

Maintenance Service Steps

The Watertown Housing Authority Maintenance Department generates and completes 6 to 7,000 (thousand) work orders per year. When you call the maintenance office a computerized work order is documented and issued to staff. All work requests must have a numbered work order before maintenance staff will incorporate your work item with their general workload for completion. Maintenance staff is required to **PRIORITIZE** all work items and address them according to the date received and order of importance utilizing the following guideline:

ORDER OF IMPORTANCE

1. **EMERGENCY WORK ITEM** – This would only pertain to work items that may cause serious structural damage or pose a life-threatening scenario.
 - a. Emergency definition and lists Definition of a maintenance emergency – A condition that is immediately threatening to the life and safety of residents, staff, or structures. The following is the minimum list of emergencies that should be called out to maintenance for immediate repair:

Examples of Emergencies to be called out:

- Fires of any kind (Call 911)
- Gas leaks or Gas odor (Call 911)
- Electric power failures
- Electrical hazards, sparking outlets
- Broken water pipes or flooding
- No water or unsafe water
- Sewer or toilet blockage
- Roof leaks
- Lock outs
- Door or Window lock failure
- No heat
- No Hot water
- Snow or ice storm
- Dangerous structural conditions
- Inoperable Smoke or CO detectors, beeping or chirping detectors
- Elevator stoppage or entrapment

2. **GROUNDS** – The first item each staff will address at the start of their workday is the conditions of their grounds. Litter patrol and landscape duties (grass cutting/trim work) take considerable time and resources.
3. **VACANCY PREPARATION** – The WHA averages between 60 to 70 vacancies per year or around five (5) per month. Many of our units are fifty (50) plus years old and require many man-hours of refurbishment before they are ready for a new resident. When you don't see your maintenance person around, they are probably preparing an apartment for occupancy. All other non-emergency work orders may be delayed until vacancies are complete.
4. **GENERAL WORK ORDERS** - These are work orders generated by residents when they call the maintenance office or management from daily/monthly or annual inspections. Our staff will receive, on average, 6 to 7 thousand work orders per year. **NON - EMERGENCY WORK ORDERS MUST BE ADDRESSED WITHIN THIRTY (30) WORKING DAYS.** **EMERGENCY WORK ORDERS ARE ADDRESSED WITHING 24 - 48 HOURS.** The actual average turnaround is 4.5 days for all work orders combined.

HOW CAN I (resident) HELP THE WHA KEEP MAINTENANCE COSTS UNDER CONTROL?

1. Call your work request in during the regular work hours Monday – Friday 8:30 AM to 4:30 PM (Friday closing 12:30 PM during summer hours) and don't wait until the last hour of Friday.
2. After hours and on the weekends ask yourself... can it wait for Monday or the next business day? Is this an INCONVIENENCE or an absolute EMERGENCY? If it is an inconvenience it can wait for the regular business hours helping the WHA keep its costs under control.
3. If staff comes to your home for a **NON-EMERGENCY** work item after hours you will be **CHARGED** for the overtime labor. The current average overtime rate is **\$32.19** per hour (as of 7/25/19). EXAMPLE: Toilets do not clog themselves. A good \$3.00 plunger will save you from being charged our overtime rate for a clogged toilet.
4. Take care of your apartment and in the family developments take care of the outside areas at your front and rear door. We will do the rest!

MAINTENANCE PHONE # (regular business hours): 617-923-3961

24-HOUR EMERGENCY PHONE # 617-923-3950

Effective March 1, 2020 the following maintenance charges will be in place for damages caused by tenant, their children/guests or invitees. The charges listed below are for Housing Authority costs without labor. All items procured will be the best long-life we can buy at a competitive price. Tenants are responsible to report promptly to the Watertown Housing Authority, all maintenance problems and damages to the apartment. The amount will be automatically posted to your ledger at rent time.

In case of gross negligence, repeated damage, or abuse, labor charges will be:

Overtime Hours: \$32.19

Answering Service to advise the resident that there will be a non-emergency maintenance charge of \$32.19.

Between the hours of 12:00 a.m. – 6:00 a.m. the tenant will be charged a minimum of 4 hours (\$128.76).

For all holidays the tenant will be charged a minimum of 2 hours (\$64.38).

**MAINTENANCE CHARGES FOR DAMAGES CAUSED BY
TENANTS AND/OR GUESTS**
(See Section 3.7 of the Model Dwelling Lease)

<u>WINDOW</u>	Replace Glass \$ 135.00	Window Clips \$2.00 each	
<u>SCREENS</u>	Re-Screen \$10.00 East End Rear Door Screen \$15.00	Complete Screen \$46.00	
<u>SHADES</u>	Replace \$10.00 - \$80.00	NO REPLACEMENTS IN FAMILY UNITS	
<u>DOORS</u>	Depending on damage and type of door up to \$800.00		
<u>DOOR KNOBS</u>	Replace per set \$12.00		
<u>COUNTERTOPS</u>	Cost of materials		
<u>LOCKS</u>	Cylinder only \$14.00 each New Lock Set \$75.00 each		
<u>KEYS</u>	East End \$12.00 each Mailbox Key \$1.50	All others \$3.00 each Mailbox Lock \$5.00	
	Family development keys must be paid for upon receipt of keys.		
<u>LIGHT FIXTURE</u>	Globe Only \$8.00	New Fixture \$30.00	
<u>TOILET</u>	New Complete \$300.00 Lid \$20.00	Bowl Only \$85.00 Seat Only \$21.00	Tank Only \$60.00
<u>SINK</u>	Replace \$50.00		
<u>MEDICINE CABINET</u>	Replace: \$44.00		
<u>DETECTORS</u>	Smoke Detector: \$24.50	Carbon Monoxide Detector: \$24.50	

LOCKOUTS

Involve one (1) hour charge. \$32.19 (See page 2 for time/holiday changes)

LIGHT BULBS:

(Price Per Bulb)

WOODLAND TOWERS:

WARREN STREET

Kitchen Counter	\$3.00	Kitchen Light	\$4.00
Kitchen (3) 60 WATT	\$8.00	Bathroom Light	\$4.00
Bathroom (2)	\$5.00	Living Room Light	\$3.00

MCSHERRY GARDENS:

Kitchen - Inside Circular	\$10.00
Kitchen – Outside Circular	\$10.00
Bathroom – 60 WATT	\$3.00
Bedroom – 60 WATT	\$3.00

Watertown Housing Authority will no longer be replacing light bulbs in family developments.

ALL WORK ORDERS MUST BE CALLED INTO MAIN OFFICE AT 617-923-3950

The charges listed above are for Housing Authority costs without labor.