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# Resident Maintenance Handbook

For Residents of Homes for Good's  
Public & Multi-Family Housing  
& Firwood Apartments

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## PURPOSE

- The Resident Maintenance Handbook gives you important information about your unit and how to take care of it, and it lets you know how to access Homes for Good's Maintenance services.
- The Residence Maintenance Handbook does not take the place of your lease or community rules. Making repairs or alterations to your unit may be a violation of your lease or community rules. Contact your Property Manager before make any modifications or repairs that may jeopardize your housing.

When you move in, your Property Manager will give you a brief Orientation. You will walk through your unit with your Property Manager, who will show you important features. You will also compare the condition of the unit to your Unit Condition Survey Report (also known as the "Exhibit A") – this is the inspection report we completed when we made your unit ready for you to rent. You must make a note of any differences between what the "Exhibit A" says about the unit vs. what you see. If you see things in the unit that are not on the report, you need to write them down and provide them to your Property Manager within 7 days of getting your keys.

The Resident Maintenance Handbook is also a guide for your Orientation – please review it with your Property Manager, and ask them about any questions you might have.

## "MY HOME" – RESOURCES & INFORMATION

- My unit address is: \_\_\_\_\_

\_\_\_\_\_

- My Property Manager is: \_\_\_\_\_

Telephone: \_\_\_\_\_ E-mail: \_\_\_\_\_

- My Assistant Property Manager is: \_\_\_\_\_

Telephone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Call your Assistant Property Manager for changes in your income, expenses or for changes in your household.

### IMPORTANT INFORMATION

- Non-Emergency Maintenance Requests (24 hours a day) 541-682-4010
- EMERGENCY Maintenance Requests (during business hours) 541-682-4090
- EMERGENCY Maintenance Requests (after-hours) 541-359-8874
- Police Non-Emergency Dispatch and Community Website Information:
  - Eugene 541-682-5111 [www.eugene-or.gov](http://www.eugene-or.gov)
  - Springfield 541-726-3714 [www.ci.springfield.or.us](http://www.ci.springfield.or.us)
  - Florence 541-997-3515 [www.ci.florence.or.us](http://www.ci.florence.or.us)
  - Cottage Grove 541-942-9145 [www.cottagegrove.org](http://www.cottagegrove.org)
  - Junction City 541-998-1245 [www.ci.junction-city.or.us](http://www.ci.junction-city.or.us)
  - Creswell 541-895-2536 [www.ci.creswell.or.us](http://www.ci.creswell.or.us)
  - Veneta 541-682-4150 [www.ci.veneta.or.us](http://www.ci.veneta.or.us)

**(Police services in Creswell & Veneta are provided by the Lane County Sheriff's Office)**

- POISON CENTER 1-800-222-1222
- Community Resources [www.211info.org](http://www.211info.org)

## APPLIANCES

Homes for Good is responsible for the mechanical maintenance and repair of the appliances provided in the unit, and you are responsible for keeping them clean and for making sure they are used properly and not damaged. You will be charged for damage or repairs that are caused by neglect or improper use.

You may not remove the appliances we have provided with your unit or install your own appliances in place of those provided. Use the utility connections (electric or gas) that are provided only for the appliances that have been provided. If you wish to use other appliances in your unit (a portable dishwasher or freezer, for example), you may do so after receiving prior written permission from your Property Manager, and only for designed & intended purpose. .

You are responsible for any damage caused by improper use of appliances. Do not use your stove as a source of heat and NEVER put aluminum foil under or around the burners (cooking coils) or in the bottom of the oven, under the oven heating elements.

If you have any questions about what you may or may not do, ***ask your Property Manager first!***

## CABINET & COUNTERTOPS

Painted cabinet or cupboard surfaces should be cleaned, as needed, with a mild detergent or damp cloth. Fingerprints, grease and other marks should be cleaned immediately. Use only non-stick shelf liner.

You may be charged for damaged cabinet or cupboard doors or hinges, if the damage is caused by abuse, excess water damage or neglect. Please do not damage surfaces by using scrubbing pads and/or abrasive cleansers, or hanging weighty items on the doors.

Be careful not to put hot pans directly on countertops or to use the countertop as a cutting board. This will cause damage to the surface of the counter top, which you may be charged for. Clean spills before they dry & harden with a mild detergent – do not use harsh or abrasive cleansers on counter tops.

## CONDENSATION & MOISTURE

Condensation (water from the air) causes dampness, rot, stains, peeling paint, and mildew. Due to our damp climate, this can cause damage to your unit if you do not take the proper precautions:

- Open bathroom and kitchen windows, as needed, to allow for ventilation.
- Use the ventilation fans in your unit (kitchen & bathroom) when cooking or bathing. You should run the fans more often and longer if you have excessive moisture in either of these areas.
- Wipe away moisture from your windows and window sills promptly.
- Make sure all areas of your unit get good air circulation, especially if they don't get sun.
- Keep your unit warm enough (especially during damp, cold weather) to discourage moisture.

If you have a problem with moisture or your ventilating fans, call the Maintenance work order line.

## ELECTRIC & HEATING

Your unit's electric system requires very little maintenance on your part. The electric system is controlled by the electric service panel (where the circuit breakers are located). Do NOT flip breakers to the "off" position to save energy. It is important for you to know where your electric service panel is located. Do not block access to the panel.

We will show you where it is, how the circuit breakers work, and how to shut off and restore electric service. Please remember to unplug any appliances before restoring power to the circuit they're on.

The light fixtures in your unit have been inspected, tested for proper operation, and equipped with an appropriate light bulb. You must supply and install replacement light bulbs of like kind. Homes for Good will provide lightbulbs for fluorescent or LED light fixtures and appliances.

Please do not use light bulbs greater than 60 watts. You are encouraged to use energy-efficient light bulbs whenever possible. Please keep light fixtures free of dirt, insects and cobwebs – most can be cleaned with a lightly dampened cloth or sponge.

Please remember to turn lights off before cleaning them. If a light fixture doesn't work, but the circuit breaker and the light bulb are OK, please call-in a work order request. If you experience any sparking or unusual noises in any Homes for Good-supplied appliance, turn it off and please call-in a work order request immediately.

If you are elderly or disabled, and are physically unable to replace a light bulb, you may request assistance by calling in a work order request. This type of service is offered on a "time available" basis, as they are prioritized with other Maintenance requests.

Heating systems are maintained by Homes for Good – most units have a thermostat that allows you to regulate the heat in your unit. Conservation guidelines suggest setting the thermostat at 68°F during cold weather. You must maintain your unit temperature above 65°F. Do not turn off your heat in the winter, as it may lead to frozen pipes and water damage.

Please use caution when arranging your furniture. Furniture and other items should not touch heating vents or elements. **Keep all items at least 12 inches from heat sources to avoid the chance of sparks or fires.** Heating vents and elements should be kept clean and free of dust. If your unit has electric ceiling heat, please do not puncture or attach any fasteners to the ceiling (there are electric heating coils inside). **If your unit has a fireplace, it has been capped off. Do not use any existing fireplace.** If your unit has a ductless heat pump, remove and clean the filters monthly, by following the directions provided by your Property Manager. Regularly cleaning your filters will help the heating/cooling unit to work more efficiently and save on energy costs.

## **FIRE HAZARDS & FIRE SAFETY**

- Keep matches and flammable materials out of reach of dependent family members (you will be held responsible for their actions).
- Keep clothing and other flammable materials at least 12 inches away from any source of heat or flame. \*Never leave a burning candle unattended, even if you only leave the room for a moment!
- Do not leave small appliances with heating elements (i.e. clothing or hair irons, waffle irons, fryers, etc.) turned on and unattended. Use an appliance pad or cutting board when setting these appliances on the counter to avoid burns or staining.
- Keep your unit clean and free of clutter and debris – take your trash out regularly.
- Remove grease from the cooking range and turn the range off before leaving the kitchen. Periodically clean the vent filter and put it back to keep it working safely and efficiently. The vent filter can be cleaned by running it under hot water or through the dishwasher.
- Check electrical cords for damage and wear – do not use any cord that is not in good condition. Use only approved surge protectors or extension cords and never overload electric outlets by plugging in too many items.
- Operate barbecue grills at a safe distance from the buildings. Avoid using them in bark-mulch areas and never allow high flames or flying sparks/embers. Barbeque grills must be monitored by an adult at all times during their use. Be courteous and try to make sure smoke and fumes are not going into someone else's window or doorway.
- Fire pits or bonfires are NOT permitted on the premises at any time.

## **FLOORS & CARPETS**

Regularly clean the floors and carpets in your unit. If the flooring or carpeting is damaged, call in a work order request. Damaged floors and carpets can be unsanitary and a safety hazard and get worse with neglect.

Dry spills should be vacuumed immediately. Liquid spills should be cleaned immediately to avoid stains. You are responsible for any damage to your floors from improper care, burns, spills and stains.

Carpets should be vacuumed at least weekly, and vinyl floors should be swept daily and mopped with a mild detergent at least weekly. Use only products appropriate for the flooring type. Do not use Oxyclean products on carpets because it will leach color from the carpeting. We recommend using "Resolve" or a similar product.

Use self-stick felt pads under your table legs and dining chairs. This will keep the table and chairs from scratching the floor and be quieter for your neighbors. You may also put small round felt pads on your kitchen cabinet doors to keep them from banging when they are shut.

Vacuum or sweep wood floors daily. Clean spills immediately to avoid stains. Do not use excess water or inappropriate chemicals. Ask your Property Manager if you have any questions about the flooring or what to use on your specific floor.



## KEYS & LOCKOUTS

You have been provided with keys to your unit. If you lose the keys, you will be charged \$5.00/key for a replacement. You may not re-key your own locks – only Homes for Good may install, change or re-key a lock in or to your unit. You may request to have the locks changed (re-keyed, at our discretion) at your own expense. The charges to re-key a lock will be actual cost plus the labor cost per lock (including two keys), plus \$5.00 for each additional key requested.

NOTE: For HUD Multi Family complexes (Abbie Lane, Fourteen Pines and Village Oaks) – If you need a replacement or additional key, you may purchase one for the actual cost of key replacement (check or money orders only – no cash accepted) by calling in a work order request to (541-682-4010)

If you lock yourself out of your unit, but do not require a new lock or new key(s), you will be subject to the following charges:

- **Public Housing Residents:**

- **Lock Outs During business hours**, if you live at a property with an on-site Maintenance Staff, Resident Aide, or key holder, there is no charge for that person to let you into your unit, as long as you have not previously locked yourself out of your unit two (2) or more times in the last 12 months.

If there is not an On-site Maintenance Specialist, Resident Aide, or key holder on-site where you live, there will be a charge to let you in. You will be charged the actual amount it costs Homes for Good to send someone out to let you into your unit.

NOTE: For Public Housing Residents, if you need a replacement, or additional key, you may purchase one for \$5.00 (check or money orders only – no cash accepted) by calling in a work order request to (541-682-4010).

- **Lock Outs After Hours/On Weekends/Holidays, at a property with a Resident Aide or key holder on-site** - There will be no charge for that person to let you into your unit, as long as they on site person is available and you have not previously locked yourself out of your unit at least two (2) or more times in the last 12 months.
- **If you live where there is no Resident Aide or key holder, or if we must recall off-duty staff to let you in:** You will be charged the actual cost of providing this service.
- **Nuisance Fees for Excessive Lock-Outs:** If you lock yourself out of your unit more than two (2) times in a rolling 12-month period, we will consider that to be “excessive” and we will charge you the actual amount it costs us to let you into your unit, regardless of who lets you into your unit.
- **If you wish**, you may use a locksmith instead of asking us to let you into your unit. You are responsible for all costs associated with having a locksmith let you in. The locksmith may ONLY let you into your unit – **they may NOT change or re-key the lock.** You will be responsible for any damage that may occur if you call out the locksmith or if Homes for Good has to re-key after a locksmith changed a lock without permission.

- **Multi- Family Residents at Abbie Lane, Village Oaks and 14 Pines: Lock Outs**
  - **Lock Outs During business hours**, there is generally not a fee for lock outs during business hours if an on-site employee or key holder is available
  - **Lock Outs after Hours/On Weekends/Holidays, at a property with a Resident Aide or key holder on-site**, there is generally no fee for a lock out at these times, if an onsite employee or key holder is available.
  - **If you live where there is not an on-site employee or key holder or if we must recall off duty staff to let you in:** You will be charged the actual cost of providing this service.

### LAUNDRY FACILITIES

If you live at a complex where there is a laundry facility, please follow the posted laundry room rules and the Community Rules for your complex or program. If you have a washer/dryer connection in your unit, regularly check the washing machine & connections for drips, leaks and check your dryer for proper ventilation. Clear the dryer lint filter with each load, and check to see that the vent is working properly. If Homes for Good is providing (paying for) your water, we expect residents to be conscientious in conserving water and helping us save costs. You can do this by only running the washing machine with a full load, not taking in laundry for others and not over drying your clothes.

At least monthly, check behind the washing machine for moisture, and check behind the dryer for lint buildup and to make sure the vent hose is connected. You are responsible for any unit damage caused by your personal laundry machines, including machine defects and/or improper connections or installation.

### PEST CONTROL

Keeping your unit clean and in good condition is the best way to prevent infestations of insects, rodents or other pests. Complete cleaning in corners, cabinets and closets, around water pipes, kitchen and bathroom fixtures, and under sinks will help keep the possibility of pests to a minimum. Contact the maintenance work order line if you believe you have a pest problem.

Pest control is done regularly at some complexes – ask your Property Manager for more information.

### PLUMBING & WATER HEATER

If your unit has a shut-off valve that controls all the water into your unit, we will show you where it is and how to operate it. Sinks, toilets, and the water heater (if you have one) each have their own shut-off valves. There are usually two (one for hot, and one for cold). To close a valve, turn it completely to the right (clockwise). You must report all leaks (including dripping faucets) to the work order line. Please report even small drips or leaks, to avoid water damage.

Normal plumbing repairs, including leaking faucets, will be made without charge, if you report them timely to the work order line. Keep drain strainers in place to prevent clogs. Use hair catchers in your tub drain to prevent clogging and help you to avoid charges. If your unit is damaged due to water clog, neglect, improper use of fixtures, or failure to promptly report problems that lead to other unit damage (e.g. dry rot), you will be charged for the repairs.

Moisture may accumulate on or behind your toilet tank. This is typically due to condensation and not a leak (see more about condensation & moisture in this handbook). Dry the tank surface and run bathroom fan or open bathroom windows. If you experience excessive moisture or condensation that won't go away, call the work order line.

Homes for Good will maintain & service your water heater. If a leak develops, please do the following:

- Call the work order line (541)-682-4010 – or, if after hours, call (541)-359-8874).
- Turn off the electricity to the water heater at the electric service panel.
- Turn off the water supply to the water heater (valve on top – if there are two, turn off both valves).

**The wastewater system (toilets & drains) is for water and appropriate waste only – do not put hair, paper towels, newspapers, sanitary napkins, wipes, tampons, diapers (including disposable), bathroom training toys, grease, any type of cat litter, or any other solid matter in the toilets or drains. Keep your toilets & drains free and unclogged; improper use will result in tenant charges. Homes for Good has provided you with a plunger to help keep lines free and clear of waste.**

If you have a clogged drain or toilet that can't be cleared with a plunger, please call the Maintenance work order line. **Do not use household or other chemical drain cleaners.**

Clean your sinks daily. Wipe and rinse after each use. Check for moisture & leaks at least weekly.

Clean bathtubs & showers at least weekly, using only non-abrasive cleansers. Rinse and wipe down the bathtub & shower surfaces after each use. Pay close attention to tile grout and tub corners.

Clean your toilet at least weekly with an appropriate cleanser, and pay special attention to the floor around the base of the toilet because regular cleaning will keep away stains & odors that can cause damage. Report moisture, discoloration, or other signs of potential water leaks to the work order line.

### **RENTER'S INSURANCE**

We strongly encourage you to obtain a renter's insurance policy that covers your personal property against loss or damage, and that covers catastrophic unit damage (e.g. fire). In the case of fire or other damage, you will be liable to pay Homes for Good for the current deductible amount of Homes for Good's insurance policy.

### **RESIDENT REPAIRS & ALTERATIONS**

Do not alter or repair your unit without advance written permission from your Property Manager. Ask your Property Manager if you have any questions. Any repairs must be consistent with Homes for Good standards, or you may be charged for Homes for Good to fix the repair. Do not nail, puncture or attach anything to exterior surfaces of the unit, including the siding, banisters, railings or overhead beams.

## SMOKE ALARMS & CARBON MONOXIDE DETECTORS

Alarms/detectors are tested for proper operation before you move in. You must check (test) your alarms/detectors on a regular basis (*at least* once a month). You must not remove or tamper with any alarm/detector (including removing the batteries). If any alarm/detector does not work, report this as an emergency maintenance issue to the work order line or the after hours work order line.

**Under state law you *must* 1) test your smoke alarm regularly; 2) immediately notify Homes for Good if it is not working; and 3) replace any dead batteries.**

It is *illegal* and a lease violation, to remove or tamper with an alarm/detector, or to remove working batteries. Removal or tampering with alarm/detector may result lease enforcement.

If any of the alarms/detectors in your unit are battery-powered, or have a battery backup, we will provide you with the batteries you need to keep your alarm/detector in good working condition. Call the work order line if you need Homes for Good to provide batteries.

**Note: Public Housing Only** - If Homes for Good determines that the Resident removed or tampered with alarms or detectors, you will be charged a \$50.00 maintenance charge. [Oregon Landlord Tenant Law allows landlords to charge up to \$250.00 per occurrence.]

## STORAGE SHEDS

At specific complexes or locations, you *may* be allowed to have a storage shed with prior written permission from your Property Manager. You must submit a request and receive prior *written permission before installation*. Please use our 'Permission to Install a Storage Shed' form which is available from your Property Manager or at our website [www.homesforgood.org](http://www.homesforgood.org).

Storage sheds must be 1) designed & intended for that purpose; 2) installed in a workmanlike manner; and 3) well-maintained. You must also restore the installation area *to its original state* when you vacate your unit. Storage sheds may not be attached in any way to the unit or any other building.

## TELEPHONE, TELEVISION & INTERNET (Including Antennas & Satellite Dishes)

Telephone, cable television, or internet service (if available in your area) is your responsibility – Homes for Good does not provide these services. If your unit already has any of these connections, you may arrange with the local service provider(s) to receive these services at your own cost.

You must obtain prior written permission from your Property Manager before you install or change any existing telephone, cable or satellite television or internet connections. You are responsible for any damage(s) that may be caused to the unit as a result. You may not attach any antenna or satellite dish to any part of the building.

## TRASH COLLECTION

Homes for Good provides (pays for) trash collection at all complexes and locations, through local service providers (waste disposal companies). **Over-filling the trash can, putting large items out with the garbage for pickup, and/or putting garbage in your recycling bin may result in charges which you will be responsible for paying.** You must comply with all service provider's policies and procedures for maintaining your service. If you cause trash collection at your complex or location to be disrupted, you could jeopardize your housing and be financially responsible for any related costs.

If you have items that cannot be collected through the disposal service provided, you may request a work order for maintenance staff to dispose of the item. Costs for this service will be the for the actual labor time and for any disposal fees incurred.

## WALLS & CEILINGS

Painted walls should be cleaned of dirt or marks (including grease, smudges, fingerprints and pencil, ink, marker or crayon marks). Pay special attention to heavy-use areas (door and window frames, light switches, kitchen). Inexpensive cleaners such as TSP, Spic-n-Span, ammonia, or white vinegar are great for cleaning painted surfaces.

Remember smoking is not allowed inside any Homes for Good unit. If there has been smoking in your unit (in violation of the lease), we will professionally clean your unit and bill you for the cost of the cleaning. Removing grease, nicotine and other residues from walls is costly. Discoloration on walls and ceilings must be cleaned. Smoke, nicotine or smoking residue and grease may infiltrate many areas of your unit including vertical blinds, vents, filters, cabinets, door surfaces, etc. You will need to clean all affected surfaces. Failure to clean these surfaces and remove resident may result in you being billed for the actual cost to professionally clean your unit.

If you wish to paint the interior of your unit, you *may* do so with *prior, written permission*. Please use our 'Interior Painting Permission Form', which you can get from your Property Manager or from our website at [www.homesforgood.org](http://www.homesforgood.org).

Walls must be cleaned prior to painting. You must use paint provided and/or approved by your Property Manager. After receiving initial permission, you will be asked to paint a "test wall" and let staff inspect your work before you are allowed to complete the job. Prior to vacating, the unit must be restored to its original color/paint.

Under no circumstances may you install or attach wallpaper to any surface in your home.

Do not attach any hooks, fasteners or anchors to any part of the ceiling or walls. They cause severe damage when installed or removed and you will be charged for any damage resulting from their use.

## **WINDOWS & SCREENS** (Including Screen Doors)

Clean inside windows "as needed," and at least monthly in heavy-use areas (kitchen, living room, and bathroom). Bedroom windows should be cleaned at least every other month unless they happen to get dirty more quickly. Clean the window tracks using an old toothbrush (or similar item). Clogged window tracks can lead to potential window damage. Vacuum window frames and tracks to remove embedded dirt.

Outside windows should be washed at least twice a year (every six months), and "as needed." Screens should be removed and washed with soap and water – afterward, rinse thoroughly. Put screens *back on the window* to dry – do not leave the screens off – they are easily damaged.

If you (or someone else) breaks or damages a window, screen or frame, you must report it and may be charged for repair or replacement. Failure to report broken or damaged windows, screens or frames is considered a serious violation of your lease.

Homes for Good does not provide screen doors. If there is a screen door on your unit, you may keep it (as long as it stays in good condition). **You must maintain or repair it yourself at your own expense.** Homes for Good staff do not repair screen doors. Screen doors must be kept in good condition and work properly (including springs and latches).

You may request Maintenance to remove a previously installed screen door prior to occupancy and you will not be charged for the removal. However, if you request a screen door be removed after occupancy, it will be removed at your expense.

You may install a screen door with *prior, written permission* (please contact your Property Manager or obtain a permission request form from our website at [www.homesforgood.org](http://www.homesforgood.org)). If you install a screen door, you must remove the screen door when you vacate and you must restore the door frame to its previous condition. Your work will be inspected and you will be charged for any damages.

## **YARD CARE**

**You are required to maintain yards and outdoor areas that are a part of your unit.** During Orientation, your Property Manager will review any specific yard care required for your unit. Your lease agreement specifically indicates that you will maintain yards and outdoor areas. Failure to do so is a violation of your lease. Homes for Good does not provide yard care supplies or equipment. If you do not have working lawn care equipment or supplies, you are responsible to make other arrangements.

You must mow your lawn at least once a week during the growing season, and not let grass or weeds grow taller than six (6) inches. You must also water the lawn, depending on the weather, up to 30 minutes twice a week, covering all areas well. Remove leaves, debris and excessive lawn clippings regularly as to not damage the lawn. Be proud of your yard and your home. Your yard should be neat and tidy.

You may (and are encouraged to) perform **minor** trimming of shrubs and bushes – any **major** work must be coordinated through your Property Manager. If trees, shrubs or bushes become weakened due to weather, vandalism or old age, please report it to the work order line. If your property includes fast-growing or invasive species, *such as blackberries*, **you must keep them trimmed back at all times. Tree branches and shrubs should be at least 12" from any fence or building.**

*With your Property Manager's prior written approval*, you may have a small garden area *in accordance with the norms at your complex*. If you choose to have such an area, you are responsible to maintain it. If you do not maintain it, you will be asked to remove it and returned it to its previous condition. Please use the 'Permission to Establish a Garden Area' form (which you can get from your Property Manager or from our

website at [www.homesforgood.org](http://www.homesforgood.org)). You must neatly maintain your garden, and you must restore the area to its *original condition* when you vacate.

If you live in a complex with no outside area under your exclusive control (*ask your Property Manager*), you may be allowed to engage in limited outdoor gardening, depending on the complex.

Your garden may not negatively impact your neighbors (due to smells, spraying, insects, lack of maintenance, encroachment into a neighbor's area, etc.), and you must garden *only* in the area approved by your Property Manager.

**Please do not interfere with the work of any Homes for Good staff or landscape maintenance contractors.** If you have questions or concerns regarding yard or exterior work, please contact your Property Manager.

### REQUESTING MAINTENANCE SERVICES

If you need Maintenance services for any of the reasons listed in this handbook, or for any other reason, please call the Maintenance Work Order line (541-682-4010) **IMMEDIATELY**. It is *very important* that you call-in your maintenance needs quickly to avoid additional damage and avoid charges.

For **non-emergency work orders**, please call **541-682-4010**, 24 hours/day, and seven days/week. This will connect you to the Maintenance Work Order line – it's a voicemail system – please don't hang up!

- Speak slowly and clearly
- Leave your name, unit address, telephone number, and a *detailed* description of the problem – include *everything* that needs to be repaired.
- Generally, we do not confirm the receipt of a work order or call ahead to let you know we're coming. The work order line is checked multiple times a day.
- Your request for a work order gives us permission to enter your unit and make the requested repairs. If you are not home, we will leave a notice letting you know the date and time we made the repairs. If you have animals or need to make an appointment for the work order repair, please clearly make that request at the time you call in to the work order line.

**For emergency work orders, during business hours**, please call 541-682-4090. If you call *during* business hours when the Homes for Good office is open (8:30 a.m. to 3:30 p.m. – Monday through Thursday), your call will be routed to the appropriate staff person.

**For emergency work orders after business hours, weekends and holidays**, call (541) 359-8874.

If the Maintenance worker determines it *is* an emergency, they will respond accordingly. Residents may be charged a *minimum of four (4) hours* of labor for an after-hours work order response or the actual time, labor and materials, if the call is due to damage was caused by the resident, household members, pets or anyone under your control. If a Homes for Good employee lives on-site *and is available to respond*, you will be charged a minimum of one (1) hour's labor or the actual time, labor and materials, if the call is due to damage was caused by the resident, household members, pets or anyone under your control.

## How do I know if it's really an "emergency" or not?

An "emergency" is a situation that threatens your life, safety or your ability to continue to occupy the unit, or that may cause substantial damage to the building.

Some examples of "emergencies" are: clogged toilet (if there is only one toilet in the unit), refrigerator stopped running, broken water pipes, flooding, roof leaks, complete power outages, the complete inoperability of the sewer/wastewater system, or a broken window or broken exterior door lock that prevents the unit from being secured.

## UNDERSTANDING WORK ORDER PRIORITIES

Homes for Good prioritizes work orders based on the following order:

1. **EMERGENCIES:** Our goal is to address the emergency work orders within 24 hours. Examples include water flooding, electrical sparking or fire, the only toilet in your unit is clogged and you were unable to unclog it yourself, etc.
2. **URGENT:** Our goal is to address urgent work orders within 1 to 2 days. Examples of urgent work orders include: clogged sinks and toilets (which you can't unclog yourself, if there is more than one toilet in the unit), partial power outages, and cracked (but not broken) windows.
3. **ROUTINE:** Our goal is to address routine work orders within 5 to 15 working days. Examples of routine work orders include: slow-draining sinks, dripping faucets, partially inoperable interior doors, or inoperable stove burner or oven element.
4. **PREVENTATIVE MAINTENANCE:** Our goal is to address preventative maintenance work orders as quickly as possible. Examples of preventative maintenance work orders would include replacing common area lighting elements, changing exhaust fan and heating system filters, and other similar requests. Timeframes may be impacted by other work Homes for Good must complete such as inspections and work in vacated units.

## HOW MUCH WILL I BE CHARGED?

We charge for Maintenance services according to the Homes for Good Schedule of Charges. The current schedule (at the time of the printing of this handbook) has been included in this handbook. The Schedule of Charges is periodically updated and revised. If you need the most current Schedule of Charges, please contact your Property Manager. The Schedule of Charges is included in this handbook. If we update the schedule, we will publish and make available the new Schedule of Charges.

If you disagree with the amount you're being charged for maintenance services, you may request a review of the charges. Follow the instructions included on the Statement of Charges.

## QUESTIONS OR CONCERNS

If you have any questions or concerns regarding your housing, your first step is to contact your *Property Manager* (see the "My Home" – Resources & Information" section in this Handbook). Your Property Manager will review this handbook with you. Please make a note of their contact information in your Handbook.



### **VACATE CLEANING CHARGES**

Most vacate repair/cleaning charges are represented as a minimum to maximum amount. Others are based on a straight fee or an estimated cost of parts and labor. Labor is charged on a quarter-hour basis with a minimum charge of 15 minutes.

Paint, appliances, and flooring will be prorated based on the useful life remaining of the product. Damages in excess of normal wear and tear will be charged to the resident. Typical damages beyond normal wear and tear include, but are not limited to, large stains on carpets, torn screens, bent/broken blinds, bent or missing screen frames, and cracked windows.

The use of SMALL nails and tacks for hanging pictures is normal and expected, although an excessive amount of holes may require patching and repainting a wall. PLEASE do not patch any holes in walls.

Please be aware that if you have smoked in your unit, you will be charged the actual cost for removing the residue from the walls. Besides nicotine, residue on walls can be caused by vaping, burning candles, incense, and many other materials.

### Schedule of Vacate Charges for Public Housing

<b>REPAIR / REPLACEMENT</b>	<b>MINIMUM</b>	<b>MAXIMUM</b>	<b>ACTUAL COST + LABOR [\$40] BILLED IN 15 MINUTE INCREMENTS OF \$10 EACH</b>
CABINETS & DRAWERS	\$10.00	\$75.00	Actual Cost – see above
CEILING [EACH CEILING]	\$10.00	\$50.00	Actual Cost – see above
COOKTOP	\$10.00	\$20.00	Actual Cost – see above
COUNTERTOPS	\$10.00	\$20.00	Actual Cost – see above
DOORS, CASING & WOODWORK [EA]	\$5.00	\$30.00	Actual Cost – see above
DOOR: EXTERIOR & FRAMING [EA]	\$5.00	\$30.00	Actual Cost – see above
FLOORING - VCT - TILE PER RM.	\$10.00	\$40.00	Actual Cost – see above
FLOORING - CARPET - PER RM	\$10.00	\$20.00	Actual Cost – see above
GARAGE / CARPORT	\$20.00	\$150.00	Actual Cost – see above
HEATER [EA]	\$10.00	\$40.00	Actual Cost – see above
LIGHT FIXTURE [EA]	\$8.00	\$15.00	Actual Cost – see above
OVEN	\$20.00	\$30.00	Actual Cost – see above
RANGE	\$10.00	\$75.00	Actual Cost – see above
REFRIGERATOR	\$20.00	\$75.00	Actual Cost – see above
SHELVES	\$5.00	\$30.00	Actual Cost – see above
SIDING - EXTERIOR [EACH SIDE]	\$20.00	\$150.00	Actual Cost – see above
SINK	\$5.00	\$25.00	Actual Cost – see above
TOILET [EA]	\$5.00	\$25.00	Actual Cost – see above
TOWEL BARS	\$4.00	\$15.00	Actual Cost – see above
TUB / SHOWER /SURROUND	\$10.00	\$40.00	Actual Cost – see above
SHOWER DOOR / CURTAIN RODS	\$5.00	\$15.00	Actual Cost – see above
VANITY / MEDICINE CABINETS	\$8.00	\$25.00	Actual Cost – see above
VENT FAN / FILTERS / COVERS	\$5.00	\$15.00	Actual Cost – see above
WALLS [EACH WALL]	\$10.00	\$50.00	Actual Cost – see above
WINDOW, CHANNELS, SILLS	\$10.00	\$20.00	Actual Cost – see above
WINDOW - CURTAIN RODS	\$8.00	\$15.00	Actual Cost – see above
WINDOW - VERTICAL BLINDS	\$8.00	\$25.00	Actual Cost – see above
CABINETS & DRAWERS	\$10.00	\$75.00	Actual Cost – see above

## GENERAL MAINTENANCE CHARGES FOR PUBLIC HOUSING

Listed below are common maintenance charges that are often found in occupied and vacated units. Although this list is small compared to all the different items that may be found in your home, other items that are not listed are charged at actual labor and material cost. All charges for labor are billed by the quarter (.25) hour with a minimum of 15 minutes.

<b>REPAIR / REPLACEMENT</b>	<b>MINIMUM</b>	<b>MAXIMUM</b>	<b>ACTUAL COST + LABOR [\$40/HR] BILLED IN 15-MINUTE INCREMENTS</b>
BATHROOM - TOWEL BAR	\$5.00	\$20.00	
BATHROOM- TP HOLDER	\$5.00	\$20.00	
BATHROOM - TUB CHIPS / DAMAGE	\$5.00	\$250.00	COST + LABOR
BATHROOM - TOILET / TANK DAMAGE	\$55.00	\$145.00	COST + LABOR
BATHROOM - SHOWER HEAD	\$10.00	\$30.00	COST + LABOR
BATHROOM - SHOWER HOSE	\$20.00	\$30.00	COST + LABOR
BROILER PAN	\$20.00	\$30.00	COST
COUNTERTOPS	\$5.00	\$250.00	COST + LABOR
COUTERTOPS REPLACEMENT	\$50.00	\$300.00	COST + LABOR
ICE TRAYS [2PK]	\$6.00	\$12.00	
DOOR - CASING	\$32.00	\$75.00	COST + LABOR
DOOR - CLOSET	\$20.00	\$150.00	COST + LABOR
DOOR - ACCORDIAN	\$100.00	\$375.00	COST + LABOR
DOOR - EXTERIOR	\$150.00	\$300.00	COST + LABOR
DOOR - HOLLOW CORE	\$94.00	\$150.00	COST + LABOR
DOOR - SOLID CORE	\$124.00	\$125.00	COST + LABOR
DOOR - INTERIOR	\$130.00	\$350.00	COST + LABOR
DOOR - KNOB [EA]	\$35.00	\$300.00	COST + LABOR
DOOR - WEATHER STRIPPING	\$5.00	\$25.00	COST + LABOR
DOOR - STOP	\$3.00	\$5.00	
ELECTRICAL COVER PLATE	\$1.00	\$5.00	
FLOORING - VCT [EA]	\$5.00		COST + LABOR
FLOORING - VINYL	\$5.00	\$150.00	COST + LABOR
FLOORING - CARPET [PER RM]	\$5.00	\$250.00	PRORATE COST/LABOR.
KITCHEN - SINK	\$50.00	\$120.00	COST + LABOR
HEATER [EA]	\$40.00	\$175.00	COST + LABOR
LIGHT BULB	\$3.00	\$12.00	
LIGHT GLOBE	\$5.00	\$30.00	COST + LABOR
LIGHT FIXTURE	\$25.00	\$75.00	COST + LABOR
PATIO SCREEN	\$50.00	\$75.00	COST + LABOR
SMOKE ALARM	\$35.00	\$40.00	COST + LABOR
SMOKE ALARM BATTERY [EA]	\$13.00	\$15.00	
STOVE - DRIP PANS - RINGS	\$2.00	\$10.00	
STOVE - ELEMENT [EA]	\$13.00	\$25.00	
STOVE - KNOB [EA]	\$5.00	\$15.00	

<b>REPAIR / REPLACEMENT</b>	<b>MINIMUM</b>	<b>MAXIMUM</b>	<b>ACTUAL COST + LABOR [\$40/HR] BILLED IN 15-MINUTE INCREMENTS</b>
STOVE VENT LIGHT COVER	\$5.00	\$15.00	COST
OVEN - KNOB CONTROL PANEL	\$50.00	\$75.00	COST + LABOR
OVEN - GRILL	\$25.00	\$50.00	COST + LABOR
REFRIGERATOR - DENT	\$10.00	\$40.00	
REFRIGERATOR - HANDLE	\$34.00	\$89.00	COST + LABOR
REFRIGERATOR DOOR BAR [EA]	\$20.00	\$25.00	
REFRIGERATOR DRAWER	\$50.00	\$75.00	COST
REFRIGERATOR - GLASS SHELF	\$105.00	\$125.00	COST + LABOR
THERMOSTATES	\$26.00	\$200.00	COST + LABOR
WALL - EACH HOLE	\$8.00	\$75.00	COST + LABOR
WINDOW	\$150.00	\$450.00	COST + LABOR
WINDOW DRAPES	\$65.00	\$300.00	COST + LABOR
WINDOW SCREEN [EA]	\$50.00	\$85.00	COST + LABOR
WINDOW SCREEN FABRIC	\$10.00	\$15.00	COST + LABOR
WINDOW SILL [EA]]	\$10.00	\$40.00	COST + LABOR
WINDOW VERTICAL BLIND SET	\$42.00	\$250.00	COST + LABOR
WINDOW - VERTICAL SLAT [EA]	\$2.00	\$3.00	
WINDOW - WAND	\$2.00		
<b>SERVICES</b>			
DRAINS - CLEARING- NEGLIGENCE	\$40.00	\$250.00	ACTUAL COST OF PLUMBER CALLS = Tenant Charge
TOILET- CLEARING-NEGLIGENCE	\$40.00	\$250.00	ACTUAL COST OF PLUMBER CALLS = Tenant Charge
SINK - CLEARING- NEGLIGENCE	\$40.00	\$250.00	ACTUAL COST OF PLUMBER CALLS = Tenant Charge
LOCK OUTS - AFTER HRS	\$20.00	\$50.00	ACTUAL COST OF LOCKSMITH CALLS= Tenant Charge
LOCK OUTS - WKG HRS	\$10.00	\$50.00	ACTUAL COST OF LOCKSMITH CALLS= Tenant Charge
LOCKS - RE-KEY [PER LOCK]	\$15.00		PLUS LABOR
TRASH - PICK UP & HAUL	\$40.00	\$250.00	ACTUAL COST OF LABOR + DUMP FEES
<b>YARD SERVICE</b>			
LAWN MOWING	\$40.00	\$120.00	\$40 / HR
LAWN REPAIR [RUTS, ETC]	\$20.00	\$120.00	\$40 / HR
SANIPAC OVERFLOW FEE PER BAG	\$4.00		
TRASH REMOVAL	\$40.00	\$250.00	ACTUAL COST OF LABOR + DUMP FEE
YARD DEBRIS REMOVAL	\$40.00	\$250.00	ACTUAL COST OF LABOR + DUMP FEE

## **CHARGES FOR MUTLI-FAMILY HOUSING TENANTS (ABBIE LANE, FOURTEEN PINES, AND VILLAGE OAKS)**

Vacate and damage charges for residents of Multi-Family Housing complexes will be the actual cost of materials and labor. Residents will not be charged for normal wear and tear. Replacement costs for items such as carpet, appliances, will be pro-rated based on the remaining useful life of the item. The minimum/maximum amounts above may provide you with a general estimate for a sample of items.