
MEMO

To: Property Managers (PH, AHP); Maintenance Staff

From: Derek Antoine, Executive Director



CC:

Date: Friday, October 16, 2020

Re: COVID-19 Maintenance Work Order Priorities

As you all are aware, COVID-19 continues to present a serious health and safety concern to agency operations. Each point of contact we have with our tenant population puts into jeopardy the health of our staff, our residents, and their respective families. It is our responsibility to minimize our exposure while continuing to provide essential housing services.

As such, the following clarifications to our existing COVID-19 protocols are provided for guidance and direction during these difficult times:

1. Maintenance priorities

a. Emergency

- i. Situations that, if not repaired promptly, could cause injury, loss of life, threaten health & safety, or cause serious property damage.
- ii. Must be immediately abated, work completed within 24 hours where feasible.
- iii. Listing of *emergency* service requests
 1. Call-for-Aid System does not function properly
 2. Carbon monoxide detector is missing, obstructed, damaged, or not functioning
 3. Entry door unable to be secured
 4. Dryer vent is missing, detached, has a hole, or restricted airflow
 5. Egress – blocked, obstructed, or otherwise not functional (windows, doors, etc.)
 6. Elevator – trapped rider
 7. Exposed electrical wiring/wires
 8. Fire – including suppression and warning systems
 9. Flooding in the unit, broken water lines

10. GFCI/AFCI, GFCI or AFCI have broken, cracked, or burned surfaces, or buttons are missing
11. Heating, Ventilation, and Air Conditioning (HVAC) not functioning in extreme temperatures (Heat when temp is below 55, AC when above 90)
12. Heating, Ventilation, and Air Conditioning (HVAC) system or device fueled by combustion has misaligned, disconnected, damaged, blocked, or missing exhaust vent
13. Gas Leak – Natural gas, propane
14. Loss of power to the entire unit (KCHA issue, not Ameren)
15. Smoke alarm missing, damaged, or does not produce audio or visual alarm when tested
16. Structure has failed or is in danger of failing
17. Toilet is inoperable (if only toilet in the unit)
18. Water Heater, chimney or flue piping is misaligned, missing, or blocked
19. Lack of hot water or ability to heat water
20. Windows accessible from the ground not secure (security screen, will not lock)
21. Any other items deemed serious enough in nature to warrant immediate response

b. Urgent

- i. An issue which left unaddressed could lead to a potentially serious or dangerous situation or serious impediment to systems functionality or unit livability.
- ii. NOT life threatening in nature.
- iii. Must be addressed within 48 hours.
- iv. Listing of *urgent* service requests:
 1. Bathtub or shower not functional
 2. Stair rail missing or damaged
 3. Partially blocked or leaking sewage system
 4. Water heater temperature and pressure relief (TPR) Valve is missing, disabled, blocked, or discharging water
 5. Refrigerator not functioning
 6. Failure of all stove burners
 7. Lighting in rooms with no alternate means of illumination
 8. Lockouts/key replacement
 9. Partial loss of power to the unit (KCHA issue, not Ameren)
 10. Water delivery issues (loss of functionality)
 11. Insect infestations
 12. Elevator down
 13. Hole protruding to the exterior of the unit
 14. Substantial water leaks/running water (toilets, faucets, etc.)

c. Unit turn

d. Preventive maintenance

- i. Cyclical service to ensure the functionality of systems serving the unit, maintain KCHA property in good repair, and to extend the useful life of systems by completing repairs and scheduled maintenance prior to deterioration or actual breakdown.
 - 1. Fire suppression
 - 2. HVAC
 - 3. Plumbing
 - 4. Electrical
 - 5. Emergency lighting
 - 6. Exhaust fans
 - 7. Drains
 - 8. Roofs (attic access)
 - e. Routine (exterior only)
 - f. Tenant request
 - i. In the event a tenant submits a service request regarding repair of an item not on this list which is deemed necessary by the Property Manager, the following protocol shall be followed:
 - 1. Property manager must authorize prior to work being completed.
 - 2. Repair must be scheduled to allow for the tenant to be absent from the unit for a period not less than one hour (60 minutes) prior to KCHA staff arrival.
 - 3. If upon arrival tenant is present or has not been absent from the unit for a period not less than one hour, the repair must be rescheduled.
 - ii. This category is discretionary, considering the nature of the request and the safety of staff/tenants in providing the service.
2. The priorities discussed in this memo must be strictly adhered to. Any deviation from this memo must have the prior approval the Executive Director. **Any other type of maintenance that involves tenant interaction is prohibited until further notice.** Staff participating in the scheduling, direction, or completion of work orders outside the parameters of what is described in this memo will be subject to adverse employment action, up to and including termination of employment.

As a reminder, personal protective equipment (PPE) recommended by the Centers for Disease control (CDC) must be worn at all times when in occupied dwelling units. PPE includes a mask/face covering/face shield which covers the nose and mouth simultaneously, and gloves. Additionally, staff is required to properly sanitize (wash hands thoroughly or use hand sanitizer) frequently.

Be diligent in adherence to this memo and our protocols, be safe, and be responsible.

Respectfully,



Derek B. Antoine
Executive Director
Knox County Housing Authority