



Housing Authority of the City of Columbia, Missouri

Board Resolution Staff Memo

To: Board of Commissioners

From: Phil Steinhaus, CEO

Date: February 22, 2010

RE: **Resolution 2430:** A Resolution to Adopt Proposed Revisions to the Standardized Charges for the Repair and Maintenance of Public Housing Units and Making These Charges Effective April 1, 2010

The Columbia Housing Authority has developed a set of standardized maintenance charges in order to establish continuity in labor and materials charges for repairing damages caused by residents. This CHA Standardized Charges policy is also designed to help public housing residents better understand the estimated or projected cost for repairing damages caused by residents.

Internally, the Standardized Charges Policy allows us to shift the burden of processing charges from maintenance staff to management and finance staff and establishes a set of labor performance measures for maintenance operations.

In updating our Standardized Charges Policy, we brought together a team of Public Housing Managers, maintenance staff, and senior CHA staff to review the entire policy and the assumptions that were used when developing the current policy. Labor hours for specific repairs were reviewed and approved for accuracy by maintenance staff and materials and overhead costs were examined by finance and warehouse staff.

The attached policy provides an overview of the purpose of the policy as well as guidelines for the application of the policy. Public housing residents will receive a copy of the policy that includes the chart of standardized charges. In addition, I have attached a copy of the more detailed spreadsheet of standardized charges developed during the review process that allows us to track and update the cost for labor and materials on a semi-annual basis.

A few items of note that apply to this new policy are as follows:

- The labor rate is established at \$20.00/hour during normal business hours and \$30.00/hour for non-business hours (evenings, weekends, & holidays.)
- A one-time service charge of \$15.00 has been added to account for work-order processing, maintenance preparation and vehicle expenses at our family sites. The service charge is reduced to \$10.00 for our high-rise sites since there are no vehicle expenses.
- Special “stand alone” service charges are included for items like responding to lock-outs, changing locks, and pet processing fees.
- A percentage mark-up for purchasing and inventory costs has been added based on the cost of the inventory item. The parts mark-up is as follows:

Cost of Items	≤ \$10.00	≤ \$25.00	≤ \$50.00	≤ \$75.00	Over \$75.00
Percent Mark-Up	50%	40%	30%	20%	10%

We feel that this new Standardized Charges Policy is a significant improvement over the current policy and will allow us to allocate actual costs for maintenance repairs for resident caused damages in a fair and equitable manner to all residents. The policy also helps residents understand the projected cost of repairs and establishes a set of labor performance measures for maintenance operations.

Finally, the policy has been modeled to reflect actual practices in place in the private sector and multi-family housing markets and is essential for the full implementation of the asset management model in public housing.

Staff Recommendation: Adopt Resolution 2430 approving revisions to the Standardized Charges Policy for the repair and maintenance of Public Housing units and making these charges effective April 1, 2010.



Board Resolution

RESOLUTION #2430

A Resolution to Adopt Proposed Revisions to the Standardized Charges for the Repair and Maintenance of Public Housing Units and Making These Charges Effective April 1, 2010

WHEREAS, the Housing Authority of the City of Columbia, Missouri, (CHA) has established a policy for the assessment of charges for a repair or a replacement that is determined to be the resident's responsibility under the lease; and

WHEREAS, the purpose of the standardized charges policy is to establish continuity in charging the residents for repairs; and

WHEREAS, the standardized charges policy is also designed to help public housing residents better understand the estimated or projected cost for repairing damages caused by residents; and

WHEREAS, the standardized charges policy also allows the Columbia Housing Authority to shift the burden of processing charges from maintenance staff to management and finance staff and establishes a set of labor performance measures for maintenance operations; and

WHEREAS, the standardized charges policy and chart of standardized charges will be publicly posted and individually distributed to public housing residents; and

WHEREAS, the Board of Commissioners has determined that the standardized charges policy provides a method to allocate actual costs for maintenance repairs for resident caused damages in a fair and equitable manner to all residents.

NOW, THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Housing Authority of the City of Columbia, Missouri hereby adopts Resolution 2430 approving the updated standardized charges policy as attached hereto and made a part hereof effective April 1, 2010.

Marvin Kinney, Chairman

Phil Steinhaus, Secretary

Adopted February 22, 2010



HOUSING AUTHORITY
of the CITY of COLUMBIA, MISSOURI

STANDARDIZED CHARGES

Effective
April 1, 2010

PURPOSE

The purpose of the “Standardized Charges” program is to:

- To establish continuity in charging public housing residents for repairing damages caused by residents;
- To establish continuity in labor charges for a set of regular work items related to making repairs to public housing units;
- To shift the burden of processing charges from the maintenance department to the finance department;
- To allow for a more efficient “check and balance” system.
- To help public housing residents better understand the estimated or projected cost for repairing damages caused by residents; and
- To establish a set of performance measures for maintenance operations for the time required to complete an established set of regular work items related to making repairs to public housing units;

GUIDELINES

These Standardized Charges should be used whenever a resident is being charged for a repair or replacement that is determined to be the resident’s responsibility under the lease. Residents will be charged for any excessive damages to the premises, equipment, plumbing and electrical fixtures, or other interior furnishings of their public housing unit when these damages exceed normal wear and tear based on the length of tenancy. This includes but is not limited to damages that are caused intentionally or through neglect, carelessness or negligence of the resident’s household or guests. Resident responsibilities for damages are determined by CHA Maintenance and Public Housing Management.

Service Charges (2 applications):

Normal Service Charge: A one time additional charge intended to recover overhead costs when it is determined that the repair or replacement is the resident’s responsibility. This charge is split into three categories; work-order processing, Maintenance preparation and vehicle expenses.

This one-time “service charge” will be added to each work-order that includes resident charges, at the discretion of the Manager. The Manager may elect not to apply a service charge:

- For parts distributed to the resident from the Warehouse as long as Maintenance is not required to make the repair; and
- In situations in which the resident is unable to perform a routine non-hazardous task due to physical constraints or disability, such as in changing a light bulb in which a ladder is required.

Special Service Charges: A stand-alone service charge for performing tasks such as responding to lock-outs, changing locks, and pet processing fees.

Smoke & Carbon Monoxide (CO) Detectors:

Routine Maintenance: There is **no charge** to public housing residents for routine maintenance, battery replacement, or the replacement of Smoke Detectors or combination Smoke/CO Detectors. Public housing residents should never touch or tamper with a malfunctioning Smoke Detector or Smoke/CO Detector, but instead should immediately call CHA Maintenance for an emergency repair.

Smoke & Carbon Monoxide (CO) Detectors Continued:

Tampering: If a Smoke Detector or combination Smoke/CO Detector is determined to have been tampered with by the resident, CHA will charge a \$50 fine for the first offense. The second offense of tampering will result in the termination of the resident's public housing lease. For each offense, CHA will also charge the resident for any damages caused due to the tampering, such as replacing a broken detector.

Extraordinary Labor:

Extraordinary labor charges are only applied in situations that require additional labor well beyond the assumed scope of work included in the Standardized Charge. A good example may be a clogged toilet in which removing the toilet is required to free up a clog caused by the resident.

Trash Disposal / Cleaning Charges:

As per their lease, the resident shall keep their premises and any other areas assigned for their exclusive use in a clean and safe condition; this includes keeping any yard space, steps, porch, balconies, and patios free of hazards, trash, litter and debris. If it becomes necessary for the Housing Authority to perform or assist with these duties, the resident shall be charged accordingly.

If the condition of the stove or refrigerator is such that it requires extraordinary cleaning, then a labor charge will be made based on the time required for cleaning.

Depreciation of Appliances:

All appliances (stoves, refrigerators, air conditioners) less than five (5) years old will be considered as new appliances and residents will be charged the full replacement cost for resident caused damages that are beyond normal repair. Appliances older than five (5) years will be depreciated at 50% of their replacement cost.

Move-Out Charges:

Residents are expected to return the housing unit in the same condition that they received it minus normal wear and tear in relation to their length of tenancy.

- **Damages:** Residents will be charged for any excessive damages to the premises, equipment, plumbing and electrical fixtures or other interior furnishings of their public housing unit when these damages exceed normal wear and tear based on the length of tenancy. This includes but is not limited to damages that are caused intentionally or through neglect, carelessness or negligence of the resident's household or guests.
- **Cleaning:** Residents shall not be charged for the normal "wipe-down" cleaning of the apartment, cabinets, range, refrigerator and floors after the unit is vacated, but shall be charged for any excessive cleaning such as grease in ranges, marks on walls, trash removal, etc. A labor charge shall be assessed based on the time required for the additional cleaning.
- **Painting:** Residents may be charged for re-painting if they were in occupancy less than three years in which case the charge may be prorated. No charge is made if the resident has been in occupancy three or more years unless extraordinary cleaning and preparation of the surface is required due to excessive grease build-up, tar and nicotine from smoking, removal of wall paper, patching excessive holes from picture hanging, or other work required to return the surface to the condition at move-in. No charge is made for touch-ups which would be considered normal wear and tear.

COLUMBIA HOUSING AUTHORITY**CHARGE LIST**

As of **April 1, 2010**, the following, PLUS "**SERVICE CHARGE**", will be billed for repairs that are determined the resident's responsibility, according to the lease. Charges for items that are not included on this list are available upon request.

Repairs during regular business hours not included in this list will be billed at \$20/hr. + service charges + materials.

Repairs during non-business hours not included in this list will be billed at \$30/hr. + service charges + materials.

DESCRIPTION OF WORK	1 TOTAL (PLUS SERVICE CHARGE)	2 TOTAL
PAINTING		
Repainting - partial unit (10 foot section)	\$51.91	N/A
Repainting - Efficiency (5 gl)	\$349.55	N/A
Repainting - One bedroom (7.5 gl)	\$564.33	N/A
Repainting - Two bedroom (10 gl)	\$859.10	N/A
Repainting - Three bedroom (12.5 gl)	\$993.88	N/A
Repainting - Four bedroom (15 gl)	\$1,128.65	N/A
Repainting - Entry door (.5 gl)	\$37.49	N/A
WALL REPAIRS & HARDWARE		
Drywall repair / painting (4 feet x 4 feet)	\$43.02	N/A
Handrail replacement (8 foot section)	\$21.68	N/A
Handrail & brackets replace (8 foot)	\$53.61	N/A
Curtain rod replacement (3 foot section)	\$5.09	N/A
Curtain rod & bracket replace (3 foot)	\$26.39	N/A
Closet rod replacement (6 foot section)	\$6.84	N/A
Closet rod & brackets replace (6 foot)	\$28.28	N/A
PERSONAL SAFETY		
Smoke detector	\$32.30	\$57.30
Smoke & CO detector combo	\$58.01	\$83.01
Smoke detector, strobe	\$104.06	\$129.06
Smoke detector tampering (1st offense) + DAMAGES	\$50.00	\$50.00
Smoke detector tampering (2nd offense) + DAMAGES	LEASE TERMINATION	
PLUMBING STOPPAGES		
Stoppage, stool / sink / drain	\$20.00	\$30.00

1 TOTAL: Regular Business Hours (8 am - 5 pm) Monday through Friday

2 TOTAL: Non-Business Hours (5 pm - 8 am) - Weekends - Holidays

COLUMBIA HOUSING AUTHORITY**CHARGE LIST**

DESCRIPTION OF WORK	1 TOTAL (PLUS SERVICE CHARGE)	2 TOTAL
TOILETS		
Toilet, f/m, round, complete (Mansfield)	\$132.32	\$149.82
Tank, toilet, floor mount (Mansfield)	\$93.55	\$111.05
Bowl, toilet, floor mnt, round (Mansfield)	\$73.78	\$91.28
Toilet, f/m, round, complete (Toto)	\$239.11	\$256.61
Tank, toilet, floor mount (Toto)	\$104.03	\$119.03
Bowl, toilet, floor mount, round (Toto)	\$150.08	\$167.58
Toilet, wall mount, elong, complete (D/T)	\$391.83	\$409.33
Tank, toilet, wall mount (DT)	\$202.60	\$217.60
Bowl, toilet, wall mount, elongated (DT)	\$201.23	\$218.73
Toilet, f/m, elong, complete (OT)	\$244.72	\$262.22
Tank, toilet, floor mount (OT)	\$104.03	\$119.03
Bowl, toilet, floor mount, elongated (OT)	\$155.69	\$173.19
Toilet, 18", f/m, elong, complete (PT)	\$172.20	\$189.70
Tank, toilet, floor mount (PT)	\$56.83	\$71.83
Bowl, toilet, 18", floor mount, elong (PT)	\$130.38	\$147.88
Lid, toilet tank (all tanks)	\$28.00	N/A
Seat, toilet, "Round"	\$15.53	N/A
Seat, toilet, "Elongated"	\$24.07	N/A
FAUCETS & SINKS		
Faucet, kitchen, complete	\$104.65	N/A
Faucet, lavatory, complete	\$98.09	N/A
Faucet handle (each)	\$11.96	N/A
Shower fixture, complete	\$137.51	N/A
Shower handle	\$16.60	N/A
Shower head	\$9.85	N/A
Tub spout w/diverter	\$37.82	N/A
Shower, hand held, w/hose	\$80.77	N/A
Sink, kitchen, double	\$154.34	N/A
Sink, lavatory, drop in	\$112.27	N/A
Sink, lavatory, wall hung	\$167.26	N/A
Strainer assembly, kitchen sink (each)	\$31.63	N/A
Strainer basket, kitchen sink	\$1.62	N/A
Pop-Up assembly, lavatory sink	\$49.99	N/A
Stopper, lavatory sink	\$0.50	N/A
Stopper, bathtub	\$0.81	N/A

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COLUMBIA HOUSING AUTHORITY**CHARGE LIST**

DESCRIPTION OF WORK	1 TOTAL (PLUS SERVICE CHARGE)	2 TOTAL
BATHROOM ACCESSORIES		
Medicine cabinet	\$38.16	N/A
Medicine cabinet shelves	\$12.75	N/A
Soap dish	\$8.98	N/A
Toilet paper roller	\$0.48	N/A
Toilet paper holder & bracket	\$9.26	N/A
Toothbrush holder & bracket	\$9.13	N/A
Towel bar, 24"	\$2.27	N/A
Towel bar & bracket	\$10.96	N/A
Shower rod & bracket	\$15.30	N/A
Shower seat w/adjustable legs	\$34.93	N/A
REFRIGERATORS		
Refrigerator, 16 CF (family sites)	\$443.10	\$460.60
Refrigerator, 18 CF (towers)	\$519.00	\$536.50
Crisper cover, refrigerator	\$33.88	N/A
Crisper drawer, refrigerator	\$17.77	N/A
Door gasket, refrigerator or freezer	\$40.20	N/A
Door handle, refrigerator	\$4.95	N/A
Door handle brackets, refrigerator (pair)	\$5.72	N/A
Door liner, freezer	\$118.68	N/A
Door liner, refrigerator (bottom)	\$162.11	N/A
Door storage bar endcap, refrig (each)	\$9.15	N/A
Door storage bar, refrigerator	\$7.50	N/A
RANGES		
Range, gas, 24"	\$384.30	\$404.30
Range, gas, 30"	\$311.70	\$331.70
Range, electric	\$380.40	\$397.90
Burner grates, gas range	\$17.22	N/A
Burner, gas range	\$20.40	N/A
Knob, gas/electric range (each)	\$9.75	N/A
Oven door gasket, gas/electric range	\$16.25	N/A
Oven door hinge, gas/elect range (each)	\$12.76	N/A
Oven door spring, gas/elect range (each)	\$10.78	N/A
Oven rack, gas/electric range	\$31.25	N/A
Bake element, electric range	\$19.48	N/A

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CHARGE LIST

DESCRIPTION OF WORK	1 TOTAL (PLUS SERVICE CHARGE)	2 TOTAL
RANGES (continuation)		
Broil element, electric range	\$43.97	N/A
Burner element, electric range	\$9.09	N/A
Burner switch, electric range	\$26.11	N/A
Drip pan, electric range	\$8.52	N/A
FURNACES & CENTRAL AIR		
Thermostat, heat & cool	\$42.87	\$62.87
Condensing unit, air conditioner	\$630.00	\$670.00
AIR CONDITIONERS (WINDOW UNITS)		
Air conditioner, window	\$340.66	N/A
Air conditioner activation (towers only)	\$5.00	N/A
Air conditioner, filter	\$18.47	N/A
ELECTRICAL		
Receptacle, GFCI, duplex	\$24.54	N/A
Switch, single / Receptacle, duplex	\$11.10	N/A
Wall plate, switch/receptacle	\$0.68	N/A
LIGHTING - FIXTURES		
Light fixture, 12" fluorescent undercabinet	\$41.39	\$51.39
Light fixture, bathroom wall (with socket)	\$30.77	\$40.77
Light fixture, drum, 6"	\$33.37	\$43.37
Light fixture, drum, 8"	\$34.84	\$44.84
Light fixture, drum, 10"	\$42.83	\$52.83
Light fixture, exterior "ADDRESSO"	\$53.28	\$63.28
Light fixture, exterior cylinder	\$37.43	\$47.43
Light fixture, porcelain (with socket)	\$24.88	\$34.88
Light fixture, square ceiling	\$27.89	\$37.89
Light fixture, u-bend, 7"	\$33.62	\$43.62
Light fixture, u-bend, 14" (with socket)	\$34.07	\$44.07
LIGHTING - FIXTURE COVERS		
Light cover, 12" fluorescent undercabinet	\$3.00	\$33.00
Light cover, bathroom wall (with socket)	\$6.53	\$36.53
Light cover, drum, 6"	\$4.94	\$34.94

1 TOTAL: Regular Business Hours (8 am - 5 pm) Monday through Friday

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CHARGE LIST

DESCRIPTION OF WORK	1 TOTAL (PLUS SERVICE CHARGE)	2 TOTAL
LIGHTING - FIXTURE COVERS (continuation)		
Light cover, drum, 8"	\$6.44	\$36.44
Light cover, drum, 10"	\$13.70	\$43.70
Light cover, exterior cylinder	\$6.74	\$36.74
Light cover, square ceiling	\$2.91	\$32.91
Light cover, u-bend, 7"	\$6.39	\$36.39
Light cover, u-bend, 14" (with socket)	\$8.55	\$38.55
LIGHT BULBS		
Light bulb replacement - 4' fluorescent	\$1.88	\$31.88
Light bulb replacement - incandescent	\$0.41	\$30.41
Light bulb replace - compact fluorescent	\$4.47	\$34.47
DOORS / DRAWERS		
Storm door complete hrdwre kit replace	\$44.23	N/A
Storm door closure replacement	\$24.53	N/A
Storm door latch replacement	\$19.70	N/A
Storm door replacement	\$332.73	N/A
Door replacement, hollow core, interior	\$88.87	N/A
Door replacement, metal, entry	\$471.70	N/A
Door replacement, wood, entry (towers)	\$365.00	N/A
Drawer replacement, cabinet, kitch/bath	\$115.19	N/A
Door replacement, cabinet, kitch/bath	\$85.00	N/A
DOOR HARDWARE		
Deadlock, entry door (with core)	\$104.00	\$129.00
Lockset, keyed, lever, entry door	\$123.29	\$148.29
Lockset, passage, entry door	\$67.40	\$92.40
Lockset, passage, lever, entry door	\$150.20	\$175.20
Lockset, passage, interior door	\$15.97	\$40.97
Lockset, privacy, interior door	\$17.48	\$42.48
DOOR ACCESS		
Key replacement (one key)	\$5.39	\$30.39
Key replacement (additional keys)	\$0.39	\$0.39
Key replacement MAILBOX (one key)	\$5.60	\$30.60

1 TOTAL: Regular Business Hours (8 am - 5 pm) Monday through Friday

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COLUMBIA HOUSING AUTHORITY**CHARGE LIST**

DESCRIPTION OF WORK	1 TOTAL (PLUS SERVICE CHARGE)	2 TOTAL
SCREENS & WINDOWS		
Screen replacement, aluminum	\$23.51	N/A
Screen replacement, security (4 sq ft)	\$153.40	N/A
Window glass replacement	\$75.00	N/A
Screen insert, aluminum	\$42.05	N/A
Screen insert, security	\$73.40	N/A
Window insert, complete	\$162.00	N/A
FLOORS		
Cove base (4 foot section)	\$6.60	N/A
Tile, vinyl, 12" square (10 each)	\$36.06	N/A
LABOR (15 MINUTE INCREMENTS)		
Trash disposal / Cleaning	\$5.00	1 HOUR MIN \$30.00
Cleaning refrigerator	\$5.00	\$30.00
Cleaning range	\$5.00	\$30.00
Labor, extraordinary - add to project	\$5.00	\$30.00
Labor only - no other charges	\$5.00	\$30.00
SERVICE CHARGE (ADD TO "TOTAL")		
Service Charge, Downtown (AMP 1)	\$15.00	\$20.00
Service Charge, Bear Creek (AMP 2)	\$15.00	\$20.00
Service Charge, Oak Towers (AMP 3)	\$10.00	\$20.00
Service Charge, Paquin Towers (AMP 4)	\$10.00	\$20.00
SERVICE CHARGE (STAND ALONE)		
Lock-Out (after 1 time per year)	\$20.00	\$50.00
Change locks (two keys)	\$30.00	\$60.00
Change locks MAILBOX (two keys)	\$30.00	N/A
Card key replacement	\$15.00	N/A
Pet processing fee	\$5.00	N/A

1 TOTAL: Regular Business Hours (8 am - 5 pm) Monday through Friday

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