



**CITY OF LAS VEGAS
PUBLIC HOUSING AUTHORITY BOARD MEETING AGENDA
OCTOBER 16, 2017 –MONDAY– 5:30 P.M.
City Council Chambers
1700 North Grand Avenue**

**(The City Council is the Housing Authority Board of Commissioner
on any matters concerning the Housing Department.)**

I. CALL TO ORDER

II. ROLL CALL

III. PLEDGE OF ALLEGIANCE

IV. MOMENT OF SILENCE

V. APPROVAL OF AGENDA

VI. APPROVAL OF MINUTES

Approval/Disapproval of minutes of the Meeting on September 20, 2017

**VII. PUBLIC INPUT ** (not to exceed 3 minutes per person and persons
must sign up at least fifteen (15) minutes prior to meeting)**

VIII. PRESENTATION ** (not to exceed 10 minutes per person)

1. Finance Department – Finance Report Presentation

IX. HOUSING DIRECTOR'S MONTHLY REPORT

X. BUSINESS ITEMS

1. Approval/Disapproval of Resolution No. 17-42 to Rescind and Replace the previous City of Las Vegas Housing Authority's Transfer Policy and submit all documents necessary for the Approval of the October 2017 City of Las Vegas Transfer Policy. (In English and Spanish)

Lorraine Ortiz, Executive Director The Las Vegas Housing Authority (LVHA) is required to adhere to the updates and notices published by the US Department of Housing and Urban Development (HUD).

2. **Approval/Disapproval of Resolution No. 17-41 to Rescind and Replace the previous City of Las Vegas' Housing Authority Maintenance Program including Preventative Maintenance Procedures and to authorized the Las Vegas Housing Authority to submit all documents necessary for the approval of the October 2017 City of Las Vegas' Housing Authority Maintenance Program including Preventative Maintenance Procedures.**

Lorraine Ortiz, Executive Director The Las Vegas Housing Authority (LVHA) Maintenance Program, Including Preventative Maintenance Procedures was updated in June 2012. The LVHA would like to update the June 2012 Maintenance Program Including Preventative Maintenance Procedures to comply with the current and widely used 2017 updates.

XI. COMMISSIONER'S REPORT

XII. EXECUTIVE SESSION/CLOSED SESSION

THE HOUSING AUTHORITY BOARD OF COMMISSIONERS MAY CONVENE INTO EXECUTIVE SESSION IF SUBJECT MATTER OF ISSUES ARE EXEMPT FROM THE OPEN MEETINGS REQUIREMENT UNDER §(H) OF THE OPEN MEETINGS ACT.

- i. **Personnel matters, as permitted by Section 10-15-1(H) (2) of the New Mexico Open Meetings Act, NMSA 1978.**
- ii. **Matters subject to the attorney client privilege pertaining to threatened or pending litigation in which the City of Las Vegas is or may become a participant, as permitted by Section 10-15-1(H) (7) of the New Mexico Open Meetings Act, NMSA 1978.**
- iii. **Matters pertaining to the discussion of the sale and acquisition of real property, as permitted by Section 10-15-1(H) (8) of the Open Meetings Act, NMSA 1978.**

XIII. ADJOURN

ATTENTION PERSONS WITH DISABILITIES: The meeting room and facilities are accessible to persons with mobility disabilities. If you plan to attend the meeting and will need an auxiliary aid or service, please contact the City Clerk's Office prior to the meeting so that arrangements may be made.

NOTE: A final Agenda will be posted 72 hours prior to the meeting. Copies of the Agenda may be obtained from City Hall, Office of the City Clerk, 1700 North Grand Avenue, Las Vegas, New Mexico 87701.

MINUTES OF THE CITY OF LAS VEGAS HOUSING AUTHORITY MEETING HELD ON WEDNESDAY
SEPTEMBER 20, 2017 AT 5:30 P.M. IN THE CITY COUNCIL CHAMBERS.

MADAM CHAIR: Tonita Gurulé-Girón

COMMISSIONERS: Ember Davis Absent
David Romero
Vince Howell
Barbara Casey
David Ulibarri Jr.

ALSO PRESENT:
Lorraine Ortiz, Executive Director
Corinna Laszlo-Henry, City Attorney

CALL TO ORDER

ROLL CALL

PLEDGE OF ALLEGIANCE

MOMENT OF SILENCE

Madam Chair Gurulé-Girón asked Commissioner David Romero to offer the moment of silence. Commissioner Romero offered a moment of silence, that our Lord guide us in the council meeting to make the right decisions for all the community.

APPROVAL OF AGENDA

Commissioner Barbara Casey made a motion to approve the agenda as is presented. Commissioner David Romero seconded the motion.

Madam Chair Gurulé-Girón asked for a roll call. Roll call was taken and reflected the following.

Commissioner David Ulibarri Jr.	Yes
Commissioner Vince Howell	Yes
Commissioner Barbara Casey	Yes
Commissioner David Romero	Yes
Commissioner Ember Davis	Absent

Barbara Padilla re-read the motion and advised the motion carried.

APPROVAL OF MINUTES

Commissioner Barbara Casey made a motion to approve the minutes of August 14, 2017 as amended. Commissioner Casey sent in changes to be corrected the day prior. Commissioner David Romero seconded the motion.

Madam Chair Gurulé-Girón asked for a roll call. Roll call was taken and reflected the following.

Commissioner Barbara Casey	Yes
Commissioner Vince Howell	Yes
Commissioner David Ulibarri Jr.	Yes
Commissioner David Romero	Yes
Commissioner Ember Davis	Absent

Barbara Padilla re-read the motion and advised the motion carried.

PUBLIC INPUT

None at this time.

PRESENTATION - FINANCE REPORT

Natasha Martinez-Padilla, Financial Specialist presented the HA's Revenue and Expenditure report through August 31, 2017. The HA has gone through 2 months of the fiscal year, and 17% of the budget. Revenues are at 15%. As commission has seen in the past the transfer does not go through until December. Expenditures are currently at 17%. The HA will be moving projects that have been projected for this year. Madam Chair Gurulé-Girón asked if there will be any transfers in or out this year. Finance Specialist Martinez-Padilla stated, mostly transfers in. The transfer amount will be getting increased. The transfer from the Capital Fund to Operations will be increased by about \$10,000.

DIRECTORS REPORT

Director Lorraine Ortiz stated under Unit Maintenance, the Housing Authority will be requesting commission approval at this meeting for a Bid for Maintenance Inventory Supplies for the HA. There were two bidders which were Hacienda and BTU. The Maintenance crew is continually working on unit turnaround, from move-out inspection to move-in inspection within a short period of time. The units as well as the fleet have been inspected by the Funds insurance Adjustors. The HA is currently awaiting the report. Within Housing Management, the Housing Managers are continually busy with the day to day operations of the HA, including new admissions, annual lease renewals, annual inspections of units, and lease enforcement. Director Ortiz stated she is currently hearing appeals and making recommendations based on the informal hearings. The Waiting List Managers is filling vacancies with a quick turnaround date for move-out inspection. The focus is to have the unit filled within the same month that it becomes vacant, so the HA does not lose any revenue from HUD. Director Ortiz stated, within staff training, staff will be attending monthly safety trainings provided by the City. As required by HUD, Director Ortiz stated she has attended various seminars prior to actual on-site training in Albuquerque.

Director Ortiz stated within the Compliance Monitoring notification, it was recently found that there is a deed, and the paperwork prior to the deed was completely done inaccurately. This

deed is regarding the Church that the City purchased from the Housing Authority. The deed is still under the name of the HA and they are going to proceed to change it to the City of Las Vegas. Director Ortiz asked City Attorney Laszlo-Henry, if she had anything to add to this. City Attorney Laszlo-Henry stated she didn't think this had anything to do with the recent Compliance audit, this was just something that she had made the discovery of. Although the HA Operating Budget was paid back \$150,656 in the books, the transfer was never made from the Housing Authority back to the City of Las Vegas. It is appropriate to do this for the purposes, whatever the City wants, and also HUD appreciated that this will be done. A quick claim deed has been prepared. City Attorney Laszlo-Henry asked if this is something that a Commissioner would like to make a motion on, and it can actually get done today. Madam Chair Gurulé-Girón stated a motion cannot be made unless it is on the Agenda as an action item. City Attorney Laszlo-Henry stated it is being brought up in a report, and it is something that is really the Chair's authority, and she thought it would be good to bring it up in an open meeting, because one of the things that was on the Compliance Review, was a very thorough review of the minutes of these meetings. The City Attorney stated that the more they can show about the process the more involvement they can show of the entire commission. Madam Chair Gurulé-Girón stated to make sure that this is noted in the minutes and that the discussion is noted. Madam Chair stated we may have to hold a Special Meeting.

Commissioner Barbara Casey asked Madam Chair Gurulé-Girón if she could explain to those who are newer on the Council about the property. What Church? Where is it? Why was it purchased? How much it cost, and all other information regarding the church. Director Ortiz stated that City Attorney Laszlo-Henry has that information, and she can provide that to the commission for review as well. City Attorney Laszlo-Henry stated the Mountain View Baptist Church did sell it. It was purchased with funds from the Homeownership Program. That purchase was July 9, 2004. The HA at that point, with Lawrence Quintana as Director, had envisioned a partnership for providing some kind of transitional housing for Veterans. In an audit that took place in 2005 with HUD and again in 2012 through Moss Adams, it was identified as not an appropriate expenditure for the Homeownership Funds. As part of an agreement that was reached in Resolution #3161-2016 that acknowledges that portion of their audit findings of ineligible expenses had already been repaid by the City at this point, and that the City committed to repay the Operating Fund out of the General Fund, once the Homeownership Fund was finished.

Commissioner Vince Howell stated he was confused because City Attorney Laszlo-Henry stated that the Mountain View Baptist Church was sold. He stated he was attending that church and that was never discussed. He believed it was another church. City Attorney Laszlo-Henry corrected, stating it was the Mountain View Church of Christ.

Director Ortiz stated that as City Attorney Laszlo-Henry was explaining, HUD's Compliance Monitoring Review was scheduled on September 18th and 19th. It was completed on these dates. Director Ortiz stated she looks forward to the Compliance Review. She will use that as a plan on correcting deficiencies if they find any. She stated that policies within her department are outdated and she plans on updating all policies by bringing one or two for commission approval at meetings until all policies have been updated.

Director Ortiz wanted to present the commissioners with a binder she created to help with training the commission in Public Housing Governance and Financial Management. It is a self help program, which some of the commission members have already signed on to. Director Ortiz offered her help if any of the Commissioners needed assistance in logging on.

Commissioner Howell asked the status of the compliance issue with the Samaritan House building. City Attorney Laszlo-Henry answered saying that is going to require work before it can be put back on the rent rolls. This also comes into play in terms of the agreement to return 17 units to the rent rolls or otherwise under the Deed of Trust. City Attorney Laszlo-Henry stated that at this point an independent study needs to be conducted to determine the cost of renovation versus the value of the property. The unit is older and HUD has very high standards in terms of that, so that ratio has to be at a certain place before we can look at demolition. It is more likely going to be an interior renovation to turn it back into two units. She would expect that is something to be placed on the agenda soon. HUD has been generous in terms of looking into using those units to replace some of the 17 units. Commissioner Howell asked if HUD still owns the building. City Attorney Laszlo-Henry stated that it is PHA property which is held in trust through HUD with our annual contract. It is part of the PHA property which HUD does have an interest in.

BUSINESS ITEM #1

Approval/Disapproval of Resolution No. 17-31 to Authorize the Las Vegas Housing Authority to execute certify and submit all documents necessary for a DeMinimis Exception to Demolition Request of Existing Public Housing Units.

Finance Specialist, Natasha Martinez-Padilla stated that the City of Las Vegas Housing Authority desires to establish DeMinimis Exception to Demolition for existing housing units located at 2410, 2412, 2413 Yucca, and 302 Sandoval Street. These units were deemed to be beyond repair. It is in the PHA's best interest to demolish these units. Finance Specialist Martinez-Padilla reminded the Commission that this information was presented previously during the annual reports. This resolution was the last step needed to continue the process. The first step was placing it in the annual plan. The City then completed an environmental review of the property. This last step will be submitted through Housing's PIC system to the Fort Worth Regional Office. Once all the documentation is in, they will provide feedback if we can proceed. With approval, the HA can demolish 5 units, or 5%, whichever is least. The HA can also only do this every 5 years. Finance Specialist Martinez-Padilla also stated that with the mention of 220 Bernalillo (which previously housed Samaritan House), if demolition is to happen for this unit, the HA would have to wait another 5 years before requesting it. With this demolition, it will help HA's inventory, and will assist in increasing the HA's scores. These units have been an eye sore for quite some time. The units will be abated so there are no dangers of lead based paint or asbestos. After abatement and approval, the HA will be able to complete the DeMinimus.

Madam Chair Gurulé-Girón asked if the City would get any backlash from HUD like they did with the Macario Gonzales Units, which were knocked down, and then HUD came back and reprimanded the City for knocking them down, after they approved it. Finance Specialist Martinez-Padilla stated for the record that this was HUD's suggestion. HUD's engineer, the HA's

HUD analyst, and staff walked the sites and these units were deemed beyond repair. This is under HUD's recommendation, and they have assisted the HA through this entire process. Madam Chair Gurulé-Girón asked, were they not involved in the first demolition? Finance Specialist Martinez-Padilla stated according to what she has read, in the first demolition walkthrough, HUD deemed the units ok, they did not deem them beyond repair. The units had new windows, doors and roofs. It is her understanding that previous administration went over the local HUD office and requested approval for demolition from the Chicago Office before the report from the local office was submitted. Madam Chair asked, if there is documentation from the local HUD office giving this permission. Finance Specialist Martinez-Padilla stated yes. She stated that before the application is sent to Fort Worth, the HA's HUD analyst has to review and approve it. The local field office is the one who actually submits the application to Fort Worth.

Commissioner Howell asked when the HA held the public meeting and how many people participated. Finance Specialist Martinez-Padilla stated the meeting was held on February 16, 2016, and there were 6 attendees. Commissioner Howell asked if they were positive comments or negative comments. Finance Specialist Martinez-Padilla read the comments that the attendees wrote down. Some of the suggestions in place of the buildings were, a community garden, play grounds, and basketball courts. Barbara Padilla, Housing Manager Supervisor addressed the Commission stating all these comments were presented previously in 2016, at which time the commission all received a copy of all the comments. Commissioner Howell asked, what was the response to that. Finance Specialist Martinez-Padilla stated the commission approved the plan at that time. After the DeMinimus is completed, the HA will hold more meetings with the Resident Advisory Board as well as a Chariot Meeting with the Public. When holding those meetings, the HA will show what can and cannot be done on the property after demolition.

Commissioner Barbara Casey made a motion to approve Resolution No. 17-31 to Authorize the Las Vegas Housing Authority to execute certify and submit all documents necessary for a DeMinimis Exception to Demolition Request of Existing Public Housing Units on 2410, 2412, 2413 Yucca and 302 Sandoval Streets. Commissioner David Romero seconded the motion.

Madam Chair Gurulé-Girón asked for a roll call. Roll call was taken and reflected the following.

Commissioner David Ulibarri Jr.	Yes
Commissioner Barbara Casey	Yes
Commissioner Vince Howell	Yes
Commissioner David Romero	Yes
Commissioner Ember Davis	Absent

Barbara Padilla re-read the motion and advised the motion carried.

BUSINESS ITEM #2

Approval/Disapproval to Award Bid #2018-16 for Maintenance Inventory Supplies for the Housing Department to Hacienda Home Centers and BTU Building Materials Inc., the lowest responsive bidders per item listed.

Finance Specialist Natasha Martinez-Padilla stated the City of Las Vegas Housing Authority is required to go out for Bid annually for Maintenance Inventory Supplies for the Housing Authority. The commission was provided with the summary sheet for their review. In order to save time and get the units turned around in the fastest possible time, the HA goes out for bid for Maintenance Inventory Supplies annually, for items that are used on a regular basis for unit repairs and unit turnaround. This is a, per item bid, and the lowest bid is awarded to that vender. Finance Specialist Martinez-Padilla reminded the commission that last year there was only one bidder, which was Hacienda. This year, two bidders placed bids. Madam Chair Gurulé-Girón asked if everything was done properly. Ms. Martinez-Padilla stated, yes.

Commissioner Casey asked, when you have two bidders, how do you determine what item you buy from who. Mrs. Martinez-Padilla stated that it goes to the lowest bidder per item.

Commissioner Vince Howell made a motion to approve to Award Bid #2018-16 for Maintenance Inventory Supplies for the Housing Department to Hacienda Home Centers and BTU Building Materials Inc., the lowest responsive bidders per item listed. Commissioner David Romero seconded the motion.

Madam Chair Gurulé-Girón asked for a roll call. Roll call was taken and reflected the following.

Commissioner David Romero	Yes
Commissioner Vince Howell	Yes
Commissioner David Ulibarri Jr.	Yes
Commissioner Barbara Casey	Yes
Commissioner Ember Davis	Absent

Barbara Padilla re-read the motion and advised the motion carried.

COMMISSIONERS REPORT

Commissioner Howell wanted to thank Director Ortiz for taking care of an issue with a tenant that was brought to his attention. He stated that Director Ortiz' summary and recount of the meeting was excellent. He feels that the residents involved should easy see the recap and identify what was done for them. Director Ortiz thanked Commissioner Howell.

EXECUTIVE SESSION/CLOSED SESSION

No need for Executive Session

ADJOURN

Commissioner Barbara Casey made a motion to adjourn the meeting. Commissioner David Ulibarri Jr. seconded the motion.

Madam Chair Gurulé-Girón asked for a roll call. Roll call was taken and reflected the following.

Commissioner David Romero	Yes
Commissioner Vince Howell	Yes
Commissioner David Ulibarri Jr.	Yes
Commissioner Barbara Casey	Yes
Commissioner Ember Davis	Absent

Barbara Padilla re-read the motion and advised the motion carried.

Madam Chair Tonita Gurulé-Girón

ATTEST

Casandra Fresquez, City Clerk

**HOUSING DEPARTMENT-REVENUE COMPARISON
THRU August 30, 2017-26% OF YEAR LAPSED (2 of 12 months)
FISCAL YEAR 2018**

	A	B	C	D	E	G
	FY 2017	FY 2018	FY 2018	FY 2017	FY 2018	(E/B)
	BUDGET	BUDGET	YTD - BUDGET	YTD - ACTUAL	YTD - ACTUAL	% REV
DWELLING RENT	500,000	540,000	135,000	518,211	116,886	22%
OPERATING SUBSIDY	575,000	640,000	160,000	644,012	112,662	18%
HOUSING-OTHER INCOME	9,800	12,850	3,213	30,842	4,353	34%
TRANSFERS IN (CFP FUNDS)	76,510	78,585	19,646	76,515	2,648	3%
TOTAL	1,161,310	1,271,435	317,859	1,269,580	236,549	19%

(Other income includes: interest, late fee charges and unit repair materials)

**HOUSING DEPARTMENT- EXPENDITURE COMPARISON
THRU August 30, 2017-26% OF YEAR LAPSED (2 of 12 months)
FISCAL YEAR 2018**

	A	B	C	D	E	F	H
	FY 2017	FY 2018	FY 2018	FY 2017	FY 2018	FY 2017	(E/B)
	BUDGET	BUDGET	YTD - BUDGET	ACTUAL	YTD - ACTUAL	AVAIL. BAL.	%
EMPLOYEE EXP.	687,214	649,727	108,288	658,372	146,720	503,007	23%
OPERATING EXP.	640,793	637,693	106,282	521,996	148,081	489,612	23%
TOTAL	1,328,007	1,287,420	214,570	1,180,368	294,801	992,619	23%

CITY COUNCIL MEETING AGENDA REQUEST

DATE: 10/06/17 **DEPT:** Housing **MEETING DATE:** 10/16/17

ITEM/TOPIC:

Approval/Disapproval of Resolution No. 17-42 to Rescind and Replace the previous City of Las Vegas Housing Authority's Transfer Policy and submit all documents necessary for the Approval of the October 2017 City of Las Vegas Transfer Policy.

ACTION REQUESTED OF COUNCIL:

Approval/Disapproval of Resolution No. 17-42 to Rescind and Replace the previous City of Las Vegas Housing Authority's Transfer Policy and submit all documents necessary for the Approval of the October 2017 City of Las Vegas Transfer Policy. (In English and Spanish)

BACKGROUND/RATIONALE:

The Las Vegas Housing Authority (LVHA) is required to adhere to the updates and notices published by the US Department of Housing and Urban Development (HUD).

STAFF RECOMMENDATION:

Recommend approval of Resolution No. 17-42 to Rescind and Replace the previous City of Las Vegas Housing Authority's Transfer Policy and submit all documents necessary for the Approval of the October 2017 City of Las Vegas Transfer Policy. (In English and Spanish)

COMMITTEE RECOMMENDATION:

THIS REQUEST FORM MUST BE SUBMITTED TO THE CITY MANAGER'S OFFICE NO LATER THAN 5:00 P.M. ON FRIDAY ONE AND A HALF WEEKS PRIOR TO THE CITY COUNCIL MEETING.

REVIEWED AND APPROVED BY:



**TONITA GURULE-GIRON
MAYOR**



**RICHARD TRUJILLO
CITY MANAGER**

SUBMITTER'S SIGNATURE



**ANN MARIE GALLEGOS
FINANCE DIRECTOR
(PROCUREMENT)**

**PURCHASING AGENT
(FOR BID AWARD ONLY)**

**CORINNA LASZLO-HENRY
CITY ATTORNEY (ALL CONTRACTS,
ORDINANCES AND RESOLUTIONS MUST BE
REVIEWED)**

**CITY OF LAS VEGAS HOUSING AUTHORITY
RESOLUTION NO. 17-42**

A RESOLUTION TO RESCIND AND REPLACE THE PREVIOUS CITY OF LAS VEGAS
HOUSING AUTHORITY'S TRANSFER POLICY AND SUBMIT ALL DOCUMENTS
NECESSARY FOR THE APPROVAL OF THE OCTOBER 2017
CITY OF LAS VEGAS TRANSFER POLICY.

WHEREAS, the Las Vegas Housing Authority (LVHA) is required to adhere to the updates and notices published by The US Department of Housing and Urban Development; and

WHEREAS, Notice 2017-08 issued May 19, 2017, This notice provides guidance to Public Housing Agencies and owners on the requirements of the Violence Against Women Re authorization Act of 2013; and

WHEREAS, Implementation in the HUD Housing Programs Final Rule Published in the Federal Register on November 16, 2016(81 Fed Reg 80724 VAWA Final Rule) with respect to Public Housing; and

THEREFORE, IT IS RESOLVED by The City of Las Vegas Housing Authority Board, adopts the Las Vegas Housing Authority's Transfer policy updated October 2017 in both English and Spanish.

Passed, Approved and Adopted this _____ day of _____ 2017.

MAYOR TONITA GURULÉ-GIRÓN

ATTEST:

CASANDRA FRESQUEZ, CITY CLERK

APPROVED AS TO LEGAL SUFFICIENCY ONLY

CORINNA LASZLO-HENRY, CITY ATTORNEY

The Las Vegas Housing Authority

Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking

Emergency Transfers

The Las Vegas Housing Authority (LVHA) is concerned about the safety of its tenants, and such concern extends to tenants who are victims of domestic violence, dating violence, sexual assault, or stalking. In accordance with the Violence Against Women Act (VAWA),¹ LVHA allows tenants who are victims of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from the tenant's current unit to another unit. The ability to request a transfer is available regardless of sex, gender identity, or sexual orientation.² The ability of LVHA to honor such request for tenants currently receiving assistance, however, may depend upon a preliminary determination that the tenant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, and on whether LVHA has another dwelling unit that is available and is safe to offer the tenant for temporary or more permanent occupancy.

This plan identifies tenants who are eligible for an emergency transfer, the documentation needed to request an emergency transfer, confidentiality protections, how an emergency transfer may occur, and guidance to tenants on safety and security. This plan is based on a model

¹ Despite the name of this law, VAWA protection is available to all victims of domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

² Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity, or marital status.

emergency transfer plan published by the U.S. Department of Housing and Urban Development (HUD), the Federal agency that oversees that **The Las Vegas Housing Authority** is in compliance with VAWA.

Eligibility for Emergency Transfers

A tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking, as provided in HUD's regulations at 24 CFR part 5, subpart L is eligible for an emergency transfer, if: the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant remains within the same unit. If the tenant is a victim of sexual assault, the tenant may also be eligible to transfer if the sexual assault occurred on the premises within the 90-calendar-day period preceding a request for an emergency transfer.

A tenant requesting an emergency transfer must expressly request the transfer in accordance with the procedures described in this plan.

Tenants who are not in good standing may still request an emergency transfer if they meet the eligibility requirements in this section.

Emergency Transfer Request Documentation

To request an emergency transfer, the tenant shall notify LVHA's management office and submit a written request for a transfer to **The Las Vegas Housing Authority 2400 Sagebrush Las Vegas NM 87701**. LVHA will provide reasonable accommodations to this policy for individuals with disabilities. The tenant's written request for an emergency transfer should include either:

1. A statement expressing that the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant were to remain in the same dwelling unit assisted under LVHA's program; OR

2. A statement that the tenant was a sexual assault victim and that the sexual assault occurred on the premises during the 90-calendar-day period preceding the tenant's request for an emergency transfer.

Confidentiality

LVHA will keep confidential any information that the tenant submits in requesting an emergency transfer, and information about the emergency transfer, unless the tenant gives LVHA written permission to release the information on a time limited basis, or disclosure of the information is required by law or required for use in an eviction proceeding or hearing regarding termination of assistance from the covered program. This includes keeping confidential the new location of the dwelling unit of the tenant, if one is provided, from the person(s) that committed an act(s) of domestic violence, dating violence, sexual assault, or stalking against the tenant. See the Notice of Occupancy Rights under the Violence Against Women Act For All Tenants for more information about LVHA's responsibility to maintain the confidentiality of information related to incidents of domestic violence, dating violence, sexual assault, or stalking.

Emergency Transfer Timing and Availability

LVHA cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. LVHA will, however, act as quickly as possible to move a tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking to another unit, subject to availability and safety of a unit. If a tenant reasonably believes a proposed transfer would not be safe, the tenant may request a transfer to a different unit. If a unit is available, the transferred tenant must agree to abide by the terms and conditions that govern occupancy in the unit to which the tenant has been transferred. LVHA may be unable to transfer a tenant to a particular unit if the tenant has not or cannot establish eligibility for that unit.

If LVHA has no safe and available units for which a tenant who needs an emergency is eligible, LVHA will assist the tenant in identifying other housing providers who may have safe and available units to which the tenant could move. At the tenant's request, LVHA will also assist tenants in contacting the local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking that are attached to this plan.

Safety and Security of Tenants

Pending processing of the transfer and the actual transfer, if it is approved and occurs, the tenant is urged to take all reasonable precautions to be safe.

Tenants who are or have been victims of domestic violence are encouraged to contact the National Domestic Violence Hotline at 1-800-799-7233, The Tri-County Justice Center or a local domestic violence shelter, for assistance in creating a safety plan. For persons with hearing impairments, that hotline can be accessed by calling 1-800-787-3224 (TTY).

Tenants who have been victims of sexual assault may call the Rape, Abuse & Incest National Network's National Sexual Assault Hotline at 800-656-HOPE, or visit the online hotline at <https://ohl.rainn.org/online/>.

Tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

Attachment: Local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking.

City of Las Vegas Housing Authority

Transfer Policy

A. General Transfer

1. Transfers will be made without regard to race, color, national origin, sex, religion, familial status, or sexual orientation. Residents can be transferred as a Reasonable Accommodation.
2. Residents will not be transferred to a dwelling unit of equal size except to alleviate hardship of the resident or other undesirable conditions as determined by the Executive Director or designee.
3. Residents will receive one offer of a transfer. Refusal of that offer without good cause will result in lease termination for mandatory transfers or the removal of the household from the transfer lost for voluntary transfers.

B. Types of transfers

1. The order in which families are transferred shall be subject to the hierarchy by category set forth below.
 - **Emergency Transfers** are **mandatory** when PHA determines that the conditions pose an immediate threat to the resident's life, health or safety. Emergency transfers may be made to: permit repair unit defects hazardous to life, health, or safety; alleviate the need for a Reasonable Accommodation of a life health or safety need; to protect members of the household from attacks by the criminal element in a particular property or neighborhood; or for Victims of Dating Violence, Domestic Violence, Sexual Assault, or Stalking. (Please see Las Vegas Housing Authority's Emergency Transfer Plan and Certification Forms attached.)

These transfers shall take priority over new admissions.

- **Category 1 Administrative Transfers** include **mandatory** transfers to: remove residents who are witnesses to crimes and may face reprisals; provide housing options to residents who are victims of hate crimes or extreme harassment; alleviate verified medical problems of a serious (but not life threatening) nature; permit modernization or demolition of units; perform work (e.g. repair, modernization, and durations that disturbs lead-based paint, or lead/mold/asbestos removal) above a specified scale and time duration; or to permit a family that requires a unit with accessible features to occupy such a unit.

These transfers shall take priority over new admissions.

- **Category 2 Administrative Transfers** correct serious occupancy standard problems

These transfers shall take priority over new admissions.

Category 2 transfers will only be made if the family size is small that it includes fewer people than the number of bedrooms, or so large that the household members over the age of 4 would equal more than two persons per bedroom. **These transfers are mandatory.** If a family's size is between the smallest and largest permissible for the unit, the family may request a transfer, but it shall be considered a Category 3 transfer.

- **Category 3 Administrative Transfers** may be made to: avoid concentration of the most economically and socially deprived families, correct occupancy standards, or address situations that interfere with peaceful enjoyment of the premises.

These transfers shall not take priority over new admissions.

- **Incentive Transfer:** As described in detail below, Incentive transfers are offered to new or recently modernized units, on a nondiscriminatory basis to residents with good rental histories.

Wherever feasible, transfers will be made within a resident's area.

C. Processing Transfers

1. A Centralized transfer waiting list will be administered by the Administrative Assistant/Waiting List Manager. House Manager Specialists submit requests to the transfer, including necessary documentation to the Administrative Assistant/Waiting List Manager.
2. Transfers will be sorted into their appropriate categories by the Administrative Assistant/Waiting List Manager. Admissions will be made in the following order:
 - I. Emergency Transfers then,
 - II. Category 1 Administrative Transfers then,
 - III. Category 2 Administrative Transfers then,
 - IV. Incentive Transfers then,
 - V. Applicants at a rate of four applicants to 1 of the above mentioned transfer then,
 - VI. Category 3 Administrative Transfer

Within each category, transfer applicants will be sorted by date and time of completed file (including any verification needed) is received from the Housing Manager Specialist.

3. Category 2 Transfers to correct occupancy standards may be recommended at time of reexamination or interim re-determination.
4. Residents in Category 2 over/under housed status will be advised in the 30 day "Notice of Result of RE-examination" that a transfer is recommended and the at the family has been placed on the transfer list.
5. When a head of household, originally housed in a bedroom by him/herself has or adopts a child, the family will not be approved for Category 2 until the child is two (2) years of age. Exceptions: Spouse or partner returns to the unit, marriage takes place, or family decides to remain in the unit and the unit is large enough (using the smallest unit standard) to accommodate the number of persons now in the household.
6. Split-family transfers will be processed as a Category 2 Administrative Transfer. (Unless it is a result of Dating Violence, Domestic Violence, Sexual Assault, or Stalking then the Emergency Transfer Plan will take effect).
 - Families that split into 2 "new" households may be transferred into two separate units.
 - A portion of the "old" household may be transferred into a single unit depending on the family circumstances and unit availability.
 - Such Transfers will be made in a manner that minimizes the impact of the vacant unit.

D. Good Record Requirement for Transfers

1. In general, and in all cases of all resident-requested transfers, residents will be considered for transfer only if the head of household and any other family member for the past two years:
 - Have not engaged in criminal activity that threatens the health and safety of LVHA residents and staff;
 - Do not owe back rent or other charges, or show a pattern of late payments;
 - Meet reasonable housekeeping standards and have no housekeeping lease violations; and
 - Can get utilities turned on in the name of the head of household (applicable only to properties with tenant paid utilities)

- Exceptions to the good record requirements may be made for an emergency transfers or when it is in the LVHA's advantage to make the transfer. The exception to the good record requirement will be made by the Administrative Assistant/ Waiting List Manager taking into consideration the recommendation made by the House Manager Specialist.

Absent a determination of exception, the following policy applies to transfer

- If back rent is owed, the resident will not be transferred until payment plan is established or, if prior payment plans have failed; back rent is to be paid in full.
- A resident with housekeeping standards violations will not be transferred until he/she passes a follow-up housekeeping inspection.

E. Incentive Transfers

1. Incentive transfers are offered to residents who have good rental histories and want to move to units other than those they currently occupy on a non-discriminatory basis.
 - I. **Incentive Transfers** – LVHA may occupy recently modernized and scattered site units through incentive transfers. Modernized units will be filled with incentive transfers, new applicants, or a combination of both in a manner that has the least impact on unit vacancy.
 - II. Resident requests for incentive transfers should be made to their Housing Manager Specialist. Managers may also recommend a resident for an incentive transfer. To be considered for an incentive transfer, the following conditions must be met:
 - Residency in the LVHA development for at least three years
 - No more than two repayment agreements, or unpaid balances at time in the last two years
 - No history of disturbances that resulted in a lease violation in the applicants file.
 - Good Housekeeping Record.
2. Incentive Transfers are Category 2 Administrative transfers.
3. No exceptions will be granted to the good record requirements for incentive transfers.
4. A Housing Manager Specialist's failure to process or recommend an Incentive Transfer is subject to the Grievance Policy.

F. Paying for Transfers

1. Residents shall bear the cost of transfers to correct occupancy standards. However, where there is a hardship due to health, accessibility, or other factors, the House Manager Specialist may recommend that families be reimbursed there out of pocket expenses for an occupancy standards transfer in an amount not to exceed a reasonable moving allowance established by the LVHA. Transfers requested by or required by the LVHA, including those for temporary relocation during hazard reduction work, and all transfers for Reasonable Accommodations will be paid for or made by the LVHA.

Las Vegas Housing Authority

Plan modelo de traslado de emergencia para las víctimas de violencia doméstica, violencia de pareja, agresión sexual o acoso

Traslados de emergencia

Las Vegas Housing Authority (LVHA por sus siglas en inglés) se preocupa por la seguridad de sus inquilinos,

y tal preocupación incluye a los inquilinos que son víctimas de violencia doméstica, violencia de pareja, agresión sexual o acoso. De acuerdo con la Ley sobre la Violencia contra la Mujer (VAWA, por sus siglas en inglés),¹ LVHA permite que los inquilinos que son víctimas de violencia doméstica, violencia de pareja, agresión sexual o acoso soliciten un traslado de emergencia de la unidad actual del inquilino a otra unidad. La capacidad de solicitar un traslado está disponible independientemente del sexo, identidad de género u orientación sexual.² Sin embargo, la capacidad de LVHA para cumplir con tal solicitud por parte de los inquilinos que reciben asistencia actualmente puede depender de una determinación preliminar de que el inquilino es o ha sido víctima de violencia doméstica, violencia de pareja, agresión sexual o acoso, y si LVHA tiene otra unidad de vivienda disponible y segura que pueda ofrecer al inquilino para la ocupación temporal o más permanente.

¹ A pesar del nombre de esta ley, las protecciones de VAWA están disponibles sin distinción de sexo, identidad de género u orientación sexual.

² Los proveedores de vivienda no pueden discriminar por razón de ninguna característica protegida, incluidos la raza, color, origen nacional, religión, sexo, estado familiar, discapacidad o edad. Las viviendas con ayuda de HUD y garantizadas por HUD deben estar disponibles para todas las personas elegibles independientemente de su orientación sexual real o percibida, identidad de género o estado civil.

Este plan identifica a los inquilinos que son elegibles para un traslado de emergencia, la documentación necesaria para solicitar un traslado de emergencia, las protecciones de confidencialidad, cómo puede ocurrir un traslado de emergencia y orientación de seguridad y protección para los inquilinos. Este plan se basa en un plan modelo de traslado de emergencia publicado por el Departamento de Vivienda y Desarrollo Urbano de los Estados Unidos (HUD por sus siglas en inglés), la agencia federal que supervisa (LVHA) cumpla con VAWA.

Elegibilidad para traslados de emergencia

Un inquilino que es víctima de violencia doméstica, violencia de pareja, agresión sexual o acoso, según lo dispuesto en las regulaciones de HUD en 24 CFR parte 5, subparte L es elegible para un traslado de emergencia, si: el inquilino razonablemente creyera que se encuentra en peligro de daño inminente de violencia adicional si el inquilino permanece en la misma unidad. Si el inquilino es víctima de agresión sexual, el inquilino también puede ser elegible para el traslado si la agresión sexual ocurrió en las instalaciones durante un período de 90 días naturales antes de solicitar el traslado de emergencia.

El inquilino que solicite un traslado de emergencia debe solicitar expresamente el traslado de acuerdo con los procedimientos descritos en este plan.

Los inquilinos que no están en una buena posición aún pueden solicitar un traslado de emergencia si reúnen los requisitos de elegibilidad en esta sección.

Documentación para solicitar un traslado de emergencia

Para solicitar un traslado de emergencia, el inquilino deberá notificar a la oficina de administración de LVHA y presentar una solicitud por escrito para el traslado a **2400 Sagebrush Las Vegas, NM 87701**. LVHA proporcionará adaptaciones razonables a esta política para las personas con discapacidades. La solicitud por escrito del inquilino para un

traslado de emergencia debe incluir:

1. Una declaración que exprese que el inquilino tiene razón para creer que se encuentra en peligro de daño inminente de violencia adicional si el inquilino permanece en la misma unidad de vivienda que recibe asistencia bajo el programa LVHA; O BIEN
2. Una declaración que el inquilino fue víctima de agresión sexual y que la agresión sexual ocurrió en las instalaciones durante un período de 90 días naturales antes que el inquilino solicitara el traslado de emergencia.

Confidencialidad

LVHA mantendrá en confidencialidad cualquier información que el inquilino proporcione al solicitar un traslado de emergencia, y la información sobre el traslado de emergencia, a menos que el inquilino le dé a LVHA autorización por escrito para revelar la información por un tiempo limitado, o la ley requiera que se revele la información o esta sea requerida para un proceso de desalojo o terminación de asistencia bajo el programa cubierto. Esto incluye mantener en confidencialidad la nueva ubicación de la unidad de vivienda del inquilino, si se provee una, de la(s) persona(s) que cometió (cometieron) el (los) acto(s) de violencia doméstica, violencia de pareja, agresión sexual o acoso contra el inquilino. Refiérase al Aviso de Derechos de Ocupación bajo la Ley sobre la Violencia contra la Mujer Para Todo Inquilino para obtener más información sobre la responsabilidad de LVHA con respecto a mantener en confidencialidad la información relacionada con los incidentes de violencia doméstica, violencia de pareja, agresión sexual o acoso.

Tiempo y disponibilidad del traslado de emergencia

LVHA no puede garantizar que una solicitud de traslado será aprobada o cuánto tiempo se tardará en procesar una solicitud de traslado. Sin embargo, LVHA actuará lo más rápido posible para mudar a un inquilino que ha sido víctima de violencia doméstica, violencia de pareja, agresión sexual o acoso a otra unidad, sujeto a la disponibilidad y seguridad de una unidad. Si un inquilino tiene razón para creer que un traslado propuesto no será seguro, el inquilino puede solicitar un traslado a otra unidad. Si hay una unidad disponible, el inquilino relocalizado debe aceptar los términos y condiciones que rigen la ocupación de la unidad si el inquilino no ha establecido o no puede establecer elegibilidad para esa unidad.

Si LVHA no tiene unidades seguras y disponibles para un inquilino elegible que necesita un traslado de emergencia, LVHA le ayudará al inquilino a identificar otros proveedores de vivienda que puedan tener unidades seguras y disponibles a las cuales el inquilino pueda mudarse. A petición del inquilino, LVHA también ayudará a los inquilinos a ponerse en contacto con las organizaciones locales que ofrecen ayuda para las víctimas de violencia doméstica, violencia de pareja, agresión sexual o acoso que estén bajo este plan.

Seguridad y protección de los inquilinos

Al estar en espera de que se procese el traslado y que ocurra el traslado, si este es aprobado y si ocurre, se insta al inquilino a tomar todas las precauciones razonables para su seguridad.

Se insta a los inquilinos que son o han sido víctimas de violencia doméstica a comunicarse con la Línea Nacional de Ayuda para la Violencia Doméstica al teléfono 1-800-799-7233, o con un refugio local de violencia doméstica, o la Tri County Justice Center, o para obtener ayuda para crear un plan de seguridad. Las personas con deficiencias auditivas pueden comunicarse con esta línea al teléfono 1-800-787- 3224 (TTY).

Los inquilinos que han sido víctimas de agresión sexual pueden llamar a la línea de la Red Nacional contra la Violación, el Abuso y el Incesto al teléfono 800-656-HOPE, o visitar la línea de ayuda por internet en <https://ohl.rainn.org/online/>.

Los inquilinos que son o han sido víctimas de acoso que estén en busca de ayuda pueden visitar el Centro de Recursos para el Acoso del Centro Nacional para Víctimas del Crimen en <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

Adjunto: Organizaciones locales que ofrecen asistencia a las víctimas de violencia doméstica, violencia de pareja, agresión sexual o acoso.

CERTIFICACIÓN DE VIOLENCIA DOMÉSTICA, VIOLENCE DE PAREJA, AGRESIÓN SEXUAL O ACOSO, Y DOCUMENTACIÓN ALTERNATIVA **Departamento de Vivienda y Desarrollo Urbano de los EE.UU.** Núm. de aprobación de OMB 2577-0286 Expira 30/06/2017

Propósito del formulario: La Ley sobre la Violencia contra la Mujer (VAWA, por sus siglas en inglés) protege a los solicitantes, inquilinos y participantes de ciertos programas de HUD de ser desalojados, denegados asistencia de vivienda o la terminación de su asistencia de vivienda por razón de actos de violencia doméstica, violencia de pareja, agresión sexual o acoso en su contra. A pesar del nombre de esta ley, las protecciones de VAWA están disponibles para las víctimas de violencia doméstica, violencia de pareja, agresión sexual y acoso independientemente del sexo, identidad de género u orientación sexual.

Uso de este formulario opcional: Si está solicitando las protecciones proporcionadas por VAWA de su proveedor de vivienda, su proveedor de vivienda puede darle una solicitud por escrito que le pide que presente documentación sobre el incidente o incidentes de violencia doméstica, violencia de pareja, agresión sexual o acoso.

En respuesta a tal petición, usted o alguien en su nombre puede completar este formulario opcional y presentarlo a su proveedor de vivienda, o usted puede presentar uno de los siguientes tipos de documentación de terceros:

- (1) Un documento firmado por usted y un empleado, agente o voluntario de un proveedor de servicios para víctimas, un abogado, o un profesional médico o un profesional de salud mental (colectivamente, "profesional") de quien usted ha solicitado ayuda en relación con el incidente de violencia doméstica, violencia de pareja, agresión sexual o acoso, o los efectos del abuso. El documento debe especificar, bajo pena de perjurio, que el profesional cree que el incidente o incidente de violencia doméstica, violencia de pareja, agresión sexual o acoso ocurrió y cumple con la definición de "violencia doméstica", "violencia de pareja", "agresión sexual", o "acoso" en las regulaciones de HUD en 24 CFR 5.2003.
- (2) Un registro de una agencia policial, administrativa o corte federal, estatal tribal, territorial o local; o
- (3) A discreción del proveedor de vivienda, una declaración u otra evidencia proporcionada por el solicitante o inquilino.

Presentación de la documentación: El plazo para presentar la documentación es de 14 días laborables a partir de la fecha que usted recibe una solicitud por escrito de su proveedor de vivienda pidiéndole que presente documentación del incidente de violencia doméstica, violencia de pareja, agresión sexual o acoso. Su proveedor de vivienda puede, aunque no está obligado, extender el plazo para presentar la documentación, si usted solicita una extensión del plazo. Si la información solicitada no es recibida dentro de 14 días laborables a partir del momento en que recibió la solicitud de dicha documentación, o de la extensión de la fecha proporcionada por su proveedor de vivienda, su proveedor de vivienda no tiene necesidad de proporcionarle ninguna de las protecciones de VAWA. La distribución o expedición de este formulario no constituye una solicitud por escrito de certificación.

Confidencialidad: Toda la información proporcionada a su proveedor de vivienda con respecto al incidente(s) de violencia doméstica, violencia de pareja, agresión sexual o acoso se mantendrá en confidencialidad y tales detalles no se ingresarán en ninguna base de datos compartida. Los empleados de su proveedor de vivienda no deben tener acceso a estos detalles a menos que sea para concederle o

denegarle las protecciones de VAWA, y dichos empleados no podrán revelar esta información a ninguna otra entidad o persona, salvo en la medida en que su divulgación sea: (i) bajo su consentimiento por escrito para divulgación por un tiempo limitado; (ii) requerida para uso en un proceso de desalojo o audiencia relacionada con la terminación de asistencia; o (iii) de algún otro modo exigido por las leyes aplicables.

PARA COMPLETARSE POR O EN NOMBRE DE LA VÍCTIMA DE VIOLENCIA DOMÉSTICA, VIOLENCIA DE PAREJA, AGRESIÓN SEXUAL O ACOSO

1. Fecha en que la víctima recibió la solicitud por escrito: _____

2. Nombre de la víctima: _____

3. Su nombre (si usted no es la víctima): _____

4. Nombre(s) de otro(s) miembro(s) de la familia en el contrato de arrendamiento: _____

5. Residencia de la víctima: _____

6. Nombre del acusado (si se conoce y se puede divulgar con seguridad): _____

7. Relación del acusado con la víctima: _____

8. Fecha(s) y hora(s) del (los) incidente(s) (si las sabe): _____

10. Lugar del (los) incidente(s): _____

En sus propias palabras, describa brevemente el (los) incidente(s):

Esto es para certificar que la información proporcionada en este formulario es verdadera y correcta de acuerdo con mi mejor saber y entender, y que la persona mencionada anteriormente en el Número 2 es o ha sido víctima de violencia doméstica, violencia de pareja, agresión sexual o acoso. Yo reconozco que presentar información falsa podría poner en peligro mi elegibilidad del programa y podría ser la base para denegar la admisión, terminar la asistencia o el desalojo.

Firma _____ Firmado el (Fecha) _____

Carga de divulgación pública: La carga de divulgación pública para recopilar esta información se estima en un promedio de 1 hora por respuesta. Esto incluye el tiempo para recopilar, revisar e informar

los datos. La información proporcionada debe ser utilizada por el proveedor de vivienda para solicitar la certificación de que el solicitante o inquilino es víctima de violencia doméstica, violencia de pareja, agresión sexual o acoso. La información está sujeta a los requisitos de confidencialidad de VAWA. Esta agencia no puede recopilar esta información, y usted no tiene la obligación de completar este formulario, a menos que muestre un número de control válido de la Oficina de Administración y Presupuesto (OMB, por sus siglas en inglés).

SOLICITUD DE TRASLADO DE EMERGENCIA PARA CIERTAS VÍCTIMAS DE VIOLENCIA DOMÉSTICA, VIOLENCIA DE PAREJA, AGRESIÓN SEXUAL O ACOSO

Departamento de Vivienda y Desarrollo Urbano de los EE. UU.

Núm. de aprobación de OMB 2577-0286
Vence 30/06/2017

Propósito del formulario: Si usted es víctima de violencia doméstica, violencia de pareja, agresión sexual o acoso, y desea un traslado de emergencia, puede usar este formulario para solicitar un traslado de emergencia y certificar que reúne los requisitos de elegibilidad para un traslado de emergencia bajo la Ley sobre la Violencia contra la Mujer (VAWA, por sus siglas en inglés). Aunque el nombre estatutario hace referencia a la mujer, los derechos y protecciones de VAWA se aplican a todas las víctimas de violencia doméstica, violencia de pareja, agresión sexual o acoso. El uso de este formulario no significa necesariamente que recibirá un traslado de emergencia. Consulte el plan de traslado de emergencia de su proveedor para obtener más información sobre la disponibilidad de traslados de emergencia.

Los requisitos que usted debe reunir son:

(1) Usted es víctima de violencia doméstica, violencia de pareja, agresión sexual o acoso. Si su proveedor de vivienda aún no tiene la documentación que indica que usted es víctima de violencia doméstica, violencia de pareja, agresión sexual o acoso, su proveedor de vivienda puede solicitarle dicha documentación. En respuesta, usted puede presentar el Formulario HUD-5382, o cualquiera de los otros tipos de documentación enumerados en ese Formulario.

(2) Usted solicita expresamente el traslado de emergencia. Presentar este formulario confirma que usted ha solicitado expresamente un traslado. Su proveedor de vivienda puede optar por exigirle que usted presente este formulario, o puede aceptar otra solicitud escrita u oral. Favor de consultar el plan de traslado de emergencia de su proveedor de vivienda para obtener más detalles.

(3) Usted razonablemente cree que se encuentra en peligro de daño inminente de violencia adicional si permanece en la unidad actual. Esto significa que usted tiene razón para temer que si usted no recibe un traslado puede sufrir violencia en un futuro muy próximo.

O BIEN

Usted ha sido víctima de agresión sexual y la agresión ocurrió en las instalaciones durante un período de 90 días naturales antes de solicitar el traslado. Si usted ha sido víctima de agresión sexual, entonces además de calificar para un traslado de emergencia porque usted razonablemente teme que se encuentra en peligro de daño inminente de violencia adicional si permanece en su unidad, usted puede calificar para un traslado de emergencia si la agresión ocurrió dentro de un período de 90 días naturales antes de usted presentar este formulario o de otro modo solicitar el traslado expresamente.

Presentación de la documentación: Si usted tiene documentación de terceros que demuestra por qué usted es elegible para un traslado de emergencia, usted debe presentar dicha documentación a su proveedor de vivienda si es seguro para usted hacerlo. Los ejemplos de documentación incluyen, pero no se limitan a: una carta o documentación por proveedor de servicios para víctimas, trabajador social, proveedor de asistencia legal, consejero pastoral, proveedor de salud mental u otro profesional a quien ha pedido ayuda; una orden de restricción vigente; una orden judicial reciente u otros expedientes judiciales;

Formulario HUD-5383
(30/06/2017)

un informe o registro policial; registros de comunicación del perpetrador de la violencia o miembros de la familia o amistades del perpetrador de la violencia, incluyendo correos electrónicos, mensajes de voz, mensajes de texto y mensajes en las redes sociales.

Confidencialidad: Toda la información proporcionada a su proveedor de servicio con respecto al (los) incidente(s) de violencia doméstica, violencia de pareja, agresión sexual o acoso, y con respecto a su solicitud para un traslado de emergencia deberá mantenerse en confidencialidad. Tales detalles no se ingresarán en ninguna base de datos compartida. Los empleados de su proveedor de vivienda no deben tener acceso a estos detalles a menos que sea para concederle o denegarle las protecciones de VAWA o un traslado de emergencia. Dichos empleados no podrán revelar esta información a ninguna otra entidad o persona, salvo en la medida en que su divulgación sea: (i) bajo su consentimiento por escrito para divulgación por un tiempo limitado; (ii) requerida para uso en un proceso de desalojo o audiencia relacionada con la terminación de asistencia; o (iii) de algún otro modo exigido por las leyes aplicables.

PARA COMPLETARSE POR O EN NOMBRE DE LA PERSONA QUE SOLICITA EL TRASLADO

1. Nombre de la víctima que solicita el traslado de emergencia: _____

2. Su nombre (si usted no es la víctima): _____

3. Nombre(s) de otro(s) miembro(s) de la familia en el contrato de arrendamiento: _____

4. Nombre(s) de otro(s) miembro(s) de la familia que se trasladarían con la víctima: _____

5. Dirección de la residencia de la cual la víctima desea trasladarse: _____

6. Dirección o número de teléfono para comunicarse con la víctima: _____

7. Nombre del acusado (si se conoce y se puede divulgar con seguridad): _____

8. Relación del acusado con la víctima: _____

9. Fecha(s), Hora(s) y lugar(es) del (los) incidente(s): _____

10. ¿Es la persona que solicita el traslado la víctima de una agresión sexual que ocurrió en los últimos 90 días en las instalaciones de la propiedad de la cual la víctima está solicitando el traslado? Si responde Sí, deje en blanco la pregunta 11. Si responde No, conteste la pregunta 11. _____

11. Describa por qué la víctima cree que está bajo la amenaza de daño inminente de violencia adicional si permanece en la unidad actual.

12. Si se proporciona voluntariamente, enumere cualquier documentación de terceros que esté proporcionando con este aviso:

Esto es para certificar que la información proporcionada en este formulario es verdadera y correcta de acuerdo con mi mejor saber y entender, y que la persona mencionada anteriormente en el Número 1 reúne los requisitos establecidos en este formulario para un traslado de emergencia. Yo reconozco que presentar información falsa podría poner en peligro mi elegibilidad del programa y podría ser la base para denegar la admisión, terminar la asistencia o el desalojo.

Firma _____ Firmado el (Fecha) _____

City of Las Vegas Housing Authority,

Transferencia de autoridad de vivienda

A. Transferencia general

1. Las transferencias se realizarán sin distinción de raza, color, origen nacional, sexo, religión, condición familiar o orientación sexual. Los residentes pueden ser transferidos como una acomodación razonable.
2. Los residentes no se transferirá a una unidad de vivienda de igual tamaño, excepto para aliviar penurias del residente o otras condiciones indeseables como determinado por el Director Ejecutivo o representante.
3. Los residentes recibirán una oferta de cesión. Negativa de esa oferta sin buena causa resultará en la terminación de contrato de arrendamiento para las transferencias obligatorias o el retiro de la casa de la transferencia para las transferencias voluntarias.

B. Tipos de transferencias

1. El orden en que se transfieren las familias estarán sujetos a la jerarquía por categoría indicados más adelante.
 - **Traslados de emergencia** son obligatorias cuando PHA determina que las condiciones representan una amenaza inmediata para la vida, la salud o la seguridad de los residentes. Podrán realizarse traslados de emergencia a: permiso de reparación unidad defectos peligrosos para la vida, salud o seguridad; aliviar la necesidad de una acomodación razonable de la necesidad de la salud o la seguridad de la vida; para proteger a los miembros de la familia de ataques por el elemento criminal en una propiedad particular o barrio; o para las víctimas de violencia de cita, violencia doméstica, Agresión Sexual o acecho. (Consulta de la autoridad de vivienda de Las Vegas Plan de emergencia de transferencia y formularios de certificación adjunta.)

Estas transferencias deberán tener prioridad sobre el nuevo ingreso.

- **Categoría 1: Transferencias administrativas:** incluyen transferencias obligatorias para: quitar los residentes que son testigos de crímenes y podrían enfrentarse a represalias; proveer opciones de vivienda a los residentes que son víctimas de crímenes de odio o acoso extremo; aliviar problemas médicos comprobadas de una grave (pero no mortal) naturaleza; permiso de modernización o demolición de unidades; realizar trabajo (por ejemplo, reparación, modernización y duraciones que perturba la pintura a base de plomo, o plomo/molde/asbesto remoción) sobre una escala especificada y duración; o permitir que una familia que requiere una unidad con características accesibles ocupar dicha unidad

Estas transferencias deberán tener prioridad sobre el nuevo ingreso.

- **Categoría 2: Transferencias administrativas:** correcta ocupación graves problemas estándar.

Estas transferencias deberán tener prioridad sobre el nuevo ingreso.

Las transferencias de la categoría 2 sólo se realizará si el tamaño de la familia es pequeña que incluye menos personas que el número de dormitorios, o tan grande que los miembros del hogar mayores de 4would igualan a más de dos personas por habitación. **Estas transferencias son obligatorias.**

Si el tamaño de la familia está entre el más pequeño y más grande permitido para la unidad, la familia puede solicitar a una transferencia, pero se considerará a una cesión de categoría 3.

- **Categoría 3: Transferencias administrativas:** puede hacerse para: evitar la concentración de las familias más económicamente y socialmente desfavorecidas, normas de ocupación correcta o frente a las situaciones que interfieren con el disfrute Pacífico de los locales.

Estas transferencias no tienen prioridad sobre el nuevo ingreso.

- **Transferencia de incentivos:** Como se describe en detalle más adelante, las transferencias de incentivos se ofrecen para unidades nuevas o recientemente modernizadas, sobre una base no discriminatoria a los residentes con historias de alquiler buena.

Siempre que sea factible, las transferencias se harán dentro de área del residente.

C. Procesamiento de las transferencias

1. Transferencia A centralizado lista de espera será administrado por el administrador de listas / en espera de asistente administrativo. Peticiones de enviar especialistas encargado de la casa a la transferencia, incluyendo la documentación necesaria para el asistente/espera lista de Gerente administrativo.
2. Transferencias se ordenarán en sus categorías apropiadas por el administrador de listas / en espera de asistente administrativo. Admisión se hará en el siguiente orden:

I. Categoría 1: Traslados de emergencia

II. Categoría 2: Transferencias administrativo de categoría 1,

III. Categoría 2 traslados administrativos,

IV. Transferencias de incentivos,

V. Solicitantes a una velocidad de cuatro aspirantes a la 1 de la transferencia mencionada a continuación,

VI. Categoría 3: Transferencia administrativa.

Dentro de cada categoría, transferencia solicitantes se ordenarán por fecha y hora de archivo completa (incluyendo cualquier verificación necesitada) es del especialista encargado de vivienda.

3. Categoría 2 transferencias para corregir normas de ocupación se puede recomendar en vez de re-determinación reexaminación o provisional.
4. Residentes en la categoría 2 sobre/bajo estado alojado serán aconsejados en el día 30 "Aviso de resultado de la revisión" que se recomienda una transferencia y en la familia se ha colocado en el mercado.

5. Cuando un guía de familia, originalmente alojados en un dormitorio por él/ella tiene o adopta un niño, la familia no se aprobarán para categoría 2 hasta que el niño tenga dos 2 años de edad. Excepciones: Cónyuge o pareja de devuelve a la unidad de matrimonio tiene lugar, o familia decide permanecer en la unidad y la unidad es grande suficiente (usando el estándar de unidad más pequeño) para acomodar el número de personas en el hogar.
6. Split-familia las transferencias se procesarán como una categoría 2 administrativo de transferencia. (A menos que es un resultado de la violencia en el noviazgo, violencia doméstica, Agresión Sexual o acecho entonces la transferencia del Plan de emergencia se llevará a efecto).
 - Familias que divide en 2 familias de "nuevo" pueden ser transferidas en dos unidades separadas.
 - Una parte de la casa "vieja" puede ser transferida en una sola unidad dependiendo de las circunstancias familiares y la disponibilidad de la unidad.
 - Esas transferencias se harán de una manera que minimiza el impacto de la unidad vacante.

D. Buen registro requisito para las transferencias

1. En general y en todos los casos de todas las transferencias solicitadas por el residente, los residentes serán considerados para sólo si traslado la cabeza del hogar y cualquier otro miembro de la familia durante los últimos dos años:
 - No han participado en actividades criminales que amenazan la salud y la seguridad de LVHA residentes y personal;
 - No debe gastos de alquiler o a otras, o mostrar un patrón de pagos;
 - Los estándares de limpieza razonable y no tienen violaciones de su contrato de servicio de limpieza; y
 - Puede obtener utilidades encendidos en nombre del guía de familia (aplicable sólo a las propiedades con inquilino paga utilidades)
 - Excepciones a los requisitos de registro buena pueden hacerse una traslados de emergencia o cuando está en ventaja de la LVHA para hacer la transferencia. La excepción al requisito del buen registro se realizará mediante el asistente administrativo / Administrador de lista de espera teniendo en cuenta la recomendación realizada por el especialista encargado de la casa.

Ausente una determinación de excepción, se aplica la siguiente política para transferir

- Si el alquiler posterior es debido, el residente no será transferido hasta que se establece el plan de pago o, si han fracasado los planes de pago previo; alquiler posterior debe ser pagado en su totalidad.
- Residente con las violaciones de las normas de limpieza no será transferido hasta que él o ella pasa a seguir – hasta la inspección de limpieza.

E. Transferencias de incentivos

1. Transferencias de incentivos se ofrecen a los residentes que tienen historias de alquiler bueno y desean mover a unidades distintas de las que actualmente ocupan sobre una base no discriminatoria.

Transferencias de incentivos – LVHA puede ocupar unidades sitio recientemente modernizado y dispersos a través de transferencias de incentivos. Unidades modernizadas se llenará con las transferencias de incentivos, nuevos solicitantes o una combinación de ambos en una manera que tiene el menor impacto en la desocupación de la unidad.

II. Residente las solicitudes de transferencias de incentivos deben hacerse a su especialista de vivienda encargado.

Los administradores también pueden recomendar un residente para una transferencia de incentivos. Para ser considerado para una transferencia de incentivos, deben cumplirse las siguientes condiciones:

- Residencia en el desarrollo de LVHA para por lo menos tres años
- No más de dos acuerdos de pago o saldos no pagados en tiempo en los últimos dos años
- Sin antecedentes de disturbios que dieron lugar a una violación del contrato de arrendamiento en el archivo de los solicitantes.
- Buena limpieza registro.

2. Transferencias de incentivos son transferencias categoría 2 administrativos.

3. No se concederá excepciones a los requisitos de registro buena para transferencias de incentivos.

4. Falta de un gerente de vivienda especialista para procesar o recomendar un incentivo de transferencia está sujeta a la política de quejas.

F. Pagar por las transferencias

1. Los residentes se hará cargo de las transferencias para corregir niveles de ocupación. Sin embargo, donde hay una dificultad debido a la salud, accesibilidad u otros factores, el especialista encargado de la casa puede recomendar que las familias reembolsarán allí de su bolsillo los gastos de una transferencia de normas de ocupación en una cantidad no debe exceder un movimiento razonable subsidio establecido por el LVHA. Las transferencias solicitan por o requieren por la LVHA, los de reubicación temporal durante el trabajo de reducción de riesgo, incluidos y todas las transferencias para razonables serán pagadas o hechas por el LVHA.

CITY COUNCIL MEETING AGENDA REQUEST

DATE: 10/06/17 **DEPT:** Housing **MEETING DATE:** 10/16/17

ITEM/TOPIC:

Approval/Disapproval of Resolution No. 17-41 to Rescind and Replace the previous City of Las Vegas' Housing Authority Maintenance Program including Preventative Maintenance Procedures and to authorized the Las Vegas Housing Authority to submit all documents necessary for the approval of the October 2017 City of Las Vegas' Housing Authority Maintenance Program including Preventative Maintenance Procedures.

ACTION REQUESTED OF COUNCIL:

Approval/Disapproval of Resolution No. 17-41 to Rescind and Replace the previous City of Las Vegas' Housing Authority Maintenance Program including Preventative Maintenance Procedures and to authorized the Las Vegas Housing Authority to submit all documents necessary for the approval of the October 2017 City of Las Vegas' Housing Authority Maintenance Program including Preventative Maintenance Procedures.

BACKGROUND/RATIONALE:

The Las Vegas Housing Authority (LVHA) Maintenance Program, Including Preventative Maintenance Procedures was updated in June 2012. The LVHA would like to update the June 2012 Maintenance Program Including Preventative Maintenance Procedures to comply with the current and widely used 2017 updates.

STAFF RECOMMENDATION:

Recommend approval Approval/Disapproval of Resolution No. 17-41 to Rescind and Replace the previous City of Las Vegas' Housing Authority Maintenance Program including Preventative Maintenance Procedures and to authorized the Las Vegas Housing Authority to submit all documents necessary for the approval of the October 2017 City of Las Vegas' Housing Authority Maintenance Program including Preventative Maintenance Procedures.

COMMITTEE RECOMMENDATION:

THIS REQUEST FORM MUST BE SUBMITTED TO THE CITY MANAGER'S OFFICE NO LATER THAN 5:00 P.M. ON FRIDAY ONE AND A HALF WEEKS PRIOR TO THE CITY COUNCIL MEETING.

REVIEWED AND APPROVED BY:



TONITA GURULE-GIRON
MAYOR



RICHARD TRUJILLO
CITY MANAGER

SUBMITTER'S SIGNATURE



ANN MARIE GALLEGOS
FINANCE DIRECTOR
(PROCUREMENT)

PURCHASING AGENT
(FOR BID AWARD ONLY)

CORINNA LASZLO-HENRY
CITY ATTORNEY (ALL CONTRACTS,
ORDINANCES AND RESOLUTIONS MUST BE
REVIEWED)

**CITY OF LAS VEGAS HOUSING AUTHORITY
RESOLUTION NO. 17-41**

A RESOLUTION TO RESCIND AND REPLACE THE PREVIOUS CITY OF LAS VEGAS' HOUSING AUTHORITY MAINTENANCE PROGRAM INCLUDING PREVENTATIVE MAINTENANCE PROCEDURES AND TO AUTHORIZE THE LAS VEGAS HOUSING AUTHORITY TO SUBMIT ALL DOCUMENTS NECESSARY FOR THE APPROVAL OF THE OCTOBER 2017 CITY OF LAS VEGAS' HOUSING AUTHORITY MAINTENANCE PROGRAM INCLUDING PREVENTATIVE MAINTENANCE PROCEDURES

WHEREAS, the Las Vegas Housing Authority (LVHA) Maintenance Program, Including Preventative Maintenance Procedures was updated in June 2012; and

WHEREAS, among several other benefits, the LVHA would like to update the June 2012 Maintenance Program Including Preventative Maintenance Procedures to comply with the current and widely used 2017 updates; and

WHEREAS, The LVHA has submitted the draft Maintenance Program Including Preventative Maintenance Procedures for approval to all appropriate parties prior to placement on the Agenda; and

WHEREAS, The City of Las Vegas Housing Authority requests Approval of the October 2017; Maintenance Program, Including Preventative Maintenance Procedures.

THEREFORE, BE IT RESOLVED, by the Las Vegas Housing Authority Board of Commissioners accepts and approves the October 2017; Maintenance Program, Including Preventative Maintenance Procedures.

Passed, Approved and Adopted this _____ day of _____ 2017.

MAYOR TONITA GURULÉ-GIRÓN

ATTEST:

CASANDRA FRESQUEZ, CITY CLERK

APPROVED AS TO LEGAL SUFFICIENCY ONLY

CORINNA LASZLO-HENRY, CITY ATTORNEY



CITY OF LAS VEGAS HOUSING AUTHORITY

**MAINTENANCE PROGRAM
INCLUDING
PREVENTIVE MAINTENANCE PROCEDURES**

OCTOBER 2017

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1. INTRODUCTION

- a. The importance of conducting maintenance that is functional and accomplished in a timely fashion for all components of a home or housing "UNIT" is the backbone for the delivery of quality housing. The cost of labor and materials to replace components can be saved through the establishment of a sound maintenance program. There are several key elements to conducting a sound maintenance program and they consist of maintenance elements and administrative elements.

Maintenance elements: Key personnel that are well trained, purchasing material in bulk and storing them in secure storage facilities, utilization of the correct tool for each job, with the latest equipment to conduct each job.

Administrative elements: Sound maintenance policies, organized inspection program, and the recording of unit maintenance records.

- b. Obtaining the maximum life use of all housing components for each housing unit at the lowest maintenance cost is key to affordable housing delivery. The more Housing and Urban Development reduces the subsidies for each housing authority the more each housing authority must reduce the operating cost, while increasing or maintaining the low rent income.
- c. Maintenance in public housing is a process of keeping each "UNIT" from component replacement. Each component must live up to its life expectancy. Components consist of roofing, windows, mechanical, electrical, plumbing, doors, flooring, interior walls, exterior surfaces, yards, and fencing.

2. PURPOSE

Maintenance is performed in four areas:

1. Ordinary or recurring maintenance are determined through work orders.
2. Scheduled Preventive Maintenance.
3. Component replacement, improvements, or additions.
4. Tenant maintenance.

Maintenance is conducted to prevent component breakdown and preserve the safe environment provided to each tenant. In addition maintenance is conducted to maintain or improve the appearance of each neighborhood.

3. STANDARDS

The standards of maintenance should be consistent with the objective of providing satisfactory, decent, safe, and sanitary housing at economical cost and of having the buildings and grounds present an attractive and well-groomed appearance. All maintenance services and preventive maintenance programs should be rendered on a regular and scheduled basis. Systematic and prudent maintenance keeps the housing in a good state of repair, appreciably extends the useful life, and results in lower overall costs. It also makes for tenant satisfaction and, by example, elicits their cooperation.

The performance standards established for maintenance functions are:

1. Prepare vacant units for occupancy within 14 calendar days;
2. Correct or abate all emergency service requests with **24 hours** of notification;
3. Outstanding non-emergency work orders at the end of the PHA's fiscal year not to exceed

4 percent of the total received during the past fiscal year, excluding seasonal/preventive maintenance work;

4. Respond to tenant generated work orders within 25 working calendar days;
5. Inspect all units for preventive maintenance annually using Uniform Physical Condition Standard (UPCS), Ensure that all units meet UPCS.
6. Of those units not meeting UPCS at the time of inspection, all emergency items will be corrected or abated within 24 hours, other unit deficiencies will be corrected within 14 calendar days;
7. Inspect all major systems for preventive maintenance annually;
8. Identified major system defects will be corrected within 25 calendar days;
9. Adhere to a planned and documented preventive maintenance program;
10. Adopt and adhere to a cyclical painting program;
11. Provide maintenance employees with access to all necessary and current tools, equipment, supplies, and materials.

4. **CLASSIFICATION**

- a. Maintenance of Federally aided public housing may be divided into the following categories:
 1. Ordinary or recurring maintenance, including minor repairs and replacements.
 2. Preventive maintenance.
 3. Extraordinary maintenance, replacements, betterment, and additions.
 4. Tenant maintenance.

The first three are maintenance conducted by regular maintenance personnel, by personnel hired by the project on a temporary basis (force account), or by contractors. The fourth relates to participation in maintenance by the tenants and is dependent in extent on local conditions and Local Authority's policy.

- b. A further discussion of each of the categories follows:

1. **Ordinary Maintenance, Minor Repairs, and Replacements**

Ordinary maintenance is the routine work of keeping the buildings, grounds, and equipment in such condition that they may be utilized continually as their original or designed and efficient for their intended purposes. Minor repair is the restoration of the facility to a condition substantially equivalent to its original capacity by overhaul. Minor replacement is the substitution of component parts of equipment to extend its useful life. A portion of this type of maintenance may result from breakdown, inasmuch as the work of restoration or replacement is performed when called for by actual breakage or wear carried to a degree that makes the equipment non-operational.

2. **Preventive Maintenance**

Preventive maintenance based on regular methodical inspections is the action taken to avoid or minimize the need for more costly measures at some future time. It is performed prior to actual breakdown thereby preventing costly replacements and, in case of operating equipment, lengthy shutdown. Effective preventive maintenance reduces long-range operating costs and lessens the necessity for major restorations and improvements.

- a. Scheduled checking, adjusting, cleaning, and lubricating of heating and other equipment;
- b. Periodic checking of ranges, hot water heaters, space heaters, and refrigerators for mechanical performance and for needed replacement of worn or broken parts;
- c. Inspecting, servicing, and replacing worn parts in all other electro-mechanical equipment;
- d. Checking and repairing plumbing fixtures;
- e. Termite and vermin inspection and elimination;
- f. Periodic painting;
- g. Inspecting and patching of roofs, gutters, downspouts, and flashing;
- h. Inspecting of underground facilities for corrosion and control thereof;
- i. Inspecting for condensation, dampness, and fungus in wood and for rust in iron components and taking appropriate corrective measures
- j. Patching of paved surfaces;
- k. Correcting erosion and drainage deficiencies;
- l. Inspect smoke alarms;

2a. Preventive Maintenance Schedule of Activity

1. All outdoor plumbing fixtures, gutters, downspouts, and roofs will be scheduled for inspection and repairs concurrently with the tenant annual reexamination.
2. Inspection of paved surfaces, inspection and planned correction of erosion and drainage deficiencies, and inspection of termite and vermin infestations, will be scheduled concurrently with the tenant annual reexamination.
3. All furnaces and space heaters will be scheduled for adjusting, cleaning, lubrication, of equipment, and replacement of furnace filters during the month of August.
4. Periodic inspection will be conducted on indoor plumbing fixtures, ranges, hot water heaters, and refrigerators for mechanical performance and for needed replacement of worn or broken parts during the month of December.

3. No routine Maintenance

This includes extraordinary maintenance, replacement of equipment, betterments, and additions. This type of maintenance consists of major repairs and rehabilitation involving substantial expenditures which usually are needed only at relatively long intervals of time, or is caused by such occurrences as hurricane, fire, obsolescence and, in some instances, neglect. Such items as replacement of roofs, replacement of corroded gas and heating lines, and rehabilitation of ground cover would be considered in this category. Usually, this work will be done either by contract or by force account since having it done by regular maintenance personnel might adversely affect routine maintenance.

4. Tenant Maintenance

Experience has shown that a well-administered tenant maintenance program in low-rent housing projects can be successful. It usually includes but is not limited to the maintenance of lawns adjacent to units, interior painting, and care of common halls and stairways. Having tenants assume

responsibility for any such items of maintenance within their capabilities produces a good psychological effect; utilization of tenant maintenance can also result in substantial savings in savings in operating costs to the City of Las Vegas Housing Authority. It is important that tenant maintenance be performed under the guidance and supervision of the maintenance staff, however, if Tenants are not taking responsibility for the cutting of lawns or cleaning trash from their yards, the Las Vegas Housing Authority will conduct such cleaning or mowing and charge the tenant (if they qualify) per the current rate schedule.

5. PLANNED MAINTENANCE

Maintenance is best performed according to a plan, the essential components of which are:

- a. A system for receiving and recording tenant requests and transmitting them promptly to the maintenance section.
- b. In the case of a project having more than one maintenance man, assignment of the work to the best qualified man.
- c. A storeroom where sufficient materials, supplies, and tools are kept on hand so that maintenance personnel can promptly draw the items required accomplishing their assignments and where a record of items issued may be kept.
- d. Supervisory spot checks to ascertain the quality and quantity of work performed.
- e. A plan for the rehabilitation of vacated units so they may be readied for occupancy without undue loss of time.
- f. A schedule, established by experience, for preventive maintenance inspections and work on equipment such as pumps, motors, tanks, electrical transformers, and the like.
- g. A simple record to indicate when servicing of large pieces of equipment was performed, and what parts were changed. This record serves as a basis for determining when the complete item will require replacement.
- h. An annual inspection of each dwelling unit, every building, and all facilities with the recording of any item therein requiring repair or replacement. This will include such items as smoke alarms, plaster repairs, painting, termite inspection, roof deterioration, overloading of electric circuits, corrosion control, floors, windows and screens, ranges, refrigerators, fixtures and equipment, just to mention a few. A follow-up procedure should be established to see that all required repairs and replacements have been carried out within a reasonable period of time.
- i. Keeping of an adequate record of repairs performed in each unit such as painting, installation of new window shades, refrigerator and gas range parts replacement, etc.
- j. Periodic inspection of the extent of compliance by tenants with their maintenance and housekeeping responsibilities.
- k. Periodic conferences between Executive Director or project manager and maintenance personnel to discuss maintenance standards and future plans and to ascertain whether current work is progressing as planned.
- l. Training programs for maintenance personnel in new methods and work simplification, including attendance at "Shirt Sleeve" Clinics, trade school, etc.

6. MAINTENANCE PRIORITIES

A. Policy

In order to effectively maintain the physical condition of the PHA's properties, it is necessary to set priorities in which maintenance work is to be completed. The five-level system is designed to help

get those tasks which have a greater cost impact out of the way before other tasks. Maintenance work shall be addressed according to the following priority of work order categories:

- **Priority 1 Emergency to life, safety, health
- **Priority 2 Vacant Unit Turnaround
- **Priority 3 Appearance of exterior of property
- **Priority 4 Work, if not completed, will have a negative cost impact
- **Priority 5 Remainder of tasks.

B. Procedures

The Maintenance Supervisor will review all uncompleted work orders at the beginning of each workday, evaluate, and assign them for completion in the order described above.

During the course of each workday, current work requests must be evaluated as to priority. Current evaluations may require a rescheduling of the day's workload to accomplish all work within the established priorities. The ordering of work according to the established priority does not excuse failure to attain the 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 temperatures are less than 40 degrees F), broken door locks, or other condition that might cause harm to the residents, others, or damage the property. **Emergency work will be corrected within 24 hours or emergency status was abated.**

2. Resident Service Maintenance (On-Demand Maintenance)

On-demand work is requests by residents for maintenance which is unexpected. It is the most difficult to manage since there is little control over when the request will come. Therefore, it is best to minimize this type of work identification as much as possible. This can be achieved by an effective inspection and preventive maintenance program.

Included in this category is all work items initiated as a result of resident requests. These may include electrical or plumbing repairs, fixing broken windowpanes, etc. **Resident service maintenance is to be performed within fourteen (14) calendar days.**

3. Vacant Unit Turnaround

All vacant units requiring minor rehabilitation shall be made ready by maintenance staff within **fourteen (14) working calendar days**. Criteria for classifying units as needing rehabilitation can be found in Section 7 of this manual.

4. Unit Inspection

Unit inspection work orders are those generated as part of the Unit Preventative Maintenance 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 non-dwelling unit scheduled maintenance. This includes janitorial work, painting, and scheduled maintenance tasks.

7. MAINTENANCE WORK ORDER SYSTEM

A. Policy

Work orders are generated to notify the PHA of a need for repairs. Resident requests for maintenance are made to the Maintenance Staff. Maintenance employees shall make no repairs without an authorizing work order form. Repairs are to be performed within the time frames established in the PHA performance standards.

B. Procedures

1. Emergency Work Orders

When any of the Administrative staff or the Police Dispatcher receives a work request which is an emergency, the Work Order Maintenance Staff Personnel are notified immediately. The maintenance personnel or the maintenance person on call will then proceed to the location of the emergency and verify the existence of an emergency situation.

The work order is received, completed, and signed off by the Supervisor after completion of the necessary work.

2. Resident Generated Work Orders (On-Demand Maintenance)

A maintenance request called in by a resident will be received by the Housing Manager Staff or the Police Dispatcher. The information will be entered into the computer and a work order will be generated. Work orders generated will be categorized by the dispatcher and put in the work order file to await pick-up.

The maintenance personnel will pick-up work orders at the Administrative Office twice each day. The Supervisor will assign work orders to the employees under their supervision twice a day, at the beginning of the workday and immediately after lunch. When possible, the maintenance employees will be issued parts and supplies needed to complete assigned work orders at the time they are assigned the work order.

The employees completing the work will record the time work was started and completed. They will also record all materials and supplies used in the work on the work order form. The employee will have the resident sign the work order when the work is completed.

The maintenance Supervisor shall review completed work orders to ensure that they are complete and correct. The completed work orders will then be returned to the Housing Manager Supervisor who will enter them into the computer as complete. Ten (10) percent of the work orders shall be checked by the Supervisor for quality of work.

3. Maintenance Generated Work Orders

The majority of work requests initiated by the Management or Maintenance Department will be those related to preventative, or planned maintenance, or unit inspection. Such work orders will be generated by the computer (or Maintenance Supervisor) and distributed to the area Supervisor by the dispatcher. The Supervisor 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.

8. EMERGENCY SERVICE

A. Policy

The Maintenance supervisor is authorized to act in matters pertaining to the provision of emergency maintenance service for PHA-owned developments. Emergency maintenance is provided to repair or correct conditions that may cause physical injury and/or damage to PHA property if not immediately corrected. "Emergency" is defined in Section (6)(B)(1) above. Emergency service is provided twenty-four (24) hours a day, seven (7) days a week.

B. Procedure

A maintenance employee shall be on duty or on call twenty-four (24) hours each day to receive emergency calls. After hours and weekend emergency calls, will be taken by the City Police Department. The on call maintenance person shall make the necessary repair or contain the situation until the regular duty personnel can complete the repair. If he/she cannot resolve the matter, he/she must contact the Executive Director.

Between five p.m. and eight a.m. on weekdays and all day Saturday and Sunday the City Police Department will receive all calls. The City Police will contact the Scheduled Maintenance Call Person. The Call Person will make all necessary arrangements to resolve the problem. If the Call Person receives a call that is clearly not an emergency, he shall so inform the tenant and inform them that a maintenance employee will review the situation first thing during the next regularly scheduled workday. If the tenant will not accept this answer, the Call Person should contact the Executive Director. A work order shall be generated for each call in which an employee is dispatched.

9. ASSESSING RESIDENT CHARGES

A. Policy

Residents will be assessed a charge for repairs made to their dwelling units in excess of what is considered normal wear and/or damage, which is caused by the resident, members of the resident's household, or the resident's guests. A listing of all resident charges is available to all residents and can be found at the Housing Offices.

B. Procedure

When a work order generated by a resident, maintenance, or management is completed, the employee completing the work order should confirm the type of work completed and indicate whether it appears that resident abuse or neglect was the cause of the problem. He/she will do so by marking the section of the work order title, "Charge to Resident?" Housing Manager's will then verify if tenant is eligible to be charged.

10. VACANT UNIT PREPARATION

A. Policy

It is the policy of the Housing Authority to prepare vacant units for re-occupation within fourteen (14) working calendar days. Timely and efficient preparation of the units for occupancy is essential to maximize rental income. Close cooperation and communication between maintenance and management are required to efficiently prepare and re-lease vacant units and prevent vandalism.

B. Procedure

On the day or the day before a tenant is scheduled to vacate, the housing manager or maintenance department shall inspect the unit. The tenant shall certify the condition of the unit on the Move-out Inspection form (UPCS INSPECTION). In cases where the tenant vacates without notice, the maintenance department shall perform the move-out within twenty-four (24) hours of learning of the vacancy. During this inspection, all items which must be repaired and determine the damages to be charged to the tenant's account shall be noted. Following the inspection, work orders must be prepared.

The unit shall be cleaned, secured and locks changed by maintenance staff the day the unit is vacated. If the unit was vacated without notice, the unit shall be cleaned and secured within fourteen (14) days of inspection.

All units shall be exterminated, cleaned, secured and locks changed as soon as vacated.

The work orders prepared as a result of the unit inspection shall be distributed to the appropriate maintenance personnel by the Housing Manager. The Maintenance Supervisor shall enter the vacancy on the Unit Status Report Board and coordinated among the maintenance personnel and accomplished within target-performance standards.

The Maintenance Supervisor, or his/her designate, shall meet weekly with housing managers 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 housing managers to lease the unit quickly. The establishment of such priorities, however, shall not affect the meeting of the fourteen (14) calendar day unit turnaround standard.

Circumstances will occur that will cause the staff to exceed the fourteen (14) working calendar day standard for unit preparation. These are individual exceptions and will not affect overall PHA performance of this function. These circumstances shall include the following categories:

1. Fire damaged units.
2. Developments where there are more than five (5) vacated units in one (1) week.
3. Contract work is necessary..
4. Major rehabilitation of vacant units.

If any one of the following work items is required in the vacant unit, it shall be classified as a major rehabilitation.

1. replace roofs;
2. replace/repair entire plumbing system;
3. major electrical re-wiring;
4. replace floor joists in any one room other than the bathroom;

5. replace entire stairwells;
6. replace bathtub.

If any **combination** of the following work items is required in a vacant unit, it shall be classified as a major rehabilitation. (Volume of work is the primary determination factor for a major rehabilitation):

1. replace fifty (50%) percent or more of interior doors;
2. replace entrance doors;
3. replace two (2) or more windows (frames and panes);
4. replace gutters and downspouts;
5. replace three (3) or more walls and/or ceilings (plaster and dry walls);
6. replace kitchen cabinets;
7. install commode sets;
8. replace radiators, baseboard heating and connectors.;
9. replace/repair three (3) or more floors;
10. replace/repair fifty (50%) percent or more floor tile;
11. replace kitchen sink;
12. replace bathroom face bowl;
13. repair interior and/or exterior steps;
14. replace walls that are burst completely through;
15. replace closet flange;
16. replace ceramic wall tiles;
17. replace entire walkways;

When all work orders for preparation of the vacant unit are completed, the unit shall be exterminated again.

The maintenance department and the housing manager shall perform the final inspection. Following this inspection, the housing manager shall accept the unit as complete if all work is completed to his/her satisfaction. If the unit is not accepted, the Maintenance Supervisor must see that the desired work is completed and schedule another final inspection. Acceptance of the unit is at the discretion of the housing manager and it is expected that this discretion be exercised reasonably.

C. Steps in Turnover Process

The following steps shall be performed on all turnover units:

1. Exterminate.
2. Remove debris, clean and secure unit.
3. Remove all picture hooks, nails, valances, curtain hooks, shower curtain pins, etc.
4. Plaster as required.
5. Cleared all light fixtures.
6. Repair asphalt tile. Mop the floors, free of dirt. Wax scuff marks, etc. Excessive buildup of wax deposits should be removed.
7. Replace cracked, broken, missing, or loose ceramic tile.
8. Replace wash basins that have chipped surfaces and cannot be repaired.
9. Clean plumbing fixtures and cabinets thoroughly.
10. Wash the walls and/or paint the unit.
11. Change the cylinders on the unit door and mailbox locks (if applicable). The keys to the old cylinders should be tried in the old unit and mailbox locks to insure their proper operation. If satisfactory, the old cylinders and keys should be retained for reuse.
12. Final extermination.
13. A unit is deemed ready for occupancy by a new tenant only if the range and refrigerators 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 exterminated.
14. Final inspection for cleanliness and conformance to standards will be made by the Maintenance Supervisor and the housing manager.

11. PREVENTIVE AND PLANNED MAINTENANCE

A. Policy

The PHA Preventive and Planned Maintenance Program is based on regular, scheduled, and methodical inspections of dwelling units, buildings, equipment, and major systems. These inspections are designed to maintain Authority 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. Preventive maintenance in this way will result in lower operating costs. The PHA has instituted a Preventive Maintenance Program as the first line of its maintenance program and will adhere to the required schedule, including the annual inspection of all dwelling units.

B. Unit Inspections

Each occupied unit will be inspected annually by the housing managers concurrently with the tenant reexaminations. The Housing Manager Supervisor shall provide the housing managers with a list of units that will be inspected in the upcoming month. The housing managers shall notify the resident of the upcoming inspection by sending a letter at least two working days prior to the visit.

Preventive Maintenance work orders will be printed the Housing Manager.

Inspection Methodology

The employee(s) who are 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 and should include sufficient detail to enable the preparation of a work order. Unusual conditions should also be reported to the Maintenance Supervisor in writing on the Vacant Inspection Form.

The crew performing the maintenance inspection shall adhere to the following sequence:

1. Knock on the door, state the purpose of the visit and politely ask for admittance. If no one is home, crew members are to let themselves in, perform the inspection, and leave a note.
2. Upon entry, the crew members head in opposite directions and inspect a different part of the unit.
3. If the tenant is home, the crew members should ask if there is anything they might have missed that requires maintenance.
4. One crew member then fills out an Inspection Sheet and notes whether each element which required attention was in good repair, that the unit has been checked, and all necessary work completed.
5. The same crew member makes a note of additional work needed. Items that will require additional work will require additional work orders.
6. Referring to a published list of prices for particular parts, the crew member notes the amount and separately determines which items should be charged to the tenant. (There will be no tenant charges made during the first cycle of annual unit inspections.)
7. Before departing the unit, note any applicable tenant charges. If the tenant is not home, a Maintenance Entry Slip will be left. If the tenant is home, have him/her sign the Preventive Maintenance Work Order.

The following items will be checked during the inspection:

1. Faucets. Faucets will be inspected for their general condition (i.e.: Peeling, faded chrome, leaking, etc.) Faucet handles should 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 be ground to a smooth surface.

2. Gas Ranges. Gas ranges will be inspected for over door closures, gas cock adjustment, gas flame adjustment, over spring tension, and top and oven burner condition. Defects will be corrected immediately. If the gas range is found to be in poor condition because of tenant neglect or lack of care, the problem will be reported on the Inspection Form and reported to the Maintenance Supervisor.
3. Hardware. Entrance door hinges will be lubricated and checked for spring tension closure. Unit door locks, knobs, strike plates, and stops will be checked for fastening, alignment, and workability. Defects will be corrected immediately. Door cylinders will be checked for proper key way and pinning to the unit master key. Cabinet hinges, friction catches, and pull handles will be inspected for proper closure, fastening, and alignment. Defects will be corrected immediately.
4. Asphalt Tile. The general condition of floor tile will be noted on the form. When cracked, broken and missing tiles are found, the notation must include the color, quantity and size of material needed for the repair, and the room where the tile replacement is necessary.
5. Ceramic Tile. The general condition of wall tile will be noted on the form. When cracked, broken and missing tiles are found, the notation must include the color, quantity and size of material needed for the repair.
6. Electrical. Switches will be operated to check their workability. Defective switches, broken receptacles, and missing wall 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 and adapters will be corrected immediately. If there are indications of tampering with fuse boxes, a notation will be made on the form and a report made to the Maintenance Supervisor.
7. Plumbing Fixtures. Plumbing fixtures will be inspected for fastening, 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 wash basins will be inspected for damage, wear, or chipped areas. The extent of damage will be recorded on the Vacant Inspection Form for disposition by the Maintenance Supervisor. Flush tanks, covers, and toilet bowls will be inspected for cracks and chips. If repair is needed, a notation will be made on the Vacant Inspection Form and reported to the Maintenance Supervisor.
8. Refrigerators: 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 the lack of care or abuse, the problem will be noted on the Inspection Form.
9. 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 Vacant Inspection Form:
 - a. **Windows**
 1. Is condensation present in the unit? If so, give details.
 2. Is glass broken?
 3. Is broken or damaged plaster around the windows due to leaks?

b. General Housekeeping Habits

1. Is unit unsanitary? If so, give details.
2. Check washing machines for wall or floor fastening and for fixed connections to water supply and drainage.
3. Are clothes drying on a radiator or a clothes line inside the unit?
10. The serial number of the range and refrigerator will be recorded on the Vacant Inspection Form for use in the annual inventory.
11. The completed Vacant Inspection Form will be submitted to the Maintenance Supervisor who is responsible for initiating the work orders arising from the inspection.
12. These work orders will be categorized as Unit Inspection and their issuance noted on the Vacant Inspection Form.
13. The Maintenance Supervisor shall inspect at least three (3) of the items on the Annual Unit Checklist for condition, service, and completion of required work.
14. The Maintenance Supervisor will also talk to the tenant and ask the following questions:
 1. Were the crewmembers, which entered your unit polite?
 2. Did the crewmembers, which entered your apartment, perform their work in a neat and orderly fashion?
15. This follow-up information will be entered into the unit folder, which is kept in the Central Maintenance Office.
16. Interiors
 1. The condition of the interior paint finish of each unit will be inspected when vacated and a unit will be re-painted as necessary prior to occupancy to bring it to a standard of good property maintenance.
 2. The interior of occupied units will be painted according to the standard Or as soon as feasible. The Maintenance Department will determine which occupied units have not been painted within the standard period and schedule them for painting.

C. Motor Vehicles

The motor vehicle maintenance program is the responsibility of the Maintenance Supervisor. The preventive and Planning Maintenance Program consists of regular inspection scheduled on a time or mileage basis. An effective preventive maintenance program will minimize the number of breakdowns and downtime of the motor vehicle fleet, while ensuring the safety of the operator and occupants of the vehicles.

The operator of a vehicle can contribute greatly to the program by promptly reporting all unusual operating deficiencies, noises, or the like, to the Maintenance Supervisor. The adherence to a well-

planned and executed Preventive Maintenance Program has great significance to the PHA because the average age of the motor vehicle fleet is beyond the normal life expectancy of the equipment. Accordingly, regular preventive maintenance inspections shall be scheduled for all motor vehicles.

A. Scheduled Maintenance

Specified tasks will be performed as required on a daily, weekly, or monthly basis:

Daily—Odometer check, visual check, check all fluid

Weekly—check inside and outside of the vehicle

Tune up and oil change every 3,000.00 miles

A monthly report shall be completed for each vehicle by the employee to whom it is assigned. The Maintenance Supervisor in whose area the vehicle is used and assigned is responsible for the condition of the vehicle and assuring that scheduled maintenance is performed.

B. Unscheduled Maintenance and Repair:

Unscheduled Maintenance and Repair occurs when a vehicle "breaks" or is damaged.

C. Budgeting for Motor Vehicle Replacement:

When replacement is necessary, the Maintenance Supervisor shall submit a request for replacement and include with the request justification of need. As soon as the budget is approved, procurement procedures may be implemented.

D. Building and System Maintenance

1. **Buildings.** The Maintenance Supervisor will inspect each building and all facilities annually. The inspection will include the complete building envelope, consisting of roofs, overhangs, exterior walls, windows, doors, stairs, railings, and foundation, including an inspection for termite infestation. In each development, the Maintenance Supervisor will inspect all grounds, playground equipment, benches, roads, walks, and the drainage system. Particular attention will be given to evidence of sewer problems, gas leaks, and the electrical distribution system, including security lighting and electrical drops, and gas meter installations. The Maintenance Supervisor will report the conditions found and indicate the exact location of needed repairs or replacements. Regular inspections must also be made of HVAC systems whether by PHA personnel or contractors.
2. **Heating Systems.** Planned and Preventive Maintenance on PHA heating system is performed by Authority employees.
3. **Natural Gas Distribution Systems.** The natural gas system must have annual cathodic protection.
4. **Equipment.** Planned and Preventive Maintenance on PHA equipment is done annually.
5. **General Procedure.** All preventive and planned maintenance work performed is covered by a work order, which are automatically generated by the Authority's computer. Work orders are printed for all items to be completed on a daily basis. 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 quarter/ is confirmed by work orders produced on the first

of March, June, September, and December.

12. PAINTING

A. Policy

Scheduled painting of PHA owned structures is essential to maintaining a good appearance as well as to protect the structures from deterioration and structural damage. Exterior painting should be accomplished on a ten-year cycle. The interior of dwelling units shall be painted at intervals no longer than every five (5) years for family units, and every five (5) years for elderly units.

B. Exteriors

1. The scheduling of exterior painting is the responsibility of the Maintenance Supervisor and is programmed to accomplish the painting of approximately one-fifth (1/5) of the total inventory each year.

2. Included in the above inventory are all appendage facilities within each development. These include the management/maintenance building, recreation building, pump and meter structures, benches, and identification signs.

3. Painting will be accomplished between cycles if it becomes necessary due to fire damage or other unavoidable circumstances.

4. Residents, unless employed to do so by the Authority, or unless given permission by the Authority, are not to apply paint in any manner to building exteriors.

C. Interiors

1. The condition of the interior paint finish of each unit will be inspected when vacated. A unit will be re-painted as necessary prior to occupancy and at the request of the resident to bring it to a standard of good property maintenance. The interior of dwelling units shall be painted at intervals no longer than every three (3) years for family units, and every five (3) years for elderly units.

13. EXTERMINATION

A. Policy:

1. Pest Extermination — Scheduled

2. Extermination will be scheduled with our contracted pest control company when vacated.

3. Extermination will be scheduled during unit inspections if necessary.

4. Extermination will be scheduled upon tenant request.

5. Duties and responsibilities, as stipulated in the scheduled requirements, are an integral part of the unscheduled program.

6. Residents requiring interim extermination shall report this to their housing manager.

- Prior to move-in to a vacated unit and on a monthly basis for PHA office

3. Washing Tile and Painted Walls

Complete washing will be done once every six (6) months. Spot cleaning of marks will be done daily, immediately after sweeping. (For PHA offices.)

4. Other

Other janitorial tasks will be done on a weekly basis (Cleaning of restrooms, toilet bowls, sweeping, mopping, trashcans, vacuum, and dusting). (PHA offices).

15. SNOW REMOVAL

A. Policy

Within budgetary limitation, the Housing Authority will make a reasonable attempt to keep common ground sidewalks, drives, and parking areas under its ownership and control, clear of snow and ice in order to maintain the free flow of traffic and safe passage of PHA residents and guests.

B. Procedure

1. Tenant cooperation is required by placing all trash or garbage in the receptacles provided by PHA consistent with the pick-up schedule.
2. Trash collection will be provided by the City of Las Vegas.

16. TRAINING

A. Policy

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

B. Procedure

There are various types of training available for Maintenance Department employees:

Classroom

Safety Classes

Training at appropriate training facilities

On-the-Job

Classroom training consists of scheduled, formal classroom instruction with a qualified instructor.

Safety Classes are sponsored by the City of Las Vegas' Human Resources Office.

Training at appropriate training facilities may be various places as in classes at workshops, other Housing Authorities, etc.

On-the-job training consists of skill instruction at a development with a qualified supervisor overseeing the work.

In House Training

a. The Maintenance Supervisor will occasionally review training needs of the department. In the event a new piece of equipment is purchased 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. It will include:

Refresher training

Orientation training for new personnel Procedures and policy training

Contract Training

a. The Maintenance Supervisor may, if the need arises, recommend, to the Executive Director to contract for outside training services with private agencies. This method of training may include trade school faculty members, manufacturing representatives, etc. This method of training may take place at either a PHA facility or at the contracted agent's location.

b. All contracted training must be approved by the Executive Director who will authorize training if funds are available.

c. Handbooks, Training Manuals, Brochures

The Maintenance Supervisor will keep the maintenance related handbooks, training manuals, brochures, and literature in an accessible location for use by the maintenance staff.

d. Reporting

The Maintenance Supervisor or his/her designee will submit all in house training to the Executive Director of the PHA for recording in the training log. The following information should be submitted:

Name of individuals attending Number of hours in training
Copies of training materials

17. RECORDS

The number and extent of the records kept will, in large measure, be influenced by the size of the Local Authority—the larger the Local authority the greater the need for detail in and number of records. Given below are the basic records that are being maintained by the City of Las Vegas Housing Authority.

Work order and Work Control Log

The Housing Authority uses software (Emphasis) Computer generated work orders. A work order is filled out in the office following a tenant complaint or the discovery of the need for any repair work. It gives the location, the nature of the work to be done, the date, the work order number, and, in cases of work in a dwelling unit, the tenant's name.

The work order number is logged and the work order is generally given to the workman assigned to do the job. Materials are issued by Maintenance supervisor or assistant. They are recorded on the supply issue list and entered into the system at the end of each day. The workman can also add to or corrects the description of the job if necessary, and obtains the tenant's signature

when applicable.

On return of the completed work order the maintenance employee decides whether any charges should be placed against the tenant. When routing work is chargeable to the tenant, standard labor charges for the more common items; e.g. replacement of a window pane would be so much, and replacing the screen wire in a door so much. It is recommended that such charges be based on the average actual costs involved and be periodically reviewed. Actual costs of material will be charged.

Maintenance supervisor inspects 10% of annual inspections & 10% of work orders generated on a monthly basis. Upon a move-out Maintenance supervisor conducts a move-out inspection and generates a unit turnaround work order, then assigned it to a maintenance workman. Once the unit is being worked on Maintenance supervisor performs random inspection so at the end when the unit is completed the work done will meet the housing standards. A completion check list is handed in when unit is completed and a quality control log is kept with all inspections at the office.

The original copy will be filed in the tenant's unit folder.

Maintenance Work Orders shall be according to the following priority of work order categories:

1. Emergency Maintenance

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 condition that might cause harm to the tenant or others or damage to property. **Emergency work will be accomplished during the current workday.**

2. Tenancy Service Maintenance

Included in this category are all work items initiated as a result of tenant requests. These may include electrical or plumbing repairs, fixing broken windowpanes and floor tiles. **Tenant service maintenance is to be performed within three (3) working days.**

b. Inspection Records

These could be forms printed on stiff paper listing the elements to be inspected periodically in the project. Forms are usually provided for each unit inspection these records serve as basic tools in the overall preventive maintenance program. Any items found needing correction would be noted thereon in the course of the inspection and, if not fixed on the spot, would provide the information for issuing work orders. The duplicate of the work order then serves as a follow-up check to see that the work has been accomplished within a reasonable time.

Equipment Inspection Record

Each piece of major equipment, such as pumps, motors, fans, power mowers, automotive equipment, etc., will be identified. Periodic checking of the tracking system allows scheduling of inspection at the frequency determined to be necessary for each piece of equipment. Thus electrical transformers will generally not need inspection more than once a year, whereas a

condensate return pump or a motorized valve will need at least a monthly check during the heating season.

Paint Record

The work order during "Unit Turnaround" provides a permanent record of interior painting in units. Paint is issued and assigned to the work order.

18. NEW PROJECTS

In addition to keeping current records on all projects, it is advisable to employ the head maintenance man for a new project before construction is complete. So that he may observe operating test, learn pipe and valve locations and other details, and become familiar with the physical aspect of the project while all the elements are still open to view and under the care of the contractor. Among other things he will:

Obtain and permanently file manufacturer's instruction and service booklets on equipment. These can save a lot of trouble and also furnish catalog numbers for replacement parts.