

# HOUSING AUTHORITY OF THE CITY OF HAGERSTOWN

## REVISED SCHEDULE OF RESIDENT MAINTENANCE CHARGES

### C.W. BROOKS

**EFFECTIVE DATE:** ~~October 1, 2017~~ **October 1, 2018**

Residents will be charged according to the following schedule for those repairs and services which are the resident's responsibility. It should be noted that the repairs that a resident might incur charges for are items that can be avoided. All charges to the resident will be billed on the basis of the current cost of materials plus the labor rate of **\$30.95 per hour**.

The minimum charge for one or more repairs and services made at any given time is **\$30.95** during normal working hours. Chargeable calls after regular working hours will result in a minimum charge of **\$92.85** for labor alone. **Important: If you call for service after regular hours and the problem resolves itself (example, you call in a lock out but end up being able to get into the unit) and you do not call back to cancel the request for service, you will be charged the overtime rate of \$92.85.**

**This listing for materials, not labor, is not intended to represent the exact cost of any particular will be billed to the resident at the purchase cost.**

The following is a list of fixed charges for repairs or services:

Repair or Service	Charge
Lockouts after regular business hours	\$92.85
Key Replacements-	
<u>one set of 4 keys for elderly, picked up</u>	<del>\$12.06</del> <b>12.34</b>
<u>one set of 4 keys for elderly, delivered</u>	<del>\$19.80</del> <b>20.08</b>
<u>one key FOB, picked up</u>	\$25.00
<u>Guest key cards (up to 2 guest cards)</u>	\$5.00/each
<u>Replacement cards – 1<sup>st</sup> replacement no charge</u>	
<u>Subsequent replacement</u>	\$20.00
<u>Cancelled key replacement</u>	\$7.74
Door lock changes-	
<u>inserts only-one insert, labor NOT included</u>	\$29.96
<u>each additional insert</u>	\$18.68
<u>Cancelled lock change</u>	\$15.48
Lock changes include one set of keys for the resident. A minimum of ¼ hour labor (\$7.74) will be added to each lock change. Lockset changes will be charged at time plus cost of materials	
Unscheduled bulk trash pick-up will result in a minimum charge	\$60.00

Paint for unit, picked up with at least one-day notification. Paint will not be delivered.	\$17.99/gallon <b>18.21</b>
Appliance replacement- replacement of an appliance rendered inoperable or unusable due to damage or negligence on the part of the resident will be charged as follows: ORIGINAL PURCHASE PRICE LESS DEPRECIATION (OVER 7 YEARS) DOWN TO A MINIMUM OF \$50.00 PLUS LABOR TO CHANGE THE APPLIANCE	\$50.00/min. plus labor
Pest Control Administrator fee for tenant non-compliance during bedbug treatment services	\$40.00

The following is a list of commonly occurring charges to residents and approximate cost of each. Actual costs (labor and materials) vary depending on the specifics of the damage:

Repair or Service	Charge
Smoke detector	<del>\$25.00</del> <b>29.00</b>
Handicap smoke detector w/strobe light	\$124.00
<b>NOTE:</b> Tampering with a smoke detector will result in an additional fee	\$25.00
Thermostat replacement	\$60.00
Interior door replacement	\$64.00
Entry door replacement	\$350.00
Patio door replacement	\$150.00

Some services that are **NOT** usually a charge to the resident include:

1. Dripping sink or tub faucets.
2. “Running” toilet or toilet leaks (not caused by a clog).
3. Water leaks under sinks (not caused by a clog).
4. Smoke detector alarming or beeping. (Do not remove the smoke detector from the ceiling! Tampering with the smoke detector will result in a \$25.00 fee. Call Maintenance 301-733-6911).
5. Paint. If it has been five (5) years since the unit was painted, the paint may be obtained from the maintenance office at no charge.
6. Slow running drains or drains that can be cleared in less than 15 minutes if not caused by resident. Examples of chargeable clogs are grease, food, foreign objects found in the drain contributing to the clog. Don’t wait until the drain is clogged to call Maintenance.

### **MAINTENANCE SERVICE AFTER REGULAR WORKING HOURS**

Below are some listed guidelines for Maintenance personnel for responding to overtime callouts:

1. No heat (temperature in unit is below 65 degrees).
2. Possible gas leaks (odor of gas).
3. Break in water supply line.
4. No electricity causing loss of heat or refrigeration.
5. Stoppage in the main line of a sewer.

6. Refrigerator or stove not working—only if the entire unit is not functioning; for example, if the burners work by the oven does not there will be **NO** after-hour response.
7. Any condition which causes danger to life or property.

Maintenance personnel on stand-by are contacted by the telephone answering service after regular working hours which are 8:00am-4:30 pm Monday through Friday—excluding holidays. They are held accountable for responding on overtime to non-emergency work item that could have been delayed until regular hours. For these reasons the caller **MUST** leave their phone number. The Maintenance mechanic will return the call to obtain details and to determine whether an overtime call is warranted. **If the situation changes and you do not need a mechanic, be sure to call the answering service back to cancel your original call. Failure to cancel the call after the mechanic is dispatched will result in a charge to you of \$92.85.**

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Chris Howlett, Director of Properties

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Sean Griffith, Executive Director

# GATEWAY CROSSING

## REVISED SCHEDULE OF RESIDENT MAINTENANCE CHARGES

**EFFECTIVE DATE: January 1, 2018-2019**

Residents will be charged according to the following schedule for those repairs and services which are the resident's responsibility. It should be noted that the repairs that a resident might incur charges for are items that can be avoided. All charges to the resident will be billed on the basis of the current cost of materials plus the labor and overtime labor when applicable.

**This listing for materials, not labor, is not intended to represent the exact cost of any particular item but simply an estimate. All materials will be billed to the resident at the purchase cost.**

The minimum charge for one or more repairs made at any given time is \$26.21 during normal working hours. Chargeable calls after regular working hours will result in a minimum charge of \$78.63 for labor alone.

**Important: if you call for service after regular hours and the problem resolves itself (example, you call in a lock out but end up being able to get into the unit) and you do not call back to cancel the request for service, you will be charged the overtime rate of \$78.63.**

The following is a list of fixed charges for repairs or services:

Repair or Service	Charge
Lockouts after regular business hours	\$78.63
Lockouts during business hours (8:00 a.m.-4:30 p.m.)	\$26.21
Key replacements:	
One set of 2 keys, picked up	\$8.71
One set of 2 keys, delivered	\$15.27
Cancelled key replacement	\$6.55
Door lock changes-	
Inserts only – insert with key, labor <b>not</b> included	\$52.00
Each additional insert	\$16.05
Cancelled lock change	\$13.11
Lock changes include one set of keys for the resident. A <b>minimum</b> of one (1) hour labor (\$26.21) will be added to each lock change.	
Lockset changes will be charged at time plus cost of materials.	

Paint for unit	Actual cost
Carpet repair/replacement	Actual cost

Appliance Replacement: Replacement of an appliance rendered inoperable or unusable due to damage or negligence on the part of the resident will be charged as follows: ORIGINAL PURCHASE PRICE LESS DEPRECIATION (5% PER YEAR) DOWN TO A MINIMUM OF \$50.00 PLUS LABOR TO CHANGE THE APPLIANCE.	\$50.00 PLUS LABOR
<b>** ALL OTHER RESIDENT REPAIR CHARGES WILL BE ACTUAL MATERIAL COST PLUS LABOR.</b>	

The following is a list of commonly occurring charges to residents and the approximate cost of each. Actual costs (labor and materials) vary depending on the specifics of the damage.

Repair or Service	Charge
Smoke Detector	\$14.99
Smoke/Carbon Monoxide Detector	\$49.99
Handicapped Smoke Detector with light	\$199.99
NOTE: Tampering with a smoke detector will result in an additional	\$25.00 fee
Thermostat replacement	<del>\$23.78</del> 36.00
Interior Door replacement 36" Louver	<del>\$142.00</del> 175.00
Interior Door replacement 34" 6 panel	<del>\$46.72</del> 50.00
Exterior Door replacement without trim 36"	<del>\$174.66</del> 291.00
Photocopies of Tenant File Paperwork	\$0.25/page

Some services that are **NOT** usually a charge to the resident include:

1. Dripping sink or tub faucet
2. "Running" toilet or toilet leaks (not caused by a clog)
3. Water leaks under sinks (not caused by a clog)
4. Smoke detector or smoke/carbon monoxide detector alarming or beeping. (Do not remove from the ceiling! Tampering with the detector will result in a \$25.00 fee). Call maintenance 301-766-7968
5. Paint – If it has been five (5) years since the unit was painted, the paint may be obtained from Gateway Crossing at no charge
6. Slow running drains or drains that can be cleared in less than 15 minutes if not caused by resident. Examples of chargeable clogs include grease, food, foreign objects found in the drain contributing to the clog. Do not wait until the drain is clogged to call Maintenance.

## MAINTENANCE SERVICE AFTER REGULAR WORKING HOURS

Below are listed **some** guidelines for Maintenance personnel for overtime callouts:

1. No heat (temperature in unit is below 65 degrees)
2. Possible gas leak (odor of gas)
3. Break in water supply line
4. No electricity causing loss of heat or refrigeration
5. Stoppage in the main line of a sewer

6. Refrigerator or stove not working – only if the entire stove is not functioning; example, if the burners work but the oven does not there will be no after-hours response
7. Any condition which causes danger to life or property

Maintenance personnel on stand-by are contacted by the telephone answering service after regular working hours which are 8:00 AM to 4:30 PM Monday through Friday – excluding holidays. They are held accountable for responding on overtime to a non-emergency work item that could have been delayed until regular hours. For these reasons the caller **MUST** leave their phone number. The Maintenance Person will return the call to obtain details and to determine whether an overtime call is warranted. **If the situation changes and you do not need a Maintenance Person, be sure to call the answering service back to cancel your original call. Failure to cancel the call will result in a charge to you of \$78.63.**

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Sean Griffith, Executive Director

**HOUSING AUTHORITY  
OF THE  
CITY OF HAGERSTOWN**

**REVISED SCHEDULE OF RESIDENT MAINTENANCE CHARGES**

**EFFECTIVE DATE:** October 1, 2017 October 1, 2018

Residents will be charged according to the following schedule for those repairs and services which are the resident's responsibility. It should be noted that the repairs that a resident might incur charges for are items that can be avoided. All charges to the resident will be billed on the basis of the current cost of materials plus the labor rate of **\$30.95 per hour**.

The minimum charge for one or more repairs and services made at any given time is \$30.95 during normal working hours. Chargeable calls after regular working hours will result in a minimum charge of \$92.85 for labor alone. **Important: If you call for service after regular hours and the problem resolves itself (example, you call in a lock out but end up being able to get into the unit) and you do not call back to cancel the request for service, you will be charged the overtime rate of \$92.85.**

**This listing for materials, not labor, is not intended to represent the exact cost of any particular item but simply an estimate. All materials will be billed to the resident at the purchase cost.**

**The following is a list of fixed charges for repairs or services:**

Repair or Service	Charge
Lockouts after regular business hours	\$92.85
Key Replacements-	
<u>one set of 6 keys for elderly, picked up</u>	\$14.22 14.64
<u>one set of 6 keys for elderly, delivered</u>	\$21.96 22.38
<u>one set of 2 keys for family, picked up</u>	\$9.90 10.04
<u>one set of 2 keys for family, delivered</u>	\$17.64 17.78
<u>Cancelled key replacement</u>	\$7.74
Potomac Towers and Walnut Towers	
<u>one set of 4 keys for elderly, picked up</u>	\$12.06 12.34
<u>one set of 4 keys for elderly, delivered</u>	\$19.80 20.08
<u>Guest Key Cards (up to 2 guest cards)</u>	\$5.00/each
<u>Replacement cards – 1<sup>st</sup> replacement - no charge</u>	
<u>Subsequent replacement</u>	\$20.00
Door lock changes-	
<u>inserts only-one insert, labor NOT included</u>	\$29.96
<u>each additional insert</u>	\$18.68
<u>Cancelled lock change</u>	\$15.48
Lock changes include one set of keys for the resident. A minimum of ¼ hour labor (\$7.74) will be added to each lock change. Lockset changes will be charged at time plus cost of materials	
Mowing, snow removal ( <b>minimum</b> of one hour charge)	\$30.95
Unscheduled bulk trash pick-up will result in a minimum charge	\$60.00
Paint for unit, picked up with at least one-day notification. Paint will not be delivered.	\$17.99/gallon 18.21

Appliance replacement- replacement of an appliance rendered inoperable or unusable due to damage or negligence on the part of the resident will be charged as follows: ORIGINAL PURCHASE PRICE LESS DEPRECIATION (OVER 7 YEARS) DOWN TO A MINIMUM OF \$50.00 PLUS LABOR TO CHANGE THE APPLIANCE	\$50.00/min. plus labor
Pest Control Administrator fee for tenant non-compliance during bedbug treatment services	\$40.00
Closing of air-conditioning ports (Potomac Towers only)-residents must notify the Maintenance office (301-733-6911) <b>prior</b> to installing an air conditioner. Installation requires a special panel that currently costs the Authority \$101.17 93.08(actual cost of the panel). This will be billed to the resident upon notification that an air conditioner is to be installed. Consequently, when the resident vacates the apartment (or no longer desires an air conditioner) the new panel required to close the port is already paid for. If Maintenance has to close the port, only actual labor and miscellaneous materials will be billed to the tenant.	\$101.17 93.08

The following is a list of commonly occurring charges to residents and approximate cost of each. Actual costs (labor and materials) vary depending on the specifics of the damage:

Repair or Service	Charge
Smoke detector	\$25.00 29.00
Smoke /Carbon Monoxide detector	50.00
Handicap smoke detector w/strobe light	\$122.00
<b>NOTE:</b> Tampering with a smoke detector will result in an additional fee	\$25.00
Thermostat replacement	\$60.00
Interior door replacement	\$67.00
Exterior door replacement	\$588.76
Patio screen door replacement	\$119.00

Some services that are **NOT** usually a charge to the resident include:

7. Dripping sink or tub faucets. "Running" toilet or toilet leaks (not caused by a clog).Water leaks under sinks (not caused by a clog).
8. Smoke detector alarming or beeping. (Do not remove the smoke detector from the ceiling! Tampering with the smoke detector will result in a \$25.00 fee. Call Maintenance 301-733-6911).
9. Paint. If it has been five (5) years since the unit was painted, the paint may be obtained from the maintenance office at no charge.
10. Slow running drains or drains that can be cleared in less than 15 minutes if not caused by resident. Examples of chargeable clogs are grease, food, foreign objects found in the drain contributing to the clog. Don't wait until the drain is clogged to call Maintenance.

### **MAINTENANCE SERVICE AFTER REGULAR WORKING HOURS**

Below are some listed guidelines for Maintenance personnel for responding to overtime callouts:

8. No heat (temperature in unit is below 65 degrees).
9. Possible gas leaks (odor of gas).
10. Break in water supply line.
11. No electricity causing loss of heat or refrigeration.
12. Stoppage in the main line of a sewer.
13. Refrigerator or stove not working—only if the entire unit is not functioning: for example, if the burners work by the oven does not there will be **NO** after-hour response.
14. Any condition which causes danger to life or property.

Maintenance personnel on stand-by are contacted by the telephone answering service after regular working hours which are 8:00am-4:30pm Monday through Friday—excluding holidays. They are held accountable for responding on overtime to non-emergency work item that could have been delayed until regular hours. For these reasons the caller **MUST** leave their phone number. The Maintenance mechanic will return the call to obtain details and to determine whether an overtime call is warranted. **If the situation changes and you do not need a mechanic, be sure to call the answering service back to cancel your original call. Failure to cancel the call after the mechanic is dispatched will result in a charge to you of \$92.85.**

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