



# Public Hearing

## Draft FYB2021 HUD Annual Plan

**Date:** March 8, 2021

**Time:** 12:00 pm

**Location:** Zoom

<https://zoom.us/j/98605160037>

**Call In:** (312) 626-6799

**Meeting ID:** 986 0516 0037

The Roanoke Housing Authority ("RHA") is receiving public comments regarding the draft 2021 HUD Annual Plan ("Plan"). The draft Plan is available for review on AHA's website at <https://www.auburnhousingauth.org/calendar-view?id=461>. The public review and comment period begins on January 22, 2021 and ends on March 8, 2021 at 5:00 pm CST.

A Public Hearing will be held on Monday, March 8, 2021 at 12:00 pm via Zoom (see below). Comments related to the 2021 HUD Annual Plan may be submitted during the Public Hearing or mailed. Written comments may be mailed to the Roanoke Housing Authority c/o Auburn Housing Authority, Attn: HUD 2021 Annual Plan Comments, 931 Booker Street, Auburn, AL 36832. Comments received after 5:00 pm CST on March 8, 2021 will not be accepted or considered.

### **Zoom Public Hearing Information**

<https://zoom.us/j/98605160037>

**Join via Phone:** (312) 626-6799

**Meeting ID:** 986 0516 0037

If you have questions or require additional information, please contact Sharon Tolbert, CEO at (334) 821-2262 ext 233 or [stolbert@auburnhousingauth.org](mailto:stolbert@auburnhousingauth.org)



# FYB2021 HUD PHA Annual Plan

July 1, 2021 – June 30, 2022

## DRAFT

## HUD Submission



Resolution:

Date:

*The FYB2021 HUD PHA Annual Plan is subject to change during the 45-day comment period.*



**HUD FYB2021 Annual Plan**

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## **Section A**

# **Housing Authority Information**

## FYB2021 Annual Plan

### Housing Authority Information

<b>Public Housing Authority</b>	<b>Roanoke Housing Authority (AL065)</b>
<b>Address</b>	231 Avenue A, Roanoke, AL 36274
<b>Telephone Number</b>	(334) 863-4513
<b>Fax Number</b>	(334) 863-4630
<b>Website</b>	<a href="http://www.auburnhousingauth.org">www.auburnhousingauth.org</a>
<b>Public Official Information</b>	
<b>Name</b>	<b>Mayor Jill Patterson</b>
<b>Address</b>	P.O. Box 1270, Roanoke, AL 36274
<b>Telephone Number</b>	(334) 863-4129
<b>Fax Number</b>	(334) 863-2137
<b>Email</b>	<a href="mailto:jpatterson@roanokealabama.org">jpatterson@roanokealabama.org</a>
<b>Website</b>	<a href="http://www.roanokealabama.org">www.roanokealabama.org</a>
<b>Board of Commissioners</b>	
<b>Name</b>	<b>Terry Kennedy</b>
<b>Position</b>	Chairperson
<b>Email</b>	<a href="mailto:tkennedy@auburnhousingauth.org">tkennedy@auburnhousingauth.org</a>
<b>Name</b>	<b>Paula Lambert</b>
<b>Position</b>	Vice Chairperson
<b>Email</b>	<a href="mailto:plambert@auburnhousingauth.org">plambert@auburnhousingauth.org</a>
<b>Name</b>	<b>Sarah Nunn</b>
<b>Position</b>	Resident Commissioner
<b>Email</b>	<a href="mailto:snunn@auburnhousingauth.org">snunn@auburnhousingauth.org</a>
<b>Name</b>	<b>Michael Watkins</b>
<b>Position</b>	Commissioner
<b>Email</b>	<a href="mailto:mwatkins@auburnhousingauth.org">mwatkins@auburnhousingauth.org</a>
<b>Rem</b>	<b>Alton Joiner</b>
<b>Position</b>	Commissioner
<b>Email</b>	<a href="mailto:ajoiner@auburnhousingauth.org">ajoiner@auburnhousingauth.org</a>
<b>Chief Executive Officer</b>	
<b>Name</b>	<b>Sharon N. Tolbert</b>
<b>Address</b>	931 Booker Street, Auburn, AL 36832
<b>Telephone Number</b>	(334) 821-2262 ext 233
<b>Fax Number</b>	(334) 821-2264
<b>Email</b>	<a href="mailto:stolbert@auburnhousingauth.org">stolbert@auburnhousingauth.org</a>

## **Section B**

# **HUD Annual Plan Submission Requirements**

#### **4. ANNUAL PHA AND 5-YEAR PHA PLAN TEMPLATES AND CERTIFICATION SUBMISSION REQUIREMENTS FOR ALL PHA TYPES**

The following table identifies the Annual PHA Plan and 5-Year PHA Plan (“PHA Plans”) templates and certifications by PHA Category that PHAs are required to complete and submit to HUD in order to comply with the Annual PHA and 5-Year PHA Plan requirements.

<i>PHA Plan Submission Requirements by PHA Type</i>	
<b>HUD Form</b>	<b>Frequency of Submission</b>
<i>All PHAs</i>	
HUD 50075-5Y	Once every 5 PHA Fiscal Years
<i>Standard PHAs and Troubled PHAs</i>	
HUD 50075-ST	Annually
HUD 50077-ST-HCV-HP	Annually
HUD 50077-SL	Annually
RAB Comments	Annually
Challenged Elements	Annually
<i>Small PHAs</i>	
HUD 50075-SM	Annually
HUD 50077-CRT-SM	Annually
HUD 50077-SL	Annually
RAB Comments	Annually
Challenged Elements	Annually
<i>High Performer PHAs</i>	
HUD 50075-HP	Annually
HUD 50077-ST-HCV-HP	Annually
HUD 50077-SL	Annually
RAB Comments	Annually
Challenged Elements	Annually
<i>HCV-Only PHAs</i>	
HUD 50075-HCV	Annually
HUD 50077-ST-HCV-HP	Annually
HUD 50077-SL	Annually
RAB Comments	Annually
Challenged Elements	Annually
<i>Qualified PHAs</i>	
HUD 50077-CR	Annually
HUD 50077-SL	Once every 5 PHA Fiscal Years

# **Section C**

**HUD Form 50077-CR**



## Civil Rights Certification

### Annual Certification and Board Resolution

*Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official, I approve the submission of the 5-Year PHA Plan for the PHA of which this document is a part, and make the following certification and agreements with the Department of Housing and Urban Development (HUD) in connection with the submission of the public housing program of the agency and implementation thereof:*

The PHA certifies that it will carry out the public housing program of the agency in conformity with title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990, and will affirmatively further fair housing by examining their programs or proposed programs, identifying any impediments to fair housing choice within those program, addressing those impediments in a reasonable fashion in view of the resources available and working with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement and by maintaining records reflecting these analyses and actions.

Roanoke Housing Authority

PHA Name

AL065

PHA Number/HA Code

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Authorized Official: **Terry Kennedy**

Title: **Chairperson**

Signature

Date:

## **Section D**

### **Board Approval**

## **Board of Commissioner's Approval**

The 2021 HUD PHA Annual Plan will be submitted to the Board on March 11, 2021.

## **Section E**

# **HUD Submission and Approval**

## **HUD Submission and Approval**

The 2021 HUD PHA Annual Plan is due to HUD by April 15, 2021. The Annual Plan will be forwarded to HUD upon the approval of the Roanoke Housing Authority's Board of Commissioners.



# FYB2021 HUD PHA Annual Plan

July 1, 2021 – June 30, 2022

## DRAFT

### List of Supporting Documents Available for Local Review



Resolution:

Date:

*The FYB2021 HUD PHA Annual Plan is subject to change during the 45-day comment period.*

## List of Supporting Documents Available for Local Review

(Applicable to All PHA Plan Types)

Indicate which documents are available for public review by placing a mark in the “Applicable & On Display” column in the appropriate rows. All listed documents must be on display if applicable to the program activities conducted by the PHA.

Applicable & On Display	Supporting Document	Applicable Plan Component
<b>Section 1</b>	Form HUD-50077, <i>Standard PHA Certifications of Compliance with the PHA Plans and Related Regulations: Board Resolution to Accompany the Standard Annual, Standard Five-Year, and Streamlined Five-Year/Annual PHA Plans.</i>	Standard 5-Year and Annual Plans Streamlined 5-Year Plans
	Form HUD-50076, <i>PHA Certifications of Compliance with the PHA Plans and Related Regulations: Board Resolution to Accompany the Streamlined Annual PHA Plan</i> , including required PHA certification and assurances for policy and program changes since last Annual Plan.	Streamlined Annual Plans
<b>Section 2</b>	State/Local Government Certification of Consistency with the Consolidated Plan	5-Year and Annual Plans 5-Year Streamlined Plans
<b>Section 3</b>	Fair Housing Documentation: Records reflecting that the PHA has examined its programs or proposed programs, identified any impediments to fair housing choice in those programs, addressed or is addressing those impediments in a reasonable fashion in view of the resources available, and worked or is working with local jurisdictions to implement any of the jurisdictions’ initiatives to affirmatively further fair housing that require the PHA’s involvement.	5-Year and Annual Plans
<b>Section 4</b>	Consolidated Plan for the jurisdiction/s in which the PHA is located (which includes the Analysis of Impediments (AI) to Fair Housing Choice); and any additional backup data to support statement of housing needs in the jurisdiction	Annual Plan: Housing Needs
<b>Section 5</b>	Housing Needs Statement of the Consolidated Plan for the jurisdiction(s) in which the PHA is located and any additional backup data to support statement of housing needs for families on the PHA’s public housing and Section 8 tenant-based waiting lists.	Streamlined Annual Plan: Housing Needs
<b>Section 6</b>	Most recent board-approved operating budget for the public housing program	Annual Plan: Financial Resources
<b>Section 7</b>	Public Housing Admissions and (Continued) Occupancy Policy (A&O), which includes the Tenant Selection and Assignment Plan (TSAP) and the Site-Based Waiting List Procedure.	Annual Plan: Eligibility, Selection, and Admissions Policies
	Section 8 Administrative Plan	Annual Plan: Eligibility, Selection, and Admissions Policies
<b>Section 8</b>	Deconcentration Income Analysis	Annual Plan: Eligibility, Selection, and Admissions Policies
	Any policy governing occupancy of Police Officers and Over-Income Tenants in Public Housing. <input type="checkbox"/> Check here if included in the public housing A&O Policy.	Annual Plan: Eligibility, Selection, and Admissions Policies
<b>Section 9</b>	Public housing rent determination policies, including the methodology for setting public housing flat rents. <input checked="" type="checkbox"/> Check here if included in the public housing A & O Policy.	Annual Plan: Rent Determination
<b>Section 9</b>	Schedule of flat rents offered at each public housing development. <input type="checkbox"/> Check here if included in the public housing A & O Policy.	Annual Plan: Rent Determination
	Section 8 rent determination (payment standard) policies (if included in plan, not necessary as a supporting document) and written analysis of Section 8 payment standard policies. <input type="checkbox"/> Check here if included in the Section 8 Administrative Plan.	Annual Plan: Rent Determination
<b>Section 10</b>	Public housing management and maintenance policy documents, including policies for the prevention or eradication of pest infestation (including cockroach infestation).	Annual Plan: Operations and Maintenance
<b>Section 11</b>	Results of latest Public Housing Assessment System (PHAS) assessment (or other applicable assessment).	Annual Plan: Management and Operations
	Follow-Up Plan to Results of the PHAS Resident Satisfaction Survey (if necessary).	Annual Plan: Operations and Maintenance and Community Service and Self-Sufficiency
	Results of latest Section 8 Management Assessment System (SEMAP).	Annual Plan: Management and Operations
	Any policies governing any Section 8 special housing types <input type="checkbox"/> Check here if included in Section 8 Administrative Plan.	Annual Plan: Management and Operations

## List of Supporting Documents Available for Local Review

(Applicable to All PHA Plan Types)

Indicate which documents are available for public review by placing a mark in the “Applicable & On Display” column in the appropriate rows. All listed documents must be on display if applicable to the program activities conducted by the PHA.

Applicable & On Display	Supporting Document	Applicable Plan Component
<b>Section 12</b>	Public housing grievance procedures <input checked="" type="checkbox"/> Check here if included in the public housing A & O Policy.	Annual Plan: Grievance Procedures
	Section 8 informal review and hearing procedures <input type="checkbox"/> Check here if included in Section 8 Administrative Plan.	Annual Plan: Grievance Procedures
<b>Section 13</b>	The HUD-approved Capital Fund/Comprehensive Grant Program Annual Statement/Performance and Evaluation Report (form HUD-52837) for the active grant year	Annual Plan: Capital Needs
	Most recent CIAP Budget/Progress Report (form HUD-52825) for any active CIAP grant	Annual Plan: Capital Needs
	Approved HOPE VI applications or, if more recent, approved or submitted HOPE VI Revitalization Plans or any other approved proposal for development of public housing	Annual Plan: Capital Needs
	Self-evaluation, Needs Assessment and Transition Plan required by regulations implementing Section 504 of the Rehabilitation Act and the Americans with Disabilities Act. See Notice 99-52 (HA).	
	Approved or submitted applications for demolition and/or disposition of public housing	Annual Plan: Demolition and Disposition
	Approved or submitted applications for designation of public housing (Designated Housing Plans)	Annual Plan: Designation of Public Housing
	Approved or submitted assessments of reasonable revitalization of public housing and approved or submitted conversion plans prepared pursuant to section 202 of the 1996 HUD Appropriations Act, Section 22 of the U.S. Housing Act of 1937, or Section 33 of the U.S. Housing Act of 1937.	Annual Plan: Conversion of Public Housing
	Documentation for required Initial Assessment and any additional information required by HUD for Voluntary Conversion.	Annual Plan: Voluntary Conversion of Public Housing
	Approved or submitted public housing homeownership programs/plans	Annual Plan: Homeownership
	Policies governing any Section 8 Homeownership program (Section ___ of the Section 8 Administrative Plan).	Annual Plan: Homeownership
<b>Section 14</b>	Public Housing Community Service Policy/Programs <input checked="" type="checkbox"/> Check here if included in the public housing A & O Policy.	
	Cooperative agreement between the PHA and the TANF agency and between the PHA and local employment and training service agencies.	Annual Plan: Community Service & Self-Sufficiency
	FSS Action Plan/s for public housing and/or Section 8.	Annual Plan: Community Service & Self-Sufficiency
<b>Section 15</b>	Section 3 documentation required by 24 CFR Part 135, Subpart E for public housing.	
	Most recent self-sufficiency (ED/SS, TOP, or ROSS or other resident services grant) grant program reports for public housing.	Annual Plan: Community Service & Self-Sufficiency
<b>Section 16</b>	Policy on Ownership of Pets in Public Housing Family Developments (as required by regulation at 24 CFR Part 960, Subpart G). <input checked="" type="checkbox"/> Check here if included in the public housing A & O Policy.	
<b>Section 17</b>	The results of the most recent fiscal year audit of the PHA conducted under section 5(h)(2) of the U.S. Housing Act of 1937 (42 U. S.C. 1437c(h)), the results of that audit and the PHA’s response to any findings	Annual Plan: Annual Audit
	Consortium agreements and certifications that agreements are in compliance with 24 CFR Part 943 pursuant to an opinion of counsel on file and available for inspection.	Joint PHA Plans for Consortia
	Troubled PHAs: MOA/Recovery Plan	Troubled PHAs
	Other supporting documents (optional) (list individually; use as many lines as necessary)	(specify as needed)



# **Section 1**

**Form HUD-50077-CR**

## Civil Rights Certification

### Annual Certification and Board Resolution

*Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official, I approve the submission of the 5-Year PHA Plan for the PHA of which this document is a part, and make the following certification and agreements with the Department of Housing and Urban Development (HUD) in connection with the submission of the public housing program of the agency and implementation thereof:*

The PHA certifies that it will carry out the public housing program of the agency in conformity with title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990, and will affirmatively further fair housing by examining their programs or proposed programs, identifying any impediments to fair housing choice within those program, addressing those impediments in a reasonable fashion in view of the resources available and working with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement and by maintaining records reflecting these analyses and actions.

Roanoke Housing Authority

PHA Name

AL065

PHA Number/HA Code

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Authorized Official: **Terry Kennedy**

Title: **Chairperson**

Signature

Date:

## **Section 2**

# **CDBG Consolidated Plan Certification**

**Certification by State or Local  
Official of PHA Plans Consistency  
with the Consolidated Plan or  
State Consolidated Plan  
(All PHAs)**

U. S Department of Housing and Urban Development

Office of Public and Indian Housing

OMB No. 2577-0226

Expires 2/29/2016

**Certification by State or Local Official of PHA Plans  
Consistency with the Consolidated Plan or State Consolidated Plan**

I, \_\_\_\_\_, the \_\_\_\_\_  
*Official's Name* *Official's Title*

certify that the 5-Year PHA Plan and/or Annual PHA Plan of the

\_\_\_\_\_  
Roanoke Housing Authority  
*PHA's Name*

is consistent with the Consolidated Plan or State Consolidated Plan and the Analysis of

Impediments (AI) to Fair Housing Choice of the

\_\_\_\_\_  
Roanoke, AL  
*Local Jurisdiction's Name*

pursuant to 24 CFR Part 91.

Provide a description of how the PHA Plan is consistent with the Consolidated Plan or State Consolidated Plan and the AI.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Authorized Official

Title

Signature

Date

## **Section 3**

# **Fair Housing**

*The Roanoke Housing Authority (RHA) works cooperatively with HUD, City of Roanoke, the Alabama Department of Economic and Community Affairs (ADECA), etc. to assist in addressing affirmatively furthering fair housing initiatives that requires RHA's involvement.*

# Section 4

## Analysis of Impediments

*The Alabama Analysis of Impediments to Fair Housing Choice is available on ADECA's website (see the link below).*

<https://adeca.alabama.gov/Divisions/ced/cdp/Pages/Strategic-Plans-and-Action-Plans.aspx#AAIFHC>

# Section 5

## Housing Needs

*The housing needs are outlined in the State of Alabama's Community Development Block Grant (CDBG) Consolidated Plan. The Consolidated Plan is available for review on ADECA's website (see link below).*

<https://adeca.alabama.gov/Divisions/ced/cdp/Pages/Strategic-Plans-and-Action-Plans.aspx#AAIFHC>

*The housing needs based the Roanoke Housing Authority's waitlist is attached.*

Roanoke Housing Authority  
Waitlist as of December 31, 2020

**Summary of Applicants**

Race	1	2	3	4	5	Total
Applicants	3	16	0	0	0	19
Elderly	0	3	0	0	0	3
Disabled	2	2	0	0	0	4
Near Elderly	0	2	0	0	0	2
Hispanic	0	1	0	0	0	1
With Children	1	7	0	0	0	8
Room Size 0	0	0	0	0	0	0
Room Size 1	2	10	0	0	0	12
Room Size 2	1	3	0	0	0	4
Room Size 3	0	2	0	0	0	2
Room Size 4	0	1	0	0	0	1
Room Size 5	0	0	0	0	0	0
Room Size 6	0	0	0	0	0	0
		<b>Income Analysis</b>				
	Number	Percent				
Extremely Low	14	73.68				
Very Low	2	10.53				
Low	3	15.79				
Over	0	0.00				



**Section 6**

**Operating Budget**

Roanoke Housing Authority  
FYB2020 Operating Budget Summary

Resolution FYE2020-009

June 11, 2020

Line Item	Description	Amount	
130	Total Operating Income		\$ 14,310
210	Total Administrative Expenses	\$ 89,770	
250	Total Tenant Services Expense	\$ 1,200	
320	Total Utilities Expense	\$ 7,200	
360	Total Ordinary Maintenance and Operations Expens	\$ 79,580	
470	Total General Expense	\$ 41,100	
540	Total Non-Routine Expense	<u>\$ 2,500</u>	
480	Total Operating Expense		\$ 221,350
680	Total Operating Subsidy		\$ 207,600

## **Section 7**

# **Public Housing Admissions and Continued Occupancy Policy**

*The RHA's Admissions and Continued Occupancy (ACOP) is available for review on the Auburn Housing Authority's website (see the link below). The ACOP includes the Tenant Selection and Assignment Plan (TSAP).*

<https://www.auburnhousingauth.org/upages.php?id=142>

## **Section 8**

# **Deconcentration Income Analysis**

*Eligibility selection and admissions policies are outlined in RHA's ACOP. The ACOP is available for review on the Auburn Housing Authority's website (see the link below).*

<https://www.auburnhousingauth.org/upages.php?id=142>

# **Section 9**

## **Flat Rents**

*The flat rent policies and methodology are outlined in RHA's ACOP. The ACOP is available for review on the Auburn Housing Authority's website (see the link below). The flat rent schedules are attached.*

<https://www.auburnhousingauth.org/upages.php?id=142>

# Flat Rent Schedule

ROANOKE HOUSING AUTHORITY

March 3, 2020

	1 BR	2 BR	3 BR	4 BR
2020 Unadjusted Rents (UR) - Randolph County	500	570	780	783
UR x 80%	400	456	624	626
Utility Allowances for Communities 001 & 002	186	232	272	311

<b>AL165-1 &amp; 2</b>				
	1 BR	2 BR	3 BR	4 BR
Current Flat Rent	228	275	388	479
2020 (UR) x 80% minus Utility Allowances	214	224	352	315
Reasonable Rent Study	330	391	544	628
<b>2020 Flat Rents</b>	<b>228</b>	<b>275</b>	<b>388</b>	<b>479</b>

\* Existing Rents can be kept the same since they are higher than the posted FMR & UR's

# **Section 10**

## **Public Housing Management and Maintenance**

*Public housing management is outlined in RHA's ACOP. The ACOP is available for review on the Auburn Housing Authority's website (see the link below). The Maintenance Policy is attached.*

<https://www.auburnhousingauth.org/upages.php?id=142>



# Maintenance Policy

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## **Introduction:**

### **Mission Statement:**

The Auburn Housing Authority, affiliate AHA Development, LLC and managed agencies Lafayette Housing Authority and Roanoke Housing Authority, mission is to provide safe, decent, and sanitary housing conditions for individuals and families. The objective is to provide personal, economic, and social upward mobility to provide individuals and families the opportunity to make the transition from subsidized to non-subsidized housing.

In order to help achieve this mission, the maintenance department will:

- A. Maintain all units to a high standard;
- B. Answer all requests for service from residents promptly and resolve all outstanding work in a timely manner;
- C. Treat all residents with courtesy and respect at all times
- D. Seek to resolve maintenance situations through problem solving partnerships with residents, community, and government leadership;

### **Purpose of Policy:**

This Maintenance Policy (“Policy”) is designed to acquaint you with the Auburn Housing Authority’s, affiliate AHA Development, LLC and managed agencies Lafayette Housing Authority and Roanoke Housing Authority (hereinafter “AHA”), maintenance policies and practices. You should read, understand and comply with all provisions of this Policy.

The basic guidelines for this policy are governed by requirements of The Department of Housing and Urban Development (HUD), with latitude for local policies and procedures. The policies and procedures governing maintenance at AHA are outlined in this policy and these requirements are binding. Notwithstanding the above, changes in applicable federal law or regulations shall supersede provisions in conflict with this policy.

Federal Regulations shall mean those found in 24 Code of Federal Regulations (CFR).

## **Section 1: Prioritization of Work Orders**

The work priorities adopted by Auburn Housing Authority exemplify its philosophy of delivering maintenance services. This priority system ensures that the most important maintenance work is done at a time it can be performed most cost effective. Maintenance work orders shall be performed according to the following priority of work order categories:

- A. Emergency Work Orders
- B. Resident Work Order Requests
- C. Preventative Maintenance
  - a. Make Ready & Apartment Rehabilitation
- D. Routine Maintenance

## Emergency Work Orders

Emergencies are the highest priority of work. AHA will consider a work item to be an emergency if the following occur:

- A. The situation constitutes a serious threat to the life, safety or health of resident(s) or staff; or
- B. The situation will cause serious damage to the property, property structure or systems if not repaired within twenty-four (24) hours.

If a member of the maintenance staff is unsure whether or not a situation is an emergency, he or she will consult with the Maintenance Supervisor. If Maintenance Supervisor is not available, the employee will use his or her best judgement to make the decision.

AHA will have a twenty four (24) hour emergency response system in place for emergencies that occur after regular working hours. This response system will include:

- A. The Maintenance Supervisor will designate a maintenance employee in charge for each day as well as a list of qualified pre-approved contractor(s).
- B. A designated employee will have a phone known as the on-call phone which shall always remain charged and be readily available so the designated employee can respond.
- C. The Maintenance employee will have access to materials and supplies;
- D. The designated employee shall initiate a work order and report on any emergency immediately after abatement of the emergency.
- E. Maintenance Supervisor without prior approved leave will always carry a work assigned phone for contact so that they are available during any emergency.

Emergency work orders that are not repaired or mitigated promptly could cause injury, loss of life, threaten health, safety or cause serious property damage, such as:

- A. Broken exterior door lock
- B. Fire
- C. Loss of power – mechanical failure
- D. Broken water line
- E. Loose or falling ceiling
- F. No Heat (when the outside temperature is less than 35 degrees)
- G. No A/C (when the outside temperature is over 90 degrees and a newborn or elderly resident is in the unit).

Emergency work orders will be completed and mitigated within a twenty-four (24) hour period and a completed work order will be turned in immediately upon completion. If a situation is determined to not be an emergency, the resident will be informed that the request will be considered as “any other resident work order request” and then the procedures outlined in Section B take precedence.

## Resident Work Order Requests (non-emergency work orders)

A non-emergency routine work order is any work order that covers a situation that is not an immediate threat to life, health, safety, or property, or that is unrelated to fire safety.

This category of work refers to all resident generated work requests that fall into no other category. These are non-emergency calls made by residents seeking maintenance service. These requests for service cannot be planned in advance or responded to before the resident calls.

Resident work order requests (non-emergency) will be completed / mitigated within three business (3) days; however, unless the request is an emergency or entails work that compromises the habitability of the unit.

### **Preventative Maintenance**

Work Orders and work tasks that are recurring and on-going maintenance, necessary to delay or prevent the failure of critical and non-critical building systems and equipment. Preventative maintenance is planned and performed at regular intervals established based on manufacturers, trade associations, testing, inspections, or other evidence indicating the maintenance work is necessary to prevent the premature failure of a building component or some type of equipment.

### **Make Ready Work Orders and Apartment Rehabilitation**

When an apartment comes vacant for any reason, an inspection is conducted to determine the shape and status of the apartment. This inspection will create the preventative task work order to rehabilitate the apartment and make such ready for occupancy.

### **Routine Maintenance**

Any work order generated as a result of the day to day business that is not pre-scheduled. This work will be to preserve and prolong the useable lifespan of the buildings and equipment at the Authority.

## **Section 2: Work Order System**

To obtain the greatest effectiveness from the work order system, all work requests and activities performed by maintenance staff must be recorded on work orders. This information is required for Maintenance to plan for the delivery of maintenance services as well as evaluate performance.

Work orders will contain, at a minimum, the following information:

- A. Preprinted Work Order Number
- B. Source of the request
- C. Type of request (emergency, routine, preventative, inspection, etc.)
- D. Location of work
- E. Date and time received
- F. Date and time assigned
- G. Worker assigned
- H. Description of work requested
- I. Description of work performed
- J. Start time and end time required to complete work
- K. Materials used to complete work

## **Work Order Procedures**

- A. Work orders will be entered into SACS.
- B. Maintenance Supervisor will assign work orders to maintenance staff
- C. Maintenance staff will have the work order available on work order tablet or printed using the work order printer so that a duplicate carbonless paper copy of the work order is generated at the same time
- D. Maintenance staff will not enter any apartment or perform any work without a work order form authorizing such work; unless an emergency circumstance requires immediate action (see Section 1 – Emergency Work Orders)
- E. Maintenance staff will leave a record behind for resident showing the date, time and employee name that completed the work order
- F. Work orders will be filed in a completed work order log.
- G. The majority of work requests initiated by the AHA staff will be those attributable to preventative or planned maintenance and unit inspections.
- H. Insofar as possible, Maintenance Staff will have parts and supplies on their assigned truck to complete an assigned work order.

## **Entering a Unit Procedures**

- A. Maintenance staff will first knock on the door; loudly announce who they are, where they work and what they are there to do.
- B. A minimum of three knocks over a couple minutes will be done if no one answers.
- C. If someone answers, staff is to reiterate who they are, where they work and what they are there to do. After introductions, the staff will politely ask to be admitted. Once inside worker will perform the work and/or inspection, complete the work order, ask for adult resident signature on work order, give resident the completed yellow copy of the work order, and then leave the unit.
- D. If no one is home, and maintenance worker has a work order in hand, worker will let themselves in, perform the work and/or inspection, complete the work order, leave the yellow copy of the work order behind where it can be found by resident, and secure the unit before leaving.
- E. While working inside an apartment, if maintenance worker sees an unreported problem that worker can fix immediately, worker is to complete said work and add description of additional work done to work order; if work cannot be completed, worker makes a note of the need for a new work order to be cut upon return to the shop.
- F. NOTE: no maintenance worker will enter an apartment with minor kids present that does not also have an adult (18+) present in the unit. Worker will report such immediately to management. In the event of an emergency, the emergency situation will be abated and then the worker will cease work and report situation to management immediately.

## **Completed Work Order Will Include**

- A. Date and time work order is complete
- B. Unit number
- C. Detailed description of work completed
- D. The parts used to complete the repairs and inventory numbers for those parts

- E. Note about if any damage found was caused by the resident and notes for what damage was done by resident
- F. Signature of maintenance employee(s)
- G. Note any observed conditions like: poor housekeeping habits; children left unattended; excessive damages or repeated damages; and/or pest infestations
- H. Signature of the resident if present at time of work; note work order if resident not home, or refuses to sign work order

#### **Assessing Resident Maintenance Charges**

- A. Residents will be assessed a charge for repairs made to their dwelling units in excess of what is required for normal wear and tear and damage which is caused by the resident, members of the household, guests, or by neglect.
- B. Charges will be made according to the Schedule of Maintenance & Other Charges (see Exhibit 1). The Schedule of Maintenance & Other Charges will be posted on the AHA bulletin board.

### **Section 3: Scheduled Routine Maintenance**

Scheduled work maintenance includes the tasks that can be anticipated and put on a regular timetable for completion. The Maintenance Department shall be responsible for the development of a routine maintenance schedule that shall include the following:

- A. Pest Control/Extermination
- B. Vehicle and Equipment Maintenance
- C. Landscaping and Grounds
- D. Interior Painting
- E. Janitorial Cleaning

#### **Pest Control/Extermination**

AHA will make all efforts to provide a healthy and pest-free environment for its residents. Using all available methods, AHA will determine which, if any, pests infest its properties and will then provide the best possible treatment for the eradication of those pests. The extermination plan will begin with an analysis of the current condition of each property. Management will make sure that an adequate schedule for treatment is developed and followed. The schedule will include frequency and locations needing treatment. Workers will commonly encounter such things as roaches, mice, ants, bed bugs, etc. during the normal course of business. Workers are responsible to make sure they use proper equipment and best practices to limit transporting any pests into a another apartment, back to the office or even home at the end of the day.

The Authority will not ever be responsible for any pests found in a workers home environment as it is impossible to say how such got there.

#### **Contracted Services**

When possible, AHA extermination will be provided by the secured contracted services of a licensed pest control company to maintain an efficient and effective pest control program. All developments will be completely treated for pests monthly using an annual cycle. Licensed exterminator will be consulted by

management to most efficiently schedule the monthly pest control. Maintenance will arrange to accompany the pest control provider during the monthly pest control treatment.

### **Rodents**

Properties will be baited for rodent extermination as needed and/or requested by management. If a contractor has been selected, Management will verify that the contractor is making residents aware of any such antidote for rodent poison being used.

### **Residents**

Resident cooperation with the extermination plan is essential. All apartments in a building must be treated for the plan to be effective. Residents will be given information about the extermination program at the time of move-in. If during the monthly pest control cycle a resident denies access to the apartment, maintenance should immediately notify the supervisor and property manager of such.

### **Vehicle and Equipment Maintenance**

Maintenance will protect the investment it has made in vehicles and other equipment by putting in place a comprehensive program to regularly service such. The vehicles and equipment to be covered include (but are not limited to):

- A. Cars, Trucks, and Vans
- B. Tractors
- C. Leaf blowers
- D. Weed cutters
- E. Lawn mowers
- F. Chain saws
- G. Power tools

The maintenance department is responsible for the development and maintenance of this plan, which shall contain components for minimal routine service as well as quarterly, seasonal and/or annual service. Serviceable components for each vehicle or piece of motorized equipment will be listed in the plan along with the type and frequency of service required.

The maintenance department shall also maintain a system to ensure that any employee that operates a vehicle or piece of motorized equipment has the required training, license and/or certifications.

Vehicle maintenance encompasses the policy and procedures for maintaining the safety and efficiency of owned, leased or operated vehicles. Drivers and operators of Authority vehicles will complete an inspection on a regular basis (at least quarterly) to identify potential problems before they become safety concerns or require major repairs. Vehicles will be inspected by a qualified mechanic periodically to conduct necessary repairs.

All vehicles will be regularly washed and/or detailed to upkeep their appearance (both inside and out) to maintain the professional image of the Authority. Maintenance is required to keep these vehicles clean.

### **Identifying Problems With a Vehicle or Equipment**

All employees will be trained in identifying potential problems in vehicles and equipment and shall be responsible for reporting discoveries. Before operating a vehicle or equipment, the operator shall inspect



the vehicle or equipment to report any problems or potential problems to the maintenance supervisor. Management shall determine whether it is safe to operate the vehicle or equipment and what priority level to place on repairing the problem.

Needed repairs are reported to management so that the expense can be approved and a Purchase Order prepared. Maintenance will use approved vendors for all servicing and repairs.

## **Grounds Maintenance**

AHA will adhere to a routine maintenance schedule for the maintenance of landscaping and grounds of its properties to ensure the continued attractiveness and marketability. Routine landscaping and grounds maintenance includes but is not limited to the following activities:

- A. Litter control
- B. Landscaping & Lawn Care
- C. Maintenance of driveways, sidewalks and parking lots
- D. Maintenance of fences

### **Litter Control**

The policing of landscaped areas will be performed by a worker equipped with a shoulder bag and metal tipped spear or other comparable equipment. The worker will wear gloves for protection when removing trash from the spear. Paper, small cardboard cartons, and miscellaneous trash will be speared and deposited in the bag or other approved container.

Large pieces of paper and miscellaneous trash, such as clothes hangers, too cumbersome for the bag, will be deposited in the nearest stationary waste basket or dumpster.

Litter found with the names of residents will be noted and reported to management so that notices can be mailed to the resident about the litter and assess charges, if applicable. A picture of excess trash to help management with identification of the apartment will be made when possible. Management will be notified immediately of any excess trash so that an immediate notice can be generated.

### **Landscaping and Lawn Care**

Landscaping is a combination of weekly (and in some cases daily), monthly, seasonal, and annual tasks to ensure that property conditions remain safe and marketable. Landscaping requires monthly checks on the lawn, shrubs, trees and vine encroachment.

### **Maintenance of Driveways, Sidewalks and Parking Lots**

All walkways, sidewalks, driveways and parking areas will be kept clean. Quarterly management will check for cracks, trip and fall hazards, and assess the parking areas to see if restriping or resurfacing is needed.

### **Maintenance of Fences**

The maintenance department shall routinely inspect the fencing around the perimeter of each site and mechanical devices to ensure the areas are properly secured. Repairs shall be made as needed.

## Property Inspection

Management and maintenance shall arrange to make sure that regular inspection of all grounds is conducted frequently. Paying attention and caring about our property is important to Auburn Housing Authority and staff is responsible for helping to maintain the properties.

## Interior Painting

The appearance and condition of the paint within each unit is important to unit condition and resident satisfaction. The maintenance department will maintain the interior paint in resident dwelling units. As part of this, the maintenance department will follow painting standards to include:

- A. Surface preparation
- B. Protection of non-painted surfaces
- C. Color and finish
- D. Paint quality
- E. Methods of application approved

The interior of occupied units will be done at intervals no longer than every five (5) years. Painting will be accomplished between cycles if necessary due to fire damage, graffiti, resident damage, or other unavoidable circumstances. The condition of interior paint of each unit will be inspected when vacated and a unit will be re-painted as necessary. During annual preventative maintenance if an apartment is noted as needing to be repainted, it will be scheduled and done as soon as possible to complete the preventative work.

Residents are not to apply paint to the building interior or exterior. Should they do so, they will be responsible for the restoration of the property. Failure to restore the paint will result in the resident being charged the cost of the paint and the labor for the restoration.

## Custodial Cleaning

Maintenance establishes a routine maintenance schedule to ensure the building exterior and interior common areas are always maintained and in good condition.

Cleaning will be performed for all public corridors and office areas. Whenever possible, this operation will be performed in the mornings when resident traffic is the lightest. Custodial work shall include, but is not limited to:

- A. Clean and sanitize bathrooms
- B. Vacuuming, sweeping and mopping of flooring and stairs
- C. Clean sinks, countertops, microwaves and refrigerators in break rooms
- D. Restock supplies in bathrooms, break rooms and common areas
- E. Empty all trash cans and replace liners, clean receptacles as necessary
- F. Cleaning windowsills and windows
- G. Maintain supply closets in a clean, organized and safe manner
- H. Maintain custodial equipment in a clean, safe and operable condition
- I. Proper labeling, dilution and use of all chemicals
- J. Wearing proper personal protective equipment at all times

The components to be maintained include:

- A. Lobbies
- B. Hallways and stairwells
- C. All restrooms
- D. Lighting fixtures
- E. All administrative offices
- F. All community centers
- G. All vacant apartments
- H. Common rooms and community spaces
- I. Exterior porches and railings
- J. Building walls
- K. Windows

#### **Section 4: Preventative Maintenance Program**

The purpose of the preventative maintenance program is to allow AHA to anticipate maintenance requirements and make sure the Maintenance Department can address them in the most cost-effective manner. The preventative program focuses on the major systems that keep properties operating. These systems include heating and air conditioning, electrical, life safety, apartment condition and plumbing. Preventative maintenance involves conducting inspections designed to maintain the property in good repair and to extend useful life by ensuring repairs are made prior to deterioration and actual breakdown, thereby limiting damage and repair costs.

Maintenance will maintain a schedule for inspecting all building exterior and interior areas. The schedule shall be based on the following:

- A. Two preventative inspections per year of every apartment – this inspection to include a comprehensive inspection to find and repair any and all issues within the unit.
  - a. Faucets – faucets will be inspected for their general condition (peeling, faded chrome, drips, etc.). Faucet handles shall be adjusted for proper closure. If proper closure cannot be obtained, the washers on both the hot and cold water spindles will be replaced. When washers are changed; the faucet seat will also be replaced. On faucets equipped with non-renewable seats, defective seats will ground to a smooth surface.
  - b. Ranges – ranges will be inspected for oven door closure, knobs, oven spring tension, top and oven burner conditions. Defects to be corrected immediately when found. If the range is found to be in poor or dirty condition because of resident neglect or lack of care, such will be noted on the work order/inspection form and reported to management.
  - c. Hardware – entrance door hinges will be lubricated if necessary and checked for spring tension, alignment and closure. Unit door locks, knobs, strike plates and stops will be checked for fastening, alignment, and workability. Door cylinders will be checked for proper key and pinning to the master key. Cabinet hinges, friction catches and pull handles will be inspected for proper closure, fastening and alignment. Defects will be corrected immediately.

- d. Tile Floors – general condition of the floor will be checked. Indentions, cracks, and bumps found in the tile will be repaired. Repairs will be to match the color, size, and type of material.
  - e. Ceramic Tile – general condition of the floor will be checked. Cracks, breaks and missing tile will be repaired. Repairs will be to match the color, size, and type of material.
  - f. Electrical – switches will be operated to check their workability. Defective switches and outlets and missing or badly cracked cover plates will be replaced. Loose fixtures will be tightened. Fuse cut-out boxes will be inspected for conformity to fuse stats and adapters. Any deviation from these fuse stats will be corrected immediately. If there are indications of tampering with fuse boxes, a notation will be made on the work order/inspection form and a report made to management. Light fixtures will be checked for cleanliness and damage and all bulbs will be check to see if they work and replaced if needed.
  - g. Plumbing fixtures – will be checked for fastenings, workability, operation, water tightness and flow to and from the fixtures. Leaks to and from fixtures, including tubing, valves, bonnets, packing and piping, will be repaired immediately. Combination sinks, drain boards, bathtubs and sinks will be inspected for damage, wear or chipped areas. The extent of damage will be recorded on the work order/inspection form for disposition by the maintenance staff. Flush tanks, flush tank covers, and toilet bowls will be inspected for cracks and chips and for cleanliness and stains. If repair is needed, a notation will be made on the work order/inspection form and reported to management.
  - h. Refrigerators – will be checked for secure door closures, door seals, thermostat operation, freezing capability, general condition and cleanliness. If the refrigerator is found to be in poor condition or dirty because of lack of care of abuse, the problem will be noted on the inspection form.
  - i. Windows – will be checked for broken, cracked, or loose panes, property operation of window locks, proper operation of the window opening and closure, weatherization (caulking, etc.), and for cleanliness.
  - j. Blinds/Shades – blinds will be checked for condition and cleanliness, look for bent or broken blades and proper operating mechanics of the blind. Shades will be checked for proper operation of the shade and condition and cleanliness. All repairs and conditions will be noted on the work order/inspection form.
  - k. General Unit Condition – the general condition of the entire unit will be inspected. The following items will be noted on the work order/inspection form:
    - i. Is the unit unsanitary, unclean or unsafe
    - ii. Are there other damages, such as sheet rock, walls, ceilings, interior or exterior doors
    - iii. Check washing machines & dryers for fixed connections to power supply, and/or water supply and drainage, and/or proper venting of lint, and proper covers over wiring.
- B. An annual inspection of the main office, community buildings, regional offices and shop facility.
  - C. A regularly reoccurring inspection of catch basins and sewer/storm drains.
  - D. Monthly replacement of air filters on HVAC systems
  - E. Monthly check of smoke detectors and batteries exchanged, if needed.
  - F. Comprehensive inspection and service of all HVAC systems annually.
  - G. Annual inspection of roofs

H. Annual inspection of life safety systems – fire extinguishers certified, fire stops checked, etc.

### **Annual Inspections**

Annual inspections are a required part of compliance with the Housing Quality Standards (HQS) under the Project Based Voucher program. Annual inspections are scheduled by the selected inspection service through the Housing Choice Voucher program. Maintenance will accompany the inspector throughout the inspection process. All units inspected will receive either a pass or fail. Management expects a 95% or higher passing rate for the annual inspection.

Maintenance will inspect all apartments prior to the annual inspection in an attempt to catch items that need repair since the last preventative maintenance. Noted defects will be corrected immediately.

### **Move-in and Move-out Inspections**

The landlord must let the Housing Authority know of any apartment that has been rehabilitated to conduct an initial move-in inspection. The Housing Authority should schedule an initial inspection once notified. Under HQS rules this initial inspection is to verify the apartment has no defects and is in good living condition. Any defects noted during the initial move-in inspection will be corrected immediately.

Move-out inspections occur when a resident vacates the apartment for any reason. Residents can be present for the inspection process, which is where maintenance goes through the apartment and notes any damage that may be present. If the damage observed is not normal wear and tear, and is something caused due to negligence or destruction by the resident, the inspector will note such on the move out form. Within four business days of move-out, the move-out form is turned in to the property manager to assess said damages to the resident.

Maintenance will use the move-out inspection form as the basis for the vacancy rehab work order.

## **Section 5: Vacant Unit Rehabilitation**

Auburn Housing Authority seeks to reoccupy vacant units as soon as possible. This allows the Housing Authority to maximize the income produced by its properties and operate attractive and safe housing. The maintenance department is expected to have an average apartment turn-around time of ten (10) working days. Vacant unit turnover includes all work necessary to prepare a vacant unit for occupancy by a new resident.

### **Vacant Unit Turnaround Procedure**

- A. Maintenance is notified of a vacant unit by property management. If maintenance notes a suspected vacancy while conducting other work, maintenance needs to inform management as soon as possible.
- B. Management will issue a move-out work order.
- C. Maintenance will secure the unit and change the cylinders on the unit doors and mailbox locks. The keys to the old cylinders should be tried in both the old unit and mailbox locks to ensure their proper orientation. If satisfactory, the old cylinders and keys should be retained for re-use somewhere else at a later date.
- D. Maintenance will inspect the apartment conducting a move-out inspection. The inspection will note all items that must be repaired and/or cleaned, and determine any damages to be charged to the

resident's account. The completed inspection with all charges reflected is due to management within four (4) business days of a resident move out.

- E. Management will issue a make ready work order for vacant unit rehabilitation. This work order will use the move-out inspection as the basis for what work must be completed.
- F. The unit must be prepared for re-occupancy as soon as possible. Maintenance will attempt to adhere to completing all vacant unit make ready rehabilitations within thirteen (13) business days.
- G. If any one of the following work items is required in the vacant unit, the unit shall be classified as a major rehabilitation (the goal for a major rehabilitation is unit made ready within twenty-four days):
  - a. Replace roof
  - b. Replace/repair entire plumbing system
  - c. Replace bathtub or tub surround
  - d. Replacement of any flooring that poses a tripping hazard
  - e. Replace electrical system
- H. Circumstances will occur that may cause the Maintenance Staff to exceed the thirteen (13) day goal for unit preparation. These are individual exceptions and must be decided on a case by case basis. These circumstances may include:
  - a. Fire Damaged Units
  - b. Developments where there are more than four (4) vacated units in one week.
  - c. Contract work of some type is determined necessary
  - d. Major rehabilitation of the apartment is determined necessary
- I. A unit is considered out of maintenance and ready when the apartment has passed the initial HQS inspection. If the unit fails the initial inspection, the days between asking for the inspection and the re-inspection shall count against maintenance.

## **Section 6: Skills, Updates and Training**

It is the intention of the Housing Authority's Maintenance Department to have a qualified, well-trained work force. The goal is to ensure that every member of the department is thoroughly trained in his/her job skill in order to perform his/her mission in a timely manner.

Staff will engage in trainings every year. The categories to train are:

- A. Safety Procedures
- B. Blood-Borne Pathogens
- C. Bedbug Treatment
- D. Lead Based Paint
- E. Health and Safety Standards
- F. Trade specific skills updates
- G. Building Code/UPCS standards updates
- H. Fair Housing & reasonable accommodation
- I. Other to be decided by supervisor

After training employees must write a summary of what they learned, how what they learned might benefit the Auburn Housing Authority and their thoughts on the material presented. The summary is due

to management within three (3) days of training completion. The maintenance supervisor is responsible to make sure a sufficient number of opportunities for training are offered to every employee.

## **Section 7: Contracting for Services**

AHA will contract for maintenance services when it is in the best interests of AHA to do so. When the Maintenance staff of AHA has the time and skills to perform the work at hand, they will be the first choice to perform a given task. When the Maintenance staff have the skills to do the work required, but there is more work than there is time available to complete it, AHA will determine whether it is more cost effective to use a contractor to complete the work. If the maintenance staff does not have the skills to complete the work, a contractor will be chosen.

As a part of the consideration for selecting a contractor, AHA will decide whether it will be more cost effective to train a staff member to complete the work.

Once the decision is made to hire a contractor, the process set out in the Procurement Policy will be used. These procedures vary depending on the expected dollar amount of the contract. Maintenance will be expected to work with management to facilitate the creation of a scope of work or list of services as necessary to help effectuate a successful contract. The most important aspect of the bid documents/contract is the specifications or statement of work.

Once a contract is underway maintenance will work with management to keep tabs on work that is being performed. Any problems noted or concerning activity will be reported to management immediately.

## **Section 8: Forced Account Labor**

Where the Authority manages a property still utilizing a Capital Fund, the AHA will utilize forced account labor when it is in the best interests of AHA to do so, provided the 5 year plan of the applicable Housing Authority permits its use. Forced account labor is labor employed directly by the PHA on either a permanent or temporary basis (24 CFR 968.105). The workforce can be *external* (employees hired in the private market) or *internal* (currently employed maintenance or other staff at the PHA). In essence, the PHA obtains the materials and equipment needed and directly employs workers to undertake the improvement acting as its own general contractor.

In deciding to use FAL the Authority will conduct a Cost Benefit Analysis to answer if the overall benefits of hiring and administering a local labor force vs. contracting the entire task in the open market yield a cost savings. Only after proving that it would yield considerable savings should the Authority proceed with using FAL, otherwise going out for bids in the open market is desirable.

When using FAL the workforce can be made up of either privately-hired employees or internal PHA employees, or a combination of both. Current PHA employees may become force account workers provided that:

- A. Their regular duties are either suspended or reassigned,
- B. Maintenance of the properties is not compromised, and
- C. Employees' regular work assignments are not adversely affected.
- D. Additionally, the PHA has to comply with applicable Federal and state labor standards.

As with all hiring, no hiring may violate the conflict of interest policies under the PHA's procurement policy, the ACC, or 2 CFR Part 200.

## **Section 9: Appearance**

Maintenance staff is expected to dress appropriately in provided uniformed attire. Maintenance work by its nature requires employees to be able to dress comfortably for work. Maintenance workers will dress in uniform at all times while working at the Authority. If for any reason a maintenance employee needs to utilize an article of clothing in addition to the uniform, said employee must have permission from management prior to wear.

No maintenance employee may wear at any time clothing that other employees might find offensive or that might make coworkers uncomfortable. This includes clothing with profane language statements or clothing that promotes causes that include, but are not limited to, politics, religion, sexuality, race, age, gender, and ethnicity.

Uniforms will be kept neat and tidy while worn; management understands that the nature of maintenance work can often lead to spills, stains, marks, and other damage to the uniform. But barring things that happen in the course of work, employees are expected to demonstrate good judgment and professional taste.

When on-call the maintenance employee is required to keep a uniform with them to change into in the course of responding to a call.

No employee shall wear their maintenance uniform while off duty.

## **Section 10: On-Call**

Maintenance Mechanics shall operate on a set schedule of on call activity set by the maintenance department and outlined in the on-call schedule. If an employee is on-call and covering the emergency after-hours phone, they are expected to be available.

The definition of available is that the individual will stay within normal travel times to the office for response to an emergency call. On-call employees will respond (per Section 1 above) in authorized vehicles, in authorized uniforms, and follow this policy as outline above and the directives of Management when engaged in resolving emergency situations.

Employees who are on call will work the on-call shift, which differs from the normal work day by requiring an individual to be on site until at least 6:00pm. The individual who is on-call is responsible for locking up the shop at the end of the day. The employee if engaging in the "30 minute lunch" will be allowed to arrive 30 minutes late to compensate.

Employees will be paid for any time required to respond and mileage if personal vehicle use is necessary to report to the shop after hours. Mileage if necessary will be paid at the current government approved rate.



No individual employee will receive more than 30 miles one way for coming in to the office to perform on-call work. Living beyond this 30 mile radius is at employee's discretion and being more than a normal travel time from the office is in violation of Section 10: On-Call.

Employees who routinely violate Section 10: On-Call either taking too long to respond to a call, or by abusing the overtime allowance, or mileage allowance, will face disciplinary action up to and including termination.

**APPENDIX A**  
Board Approved Policy Revisions

<b>Description</b>	<b>Date Approved</b>	<b>Resolution</b>
Original Policy	July 30, 2019	FYE2020-012

# **Section 11**

**PHAS**



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
WASHINGTON, DC 20410-5000

OFFICE OF PUBLIC AND INDIAN HOUSING

**SPECIAL ATTENTION OF:**

Office Directors of Public Housing;  
Regional Directors; Public Housing  
Agencies; Offices of Native American  
Programs; Indian Tribes, and  
Tribally Designated Housing Entities

**NOTICE PIH 2020-05**

**Issued: April 10, 2020**

Expires: This notice remains in effect until amended, superseded or rescinded.

Cross References: PIH Notice 2018-18; PIH Notice 2019-11; PIH Notice 2011-64; 82 FR 5458 (January 18, 2017); 83 FR 35490 (July 26, 2018)

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**SUBJECT:** **COVID-19 Statutory and Regulatory Waivers for the Public Housing,**  
Housing Choice Voucher, Indian Housing Block Grant and Indian Community  
Development Block Grant programs, Suspension of Public Housing Assessment  
System and Section Eight Management Assessment Program

**1. PURPOSE**

Pursuant to the authority provided under the Coronavirus Aid, Relief and Economic Security (CARES) Act (Public Law 116-136), HUD is waiving and establishing alternative requirements for numerous statutory and regulatory requirements for the Public Housing program, Housing Choice Voucher (HCV) program, Indian Housing Block Grant (IHBG) program, and Indian Community Development Block Grant (ICDBG) program. These waivers provide administrative flexibilities and relief to public housing agencies (PHAs), Indian tribes, and tribally designated housing entities (TDHEs) in response to the COVID-19 national emergency. With respect to the Public Housing and HCV programs, use of these waivers is at the discretion of the PHA; however, HUD strongly encourages PHAs to utilize any and all waivers and alternative requirements as necessary to keep public housing and HCV programs operational to the extent practicable.

This notice also provides information on additional actions HUD is taking, including the temporary suspension of the Public Housing Assessment System (PHAS) and the Section Eight Management Assessment Program (SEMAP).

**2. BACKGROUND**

An outbreak of a respiratory disease caused by a novel (new) coronavirus has as of this date been detected in over 200 countries world-wide, including in the United States. The virus has been named "severe acute respiratory syndrome coronavirus 2" (SARS-CoV-2) and the disease it causes has been named "Coronavirus Disease 2019" ("COVID-19"). On January 31, 2020, Secretary of Health and Human Services Alex M. Azar II declared a public health emergency for the United States to aid the nation's healthcare community in responding to COVID-19. On March 13, 2020, President Trump declared the COVID-19 pandemic a

Period of Availability: Any review and update of utility allowances that were due at some point in time in CY 2020 must be completed by the end of 2020.

#### **PH-10: Tenant Notifications for Changes to Project Rules and Regulations**

Regulatory Authority: 24 CFR § 966.5

Description: PHAs are required by this regulation to provide 30-day notice to impacted families for changes to policies, rules and special charges to families. HUD is waiving the requirement to provide such advance notice, except advance notice must be provided for any changes related to tenant charges. Although HUD is waiving the advanced notice, PHAs must still provide adequate notification to impacted families within 30 days of making such changes.

Period of Availability: The period of availability ends on July 31, 2020.

### **11. PHAS, SEMAP, and Uniform Financial Reporting Standards**

#### **a. PHAS**

**Regulatory Authority: 24 CFR Part 902**

Description: Part 902 sets out the indicators by which HUD measures the performance of a PHA. The indicators measure a PHA's physical condition, financial condition, management operations, and Capital Fund obligation and occupancy. HUD is waiving this inspection requirement and is alternatively postponing physical inspections for all PHAs until further notice, except where there is a threat to life or property. HUD will primarily rely on residents' complaints and potentially other sources such as news articles, Congressional inquiries and field office requests to identify threat to life or property.

Further, for PHA that had a PHAS score pending as of the date of this notice, and for any PHA with a fiscal year ending on or before December 31, 2020, HUD will not issue a new PHAS score unless the PHA requests that a new PHAS score be issued. HUD will instead carry forward the most recent PHAS score on record.

Period of Availability: HUD will resume issuing new PHAS scores beginning with PHAs with fiscal year end dates of March 31, 2021.



**U.S. Department of Housing and Urban Development**

OFFICE OF PUBLIC AND INDIAN HOUSING  
REAL ESTATE ASSESSMENT CENTER

**Public Housing Assessment System (PHAS) Score Report for Interim Rule**

Report Date: 03/03/2020

PHA Code:	AL065
PHA Name:	Housing Authority of the City of Roanoke, AL
Fiscal Year End:	06/30/2019

PHAS Indicators	Score	Maximum Score
Physical	35	40
Financial	25	25
Management	25	25
Capital Fund	10	10
Late Penalty Points	0	
<b>PHAS Total Score</b>	<b>95</b>	<b>100</b>
<b>Designation Status:</b>	<b>Small PHA Deregulation</b>	

Published 03/03/2020

Initial published 10/30/2019

Financial Score Details	Score	Maximum Score
Audited/Non Single Audit		
1. FASS Score before deductions	25.00	25
2. Audit Penalties	0.00	
Total Financial Score Unrounded (FASS Score - Audit Penalties)	25.00	25

Capital Fund Score Details	Score	Maximum Score
Timeliness of Fund Obligation:		
1. Timeliness of Fund Obligation %	90.00	
2. Timeliness of Fund Obligation Points	5	5
Occupancy Rate:		
3. Occupancy Rate %	98.00	
4. Occupancy Rate Points	5	5
Total Capital Fund Score (Fund Obligation + Occupancy Rate):	10	10

Notes:

1. The scores in this Report are the official PHAS scores of record for your PHA. PHAS scores in other systems are not to be relied upon and are not being used by the Department.
2. Due to rounding, the sum of the PHAS indicator scores may not equal the overall PHAS score.
3. "0" FASS Score indicates a late presumptive failure. See 902.60 and 902.92 of the Interim PHAS rule.
4. "0" Total Capital Fund Score is due to score of "0" for Timeliness of Fund Obligation. See the Capital Fund
5. PHAS Interim Rule website - <http://www.hud.gov/offices/reac/products/prodphasintrule.cfm>

## **Section 12**

# **Public Housing Grievance Procedures**

*Public housing grievance procedures are outlined in RHA's ACOP. The ACOP is available for review on the Auburn Housing Authority's website (see the link below).*

<https://www.auburnhousingauth.org/upages.php?id=142>

## **Section 13**

# **Capital Fund Program (CFP)**



Capital Fund Program - Five-Year Action Plan

Status: Submitted

Approval Date:

Approved By:

<b>Part I: Summary</b>						
PHA Name : Housing Authority of the City of Roanoke, AL			Locality (City/County & State)			
PHA Number: AL065			<input checked="" type="checkbox"/> Original 5-Year Plan		<input type="checkbox"/> Revised 5-Year Plan (Revision No: )	
<b>A.</b>	<b>Development Number and Name</b>	<b>Work Statement for Year 1 2020</b>	<b>Work Statement for Year 2 2021</b>	<b>Work Statement for Year 3 2022</b>	<b>Work Statement for Year 4 2023</b>	<b>Work Statement for Year 5 2024</b>
	HARVEY ENLOE HOMES (AL065000001)	\$107,468.00	\$107,468.00	\$107,468.00	\$107,468.00	\$107,468.00

Capital Fund Program - Five-Year Action Plan

Part II: Supporting Pages - Physical Needs Work Statements (s)					
Work Statement for Year		1	2020		
Identifier	Development Number/Name	General Description of Major Work Categories		Quantity	Estimated Cost
	HARVEY ENLOE HOMES (AL065000001)				\$107,468.00
ID0001	Harvey Enlow Homes 2020(Dwelling Unit - Conversion (1480))	RAD Conversion Yr 2 FORCE ACCOUNT LABOR			\$107,468.00
	Subtotal of Estimated Cost				\$107,468.00

Capital Fund Program - Five-Year Action Plan

Part II: Supporting Pages - Physical Needs Work Statements (s)					
Work Statement for Year		2	2021		
Identifier	Development Number/Name	General Description of Major Work Categories		Quantity	Estimated Cost
	HARVEY ENLOE HOMES (AL065000001)				\$107,468.00
ID0007	Harvey Enlow Homes 2021(Dwelling Unit - Conversion (1480))	RAD Conversion Yr 3 FORCE ACCOUNT LABOR			\$107,468.00
	Subtotal of Estimated Cost				\$107,468.00

Capital Fund Program - Five-Year Action Plan

Part II: Supporting Pages - Physical Needs Work Statements (s)					
Work Statement for Year		3	2022		
Identifier	Development Number/Name	General Description of Major Work Categories		Quantity	Estimated Cost
	HARVEY ENLOW HOMES (AL065000001)				\$107,468.00
ID0008	Harvey Enlow Homes 2022(Dwelling Unit - Conversion (1480))	RAD Conversion Yr 4 FORCE ACCOUNT LABOR			\$107,468.00
	Subtotal of Estimated Cost				\$107,468.00

Capital Fund Program - Five-Year Action Plan

Part II: Supporting Pages - Physical Needs Work Statements (s)					
Work Statement for Year		4	2023		
Identifier	Development Number/Name	General Description of Major Work Categories		Quantity	Estimated Cost
	HARVEY ENLOW HOMES (AL065000001)				\$107,468.00
ID0009	Harvey Enlow Homes 2023(Dwelling Unit - Conversion (1480),RAD Funds Pre Closing (1480))	RAD Conversion Yr 5 FORCE ACCOUNT LABOR			\$107,468.00
	Subtotal of Estimated Cost				\$107,468.00

Capital Fund Program - Five-Year Action Plan

Part II: Supporting Pages - Physical Needs Work Statements (s)					
Work Statement for Year		5	2024		
Identifier	Development Number/Name	General Description of Major Work Categories		Quantity	Estimated Cost
	HARVEY ENLOW HOMES (AL065000001)				\$107,468.00
ID0010	Harvey Enlow Homes 2024(Dwelling Unit - Conversion (1480))	RAD Conversion Yr 6 FORCE ACCOUNT LABOR			\$107,468.00
	Subtotal of Estimated Cost				\$107,468.00



**U. S. Department of Housing and Urban Development**  
Birmingham Office  
Region IV  
Medical Forum Building, Suite 900  
950 22<sup>nd</sup> Street, North  
Birmingham, Alabama 35203-5301

July 23, 2020

Ms. Sharon N. Tolbert  
Chief Executive Officer  
Roanoke Housing Authority  
931 Booker Street  
Auburn, AL 36832

Subject: Annual/Five-Year PHA Plan for Fiscal Year Beginning July 1, 2020  
Plan Approval

Dear Ms. Tolbert:

This letter is to inform you that your Annual Civil Rights Certification has been received and the Five-Year Plan submission (version 3) for the PHA Fiscal Year beginning July 1, 2020, is approved. This approval of the Five-Year Plan does not constitute an endorsement of the strategies and policies outlined in the Plan. In providing assistance to families under programs covered by this Plan, the PHA will comply with the rules, standards, and policies established in its approved Plan, as provided in 24 CFR Part 903 and other regulations. Your approved Plan and all required attachments and documents must be made available for review and inspection at the principal office of the PHA during normal business hours.

If you have any questions, please contact Andrea T. Cooper, Portfolio Management Specialist, at (205) 745-4408 or at [Andrea.T.Cooper@hud.gov](mailto:Andrea.T.Cooper@hud.gov).

Sincerely,

A handwritten signature in blue ink that reads "Velma Byron".

Velma Byron  
Director, Office of Public Housing  
Birmingham Field Office

***HUD's mission is to create strong, sustainable, inclusive communities and quality, affordable homes for all.***

**[www.hud.gov](http://www.hud.gov) • [espanol.hud.gov](http://espanol.hud.gov)**

# Section 14

## Community Service

*Public housing community service requirements are outlined in RHA's ACOP. The ACOP is available for review on the Auburn Housing Authority's website (see the link below).*

<https://www.auburnhousingauth.org/upages.php?id=142>



**Section 15**

**Section 3**



## Section 3 Summary Report

Economic Opportunities for Low- and Very Low-Income Persons

**U.S. Department of Housing and Urban Development**

Office of Fair Housing and Equal Opportunity

OMB Approval No. 2529-0043  
(exp. 11/30/2018)

<b>Disbursement Agency</b>
Housing Authority of the City of Roanoke, AL
231 AVENUE A, ROANOKE, AL 36274
63-6002007

<b>Reporting Entity</b>
Housing Authority of the City of Roanoke, AL
231 AVENUE A, ROANOKE, AL 36274

Dollar Amount:	\$216,825.00
Contact Person:	Richetta Stephens
Date Report Submitted:	08/19/2020

Reporting Period		Program Area Code	Program Area Name
From	To		
7/1/19	6/30/20	OFND	Operating Fund

**The expenditure of these funds did not result in any covered contracts or new hires during the 12-month period selected.**



## Section 3 Summary Report

Economic Opportunities for Low- and Very Low-Income Persons

**U.S. Department of Housing and Urban Development**

Office of Fair Housing and Equal Opportunity

OMB Approval No. 2529-0043  
(exp. 11/30/2018)

<b>Disbursement Agency</b>
Housing Authority of the City of Roanoke, AL
231 AVENUE A, ROANOKE, AL 36274
63-6002007

<b>Reporting Entity</b>
Housing Authority of the City of Roanoke, AL
231 AVENUE A, ROANOKE, AL 36274

Dollar Amount:	\$10,890.00
Contact Person:	Richetta Stephens
Date Report Submitted:	08/19/2020

Reporting Period		Program Area Code	Program Area Name
From	To		
7/1/19	6/30/20	CFP	Capital Fund Program

**The expenditure of these funds did not result in any covered contracts or new hires during the 12-month period selected.**

# Section 16

## Public Housing Pet Policy

*Public housing Pet Policies are outlined in RHA's ACOP. The ACOP is available for review on the Auburn Housing Authority's website (see the link below).*

<https://www.auburnhousingauth.org/upages.php?id=142>

## **Section 17**

### **FYE2020 Audit**

**DRAFT**

**HOUSING AUTHORITY OF THE CITY OF ROANOKE, ALABAMA  
Roanoke, Alabama**

**STATUS OF PRIOR AUDIT FINDINGS**

The prior audit report for the period ended June 30, 2019, contained no formal audit findings.

**SCHEDULE OF FINDINGS AND QUESTIONED COSTS**

**Section I – Summary of Auditor’s Results:**

**Financial Statements**

Type of report issued on the financial statements:	<b>Unmodified</b>
Internal control over financial reporting:	
Material weakness(es) identified?	<b>No</b>
Significant deficiency(ies) identified not considered to be material weaknesses?	<b>None Reported</b>
Noncompliance material to the financial statements noted?	<b>No</b>

**Federal Awards**

Internal controls over major programs:	
Material weakness(es) identified?	<b>N/A</b>
Significant deficiency(ies) identified not considered to be material weaknesses?	<b>N/A</b>
Type of report issued on the compliance for major programs:	<b>N/A</b>
Any audit findings disclosed that are required to be reported under 2 CFR §200.516(a)?	<b>N/A</b>
Dollar threshold used to distinguish between Type A and Type B programs:	<b>\$750,000</b>

**Section II – Financial Statement Findings**

**Findings related to financial statements in accordance with GAGAS:**

**NONE REPORTED**

**Section III – Federal Award Findings and Questioned Costs**

**Findings and questioned costs for Federal Awards as defined in Section .510:**

**N/A**