

Pawnee Nation Housing Authority

Standard Operating Procedure (SOP)

Lawn Mowing Services for Non-NAHASDA & Lease Purchase Program Units

Purpose

The purpose of this Standard Operating Procedure (SOP) is to establish a consistent process for providing lawn mowing services to eligible non-NAHASDA housing units or Lease Purchase Program units that are located within the Pawnee Nation Housing Authority's service area and/or inventory.

This procedure establishes how residents may request lawn mowing services, be placed on the lawn-mowing rotation, receive services, and make payment for those services.

Scope

This SOP applies to residents of non-NAHASDA units and the Lease Purchase Program participants who voluntarily request lawn mowing services from the Pawnee Nation Housing Authority's Maintenance Department.

Lawn mowing services are not automatically provided to non-NAHASDA units or to the Lease Purchase Program participants. Residents must complete the required request and enrollment process before being placed on the mowing rotation.

Lawn Mowing Fee

The charge for lawn mowing services is: **\$40.00 per completed lawn cut.**

Residents requesting service should understand that:

- The \$40.00 fee applies to each completed mowing service.
- Mowing may occur approximately every two weeks, depending on weather, grass growth, seasonal conditions, staffing, and the mowing schedule.
- A biweekly schedule is not guaranteed.
- Additional services, such as trimming, hauling, landscaping, tree work, or removal of excessive debris, are not included unless specifically approved by the Housing Authority.

Procedure to Request Lawn Mowing Services

Residents wishing to have their lawn mowed must complete the following process:

Step 1. Submit a Lawn Mowing Request

The resident must contact the Pawnee Nation Housing Authority and request to be placed on the lawn mowing rotation.

The resident must provide:

- Resident name
- Property address
- Telephone number
- Preferred method of contact
- Confirmation that they are requesting voluntary lawn mowing services

- Any information needed to safely access the property

Step 2. Review and Approval

Housing Authority staff will verify that:

1. The property is a qualifying non-NAHASDA unit or Lease Purchase Program unit.
2. The property is within the area serviced by the Housing Authority's mowing program.
3. The resident has completed the required request/authorization.
4. The resident understands and agrees to the **\$40 per-cut fee**.

The Housing Authority may decline or postpone service when a property cannot be safely or reasonably serviced.

Step 3. Resident Authorization

Before the first mowing service, the resident must sign the Housing Authority's Lawn Mowing Authorization Form acknowledging:

- The \$40.00 charge per cut.
- That mowing is a voluntary service.
- That service may occur approximately every two weeks but is not guaranteed.
- That weather and other operational circumstances may affect the schedule.
- That the resident is responsible for keeping the lawn reasonably accessible and free of hazards and excessive debris.
- That the resident agrees to the Housing Authority's payment requirements.

Step 4. Placement on the Mowing Rotation

Once the request and authorization are completed, the property will be added to the lawn mowing rotation.

Properties will generally be serviced according to the Housing Authority's established mowing route and schedule rather than by individual appointment.

The Housing Authority will determine the mowing sequence and schedule based on operational needs.

Resident Responsibilities

Before the scheduled mowing date, the resident is responsible for:

- Removing toys, hoses, lawn furniture, trash, pet waste, and other objects from the lawn.
- Keeping vehicles and other obstructions off areas that need to be mowed.
- Keeping pets secured during mowing.
- Informing Housing Authority staff of any known hazards, including sprinkler heads, exposed wires, holes, or other conditions that could create a safety concern.
- Maintaining reasonable access to the property.

If a lawn cannot be safely mowed because of excessive debris, unsafe conditions, vehicles, animals, or other obstructions, the Housing Authority may skip the property for that mowing cycle. The \$40 fee will not be charged for a cut that is not completed.

Mowing Schedule

The Housing Authority will establish the mowing rotation and determine when each property is serviced.

The target frequency may be approximately once every two weeks during the active mowing season. However, actual service frequency may vary because of weather conditions, grass growth, seasonal conditions, equipment availability, staffing, holidays, emergency or priority work or other operational needs.

Residents should not expect service on a specific day unless specifically notified by the Housing Authority.

Payment

The resident will be charged \$40.00 for each completed lawn cut.

Payment must be made according to the payment method and deadlines established by the Pawnee Nation Housing Authority.

Failure to pay applicable mowing charges may result in the resident being removed from the mowing rotation until the outstanding balance is resolved.

Cancellation or Removal from Rotation

A resident may request to discontinue lawn mowing services at any time by notifying the Housing Authority.

The Housing Authority may remove a property from the mowing rotation for reasons including:

- Nonpayment
- Repeated unsafe conditions
- Repeated failure to provide reasonable access
- Abuse or misuse of Housing Authority equipment or personnel
- Property conditions that prevent safe mowing
- The resident's request to discontinue service
- Other operational or administrative reasons

A resident who wishes to resume service after removal may be required to submit a new request and satisfy any outstanding requirements.

Inclement Weather and Missed Service

Mowing services may be delayed, rescheduled, or skipped because of rain, wet ground, severe weather, excessive heat, equipment issues, staffing limitations, or other conditions that make mowing impractical or unsafe.

A missed mowing cycle does not automatically result in a credit or additional charge.

Service Limitations

The standard \$40 mowing service includes routine lawn mowing of accessible grass areas.

Unless separately authorized, the service does not include:

- Landscaping
- Weed removal
- Tree trimming
- Brush removal
- Large debris removal
- Sprinkler repair
- Edging or other specialty services
- Removal of excessive grass or vegetation
- Mowing areas that cannot be safely accessed

The Housing Authority reserves the right to determine whether a property is suitable for routine mowing service.

Recordkeeping

Housing Authority staff will maintain records of participating non-NAHASDA units, including:

- Resident/property information
- Date the resident requested service
- Authorization form
- Date(s) services were completed
- Charges assessed
- Payments received
- Outstanding balances, if applicable
- Any service issues or cancellations

Review of SOP

This SOP should be reviewed periodically by the Pawnee Nation Housing Authority to ensure that the lawn mowing program remains operationally feasible and that fees, procedures, and service requirements remain appropriate.