

PROPERTY MANAGEMENT PROCEDURES

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**SENIORS AND PEOPLE WITH DISABILITIES
DEVELOPMENTAL DISABILITY
COMMUNITY HOUSING SECTION
CIP PROPERTY MANAGEMENT PROCEDURES**

I. MAINTENANCE AND REPAIR PROCEDURES

A. PURPOSE

The reserve fund for Community Integration Program (CIP) housing will be used to maintain and repair properties financed through the Oregon Housing and Community Services Department (HCSD) for persons with developmental disabilities. Funds will be used as needed to maintain the structural integrity and appearance of the properties, so that programs can continue to operate on the premises and maintain positive relations with neighbors.

Funds will only be used to maintain the land and structural features purchased through the housing program and owned by the OWNER (housing developer). Property brought onto the premises and owned by the tenants (residents and care provider) will NOT be maintained or repaired with money from the reserve fund. Requests for maintenance and repair of CIP homes may be submitted by the OWNER a) as a result of an item appearing in Seniors and People with Disabilities (SPD), Community Housing Section inspection report, b) to meet a current need, or c) in response to a client health and safety issue requested by Seniors and People with Disabilities (SPD).

B. INSPECTIONS

Community Housing Section will conduct annual inspections of all properties and report the findings of those inspections to the OWNER in writing. The report will cover all significant maintenance categories, both interior and exterior. Annual inspection results noted and reported do not constitute authorization for expenditures and reimbursement from the Maintenance and Repair Fund. Every effort will be made to conduct the inspections with an OWNER'S representative present.

C. FUNDING PRIORITIES

Funding will be made available according to the following priorities, and in order of urgency.

PRIORITY 1: Repair or replacement must be made immediately to protect the health and safety of the tenants, employees and/or the integrity of the premises.

Examples:

Leak in roof; malfunctioning fire sprinkler system; broken water main; clean-up after storm, fire, flood or earthquake damage; damaged flooring which presents a hazard to tenants; malfunctioning electrical systems built into the facility; removal of a large tree weakened by age or wind which may fall; broken appliances; etc. Priority 1 repairs may be approved by telephone or email and followed up with written authorization. Priority 1 work that is not preauthorized may not be funded.

PRIORITY 2: Long-term maintenance that can be planned and scheduled.

Examples:

Routine interior and exterior painting needed to seal and protect surfaces; replacement of roof, carpet, or major appliances which are part of the facility; repair of minor dry-rot that develops in bathroom; etc.

PRIORITY 3: Repairs or scheduled maintenance needed to retain a reasonable appearance and amicable relations with neighbors. (Regardless of the availability of funds, allocation of this priority will not exceed a total of \$50,000 per biennium for all CIP Programs.)

Examples:

Landscaping; exterior paint needed to improve appearance but not needed to protect surface; repair and replacement of woodwork or decorative trim, etc.

D. FINANCIAL ASSISTANCE PROCEDURE

- 1. REPAIR OR MAINTENANCE:** The OWNER may initiate a request for financial assistance. No repair or maintenance work will begin unless an urgent or emergency situation exists (See Section F, Emergency Procedures) or exclusive prior approval is obtained by the SPD, Community Housing Section. The OWNER may request repair or maintenance be approved and scheduled in response to an inspection report, a request by SPD, Community Housing Section or immediate need. All requests for financial assistance will be supported by cost estimates from qualified contractors. SPD, Community Housing Section may require the OWNER to solicit competitive cost estimates for any requested expenditure. The OWNER will seek three competitive cost estimates on work exceeding \$3,000. Copies of letters soliciting cost estimates and all responses will accompany the repair approval request. OWNER will indicate the justification for the cost estimate and contractor selected. In addition to cost, criteria may include the contractor's prior experience and ability to complete the work in a timely manner.
- 2. REVIEW OF REQUESTS:** SPD, Community Housing Section will review all requests and accompanying cost estimates to confirm the priority designation and evaluate whether the cost estimates are appropriate and reasonable.

Representatives from SPD, Community Housing Section, may elect to do a site review of maintenance and repair requests. Following review, all requests will be approved and funded, placed on a standing repair list, or denied. SPD, Community Housing Section will only review requests for financial assistance over two hundred dollars, (\$200.00).

Priority 1 requests may be approved for funding immediately, contingent upon funds availability and approval by SPD, Community Housing Section as a Health & Safety Priority 1 request. Priority 2 and 3 repair and maintenance items will be placed on a standing list and approved and scheduled, as funds become available.

3. **STANDING REPAIR LIST:** A list will be maintained by SPD, Community Housing Section that catalogs all unfunded repair requests that have been reviewed. The list will be continuously updated and sorted first by priority designation followed by date of request.
4. **REPAIR APPROVAL:** A repair approval memo will be sent from SPD, Community Housing Section to the OWNER. This memo will advise the OWNER as to the disposition of a given request, (i.e. funded, placed on the standing list, or denied).
5. **REQUEST FOR INTERIM FUNDS:** If requested by the OWNER for good cause, SPD, Community Housing Section may elect to make interim payments based on per cent of work completed, and/or materials delivered to the job site. OWNER will indicate the need for interim payments at the time of project approval. OWNER will complete an inspection to verify materials delivered to site, and/or work completed. SPD, Community Housing Section may conduct an inspection to verify percentage of work completed.
6. **ADDITIONAL WORK:** If additional work beyond that described in the initial request is necessary, OWNER must submit a change order request that describes the work needed, reasons for the work and a cost estimate to SPD, Community Housing Section.

SPD, Community Housing Section will review the request for additional work and notify OWNER by memo of approval or denial. In no case should work proceed prior to approval from SPD, Community Housing Section unless it is of an emergency nature (see Section F, Emergency Procedures).

7. **REQUEST FOR CLOSING AND RELEASE OF FUNDS:** Once the repairs are complete, the OWNER will send a request for disbursement, copy of the contractor's invoice, and notification that all work has been completed and inspected by OWNER. SPD, Community Housing Section may also elect to inspect repairs. SPD, Community Housing Section will review and process request and disburse funds as appropriate. No request for funds less than \$200 will be considered.

- 8. FOLLOW UP INSPECTIONS:** All repairs will be duly noted by SPD, Community Housing Section in the property file so that follow-up inspection of specific repairs can be accomplished during the annual inspection. In some cases involving costly repairs, it may be necessary for SPD, Community Housing Section to inspect the repairs prior to closing and disbursement of funds.

E. FUND REIMBURSEMENT

SPD, Community Housing Section will maintain records pertaining to the repair fund that document all transactions. SPD, Community Housing Section will also track fund balance and compare rate of expenditure to the legislatively approved budget. Should additional funds be required, the Deputy Assistant Administrator will review and approve replenishment requests.

F. EMERGENCY PROCEDURES

Emergency situations are those that threaten health and safety of people in or near the home or conditions that may cause further property damage and expensive repair costs if not mitigated at once.

Examples:

A broken water main that renders the fire sprinkler system inoperative and residents unprotected or, a fallen tree that penetrates the roof allowing rain to enter the facility.

As identified in an Emergency situation, the OWNER is authorized to make immediate repairs as necessary to reduce health and safety risks to people and to stop further damage to the premises. The scope of work may be temporary in nature and must be limited to relieving the immediate crisis. OWNER will notify SPD, Community Housing Section as soon as practical following the emergency. OWNER will then promptly submit a request for reimbursement for expenses incurred and a complete repair plan following procedures described in this manual.

II. CARE AND CUSTODY PROCEDURES

A. PURPOSE

Housing developed or acquired by the OWNER to provide homes for SPD clients may from time to time be vacant for a variety of reasons. During such vacancy it is in the interest of the SPD and the OWNER to see that Care and Custody of the homes is provided. OWNER may request funding from the SPD for these services.

B. PROCEDURE

1. **OWNER** or SPD will notify the other party immediately upon learning that a home will be vacant.
2. **OWNER** will submit a Care and Custody plan with details, including costs involved in providing the following minimum services which may include the following:
 - a. Mortgage payment
 - b. Fire, theft and vandalism insurance monthly premium
 - c. Electrical service, monthly.
 - d. Phone service (alarm), monthly
 - e. Water service, monthly
 - f. Alarm monitor (if available), monthly.
 - g. Administration, including site visits, (note how many monthly)
 - h. Estimate of time Care and Custody will be needed.
3. **SPD, Community Housing Section** will review the Care and Custody plan, and discuss details with the OWNER as necessary to confirm the plan.
4. **SPD, Community Housing Section** will provide a Care and Custody plan approval to the OWNER that details the agreed-upon plan. Care and custody payments will be made to the owner based on this plan.
5. **OWNER** will, after occupancy or signing of a lease by a new tenant, submit a final bill to **SPD, Community Housing Section** that reconciles all charges and payments.
6. **SPD, Community Housing Section** will complete accounting and either require repayment of overage or authorize final payment to OWNER.
7. **When an approved plan** for Care and Custody is in effect and the OWNER and selected care provider have not signed a lease, OWNER agrees to continue the Care and Custody plan and to assume one half of the cost of the approved plan. When the final bill is reconciled, only half of the actual charge will be credited for the affected period. Approved Care and Custody payments will not be withheld.

8. **SPD, Community Housing Section** may contract for care and custody activities and/or property management services for the purpose of protecting the property, whether under the ownership of SPD or the OWNER. Cost for these services may be paid from the Maintenance and Repair Fund.

III. REMODELING OR RENOVATION PROCEDURES

A. PURPOSE

Housing developed or acquired by the OWNER to provide homes for SPD clients may from time to time require remodeling or renovation in order to accommodate the changing needs of the residents. Such changes may be necessary due to increased disability, age, a change in residents at the home, or modification of program direction. OWNER may request funding from SPD Maintenance and Repair Reserve Fund to pay for these renovations.

B. PROCEDURE

1. **OWNER** will be notified in writing by program provider, SPD program staff, or SPD, Community Housing Section that specific remodeling or renovation is required.
2. **OWNER** will consult with SPD, Community Housing Section to determine what specific work will best respond to the programmatic issues.
3. **OWNER** will develop plans, specifications and cost information necessary to complete the work.
4. **FACILITY PLAN:** The OWNER will complete and submit a standard facility plan with all pertinent cost information, and attach all specification and plan information that has been developed for the work.
5. **SPD. Community Housing Section** will provide an approval by signing a Facility Plan Approval that details the agreed-upon plan. SPD – SPD may require OWNER to execute a Trust Deed or other security agreement to protect the State's investment as a condition of providing the approval. Determination concerning this requirement will be made on a case by case basis.
6. **ADDITIONAL WORK:** If additional work beyond that described in the initial request is necessary, OWNER must submit a change order that describes the work needed, reasons for the work and a cost estimate to SPD, Community Housing Section.
7. **SPD, Community Housing Section** will review the Change Order as submitted by OWNER, and discuss details with OWNER as necessary to confirm the plan.
8. **THE CHANGE ORDER** format may be used for small projects done within six (6) months of completion of the original remodeling or renovation.
9. **OWNER** may request interim payment if necessary. SPDSPD, Community Housing Section will review and approve on a case-by-case basis.

10. **OWNER** will complete all work as stipulated in the SPD-ODDS approved Facility Plan and/or Change Order(s).
11. **OWNER** may include a fee to cover administrative costs to manage the remodeling and renovation work at a rate of 5% of the total project budget.
12. **OWNER** will provide SPD, Community Housing Section with copies of all final inspections required by any state or local building jurisdiction and a recorded Notice of Completion when applicable.
13. **SPD COMMUNITY HOUSING SECTION** will complete, when necessary, a walk-through inspection to assure completion of work within the limits of a visual inspection. ODDS/Housing Section will notify OWNER of any deficiencies identified, which will be promptly rectified.
14. **OWNER** will submit a request for final payment upon satisfactory completion. Owner will include copies of final building inspection report and a recorded notice of completion, when applicable. No request for funds less than \$200 will be considered.
15. SPD, Community **Housing Section** is responsible for the review and final authorization of payment related to the facility plan and/or change order(s).