repair the damage will be based on the total costs of material and labor required (minimum of one (1) hour) to repair the damage. All labor charges will be calculated using the current pay rate.

Examples of charges, but not limited to, damages within this category include glass replacement for light fixture(s), floor tiles, holes in walls, door(s), etc.

**VI. MISCELLANEOUS ITEMIZED CHARGES**

Minimum of one (1) hour labor will be charged.

<u>SERVICE</u>	<u>WHEN CHARGED</u>	<u>CHARGE</u>
Key Charge	All instances when a key is lost, or an additional key is requested.	\$20.00
Key FOB Charge	All instances when a key FOB is lost, not returned at the time of move out, or an additional key is requested.	\$30.00
Lock Out	All instances where assistance is rendered: <ul style="list-style-type: none"> <li>▪ During working hours</li> <li>▪ After working hours</li> </ul>	\$30.00 \$45.00
Change Locks	All occasions when requested by resident or for failure to return unit keys	\$30.00 1-hour minimum plus \$9.50 per lock
Screen Replacement	Damaged and can't be repaired	Large screen \$47.00 Small screen \$42.00
Screen Repair	Ability to repair versus replace	\$30.00

**Garbage & Debris**

All cases when the garbage or debris is left by the resident and must be disposed of by maintenance personnel, a charge for actual labor hours involved or a minimum of one (1) hour, whichever is greater, will be charged to the resident. Any applicable land-fill dump fees will also be passed through at actual cost.

**Treatment for Bedbugs**

Tenants are strongly encouraged to immediately report the suspicion of possible bedbugs in a housing unit or other areas of the property. Early reporting allows the pests to be identified and treated before the infestation spreads. Once reported, a treatment plan will be determined by maintenance personnel. If full treatment is required, maintenance personnel may be available to assist with unit preparation for which a resident may be

charged for actual labor hours involved or a minimum of one (1) hour, whichever is greater. Further, if a single resident is determined to be the source of the infestation the actual cost of treating the resident's unit may be passed through to the resident; WWHA will cover the cost of treating adjacent units if deemed necessary.

### Guide to Normal Wear and Tear versus Resident Damages

Normal wear and tear is defined as the deterioration of an item that occurs under normal conditions. Damage occurs from accidents or unreasonable use. Even intentional alterations can be considered damage. **Rented premises should be returned to the landlord in the same condition it was given to the tenant minus normal wear and tear.**

Please note that damages caused by events beyond the resident's control such as building fires, break-ins, or natural disasters may or may-not be the resident's responsibility. Further, the list below is not intended to assign or determine "fault"; merely to provide examples that may aid a user in distinguishing between normal wear and tear and more extensive damage. This list is not all inclusive:

<b>Normal Wear &amp; Tear</b>	<b>Resident Damage</b>
Worn or loose hinges on doors or locks.	Doors with holes. Windows or doors broken. Damage to door or doorframe from forced entry.
A few small tack or nail hokes; minor marks or nicks on walls.	Large or substantial holes or dents in the walls.
Scuffed up wood floors; small marks in linoleum.	Badly scratched or gouged wood or linoleum flooring.
Loose or inoperable faucet or door handles.	Broken or missing faucet or door handles.
Toilet runs; seat wobbles.	Broken toilet seat or tank top.
Faded, cracked or chipped paint.	Crayon marks, writing on walls, unapproved paint color, or excessive dirt requiring more than one coat of paint to cover.
Carpeting showing slight wear or possible fading from the sun.	Torn, stained, bleached, or burned carpeting; pet stains and odors in carpeting.
Stains or hard-water marks on old porcelain fixtures that have lost their protective coating.	Grime-coated or heavily scratched bathtub or toilet.
Bathroom mirror beginning to "de-silver".	Mirrors broken, missing, or caked with grime.
Worn gaskets on refrigerator or other appliance.	Broken or missing refrigerator shelves, trays, bins, or bars; broken door hinge.
Worn countertop.	Burns or cuts in countertop.
Cabinet doors that will not close completely.	Greasy, sticky, or broken cabinets and cabinet interiors, including drawers.
Closet door off-track.	Damaged or missing closet door.
Dusty blinds and window screens.	Missing, broken, or bent slats on blinds; broken windows or torn/missing screens; excessive grime on blinds or windows.
Food odors or smoke that dissipates over a few hours.	Smoke damage to paint, carpet, or other surfaces from burning candles or smoking cigarettes.