



## Maintenance Information

Effective Date: 5/1/2019

### A: MAINTENANCE CONTACT INFORMATION:

1. For a suspected or actual FIRE or GAS LEAK - CALL 911
2. EMERGENCY MAINTENANCE (Call 24-hours/365-days a year): Call: 854-8202; then listen carefully and follow the voice instructions to reach the on-call maintenance technician.

**PLEASE NOTE:** Emergency repairs are issues that if not dealt with immediately would likely cause injury, threaten the safety and health of residents or cause serious property damage. Actual emergency calls will be dealt with 24 hours a day, 7 days a week to make the situation safe. Depending the unique situation, permanent repairs maybe deferred to a time when access to supplies and contracted support is available.

Examples of Emergency Repairs:

- a. Locked out
  - b. Plugged toilet with inability to use common area restroom
  - c. Any water leak that cannot be contained inside sink, tub, or bucket
  - d. No heat and unable to maintain 65 degrees inside your apartment
  - e. No electricity: *Effecting your apartment only*
  - f. Refrigerator not working – more than 12 hrs.
3. To report ROUTINE MAINTENANCE call 854-8202 (M-F 8am-4pm)

Examples of routine repairs:

- a. Faucet dripping
  - b. One stove burner not working
  - c. Sink not draining
4. **Larrabee Village residents:** Call 854-6829 with questions about your phones and front door entry.



## **B: HOUSEKEEPING**

1. The Westbrook Housing Lease and City Ordinances require residents to perform regular, routine housekeeping to maintain your apartment safe, sanitary and fit for habitation. It is the resident's responsibility to maintain a clean apartment. Failure to maintain minimum standards will result in lease violations and possible violations issued by the City Code Enforcement office. The minimum housing keeping standards are:
  - a. There must always be a clear pathway to both the unit entry door and at least one window in each bedroom/sleeping area. The pathway to the door or window and the entire door/window opening cannot be blocked by furniture or other items. Exit doors must be able to open to at least 90 degrees (full open).
  - b. Garbage and/or trash must be removed from the apartment and disposed of frequently and properly in designated interior trash rooms or exterior dumpsters and not left to accumulate inside the apartment.
    - a. Place your trash bags inside the totes provided in the trash rooms and close the lid to prevent offensive odors from accumulating. If using a dumpster be sure to close lid after disposing. Residents found improperly disposing of trash will be charged for clean-up.
    - b. Never place garbage in the hallway.
    - c. Kitchen waste must be stored in covered containers until disposed.
    - d. Do not put liquids in the trash as it will leak out.
    - e. Do not drag the garbage bags to the trash room. If bags are too heavy to carry use a cart to transport.
  - c. Apartment and clothing must be kept clean to not become a source of offensive odors to other residents.
  - d. Flammable liquids and materials (propane, gas, etc.) is never allowed inside the building or in your apartment.
  - e. Floors: Vacuumed/swept/mopped clean, dry, and maintained free of tripping hazards
  - f. Walls: Clean free of dirt, grease, holes, fingerprints, cobwebs, crayon/marker graffiti
  - g. Ceilings: Free of cobwebs, stains from leaks, ceiling fans dusted
  - h. Appliances: Clean and free of old food, mold or grease - must fully close and seal.
  - i. Exhaust fans: Free from build-up of grease and/or dust
  - j. Countertops: Clean and free of grease and spilled food
  - k. Cabinets: Clean, free of spilled or spoiled food - Store dry foods in sealed packages/bags to prevent attracting mice, ant and other insects.



- I. Toilets, Tub, Sinks, and Showers: Clean, free of mildew. Shower curtains installed and used inside the tub to prevent water leaking and damaging bathroom floors.
- m. Heating units: clear of dust and not blocked by furnishings to provide proper air circulation. Heat producing devices kept clear of thermostats. (TV's, oxygen generators, etc.)

**Lastly, residents must promptly call in work orders to Maintenance to have items repaired including any broken, missing, leaking, or otherwise damaged real property items they discover. Westbrook Housing does not charge residents for repairs needed from regular use or normal wear and tear.**

### **C: RECYCLING & DISPOSAL OF HOUSEHOLD ITEMS**

1. To avoid additional charges, all items being disposed of must be properly bagged and placed inside the dumpster or inside the trash bins located in the trash rooms. Items to be recycled must be placed inside recycling bins.
2. **Disposal of Large House Hold Items:** Residents are responsible for disposal of large items that do not fit in trash bags such as TVs, mattresses, furniture, etc. Any costs incurred by Westbrook Housing for disposal of abandoned or improperly disposed of items will be charged to the resident.

### **D: PORTABLE AIR CONDITIONER POLICY** *(Note coming changes for spring of 2020)*

1. Approved portable air conditioners are permitted with the following restrictions:
  - a. Window mounted air conditioners are allowed in some, but not all buildings. Westbrook Housing is transitioning its policy to allow only floor installed air conditioners in all its properties starting in May of 2020. We highly recommend that if you are buying a new air conditioner that you purchase a floor model and not a window unit as they will not be allowed in the near future.
  - b. All air conditioners must be properly sized for the apartment, in good working order without broken, leaking or damaged parts. Unserviceable units will not be installed. Call you Property Manager for square footage information.
  - c. If window air conditioners are installed in the bedroom there must be at least one other operable, unblocked egress window.
  - d. Air conditioners are permitted only from May 15<sup>th</sup> and must be removed before October 15<sup>th</sup> of each year. After October 15<sup>th</sup> Maintenance staff will remove all remaining air conditioners that remain if there is not an approved Reasonable Accommodation on file.
  - e. For 2019, where window air conditioning units are allowed, *prepayment* of a \$60 annual maintenance fee is required for the installation of window air conditioners. The once annual fee covers BOTH the installation in the Spring and removal



in the Fall. For those with an approved medical need for year round air conditioning the annual fee covers the annual removal and reinstallation of the air conditioner for inspection of the window.

- f. If residents need assistance with installing or removing the ventilation panel of floor type air conditioner a \$25 annual Maintenance fee will apply.
- g. After payment of the annual Maintenance Fee, residents shall call Maintenance to schedule the installation or removal. Residents with a verified medical condition for year round air conditioning will require documented approval from Westbrook Housing.
- h. In ALL cases (window and floor type air conditioners), residents may opt to have family or friend install or remove their window air conditioner or floor type air conditioner vent panel, BUT a work order must called in to maintenance for an inspection after the installation. There is no charge for this inspection; however, if the air conditioning unit is found to have been installed incorrectly the resident will be charged for any corrective work. If the resident has not had a documented post installation inspection, and water or physical damage is discovered that was caused by the improper installation, the resident will be responsible for the cost of all repairs both to their unit and any other unit impacted from water damage.
- i. Residents are responsible for cleaning and storage of their air conditioning unit. Maintenance will remove the air conditioning unit from the window and will place it where requested inside the unit only. Maintenance will not move or transport units to storage areas or other areas outside of the unit.

### **E: HIRING A CONTRACTOR OR HANDYMAN**

Residents are required to obtain written approval from maintenance **before** hiring anyone to install, remove, repair, replace or modify any exiting installed item in your unit. All requests must be made by calling in a work order describing the work. If approved you will received a written notice. Exempt from this requirement is installation of typical wall mounted decorations. Items weighing more than five pounds must be attached to the wall studs or installed with hardware designed to support the weight of the item. **Note: Wall mounted televisions are NOT permitted.**

### **F: RESIDENT MAINTENANCE CHARGES**

The charges in this section apply from lease signing until your lease expires.

- 1. YOUR ARE CHARGED ONLY FOR DAMAGES YOU OR SOMEONE YOU ARE RESPONSIBLE FOR CAUSED.**

Repairs that can be conducted during normal business hours will be charged at the Standard



Rate plus the cost of materials and/or actual cost of contracted work. Repairs that are necessary for safety or security of people or property after normal business hours will be charged at the Emergency Rates, plus the cost of materials and/or contracted work. Required contracted services will be charged at the amount billed to Westbrook Housing plus additional In-House labor at the applicable rate for staff to coordinate and supervise the work.

Rates	Hours	In House Rates
<b>Standard Rate:</b>	<ul style="list-style-type: none"> <li>Monday–Friday, 7am–3Pm</li> </ul>	\$40 per hour + Materials
<b>Emergency Rates:</b>	<ul style="list-style-type: none"> <li>After Hours 3pm–7am</li> <li>Holidays (24 hours)</li> </ul>	\$60 per hour + Materials \$80 per hour + Materials

## 2. Lockout Fee and Lost Key/FOB Replacement Charge:

- a. A lockout occurs if you need assistance from Westbrook Housing to gain entry into the building or apartment. Residents are issued two sets of keys upon move in. We recommend you keep one set of keys with a friend or relative who can assist you if you lock yourself out.
- b. A key Replacement Charge occurs when you lose your keys and need replacement keys made. This charge includes

Lockout and Lost Key	When You Call:	Your Cost is:
<b>Lockout Fees:</b>	<ul style="list-style-type: none"> <li>Regular Maintenance Hours Monday–Friday, 7 a.m. to 3 p.m.</li> <li>After and before business hours</li> <li>All day on holidays</li> </ul>	\$40 \$60 \$80
<b>Replace Lost Keys:</b>	<ul style="list-style-type: none"> <li>Basic Charge for any single key (per occurrence)</li> <li>Each additional key (same occurrence)</li> </ul>	\$55 \$15

## 3. Plugged Toilets and Sinks:

- a. Residents should have and know how to use a plunger to clear toilet stoppages and prevent water overflow from toilets, sinks, tubs and showers.
- b. Resident that are unwilling/unable to unclog the toilets and drains will be charged to clear the stoppage.
- c. Further charges for repairs may be incurred to remove items that should not be



flushed or placed down the drain.

Job	When You Call:	Your Cost is:
<b>Plugged Toilet or Sink:</b>	<ul style="list-style-type: none"> <li>• Regular Maintenance Hours Monday– Friday, 7 a.m. to 3 p.m.</li> </ul>	\$40/hr - Minimum of 1hr.
	<ul style="list-style-type: none"> <li>• After and before business hours</li> </ul>	\$60/hr – Min. of 2hrs.
	<ul style="list-style-type: none"> <li>• All day on holidays</li> </ul>	\$80/hr – Min. of 2hrs.

### G. Move-Out Charges

Upon move out all costs to repair tenant damages that are above normal wear and tear, and which are not repaired by the tenant and approved by maintenance - shall be repaired by Westbrook Housing and charged at an hourly rate of \$40 per hour plus materials or the cost of contracted professional services charged to Westbrook Housing.

