
MAINTENANCE POLICY

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1. Purpose:

Managing maintenance of our units is an important duty of the Ann Arbor Housing Commission (AAHC). The number, age, and location of public housing units in the AAHC's inventory as well as the characteristics of the families occupying the units determine the complexity of the job. Well-managed maintenance operations will provide for:

1. A planned maintenance program.
2. A timely response to emergencies by Maintenance Staff.
3. A work order system organized by type of work and date under Fair Housing Standards.
4. A minimal backlog of maintenance work orders.
5. A Maintenance Staff appropriately utilized, trained, staffed, and supervised.
6. A program for repairing and returning vacant units to occupancy within an acceptable time frame.
7. A routine maintenance program including regular janitorial services.
8. Cyclical painting of all units.
9. Regular servicing of mechanical systems.
10. Supervision of maintenance work carried out by private contractors.
11. Unit inspections carried out annually for occupied units as well as upon move-in and move-out.
12. Grounds maintenance.

This Maintenance Policy outlines procedures that provide for the effective performance of these functions by the AAHC Maintenance Staff.

The importance of quality maintenance performed in a timely fashion cannot be overemphasized as a priority for the AAHC. Systematic and prudent maintenance keeps the commission's physical buildings in a good state of repair and extends their useful life, contributing to lower operating and upkeep costs. A competent maintenance program also enhances greater satisfaction among residents and encourages their cooperation and involvement.

The performance expectations established for AAHC maintenance functions are:

1. Respond to service requests from residents within five working days (ie. contact the resident in some manner such as a phone call, e-mail,

- etc.).
2. Respond to emergency service requests within 24 hours.
 3. Respond to urgent service requests within two working days.
 4. Adhere to a planned and documented Maintenance Policy.
 5. Inspect all units for Planned Maintenance quality annually.
 6. Complete all scheduled Planned Maintenance inspection in a timely fashion.
 7. ~~Adopt and adhere to a cyclical painting program. Paint common areas every 7 years. Paint units every 7 years from the time of the previous unit turn or previous re-painting. The Executive Director will consider requests from tenants who do not want their unit painted.~~
 8. **Prepare vacant units for occupancy within (make-ready time) 202-25-10 days depending on the size and condition of the units (recognizing that an “A” in PHAS is re-leasing a unit within 20 days or less after being vacated).**
 9. Provide maintenance employees with access to all necessary tools, equipment, supplies, and materials. As well as ensuring that maintenance staff is properly trained to perform certain tasks properly and safely.

2. Definitions

The Facilities and Property Maintenance Manager will review all work orders on hand at the beginning of each workday, evaluating and prioritizing them for completion in the order described above.

During the course of each workday, current work requests will be evaluated in terms of priority. Current evaluations may require rescheduling the day's workload to accomplish all priority-level work. The need to reorganize all work within the established priorities does not excuse any failure to follow maintenance performance standards.

1. Emergency Work Orders

Emergency items are those that if not repaired promptly could cause injury, loss of life, threaten health, or cause serious property damage. Included under this priority are: broken gas lines or leaks, fires, loss of power, broken water lines, exposed electrical lines, loose ceilings, no heat (when outside temperature is less than 40 degrees F), broken door locks, or other conditions that might cause harm to the resident or others or damage to property. Emergency work will be accomplished during the current workday or within 24 hours.

2. Urgent Work Orders

Urgent items are those that create a major inconvenience for residents but are not life threatening nor will cause serious property damage. These may include sink or toilet stoppage, refrigerator not running (except on Friday afternoon) or the like. Urgent work will be

performed within five working days.

3. Routine Service

Included in this category are all work items -initiated as a result of resident or AAHC- requests. These may include electrical or plumbing repairs, fixing broken windowpanes and floor tiles, or the like. Routine maintenance is to be responded to within five working days.

4. Unit Inspection

Unit inspection work orders are those generated as part of the HQS Inspection Program and include both work orders issued for the initial inspection of a unit as well as work orders issued as a result of the inspection.

5. Planned Maintenance

Planned Maintenance work orders are those automatically generated to assure completion of all necessary dwelling unit and system scheduled maintenance. This includes janitorial work, painting, and scheduled maintenance tasks.

6. Turnover of Vacant Units

Maintenance Staff shall make all vacant units requiring only minor rehabilitation ready within two working days. Criteria for classifying units as needing rehabilitation can be found in Section 4(D).

7. After-Hours Service

As stated, coverage provided by AAHC Maintenance Staff to respond to emergencies after the end of the working day and over the weekend.

3. Policy:

The Maintenance Staff plays a vital role in the management of AAHC properties. The main function and responsibility of the Maintenance Staff is to preserve the physical assets of the AAHC and to provide services to AAHC residents, allowing them to live in decent, safe, and sanitary housing.

In order to maintain the physical condition of AAHC properties effectively, it is necessary to set certain priorities so that more urgent requirements can take precedence over routine needs. Maintenance work shall be performed according to the following priorities of work order categories:

1. Emergency: Life-threatening or extreme property damage.
2. Urgent: Major inconvenience to resident, property damage.
3. Routine: Resident or management request.
4. HQS: Repairs required for local code or HQS compliance.
5. PM: Planned and seasonal maintenance.
6. Vacancy Prep: Preparing unit for occupancy.
7. After-Hours Service: As needed.
8. Special Projects/Periodic: Any type of deferred maintenance.

4. Procedure:

A. Maintenance Work Order System

Work Orders are generated to notify the AAHC of a need for repair. Resident requests for maintenance are made to the AAHC. Maintenance Staff will process all work orders through the Mobile Maintenance process through their mobile device (most often a telephone or computer tablet). Repairs will be performed within the time frames established in AAHC performance expectations.

1. Emergency

When the AAHC receives a work request which is deemed an Emergency, the Maintenance Staff is contacted immediately. He/she will then proceed to the location of the emergency and verify the existence of an emergency situation.

The Maintenance Staff shall see that the work is completed either by doing it his/herself or by calling the Supervisor so a determination can be made if additional personnel or contract services are required. A work order will be processed in full to document the issue and the related work.

2. Routine Service

A maintenance request called in by a resident or AAHC staff will be received by the AAHC. They will issue the appropriate work order. Work orders will be categorized by the Supervisor and distributed to the appropriate staff.

The Maintenance Staff will monitor their mobile device to review and pick up work orders each day. The Facilities and Property Maintenance Manager (or manager substituting for the FPMM) will assign work orders at least twice each day at the beginning of the workday and immediately after lunch but will be generally be expected to assign throughout the day via mobile maintenance. Insofar as it is possible, maintenance employees will be issued parts and supplies needed to complete assigned work orders as part of their truck inventory. The staff completing the work will record the time he/she started and completed the work. He/she will also record all material and supplies used to complete the work orders to ensure that they are complete and correct. The completed work orders will then be processed in mobile maintenance via their mobile device.

3. Maintenance Staff Generated Requests

The majority of work requests initiated by the AAHC Staff will be those attributable to planned maintenance, or unit inspections. Such work orders will be issued and distributed to the maintenance staff by the AAHC. The Facilities and Property Maintenance Manager (or manager

substituting for the FPMM) assigns these work orders, along with all others, and is responsible for seeing that they are completed within the proper time frames. All other aspects of these work orders are handled as with routine work orders and processed in mobile maintenance.

B. Emergency Service

The Maintenance Staff, Executive Director, and Administrative Staff are authorized to act in a matter pertaining to the provision of emergency maintenance service for AAHC-owned developments. Emergency maintenance is provided to repair or correct conditions that may cause physical injury and/or cause damage to AAHC property if not immediately corrected. An “Emergency” is defined in section 2 above. Emergency service is provided 24 hours a day, 7 days a week.

1. The Facilities and Property Maintenance Manager (or another designated manager on-call) shall be on call 24 hours each day either at the AAHC office or residence to receive emergency calls. The Facilities and Property Maintenance Manager shall have a cellular telephone in order that she or he may receive and transmit calls from any location after regular working hours. He/she shall make determination if the call is an emergency or not. If the situation is an emergency the appropriate maintenance staff or a contractor shall be contacted to perform the repairs.
2. Between 5:00 P.M. and 8:00 A.M. the Facilities and Property Maintenance Manager (or another designated manager on-call) will receive all calls. The Property Maintenance Manager (or another designated manager on-call) will make all necessary arrangements to resolve the problem. If the Facilities and Property Maintenance Manager receives a call that is clearly not an emergency, he/she shall so inform the caller and also inform them first thing the next regularly scheduled workday. A work order shall be issued for each call to which an employee is dispatched. The work orders shall be completed in the manner prescribed in Item 4. Section A. 2.

C. Assessing Resident Charges

Residents may be assessed a charge for repairs made to their dwelling units in excess of what is required for normal wear and tear. Damage beyond normal wear and tear, which is caused by the resident, members of the resident's household, or the resident's guests, shall be the responsibility of the resident on the lease. Upon completion of the repairs, an itemization of resident charges is made available to residents.

1. During the review of completed work orders, the Facilities and Property Maintenance Manager determines whether the worker's conclusion is reasonable and records the amount to be charged. The amount is developed from the materials consumed and time required to make the repairs. If it is determined that the resident should be held responsible, the work order is so marked and the resident is notified of the charges. Residents that disagree with charges shall follow the grievance procedure.

D. Vacant Unit Preparation

It is the policy of the AAHC to prepare vacant units for re-occupancy between ~~20~~ and 25-10 days (**recognizing that an “A” in PHAS is releasing a unit within 20 days or less after being vacated**). Timely and efficient preparation of the units for occupancy is essential to maximize rental income and provide housing for families who need it. Close cooperation and communication between maintenance and management is required to efficiently prepare and release vacant units and prevent vandalism.

1. On the day or the day before a resident is scheduled to vacate a unit, a member of the maintenance staff shall inspect it. The resident shall certify the condition of the unit on the Move-In Inventory & Condition Form. In cases where the resident vacates without notice, the maintenance staff shall perform the move-out within 48 hours of learning of the vacancy. During these inspections the maintenance staff shall note all items needing repair and determine any damages to be charged to the resident account – in cooperation with the Residency Manager. Following inspection, the maintenance staff shall determine the extent of the work to complete the unit turn.
2. All units shall be exterminated as needed, cleaned and secured as soon as vacated, if possible.
3. The work orders / work scope prepared as a result of the unit inspection shall be distributed to the appropriate maintenance staff. The note and track the vacancy and coordinate among the maintenance staff to prepare the unit within target-performance standards.
4. The Facilities and Property Maintenance Manager shall meet with the AAHC administration to establish priorities for the preparation of specific units. These priorities are established according to demand for the unit as well as the ability of the AAHC staff to lease the unit quickly and Fair Housing considerations. The establishment of such priorities, however, shall not affect the meeting of the ~~twenty-two~~ (20)- to ~~twenty-fivet~~en (2510)-day unit turnaround expectation.

5. Circumstances will occur that will cause the staff to exceed the turnaround expectations for unit preparation. These are individual exceptions which may not impact performance expectations (such as HUD or other regulatory requirements or expectations). These circumstances shall include the following categories:
 - a. Fire-damaged units;
 - b. Developments where there are more than five vacated units in one week;
 - c. Contract work is necessary;
 - d. Major rehabilitation of vacant units; and
 - e. Any other HUD-excluded circumstances.

6. If any one of the following work items is required in the vacant unit, it shall be classified as a major rehabilitation:
 - a. Replace roof;
 - b. Replace/repair entire plumbing system;
 - c. Replace wall studs;
 - d. Electrical rewiring; and
 - e. Any other HUD-defined classifications.

7. If any combinations of the following work items are required in a vacant unit, it shall be classified as a major rehabilitation. (Volume of work is a primary determining factor for a major rehabilitation.)
 - a. Replace 50 percent or more of interior doors;
 - b. Replace entrance doors;
 - c. Replace two or more windows (frames and panes);
 - d. Replace gutters and down spouts;
 - e. Replace two or more wall and/or ceilings (plaster and drywall);
 - f. Replace kitchen cabinets;
 - g. Install commode seats;
 - h. Replace radiators, baseboard heating, and connectors
 - i. Replace/repair three or more floors;
 - j. Replace/repair 50 % or more floor tiles;
 - k. Replace kitchen sink;
 - l. Replace bathroom lavatory;
 - m. Repair interior and/or exterior steps;
 - n. Replace walls that are burst completely through;
 - o. Replace closet flange;
 - p. Replace ceramic wall tiles;
 - q. Replace entire walkways; and
 - r. Any other HUD-defined classifications.

8. Facilities and Property Maintenance Manager (or designee) shall

perform the final inspection before the unit becomes available. Following this inspection, the administrative staff shall offer the unit for occupancy. If the unit is not accepted, the Facilities and Property Maintenance Manager must see that the desired work is completed and schedule another final inspection. Acceptance of the unit is at the discretion of the administrative staff and it is expected that this discretion shall be exercised reasonably.

E. Steps in Turnover Process

The following steps may be performed on all turnover units, as directed by the Facilities and Property Maintenance Manager or other manager:

1. Remove range and refrigerator (e.g., if unit is located in high vandalism area).
2. Exterminate if necessary.
3. Remove debris, clean and secure unit.
4. Remove all picture hooks, nails, valances, curtain hooks, shower curtain pins, etc.
5. Plaster and paint as required.
6. Clean all light fixtures.
7. Repair floor tile. Mop the floors free of dirt, scuff marks, etc. Excessive buildup of wax deposits should be removed.
8. Clean plumbing fixtures and cabinets thoroughly.
9. Change or re-key the locks on the apartment doors.
10. Return the range and refrigerator to the apartment when leased. Spare sets of removable gas range parts should be carried in stock on the Vacancy Prep Van. These parts should include; burner top plates, spider grates, top burners, drip trays, oven racks, broiler racks, and/or pans and trays, etc. Parts removed should be cleaned and made ready for future use.
11. Final extermination if needed.
12. An apartment is deemed ready for occupancy by a new resident only if the range and refrigerator have been thoroughly cleaned inside and out, kitchen sink and tub scoured, bathroom equipment washed, paint spots removed from all tile and fixtures, all debris removed, and the apartment swept, mopped, and waxed.
13. Facilities and Property Maintenance Manager will make final inspection for cleanliness and conformance to standards.

F. Planned Maintenance

The AAHC Preventative Maintenance Policy is based on regular, scheduled, and methodical inspection of dwelling units, buildings, equipment, and major systems. These inspections are designed to maintain AAHC property in good repair and to appreciably extend its useful life by assuring repairs are made prior to actual breakdown, thereby minimizing both damage and repair costs. Preventative Maintenance will

result in lower operating costs. The AAHC has instituted a Preventative Maintenance Policy as the first line of its maintenance program and will adhere to the required schedule, including the annual inspection of all dwelling units.

1. Maintenance Staff will inspect each occupied unit annually. The Facilities and Property Maintenance Manager shall provide a list of units that will be inspected in the upcoming weeks. The AAHC staff shall notify the resident of the upcoming inspection by sending a letter at least three days prior to the visit.
2. The Staff member who is conducting the inspection should follow the order and methodology prescribed below. When major work items are found, they should be listed on the inspection form in sufficient detail to enable the preparation of a work order. Unusual conditions should also be reported to the administrative staff in writing on the inspection form, The staff performing the inspection shall adhere to the following sequence:
 - a. Knock on the door, state the purpose of the visit and politely ask for admittance. If no one is home, maintenance staff will enter the home, perform the inspection and leave a note.
 - b. If the resident is home, the maintenance staff should ask if there is anything they missed that requires maintenance.
 - c. Maintenance staff then fills out an inspection form and notes whether each element requiring attention, was in good repair, that the apartment has been checked, and all necessary work completed.
 - d. The same maintenance staff makes a note of additional work needed and list items that will require additional work orders.
3. The following items will be checked during the inspection at a minimum and the Facilities and Property Maintenance Manager may list out more items to be inspected:
 - a. Faucets: Faucets will be inspected for their general condition (peeling, faded chrome, drips, etc.).
 - b. Cooking Ranges: Cooking ranges will be inspected for oven door closure, gas cock adjustment, a gas flame adjustment, oven spring tension, and top and oven burner condition. Defects will be noted. If the range is found to be in poor condition because of resident neglect or lack of care, the problem will be reported on the Inspection Form and reported to the Facilities and Property Maintenance Manager.
 - c. Hardware: Entrance door hinges will be lubricated and checked for spring tension closure. Apartment door locks, knobs, strike

plates, and stops will be checked for fastening, alignment, and workability. Defects will be noted. Door cylinders will be checked for proper key way and pinning to the apartment master key. Cabinet hinges, friction catches, and pull handles will be inspected for proper closure, fastening, and alignment. Defects will be noted.

- d. Floor Tile: The general condition of floor tile will be noted on the form. When indentions, cracks, and bumps are found, the notation must include the color, size, and quantity of materials, and the room where tile replacement is necessary.
- e. Ceramic Tile: The general condition of walls will be noted on the form. When cracked, broken, or missing tile is found, the notation must include the color, size, and quantity of materials needed for the repair.
- f. Electrical: Switches will be operated to check their work ability. Defective switches and missing cover plates will be noted, as will be loose fixtures. Fuse cutout boxes will be inspected for conformity to fuse stats and adapters. Any deviation from these fuse stats and adapters will be noted. If there is indication of tampering with fuse boxes, a notation will be made on the form and a report made to the Facilities and Property Maintenance Manager.
- g. Plumbing Fixtures: Plumbing fixtures will be inspected for fastenings, work ability, operation, water tightness and flow to and from the fixture. Leaks to and from fixtures, including tubing, valves, bonnets, packing and piping, will be noted. Combination sinks, drain boards, and washbasins will be inspected for damage, wear, or chipping areas. The Facilities and Property Maintenance Manager will record the extent of damage on the inspection form for disposition. Flush tanks, flush tank covers, and toilet bowls will be inspected for cracks and chips. If repair is needed, a notation will be made on the inspection form and reported to the AAHC.
- h. Refrigerator: Refrigerators will be checked for secure door closure, thermostat operation, freezing capability, and general condition. If the refrigerator is found to be in poor condition because of lack of care or abuse, the problem will be noted on the inspection form.
- i. General Unit Condition: The general condition of the entire apartment will be noted. The following items will be checked and a notation entered on the inspection form.
 1. Is unit unsanitary? If so, give details. Check washing machines for wall or floor fastening and for fixed connections to water supply and drainage.

2. The serial and tag number of the range and refrigerator will be recorded on the inspection form for use in the annual inventory.
3. The completed inspection form will be submitted to the AAHC, which is responsible for initiating the work order arising from the inspection.
4. These work orders will be categorized as an inspection-related work order (exact category depending on the type of inspection) and their issuance noted on the inspection form.

G. Motor Vehicles

1. The Motor Vehicle Maintenance Program as part of the Preventative Maintenance Program is the responsibility of the Facilities and Property Maintenance Manager. The Preventative Maintenance Program consists of regular inspections scheduled on a time or mileage basis. An effective Preventative Maintenance Program will minimize the number of breakdowns and downtime of motor vehicle fleet, while ensuring the safety of the operator and occupants of the vehicles.
2. Each operator of a vehicle can contribute greatly to the program by promptly reporting all operating deficiencies, noises, or the like, to the Facilities and Property Maintenance Manager. The adherence to a well-planned and executed Preventative Maintenance Program has great significance to the AAHC because of the average age of the motor vehicle fleet beyond the normal life expectancy of the equipment. Accordingly, preventative maintenance inspections shall be scheduled for all motor vehicles.
3. Scheduled Maintenance: Specified tasks will be performed as required on a daily, weekly, or quarterly basis:
 - Daily: odometer check, visual checks, and checks all fluids;
 - Weekly: check inside and outside of the vehicle; and
 - Quarterly: oil change as needed.
4. Unscheduled Maintenance and Repair: The maintenance staff is responsible for the condition of their assigned vehicle and assuring that scheduled maintenance is performed. The Facilities and Property Maintenance Manager is responsible for the coordination of the completion of oil changes, lubrication, tune-ups, or other repairs and maintenance. If the work is beyond the capacity of the AAHC Staff, the AAHC should secure outside services as needed.

H. Building and Systems

1. Buildings

The Facilities and Property Maintenance Manager will inspect each building and all facilities at least annually (generally as part of the UPCS Inspection process). The inspection will include the complete building envelope, consisting of roofs, overhangs, exterior walls, windows, doors, railings, and infestation. In each development, the Facilities and Property Maintenance Manager will inspect all grounds, playground equipment, roads, walks, and the drainage system. Particular attention will be given to evidence of sewer problems, gas leaks, and the electrical drops, and gas meter installations. The Facilities and Property Maintenance Manager will report the conditions found and indicate the exact location of needed repairs or replacements. Regular inspections must also be made of all heating, ventilation, and air conditioning systems, (HVAC) either by AAHC personnel or contractors.

2. Heating System

Planned/preventative maintenance on heating systems is performed by AAHC personnel and professional mechanical contractors.

Maintenance staff shall inspect mechanical rooms at Miller Manor and Baker Commons at least three times weekly, in order to insure all machinery is properly running.

3. Equipment

Whenever a new piece of maintenance equipment is purchased a file shall be started including all recommended planned/preventative maintenance servicing dates. Details of this equipment shall also be placed in the AAHC Master Mechanical Equipment Book. A copy of the work order, which confirms the performance of scheduled maintenance, or the repair, or replacement of any parts, is placed in the file to establish a record of all work performed on the equipment or system.

4. General Procedure

All planned maintenance work performed is covered by a work order (see Item 3 above). All planned maintenance work orders are issued by the Facilities and Property Maintenance Manager or designee. Work orders are issued for all items to be completed on a daily basis by the Facilities and Property Maintenance Manager and distributed to the proper maintenance staff, generally the next morning. Weekly work items are generated at the end of the preceding week, while monthly work items are produced on the first working day of the month. Work to be accomplished quarterly is confirmed by work orders produced generally on the first of March, June, September, and December or at other designated times (see the AAHC Preventative Maintenance Plan for related details).

I. Painting

Scheduling painting of AAHC owned structures is essential to maintain a good appearance as well as to protect the structures from deterioration and structural damage. Exterior trim painting should be accomplished on a five-year cycle at a minimum. The interior of dwelling units shall be

painted at intervals no longer than every five years for family units, and every seven years for elderly units.

1. Exterior

- a. The scheduling of exterior painting is the responsibility of the maintenance department and Facilities and Property Maintenance Manager and is programmed to accomplish the painting of approximately one-fifth of the total inventory each year.
- b. Included in the above inventory are all appendage facilities within each development. These include the management/maintenance building and the community rooms.
- c. Painting will be accomplished between cycles if it becomes necessary due to fire damage or other unavoidable circumstances.
- d. Residents, unless employed to do so by the AAHC, are not to apply paint in any manner to building exteriors. Should they do so, they will be responsible for the restoration of the property as directed by the AAHC.

2. Interiors

- a. The condition of the interior paint finish of each unit will be inspected when vacated and a unit will be repainted as necessary prior to occupancy to bring it to standard of good property maintenance.
- b. The interior of occupied units will be painted according to the cycle painting standards or as soon as possible. The maintenance department will determine which occupied units have not been painted within the standard period and schedule them for painting as availability of staff permits and as organized by the Facilities and Property Maintenance Manager.

J. Extermination

It is the policy of the AAHC to provide a safe and sanitary environment for all of its residents. To that extent the AAHC may perform scheduled and unscheduled call back extermination for insect pests in all properties maintained by the AAHC. Extermination services may be bid out annually with contracts being awarded to the most responsive, and qualified contractor. Other pests such as raccoons, other vermin, etc. shall be dealt with on an as needed basis by commission staff and possible with contracted vendors.

1. Scheduled

- a. Management is responsible for notifying the residents and assuring the apartments are properly prepared for extermination.
- b. All developments (units and common areas) shall be completely treated for pests semiannually.

2. Unscheduled

- a. Duties and responsibilities, as stipulated in the scheduled requirements, are an integral part of the unscheduled program.
- b. Residents requiring interim extermination shall report this to the AAHC office. The Facilities and Property Maintenance Manager or designee shall review this request and the AAHC administration will, if necessary, inform a contractor that an apartment shall be exterminated to due extraordinary circumstances.
- c. Extermination services may be provided on a monthly basis as needed, if a severe problem develops.

3. Vacated Units

Vacated units will be exterminated as needed during the turnover process.

K. Grounds/Janitorial Standards

Grounds and building areas shall be maintained in a manner that will provide a pleasant environment for residents and will bring credit to the AAHC. The following tasks will be completed according to the frequency indicated:

1. AAHC has ongoing contracted lawn and lands care services and AAHC staff will assist with keeps the grounds clean.
2. Residents are encouraged to assist with litter pick-up.

L. Trash Collection

The AAHC will provide periodic large item trash collection at a frequency required to maintain the developments in a sanitary condition with required resident cooperation. In addition to weekly city pick-ups, residents shall be informed that they should call in requests for large-item disposal. Every effort shall be made to provide large-item pickup on Thursday of every week. This shall only change if there are unforeseeable circumstances that prevent this day.

1. Resident cooperation is required by placing all trash or garbage in the receptacles provided by the consistent with the pick-up schedule. Private firms under contract to the AAHC may provide supplemental trash collection.

M. Lawn Care / Landscaping

The AAHC will keep all units and office lawns and landscaping areas cut and trimmed during the growing season to enhance the image of the AAHC and to provide an attractive setting for its residents and the general public.

1. Each year, the AAHC will advertise for lawn care service in accordance with its procurement policy. Lawn care providers shall be awarded contracts based on their ability, experience, references, and successfully providing responsible and responsive bids.
2. Lawn Damage: Generally in May or at a time in the spring specified by Facilities and Property Maintenance Manager, a contractor will clean debris, tree limbs, large rocks, etc., from each lawn area and report excessive lawn damage to the AAHC properties. Damage to trees, ornamental plants and shrubs will also be reported. The Facilities and Property Maintenance Manager will inform the Deputy Director and/or the Executive Director of the location and nature of damage, and scheduled corrective work.
3. Landscaping
 - a. Hedges and Shrubs: Ornamental plants should be trimmed as needed. No plants should touch the foundation of any building. They should be cut clear of any stairs or buildings. The height and width of any hedge depends on their location and purpose.
 - b. Trees: All dead or broken limbs should be cut clean near the trunk of the tree. No tree limb should touch any building. Commission staff shall remove small “weed trees” and other nuisance foliage, in early spring after a thorough grounds inspection. Trees shall be removed either by Commission staff or a qualified contractor depending on size and location.

N. Training

It is the intention of the AAHC Maintenance Department to have a qualified, well-trained work force. Its goal is to ensure that every member of the Department is thoroughly trained in his/her job skill in order to perform their duties in a timely and efficient manner.

1. There are two types of training available for Maintenance Staff:
Classroom and on-the-job.
 - a. Classroom Training: Consists of scheduled formal classroom instruction with a qualified instructor, on-line via webcast or other resource, or other similar opportunity.
 - b. On-the-Job Training: Consists of skills instruction at a development with a qualified superior overseeing the work.

2. In-House Training
The AAHC will occasionally review training needs of the Maintenance Department. In the event a new piece of equipment is purchased (new stove, regenerator, etc.) that the Maintenance Staff is unfamiliar with, a training session will be prepared and scheduled for appropriate staff members. Other in-house staff training will be provided on an as-needed basis.

3. Contracted Training
The AAHC may, if the need arises, contract for outside training services with private agencies. This method of training may include trade school facility members or manufacturing representatives, etc. This method of training may take place at either an AAHC facility or at the contracted agent's location. The Deputy Director and/or the Executive Director, who will authorize training if funds are available, must approve all contracted training.

4. Handbooks, Training Manuals, Brochures
The AAHC Staff will keep all maintenance related handbooks, training manuals, brochures, and literature in an assessable location within the maintenance shop, for use by the maintenance staff.