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City Of Des Moines Housing Services (DMMHA)

Maintenance Procedures

Proposed Changes to be effective July 1, 2009 – June 30, 2010

Bolded language is proposed new language

Highlighted language is proposed removed language



City of Des Moines Municipal Housing Agency (DMMHA)

Maintenance Procedures

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WORK ORDER SYSTEM

DMMHA shall have a comprehensive work order system that includes all work request information: source of work, description of work, priority, days to complete, and hours to perform. This information is required for DMMHA to plan for the delivery of maintenance services as well as evaluate performance. To obtain the greatest effectiveness from the work order system, all work requests and activities performed by maintenance staff must be recorded on work orders. All maintenance work performed at DMMHA properties can be categorized by the source of the work. Each piece of work originates from a particular source -- an emergency, the routine maintenance schedule, the preventive maintenance schedule, a unit inspection, a unit turnover, or a resident request.

Daily Work Orders

A) Creating a work order

- 1) Daily work orders are received by the Administrative Secretary via telephone from tenant, housing personnel or per non-emergency after hour's service call reports from on-call personnel.
- 2) Administrative Secretary enters information obtained immediately into the Memory Lane System on the computer using the following procedures:
 - a) Press F4 for a selection list. Highlight "street address" and enter to select unit.
 - b) Press F4 for a list of units.
 - c) Type the street address to search for needed unit.
 - d) Press enter to "open".
 - e) Press F5 to add a new work order.
 - f) Type the date the work order was opened (system defaults to current date and time)
 - g) Press F4 and select appropriate priority.
 - h) Press F4 on "OK to Enter". Select the appropriate one.
 - i) Type "Y" or "N" in response to whether item contains hazardous material.
 - j) Press F4 and select the appropriate job code. "None" is the system default code.
 - k) Press F4 and select the appropriate "Originated By".

- l) The “Entered By” and “Approved By” fields will default to the user’s name. If you need to change, pressing F4 will provide a selection list.
 - m) Press enter to by-pass the print status at this time. The system defaults to “N” and the filed is updated when the location report is generated.
 - n) Press F4 and select appropriate assignee for the work order.
 - o) Type the problem or reason why the work order was opened. Use as much detail as possible.
 - p) Press F2 to save.
 - q) The system will prompt to create a work order. Answering “yes” will bring up the printer selection screen.
- 3) Administrative Secretary assigns work order within 24 hours to the designated maintenance personnel.

B) Work order repairs

- 1) Assigned maintenance personnel will receive new work orders daily in the order they are received by maintenance.
- 2) Maintenance personnel will take work orders and perform designated repairs.
- 3) After completing repairs, maintenance personnel will list all materials and labor used to complete the repairs on the work order.
- 4) Maintenance personnel will submit the completed work order to the Inventory Control Specialist upon completion of the repairs.

C) Inventory Control

- 1) Inventory Control Specialist (ICS) matches warehouse requisitions with work orders for accuracy of materials taken out of inventory.
- 2) ICS enters information for materials used into the Memory Lane System on the computer using the following procedures:
 - a) Press ALT-V to access the View menu.
 - b) Select Update Inventory.
 - c) Press F5 to add a record.
 - 1) Type the date.
 - 2) Press F4 and select the appropriate “Used By” code. (Usually “E” for employee)
 - 3) Press F4 and select the appropriate employee.
 - 4) Press F4 and select the appropriate task code.
 - 5) Press F4 and select the appropriate cause code.

- 6) Press F4 and select the appropriate locations where the stock items are stored.
- 7) Press F4 and select the appropriate stock item. Type a part of the stock item name and press enter to search.
- 8) Type the quantity used.
- 9) Press F2 to save. **Note:** Multiple stock items may be entered by pressing F5 to add. Press escape to return to the Master screen.

3) ICS then submits work order to Administrative Secretary.

D) Closing a work order

- 1) Administrative Secretary closes the work order upon receipt from the Inventory Control Specialist on the Memory Lane System on the computer using the following procedures:
 - a) Enter the number of the work order to be closed in the work order field. Press enter.
 - b) If someone completed the work order other than the assigned personnel, enter F4 in the "Assigned To" field and choose the appropriate employee.
 - c) Press CTRL-O to enter the work order solution or the work done by maintenance.
 - d) Press F2 to save.
 - e) Press CTRL-T to update time.
 - f) Press F5 to enter the time record.
 - 1) Type the date.
 - 2) Type "Used By" (usually employee name).
 - 3) Press F4 and select the appropriate employee ID.
 - 4) Press F4 and select the appropriate task code. This will represent the type of work done.
 - 5) Press F4 and select the appropriate cause code.
 - 6) Press F4 and select the appropriate type. (Usually "L" for labor)
 - 7) Type the start and stop time using military time. Elapsed time will appear automatically.
 - 8) Then enter yes or no in the billable section for charges to tenant account.
 - 9) The system automatically completes the priority field. You can change this code by typing over the default information.
 - 10) Press enter. You will be prompted to save each time record.
 - 11) Press enter with the "yes" highlighted to save.

Note: Multiple time records may be added by pressing F5 to add. Press escape when done to return to the Master screen.

- 12) Press CTRL-C to close the work order.
 - 13) Enter in latest date and latest time maintenance personnel worked on work order.
 - 14) Press enter to select “yes”.
 - 15) Press F2 to save.
- 1) Print closed work order and attach to original work order with any additional information e.g. copies of invoices, purchase orders, etc. Stamp work order “CLOSED”, place in unit file.
 - 2) If work order includes Charge Tenant Account (CTA’s) items, copy closed work order and note charges in red ink, add cost per item by using the predetermined charges for that year, total all charges and document on closed work order then give to the Maintenance Supervisor for review. Within 1 day of receipt, the Maintenance Supervisor will review, initial, and give back to the Administrative Secretary will send to the senior housing case manager.
 - 3) File in unit file.

Annual Work Orders

A) Initiation of Annual Work Order

- 1) PHA Inspector submits completed Annual Inspection Report to Administrative Secretary within five days of completion.

B) Creating Annual Work Order

- 1) Administrative Secretary enters information obtained from the Annual Inspection Report within five working days of receipt into the Memory Lane System on the computer using the following procedures:
 - a) Press F4 for a selection list. Highlight “street address” and enter to select unit.
 - b) Press F4 for a list of units.
 - c) Type the street address to search for needed unit.
 - d) Press enter to “open”.
 - e) Press F5 to add a new work order.
 - f) Type the date the work order was opened. Use date at least seven working days from the current date to allow time for notification letters to reach tenants.
 - g) Press F4 and select appropriate priority.

- h) Press F4 on “OK to Enter”. Select the appropriate one.
 - i) Type “Y” or “N” in response to whether item contains hazardous material.
 - j) Press F4 and select the appropriate job code. “None” is the system default code.
 - k) Press F4 and select the “M” for Management in the “Originated By” field.
 - l) The “Entered By” and “Approved By” fields will default to the user’s name. If you need to change, pressing F4 will provide a selection list.
 - m) Press enter to by-pass the print status at this time. The system defaults to “N” and the filed is updated when the location report is generated.
 - n) Press F4 and select appropriate assignee for the work order.
 - o) Type the problem or reason why the work order was opened. Use as much detail as possible.
 - p) Press F2 to save.
 - q) The system will prompt to create a work order. Answering “yes” will bring up the printer selection screen.
- 4) Park Fair Administrative Secretary sends work orders to Maintenance Department.
 - 5) Administrative Secretary places annual work orders into appropriate mailbox.
 - 6) Maintenance reviews annuals and assigns to available staff for completion.
 - 7) Upon assignment, Administrative Secretary generates and sends notification letters to tenants. This letter can be found in Microsoft Word under the document name “ANNUAL”.
 - 8) Original Annual Inspection Booklet is kept with the Inspection Division along with a copy of the repairs needed, a copy of the notification letter sent to the tenant and a copy of the work order. These are filed in the Annual Work Orders file in the Administrative Secretaries office.
- C) Work order repairs**
- 9) Maintenance personnel will take work orders and perform designated repairs.
 - 10) After completing repairs, maintenance personnel will list all materials and labor used to complete the repairs on the work order.
 - 11) Maintenance personnel will then submit the completed work order to the Inventory Control Specialist upon completion of repairs.

12) Inventory Control

- a. Inventory Control Specialist (ICS) matches warehouse requisitions with work orders for accuracy of materials taken out of inventory.
- b. ICS enters information for materials used into the Memory Lane System on the computer using the following procedures:
 - i. Press ALT-V to access the View menu.
 - ii. Select Update Inventory.
 - iii. Press F5 to add a record.
 1. Type the date.
 2. Press F4 and select the appropriate “Used By” code. (usually “E” for employee)
 3. Press F4 and select the appropriate employee.
 4. Press F4 and select the appropriate task code.
 5. Press F4 and select the appropriate cause code.
 6. Press F4 and select the appropriate locations where the stock items are stored.
 7. Press F4 and select the appropriate stock item. Type a part of the stock item name and press enter to search.
 8. Type the quantity used.
 9. Press F2 to save. **Note:** Multiple stock items may be entered by pressing F5 to add. Press escape to return to the Master screen.
- c. ICS then submits work order to Administrative Secretary.

D) Closing Annual work order

- d. Administrative Secretary closes the work order upon receipt from the Inventory Control Specialist on the Memory Lane System on the computer using the following procedures:
 - i. Enter the number of the work order to be closed in the work order field. Press enter.
 - ii. If the work order was completed by someone other than the assigned personnel, enter F4 in the “Assigned To” field and choose the appropriate employee.
 - iii. Press CTRL-S to enter the work order solution or the work done by maintenance.
 - iv. Press F2 to save.
 - v. Press CTRL-T to update time.
 - vi. Press F5 to enter the time record.
 1. Type the date.

2. Type "Used By" (usually employee name).
 3. Press F4 and select the appropriate employee ID.
 4. Press F4 and select the appropriate task code. This will represent the type of work done.
 5. Press F4 and select "ANNL" (Annual) for the cause code.
 6. Press F4 and select the appropriate type. (usually "L" for labor)
 7. Type the start and stop time using military time. Elapsed time will appear automatically.
 8. The system automatically completes the priority field. You can change this code by typing over the default information.
 9. Press enter. You will be prompted to save each time record. Press enter with the "yes" highlighted to save. Note: Multiple time records may be added by pressing F5 to add. Press escape when done to return to the Master screen.
 10. Press CTRL-C to close the work order.
 11. Enter in latest date and latest time maintenance personnel worked on work order.
 12. Press enter to select "yes".
 13. Press F2 to save.
- e. Print closed work order
- f. Check each work order for Tenant Charges. If no charges are found file work order in unit file. If charges **are** found, note in red ink, add cost per item by using the predetermined charges for that year, total all charges then forward to maintenance supervisor for review. Within 1 day of receipt, the Maintenance Supervisor will review, initial, and give back to the Administrative Secretary. Administrative Secretary will send to the senior housing case manager and cc the unit file.

PREPARE VACANT UNITS FOR REOCCUPANCY

It is the policy of DMMHA to reoccupy vacant units as soon as possible. This policy allows the Authority to maximize the income produced by its properties and operate attractive and safe properties.

The maintenance procedure for reoccupying vacant units relies on the prompt notification of the vacancy, fast and accurate inspection of the unit, ready availability of workers and materials, and good communication with those responsible for leasing the unit.

The Maintenance Supervisor has the ability to create special teams for vacancy turnaround or to hire contractors when that is required maintaining DMMHA goals.

Rehab Work Orders

A) Initiating Rehab Work Order

- 1) PHA Coordinator submits completed Move-Out Inspection report to Administrative Secretary within five (5) days after tenant vacates housing unit.

B) Creating Rehab Work Order

- 1) Administrative Secretary stamps date that Move-Out Inspection Report is received on all sheets received.
- 2) Administrative Secretary enters information obtained from the Move-Out Inspection Report within five working days of receipt into the Memory Lane System on the computer using the following procedures:
 - i. Press F4 for a selection list. Highlight “street address” and enter to select unit.
 - ii. Press F4 for a list of units.
 - iii. Type the street address to search for needed unit.
 - iv. Press enter to “open”.
 - v. Press F5 to add a new work order.
 - vi. Type the date the work order was opened. (System defaults to current date and time)
 - vii. Press F4 and select appropriate priority.
 - viii. Press F4 on “OK to Enter”. Select the appropriate one.
 - ix. Type “Y” or “N” in response to whether item contains hazardous material.

- x. Press F4 and select the appropriate job code. "None" is the system default code.
- xi. Press F4 and select the "M" for Management in the "Originated By" field.
- xii. The "Entered By" and "Approved By" fields will default to the user's name. If you need to change, pressing F4 will provide a selection list.
- xiii. Press enter to by-pass the print status at this time. The system defaults to "N" and the file is updated when the location report is generated.
- xiv. Leave the assignee field blank. These work orders will be assigned by the Maintenance Supervisor to the appropriate rehab team.
- xv. Type the problem or reason why the work order was opened. Use as much detail as possible.
- xvi. Press F2 to save.
- xvii. The system will prompt to create a work order. Answering "yes" will bring up the printer selection screen.
- g. Attach the new work order, any additional information for the rehab and a Vacant Unit Checklist to the Move-Out Inspection Report. File this in the appropriate rehab unit file located in the Maintenance Supervisor's office.
- h. Attach a copy of the new work order and any additional information to a copy of the Move-Out Inspection Report. File this in the appropriate rehab unit file located in the Administrative Secretary's office.

C) Work order repairs

- 1) Assigned maintenance personnel will be assigned rehab work orders by the supervisor.
- 2) Maintenance personnel will take work orders and perform designated repairs.
- 3) After completing repairs, maintenance personnel will list all materials and labor used to complete the repairs on the work order.
- 4) Maintenance personnel will then submit the completed work order to the Inventory Control Specialist upon completion of repairs.

D) Inventory Control

- 1) Inventory Control Specialist (ICS) matches warehouse requisitions with work orders for accuracy of materials taken out of inventory.
- 2) ICS enters information for materials used into the Memory Lane System on the computer using the following procedures:

- a) Press ALT-V to access the View menu.
- b) Select Update Inventory.
- c) Press F5 to add a record.
 - (1) Type the date.
 - (2) Press F4 and select the appropriate “Used By” code. (Usually “E” for employee)
 - (3) Press F4 and select the appropriate employee.
 - (4) Press F4 and select the appropriate task code.
 - (5) Press F4 and select the appropriate cause code.
 - (6) Press F4 and select the appropriate locations where the stock items are stored.
 - (7) Press F4 and select the appropriate stock item. Type a part of the stock item name and press enter to search.
 - (8) Type the quantity used.
 - (9) Press F2 to save. **Note:** Multiple stock items may be entered by pressing F5 to add. Press escape to return to the Master screen.
- 3) ICS then submits work order to Administrative Secretary.

E) Closing a work order

- 1) Administrative Secretary closes the work order upon receipt of work order from the Inventory Control Specialist on the Memory Lane System on the computer using the following procedures:
 - a) Enter the number of the work order to be closed in the work order field. Press enter.
 - b) Choose the appropriate employee and enter into “Assigned To” field.
 - c) Press CTRL-S to enter the work order solution or the work done by maintenance.
 - d) Press F2 to save.
 - e) Press CTRL-T to update time.
 - f) Press F5 to enter the time record.
 - (1) Type the date.
 - (2) Type “Used By” (usually employee name).
 - (3) Press F4 and select the appropriate employee ID.
 - (4) Press F4 and select the appropriate task code. This will represent the type of work done.
 - (5) Press F4 and select “MO” (Move Out) for the cause code.
 - (6) Press F4 and select the appropriate type. (Usually “L” for labor)
 - (7) Type the start and stop time using military time. Elapsed time will appear automatically.

- (8) The system automatically completes the priority field. You can change this code by typing over the default information.
 - (9) Press enter. You will be prompted to save each time record. Press enter with the “yes” highlighted to save. Note: Multiple time records may be added by pressing F5 to add. Press escape when done to return to the Master screen.
 - (10) Press CTRL-C to close the work order.
 - (11) Enter in latest date and latest time maintenance personnel worked on work order.
 - (12) Press enter to select “yes”.
 - (13) Press F2 to save.
- 2) Print copy of closed work order for unit files. Attach to original rehab work order along with any additional information from the Rehab file in the Administrative Secretary’s office.
 - 3) Check each work order for non-seasonal needs. If any are found, copy and highlight needed non-seasonal maintenance items and file in appropriate contractor’s list file in Administrative Secretary’s office.
 - 4) Check each work order for Tenant Charges. If any are found, copy closed work order, original work order and any additional information. Highlight tenant charges and forward to the appropriate Housing Coordinator for that unit.
 - 5) Forward copy of closed work order to Public Housing Supervisor.
 - 6) Stamp work order “CLOSED”.
 - 7) File in unit file.

Emergency Work Orders

Emergencies are the highest priority source of work. The Housing Authority will consider a work item to be an emergency if the following occur:

- A. The situation constitutes a serious threat to the life, safety or health of residents or staff; or**

B. The situation will cause serious damage to the property structure or systems if not repaired within twenty-four (24) hours.

If a staff member is unsure whether or not a situation is an emergency, he or she will consult with his or her supervisor. If a supervisor is not available, the employee will use his or her best judgment to make the decision.

For emergencies that occur after regular working hours, DMMHA has a twenty-four (24) emergency on-call response system in place. This response system includes the designation of a maintenance employee in charge for each day as well as a list of qualified pre-approved contractors, open purchase orders for obtaining required supplies or equipment, and access to DMMHA materials and supplies. The designated employee shall prepare a work order and report on any emergency within twenty-four hours after abatement of the emergency.

A) Creating an emergency work order

- 1) Emergency work orders are received by the Administrative Secretary via telephone from tenant or housing personnel.
- 2) Emergency work orders consist of the following situations:
 - a) Loss of hot-water or heat.
 - b) Loss of utilities- electric, water, gas**
 - c) Non-working toilet (if unit has only one toilet)**
 - d) Fire**
 - e) Broken water line or no water**
 - f) Non-functioning smoke detector**
 - g) Elevator not working**
 - h) Severe water or sewer-line breaks.
 - i) Electrical shorts.
 - j) Gas or carbon monoxide leaks.
 - k) Refrigerator or stove not working**
 - l) Sewer back up.
 - m) Structural collapse**
 - n) No security.
 - o) Presence of hazardous chemicals.

- 3) Administrative Secretary enters information obtained immediately into the Memory Lane System on the computer using the following procedures:
 - a) Press F4 for a selection list. Highlight “street address” and enter to select unit.
 - b) Press F4 for a list of units.
 - c) Type the street address to search for needed unit.
 - d) Press enter to “open”.
 - e) Press F5 to add a new work order.
 - f) Type the date the work order was opened (system defaults to current date and time)
 - g) Enter “1” in the priority field for emergency priority.
 - h) Press F4 on “OK to Enter”. Select the appropriate one.
 - i) Type “Y” or “N” in response to whether item contains hazardous material.
 - j) Press F4 and select the appropriate job code. “None” is the system default code.
 - k) Press F4 and select the appropriate “Originated By”.
 - l) The “Entered By” and “Approved By” fields will default to the user’s name. If you need to change, pressing F4 will provide a selection list.
 - m) Press “Enter” to by-pass the print status at this time. The system defaults to “N” and the file is updated when the location report is generated.
 - n) Press F4 and select appropriate assignee for the work order.
 - o) Type the problem or reason that the work order was opened, using as much detail as possible.
 - p) Press F2 to save.
 - q) The system will prompt to create a work order. Answering “yes” will bring up the printer selection screen.
- 4) Administrative Secretary assigns work order to the designated maintenance personnel immediately, and alerts them to the situation via radio, if needed.

B) Emergency Work Order Repairs

- 1) Assigned maintenance personnel will receive emergency work orders from the Maintenance Supervisor or Administrative Secretary.
- 2) Maintenance personnel will take work orders and perform designated repairs.
- 3) After completing repairs, maintenance personnel will list all materials and labor used to complete the repairs on the work order.
- 4) Maintenance personnel will then submit the completed work order to the Inventory Control Specialist upon completion of repairs.
- 5) Emergency Hazard must be abated within 24 hours.

C) Inventory Control

- 1) Inventory Control Specialist (ICS) matches warehouse requisitions with work orders for accuracy of materials taken out of inventory.
- 2) ICS enters information for materials used into the Memory Lane System on the computer using the following procedures:
 - a) Press ALT-V to access the View menu.
 - b) Select Update Inventory.
 - c) Press F5 to add a record.
 - (1) Type the date.
 - (2) Press F4 and select the appropriate "Used By" code. (Usually "E" for employee)
 - (3) Press F4 and select the appropriate employee.
 - (4) Press F4 and select the appropriate task code.
 - (5) Press F4 and select the appropriate cause code.
 - (6) Press F4 and select the appropriate locations where the stock items are stored.
 - (7) Press F4 and select the appropriate stock item. Type a part of the stock item name and press enter to search.
 - (8) Type the quantity used.
 - (9) Press F2 to save. **Note:** Multiple stock items may be entered by pressing F5 to add. Press escape to return to the Master screen.
- 3) ICS then submits work order to Administrative Secretary.

D) Closing a work order

- 1) Administrative Secretary closes the work order upon receipt from the Inventory Control Specialist on the Memory Lane System on the computer using the following procedures:
 - a) Enter the number of the work order to be closed in the work order field. Press enter.

- b) If someone completed the work order other than the assigned personnel, enter F4 in the “Assigned To” field and choose the appropriate employee.
- c) Press CTRL-S to enter the work order solution or the work done by maintenance.
- d) Press F2 to save.
- e) Press CTRL-T to update time.
- f) Press F5 to enter the time record.
 - (1) Type the date.
 - (2) Type “Used By” (Usually employee name).
 - (3) Press F4 and select the appropriate employee ID.
 - (4) Press F4 and select the appropriate task code. This will represent the type of work done.
 - (5) Press F4 and select the appropriate cause code.
 - (6) Press F4 and select the appropriate type. (Usually “L” for labor)
 - (7) Type the start and stop time using military time. Elapsed time will appear automatically.
 - (8) The system automatically completes the priority field. You can change this code by typing over the default information.
 - (9) Press enter. You will be prompted to save each time record. Press enter with the “yes” highlighted to save. Note: Multiple time records may be added by pressing F5 to add. Press escape when done to return to the Master screen.
 - (10) Press CTRL-C to close the work order.
 - (11) Enter in latest date and latest time maintenance personnel worked on work order.
 - (12) Press enter to select “yes”.
 - (13) Press F2 to save.
- 2) Print copy of closed work order for unit files. Attach to original work order along with any additional information.
- 3) Check each work order for non-seasonal needs. If any are found, copy and highlight needed non-seasonal maintenance items and file in appropriate contractor’s list file in Administrative Secretary’s office.
- 4) Check each work order for Tenant Charges. If any are found, copy closed work order, original work order and any additional information. Highlight tenant charges and forward to the appropriate Housing Coordinator for that unit.
- 5) Stamp work order “CLOSED”.
- 6) File in unit file.

On-Call (After Hours) Work Orders

A) Work order repairs

- 1) After hours service requests are called in by tenants to 288-3717.
- 2) The telephone system will automatically roll over to the on-call maintenance personnel.
- 3) If the on-call telephone is not answered by After hours service requests are called in by tenants to the assigned on-call maintenance personnel by calling then call 202-2876.
- 4) On-call maintenance personnel will determine if call qualifies as an emergency.
- 5) On-call maintenance person will then go to the unit and make necessary repairs.
- 6) On-call maintenance personnel will list all materials, labor, and time used to complete the repairs on the service call report.
- 7) On-call maintenance personnel will then submit the completed service call report to the Administrative Secretary the beginning of the next business day.
- 8) All calls taken by on-call maintenance personnel must be completed by them.

B) Creating a on-call work order

- 1) Administrative Secretary enters information obtained upon receipt of the service call report into the Memory Lane System on the computer using the following procedures:
 - a) Press F4 for a selection list. Highlight “street address” and enter to select unit.
 - b) Press F4 for a list of units.
 - c) Type the street address to search for needed unit.
 - d) Press enter to “open”.
 - e) Press F5 to add a new work order.
 - f) Type the date the work order was opened (system defaults to current date and time)
 - g) Enter the appropriate priority in the priority field.
 - h) Press F4 on “OK to Enter”. Select the appropriate one.
 - i) Type “Y” or “N” in response to whether item contains hazardous material.
 - j) Press F4 and select the appropriate job code. “None” is the system default code.
 - k) Press F4 and select the appropriate “Originated By”.

- l) The “Entered By” and “Approved By” fields will default to the user’s name. If you need to change, pressing F4 will provide a selection list.
 - m) Press enter to by-pass the print status at this time. The system defaults to “N” and the filed is updated when the location report is generated.
 - n) Press F4 and select appropriate assignee for the work order.
 - o) Type the problem or reason why the work order was opened. Use as much detail as possible.
 - p) Press F2 to save.
 - q) The system will prompt to create a work order. Answering “yes” will bring up the printer selection screen.
- 2) Administrative Secretary submits the opened work order along with the original service call report to the Inventory Control Specialist.

C) Inventory Control

- 1) Inventory Control Specialist (ICS) matches warehouse requisitions with work orders for accuracy of materials taken out of inventory.
 - 2) ICS enters information for materials used into the Memory Lane System on the computer using the following procedures:
 - a) Press ALT-V to access the View menu.
 - b) Select Update Inventory.
 - c) Press F5 to add a record.
- (1) Type the date.
 - (2) Press F4 and select the appropriate “Used By” code. (Usually “E” for employee)
 - (3) Press F4 and select the appropriate employee.
 - (4) Press F4 and select the appropriate task code.
 - (5) Press F4 and select the appropriate cause code.
 - (6) Press F4 and select the appropriate locations where the stock items are stored.
 - (7) Press F4 and select the appropriate stock item. Type a part of the stock item name and press enter to search.
 - (8) Type the quantity used.
 - (9) Press F2 to save. **Note:** Multiple stock items may be entered by pressing F5 to add. Press escape to return to the Master screen.
- 3) ICS then submits work order to Administrative Secretary.

D) Closing a work order

- 1) Administrative Secretary closes the work order upon receipt from the Inventory Control Specialist on the Memory Lane System on the computer using the following procedures:

- a) Enter the number of the work order to be closed in the work order field.
Press enter.
 - b) If someone completed the work order other than the assigned personnel, enter F4 in the "Assigned To" field and choose the appropriate employee.
 - c) Press CTRL-S to enter the work order solution or the work done by maintenance.
 - d) Press F2 to save.
 - e) Press CTRL-T to update time.
 - f) Press F5 to enter the time record.
- (1) Type the date.
 - (2) Type "Used By" (usually employee name).
 - (3) Press F4 and select the appropriate employee ID.
 - (4) Press F4 and select the appropriate task code. This will represent the type of work done.
 - (5) Press F4 and select the appropriate cause code.
 - (6) Press F4 and select the appropriate type. (Usually "L" for labor)
 - (7) Type the start and stop time using military time. Elapsed time will appear automatically.
 - (8) The system automatically completes the priority field. You can change this code by typing over the default information.
 - (9) Press enter. You will be prompted to save each time record. Press enter with the "yes" highlighted to save. Note: Multiple time records may be added by pressing F5 to add. Press escape when done to return to the Master screen.
 - (10) Press CTRL-C to close the work order.
 - (11) Enter in latest date and latest time maintenance personnel worked on work order.
 - (12) Press enter to select "yes".
 - (13) Press F2 to save.
- 2) Print copy of closed work order for unit files. Attach to original work order along with any additional information.
 - 3) Check each work order for non-seasonal needs. If any are found, copy and highlight needed non-seasonal maintenance items and file in appropriate contractor's list file in Administrative Secretary's office.
 - 4) Check each work order for Tenant Charges. If any are found, copy closed work order, original work order and any additional information. Highlight tenant charges and forward to the appropriate Housing Coordinator for that unit.
 - 5) Stamp work order "CLOSED" and file in Unit file.

Move-In Work Orders

A) Initiating Move-In Work Order

- 1) PHA Coordinator submits completed Move-In Inspection report to the Maintenance Supervisor.
- 2) The Maintenance Supervisor assigns the Move-In report to maintenance personnel and submits the Move-In report to the Administrative Secretary.

B) Creating Move-In Work Order

- 1) Administrative Secretary enters information obtained from the Move-In Inspection Report within two business days following receipt of the Move-In Inspection Report into the Memory Lane System on the computer using the following procedures:
 - i. Press F4 for a selection list. Highlight “street address” and enter to select unit.
 - ii. Press F4 for a list of units.
 - iii. Type the street address to search for needed unit.
 - iv. Press enter to “open”.
 - v. Press F5 to add a new work order.
 - vi. Type the date the work order was opened. (System defaults to current date and time)
 - vii. Press F4 and select appropriate priority.
 - viii. Press F4 on “OK to Enter”. Select the appropriate one.
 - ix. Type “Y” or “N” in response to whether item contains hazardous material.
 - x. Press F4 and select the appropriate job code. “None” is the system default code.
 - xi. Press F4 and select the “M” for Management in the “Originated By” field.
 - xii. The “Entered By” and “Approved By” fields will default to the user’s name. If you need to change, pressing F4 will provide a selection list.
 - xiii. Press enter to by-pass the print status at this time. The system defaults to “N” and the file is updated when the location report is generated.
 - xiv. Press F4 and select appropriate assignee for the work order.
 - xv. Type the problem or reason why the work order was opened. Use as much detail as possible.

- xvi. Press F2 to save.
- xvii. The system will prompt to create a work order. Answering “yes” will bring up the printer selection screen.
- i. Attach the new work order and any additional information to the Move-In Inspection Report. Submit to the assigned maintenance personnel for completion.
- j. Attach a copy of the new work order and any additional information to a copy of the Move-In Inspection Report. File this in the Move-In file located in the Administrative Secretary’s office.

C) Work order repairs

- 1) Assigned maintenance personnel will be assigned Move-In work orders by the maintenance supervisor.
- 2) Maintenance personnel will take work orders and perform designated repairs.
- 3) After completing repairs, maintenance personnel will list all materials and labor used to complete the repairs on the work order.
- 4) Maintenance personnel will then submit the completed work order to the Inventory Control Specialist upon completion of repairs.

D) Inventory Control

- 1) Inventory Control Specialist (ICS) matches warehouse requisitions with work orders for accuracy of materials taken out of inventory.
- 2) ICS enters information for materials used into the Memory Lane System on the computer using the following procedures:
 - a) Press ALT-V to access the View menu.
 - b) Select Update Inventory.
 - c) Press F5 to add a record.
 - (1) Type the date.
 - (2) Press F4 and select the appropriate “Used By” code. (Usually “E” for employee)
 - (3) Press F4 and select the appropriate employee.
 - (4) Press F4 and select the appropriate task code.
 - (5) Press F4 and select the appropriate cause code.
 - (6) Press F4 and select the appropriate locations where the stock items are stored.
 - (7) Press F4 and select the appropriate stock item. Type a part of the stock item name and press enter to search.
 - (8) Type the quantity used.
 - (9) Press F2 to save. **Note:** Multiple stock items may be entered by pressing F5 to add. Press escape to return to the Master screen.

3) ICS then submits work order to Administrative Secretary.

E) Closing a Move-In work order

- 1) Administrative Secretary closes the work order upon receipt from the Inventory Control Specialist on the Memory Lane System on the computer using the following procedures:
 - a) Enter the number of the work order to be closed in the work order field.
Press enter.
 - b) Press CTRL-S to enter the work order solution or the work done by maintenance.
 - c) Press F2 to save.
 - d) Press CTRL-T to update time.
 - e) Press F5 to enter the time record.
 - (1) Type the date.
 - (2) Type "Used By" (usually employee name).
 - (3) Press F4 and select the appropriate employee ID.
 - (4) Press F4 and select the appropriate task code. This will represent the type of work done.
 - (5) Press F4 and select "MI" (Move In) for the cause code.
 - (6) Press F4 and select the appropriate type. (Usually "L" for labor)
 - (7) Type the start and stop time using military time. Elapsed time will appear automatically.
 - (8) The system automatically completes the priority field. You can change this code by typing over the default information.
 - (9) Press enter. You will be prompted to save each time record. Press enter with the "yes" highlighted to save. Note: Multiple time records may be added by pressing F5 to add. Press escape when done to return to the Master screen
 - (10) Press CTRL-C to close the work order.
 - (11) Enter in latest date and latest time maintenance personnel worked on work order.
 - (12) Press enter to select "yes".
 - (13) Press F2 to save.
- 2) Print copy of closed work order for unit files. Attach to original Move-In work order along with any additional information from the Move-In file in the Administrative Secretary's office.
- 3) Check each work order for non-seasonal needs. If any are found, copy and highlight needed non-seasonal maintenance items and file in appropriate contractor's list file in Administrative Secretary's office.

- 4) Check each work order for Tenant Charges. If any are found, copy closed work order, original work order and any additional information. Highlight tenant charges and forward to the appropriate Housing Coordinator for that unit.
- 5) Stamp work order "CLOSED".
- 6) File in unit file.

Pest Control

- A) Treatments are scheduled on a monthly basis at the manor sites.
 - 1) Treatments for cockroach and other infestations are currently scheduled as follows:
 - a) 3717 6th Ave, Highland Park Plaza 4th Tuesday of each month.
 - b) 3400 8th Street, Oak Park Plaza 4th Tuesday of each month.
 - c) 3700 E. 31st Street, East View Manor 4th Tuesday of each month.
 - d) 1101 Crocker Street, Royal View Manor 4th Thursday of each month.
 - e) 2417 SW 9th Street, South View Manor 4th Tuesday of each month.
- B) Treatments for cockroach and other infestations are scheduled at scattered site units on an as needed basis.

Des Moines Municipal Housing PREVENTIVE MAINTENANCE POLICY

Preventive maintenance is work undertaken according to a schedule to prevent breakdown of major mechanical systems and equipment, and to prevent the deterioration of apartments and equipment. The DMMHA Preventive Maintenance Program will include regular comprehensive inspections and repairs of all units, equipment, buildings, and common areas. Identifying these maintenance needs will help DMMHA reduce the frequency and severity of breakdowns and service interruptions. These inspections will include checking, measuring, observing, and correcting deficiencies found in the units, major mechanical systems, exterior of units, grounds, and equipment/vehicles.

Repair needs caught early will prevent emergencies, save dollars later, and substantially reduce resident generated work-orders. The preventive maintenance inspections and work also will help establish a record of deterioration which may signal modernization needs that can be systematically planned and scheduled. This maintenance will avoid waiting for a major crisis to occur before addressing a predictable problem.

The DMMHA Preventive Maintenance Schedule will identify when tasks need to be completed. The system in place will record the date each inspection was conducted, who did it, and a process for ensuring that needed work is completed. This process will assign accountability to maintenance personnel and provides a sense of responsibility for their work.

Assigned DMMHA staff shall perform (or schedule appropriate contractor) specified preventive and routine maintenance tasks. Any other work items noted at the time of these tasks will be documented by the assigned DMMHA staff and all uncompleted work items shall be converted to a work order within twenty-four hours of the completion of preventive maintenance tasks.

The following Preventive Maintenance Schedule Checklists will be utilized by assigned DMMHA staff:

Preventive Maintenance Checklist

	monthly	quarterly	bi-annually	yearly
Date				
Operator				
Blow Down H2O Heater				
Check Low Level Cut-Off				
Test Fire Emergency Generators for 10-30 minute test run (see checklist)				
Test Emergency Lighting				
Inspect Roof, flashings, gutters, downspouts				
Air Handlers: Check Belts (except Eastview)				
Check Chemical Levels in Boilers				
Resident Units - Change Filters HVAC				
Oil Motors and Change Filters on Community Room HVAC				
Grease Circulating Pumps				
Oil Zone Pumps				
Stairwell HVAC-oil and change filters				
Oil Motors on unit heaters				
Drain Water Heaters and Rinse Tank of Debris				
Fire Alarm Panel/ Fire Extinguishers/sprinklers				
Elevator Inspections				
Boiler & Water Heater Inspection				
Backflow Preventor Inspection				

Daily Manor Checklist

Manor: (circle one)	Southview						
	Eastview						
	Highland						
	Oak Park						
	Royal						
	View						
Operator Name:							
Date (week of:)							
	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
Boiler Room							
Water Temp Tag #1							
Supply Temp							
Water Temp Tag #2							
Return Temp							
Water Pressure Tag #3							
Return Side							
Water Pressure Tag #4							
Supply Side							
Gas Pressure Tag #5							
Sight Glass Tag #6							
Gas Maing Press. Tag #7							
Air Compressor Tag #8							
Drain Air Compress Tank							
Check for Water Leaks							
Check Circ. Pumps							

Emergency Generator Monthly Checklist

Model #												
Serial #												
	Jan	Feb	March	April	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Date												
Operator												
oil level												
coolant level												
fuel tank level												
battery water level												
specific gravity of battery												
check hoses												
check fan belts												
start time												
crank time												
finish time												
ac volts phase 1												
ac volts phase 2												
ac volts phase 3												
ac amps phase 1												
ac amps phase 2												
ac amps phase 3												
Frequency												
oil pressure												
water temperature												
fuel pressure												
charger amps												
louvered vent operation												
check for exhaust leaks												
check for fluid leaks												
unusual noises												
cool down time												
restore switches to auto												

remarks:

Preventative Maintenance Schedule

A) Preventative Maintenance at the Manors will be conducted by the on-site Mechanic or Assigned DMMHA staff.

(1) East View Manor

- (a) Oil hot water pumps (circulator)
- (b) Grease circulator pumps
- (c) Oil zone pumps
- (d) Stairwell HVAC – oil and change filters
- (e) Oil motors on unit heaters
- (f) Oil motors and change filters on Community Room HVAC
- (g) Test Fire Emergency Generators for 10-30 minute test run

(2) South View Manor

- (a) Oil hot water pumps (circulator)
- (b) Grease circulator pumps
- (c) Oil zone pumps
- (d) Stairwell HVAC – oil and change filters
- (e) Oil motors on unit heaters
- (f) Oil motors and change filters on Community Room HVAC
- (g) Test Fire Emergency Generators for 10-30 minute test run

(3) Royal View Manor

- (a) Oil hot water pumps (circulator)
- (b) Grease circulator pumps
- (c) Oil zone pumps
- (d) Stairwell HVAC – oil and change filters
- (e) Oil motors on unit heaters
- (f) Oil motors and change filters on Community Room HVAC
- (g) Test Fire Emergency Generators for 10-30 minute test run

(4) Oak Park Plaza

- (a) Oil hot water pumps (circulator)
- (b) Grease circulator pumps
- (c) Oil zone pumps
- (d) Stairwell HVAC – oil and change filters
- (e) Oil motors on unit heaters
- (f) Oil motors and change filters on Community Room HVAC

(g) Test Fire Emergency Generators for 10-30 minute test run

(5) Highland Park Plaza

(a) Oil hot water pumps (circulator)

(b) Grease circulator pumps

(c) Oil zone pumps

(d) Stairwell HVAC – oil and change filters

(e) Oil motors on unit heaters

(f) Oil motors and change filters on Community Room HVAC

(g) Test Fire Emergency Generators for 10-30 minute test run

Des Moines Municipal Housing Agency Public Housing Program

Procedures for Handling Municipal Code Violations

EMERGENCY VIOLATIONS (requires Immediate Action)

1. Upon receipt of a Notice of Municipal Code Violation, either as a result of complaint or inspection by the Neighborhood Inspection Division or Zoning Division, support staff will make copies of the Notice and distribute to the following staff: Housing Case Manager responsible for lease enforcement, Senior Housing Case Manager, Maintenance Supervisor, and Housing Administrator.
2. Whether or not the unit is occupied, the Maintenance Supervisor **or designee** will remedy the violation immediately upon receipt of the Notice. To avoid abatement costs, the Maintenance Supervisor will contact the appropriate City Department to advise that the Emergency Violation has been corrected.
3. If the unit is occupied, the Maintenance Supervisor **or designee** will send the Housing Administrator, Senior Housing Case Manager and Housing Case Manager responsible for lease enforcement an email advising of the action taken to remedy the violation.
4. The Maintenance Supervisor **or designee** will also send the Housing Case Manager responsible for lease enforcement, the work order number of the completed task. **In circumstances where charges are not listed on the Schedule of Charges, the Maintenance staff** will advise the Housing Case Manager via email, the cost of the remedy according to the Schedule of Charges.
5. The Housing Case Manager will take lease enforcement action by serving a 14-Day Notice to Cure to the tenant for pertinent lease violations and repayment of the amount owed as a result of the agency's action.
6. If this tenant is a habitual violator and has received 3 prior 14-Day Notices to Cure for this type of violation, a Notice of Lease Violation may be served.

NON-EMERGENCY VIOLATIONS

1. Upon receipt of a Notice of Municipal Code Violation, either as a result of complaint or inspection by the Neighborhood Inspection Division or Zoning Division, support staff will make copies of the Notice and distribute to the following staff: Housing Case Manager responsible for lease enforcement, Senior Housing Case Manager, Maintenance Supervisor, and Housing Administrator.

Notices of Abandoned Property (requires 4 day turnaround)

Whether or not the unit is occupied, the Maintenance Supervisor **or designee** will remedy the violation **within 4 days** from the date of the letter. To avoid abatement costs, the Maintenance Supervisor **or designee** will contact the appropriate City Department to advise that the violation has been corrected.

Des Moines Municipal Housing Agency Public Housing Program

Procedures for Handling Municipal Code Violations

Letter regarding Public Nuisance (requires 21 day turnaround)

1. If the unit is occupied, the Housing Case Manager responsible for lease enforcement will take lease enforcement action **within 24 hours** of receiving the letter by causing a 14-Day Notice to Cure to be served to the tenant for pertinent lease violations.
2. The Housing Case Manager will conduct a visual inspection of the unit of the 15th day to ensure the violation has been corrected.
3. If the violations have not been corrected as of the date of the Case Manager's inspection, the Case Manager will contact the **Work Order Clerk** to have the violations corrected. The Housing Case Manager will also follow up with regular lease enforcement since the 14-Day Notice was not cured. In addition, the Housing Case Manager will assess any charges to the tenant's account as a result of the Maintenance charges.
4. The Housing Case Manager will notify the appropriate City Department that the violations have been corrected.

PUBLIC HOUSING PROGRAM CHANGE OF UNIT STATUS PROCEDURES

The following describes the procedures to be used to change the “Unit Status” of a Public Housing Unit.

The procedures inform staff of what to do when the status of a unit is changing from one status to another and the staff that is responsible for making the change in MLS and PIC.

Example: if a unit is occupied that is scheduled for disposition, once the tenant moves out, the status will need to be changed to disposition. The following is the procedure for this action:

OCCUPIED TO DISPOSITION

Tenant moves out of an occupied unit that is slated for Disposition

1. Leasing Housing Case Manager completes move out certification in MLS – Code 6 – (see attached MLS procedures for Move Outs).
2. Leasing Housing Case Manager changes unit status to Disposition.

The procedures for all other unit status changes are as follows:

MAINTENANCE HOLD TO DISPOSITION

A unit in Maintenance Hold has been slated for Disposition:

1. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).

CAPITAL FUND TO DISPOSITION

A unit in Capital Fund has been slated for Disposition:

1. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).

NATURAL DISASTER TO DISPOSITION

A unit that was impacted by a Natural Disaster has now been slated for Disposition:

1. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).

CASUALTY DAMAGE TO DISPOSITION

A unit with Casualty Damage has been slated for Disposition:

1. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).

CAPITAL FUND TO SCHEDULED FOR DEMOLITION

A unit in Capital Fund has been slated for Demolition:

1. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).

CASUALTY DAMAGE TO SCHEDULED FOR DEMOLITION

A unit in Casualty Damage has been slated for Demolition:

1. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).

DISPOSITION TO SCHEDULED FOR DEMOLITION

A unit in Disposition has been slated for Demolition:

1. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).

The Maintenance Supervisor (or designee) will confirm damage to all units impacted by a Natural Disaster and will determine with approval from the Director, if the unit status will need to be changed to Natural Disaster.

ADMIN USE TO NATURAL DISASTER

A unit in Admin Use has been impacted by a Natural Disaster:

1. The Occupancy & Program Enforcement Administrator, upon written notification from the Maintenance Supervisor, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).
2. The Occupancy & Program Enforcement Administrator will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

ADMIN HOLD TO NATURAL DISASTER

A unit in Admin Hold has been impacted by a Natural Disaster:

1. The Occupancy & Program Enforcement Administrator, upon written notification from the Maintenance Supervisor, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).
2. The Occupancy & Program Enforcement Administrator will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

ADMIN HOLD OR ADMIN USE TO MAINTENANCE HOLD

A unit in Admin Hold is ready to be returned to inventory:

1. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).
2. The Maintenance Supervisor will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

AVAILABLE TO NATURAL DISASTER

An Available unit has been impacted by a Natural Disaster:

1. The Leasing Administrator, upon written notification from the Maintenance Supervisor, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).
2. The Leasing Administrator will change the unit status in MLS (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

CAPITAL FUND TO NATURAL DISASTER

A unit in Capital Fund has been impacted by a Natural Disaster:

1. The Maintenance Supervisor will change the unit status in MLS (see attached MLS procedures for Change Unit Status).
2. The Maintenance Supervisor will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

CASUALTY DAMAGE TO NATURAL DISASTER

A unit in Casualty Damage has been impacted by a Natural Disaster:

1. The Maintenance Supervisor will change the unit status in MLS (see attached MLS procedures for Change Unit Status).
2. The Maintenance Supervisor will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

DISPOSITION TO NATURAL DISASTER

A unit in Disposition has been impacted by a Natural Disaster:

1. The Maintenance Supervisor will change the unit status in MLS (see attached MLS procedures for Change Unit Status).
2. The Maintenance Supervisor will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

LAWS AND REGULATIONS TO NATURAL DISASTER

A unit in Laws and Regulations has been impacted by a Natural Disaster:

1. The Occupancy & Program Enforcement Administrator, upon written notification from the Maintenance Supervisor, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).

2. The Occupancy & Program Enforcement Administrator will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

LITIGATION TO NATURAL DISASTER

A unit in Litigation has been impacted by a Natural Disaster:

1. The Occupancy & Program Enforcement Administrator, upon written notification from the Maintenance Supervisor, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).
2. The Occupancy & Program Enforcement Administrator will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

MAINTENANCE HOLD TO NATURAL DISASTER

A unit in Maintenance Hold has been impacted by a Natural Disaster:

1. The Maintenance Supervisor will change the unit status in MLS (see attached MLS procedures for Change Unit Status).
2. The Maintenance Supervisor will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

MARKET CONDITIONS TO NATURAL DISASTER

A unit in Market Conditions status is impacted by a Natural Disaster:

1. The Leasing Administrator, upon written notification from the Maintenance Supervisor, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).
2. The Leasing Administrator will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

OCCUPIED TO NATURAL DISASTER

An Occupied Unit is impacted by a Natural Disaster:

1. Leasing Administrator and Occupancy & Program Enforcement Administrator will receive notification from the Maintenance Supervisor that the status of this unit must be changed to demolition hold.
2. Housing Case Manager follows the procedures for relocating the tenant in occupancy.
3. Upon notification from the Housing Case Manager, the Leasing Housing Case Manager completes move out certification in MLS – Code 6 – (see attached MLS procedures for Move Outs).
4. Leasing Housing Case Manager changes unit status to Natural Disaster.
5. Occupancy & Program Enforcement Administrator will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

OCCUPIED TO LITIGATION

Due to our legal process and for legal purposes, a determination has been made that units, which could be placed in the Litigation status, will remain occupied until the Agency has been awarded possession of the property by the Court.

LAWS AND REGULATIONS TO LITIGATION

Due to our legal process and for legal purposes, a determination has been made that units, which could be placed in the Laws and Regulations status, will remain occupied until the Agency has been awarded possession of the property by the Court.

CAPITAL FUND TO DEMOLITION HOLD

A unit in Capital Fund has been slated for Demolition - we are waiting for HUD Approval:

1. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).

NATURAL DISASTER TO DEMOLITION HOLD

A unit in Natural Disaster has been slated for Demolition - we are waiting for HUD Approval:

1. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).

OCCUPIED TO DEMOLITION HOLD

Tenant moves out of a unit that is slated for Demolition – we are waiting for HUD approval

1. Admissions and Marketing Supervisor will receive notification from the Maintenance Supervisor that the status of this unit must be changed to Demolition Hold.
2. Leasing Housing Case Manager completes move out certification in MLS – Code 6 – (see attached MLS procedures for Move Outs).
3. Leasing Housing Case Manager changes unit status to Demolition Hold.

CASUALTY DAMAGE TO DEMOLITION HOLD

A unit in Casualty Damage has been slated for Demolition - we are waiting for HUD approval

1. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).

CAPITAL FUND TO DEMOLISHED

A unit in Capital Fund is scheduled to be demolished.

1. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).

NATURAL DISASTER TO DEMOLISHED

A unit in Natural Disaster is scheduled to be demolished.

1. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).

OCCUPIED TO DEMOLISHED

Tenant moves out a unit that is scheduled to be Demolished.

1. Maintenance Supervisor notifies the Admissions and Marketing Supervisor and Occupancy & Program Enforcement Administrator that the unit status must be changed to Demolished.
2. Leasing Housing Case Manager completes move out certification in MLS – Code 6 – (see attached MLS procedures for Move Outs).
3. Leasing Housing Case Manager changes unit status to Demolished.

DEMOLITION HOLD TO DEMOLISHED

A unit in Demolition Hold is scheduled to be Demolished.

1. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).

OCCUPIED TO CASUALTY DAMAGE

An Occupied Unit has been determined by Maintenance to have suffered Casualty Damage:

1. Maintenance Supervisor notifies the Leasing Administrator and Occupancy and Program Enforcement Administrator that the unit status must be changed to Casualty Damage.
2. Housing Case Manager follows the procedures for relocating the tenant in occupancy.
3. Upon notification from the Housing Case Manager, the Leasing Housing Case Manager completes move out certification in MLS – Code 6 – (see attached MLS procedures for Move Outs).
4. Leasing Housing Case Manager changes unit status to Casualty Damage.
5. Leasing Housing Case Manager will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

MAINTENANCE HOLD TO CASUALTY DAMAGE

A unit in Maintenance Hold has suffered Casualty Damage

1. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).
2. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

NATURAL DISASTER TO CASUALTY DAMAGE

A unit in Natural Disaster has suffered Casualty Damage

1. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).
2. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

CAPITAL FUND TO CASUALTY DAMAGE

A unit in Capital Fund has suffered Casualty Damage

1. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).
2. The Maintenance Supervisor, upon written notification from the Director, will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

AVAILABLE TO CASUALTY DAMAGE

An Available Unit has been determined by Maintenance to have suffered Casualty Damage:

1. Upon written notification from the Maintenance Supervisor, Leasing Administrator changes unit status to Casualty Damage (see attached MLS procedures for Change Unit Status).
2. Leasing Administrator will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

ADMIN USE TO CASUALTY DAMAGE

A unit in Admin Use has been determined by Maintenance to have suffered Casualty Damage:

1. Upon written notification from the Maintenance Supervisor, the Occupancy & Program Enforcement Administrator changes unit status to Casualty Damage (see attached MLS procedures for Change Unit Status).
2. Occupancy & Program Enforcement Administrator will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

ADMIN HOLD TO CASUALTY DAMAGE

A unit in Admin Hold has been determined by Maintenance to have suffered Casualty Damage:

1. Upon written notification from the Maintenance Supervisor, the Occupancy & Program Enforcement Administrator changes unit status to Casualty Damage (see attached MLS procedures for Change Unit Status).
3. Occupancy & Program Enforcement Administrator will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

OCCUPIED BY EMPLOYEE TO CASUALTY DAMAGE

A Unit Occupied by and Employee has been determined by Maintenance to have suffered Casualty Damage:

1. Upon written notification from the Maintenance Supervisor, the Leasing Administrator changes unit status to Casualty Damage (see attached MLS procedures for Change Unit Status).
2. Leasing Administrator will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

LITIGATION TO CASUALTY DAMAGE

A unit in Litigation has been determined by Maintenance to have suffered Casualty Damage:

1. Upon written notification from the Maintenance Supervisor, the Occupancy & Program Enforcement Administrator changes unit status to Casualty Damage (see attached MLS procedures for Change Unit Status).
2. Occupancy & Program Enforcement Administrator will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

MAINTENANCE HOLD TO CAPITAL FUND

A unit in Maintenance Hold has extensive damage and must be moved to Capital Fund status.

1. The Maintenance Supervisor will assess the unit, make this determination and will change the unit status in MLS (see attached MLS procedures for Change Unit Status).
2. The Maintenance Supervisor will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

MAINTENANCE HOLD TO AVAILABLE

A unit in Maintenance Hold is rehabbed and ready for leasing

1. The Maintenance Supervisor, upon confirmation of the completed Rehab of the unit, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).
2. The Maintenance Supervisor will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

CAPITAL FUND TO AVAILABLE

A unit in Capital Fund is rehabbed and ready for leasing

1. The Maintenance Supervisor, upon confirmation of the completed Rehab of the unit, will change the unit status in MLS (see attached MLS procedures for Change Unit Status).
2. The Maintenance Supervisor will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

ANY UNIT STATUS TO ADMIN USE

Upon notification from the Director, the Occupancy & Program Enforcement Administrator will change the unit status to Admin Use for any unit that HUD has approved for Admin Use. The letter from HUD, authorizing this status, will be kept in the Director files.

AVAILABLE TO ADMIN HOLD

An Available Unit has been determined by Management that it will be placed on Admin Hold:

1. Upon written notification from the Director, the Occupancy & Program Enforcement Administrator changes the status in MLS (see attached MLS procedures for Change Unit Status).

MAINTENANCE HOLD TO ADMIN HOLD

A unit on Maintenance Hold has been determined by Maintenance and Management that it will be placed on Admin Hold:

1. Upon written notification from the Director, Occupancy & Program Enforcement Administrator changes the status in MLS (see attached MLS procedures for Change Unit Status).

CAPITAL FUND TO ADMIN HOLD

A unit in Capital Fund has been determined by Maintenance and Management that it will be placed on Admin Hold:

1. Upon written notification from the Director, Occupancy & Program Enforcement Administrator changes the status in MLS (see attached MLS procedures for Change Unit Status).

OCCUPIED TO ADMIN HOLD

An Occupied Unit is determined by Management to be placed on Admin Hold:

1. Director notifies the Occupancy & Program Enforcement Administrator that the unit status is to be changed to Admin Hold.
2. Housing Case Manager follows the procedures for relocating the tenant in occupancy.
3. Upon notification from the Housing Case Manager, the Leasing Housing Case Manager completes move out certification in MLS – Code 6 – (see attached MLS procedures for Move Outs).
4. Leasing Housing Case Manager changes unit status to Admin Hold.

OCCUPIED TO ABANDONED

Upon confirmation that a unit has been abandoned by the previous tenant:

1. The Housing Case Manager will send written notification to the Maintenance Supervisor (with a copy to all Public Housing staff)
2. Leasing Team Housing Case Manager completes move out certification in MLS – Code 6 – (see attached MLS procedures for Move Outs).
3. Leasing Team Housing Case Manager changes unit status to Abandoned.

AVAILABLE TO OCCUPIED

Tenant moves into a Public Housing unit

1. Leasing Housing Case Manager completes the New Admission certification in MLS – Code 1 – (see attached MLS procedures for move-ins)
2. Units status is changed to Occupied by the System

OCCUPIED TO MAINTENANCE HOLD

Tenant moves out of an occupied unit

1. Leasing Housing Case Manager completes move out certification in MLS – Code 6 – (see attached MLS procedures for Move Outs).
2. Unit status is changed to Maintenance Hold by the system (default)
3. Leasing Housing Case Manager will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

AVAILABLE TO OCCUPIED BY EMPLOYEE

Unit is released from Available and will be occupied by an employee

1. Housing Case Manager will change status in MLS per written request of the Director or his/her designee.
2. Upon notification from the Director and HUD, the Occupancy & Program Enforcement Administrator will change the unit status in PIC (see PIC “Job Aid for Building/Unit Exceptions and Unit Designations”).

MLS PROCEDURES TO CHANGE UNIT STATUS

This procedure should only be used for Vacant Units.

1. Log in to MLS
2. Enter Tenant Master Menu
Select “c” – Low Income Public Housing
3. In the Main Menu, select “u” – Unit Processing
4. In Unit Menu, select “s” – Change Status of a Unit
5. Press F4 for a Picklist
Select unit to have status changed (highlight unit ID or address of Unit)
Press Enter
Double Check the unit ID number to ensure you have the correct unit

Press Enter

6. Press F4 for a Picklist
_____ Select New Status (i.e. Sold, Disposition, Maintenance Hold, etc.)
_____ NOTE: New Status cannot be the same as Current Status
Press Enter
7. Type the effective date of the status change (system will show today’s date as default)
Press Enter
8. SAVE RECORD after verifying all the information is correct by pressing Enter
9. Press escape key twice to return to the Main Menu
10. Log out of MLS

MLS MOVE-OUT PROCEDURES
(Including Change of Unit Status)

Memory Lane Systems, Inc.
1310 Spring St.
Petoskey, MI 49770
Phone: (616) 347-8787
Fax: (616) 347-2639

LOW INCOME PUBLIC HOUSING 4.0 TENANT ENDING PARTICIPATION

Revised: 2/3/03

***NOTE:** When a tenant ends their participation in the program it is necessary to do a final certification and then move the tenant out. **NEVER** delete a tenant from the program when they end their participation.*

From the **Master Menu**:

- Select **Low Income Public Housing**

- Select **Tenant Processing**

- Select **Certification/Re-Certification**
 1. Type the tenant ID or press F4 for a list of names to search
 2. Press F2 to edit the certification.

- Select **Certification Dates**
 1. Type the effective date of this certification. The date should be the move out date.
 2. Type the date of the next annual certification. (Leave as is)

NOTE: A check mark will appear next to the effective date on the Certification Checklist. As you continue, check marks will appear next to all of the items.

- Select **50058 Background Information**
 1. The original application date is system generated.
 2. Type zip code prior to admission.
 3. Race - type the number that applies
 4. Ethnicity - Type the number that applies.
 5. Type “Y” or “N” if tenant is Family Self Sufficiency participant.
 6. Ownership - does not need to be completed. Press enter to get to the next field.
 7. Transaction Type - Type 6 for End Participation.
 8. If the head of household has changed, type the social security number of the former head of household.
 9. Program Type - type 1 for Public Housing.
The rest of the fields on page 2 will be completed automatically.
 10. Press F2 to save.

- Household Information

NOTE: No need to enter changes, but must press enter through all fields to complete certification.

- Select **Rent Calculation** and press Alt-F4 to return to the Certification menu

- Select **Print HUD 50058**

1. Verify that the date on right of 50058 form is correct and press F4 to print.
2. Answer next questions as appropriate.
3. Press escape.
4. You will be asked to save for submission to the MTCS, type “Y” for yes.
5. Select **Update Certification Checklist** to mark complete, type “Y.”
6. Press escape to return to the Tenant Processing menu.

- Select **Move a Tenant Out of a Unit from the Tenant Processing**

1. Press F4 and select **Tenant Ending Participation**.
2. Type the date of the move out from the current unit.
3. Press F4 and select “Termination” as the reason for the move out.
4. Type the date of the keys for the current unit to be returned.
5. Press F4 and select the appropriate unit status. The system defaults to “Maint. Hold.”
6. Press F4 and select the appropriate vacancy status.
7. Type “Y” or “N” to pro-rate the rent. If you answer yes, the calculation will be system generated but it can be changed if needed.
8. You will be asked, “Do you want to Enter a Forwarding Address for this Tenant?” If you entered yes, then type the forwarding address.
9. You will be asked “Do you want to create a record in the Miscellaneous Tenant File?” Answer accordingly.
NOTE: If you type a message in the tenant record, it will stay with that record in history until it is removed, even when tenant is ending participation.
10. You will be asked “Do you want to move this tenant out?” Answer yes and the system will process the information. – See “Move a Tenant Out of a Unit” below for the steps it will walk you through.
11. Press Alt-F4 to return to the Tenant Processing Menu.

NOTE: The tenant is now moved out and the end participation process is complete.

MOVE A TENANT OUT OF UNIT (and change Unit Status)

1. Tenant Processing
2. Select Move a Tenant Out
3. Tenant ID – press F4 and select tenant
4. Unit ID – press F4 and select the unit
5. Move out date – enter the date
6. “Set Unit Status to” – this automatically changes to MAINT. HOLD by the system
7. F2 to Save

MLS MOVE-IN PROCEDURES
(Including Change of Unit Status)

**LOW INCOME PUBLIC HOUSING 4.0
NEW ADMISSION CERTIFICATION PROCESS**

From the Master Menu:

- Select **Low Income Public Housing**
- Select **Tenant Processing**
- Select **Transfer from Waiting List**

NOTE: The tenant must be transferred from the Waiting List before continuing. See “Transfer Tenant From the Waiting List” procedure.

- Select **Certification/Re-certification**
 1. Type the tenant ID or press F4 and select the correct tenant.
 2. Press F2 to edit the certification.
- Select **Certification Dates**
 1. Type the effective dates. The effective date will be the move-in date for the tenant.
NOTE: The items on the checklist on the right side of the screen will begin to be checked off as they are completed.
 2. Date of Next Annual Certification – One year from the date of the move in (if the move-in date is any day other than the first of the month, use the next full month as the Annual Certification Date – i.e. move in 2/6/03, the Annual Certification date would be 3/1/04).
- Select **50058 Background Information.**
 - a) Answer the questions with the appropriate information. Complete the first two pages of the 50058. The 50058 must be tagged as a “New Admission” type (CODE #1 in 15h) and Public Housing (#1 in 15j).
 - b) Line 2a should be Code 1 for a New Admission
 - c) Line 3U – will typically be E – Eligible for Full Assistance (unless the person is not a US Citizen or an Eligible Immigrant).

- d) Line 4c, 4e, 4f, 9m, 5b and 5f – must be answered Yes or No (you are required to answer these or you will get an error in the 50058 transmission).
 - e) Community Service Section – Line 4 is Exempt – Use E, D, H or Child under 18 for the exemption. Line 5 is N/A
 - f) Press F2 to save.
- Select **Household Information**.
 - a) Verify all household members.
 - To edit a family member, highlight and press enter on the name. Information may be added or changed.
 - Press F2 to save.
NOTE: Family members may be deleted from the household master screen by highlighting the member and pressing Shift-F2 to delete. To add a family member, press F5. Type the member's name. Select the appropriate relationship and type the member information. Press F2 to save.
 - b) Verify income information for each member.
 - To edit income information, highlight the family member with the income source, and press enter.
 - To delete an income item, place the cursor on the item and press Shift-F2 to delete.
 - To add an income item, press F5 and type the appropriate information and the source code.

- To calculate the total annual income, press F4 to select the appropriate frequency.
- Press F2 to save all information.
- **Select Asset Information.**
 - a) Verify all assets.
 - To add an asset, press F5 from the Asset Entry screen.
 - Type the appropriate information (i.e., the asset type and value).
 - Type the interest rate, if any. The system will calculate the amount of income generated from the asset.
 - Complete the verification information as needed.
 - To delete an asset, press Shift-F2 with the item selected.
 - Press F2 to save.
- **Select Rent Calculation** and verify the rent amount.
 - a) Enter appropriate allowance information for household using F4 for detail.
 - b) Enter utility allowance for the unit where the tenant will be housed.
 - c) Press F4 and review the explanation for using manual rent adjustment.
 - d) Press Alt-F4 to exit.
- **Select Other Options**
 1. **Select Move Tenant In**
 - a) Press enter on tenant ID.
 - b) Type the unit ID or press F4 and select the correct unit.
 - c) Type the move-in date.
 - d) Answer “Y” to charge security deposit (if desired to create a charge for security deposit).
 - e) **Do not** type an amount for the security deposit payment. Leave the field blank
 - f) Answer “Y” to pro-rate the rent (if desired). The system will calculate the pro-rated rent amount.

NOTE: All necessary files will be updated. The system then returns to the certification menu.
- **Select Print HUD 50058 Form.**
 1. Press F4 to print the 50058.
 2. Press F2 or press escape.
 3. Answer “Y” to save the information for submission to the MTCS processing center.
- **Select Print Worksheet** to print the worksheet and the supporting documentation.
- **Select Update Certification Checklist.**
 1. Mark the certification complete by typing a “Y” in the certification complete box.
 2. Press escape to return to the certification menu. The certification will transfer and update the tenant master information at the time of the appropriate rent run.

MOVE A TENANT INTO A UNIT (and change Unit Status)

1. Tenant Processing
2. Select Move a Tenant In
3. Tenant ID – press F4 and select tenant

4. Unit ID – press F4 and select the unit
5. Move in date – enter the date
6. “Change Unit Status to” – this automatically changes to OCCUPIED by the system.
7. F2 to Save

PETTY CASH

Petty Cash funds may be used for purchases if: 1) the purchase cannot be made in a timely manner through regular procurement procedures; 2) the nominal value of the purchase is so small that issuing a check is impractical; 3) the purchase does not exceed \$50.00.

Petty cash is not to be used to reimburse for meals or travel expenses. The normal procedure for processing reimbursements should be followed for these expenses.

PETTY CASH FUND LEVELS

Petty cash fund levels will be determined by the Accounting Manager. They will be set at levels which will adequately cover monthly withdrawals. The current level is \$250.00.

PETTY CASH RECONCILIATION

All petty cash funds will be reconciled monthly by the A/P Bookkeeper. Funds will be replenished as needed.

RESTRICTIONS

- No employee may borrow from the petty cash fund for personal use.
- No personal checks may be cashed from the petty cash fund.
- No item will be reimbursed from petty cash beyond **90 days** after the date of purchase or without a receipt.

Cash Advances

1. A petty cash form (Attachment A) must be completed and approved before the petty cash custodian gives the cash to the employee. Using ink, the custodian will fill in the date, description and amount. The amount should be an approximation of expected purchase price. The form will be given to the employee, who must obtain the signature of his/her supervisor. If the supervisor is unavailable, the signature of the Accounting Manager or Assistant Director will be acceptable.
2. The employee will return the approved petty cash form to the _____ custodian. The custodian will initial by the amount given, and dispense the cash to the employee.
3. The employee must return the original receipt and change within two (2) working days.
4. The custodian will verify that the correct amount of change has been returned. The amount returned, the "Returned", and the custodian's initials will be written in ink on the petty cash form.

Reimbursements

An employee may make a purchase from his/her personal funds with the expectation that the purchase will be reimbursed with petty cash funds with the approval of their supervisor.

1. The petty cash form must be completed and approved before the petty cash custodian reimburses the employee. Using ink, the custodian will fill in the date, description and amount. The form will be given to the employee, who must obtain the signature of his/her supervisor. If the supervisor is unavailable, the signature of the Accounting Manager or Assistant Director will be acceptable.
2. The employee will return the approved petty cash form to the custodian. The custodian will initial by the amount given, and dispense the cash to the employee.
3. The employee must return the original receipt and change within two (2) working days.
4. The custodian will verify that the correct amount of change has been returned. The amount returned, the "Returned", and the custodian's initials will be written in ink on the petty cash form.

The A/P Bookkeeper will reconcile the petty cash fund each month.

Petty Cash Reconciliation Form (Attachment B)

A Petty Cash Reconciliation form (attachment B) will be completed for the fund. The Petty Cash Reconciliation form may be completed using spreadsheet (PCASHREC).

1. **Date** The spreadsheet will automatically enter the current date.
2. **Cash in Box** Count the cash in the box and enter the amount.
3. **Add Petty Cash Forms** Run a tape of the petty cash forms.
4. **Code Expense** Write the appropriate account number(s) on each petty cash form.
5. **Total of Petty Cash Forms** Enter each petty cash form into the Acct #/Amount grid by the account number. The spreadsheet will automatically sum the total on line 3.
6. **Total of Cash + Petty Cash Forms** The spreadsheet will automatically do this.
7. **Over/Short** The spreadsheet will automatically determine if the fund is over or short.
8. **Print Form** Print the spreadsheet.
9. **Replenish Fund (Yes/No) Amount** Based on past usage, determine if the fund needs to be replenished. If it does not, check the **NO** line. If yes, check the **YES** line. The spreadsheet will have already calculated the amount.
10. **Completed By** Sign your name once the form is completed.
11. **Approved By** The Accounting Manager or Accounting Assistant must approve the form.
12. **File** If the fund will not be replenished, file the original in the appropriate Petty Cash file. If the fund is to be replenished, file a copy of the form.

Petty Cash Reconciliation Summary (Attachment C)

Attach Petty Cash Reconciliation Summary to the Petty Cash

Reconciliation Form.

1. **Date** Enter the date of the reconciliation
2. **Cash in Box** Enter the amount of Cash in Box from the reconciliation form.
3. **Total of Forms** Enter the Total of Petty Cash Forms from the reconciliation form.
4. **Number of Forms** Count the number of Petty Cash forms and enter the total.

All other fields are calculated by the spreadsheet. The amounts should match the reconciliation form. If they do not, research and resolve the discrepancy.

5. **Print Form** Print the form.
6. **File** File together with Petty Cash Reconciliation Form. Put the most current date in front of file.

Replenishing

Replenishing the Petty Cash fund should be handled in the same

manner as paying any other accounts payable item. Backup should include the Petty Cash Reconciliation form, the tape of the Petty Cash forms, and the Petty Cash forms.

Over/Short

Over must be credited to 90-000-000-00-369000-00 Other Income.

Short must be debited to 90-000-000-00-459000-00 Other General Expense.

Funds Replenished by Bank

When Petty Cash funds are reimbursed by the bank, give cash to the custodian and have them initial the check stub as receiving the money.

Procedures for Maintenance Purchase Orders (Supplies/Services)

A. REQUISITIONS

1. Go to MLS Master Menu and select f.) Inventory/Fixed Assets/a.) Inventory. At Materials Inventory Menu select Requisitions System.
2. At red box saying, "Select Program to Use", select a.) Enter/View New Requisitions. When "Outstanding Requisitions" screen appears and has filled, INSERT
3. A "Requisition Summary" screen will appear. Arrow down to "Requisition Type", F4 and choose Service or Supply. ENTER Date Needed: Today's Date (F9) ENTER to Description
4. Type (in CAPS), "VENDOR/ADDRESS (of Service or Supplies needed)/PROJECT #/PERSON REQUESTING
5. Arrow Down to Department, F4 and choose Maintenance
6. Arrow Down to "Default G/L #" and enter 01-XXX-000-04-442000-00 (for Supplies) or 01-XXX-000-04-443000-00 (for Services). If the proper Sub-account exists include it. It is very important that the Project # (XXX) be included.
7. Arrow down to "Default Vendor" and enter the first few letters and then F4 or ENTER to view available vendors already set up in the system. When the correct vendor is found ENTER
8. A white screen will appear entitled, "Line Items for Requisition _____" INSERT
9. A gray screen entitled "Line Item 1 Entry" will appear. Arrow down to "Description" and type the Supply or Service needed at "Enter Item Description" and F2 to Save.
10. Request Qty ___ > ___ (1 EA for example)
11. Cost Each "Enter Cost (from quote or price list" F2 to Save.
12. The "G/L Encumbrance Distribution" screen will appear. Esc twice to the "Outstanding Requisitions" screen and ENTER
13. Choose Desired Option and ENTER at "Edit Summary". At the "Requisition Summary" screen F4 at Hold Status to change to "Release for Approval" F2
14. The Choose Desired Option screen will reappear. Esc
15. The "Outstanding Requisitions" screen will appear. ENTER
16. Arrow down in the Choose Desired Option box to c. View Requisition Status ENTER
17. A Red Screen entitled "Status History of Requisition _____" will appear. When "Status" reads Approved and "Person" reads Auto-Approved everything has been entered correctly and the Maintenance Supervisor is to be notified of the need to approve the Requisition. Esc three times to the Auto-Update and then Esc out of the system.

B. PURCHASE ORDERS

1. Once the Maintenance Supervisor has approved the requisitions, the Accounting Manager is notified to approve the requisition, which creates a Purchase Order.
2. Once the Accounting Manager has been notified of the existence of requisitions needing approval, the requisitions are periodically checked to see the Purchase Orders have been created.
Generally, requisitions are approved daily at approximately 10:00 and 2:00.
3. When the Purchase Orders have been created (the requisitions approved), go to the Print Purchase Orders and select and print 3 copies of the P.O.
 - a. One copy goes to the clipboard (later attached to receipt or invoice after purchase). The specific line items in this copy are marked as received and when matched with the invoice and signed by the Maintenance Supervisor, forwarded to the Accounting Bookkeeper.
 - b. One copy is 3-hole punched and added to the PO Bible as a permanent record.
 - c. One copy is given to the requester to make the purchase, for example or is discarded.

C. RECEIPTING

1. At the MLS Master Menu, select f.) Inventory/Fixed Assets then a.)Inventory then Receipts ENTER
2. Select **Receive P.O.'s**. A screen entitled "Open P.O.'s for Location 1 Sublocation 0" will appear with the following headings:

Number Date Vendor Description Loc.

3. Under "Number", key in the PO number and ENTER
4. The Purchase Order detail will appear.

5. Press F5 and a new "Receipt" will appear.
 - a. Key in the Date ENTER
 - b. Key in the Time ENTER
 - c. Key in the Quantity and ENTER through the page until "Save This Record?" appears.
Select YES and ENTER
6. A new screen (see # 2 above) will appear and this process can be repeated as needed.
7. No report is printed at the conclusion of this procedure.

Public Housing Procedures
For Claims for Reimbursements

All requests for claims for reimbursement from Public Housing residents or other parties must be made in writing and include itemized charges to be reimbursed and an explanation of why the claim is being made.

- 1) Written requests are to be forwarded to the Senior Housing Case Manager for review.
- 2) Within 5 days of receipt, the SHCM will review the request, the tenant file and if necessary, obtain additional documentation from the maintenance department or other agencies, such as a utility company.
- 3) Within 5 days of completion of the review, the SHCM will review the file with the Public Housing Administrator.
- 4) Within 5 days of receiving approval from the Public Housing Administrator, the SHCM will prepare a memorandum ,supporting documentation and a **claim form** to City Legal.
(Exhibit 1)
- 5) Copies of the memorandum and supporting documentation will be given to the Director, Assistant Director, the Public Housing Administrator and other appropriate Senior Staff. A copy will also be placed in the tenant file.

City of Des Moines – Public Works Department
Equipment/Motor Vehicle Accident Report

Driver Information/Vehicle-Equipment Information:

City Driver:

Name
Division
Supervisor

Department
Title
City Driver:
Work Phone
Home Phone
Cell Phone



Describe Injuries:

City Vehicle-Equipment Information:

Year Make Model Unit #

Describe Damage to Vehicle:

Other Driver:

Name Age Phone
Address
Any Injured Yes No Name of Injured
Injuries Where Treated
Vehicle Year Make Model
License Plate Number
Vehicle Owner
Describe Damage to Vehicle:

Property Damage Other than Vehicles:

List Witnesses

Name Address Phone
Name Address Phone

Police

Any Charges City No Yes Case #
 Driver
 Other Driver No Yes Case #
State Accident Report Filed No Yes

Description of Accident (Must be Completed)

Date Time AM PM

Road Conditions:

Visibility Conditions

How long had you been working?

Your direction Street Speed

Direction of other vehicle Street Speed

What Happened (Be Specific):

Cause of Accident (Your Opinion):

Print and Complete Accident Diagram on the Next Page. Fleet Services will scan it when you have finished.

Completed by (City Driver)

Completed by (Driver's Supervisor)

For Fleet Services Use Only

Total Damage

Accident Drawing – Directions

Show yourself as driver/operator #1 using this symbol



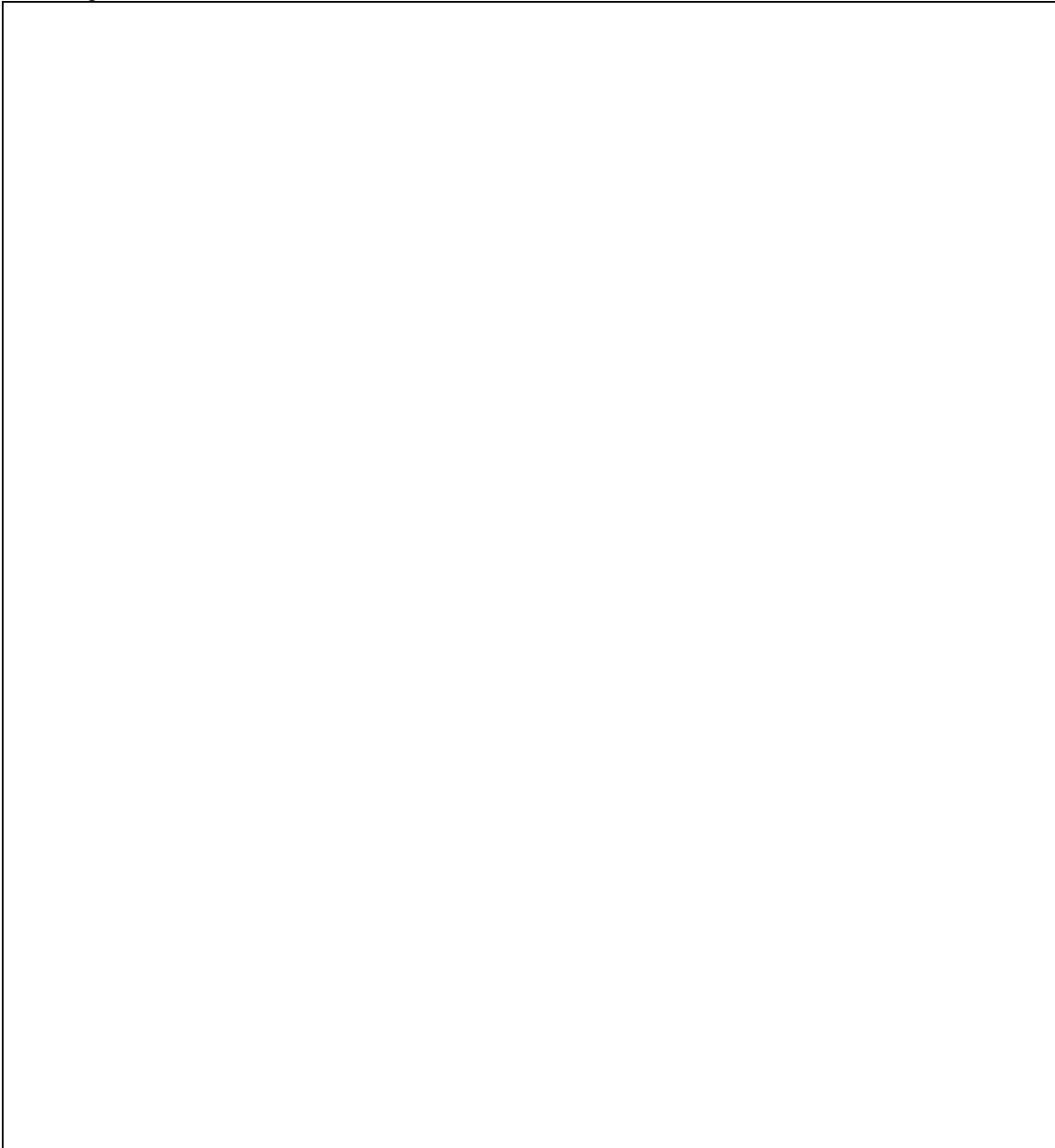
Show the other driver as #2 using this symbol



Indicate north on your drawing using this symbol



Drawing:



EMPLOYEE KEY ISSUANCE RECORD

I, _____, an employee of Des Moines Municipal
Housing Agency or an approved contractor for, received keys to

_____ on _____, 2006.

Upon termination of my employment or contract with DMMHA, I agree to turn all
keys issued to me back to the Agency at their Administrative offices.

Employee/Contractor

MAINTENANCE PROCEDURE FOR USING ENERGY STAR TO PROMOTE ENERGY EFFICIENCY

Cross Reference

24 CFR 85.36

24 CFR 965

24 CFR 990

Des Moines Municipal Housing Agency (DMMHA) will make all efforts to comply with U.S Department of Housing and Urban Development Notice PIH-2007-30 (HA). This will include implementing energy saving activities and initiatives. The Maintenance Department will purchase Energy Star labeled products and support the goals of the President's National Energy Policy by reducing the burden of public housing energy costs while increasing comfort and reducing health risks to public housing residents.

Examples of this would include purchasing Energy Star label on all appliances, heating and cooling equipment, windows, and lighting, when making capital improvements whenever possible. In addition to this, the maintenance department will take advantage of bulk purchasing initiatives whenever possible, as well as special offers like credits or rebates on qualified products

MAINTENANCE PROCEDURES FOR ADDING INFORMATION IN THE UNIT DETAIL RECORD IN MLS SOFTWARE

1. Park Fare Mall Administrative Secretary will send the Annual Inspection Reports to the Maintenance Department Administrative Secretary.
2. Upon receipt of the documents, the Maintenance Department Administrative Secretary will review the inspection report for the following items:
 - a. grab bars
 - b. hand held shower
 - c. higher toilet
 - d. roll-in shower
 - e. strobe door-bell
3. If any of the listed items are on the Inspection document, the Secretary will do the following:
 - a. Login to Emphasys-Live.
 - b. Select “**Low Income Public Housing**”, (letter C), from the main-menu.
 - c. Select **Unit Processing** (letter U) then select **Unit Records** (letter U)
 - d. **Unit Id** - Enter the Unit ID or press F4 to search by Init ID or Address
 - e. Press Ctrl-D to access the **Unit Detail Record**
 - f. Press enter
 - g. Under User Defined Record Types, highlight appropriate item and hit enter.
 - h. Then hit f2 to save

Public Housing

Surveillance Systems

Surveillance systems are provided at all Public Housing Elderly/Disabled Manors for the benefits of the residents. It is not the purpose of surveillance system to interfere with a resident's privacy, but to help with security issues.

The surveillance System will be running twenty-four hours a day seven days a week.

- ❖ Cameras are positioned to cover all exits and entrances to buildings.
- ❖ Cameras cover public areas
- ❖ Monitors are located in the offices of each manor
- ❖ Only the following positions will have access: Director, Deputy Director, Assistant Director, Maintenance Supervisor, Section 8 & Public Housing Administrator, Housing Systems Administrator, a designated Project Specialist, Public Housing Senior Case Manager and two designated Housing Case Managers.
- ❖ No additional staff will be authorized access without the approval of the Department Director.
- ❖ Under no circumstances will residents be allowed to view monitors or tapes.
- ❖ Requests from outside parties to view monitors or tapes must be submitted in writing and directed to the Department Director for approval.

Procedures

- ❖ Public Housing staff will monitor the surveillance systems at all elderly/disabled manors to ensure system is functioning properly. Problems are to be reported immediately to the Project Specialist and the Housing Systems Administrator.
- ❖ Public Housing staff will be responsible to view surveillance system tapes upon receipt of a complaint regarding a possible lease violation. The viewing of the tapes must occur within two business days of receipt of the complaint.
 - Housing Case Managers will be responsible to check for any complaints received.
- If any illegal activity or lease violations are spotted on surveillance system, the Housing Case Manager will, within two business days, record onto a disc, label with resident

name, date and time.

- ❖ Discs will be labeled and kept in designated file cabinet.

Preventive Maintenance:

1. Housing Case Managers will check the equipment weekly to ensure it is running and appears normal.
2. Housing Case Managers will on a monthly basis, use canned air to blow out any dust accumulation from the cooling fan(s) at the front and rear of the digital video recorders.
3. Monitors must be turned off when not being used to view the cameras, and/or reviewing previously recorded events.
4. Once a year, Maintenance staff will clean the outside cover of all cameras, as needed.

PUBLIC HOUSING

PROCEDURES FOR APPLYING CHARGES TO TENANT ACCOUNT (S)

MAINTENANCE CHARGES

1. Maintenance charges may be posted to tenant accounts for: lock out fees, key replacements, lock changes, repairs or replacement of appliances, doors, windows, screens and other appurtenances due to damages caused by the neglect or carelessness of tenant household and/or unauthorized tenant lock changes, alterations or additions. Also for garbage and trash cleanup or removal and/or lawn & snow removal services which DMMHA has not authorized as a reasonable accommodation and other charges as determined by DMMHA chargeable under the Assisted Lease agreement.
2. **Within 1 day of a completed work order** the maintenance secretary will note all CTA's in red ink and add cost per item by using the predetermined charges for that year, total all CTA's and document on work order then give to the maintenance supervisor for review.
3. **Within 1 day of receipt**, the maintenance supervisor will review, initial, and give back to the maintenance secretary.
4. The maintenance secretary will close out the work order and enter yes in the billable section of the MLS system
5. The maintenance secretary will send the original to the senior housing case manager and cc the tenant file. **EXHIBIT A**
6. Upon receipt, The Senior HCM dates and initials the work order and at the bottom of the work order, writes CTA **in red.**
7. **Within 5 days of receipt**, the work order is forwarded to a secretary for preparation of a Charge to Tenant Account Form (CTA). **Exhibit B**
8. The completed form is returned to the Occupancy & Program Enforcement Administrator (OPEA) who checks it for accuracy signs it and returns it to the secretary to be mailed out.
 - a) The original CTA is sent to the tenant (or tenant's last known address if they have vacated the dwelling unit)
 - b) Copies are forwarded to the tenant file, Finance Department and Maintenance Department.
9. The Accounts Receivable Bookkeeper will enter the Maintenance charges in the system against the tenant's account.

ANNUAL INSPECTION CHARGES

1. The Public Housing Inspector will note on inspection reports violations/repairs that are to be possible charges to the tenants.
2. Inspection reports are given to a secretary to type. The secretary will create a work order form in MLS for any reports with CTAs noted.
3. A copy of the work order form and the typed inspection report will be forwarded to the Maintenance Secretary.
4. **Within one day of receiving the inspections report** the Maintenance Secretary will make a copy of the inspection report and the work order.

The original will go in the annual inspections to be completed box. The Maintenance Secretary will note on the front of the copied work order/inspection report all CTA's in red ink and add cost per item by using the predetermined charges for that year, total all CTA's and document on work order then give to the Maintenance Supervisor for review.

Within one day the Maintenance Supervisor will review, initial, and give back to the Maintenance Secretary.

5. The Maintenance Secretary will send the CTA's to the Senior Housing Case Manager and cc the unit file. Note; after the annual work order is completed, the Maintenance Secretary will close out the annual work order, enter yes in the billable section of the MLS system, and place closed work order into the unit file
6. The SHCM will date stamp and initial the work order. The SHCM will check the CTA over for accuracy and then forward to an Administrative Secretary to prepare a CTA form.
7. The Administrative Secretary will give the completed CTA form to the OPEA to review and sign off on. The OPEA will give the secretary back the signed form to send out.

8. The Administrative Secretary will send the tenant one copy of the CTA form, keep one for the tenant file, send one to the Accounts Receivable Bookkeeper, and one to the Maintenance Supervisor

LATE FEES

1. The Accounting Department will notify the HCM responsible for lease enforcement via Email the names and addresses of the public housing residents who received a late fee the day the fee is posted to the account.
2. **Within 2 days** of receipt of the email, the HCM prints the email, writes CTA and initials in red and forwards the document to a secretary for preparation of a CTA form. **Exhibit S.**
3. **Within 2 days**, the completed CTA form is returned to the OPEA who checks it for accuracy signs it and returns it to the secretary to be mailed out.
4. The original CTA is sent to the tenant (or tenant's last known address if they have vacated the dwelling unit)
5. Copies are forwarded to the tenant file and the Accounts Receivable Bookkeeper.
6. The Accounts Receivable Bookkeeper will enter the late charge in the system against the tenant's account.

PET DEPOSITS

1. HCM responsible for lease enforcement receives written requests from resident to add pets to lease agreement.
2. The HCM reviews the tenant file for housekeeping compliance and determines whether a pet can be added per the DMMMHA pet policy. **Exhibit C**
3. If pet is to be added to household the HCM:
 - a) schedules an appointment to meet with the tenant within **two weeks of receipt of request**
 - b) The HCM sends a letter to the tenant advising of the date and time of appointment and the necessary documents needed to approve the pet.
 - c) Reviews and explains the provisions of the Pet Policy and has tenant sign agreement. **Exhibit D.**
 - d) After execution of the Pet Policy-Tenant Agreement by both parties:
 - 1) The HCM writes CTA and initials in red at upper right corner of signed agreement
 - 2) Highlights pet deposit of \$200 in section A, 5
 - 3) **Within 5 days**, forwards the document to a secretary for preparation of a CTA form. **Exhibit B**
 - 4) **Within 2 days**, the completed CTA form is returned to the OPEA who checks it for accuracy signs it and returns it to the secretary to be mailed out.
 - 5) The original CTA is sent to the tenant (or tenant's last known address if they have vacated the dwelling unit)
 - 6) Copies are forwarded to the tenant file and the Accounts Receivable Bookkeeper.
 - 7) The Accounts Receivable Bookkeeper will enter the Pet Deposit charge in the system against the tenant's account.
4. If pet is not to be added to household the HCM will send them a letter of denial based on the pet policy or other lease violations they have. A copy of the denial letter will be put in the tenant file.

LEASE VIOLATIONS

1. The HCM responsible for lease enforcement receives all documentation, letters, or telephone calls pertaining to charges owed by Public Housing residents for services performed by other City of Des Moines Departments such as the Fire Department, Police Department, Weed Commissioner and Zoning Department. These services include but are not limited to:
 - a. **FALSE FIRE ALARMS**
 - b. **NUMEROUS and UNNECESSARY CALLS TO 911**
 - c. **AMBULANCE or PARAMEDIC TRIPS**
2. **Within 2 days of receipt**, the HCM responsible for lease enforcement reviews all documentation received in relation to the charges.
3. **Within 2 days of receipt**, the HCM will send a letter to the tenant giving them a date to bring in proof to DMMHA that they have paid the bill. **Exhibit E**
4. If proof is not received **within 10 days** and the tenant fails to pay the outstanding charge, DMMHA will pay the bill and charge the tenant's account.
 - a) If the tenant fails to pay the outstanding charge, the HCM forwards the billing to the Accounts Payable Bookkeeper for payment to be made on the delinquent charges, **within 2 days**.
 - b) The HCM marks CTA in red at the top of the bill and forwards a copy to a secretary for preparation of a CTA form.
 - c) The completed CTA form is returned to the OPEA who checks it for accuracy signs it and returns it to the secretary to be mailed out.
 - d) The original CTA is sent to the tenant (or tenant's last known address if they have vacated the dwelling unit)
 - e) Copies are forwarded to the tenant file and Accounts Receivable bookkeeper.
5. If the charge to the tenant's account is not paid on the month it is due, The HCM will serve a 14-day notice per the lease enforcement procedures.

MUNICIPAL CODE VIOLATIONS

1. Any Municipal Code Violation letter received by staff will be forwarded to the Senior Housing Case Manager and the HCM for lease enforcement. These services include but are not limited to:
 - a. **YARD, ALLEY, OR RIGHT OF WAY CLEANUP**
 - b. **GRASS/WEED CONTROL**
 - c. **SNOW/ICE REMOVAL**
2. **Within two days of receipt**, the HCM responsible for lease enforcement reviews all documentation received in relation to the charges, makes a copy and forwards the bill to the Accounts Payable Bookkeeper with a note stating to send the letter back after it is paid, stamped paid.
3. The HCM will write CTA in red on the letter, noting who the tenant is to be charged and specifying what the charge is for.
 - a. The letter is forwarded to a secretary for preparation of a CTA form.
 - b. The completed CTA form is returned to the OPEA who checks it for accuracy signs it and returns it to the secretary to be mailed out.
 - c. The original CTA is sent to the tenant with a copy of the Municipal Code Violation letter.
 - d. A copy of the CTA is forwarded to the Accounts Receivable Bookkeeper to charge the tenant's account, and a copy of the Code Violation letter and the CTA form are put in the tenant file.

UTILITIES

WATER WORKS

1. Disconnect notices from Des Moines Water Works (DMWW) are received and date stamped by the Accounts Payable Bookkeeper.
2. The Accounts Payable Bookkeeper contacts DMWW to verify past due amount owed and individual amounts owed for water, sewer, and solid waste and records these amounts on the original disconnect notice. The Accounts Payable Bookkeeper also advises DMWW of the date that Des Moines Municipal Housing will pay the bill if it is not paid by the tenant to avoid disconnection of water service.
3. Copies of disconnect notices are forwarded to the Housing Case Manager responsible for lease enforcement (HCM) by the Accounts Payable Bookkeeper **within 3 days**.
4. The HCM date stamps notices as they are received and marks them approved.
5. **Within 3 days**, copies of the notices are given to the secretaries to send letters with a copy of the notice to tenants advising them of the Agency's intent to pay the water bill if tenant has not paid or made arrangements to pay by the cut off date. **Exhibit F**
6. The letters are signed by the HCM and copied for their records and the tenant file.
7. Copies of the DMWW notices that have been approved for payment are sent back to Finance. The HCM will e-mail the Accounts Payable Bookkeeper not to pay bills if tenant provides documentation of proof of payment.
8. The Accounts Payable Bookkeeper contacts DMWW the day of processing checks to verify whether payment has been made for all tenants who have not provided proof of payment or payment arrangements to the DMWW.
9. When Finance pays a tenant's DMWW bill they send a copy of paid disconnect notice to HCM with an entered stamp on it.
10. The HCM date stamps it, checks over the amount, writes CTA in red, initials the bill next to the date.
11. HCM forwards it to a secretary **within 3 days of receipt** to prepare a charge tenant account (CTA) form.
12. OPEA will approve and sign.
13. The original CTA form is mailed to the tenant and copies are made for the tenant file and Finance Department.

14. The Accounts Receivable Bookkeeper will enter the utility charge in the system against the tenant's account.

MIDAMERICAN ENERGY:

Disconnect notices from MidAmerican Energy for unpaid utility bills may be paid at the discretion of the Director, Assistant Director, Housing Administrator or Maintenance Supervisor, by DMMHA, due to inclement weather conditions or special circumstances.

Occupied units:

When a bill is received for an address where a new tenant has moved-in during a billing period the bill must be pro-rated and the tenant account charged according to the date of move in

1. Disconnect notices from MidAmerican Energy (MAE) are received and date stamped by the Finance Department.
2. A copy of the disconnect notice is forwarded to the HCM responsible for lease enforcement for processing according to the Utilities Disconnect Procedure.
3. The HCM date stamps it, checks over the amount, writes CTA in red, initials the bill next to the date **within 3 days of receipt.**
4. HCM forwards it to a secretary **within 3 days of receipt** to prepare a CTA form.
5. OPEA approves and signs.
6. The original CTA form is mailed to the tenant and copies are forwarded to tenant file and Accounts Receivable Bookkeeper

CHARGES AFTER MOVE-OUT:

If tenant has vacated a dwelling unit, the HCM responsible for lease enforcement will run a tenant ledger and forward to the Housing Case Manager (HCM) responsible for move-outs. The HCM responsible for move-outs will ensure that the charge appears on the Final Security Deposit Disposition.

In instances where a late water bill or utility bill is received and the Security Deposit Disposition has already been completed

1. The Accounts Payable Bookkeeper receives the bill and check MLS to verify if the tenant has moved out.
2. The Accounts Payable Bookkeeper notifies the HCM responsible for move-outs of the amount of the late bill and sends a copy of the tenant's invoice to the HCM responsible for move-outs for placement of invoice into the tenant file as a record of monies owed.
3. If the HCM responsible for move-outs has not captured on the Final Security Deposit Disposition (which usually doesn't happen due to timing issues) the HCM responsible for move-outs issues a CTA, forwards to the Leasing Administrator for review and sign off and then forwards to the Accounts Receivable Bookkeeper.

4. The Accounts Receivable Bookkeeper enters the CTA into the tenant ledger and invoices the ex-tenant in an attempt to collect.
5. The Accounts Receivable Bookkeeper updates the Miscellaneous Tenant Record in MLS to reflect the additional amount owed.

In all other instances of charges found after the Security Deposit Disposition has been complete:

1. The HCM responsible for move-outs will note the amount and reason for the monies owed in the miscellaneous tenant records.
2. The HCM responsible for move-outs will issue a CTA, forward to the Leasing Administrator for review and sign-off and then forward to the Accounts Receivable Bookkeeper.
3. The Accounts Receivable Bookkeeper enters the CTA into the tenant ledger and invoices the ex-tenant in an attempt to collect.

SECURITY DEPOSIT DISPOSITION

1. **No later than three days** after completing the physical move-out inspection of the property, the Housing Case Manager responsible for move-outs records the costs of damages and other charges on the original move out inspection. These costs are taken from Schedule of Damage Charges. **Exhibit G**
2. The Housing Case Manager responsible for move-outs completes the Disposition of Unearned Rent and Security Deposit form as follows: **Exhibit H**
 - a. Housing Case Manager responsible for move-outs completes the first paragraph. Refer to tenant file which contains information requested.
 - b. Housing Case Manager responsible for move-outs completes the second paragraph. Refer to tenant lease and key receipt for move in/move out date. Refer to the Tenant ledger for final days occupied months delinquent.
 - c. To Print the Tenant Ledger - follow steps one (1) through sixteen (16) below.

1. Memory Lane Systems Log On Module (log on)

2. Master Menu

C Low Income Public Housing – Enter

3. Maint Menu

T Tenant Processing – Enter

4. Tenant Menu

R Tenant Records – Enter

5. Tenant Reports

T Tenant Ledger - Enter

6. Tenant Ledger Report Generation Program

7. Enter Last Name To Start Search – Enter

8. Tenant Name Brought Up On Screen If Correct – Enter

(if incorrect tenant use cursor arrow up/down to find correct tenant)

9. Enter the Id of the Project To Report On - Enter

10. Enter Beginning Date: 01/01/2000 example

11. Ending Date: 12/30/2000 example

12. List Receivables – Enter

13. Print Detail – Enter

14. Print Receipt – Enter

15. Send Report Where?

Printer – Enter

16. Select Pinter To Use

Number of Copies to Print – Enter

- d. The tenant ledger will include all charges for unpaid rent, late charges, and unpaid maintenance and utility charges. The Housing Case Manager responsible for move-outs will include these charges on the Security Deposit Disposition form.

- e. Housing Case Manager responsible for move-outs completes paragraph four: record description of items to repair or clean and the charge for such items – This information is taken from the original move out inspection. If the unit was left in clean and good condition note “No Charges”.
 - e. Housing Case Manager responsible for move-outs completes paragraph five. Insert name of family, forwarding address and record charges from tenant ledger.
 - f. Housing Case Manager responsible for move-outs completes the Calculation of Interest Earned on Security Deposit **Exhibit I**
 1. Used only for tenants who have resided over five or more years.
 - g. Prepared By: Sign and Date
 - h. Housing Case Manager responsible for move-outs forwards the file to the Leasing Administrator for review and approval.
3. The Housing Case Manager responsible for move-outs sends Final Disposition Letter to tenant who has moved. Insert date, tenant’s name and forwarding address - Print. (letter can be found in PHGROUP) **Exhibit J**
 4. The Housing Case Manager responsible for move-outs sends the original moving letter, copies of move out inspection, disposition of unearned rent and security deposit and calculation of interest earned on security deposit (if applicable) to former tenant within 48 hours of physical move-out inspection of the property.
 5. The Housing Case Manager responsible for move-outs places a copy of moving letter, move out inspection, unit turn around form, disposition of unearned rent and security deposit and calculation of interest earned on security deposit (if applicable) in the tenant file. Hole punch and place under fasteners in file.
 6. The Housing Case Manager responsible for move-outs forwards the original move out inspection, tenant ledger, disposition of unearned rent and security deposit and calculation of interest earned on security deposit to the DMMHA Finance Department. This packet should be stapled in the top left corner with the Final Security Deposit Disposition form on top.
 7. The Housing Case Manager responsible for move-outs notes on the front flap of file the year and words move out. (Example – MOVE-OUT – 6/30/2002.)
 8. The Housing Case Manager responsible for move-outs places the file in the Public Housing out files.

DISPUTES

Disputes for Maintenance charges/Pet deposits/lease violations/inspection charges/utilities

1. The SHCM receives all documentation, letters, or telephone calls pertaining to charge disputes by Public Housing residents, **except disputes regarding security dispositions.**
2. All residents are required to submit disputes pertaining to charges in writing.
3. **Within (3) three days of receipt** the Senior Housing Case Manager (SHCM) will review all documentation to determine whether the charges are valid , except disputes over maintenance charges which will be forwarded to the Maintenance Supervisor

Maintenance Charges:

1. **Within 3 days of receiving the dispute for maintenance charges** letter the Maintenance Supervisor will review the tenant’s file. If the information in the dispute letter can not be verified and support information is present for the charges then the charges will stand.
2. .If the information in the dispute letter can be validated then the charges will be dropped
3. .The Maintenance Supervisor will give the information to the Maintenance Secretary.
4. **Within 1 day** the maintenance secretary will send a letter to the tenant and cc the Senior Housing Case Manager and the unit file in regards to the findings.

Exhibit K

Exhibit L

If a charge to a tenant's account is determined to be invalid:

5. The SHCM will fill out a Tenant Account Adjustment Form and attach a copy of the letter from the Maintenance Supervisor for the Occupancy and Program Enforcement Administrator to sign.
6. The SHCM will file the original copy of the adjustment form in the tenant file with all of the supporting documentation and send one copy to the Accounts Receivable Bookkeeper to adjust the tenants account.

If a charge to a tenant's account is determined to be valid:

1. **Within 1 days of receipt**, the maintenance secretary will send a letter to the tenant and a copy to the Office Manager advising the charge is valid and that it will remain on the tenant account. The letter will also state that the Office Manager will schedule a hearing with an independent hearing officer and the tenant will be notified of the hearing date.
- 2.

Other Charges (non-maintenance):

If a charge to a tenant's account is determined to be invalid:

2. The SHCM completes an Adjustment to Tenant's Account form and has the Occupancy & Program Administrator sign. **Exhibit M**
3. The SHCM will file the original in the tenant file and forward one copy to the Accounts Receivable Bookkeeper to remove the charge.
4. The SHCM will send a letter to the tenant advising of the Housing Agency's decision and that the charge will be removed from their account. **Exhibit N**
5. The SCHCM will file all supporting documentation and a copy of the letter in the tenant file.

If a charge to a tenant's account is determined to be valid:

1. **Within 3 days of receipt**, the SHCM will send a letter to the tenant and a copy to the Office Manager advising the charge is valid and that it will remain on the tenant account. The letter will also state that the Office Manager will schedule a hearing with an independent hearing officer and the tenant will be notified of the hearing date. **Exhibit O**

Security Deposit Disposition Disputes

1. In the event that a previous participant wishes to dispute the Security Deposit Disposition, the previous participant will be required to put the dispute in writing to the Leasing Administrator.
2. Upon receipt of the written request, the Leasing Administrator will review the Security Deposit Disposition with the Housing Case Manager responsible for move-outs.
3. If it is the Agency's determination that the Security Deposit Disposition is accurate, the Leasing Administrator will send a letter to the previous participant stating that the Agency will not be changing the Security Deposit Disposition.

Exhibit P

4. If it is the Agency's determination that the Security Deposit Disposition is inaccurate, the Leasing Administrator will send a letter to the previous participant stating that the Agency has reviewed the Security Deposit Disposition and specify the corrections that have been made. This letter will inform the previous participant of the revised amount due to or owed by the previous participant (whichever applies).

Exhibit Q

5. The Leasing Administrator will forward the results of the review of the Security Deposit Disposition to the Housing Case Manager responsible for move-outs.
6. The Housing Case Manager responsible for move-outs will complete a Tenant Account Adjustment form for any corrections, additions, deletions necessary and will forward the form to the Leasing Administrator for review and signature.

Exhibit R

7. The Leasing Administrator will return to the Housing Case Manager responsible for move-outs. The Housing Case Manager responsible for move-outs will forward the form to the Accounts Receivable Bookkeeper.

8. The Housing Case Manager responsible for move-outs will make the appropriate corrections to the previous Participant's MLS Miscellaneous Tenant Record and forward a correction to the tenant account to the Accounts Receivable Bookkeeper for correction to the invoice and the Tenant Ledger.

PUBLIC HOUSING PROGRAM

MOVE OUT PROCEDURES

1. TENANT PROVIDES WRITTEN NOTICE TO VACATE

- a. Lease Agreement may be terminated by giving a thirty (30) day written notice delivered in writing, or sent by prepaid first class mail or certified.
- b. Notice to Vacate is date stamped by the Administrative Secretaries and forwarded to the Lease Enforcement Housing Case Manager (LEHCM).
- c. LEHCM pulls the tenant file, places at desk and mails Moving Letter (Exhibit 1) within 48 hours.
- d. LEHCM records notice on moveout spreadsheet located L: Shared/Secretarial Pool/Public Housing Procedures/Move out Procedures/PH Moveout Spreadsheet. (Exhibit 2)
- e. All keys are to be returned on the thirtieth (30) day to DMMHA with a forwarding address. Keys are to be returned to staff in the following order:
 1. LEHCM
 2. Senior Housing Case Manager for Public Housing (SHCM)
 3. Housing Case Manager for Public Housing (HCM)
 4. Occupancy & Program Enforcement Administrator (OPEA)
 5. Leasing Housing Case Manager
 6. Leasing Administrator
- f. Before keys are accepted from tenant, staff must check Locked Accounts report to ensure that the tenant is not on the report. If tenant is on the report, staff can not accept keys.
- g. Staff will record acceptance of keys by using the receipt book located at LEHCM desk.
- h. If someone other than LEHCM receives keys, keys and receipt are turned over to the LEHCM immediately upon receipt.
- i. If Pass Pointe key is not returned, LEHCM to go to Royal View Manor to disable the Pass Pointe Key within 24 hours of receipt of other keys.
- j. LEHCM will notify Maintenance Supervisor via email that keys have been received and unit is ready for moveout inspection.
- k. Maintenance Supervisor to complete Section 5 below.
- l. When no keys are received by the thirtieth day after notice to vacate, LEHCM will treat as an abandoned unit in Section 2 below.

2. TENANT ABANDONS UNIT

- a. DMMHA can be notified of an abandoned unit in the following ways:
 1. Notification from Utility Company.
 2. Notification from Maintenance/Inspections.
 3. Notification from Police Department.
 4. Notification from Anonymous parties.
 5. Non receipt of keys after thirty (30) day notice from tenant.
 6. Non-payment of rent.
- b. LEHCM goes out to unit to confirm abandonment within 24 hours of any notification of abandonment.
 1. LEHCM will visit unit with camera.
 2. LEHCM will knock on the door, if door is locked and there is no answer, LEHCM will use key to enter and announce presence.
 3. LEHCM will see if keys are in sight.
 4. LEHCM will leave notice of unit entry on kitchen counter.
 5. If keys are not in sight, LEHCM will take pictures of items still in unit and post 10 day Abandonment Notice (Exhibit 3) on the door and mail to unit address.
- c. After 10 calendar days and tenant has not made contact, on the 11th calendar day LEHCM re-visits unit and takes pictures of items in unit.
- d. LEHCM notifies Maintenance Supervisor via email the abandonment of the unit.
- e. LEHCM will document tenant file as to when abandoned unit is turned over to maintenance which will document date accrued rent stops.
- f. If Royal View Manor Apartment, and Pass Pointe key is not returned, LEHCM to go to Royal View Manor to disable the Pass Pointe Key within 24 hours of the end of the abandonment period.
- g. Maintenance Department creates work order to secure the unit and re-key the locks. Charges to re-key locks and keys not returned will be placed accordingly on Disposition of Unearned Rent and Security Deposit (see number 8 below).
- h. DMMHA holds any personal property left at DMMHA property for ten (10) days (in unit or as directed by the Maintenance Supervisor) after the tenant has personally vacated the premises. After the thirtieth day, the Owner is authorized to turn over the personal property to any charitable institution. Charitable institution used most frequently – St. Joseph's Shelter – 282-1235. Maintenance will coordinate removal of items from unit to designated location.
- i. Maintenance Supervisor to complete Section 5 below.

3. DECEASED TENANT

- a. DMMHA becomes aware of a tenant that has passed away (either through the newspaper, family member, friend, emergency contact person, other tenant, or social worker).
- b. Staff receiving information regarding the deceased tenant shall forward the information to the SHCM and OPEA.
- c. SHCM contacts family members designated to be contacted on the Emergency Information and Emergency Release Authorization form (Exhibit 6) located in the deceased tenant's file.
 1. SHCM verifies family's address.
- d. SHCM will negotiate with family members the exact date all personal possessions will be removed from the dwelling unit and dwelling key(s) are to be returned to the Agency. If timeframe needed by family exceeds month for which rent is paid, SHCM to forward to OPEA for review.
 1. SHCM prepares a letter to family stating what was discussed and the date negotiated for family to return possession of deceased tenant's unit to DMMHA. Exhibit _____
- e. If keys can not be located by family, or keys are not returned, if Royal View Manor apartment, LEHCM to go to Royal View Manor to disable the Pass Pointe Key within 24 hours of DMMHA receiving possession of the apartment.
- f. Upon the last day of negotiated time given to the family for removal of items, and the family has not made contact, LEHCM will check the unit the day following the date the keys were to be returned. If personal possessions are removed, proceed with Step 5 below. If items are still in unit, LEHCM will take pictures of remaining items and treat unit as abandoned as in Step 2 of this procedure.
- g. After receiving possession of the unit from the decedent's family (or through step d above), SHCM notifies Maintenance Administrative Secretary through e-mail of deceased tenant and unit ready for move out inspection.
- h. Maintenance Department creates work order to secure the unit and re-keys locks.
- i. In the event that DMMHA is unable to contact family members of the deceased within ten (10) days, DMMHA holds personal property for thirty (30) days after the tenant has passed away. After the thirtieth day, the Owner is authorized to turn over the property to any charitable institution. Charitable institution used most frequently – St. Joseph's Shelter – 282-1235. Maintenance will coordinate removal of items from unit to designated location.
- j. Maintenance Supervisor or designee completes Step 5 below.

4. EVICTION OF TENANT

- a. Housing Case Manager assigned to court trial attends trial with legal representation.
- b. Judge makes a ruling as to whether possession of the property is to be returned to DMMHA.
- c. If DMMHA loses the ability to gain possession of the property through the courts, tenant remains in occupancy.
- d. If DMMHA gains the ability to receive possession of the property through the courts, the legal representative files a writ of removal with the courts and the sheriff's office.
- e. Sheriff's office serves a notice to the tenant advising of the date tenant must be out of the property.
- f. Sheriff's office contacts Lease Enforcement Housing Case Manager and advises LEHCM of date given to the tenant.
- g. LEHCM visits the property during the morning of the first business day following date given by sheriff to determine if tenant has vacated unit according to the notice given by the Sheriff's office.

A. TENANT MOVES IN ACCORDANCE WITH NOTICE GIVEN BY SHERIFF

- a. LEHCM notifies Maintenance Supervisor and Occupancy & Program Enforcement Administrator (OPEA) via email of vacant unit and whether or not keys were left on the property or given to staff.
 - b. Maintenance Department creates work order to secure the unit and re-keys locks within 48 hours of email. Charges to re-key locks and keys not returned will be charged accordingly on Disposition of Unearned Rent and Security Deposit (see number 8 below).
 - c. Maintenance Supervisor or designee completes Step 5 below.

B. TENANT FAILS TO VACATE ACCORDING TO SHERIFF NOTICE

- a. LEHCM contacts the sheriff who gave the notice to the tenant and advises that tenant has failed to move by the date given.
- b. LEHCM schedules a date and time with the sheriff to physically remove items from the property.

- c. LEHCM emails Maintenance Supervisor & OPEA of the scheduled date and time for removal of tenant items from the unit.
- d. Maintenance Supervisor assigns three maintenance staff members to attend the scheduled removal. Maintenance staff changes the locks to the unit at this time.
- e. Maintenance Supervisor or designee completes Step 5 below.

5. MOVE OUT INSPECTION OF UNIT

- a. Maintenance Supervisor or designee conducts the move-out inspection no later than three (3) business days after unit is vacant.
- b. Maintenance Supervisor or designee will take pictures of any and all items that incur a charge to tenant. These charges could include load removal as a result of abandonment of unit.
- c. Maintenance Supervisor or designee will describe room by room any repairs that are needed to rehab unit, detailed description is needed to rehab and accurately access charges to the tenant.
- d. Maintenance Supervisor or designee will winterize unit if needed.
- e. Maintenance Supervisor or designee types and prints the Move-out Inspection (Exhibit) to include money owed for each item listed using the Schedule of Damages (Exhibit) based on inspection information and pictures taken. This form is located in l:\shared\phc\2003moveout.doc.
- f. Maintenance Supervisor or designee e-mails the Move-Out Inspection to the OPEA, Recertification Housing Case Manager (RHCM), SHCM, LEHCM, Office Manager, and Maintenance Mechanic A (Exhibit 4).
- g. Originals will be interoffice mailed to LEHCM to be placed in tenant file.
- h. If the unit is a scattered site unit, the Maintenance Supervisor or designee also e-mails the Projects Specialist so he can maintain the exterior of the property while vacant.
- i. The vacant unit is automatically added to the Lawn Mowing/Snow Removal List that is generated through MLS.
- j. Utilities in all scattered sites must be placed back in the Agency’s name. Senior Housing Case Manager (SHCM) verifies and documents in the tenant file by contacting Mid American Energy at 1-888-427-5632 and Des Moines Water Works at 283-8700.

6. MLS ENTRY – TENANT ENDING PARTICIPATION IN PUBLIC HOUSING

- a. Upon receipt of the move-out inspection from the Maintenance Supervisor or designee, RHCM will complete the final certification in MLS (Code 6 – End of Participation) and move the tenant out of the unit within 48 hours of the physical move-out inspection of the property.
- b. **Follow MLS procedures (Exhibit 5).**

7. DISPOSITION OF UNEARNED RENT AND SECURITY DEPOSIT

- (EXHIBIT 7) Completed by the Public Housing Senior Case Manager (SCM)**
- f. SCM completes the first section. Refer to tenant file which contains information requested.
 - g. SCM completes the second section. Refer to tenant file, tenant lease and key receipt for move in/move out date, employer(s) refer to tenant’s file, final days occupied months delinquent use the Tenant Ledger to obtain the financial information.
 - h. Tenant Ledger - to print follow steps below one (1) through sixteen (16)
 - 9. Memory Lane Systems Log On Module (log on)
 - 10. Master Menu
 - C Low Income Public Housing – Enter
 - 17. Maint Menu
 - T Tenant Processing – Enter
 - 18. Tenant Menu
 - R Tenant Records – Enter
 - 19. Tenant Reports
 - T Tenant Ledger - Enter
 - 20. Tenant Ledger Report Generation Program
 - 21. Enter Last Name To Start Search – Enter
 - 22. Tenant Name Brought Up On Screen If Correct – Enter
(if incorrect tenant use cursor arrow up/down to find correct tenant)
 - 23. Enter the Id of the Project To Report On - Enter
 - 24. Enter Beginning Date: 01/01/2000 example
 - 25. Ending Date: 12/30/2000 example
 - 26. List Receivables – Enter
 - 27. Print Detail – Enter
 - 28. Print Receipt – Enter
 - 29. Send Report Where?
Printer – Enter
 - 30. Select Pinter To Use
Number of Copies To Print - Enter

- i. SCM completes the fourth section, record description of items to repair or clean and the charge for such items – This information is taken from the move out inspection, unit left in clean and good condition note “No Charges”.
- e. SCM completes section five. Insert name of family, forwarding address, record charges from tenant ledger.
- i. SCM completes the Calculation of Interest Earned on Security Deposit (Exhibit 8)
 - 2. Use for tenant who has resided over five or more years.
- j. Prepared By: Sign and Date
- k. SCM forwards the file to the OPEA for review and signature.

8. FINAL DISPOSITION LETTER

- a. SCM sends the Final Disposition letter, copies of move out inspection, disposition of unearned rent and security deposit and calculation of interest earned on security deposit (if applicable) to former tenant within 30 days of physical move-out inspection of the property.
- b. SCM places a copy of Final Disposition letter, move out inspection, tenant ledger, disposition of unearned rent and security deposit and calculation of interest earned on security deposit (if applicable) in the tenant file. Hole punch and place under fasteners on the left side of file.
- c. SCM forwards the Final Disposition letter, move out inspection, tenant ledger, disposition of unearned rent and security deposit and calculation of interest earned on security deposit to the DMMHA Finance Department. This packet should be stapled in the top left corner.
- d. SCM notes on the front of file the **year** and words **move out**. (Example – **MOVE-OUT – 6/30/2002.**)
- e. SCM places the file in out files.

DES MOINES MUNICIPAL HOUSING AGENCY
REQUESTS FOR FLOOR COVERINGS FOR PUBLIC HOUSING

PROCEDURES

Effective: 01/14/00

1. When staff determines that there may be a need to replace carpet in a unit, he/she must Complete the Carpet Replacement Request form (Exhibit 1).

Part 1

Date of last replacement Enter the date the carpet was last replaced. This information can be found in the Unit Detail Record in MLS software. To view this information.

Select **Low Income Public Housing** from the Main Menu
Select **Unit Processing** – Unit Records
Unit Id Enter the Unit ID or press F4 to search by unit ID or Address.
Press Ctrl-D to access the Unit Detail Record.

If the Unit Detail Record does not have carpet replacement information, enter “Unknown” on the form. Otherwise, use the latest date on the carpet replacement line.

2. Once Part 1 of the form is completed, forward it to the Maintenance Supervisor.

Part 11

3. The Maintenance Supervisor and/or the Public Housing Supervisor will review the request and approve or deny the request.
 - A. If the request is denied, the Maintenance Supervisor will indicate the denial and reason for denial. The original will be placed in the unit file. Copies will be sent to the requesting staff and to the Public Housing Supervisor.
 - B. If approved, the original form will be given to the Inventory Control Specialist. Copies will be forwarded to the staff member making the request and the Maintenance Supervisor and the Public Housing Supervisor.
 - B. The Inventory Control Specialist will obtain cost estimates for the request. Upon receipt of the estimates, a requisition and possibly a work order, will be completed for the Maintenance Supervisor to approve. If a work order has already been created, it will need to be modified.
4. Once the purchase order has been approved by Accounting, the Inventory Control Specialist will schedule a time and date with the vendor for installation and coordinate with the Maintenance division. If the unit is occupied, the Inventory Control Specialist will notify the tenant in occupancy *in writing* and will provide a copy of the letter to the Public Housing Supervisor.
 - A. The Inventory Control Specialist will complete all of **Part III** of the request form, except for the signature line.
5. Assigned Maintenance staff will meet the vendor at the unit. Once staff has given the vendor access to the unit, **Part III** of the original request form should be signed and returned to the Inventory Control Specialist.

****Note**** Currently Accounting Division is entering data in the unit detail record from billings.

6. The completed original form should be filed by the Inventory Control Specialist into the unit file.

Floor Cover Replacement Form

Part I – To Be Completed By Staff

Requested by _____

Work Order # _____

Occupied _____ Vacant _____

Unit Address _____ Apt # _____

- Carpet Only Rubber Base Throughout Unit
 Vinyl Only Rubber Base Where Needed
 Both

Location of Replacement _____

Reason for Replacement _____

Forward to Maintenance Supervisor

Part II – To Be Completed by Supervisor

Approved

Denied

Reason for Denial _____

Supervisor Signature _____ Date _____

Forward to Inventory Control Specialist

Installation Date _____

Vendor Name _____

The Above Vendor Has Been Given Access to this Unit

Staff Signature

Date

Procedures for On-Call

On-call mechanics will be responsible for determining if the call constitutes an emergency. A hand written Service Call Report (Exhibit 2) must be filled out and all time and materials documented. They will turn in the hand written Service Call Report to the Administrative Secretary the next business day. The emergency must be abated within 24 hours. If tenant is not present, mechanic must leave a Sorry I Missed You door knocker (Exhibit 3).

DEPT. OF HOUSING SERVICES
113 ARTHUR
DES MOINES, IA 50313
(515) 288-3717

SERVICE CALL REPORT

SERVICEPERSON	DATE	TIME <input type="checkbox"/> AM <input type="checkbox"/> PM
---------------	------	---

NAME _____ APT NO. _____
ADDRESS _____ PHONE NO. _____
CITY _____ STATE _____ ZIP _____

DESCRIPTION OF PROBLEM	ACTION TAKEN
SIGNATURE	

MATERIAL AND PARTS

ITEM	QUANTITY	DESCRIPTION	

SIGNATURE



DATE: _____ TIME: _____

SORRY I MISSED YOU!

REASON FOR VISIT:

- | | | | |
|---------------------|--------------------------|-----------------|--------------------------|
| ANNUAL INSPECTION | <input type="checkbox"/> | INTERVIEW | <input type="checkbox"/> |
| MOVE IN INSPECTION | <input type="checkbox"/> | REINSPECTION | <input type="checkbox"/> |
| MOVE OUT INSPECTION | <input type="checkbox"/> | QUALITY CONTROL | <input type="checkbox"/> |
| OTHER _____ | | | <input type="checkbox"/> |

PLEASE CALL: _____
PHONE (515) 323-8950

City of Des Moines

Des Moines Municipal Housing Agency
100 E. Euclid, Suite 101
Des Moines, IA 50313

2009 1 27

City of Des Moines Department of Housing Vendor Check List

Description of Work: _____

Unit Address: _____

Assigned to: Project Specialist Inventory Control Specialist
 Other _____

Name of Vendor: _____

Date Vendor Was Contacted: _____

Work Generated By: Maintenance Staff Office Staff Tenant Supervisor
 Project Specialist Director Other _____

Reason Vendor Was Contacted: _____

Date Work Was Completed: _____

Completion of Work Checked By: _____

I have reviewed the completion of this vendor's work order/s and the charges to The City of Des Moines Department of Housing Maintenance Division. All Information is correct and the charges are accurate.

Signature: _____ Date: _____

Disposition Clean Up

Disposition Winterization

Property Address: _____

	Yes	No
Trash	<input type="checkbox"/>	<input type="checkbox"/>
Electricity	<input type="checkbox"/>	<input type="checkbox"/>
Furnace set at 55*	<input type="checkbox"/>	<input type="checkbox"/>
Gas	<input type="checkbox"/>	<input type="checkbox"/>
Water Heater Drained	<input type="checkbox"/>	<input type="checkbox"/>
Disconnect Water Meter	<input type="checkbox"/>	<input type="checkbox"/>
Waterpipes Broken	<input type="checkbox"/>	<input type="checkbox"/>
Damaged	<input type="checkbox"/>	<input type="checkbox"/>
Heat Tape Water Meter	<input type="checkbox"/>	<input type="checkbox"/>

Maintenance Employee Signature: _____

Date Work Complete: _____

Notes: _____
