



RALEIGH HOUSING AUTHORITY MAINTENANCE SERVICES

Immediately report all maintenance concerns during normal business hours of Monday – Friday, 8:30 a.m. – 5:00 p.m. by calling the WORK ORDER REQUEST LINE at **(919) 508-1309** or **(919) 831-6401**. If you are directed to voicemail, please clearly state your full name, address, telephone number, and a detailed description of your maintenance issue. Your request will be prioritized and processed accordingly. After normal business hours, **ONLY** emergency maintenance requests should be reported.

Property Managers and Maintenance Mechanics **CANNOT** process your requests for maintenance work. You **MUST** call the Work Order Line. All requests for maintenance are prioritized and processed in the order that they are received. Allow three (3) working/business days for maintenance to assess your routine work order request before calling the Work Order Line again.

After normal business hours, only **EMERGENCY MAINTENANCE** calls will be handled. Typically repair work does not occur on holidays and after normal business hours.

Emergency Maintenance Guidelines

The following issues qualify as **AFTER-HOURS** maintenance work:

- Gas leaks, either inside or outside of the unit (smell or sound).
- Broken water/sewer pipes, either inside or outside of the unit.
- Leaking water heaters.
- Elevator malfunction.
- Electrical shortages (if smoke is visible).
- Refrigerator/freezer not keeping food cold, and RHA office does not reopen within 72hrs.
- Heating and A/C failures during extreme weather conditions (when available one temporary heating or cooling source may be provided until repairs are completed).
- Lock outs (photo identification is required to verify address).
- Clogged commode, if there is only one commode in the unit and RHA does not reopen within 24 hrs.
- Broken-out window glass/doors (police report must be filed).
- Fire/Smoke detector going off.
- Collapsing wall/ceiling/floors.
- Severe storm damage.

PLEASE NOTE: A charge will be billed for falsely reported emergency calls.

All repairs must be conducted by the Raleigh Housing Authority (RHA) or their representatives. It is the policy of RHA not to charge residents for normal wear and tear. Examples of normal wear and tear include such items that have worn out over its expected life span. RHA reserves the right to determine whether necessary repairs are required and if the damages are due to normal wear and tear. Charges for repairs due to damages caused by abuse, misuse or negligence will be based on actual material cost and hourly labor charges. There are times RHA will have a contractor complete the work. The amount invoiced by the contractor for work other than for normal wear and tear will be billed to the residents' account.

MAINTENANCE CHARGE SHEET

FOR ITEMS OTHER THAN NORMAL WEAR AND TEAR¹

This not an exhaustive list. Any materials or labor charges not listed will be charged based on the present cost at time the item/service is solicited. A thirty-day (30) notice will be given before the charge is posted to the resident's account. Disputes regarding charges should be handled during this thirty-day notice period.

Effective February 28, 2020

<u>TASK</u>	<u>CODE</u>	<u>CHARGE</u>
Unstop Commode Auger/Plunger	COMM01	\$ 75.00
Unstop Commode Auger/Plunger (after-hours)		\$ 100.00
Unstop Sink	KITC01	\$ 75.00
Unstop Sink (after-hours)	LIVN03	\$ 100.00
Unstop Tub	BATH01	\$ 75.00
Unstop Tub (after-hours)	LIVN04	\$ 100.00
Replace Light Bulb ² (each)	ELEC13	\$ 12.00
Replace Drip Pan (each)	RANG19/20	\$ 10.00
Meet PSNC-Gas Cut-Off (working hours)	AIRH50	\$ 100.00
Meet PSNC-Gas Cut-Off (after hours)	AIRH51	\$ 150.00
Staff Removes Improperly Disposed of Trash (each offense)	GROU23	\$ 50.00
Change Lock (per lock)	DOOR07	\$ 50.00
Replace Mailbox Lock	DOOR22	\$ 50.00
Replacement Door or Mailbox Key (per key) (during working hours only)	DOOR27	\$ 12.00
Open Door for Locked-Out Resident (working hours)	DOOR00	\$ 75.00
Open Door for Locked-Out Resident (after hours)	LIVN17	\$ 100.00
False Emergency Call	MISC18	\$ 150.00
Nuisance Call	MISC25	\$ 150.00
Replace Discharged Stove Fire Extinguisher (each)	MISC26	\$ 50.00
Replace Missing/Damaged Fire Extinguisher (each)	MISC27	\$ 100.00
Replace Missing Smoke Detector Batteries	ELEC49	\$ 50.00
Tampering/Removing/Damaged Smoke Detector	ELEC50	\$ 100.00

<u>TASK</u>	<u>CODE</u>	<u>CHARGE</u>
Tampering/Removing/Damaged Carbon Monoxide Detector	ELEC55	\$ 100.00
Pick-up & Dispose of Bulk Trash ³	GROU41	\$ 150.00

Scattered Home Sites - Single Family Home Charges Only

Lawn Service ⁴ - Single Family Home	GROU33	\$ 200.00
Trim Weeds - Single Family Home	GROU42	\$ 100.00
Trim Shrubs - Single Family Home	GROU43	\$ 100.00

FINES

Driving/Parking on the Grass – 1st offense		\$ 50.00
Unit Not Accessible to Staff for W/O and/or Scheduled Inspection		\$ 75.00
Dryer Vent not Connected Properly		\$ 100.00
Tampering with Temperature on Hot Water Heater (cannot exceed 120°)		\$ 100.00

LABOR on all other work orders will be billed at the following rates:⁵

	<u>HOURLY RATE</u>
Locksmith	\$ 65.00
Electrician/Plumber	\$ 85.00
HVAC Specialist	\$ 85.00
Site Mechanics	\$ 35.00
Live-In Mechanics	\$ 35.00
Exterminator (per extermination)	\$ 30.00

Materials are billed at cost plus 20%. After hours and weekend labor is billed at time and a half. Minimum billing is one hour.

¹Normal wear and tear is not billable to the resident. Examples include such items as dripping faucets, running commodes, no heat or A/C, and items that have worn out because of age. Residents will only be charged in cases of abuse, misuse and neglect.

²Certain exceptions to this charge apply.

³Residents can call the City of Raleigh at 919-996-6890 for information on their free trash pickup program.

⁴Lawn Service includes both mowing of grass and trimming of weeds.

⁵Labor charges are reduced by 50% for billable work reported by residents prior to receiving notification of a pending inspection.