

NEPTUNE CITY HOUSING AUTHORITY

MAINTENANCE POLICY

The live-in superintendents (husband & wife) are responsible for the everyday maintenance in the project (one building of 60 apartments) . This includes all apartments as well as all common areas. Common areas include:

1. Hallways
2. Stairwells
3. Lobbies
4. Laundry Room
5. Community Room

Priorities: The following indicates the priorities of the various categories of maintenance:

1. Emergencies
2. Scheduled Preventive Maintenance
3. Vacancy Preparation
4. Non-emergency resident work order requests

This is a common sense and cost effective approach. By performing preventive maintenance items, more costly and possible situations can be minimized.

Emergencies: Any item that constitutes a serious threat to life, safety or health of residents and staff or cause serious damage to property will be considered an emergency and responded to immediately by the superintendents.

Preventive Maintenance: The maintenance philosophy of the Neptune City Housing Authority is to take all actions possible to prevent having to react to a breakdown that could have been prevented with a good preventive maintenance plan. To this end, the Authority has agreements with Contractors in the following areas:

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|------------------------|---------------|
| 1. Elevators | Monthly |
| 2. Extermination | “ |
| 3. Emergency Generator | Semi-Annually |
| 4. Waste Lines | “ “ |
| 5. Boilers | Annually |
| 6. Trash Compactor | “ |

In addition, constant observations and /or inspections of all areas of the building, both inside and outside, are conducted in order maintain the safe and attractive conditions of the project. Any item discovered that requires attention will be taken care of as soon as possible.

Vacancy Preparation: The Authority’s policy is to prepare a vacant unit for occupancy as soon as possible, usually 2 weeks or less. The following is accomplished:

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|--------------------------------------|--------------------|
| 1. General Cleaning | Superintendents |
| 2. Painting | Outside Contractor |
| 3. Carpet Shampooing | Superintendents |
| 4. Carpet Replacement (if necessary) | Outside Contractor |

Non-emergency resident work order requests: All requests for maintenance by tenants will be reported to the superintendents and a work order request form will be prepared. These requests for maintenance will be responded to and prioritized with the most urgent item taken care of first.