



Maintenance Work Orders and Resident Charges

The Somerville Housing Authority Maintenance Department generates thousands of work orders per year. When you call the maintenance office a computerized work order is documented and issued to staff. Our answering service also fields requests after-hours to serve residents through our on-call staffing assignments. All residents are encouraged to call to have work performed in their apartments when required. Maintenance staff is required to prioritize all work items and address them according to the date received and order of significance utilizing the following guideline:

ORDER OF IMPORTANCE

1. **EMERGENCY WORK ITEM** – This would only pertain to work items that may cause serious structural damage or pose a life-threatening scenario.
 - a. Emergency definition– A condition that is immediately threatening to the life and safety of residents, staff, or structures. The following is the minimum list of emergencies that should be reported to maintenance for immediate repair:

Examples of Emergencies to be called out:

 - Fires of any kind (Call 911)
 - Gas leaks or Gas odor (Call 911)
 - Electric power failures
 - Electrical hazards, sparking outlets
 - Broken water pipes or flooding
 - No water or unsafe water
 - Sewer or toilet blockage
 - Roof leaks
 - Lock outs
 - Door or Window lock failure
 - No heat
 - No Hot water
 - Snow or ice storm
 - Dangerous structural conditions
 - Inoperable Smoke or CO detectors, beeping or chirping detectors
 - Elevator stoppage or entrapment
2. **GROUNDINGS** – Maintenance of the exterior of our properties is the second priority for regular maintenance and all maintenance staff work to ensure our properties are clean and safe at the start of their workday. Litter patrol, trash removal and landscape duties (grass cutting/trim work) take considerable time and resources.
3. **VACANCY PREPARATION** – The SHA Maintenance staff also perform work in vacant units to ready a home of a new resident of SHA. The SHA works diligently to balance vacancy needs with timely completion of resident work orders. At times, there may be a delay in completion of non-emergency work orders due to these obligations.
4. **GENERAL WORK ORDERS** -General work orders are work orders generated by residents when they request work or generated by other housing authority personnel during routine property inspections. Our staff will complete emergency work orders within 24 hours. All other work orders are completed according to need and priority.

1. Call your work request in during the regular work hours Monday – Friday 8 AM to 4:00 PM
2. Work order requests placed outside of regular business hours will be addressed by on-call or weekend staff to complete work according to order of priority.
3. Residents will be charged for any resident-caused damage to the unit outside of normal wear according to the signed lease agreement.

MAINTENANCE PHONE-617-625-4522

Residents are also responsible to report promptly all maintenance problems and damages to the apartment. The following maintenance charges will be in place for damages caused by residents or their guests in the apartment. The charges listed below are for Housing Authority costs without labor. This maintenance charge schedule lists the most common household items that are often replaced by our maintenance staff, but it does not reflect an exhaustive list. The SHA will charge for additional items not included in this list, and residents will be assessed a charge based on the cost of the item, and any applicable labor to complete the work. Resident-caused damages to exterior grounds or other occupied units of any SHA property will also result in a resident being charged. The amount will be automatically posted to the resident ledger along with the rental payment for the following month.

MAINTENANCE CHARGES FOR DAMAGES CAUSED BY RESIDENTS OR GUESTS

<u>ITEM</u>	<u>DESCRIPTION</u>	<u>COST</u>
<u>Smoke detector</u>	<u>Missing/damaged smoke detectors</u>	<u>\$37.00</u>
<u>Combo smoke/carbon</u>		<u>\$69.00</u>
<u>Screens</u>	<u>Damaged Screens</u>	<u>\$25.00</u>
<u>Window Shades</u>	<u>Broken/ripped shades</u>	<u>\$38.00-\$54.00 (depending on size)</u>
<u>Glass Window</u>	<u>Damaged glass window</u>	<u>\$27.00 (and up based on size)</u>
<u>Apartment Door</u> <u>30x80</u> <u>24x80 closet</u>	<u>Resident damage in unit</u>	<u>\$134.00</u> <u>\$125.00</u>
<u>Door knob</u>	<u>Resident damage</u>	<u>\$20.00</u>
<u>Door hinges</u>	<u>Resident damage</u>	<u>\$10.00</u>
<u>Apartment Entry Door</u>	<u>Resident damage-exterior</u>	<u>\$500.00</u>
<u>Apartment Key</u>	<u>Replacement/Additional Interior Door Key</u>	<u>\$5.00</u>
<u>Mailbox key</u>	<u>Replacement key</u>	<u>\$5.00</u>
<u>Key fob</u>	<u>Replacement/Additional Fob</u>	<u>\$7.00</u>
<u>Entry Door Key</u>	<u>Replacement/Additional Entry Door Key</u>	<u>\$50.00</u>
<u>AC Installation/Removal</u>	<u>Installing of AC in unit</u>	<u>Labor</u>
<u>Trash Disposal</u>	<u>Improper trash disposal fee</u>	<u>\$25.00</u>
<u>Large item removal</u>	<u>Requested removal of large items or improperly disposed items, including but not limited to, furniture or appliances.</u>	<u>Labor</u>
<u>Light bulbs</u>	<u>In unit light bulb replacement</u>	<u>\$3.00</u>

Light Switch plate	Resident damage	\$2.00
Electrical Receptacle	Resident damage	\$1.00
Light Switch	Resident damage	\$2.00
Light fixtures	Resident-caused damage	\$35.00
Lock Cylinder replacement	Cylinder replacement only	\$90.00
Lock Change	Full lock change	\$250.00
Closet Pole	Closet pole only	\$20.00
Closet Brackets	Closet brackets only	\$4.00
Countertops	Damaged countertops	Cost of materials
Shower liner & rings	Replacement	\$10.00
Shower rod and brackets	Replacement	\$10.00
Toilet seat	Replacement	
Regular Seat		\$14.00
Elongated seat		\$18.00
Medicine Cabinet	Replacement	\$50.00
Bathroom sink	Replacement	\$65.00

LOCKOUTS

Lock-out Fees:

Residents requiring lock-out services after their **second** lock-out will be charged a fee; each lock-out service rendered.

- Monday-Friday after normal SHA business hours between 4:00 p.m. and 12:30 a.m. will be charged \$37.50.
- Monday-Friday between 12:30 a.m. and 8:00 a.m. will be charged \$125.
- During the weekend between 5:00 p.m. and 12:30 a.m. will be charged \$37.50.
- During the weekend between 12:30 a.m. and 5:00 p.m. will be charged \$125.