CDTHA MAINTENANCE POLICY

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CDTHA MAINTENANCE POLICY

The CDTHA maintenance program is established to prolong the life of dwelling structures and equipment, to provide participants with proper and timely maintenance, assuring them that all elements of their housing unit are in good working condition, and to ensure that a pleasant appearance inside and outside the unit is maintained.

The CDTHA maintenance policy applies to all rental units and is applied as a guide for the homebuyer programs; homebuyers are responsible for all maintenance and repairs of their unit.

For the purpose of this policy, when referencing both tenants and homebuyers, the word "participant" shall be used.

MAINTENANCE PROGRAM PLANNING

A. Requirements

Staff will plan all maintenance that is best performed according to a schedule. The maintenance program will include the following essential ingredients:

- 1. An effective work order system;
- 2. A schedule of future major replacements and their estimated costs;
- A secured store room where sufficient materials, supplies and tools will be kept on hand;
- 4. Supervisory spot checks to assure the quality, and quantity of work performed;
- 5. A plan for rehabilitation of vacated units including outside contractor assistance when needed;
- 6. Annual thorough physical inspections of each dwelling unit;
- 7. Keeping accurate records of repairs and replacements for each unit.

B. Contract Services

If the Executive Director determines that needed maintenance cannot be adequately performed by staff, the CDTHA may contract with qualified contractors to perform the work in accordance with CDTHA Procurement Policy.

C. Prompt Payment for Service Rendered

All service charges shall become payable immediately after the CDTHA prepares an itemized cost of repairs and posts the charges to the tenants account. The tenant may enter a Pay Back Agreement in accordance with the Collection & Eviction Policy.

D. New Projects

During construction of new projects the Maintenance Manager will observe operating tests, learn pipe and valve locations and other details, and become familiar with the physical aspects of the project while all the elements are still open to view and under the care of the contractor. At least the following shall be completed:

- 1. Obtain copies of "as-built" drawings whereon are marked any changes or additions. These are to be kept up to date at all times by the contractor as they are very valuable in future maintenance of the units.
- Obtain and permanently file all manufacturer's instructions and service booklets on installed equipment. These can save a lot of trouble and expense and also furnish catalog numbers for replacements parts.
- Perform warranty inspections every three months during the warranty period, immediately informing the Executive Director of all deficiencies observed. The Executive Director will notify the contractor in a timely manner.

It is the responsibility of the Maintenance/Construction Manager to be aware of the expiration dates of applicable warranties on any mechanical equipment and appliances, as well as the end of the guarantee period for the projects so that eligible items can be corrected prior to expiration of those guarantees and warranty periods. These dates must be scheduled into all maintenance planning and housing authority "tickler" systems.

E. Records

All "as-built" drawings, Warranty documents, manufacturer's instructions, service booklets, Work Orders, painting records, replacements records, unit and equipment Inspection Records, Purchase Orders, Invoices and other relevant documents shall be retained in appropriate files to provide a permanent physical and financial history for each dwelling unit and building.

CLASSIFICATION OF MAINTENANCE WORK

To be able to complete all maintenance in a timely manner, priorities for scheduling maintenance work must be established. For all maintenance work a <u>work order form</u> will be issued and the maintenance work performed within the prescribed time frames for each priorities.

A. Emergency - "12 Hours"

Since emergencies can happen at all hours of the day or night, the Construction/Maintenance Department must provide for coverage to handle such emergencies. Permission to enter the unit is not necessary in an emergency.

B. Urgent - "24 Hours"

Where additional damage may occur to the unit if maintenance work is not performed, permission to enter the unit is not necessary in an urgent situation.

C. Routine - "One Week"

Non-emergency maintenance repair work.

- D. Vacant Units "45 days"
 - Refurbishment of vacated units:
 - Vacant units should be inspected within 24 hours following vacancy and an inspection form completed, listing all necessary repair work. The responsibility for the cost of this repair/replacement work shall be broken down between the vacating tenant and the CDTHA.
 - The Construction/Maintenance Manager shall review the inspection form and schedule cleaning and maintenance work. Every effort should be made to complete all maintenance work within 10 working days after the unit has been vacated.
 - The importance of timely rehabilitation of units cannot be overemphasized.
 Vacant units are targets for vandals, and the repairs due to vandalism can be extremely costly. In addition, income from rent and monthly payment stop when housing units are unoccupied.

E. Preventative Maintenance

A preventative maintenance program requires scheduled regular inspection of units by the appropriate CDTHA staff. Other components of the preventative maintenance effort include semi-annual inspection of all housing units and periodic inspections of electrical, mechanical, structural and other related elements or systems. Implementation of this program will assist the CDTHA in curbing the decline of dwelling units and establish better capital improvement planning. Attachment B includes a sample Annual Maintenance Plan which may be modified as a procedure from time to time by the Executive Director.

PREVENTIVE MAINTENANCE

Periodic Preventive Maintenance Requirements

Preventive maintenance is the prescheduled and methodical checking and servicing of dwelling units equipment and systems to minimize the need for more costly repairs at a future time and extend its working life. The CDTHA does not maintain utilities or roads or drainage areas for residential units. Preventive maintenance information must be made available to all homebuyers, so that they can meet their maintenance responsibilities. Generally, preventive maintenance for HUD low-rent units consists of at least the following:

- 1. Scheduled checking, adjusting, cleaning, and lubricating of heating and other equipment.
- 2. Periodic inspection of ranges, hot water heaters, space heaters, and refrigerators for economical performance and for needed replacement of worn or broken parts.
- 3. Inspecting, servicing, and replacing worn parts in all other electromechanical equipment.
- 4. Checking and repairing plumbing fixtures, toilet tanks, drains, condition of porcelain, etc.
- 5. Termite and vermin inspection and elimination.
- 6. Periodic painting.
- 7. Inspecting and caulking of roofs, chimneys, gutters, down spouts, vents and flashing.
- 8. Inspecting of underground facilities for corrosion and controlling corrosion.
- 9. Inspecting for condensation, dampness, and dry rot in wood and for rust in iron components and taking appropriate corrective measures.
- 10. Checking fire safety equipment for operable use.

11. Caulking around bathtubs and toilets to avoid floor damage. This should be done around countertop, windows, and doors as well.

RIGHT OF ACCESS

Although access may be made without notice, permission to access the unit should be obtained to the greatest extent feasible. Emergency and urgent situations may necessitate entry without permission of or notice to the tenant. However, the access without notice will be documented and a letter of such entry and the findings will be sent to the tenant soon after the inspection.

WORK ORDERS

A. General

Maintenance concerns are reported by telephone, in person or in writing to the CDTHA Office. Concerns are then recorded by the staff on a work order form prior to commencing work, except in the event of an emergency. Work orders for emergencies may be completed after responding to the emergency if the situation warrants such action. The work order form (Attachment A) records at least the following:

- 1. Name and address of the participant.
- 2. The date and time information was received.
- 3. Authorization by homebuyer to complete the work and accepting responsibility for charges.
- 4. The problem and its location in the unit.
- 5. Time when the tenant will be home.
- 6. Authorization of participant if permission is given to enter the unit when no family member is available.
- 7. Name of staff member the concern was reported to.
- 8. Material, parts or equipment used.
- 9. Work performed by staff.
- 10. Total labor time to complete the work.

11. Date and signature when work was completed.

B. Emergency Work Orders

An emergency is any event that poses an immediate threat to safety or health, or might cause further damage to property if not corrected immediately. Emergencies will be responded to immediately and repairs should be completed the same day, if possible. EMERGENCY shall be NOTED on each work order copy that is determined to be an emergency. The following are considered to be emergency situations:

- 1. Water pipes breaking,
- 2. No electricity in the unit,
- 3. Serious leaks in roof, walls, window, etc.,
- 4. Toilets or sinks overflowing (plumbing backup),
- 5. No heat in the winter,
- 6. Fires, Accidents, Natural Disaster, Vandalism, and Break-in's.

Emergency calls will be received in the housing authority office between 8:00 a.m. and 4:30 p.m. on normal working days. The Maintenance/Construction Manager is contacted immediately in an emergency and requested to investigate and remedy the situation, if possible. Calls for after hours emergencies and those occurring on weekends and holidays will be made to an emergency maintenance number provided to all tenants.

Housing reserves the right to enter any rental units at any time without advance notice if there is reasonable cause to believe an emergency exists.

C. Regular Work Orders

- 1. Work orders are accumulated until the end of each working day when they are organized by type of work to be done and by geographical location and assigned to the maintenance workers. This practice limits travel time and expenses and enables work to be accomplished within the established time frames.
- 2. Each complaint should be investigated by a maintenance worker within 3 days and every effort made to remedy the situation within that time period. Due to limitations, complexity of the work involved, availability of parts and material, availability of staff, some work cannot be completed within the established time frames.

- 3. At the end of each week the maintenance staff will review with the supervisor those work orders left unresolved and set a time for completion of these work orders.
- 4. On a monthly basis a report of work order status of <u>all</u> outstanding work orders will be prepared by the Programs Service Manager and submitted to the Executive Director, the Finance & Operations Manager and maintenance staff for resolution and reconciliation.

D. Investigating a Request for Assistance

- 1. Maintenance personnel should carry proper identification with them, and show it to the resident prior to entering the unit to investigate and/or conduct repairs.
- 2. Do not enter a unit if the participant or a member of his family is not at home, unless the participant has signed the permission to enter space on the work order.
- 3. Investigate the problem and correct it, if possible. It is very important for the maintenance worker to record the amount of time spent, to describe the work done, material, parts and equipment used so that the CDTHA has a complete record of staff time and supplies use.
- E. Damages may be caused by normal wear, defective parts, or tenants misuse. In addition to describing the work done, the maintenance inspector shall note on the work order if the cause of the problem was due to tenants negligence or normal wear and tear.
 - 1. If the problem was due to tenant's negligence, the tenant is required to pay the costs.
 - In the case of a low-rent unit, if parts and equipment are defective or worn out, the CDTHA
 incurs the costs. Homebuyers are responsible for all maintenance, including
 improvements due to changing codes.
 - 3. If damage is due to hail, wind, fire, etc., the CDTHA shall contact the insurance company.
- F. It is the maintenance worker's responsibility to see that the work order is signed by a family member showing that the work was satisfactorily completed.
- G. Completed Work Orders Each day the maintenance workers shall return completed work orders to The CDTHA Office where they are thoroughly reviewed.
 - 1. Description of work done.
 - 2. Description of work remaining to be done, if applicable.
 - 3. Time spent on work order.
 - 4. Record of all supplies/material used.
 - 5. Signature of the resident/or signed permission to enter if obtainable.

H. A copy of the completed work order shall be sent to the tenant with an itemized bill (if applicable) for the actual costs incurred by The CDTHA.

INSPECTIONS

A. Right of Inspection

CDTHA's agents shall have the right at all reasonable times during the term of the applicable program agreement to enter the premises for the purposes of inspecting the premises and all buildings and improvements thereon to verify that the participant is meeting his maintenance obligations and to provide maintenance counseling. Prior notice is not required, although efforts will be made to provide such notice.

B. Inspection Standards

The Executive Director will adopt inspection standards that are equal to or better than HUD's Uniform Physical Standards protocol. They must be specific enough so a reasonable person can tell the difference between "normal wear and tear" and excessive use.

C. Types of Inspection

- Residents are obligated under this policy to participate in pre-occupancy, annual, final move-out inspections, and re-inspections. Typically, inspections fall into the following categories:
 - a. PRE-OCCUPANCY INSPECTION: Prior to the move in or no later than the date of occupancy, the participant and staff will conduct a pre-occupancy inspection to document the existing condition of the home. The pre-occupancy inspection will become part of the participant's file and will be used for future reference, should the participant or housing authority terminate the Lease.
 - b. ANNUAL INSPECTIONS: The participant and staff, will conduct at least annually an inspection of the home to ensure that it is being properly used and maintained. The annual inspection also documents the condition of the home for the participant's file and provides staff with a basis for providing counseling on home use or maintenance.

An inspection may result in mandatory maintenance being required of a participant. In this case, a plan of action will be developed between staff and the participant listing specific maintenance actions needed and target dates. Staff will follow up

with subsequent inspections on those dates to assure necessary compliance by the participant. Inspections will continue to be scheduled until such time that the CDTHA is satisfied that the tenant is meeting the home maintenance and housekeeping requirements.

- c. PRE-MOVE OUT INSPECTION: The pre-move out inspection is scheduled at the time the participant notifies staff with his/her thirty (30) day notice of intent to move out and terminate their lease. The pre-move out inspection is conducted to provide the participant with assistance in maintenance items that are required to be repaired/replaced or cleaned prior to the CDTHA regaining possession of the home.
- d. FINAL MOVE OUT INSPECTION: The final move out inspection documents the condition of the home at the time the CDTHA regains possession of the home. During the process of making repairs the CDTHA may uncover items that were undetected during the move-out inspection. These items will be documented for the file and included in the assessment of charges. The cost of any work completed, including cleaning, repair or replacements that are the participant's responsibility, whether intentional or unintentional, will be charged to the participant.

D. Frequency

Inspections will be conducted <u>at least</u> annually to ensure that the participant is meeting his responsibility for providing routine and non-routine maintenance. All new tenants and any existing participant that is not satisfactorily meeting their maintenance responsibilities will be subject to the following inspection procedures:

1. New Tenants

- a. Schedule monthly inspections for the initial three months and mandatory attendance at the maintenance counseling class.
- b. Upon a satisfactory determination that the participant is meeting his maintenance obligations, schedule inspections at three month intervals.
- c. Upon a satisfactory determination that the participant is meeting his maintenance obligations, schedule inspection every year.

2. Existing Participants

a. Upon a satisfactory determination that the participant is meeting his maintenance obligations, schedule inspections annually.

- b. Upon a dissatisfactory determination, apply appropriate level of scheduled inspections to ensure that corrected action has been taken.
- c. Upon a serious finding of non-compliance, follow procedure for new tenants.

F. Corrective Action

Any items that are found to be missing or in need of repair that are the participant's responsibility, whether intentional or unintentional, are to be repaired or replaced at the participant's expense. The following procedure will be followed:

- A work order is issued to track the required repair. A letter will be sent to the participant indicating the corrective action required within a set time frame. The participant will also be notified that if the corrective action is not completed by the time frame allowed, the CDTHA will make the repair and charge the participant.
- 2. The CDTHA will re-inspect and verify that the corrective action has been completed and will reflect the completion on the work order. If the participant fails to make the repair, then the CDTHA will proceed to the next step.
- 3. The work order is assigned and the CDTHA proceeds to make arrangements for the repairs to be made with labor and materials charged to the resident. Inspections of the unit are then scheduled in accordance with the need as determined by the CDTHA.

G. Non-Compliance

Participant's refusal to allow CDTHA to enter the premises and all buildings as described in the CDTHA policies is a serious violation of the CDTHA housing assistance programs and action to terminate program participation will be initiated by the appropriate staff.

INSPECTION FORMS

- A. The inspection form (Attachment B) is provided by the CDTHA and is used to record the condition of each unit that is inspected. The form is completed during the inspection by the staff. The inspection form may be improved as deemed necessary by the Executive Director.
- B. The inspection form must provide a method for examining the exterior and interior condition of each unit. By conducting unit inspections, most problems can be detected at an early stage, (Preventative Maintenance), thus minimizing the need for more costly repairs in the future.
- C. The form shall be designed to note the deficiencies in each unit and whether the deficiencies are due to:

- 1. Defective parts or construction deficiencies.
- 2. Normal wear
- 3. Tenant damage
- 4. Element damage (hail, wind, flood, etc.)

STANDARD CHARGE LIST

A Maintenance Cost list shall be posted in the CDTHA Office and available to each tenant. A copy will be issued and explained to new occupants.

- A. The cost list is used to determine the current rate of labor, materials, parts, equipment, travel, and materials to be billed to the tenants by the CDTHA for maintenance problems that are the responsibility of the tenant.
- B. For costs not included on the cost list, the CDTHA shall assess the actual invoiced amount for any materials, parts or equipment.
- C. Labor will be charges an hourly rate for the first hour or any part thereof. After the first hour, charges will be based on actual time incurred by the CDTHA.
- D. The CDTHA shall obtain current prices and update the cost list at least once each year.

STANDARD CHARGES TO TENANTS

All work done by the CDTHA to correct repairs that are the responsibility of the tenants will be billed according to the Maintenance Cost List as set by the CDTHA. All charges are subject to change in accordance with the suppliers' costs and prevailing labor rates. Charges for repairs or replacements not listed on the Maintenance Cost List (Attachment C) will be based on the actual time, travel, and cost of materials with a minimum base charge established by the CDTHA of 1 hour for labor and overhead for the first hour or any part thereof.

Charges for emergency repairs or replacement services, after regular working hours and Saturday and Sunday, due to tenant damage or neglect (intentional or unintentional) will be billed at one and one-half times the regular hourly rate plus any cost for materials. (Regular hours are 8:00 A.M. to 4:30 P.M., Monday through Friday).

COUNSELING

Each resident is required to participate in and cooperate fully in all official pre- and postoccupancy counseling activities. Failure to participate in the CDTHA Housing Counseling Program constitutes a breach of the Lease Agreement. The types of housing counseling services vary according to the family and the program under which they are either renting or purchasing. Although maintenance counseling is particularly related to the CDTHA Maintenance Policy, other types of counseling may be involved because financial management is directly related to meeting maintenance obligations. Below are some of the housing counseling services provided by CDTHA staff:

A. Pre-Occupancy Counseling

The pre-occupancy counseling session takes place prior to execution of the Lease. This session informs the applicant of the program and lease requirements, procedures and instructions on the proper use of appliances and equipment.

B. Post-Occupancy Counseling

Post-occupancy counseling includes one-on-one counseling or group sessions on program requirements, use, maintenance, budgeting, credit, homeownership obligations, etc. Although the staff is committed to ensuring that tenants are fully aware of their responsibilities under the program, tenants must be equally committed to learning. Post-occupancy counseling may be repeated as necessary for any individual family.

C. Use & Maintenance Counseling

Use and maintenance counseling, including instructions on proper use of appliances and equipment, is provided to the tenant at their request and/or when it becomes evident that a resident is not properly using or maintaining his/her unit. Use and maintenance counseling can cover any subject covered by this policy.

TENANT MAINTENANCE RESPONSIBILITIES

Having tenants assume responsibility for any items of maintenance within their capabilities produces a good sense of involvement and support for our housing program and is to be encouraged. This can also result in substantial savings in operating costs to the CDTHA. At a minimum, all tenants are responsible for keeping the home clean, safe, and sanitary. The following standards, but not limited to, are expected to be maintained by all residents:

A. Responsibility

Specific responsibility and procedures for maintenance and repair depends on the specific housing assistance requirements outlined by the specific program policy and/or the applicable use and occupancy agreement. General responsibilities are described according to two categories of assistance:

1. Homebuyer Responsibility

Participants in homeownership opportunity programs (including, but not limited to Mutual Help and lease with option to purchase programs during the lease phase of the program) shall be responsible for the routine and non-routine care and maintenance of the home, including all repairs and replacements (including repairs and replacements necessitated by damage from any cause). The CDTHA shall not be obligated to pay for or to provide any maintenance of the home other than the correction of warranty items reported during the applicable warranty period, which is one year from move-in.

SECTION 15: MAINTENANCE AND REPAIR

- A. Responsibility: The Resident will, at his sole expense, keep and maintain the leased premises, including the grounds, buildings, improvements and appliances in good order, good repair, safe and clean and sanitary. Each Resident shall at all times be obligated to maintain his property and all improvements thereto, as well as the boundary lines of his/her Lot and the curb or edge of the pavement of the adjacent streets, so as to keep the same in a clean, manicured and safe condition. The Resident's maintenance obligation shall include, without limitation, the maintenance of all visible exterior surfaces of all buildings and other improvements; the prompt removal of all debris and refuse; the removal and replacement of dead and diseased trees and plantings, the mowing, watering and upkeep of all landscaping and grass.
- B. In the event a Responsible Party fails to maintain his/her Lot as herein required, the NPTHA or the Tribe shall have the right, but not the obligation, to enter upon the applicable Lot to perform the necessary work. Charges and fines shall be assessed against the Resident to pay the cost of such work.
- C. The Resident shall make all necessary repairs to the dwelling with reasonable promptness at his own cost and expense, including repairs and replacements necessitated by damage from any cause.
- D. <u>Notification</u>: Although the Resident is responsible for all maintenance, the Resident shall notify the appropriate Tribal department promptly of all known need for repairs and of any known unsafe conditions on the premises or grounds, which may either lead to damage or to injury.
- E. If the condition of the property creates a hazard to the life, health or safety of the occupants and the tenant fails to correct the deficiency in an expeditious manner, the Tribe shall have the work done, and charge the cost thereof to the Resident.

2. Renter Responsibility

The CDTHA is responsible for providing maintenance for all <u>rental</u> units resulting from normal wear and tear. Renters are responsible for any tenant damage, including damage resulting from excessive wear and tear, failure to report maintenance problems or from poor housekeeping practices.

B. Notification

Tenants shall notify the CDTHA promptly of all known need for repairs and of any known unsafe conditions on the premises or grounds, which may either lead to damage or injury. The CDTHA staff can assist the tenant through inspection and counseling. Any non-covered repairs made by the CDTHA are to be charged directly to the tenant as additional rent.

C. Failure to Perform

Failure of the tenant to perform his maintenance obligations constitutes a breach of this policy and is grounds for termination of program assistance. Upon a determination by the CDTHA that a breach has occurred, the CDTHA shall require the tenant to agree to a specific plan of action to cure the breach and to assure future compliance. The plan shall provide for maintenance work to be done within a reasonable time by the tenant in a good workmanlike manner in accordance with the Uniform Building Code. If the tenant fails to carry out the plan, the CDTHA shall have the work done and charge the cost to the tenant thereof. Such charges will be billed by the CDTHA to the tenant as additional rent.

D. Threat to Life, Health, or Safety

If the condition of the property creates a threat to the life, health or safety of the occupants or a situation which will lead to damage of the unit, and the tenant fails to correct the deficiency in an expeditious manner, the CDTHA shall have the work done, and charge the cost thereof to the tenant as additional rent.

E. Uniform Standards For Resident Housekeeping

1. CDTHA Responsibility: The standards that follow will be applied fairly and uniformly to all tenants. The CDTHA will inspect each unit at least annually, to determine compliance with the standards. Upon completion of an inspection, the CDTHA will notify the tenant in writing if he/she fails to comply with the standards. The CDTHA will advise the tenant of the specific correction(s) that the tenant will be required to perform to establish compliance, and indicate whether or not mandatory counseling is required. Within a reasonable period of time, the CDTHA will schedule a second inspection. Failure to comply with (3) three requests for unit inspection within 30 days will constitute a violation of the Policy terms and is grounds for termination of the Use & Occupancy Agreement and

- may result in eviction. Training will be available at no cost to the tenant requesting or needing assistance in complying with the Housekeeping Standards.
- Participant Responsibility: The tenant is required to abide by the standards set forth below. Failure to abide by the Housekeeping Standards that results in the creation or maintenance of a threat to health or safety is a violation of the Use & Occupancy Agreement terms and can result in eviction.
- F. Housekeeping Standards: Inside the Unit

General---

- Walls should be clean, free of dirt, grease, holes, cobwebs and fingerprints.
- Floors should be clean, clear, dry and free of hazards
- Ceiling should be clean and free of cobwebs
- Windows should be clean and not nailed shut with shades or blinds intact.
- Woodwork should be clean, free of dust, gouges, or scratches.
- Doors should be clean, free of grease and fingerprints, with functional locks.
- Heating units should be dusted and access uncluttered.
- Trash shall be disposed of properly and not left in the unit.
- Entire unit should be free of rodent or insect infestation.

Kitchen---

- Stove should be clean and free of food and grease.
- Refrigerator should be clean. Freezer door should close properly and gaskets should be clean.
- Cabinets should be clean and neat. Cabinet surfaces and counter tops should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs.
- Exhaust fan filters should be free of grease and dust.
- Sink should be clean, free of grease and garbage. Dirty dishes should be washed and not stored in the sink.
- Food storage areas should be neat and clean without spilled food.
- Trash/garbage should be stored in a covered container until removed to the disposal area.

Bathroom---

 Toilet and tank should be clean and odor free. Condensation should be wiped regularly.

- Tub and shower should be clean and free of mold and mildew. Where applicable, shower curtains should be in place, and of adequate length to prevent spillage.
- Sink should be clean.
- Vanities should be kept clean and free of water leakage.
- Exhaust fan should be free of dust.
- Floor should be clean and dry.

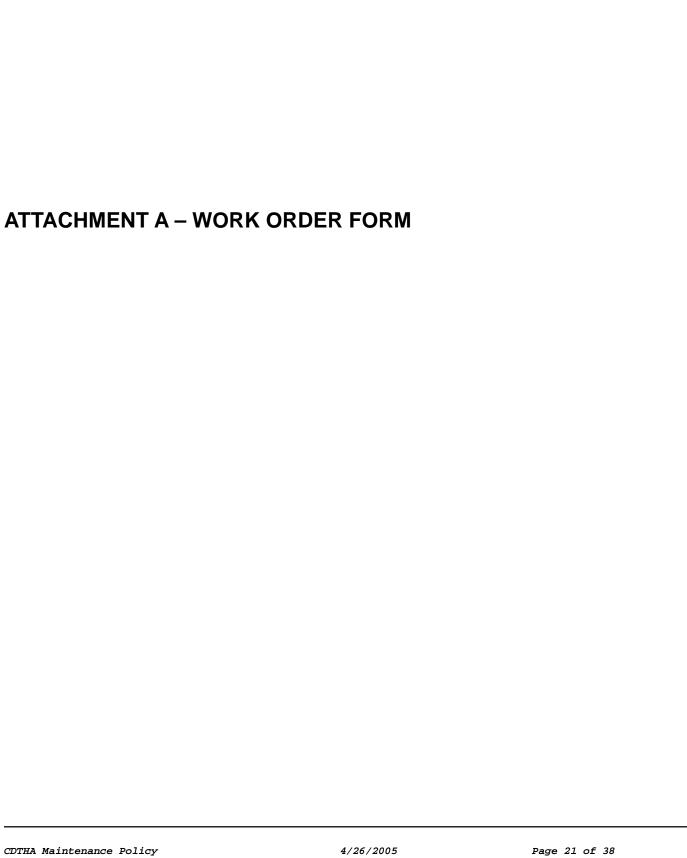
Storage Areas---

- Linen closet should be clean.
- Other closets should be clean.
- No highly flammable materials should be stored in the unit.
- Other storage areas should be clean and free of hazards.

G. Housekeeping Standards: Outside the Unit

- Yards are to be free of debris, trash, and inoperable vehicle and vehicle parts.
- Exterior walls should be free of graffiti.
- Porches (front and rear) should be clean and free of hazards. No items are to be stored on the porch. Outdoor porch furnishings shall not impede access to the unit.
- Steps (front and rear) should be clean and free of hazards.
- Sidewalks should be clean and free of hazards.
- Storm doors should be clean, with glass and screens intact.
- Hallways should be clean and free of hazards
- Yards are to be maintained at the tenant's expense.
- Laundry areas should be clean and neat. Lint should be removed from dryers after use.
- Utility room should be free of debris, motor vehicle parts, and flammable materials.







SAMPLE ROUTINE MAINTENANCE WORK PLAN

This routine maintenance work plan and check list will be used for routine maintenance requests, work orders, work ups, and for planning staff work loads unless improved upon by the Executive Director.

Item Description	<u>Frequency</u>
Exterior A. Roofs 1. Treat for moss removal. 2. Check for leaks, rot damaged/missing shingles.	Annual Semi-annual
3. Check vent, chimney, off sets, roof flashing, Caulk or pitch as needed. One of the last set admissing similars.	Annual
NOTE: Remind tenants to report roof leaks, damage, etc.	
 B. Gutters 1. Clean gutters, down spouts and Footing drain inlets of debris 2. Repair/replace down spouts, gutters, and splash blocks as needed 	Oct., Dec., Feb. Annual
Check for rot on ends of roof, trusses and soffit areas	Annual
NOTE: Remind tenants to report gutter leaks, damage, etc.	
 C. Caulking 1. Inspect around windows, doors, bldg., corners, etc. Recaulk as needed. 2. Inspect door weather-stripping and sweeps. Replace/repair as needed 	Semi-annual Semi-annual
D. Vents 1. Check for delamination and damage.	Annual
E. Siding 1. Check for paint/stain coverage. Paint/stain as needed.	3-5 yrs. Stain 5-10 yrs. Paint
 F. Miscellaneous 1. Check for rodent/vermin harborage & damage around Building. Exterior and grounds. Exterminate as needed. 2. Check for safety items (i.e., trees over wires/roofs, steps, walkways, etc.) Deal with as needed. 	Annual
Interior A. Bathroom 1. Remove and replace caulking around tubs, showers, sinks, as needed 2. Check for leaks at base of toilets. Replace seals as	Semi-annual Semi-annual

Item Description	<u>Frequency</u>
needed. 3. Check for leaks in water supply line, drain pipes, and fixtures. Replace as needed.	Semi-annual
Check floors for sign of rot.	Semi-annual
Check vent fans for operation. Replace as needed.	Semi-annual
NOTE: Remind tenants to keep shower curtains in tub, drip & dry tub before stepping out, wipe floors of excess water and report water leaks. Also, show how to fix leaks, if they are willing.	
B. Kitchens	
Check for leaks in drain pipes and fixtures	Semi-annual
Check cabinet under sink for water damage. Repair as needed.	Semi-annual
Clean and vacuum refer cooling coils	Semi-annual
4. Check range and oven elements for electric shorts, etc.	Semi-annual
5. Check range hood vent fans and light. Replace/repair as needed.	Semi-annual
NOTE: Remind tenants to clean grease from range hood and stoves. Also, to report leaks and show how to fix leaks, if they are willing to.	
C. Furnaces 1. Replace furnace filters, as needed, and oil moving parts.	Semi-annual
D. Baseboard Heaters Furnaces 1. Vacuum and clean as needed. Check for proper clearance of beds, drapes, etc.	Semi-annual
NOTE: Remind tenants to maintain proper clearances and report malfunctions.	
E. Windows 1. Remove sliders. Clean tracks and treat with silicon lubricant, as needed.	Annual
Inspect window rollers and latches. Repair/replace as needed.	
NOTE: Remind tenants to dry condensation from sills and remove mildew as needed.	
 F. Doors 1. Replace doorstops as needed 2. If preferable, install plastic wall protector on wall. 3. Inspect door knobs, strike plated, locks, etc. Repair/replace as needed. 4. Tighten hinges as needed. 	Annual



CDTHA MAINTENANCE COST LIST

LABOR

All labor will be charged at \$17.00 per hour, with a minimum of one hour charge.

ELECTRICAL

<u>ITEM</u>		COST
1) 4' four tube fluorescer	nt fixture	\$49.97
2) 4' four tube ballast		\$22.00
3) 4' T8 fluorescent tube	(WB)	\$2.96
4) 4' T12 fluorescent tube	ė	\$1.99
5) 4' four tube fixture cov	ver ver	\$19.13
6) 4' two tube fluorescen	t fixture	\$39.97
7) 4' two tube ballast		\$19.96
8) 4' two tube fixture cov	er (WB)	\$14.16
2' Bath cloud T8 fluore	escent fixture (WB)	\$49.94
10) 2' T8 electronic ballas	t (WB)	\$15.96
11) 2' T8 fluorescent tube		\$6.97
12) 2' Bath cloud light cov	rer (WB)	\$44.23
13) 12" U bath light fixture	•	\$14.97
14) 12" U bath light cover		\$7.46
15) 24" U bath light fixture	•	\$24.94
16) 24" U bath light cover		\$11.13
17) Heat lamp fixture		\$7.47
18) Heat lamp bulb		\$9.97
19) Bath fan/light fixture		\$59.95
20) Bath fan/ light cover		\$14.35
21) Bath fan fixture		\$12.88
22) Bath fan cover		\$4.98
23) Exhaust fan timer		\$16.97
24) Timer knob		\$1.48
25) 8"mushroom light fixtu		\$10.47
26) 8"mushroom light cove		\$7.47
27) 6"mushroom light fixtu		\$9.47
28) 6" mushroom light cov	/er	\$6.47
29) 6" round light fixture		\$4.97
30) 6" round light cover		\$6.97
31) 12" square B/R light fi		\$9.75
32) 12" square B/R light c		\$5.98
33) Porch (coach) light fix		\$7.97
34) Porch (security) light f		\$24.98
35) Porch (security) light of	cover	\$6.89
36) Storage light fixture		\$1.19

37) Light fixture cover nut 38) Light fixture cover screw 39) Range hood 40) Range hood fan motor 41) Range hood filter 42) Range hood light cover 43) Fan forced heater 44) 2' Baseboard heater 45) 4' Baseboard heater 46) 6' Baseboard heater 47) 8' Baseboard heater 48) Heater thermostat 49) Door bell 50) Door bell transformer 51) Door bell button 52) Smoke alarm (hard wire w/ batt. Backup) 53) Smoke alarm (battery) 54) 9 Volt battery 55) Outlet, commercial grade 56) GFI outlet, commercial grade 56) GFI outlet, commercial grade 57) 220 outlet, range 58) 220 outlet, dryer 59) Light switch, commercial grade 60) 3way light switch, commercial grade 61) Dimmer switch 62) Cover, single outlet 63) Cover, single outlet, GFI 64) Cover, single outlet, exterior 65) Cover, dbl. outlet 66) Cover, dbl. switch 67) Cover, dbl. switch 68) Cover, triple switch 69) Cover, outlet-switch 70) Cover, cable 71) Cover, blank 72) Cover, 220 outlet 73) 60W light bulb 74) Appl. Light bulb	\$0.29 \$0.10 \$64.96 \$14.98 \$6.98 \$2.93 \$54.75 \$17.20 \$24.17 \$31.97 \$40.18 \$10.14 \$15.97 \$9.93 \$4.79 \$13.95 \$9.98 \$1.49 \$1.88 \$10.75 \$6.98 \$6.98 \$3.37 \$7.97 \$11.99 \$0.20 \$0.63 \$3.38 \$0.78 \$0.20 \$0.59 \$0.59 \$0.59 \$0.55 \$1.59 \$1.59
72) Cover, 220 outlet 73) 60W light bulb	\$1.98 \$0.55

PLUMBING

	PLUIVIBING	
	<u>ITEM</u>	COST
1)	Kitchen faucet, Delta single lever	\$64.00
2)	Kitchen faucet repair kit	\$7.78
3)	Kitchen faucet aerator	\$1.98
4)	Kitchen faucet replacement spray head & hose	\$8.98
5)	Kitchen faucet replacement spray head	\$5.96
6)	Kitchen faucet replacement spray valve	\$2.58
7)	Kitchen sink, S.S., DBL.	\$59.00
8)	Sink drain w/ strainer	\$10.96
9)	Strainer	\$1.49
10)	30" S.S. braided water supply line	\$4.92
	20" S.S. braided water supply line	\$3.96
12)	16" S.S. braided water supply line	\$3.96
	12" S.S. braided water supply line	\$3.49
	Water supply valve	\$3.98
15)	Dbl. sink waste outlet (end)	\$7.49
	Dbl. sink waste outlet (center)	\$8.49
17)	Waste outlet extension pipe	\$1.97
18)	11/4"P-trap	\$2.98
19)	11/2"P-trap	\$1.68
20)	Bath faucet, Delta single lever	\$79.00
21)	Bath sink pop-up waste assy.	\$9.48
22)	Bath sink drain stop	\$4.74
23)	Bath faucet repair kit	\$7.78
24)	Bath sink, round	\$29.97
	Bath sink, oblong	\$29.97
,	Bath tub	\$189.20
	Bath tub surround	\$267.40
	Tub/ Shower valve	\$79.00
	Tub/ Shower valve repair kit	\$30.94
	Tub/ Shower valve seat & springs	\$2.18
	Tub diverter/ spout	\$13.98
	Tub spout	\$9.98
	Tub/ Shower drain kit	\$39.98
,	Shower head	\$13.96
,	Shower hose w/ hand head	\$59.97
	Fiberglass repair kit	\$12.97
:	Toilet (round)	\$69.00
	Toilet (oblong)	\$88.00
	Toilet seat (round)	\$9.97
	Toilet seat (oblong)	\$12.87
	Toilet, 9" S.S. braided water supply line	\$2.97
	Toilet, 12" S.S. braided water supply line	\$3.96
,	Toilet, 20" S.S. braided water supply line	\$4.42
	Toilet flush valve	\$5.44
,	Toilet flapper Toilet flush lover	\$4.98 \$3.08
,	Toilet flush lever Toilet fill valve	\$3.98 \$5.94
,	Toilet tank to bowl gasket kit	\$5.94 \$3.96
	Toilet tank to bowl gasket kit Toilet rebuild kit	\$3.96 \$16.97
43)	TOIIGE TGDUIIU KIE	φ10.31

PAINTS AND ACCESSIORIES

9) 10) 11) 12) 13) 14) 15) 16) 17)	ITEM Gallon of latex interior/ exterior primer Gallon of enamel interior/ exterior primer Gallon of latex interior paint Gallon of latex exterior paint Gallon of enamel interior/ exterior paint Spray can Kilz primer Qt. of stain Qt. of stain Qt. of verathine 9" paint roller 9" roller cover 4" paint roller 4" roller cover 3" paint brush 2" paint brush 2" foam brush paint roller pan Gallon of paint thinner	COST \$13.99 \$10.99 \$11.77 \$15.13 \$21.19 \$3.97 \$4.87 \$7.47 \$2.97 \$1.99 \$1.49 \$1.97 \$8.97 \$6.97 \$0.74 \$0.64 \$2.47 \$2.29
16) 17) 18) 19) 20) 21)	2" foam brush paint roller pan	\$2.47

DOORS and HARDWARE

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4.	ITEM	COST
1)	32" Exterior door w/ jam (49/16")	\$99.00
2)	32" Exterior door w/ jam (69/16")	\$148.00
3)	36" Exterior door w/ jam (49/16")	\$99.00
4)	36" Exterior door w/ jam (69/16")	\$148.00
5)	Brick molding (set) (\$1.65 ft.)	\$34.00
6)	Exterior door jam extender kit	\$22.97
7)	Weather stripping (10')	\$3.99
8)	Door sweep	\$10.81
9)	Door guard	\$16.45
	1'6" Int. G. Oak (HC) door	\$18.50
,	1'6" Int. G. Oak (HC) door (bored & mortised)	\$33.45
	1'6" Int. G. Oak (HC) door w/ jam	\$49.50
	1"8' Int. G. Oak (HC) door	\$19.95
	1'8" Int. G. Oak (HC) door (bored & mortised)	\$34.90
	1'8" Int. G. Oak (HC) door w/ jam	\$49.45
	2'0" Int. G. Oak (HC) door	\$20.00
	2'0" Int. G. Oak (HC) door (bored & mortised)	\$34.95
	2'0" Int. G. Oak (HC) door w/ jam	\$49.50
	2'4" Int. G. Oak (HC) door	\$21.95
,	2'4" Int. G. Oak (HC) door (bored & mortised)	\$36.90
	2'4" Int. G. Oak (HC) door w/ jam	\$50.62
	2'6" Int. G. Oak (HC) door	\$23.95
	2'6" Int. G. Oak (SC) door	\$47.30
	2'6" Int. G. Oak (HC) door (bored & mortised)	\$38.90
	2'6" Int. G. Oak (SC) door (bored & mortised	\$62.25
	2'6" Int. G. Oak (HC) door w/ jam	\$51.75
	2'6" Int. G. Oak (SC) door w/ jam	\$76.75
	2'8" Int. G. Oak (HC) door	\$24.95
	2'8" Int. G. Oak (SC) door	\$47.85
	2'8" Int. G. Oak (HC) door (bored & mortised)	\$39.90
	2'8" Int. G. Oak (SC) door (bored & mortised)	\$62.80
	2'8" Int. G. Oak (HC) door w/ jam	\$52.85
,	2'8" Int. G. Oak (SC) door w/ jam	\$77.30
	3'0" Int. G. Oak (HC) door	\$26.95
	3'0" Int. G. Oak (SC) door	\$51.75
	3'0" Int. G. Oak (HC) door (bored & mortised)	\$41.90
	3'0" Int. G. Oak (SC) door (bored & mortised)	\$66.70
	3'0" Int. G. Oak (HC) door w/ jam	\$55.12
,	3'0" Int. G. Oak (SC) door w/ jam	\$81.20
	Int. G. Oak replacement jam (49/16")(7')	\$7.75
	Int. G. Oak replacement jam (51/4")	\$11.25
	G. Oak door stop (per ft.)	\$.29
	21/4" G. Oak Molding (per ft.)	\$0.45
	Door shims (pack)	\$1.49
	4'Closet bypass door hardware kit	\$10.97
	6' Closet bypass door hardware kit	\$14.07
	8' Closet bypass door hardware kit	\$18.67
48)	Closet bypass door rollers (set of 4)	\$3.98

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,	Closet bypass door guide	\$2.79
50)	Closet bypass door pull	\$2.27
51)	Storm door	\$89.00
52)	Storm door closure	\$9.96
53)	Storm door handle	\$10.97
54)	Storm door glass	\$14.99
55)	Storm door screen	\$18.00
56)	Schlage lockset	\$32.95
57)	Schlage HC lockset	\$48.95
58)	Schlage replacement latch	\$10.95
59)	Schlage deadbolt	\$36.95
60)	Rekey lockset or deadbolt	\$8.00
61)	Code key	\$5.95
62)	Key	\$1.95
63)	Schlage hall/closet door knob	\$16.95
64)	Schlage hall/closet HC door knob	\$30.95
65)	Schlage bed/bath door knob	\$16.95
66)	Schlage bed/bath HC door knob	\$32.95
67)	Door stop (wall mount at knob)	\$3.47
68)	Door stop (hinge mount)	\$5.22
69)	Door stop (floor mount)	\$4.29
,	Door stop (wall mount at floor)	\$3.96
,	Door stop bumper (for hinge mount)	\$0.55
	31/2" door hinges	\$1.49
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WINDOWS & ACCESSIORIES

<u>ITEM</u>	COST
1) 24" to 46" curtain rod 2) 46" to 84" curtain rod 3) 84" to 120" curtain rod 4) Curtain rod support screw 5) Curtain rod brackets 6) 23" Mini blind 7) 34" Mini blind 8) 46" Mini blind 10) 48" Mini blind 11) 58" Mini blind 12) 70" Mini blind 13) 36" Window shutters (set) 14) 48" Window shutters (set) 15) Windows (small to med.) (sq. ft.) 16) Windows (large) (sq. ft.) 17) Labor (per person) 18) Labor (per person) 19) Labor (per person) 20) Small Window screen	\$1.97 \$3.27 \$4.97 \$1.02 \$2.67 \$5.88 \$9.67 \$10.46 \$9.41 \$11.47 \$14.45 \$18.98 \$21.98 \$8.00 \$10.00 \$45.00 \$75.00 \$80.00 \$15.00
21) Large window screen 22) 1/8" Plexiglas (sq. ft.)	\$19.00 \$19.00 \$1.62

BATH ACCESSIORIES

ITEM	COST
1) Med. Cabinet	\$19.97
2) Mirror (24"x36")	\$59.00
3) Mirror (30"x36")	\$44.25
4) Toilet paper holder (recessed)	\$13.87
5) Toilet paper holder (wall mount)	\$8.57
Toilet paper roller	\$1.54
7) Soap dish	\$5.79
8) Tooth brush holder	\$5.79
9) 18" Towel bar	\$9.97
10) 16" Towel bar (heavy duty)	\$16.98
11) 24" Towel bar	\$11.77
12) 24" Towel bar (heavy duty)	\$19.98
13) Shower rod	\$9.88
14) 18" HC bar	\$18.96
15) 24" HC bar	\$35.96
16) 36" HC bar	\$39.96

LUMBER & MISC.

ITEM	COST
1) 1"x2"x8'	\$0.98
2) 1"x4"x8'	\$2.97
3) 1"x4"x8'MDF	\$3.11
4) 1"x4"x2' Oak	\$4.25
5) 1"x4"x3' Oak	\$6.39
6) 1"x6"x8'	\$4.98
7) 2"x2"x8'	\$1.75
8) 2"x4"x8'	\$2.31
9) 2"x4"x8' Treated	\$3.69
10) 2"x6"x8'	\$4.50
11) 2"x6"x8' Treated	\$7.29
12) 2"x8"x8'	\$5.72
13) 4"x4"x8'	\$6.69
14) 4"x4"x8' Treated	\$8.97
15) 1/8"x4'x8' FRP board (white)	\$26.98
16) 1/4"x4'x8' Plywood (underlayment grade)	\$20.88
17) ½"x4'x8' Plywood (CDX)	\$13.95
18) 3/4"x4'x8' Plywood (CDX)	\$23.69
19) 3/8"x4'x8' Particleboard (underlayment)	\$8.58
20) 1/2"x4'x8' Particleboard (underlayment)	\$8.99 \$42.05
21) 7/16"x4'x8' Chipboard	\$13.95 \$2.50
22) Nails & sheetrock screws (lb.) 23) ½"x4'x8' sheetrock	\$3.93
24) ½"x4'x8' green sheetrock	\$6.97
25) 5/8"x4'x8' sheetrock	\$5.87
26) 5/8"x4'x8' green sheetrock	\$8.97
27) Sheetrock corners (10')	\$2.25
28) 4"x4" sheetrock patch	\$2.47
29) 6"x6" sheetrock patch	\$3.47
30) 8"x8" sheetrock patch	\$4.47
31) 4 gallon all purpose mud	\$4.99
32) 150' roll sheetrock tape	\$2.97
33) Can of sheetrock texture	\$12.97
34) 21/4" Bevel base molding (G. Oak over)(per ft.)	\$0.45
35) 1"x2" G. Oak over (per ft.)	\$0.68
36) 1"x4" G. Oak over (per ft.)	\$1.29
37) 1"x6" G. Oak over (per ft.)	\$2.06
38) 15/16" round closet rod (per ft.)	\$0.99
39) 1"x12"x8' Shelf	\$11.28
40) 1"x16"x8' Shelf	\$13.99
41) Closet rod cups (set)	\$0.85
42) Closet shelf/rod bracket	\$1.37
43) Cabinet door hinge (reg.)(pr.)	\$2.79
44) Cabinet door hinges (euro)(pr.)	\$4.98
45) Fresh air 80 vents	\$22.10
46) Crawl space vents	\$1.95 \$2.07
47) 1"x20"x20" Furnace filter 48) 4"x10" HVAC grill	\$3.97 \$6.39
40) 4 XIU TIVAC YIIII	φυ.39

49) 3/4" lino bar (per ft.) 50) 11/4" lino bar (per ft.) 51) T Bar (per ft.) 52) Latex caulk 53) Silicone caulk 54) Liquid nail 55) 21/2lb. Fire Extinguisher 56) 21/2lb. Recharge 57) 5lb. Fire Extinguisher 58) 5lb. Recharge 59) Fixall 2# bag 60) Mortar 5# bag 61) 21/2" Cove base (per ft.) 62) 4" Cove base (per ft.) 63) Cove base adhesive (tube) 64) Vinyl (sq. yd.) 65) Vinyl adhesive (gal.) 66) Vinyl seam sealer 67) Formica (sq. ft.) 68) Contact cement (tube) 69) Dryer vent 70) Dryer vent pipe (4') 71) Dryer pipe elbow 72) Vent pipe tape 73) Gutter (per ft.) 74) Gutter down spout (10ft.) 75) Gutter elbow 76) Gutter strap	\$1.05 \$1.40 \$1.45 \$2.87 \$3.88 \$1.87 \$22.50 \$9.00 \$38.00 \$10.00 \$2.99 \$6.98 \$0.75 \$0.85 \$3.95 \$10.95 \$12.10 \$1.58 \$3.98 \$4.99 \$2.49 \$2.79 \$6.89 \$2.50 \$10.00 \$1.98 \$0.88
73) Gutter (per ft.)	\$2.50
75) Gutter elbow76) Gutter strap	\$1.98 \$0.88
77) Gutter slip joint78) Gutter end cap79) Gutter corner	\$1.88 \$0.88 \$3.98
80) Gutter caulk 81) Ground rod	\$2.98 \$6.97
82) Ground rod clamp 83) Ground wire (per ft.) 84) Shingles (3 tab)(1/3 square) 85) Reinagel (4at)	\$2.97 \$0.28 \$11.30
 85) Rain seal (tar) 86) Wood stove gasket (3/4")(pack) 87) Wood stove gasket (7/8") (per ft.) 88) Wood stove gasket (1")(pack) 	\$2.99 \$9.60 \$2.48 \$17.10
89) Wood stove gasket cement90) Coat hook91) 4ft. plastic wall corner protectors	\$3.90 \$1.65 \$2.97
92) Epoxy 93) Supper glue	\$2.97 \$0.49

APPLIANCES

ITEM		COST
1) Refrigerator (18CF)(Fridge)		\$399.00
2) Refrigerator FF door gasket	(Fridge)	\$48.22
3) Refrigerator FF door bar (Fr		\$26.42
4) Refrigerator FF door bar (M	o ,	\$11.24
5) Refrigerator FF door bar (sh	,	\$29.12
6) Refrigerator FF door bar clip		\$3.04
7) Refrigerator FF door bar clip		\$2.38
8) Refrigerator door bar clip (M		\$3.00
9) Refrigerator FF drawer (mea	at) (Fridge)	\$26.45
10) Refrigerator FF drawer (de	li) (Fridge)	\$28.20
11) Refrigerator Drawer (M.C.)		\$18.00
12) Refrigerator freezer door b	ar (Fridge)	\$29.12
13) Refrigerator freezer door b	ar clip (RH) (Fridge)	\$2.00
14) Refrigerator freezer door b	ar clip (LH) (Fridge)	\$2.00
15) Refrigerator FF shelf (Frid	ge)	\$24.95
16) Refrigerator temp. control	knob (Fridge)	\$19.25
17) Refrigerator post (M.C.)		\$6.30
18) Refrigerator trim piece (M.		\$4.46
19) Range burner drip pan (6")		\$2.26
20) Range burner drip pan (8")		\$3.29
21) Range burner 6"		\$24.95
22) Range burner 8"		\$26.95
23) Range burner plug-in		\$6.98
24) Range oven door handle		\$36.95
25) Range handle screws		\$2.00
26) Range drawer handle		\$20.00
27) Range oven rack		\$31.83
28) Range oven element		\$25.85
29) Range control knob		\$12.45
30) Epoxy (tube)		\$5.95

CLEANING & TOILET SUPPLIES

11) 12) 13) 14) 15) 16) 17) 18) 19) 20)	Critus cleaner (gal) Toilet bowl cleaner (gal) Window cleaner (gal) Oven cleaner (spray can) Mop head Dust mop head (24") Dust mop head (36") Scrubby/sponges Pumice stick Pledge cleaner (spray can) Heavy duty trash bags, 42 gal (box) Reg. Trash bags, 33 gal (box) Tall kitchen trash bags, 13 gal (box) Trash bags, 24"x24" (box) Cleaning spray bottle Anti-Bacteria soap (gal) Driveway cleaner (gal) Toilet paper, office (case) Toilet paper, CJC (case) Paper towels, kitchen (case) Paper towels, single fold (case)	COST \$7.97 \$6.97 \$8.67 \$3.97 \$9.58 \$10.64 \$15.39 \$3.41 \$1.93 \$4.98 \$11.98 \$9.94 \$9.77 \$26.21 \$1.49 \$10.96 \$8.97 \$27.78 \$28.20 \$29.52 \$31.50
20)	• • • • •	\$29.52
22) 23) 24) 25) 26) 27)	Paper towels, tri-fold (case) Time mist spray (case) Steriphene II (case) SOS pads (box) Wasp spray D-Con (4pk)	\$28.18 \$55.50 \$46.80 \$2.98 \$2.96 \$4.47
ZO)	Ant traps (4pk)	\$1.97