

SCHEDULE OF MAINTENANCE AND OTHER CHARGES

The mission of the Housing Authority of the City of El Paso, TX is to provide decent, safe and sanitary housing in good repair. To this end, it is vital that damages to dwelling units, whether tenant-caused or due to normal wear and tear are reported to the community manager on a timely basis. Timely reporting allows for necessary repairs to be made before the damage worsens.

No charges are made for labor and materials for repairs due to normal wear and tear. Tenant is responsible for services or repairs due to intentional or negligent damages to the dwelling, common areas or grounds caused by the tenant, household members or guests.

Any damages or needed repairs (including those resulting from normal wear and tear) which are not already reported and identified during any housing inspection are subject to an administrative fee of up to \$150 (depending on the severity of the deficiency/damage) plus related costs.

Level 1: \$50.00 (e.g., hole in wall)

Level 2: \$100.00 (e.g., blocked egress)

Level 3: \$150 (e.g., tampering with smoke alarm)

Costs for repairs determined to be the responsibility of the resident will be charged to resident accounts in accordance with the rates listed in Attachment A – Skilled Service Rates. Maintenance repairs not listed are either not available or billed at labor plus materials depending on the nature and scope of the work required.

Service	Charges
Lock out during the hours 8:00 am to 5:00 pm	\$60; \$90 after business hours, Saturdays, Sundays and holidays
Lock change (resident request)	Labor + materials (Victims of domestic violence and burglary will not be charged to have their locks changed.)
Move furniture/appliances (resident request)	Not available
Extra dwelling key	Not available
Sewer line stoppage	\$75; \$112.50 after business hours, Saturdays, Sundays and holidays
Replace electrical fixtures	Labor + materials
Replace broken plumbing/fixtures	Labor + materials
A/C repair (calls after 6:00 p.m.)	Not available
Non emergency work order (after hours)	Not available
Reinstalling smoke detectors due to tenant caused damage or removal; replacement of batteries removed and not replaced by tenant	\$150 plus labor and materials;
Cleaning unit vacant due to transfer	Labor + materials
Trash pick up (resident yard responsibility)**	\$50 + materials
Trimming hedges/shrubbery etc...	\$50+ materials **
Mowing grass**	\$50 + materials **
Damage to walls	Administrative fee of \$50 plus Labor and materials
Damage to doors	Administrative fee of \$50 plus Labor and materials
Damage to dwelling	Administrative fee of \$50 plus Labor and materials
Glass replacement (if not on attached schedule)	Labor + materials
Replace screen doors and windows	Labor + materials
Refrigerator de-icing and/or cleaning	Actual Cost
Furniture removal and/or storage	Actual Cost
Dismantling or tampering with range hood	\$75
Pest control	Non-Scheduled: Actual Cost Refusal or failure to comply with instructions necessary for service: Administrative Fee of \$150
Vehicle Towing	Actual Cost
Illegal Parking (handicap designated)	Actual Cost per City Ordinance
Illegal Parking (on grass, sidewalks, etc.)	Actual Cost of Towing
Returned checks	Per lease

HACEP Schedule of Resident Charges

Court costs and/or Attorney fees, (if awarded)	Actual Cost
Writ of possession	Actual Cost
Rental of tables & chairs	Not available
Heating/Cooling Service Request (system operating)	Actual Cost
Defects/Conditions hazardous to life, health, or safety (e.g., blocked egress, tripping hazards)	First Occurrence: Written warning and Administrative fee of \$50; Second Occurrence: \$100; during REAC Inspections: \$150

** Elderly and disabled residents needing assistance should make arrangements with the Community Housing Manager.

Replacement Glass
Schedule of Estimated Charges
(subject to change)

Item		Cost
Double Strength	Up to 12" x 12"	\$ 2.30
<u>Clear glass, not including labor</u>	Up to 42" x 24"	\$ 16.50
	Up to 36" x 36"	\$ 21.00
	Up to 48" x 48"	\$ 37.50
	Up to 60" x 60"	n/a
Double Insulated 7/16"		As per fees charged by 3 rd party contractor.

Water Usage and Waste: Residents are expected to comply with any city ordinances regarding water usage and waste. Any fines incurred in violation of these ordinances are the responsibility of the resident.
Yard Tools and Equipment: These items may be borrowed at the complex office for up to 24 hours. Any items not returned, lost or damaged will be charged to resident at cost of replacement.
Fire Damage: Fire damage repairs due to negligence of resident, member of household or guest will be charged, up to the amount of HACEP's fire insurance deductible or actual time and materials, whichever is lower.
Recreation Hall: In complexes that have a Community Center/Recreation Hall, these facilities are available to the residents per the Recreation Hall Use Agreement (available at the Community Housing Manager's Office).

EMERGENCY MAINTENANCE SERVICE

Emergency work orders are prepared when situations arise that could cause injury, loss of life or seriously threaten health or safety of residents and Authority staff, or cause serious property damage. Emergency service is provided twenty-four hours a day and seven days a week. The following are examples of emergency situations.

- No heat (outside temperature below 60°F)
- No water
- Extensive fire damage
- Electrical power failure and exposed electrical lines
- Flooded dwelling unit
- Broken gas line or leak
- Broken water heater or broken water faucet
- Broken PHA-owned water main line
- Clogged or broken main sewer lines or toilet back-up or overflow
- Loose ceiling (sheet rock appears ready to fall)
- Broken door locks
- Broken stairs or railings that may result in injury
- Inoperable fire alarms or equipment
- Broken or missing windows that jeopardize security or could cause injury or major loss of heat/cooling

Note: Other types of emergencies should be reported to the appropriate City, State, or Federal Authorities.

PROCESS

All emergency work will be covered by a work order prepared by the Clerk, Maintenance Technician, or assigned staff. The Maintenance Supervisors are responsible for ensuring that required work is completed and for completing the work order form. Emergency work orders must be completed or the problem abated within 24 hours of the initial call.

WORK ORDER INFORMATION

- A. Date and time the work was requested
- B. Unit number or address where work is needed
- C. Description of work needed
- D. Urgency of request (emergency, non-emergency {priority/non-priority})
- E. Skill level required to complete repairs
- F. Staff/Maintenance person assigned
- G. Date and time work dispatched
- H. Date and time work completed
- I. Description of Supplier and parts used to make repairs