



SAN FRANCISCO HOUSING AUTHORITY
ASSET MANAGEMENT and MAINTENANCE PLAN

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Part 1

SAN FRANCISCO HOUSING AUTHORITY MAINTENANCE PLAN

Maintenance Policy

It is the policy of the San Francisco Housing Authority (SFHA) to provide maintenance (the application of resources of labor, time, equipment and capital) to best meet the physical needs of the properties and service the needs of residents in a manner that is consistent with the short and long-term goals of SFHA. This Maintenance Plan provides procedures for the effective performance of maintenance operation functions:

1. A Planned Maintenance Program by Asset Management Project.
2. A timely response by Maintenance Staff to emergencies.
3. A work order system organized by type of work.
4. A minimal backlog of maintenance work orders.
5. A Maintenance Staff appropriately utilized, trained, staffed and supervised.
6. A program for repairing and returning vacant units to occupancy within an acceptable period.
7. A routine Maintenance Program.
8. Cyclical painting of all units.
9. Regular servicing of mechanical systems.
10. Supervision of maintenance work carried out by private contractors.
11. Unit inspections carried out annually for occupied units as well as upon move-in and move-out.
12. Grounds maintenance.

Priorities have been established to address urgent requirements while also providing systematic maintenance to keep SFHA's physical facilities in a good state of repair, extend their useful life, and lower operating and upkeep costs. The Maintenance Program also enhances resident satisfaction and encourages resident cooperation. Maintenance work shall be performed according to the following priorities:

1. Emergency – Life threatening, or extreme property damage 24 hours (stop sewage overflow in unit, repair gas leak, secure unit damaged by fire, damaged or missing smoke detector)
3. Routine – 29 days (repair inoperative light switch, replace cracked toilet seat)
4. Unit Turnover – 30 days
5. Preventive maintenance/deferred/cycle – 6 months (replace rotted gutters and missing downspouts, paint interiors.
6. Extraordinary/capital projects – as funding allows (replace roof, resurface parking lot, and rehabilitate fire-damaged building).

Maintenance Structure

SFHA utilizes a maintenance structure with site-based Maintenance Mechanics, Maintenance Generalists, Centralized Specialized Craft workers and Maintenance Contracts. (See Attachment 1 for Job Descriptions)

Maintenance Mechanics are site based to provide general, on-site maintenance and repairs in the most cost effective and efficient manner possible for each AMP. This position performs such tasks as; repairing faucet washers, shower heads, towel racks, toilet seat, toilet paper holders and shower rods and clearing clogged p-traps, toilet backed ups, drains and soil lines; replacing incandescent, fluorescent or LED bulbs – interior and exterior, fuses, switch and outlet face plates, 110 light fixtures , outlets and switches; resetting circuit breakers; plugging in stoves and refrigerators; replacing smoke and carbon monoxide back up batteries and hard wired detectors where connections exist, range hood fans and filters; hanging doors and replacing/repairing door and window hardware, repairing cabinets and handrails; repairing/cleaning gutters and downspouts; replacing floor tiles and repairing carpet; patching plaster walls and ceilings, boarding-up units, replacing window shades, repairing mail boxes, assisting with resident lock outs, performing touch-up painting after work in an area; spot painting metal surfaces for corrosion control, abating graffiti, eradicating mold and mildew.

Maintenance Generalists I and II are site-based for janitorial and grounds-keeping tasks. They perform the following functions under the direction of property managers:

Maintenance Generalist I – entry-level position that ensures Authority buildings and facilities provide the highest level of safety and cleanliness for the public and staff use. Perform semi-skilled facilities and equipment maintenance tasks including custodial work, building clean up and assisting specialized trades workers.

Maintenance Generalist II – journey level position that ensures that Authority buildings and facilities provide the highest level of safety and cleanliness for public and staff use. Performs semi-skilled facilities and equipment maintenance tasks including custodial work, grounds care, assisting specialized craft workers and duties requiring the use of power tools and other motorized equipment.

Specialized Craft Workers (plumbers, steamfitters, electricians, carpenters, painters and floor layers are centralized. They are supervised and dispatched to individual properties as needed and for preventive maintenance by their respective foremen. SFHA's new PHA Partner Work Order system automates the process of work order entry, dispatch (assignments), progress, completion, inspections and closeout. This system enables property managers, foremen and public housing operations management to monitor progress with maintenance work orders. Specialized Craft Workers perform emergency, routine, vacant unit, UPCS and preventive maintenance work orders.

These craft workers provide centralized maintenance services under a fee-for service arrangement, with reasonable costs .In compliance with the “*Changes in Financial Management and Reporting Requirements for Public Housing Agencies under the New Operating Fund Rule*” (24 CFR Part 990) the SFHA determined the following:

Fee for Service Rates

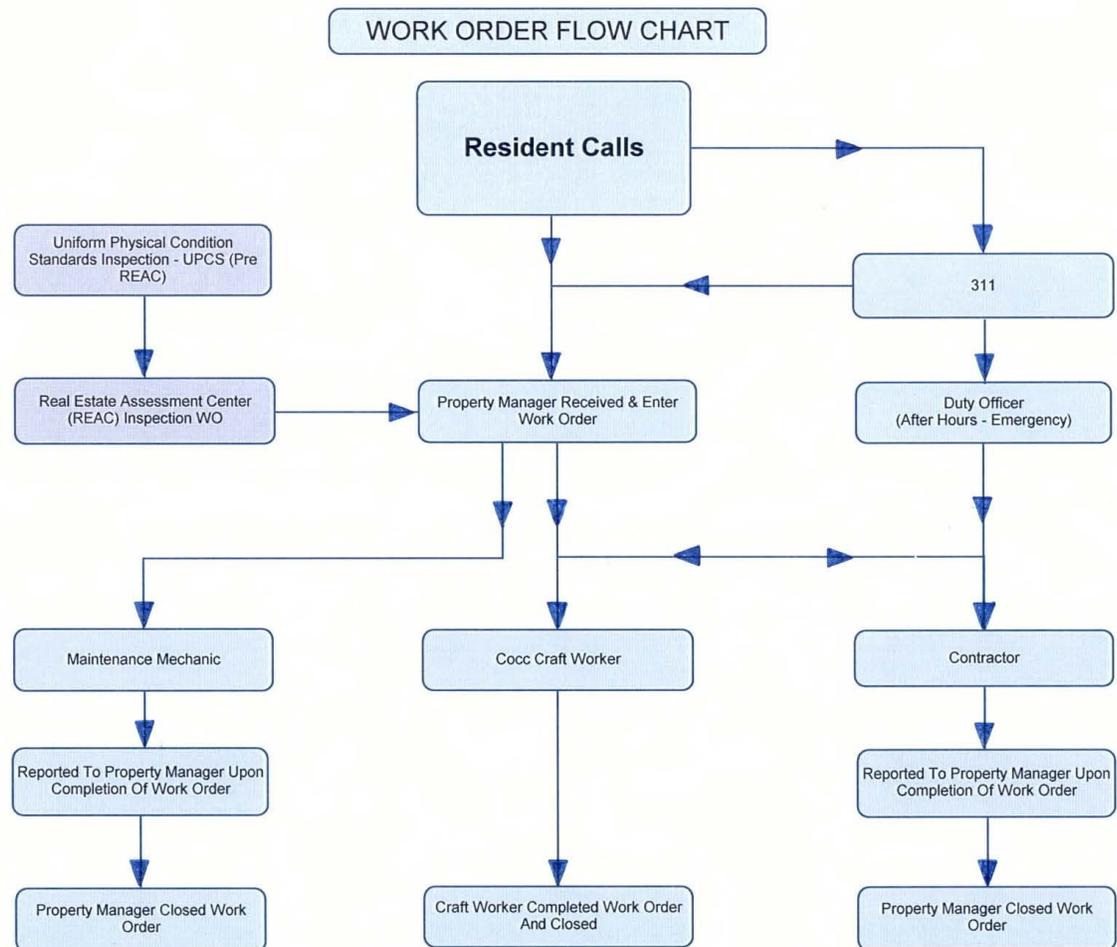
Fee for Service		2014-2018	12_26_18		
Labor Type	Major A/C	Regular Rate	Revised Rate	OT Rate	DT Rate
Painter	94350	\$ 68.99	\$ 73.82	\$ 110.73	\$ 147.64
Glazier	94350	\$ 97.83	\$ 104.68	\$ 157.02	\$ 209.36
Carpenter	94350	\$ 86.47	\$ 92.52	\$ 138.78	\$ 185.05
Electrician	94351	\$ 107.45	\$ 114.97	\$ 172.46	\$ 229.94
Plumber	94352	\$ 143.56	\$ 153.61	\$ 230.41	\$ 307.22
Steamfitter	94353	\$ 113.88	\$ 121.85	\$ 182.78	\$ 243.70
Tile Layer	94350	\$ 78.41	\$ 83.90	\$ 125.85	\$ 167.80
			1.07		

See attachment 2 for Instructions and Form to process the Fee for Service activities.

Maintenance Contracts are procured for emergency, routine and preventive maintenance work that is beyond the scope of Authority Specialized Craft workers. Oversight of these contracts is managed by Property Managers to verify completion of work and costs with oversight by Area Managers and Directors. Maintenance Contracts are also used for regular inspections, testing and repair of fire alarm systems and wheelchair lifts.

Maintenance Procedures

Property Management staff enter new work order requests and review all work orders on hand at the beginning of each workday to evaluate and prioritize them for completion in the order described above. As new requests are called in, re-scheduling of the day's workload may be required to work within the established priorities.



Maintenance Work Order Process

Priorities have been established to address urgent requirements while also providing systematic maintenance to keep SFHA's physical facilities in a good state of repair, extend their useful life, and lower operating and upkeep costs. The Maintenance Program also enhances resident satisfaction and encourages resident cooperation. Maintenance work shall be performed according to the following priorities:

1. Emergency – Life threatening, or extreme property damage 24 hours (stop sewage overflow in unit, repair gas leak, secure unit damaged by fire, damaged or missing smoke detector)
3. Routine – 29 days (repair inoperative light switch, replace cracked toilet seat)
4. Unit Turnover – 30 days (Currently the SFHA is not turning vacant units over to save them for onsite relocation for the HOPE SF Redevelopment)
5. Preventive maintenance/deferred/cycle – 6 months (replace rotted gutters and missing downspouts, paint interiors.
6. Extraordinary/capital projects – 1 year depending on funding availability (replace roof, resurface parking lot, rehabilitate fire damaged building).

1. Emergency Work Orders (24 hours)

Work that if not repaired promptly could cause injury, loss of life, threatens health, or cause serious property damage. Included under this priority are: broken gas lines or leaks, fires, damaged or missing smoke detector, loss of power, broken water lines, exposed electrical lines, loose ceilings, no heat (when outside temperature is less than 40 degrees F), broken door locks, or other conditions that might cause harm to the resident or others or damage to property. Emergency will be accomplished immediately or within 3-24 hours. Residents have been instructed to call the City's 311 Call Center for emergency work orders. The Call Center contacts the Authority's designated Duty Officer who is available 24 hours a day, seven days a week or either of the two back up Duty Officers. Electricians, plumbers, steam fitters, carpenters, glaziers and painters are on-call to be dispatched by the Duty Officer and respond to any emergencies in their respective trade areas. The Authority has an Interagency Agreement with the Public Utilities Commission to respond to any high voltage wire emergencies at our properties.

2. Routine Work Orders (29 days)

Work items initiated as a result of resident or SFHA requests, and are not emergencies. These may include items that create an inconvenience for residents but are not life threatening nor will they cause serious property damage. They may include sink or toilet stoppage, refrigerator not running, inoperative light switch, cracked toilet seat. Routine maintenance is to be performed within 14 days.

Unit Preparation Work Orders - Vacant Unit Turnover 30 days; (Currently the SFHA is not turning vacant units over to save them for onsite relocation for the HOPE SF Redevelopment)

On the day a resident vacates a unit, the Property Manager or designee secures the unit and schedules a move out inspection with the resident. If the resident cannot be contacted, the inspection will be completed on the Move-in/Move-out Inspection

form and placed in the tenant file. The Property Manager notes all items, which must be repaired. Units that are vacated by residents shall be secured by 24 hours and cleaned out within seven days. For units requiring cleaning, painting and minor plumbing, electrical and carpentry work, work orders prepared and distributed to the appropriate Maintenance staff. Units requiring replacement of cabinets, doors, flooring, plumbing and light fixtures as well as cleaning and painting are designated as Mod units and rehabilitated with available modernization funding. The complete unit turn over should be done in 30 days.

3. Preventive Maintenance/ Deferred/ Cycle Work Orders (6-12 months)

Preventive maintenance work orders are those automatically generated to assure completion of all necessary dwelling unit and systems scheduled maintenance. SFHA's Property Manager together with the Maintenance Mechanics perform annual preventive maintenance on the roof systems, exhaust fan/ventilation systems, trash chute systems, boiler systems, sewer rooting, furnace/heater service and filter replacement, backflow systems and exit/emergency lighting systems. SFHA contracts out preventive maintenance for elevators, wheelchair lifts, emergency generators, fire alarm systems, sprinklers, standpipes and solar systems.

Elevators: Monthly Emergency Fire Recall Test Logs should be available in the elevator machine rooms. These logs need to be maintained on a monthly basis and posted in the corresponding elevator machine rooms to comply with code requirements. Operating permits must kept current and be posted to comply with code requirements.

4. Extraordinary/capital projects (1 year, depending on funds availability)

This is work that is planned and implemented based on specific issues at different properties and strategies to address the issues. Special projects are discussed as part of the maintenance plans for each AMP.

Scheduled Uniform Physical Condition Standards (UPCS) Inspection Work Orders

HUD implemented the uniform physical condition standards (UPCS) to achieve three objectives:

- Consistency in physical condition standards for HUD housing
- Standardization of the inspection
- Implementation of an electronically-based inspection system
- PHAs must certify that 100% of units and systems have been inspected to UPCS.
- Inspections must be scheduled and conducted for each dwelling unit within a 12 month period.
- The manager must address deficiencies identified in the inspections:

- A condition that poses an immediate threat to the health or safety of the tenant, or structural integrity of the unit or building, constitutes an emergency and must be immediately remedied.
- All deficiencies should be corrected within the twenty-five day PHAS standard established by HUD.
- If the family is not maintaining the unit in a clean, safe or sanitary condition, these conditions should be noted on an inspection form and the resident should be notified in writing of the corrective action to be taken, including the date of a subsequent inspection.
- If it is determined that the resident does not have the physical or mental capacity to maintain the unit without some form of outside assistance, the manager should make a referral to the appropriate social service agency.
- The information gathered from the annual inspection may be routed into three places:
 - Maintenance Work Orders
 - Inventory Control System
 - Physical Needs Assessment

Painting

The purpose of painting is to preserve structure and equipment from premature deterioration and maintain them in appealing condition. Paint maintenance should result in substantial savings and a pleasant environment.

Inspections will be conducted by in-house Inspectors and Property Managers as follows:

- Conduct visual assessments for deteriorating paint and the failure of any lead hazard reduction measures at unit turnover and every 12 months.
- Address deteriorated paint through paint stabilization.
- Repair enclosures or encapsulations.
- Perform other lead hazard reductions, as necessary.
- If the initial reduction activity required the treatment of soil, identify and treat bare soil.
- Provide a notice of lead hazard reduction activity.
- Provide a written notice in the language of the occupant, to the extent feasible, to occupants asking them to report deteriorated paint or failed encapsulation or enclosure. Include the contact name, address, and telephone number. CPD recommends that the notice be provided every 12 months or at unit turnover.

The SFHA is committed to controlling lead-based paint hazards in all its dwellings; especially family dwellings constructed prior 1978. If any hazards are suspected, the Authority will develop a plan to abate the hazard. Suspicion of hazards should be deemed if ANY of the following are noticed or there exists an awareness of (but not limited to)

1. Was the structure or unit constructed prior to 1978?
2. Is there a child under the age of six residing in the unit?
3. Will the work to be performed generate higher than low levels of dust?
4. Is the surface and paint in poor condition? Or greater than 2 square feet?

The Technical Services Supervisor shall be directed by the “Work Lead Safe” methodology to “Work Smart, Work Clean and Work Wet”. Technical Services Supervisor will have the authority to ensure that properly trained and certified personnel perform these tasks through the available control plan.

Extermination

The SFHA will make all efforts to provide a healthy and pest-free environment for its residents. The Authority will determine which, if any, pests infest its properties and will then provide the best possible treatment for the eradication of those pests.

The SFHA determined that contracting out these services is the most efficient and cost-effective way of delivering the treatments.

The extermination plan will begin with an analysis of the current condition at each property. The Property Managers shall make sure that an adequate schedule for treatment is developed to address any existing infestation. The schedule will include frequency and locations of treatment. Different schedules may be required for each property.

Resident cooperation with the extermination plan is essential. All apartments in a building must be treated for the plan to be effective. Residents will be given information about the extermination program at the time of move-in. All residents will be informed at least one week and again twenty-four hours before treatment. The notification will be in writing and will include instructions that describe how to prepare the unit for treatment. If necessary, the instructions shall be bi-lingual to properly notify the resident population. In addition, vacated units are exterminated, as needed, during the make-ready process. SFHA follows the San Francisco Department of the Environment Integrated Pest Management (IPM) program which provides guidance and resources on safe ways to control and eliminate pests. It emphasizes the use of physical barriers, timely maintenance and control to minimize the use of pesticides to the greatest possible degree.

Bed Bugs

Bed bugs are a growing national problem, and as a result, the SFHA created a policy for the Public Housing program. The purpose of this policy is to set forth the roles and responsibilities of all parties (SFHA, and Tenant) in minimizing the potential for bed bugs. The policy will also provide guidance in cases where bed bugs are present in order to eliminate them as quickly as possible. (See Attachment 3: San Francisco Housing Authority Bed Bug Policy)

Ground and Janitorial Standards

The SFHA will prepare a routine maintenance schedule for the maintenance of the landscaping and grounds of its properties that will ensure their continuing attractiveness and marketability. Routine grounds maintenance includes numerous activities:

- ✓ Litter control
- ✓ Lawn care
- ✓ Maintenance of driveways, sidewalks and parking lots
- ✓ Care of flower and shrubbery beds and trees
- ✓ Maintenance of playgrounds, benches and fences

The Property Manager shall be responsible for the development of a routine maintenance schedule that shall include:

1. A clearly articulated standard of appearance for the grounds that acknowledges but is not limited to HUD and local code standards;
2. A list of tasks that are required to maintain that standard and the frequency with which the tasks must be performed;
3. The equipment, materials, and supplies required to perform the tasks and a schedule for their procurement; and

Building Exteriors and Interior Common Areas

The appearance of the outside of Authority buildings as well as their interior common areas is important to their marketability. Therefore, the SFHA has established a routine maintenance schedule to ensure that they are always maintained in good condition. The components to be maintained include:

1. Lobbies
2. Hallways and stairwells
3. Public restrooms
4. Lighting fixtures
5. Common rooms and community spaces
6. Exterior walkways and hand rails
7. Concrete sidewalks and walkways repairs
8. Building walls
9. Windows

The Property Manager is responsible for the development of a routine maintenance schedule for building exterior and interior common areas. The schedule shall be based on the following:

1. A clearly articulated standard of appearance for the building
2. A list of tasks required to maintain that standard
3. The frequency with which the tasks must be performed
4. A list of materials, equipment and supplies required to perform the tasks.

Trash Collection

SFHA provides for trash collection to maintain the developments in sanitary conditions with required tenant cooperation. SFHA has all debris/trash removed from the properties. SFHA has recently embarked on a collaborative effort with Recology, trash contractor for the City and County of San Francisco, that will increase recycling, composting and reduce the volume of trash at our properties. These changes will also reduce trash collection costs.

Vehicle/Equipment Maintenance

The SFHA will protect the investment it has made in vehicles and other motorized equipment by putting in place a comprehensive maintenance program. The vehicles and equipment to be covered include (but not limited to):

- Cars, trucks and vans
- Leaf blowers
- Weed cutters
- Lawn Mowers
- Chain saws
- Power tools

The Property Manager is responsible for the development of this plan which shall contain components for minimal routine service as well as servicing for seasonal use. Serviceable components for each vehicle or piece of motorized equipment will be listed in the plan along with the type and frequency of service required.

The SFHA through its Human Resources Department shall also maintain a system to ensure that any employee that operates a vehicle or piece of motorized equipment has the required license or certification. (See Attachment 4: Fleet Management Policy and Procedures Manual)

Maintenance Work Order System

Reporting and tracking

Regular reports include:

- | | |
|-----------------------|---------------------|
| • WO number | • Resident name |
| • Call Status | • Date entered |
| • Service type | • Date completed |
| • Service description | • Days to complete |
| • Priority level | • Craft worker |
| • Unit number | • Wage rate |
| • Address | • Hours to complete |

Job Descriptions

Under Attachment 1

Work Rules and Quality Standards

The Maintenance Supervisor should, from time to time, inspect a small sample of completed work orders to check work quality and talk to the resident about the service he/she received. Provide the resident with 48-hours' notice of the intent to enter the unit.

Staff shall comply with the following standards:

- A. Services must reasonably be completed with professional competence.
- B. Exercise due professional care in the performance of services.
- C. Adequately plan and supervise the performance of services.

Competence to perform professional services involves both the technical qualifications of the staff and the ability to supervise and evaluate the quality of the work performed. Competence relates both to knowledge of the profession's standards, techniques and the technical subject matter involved, and to the capability to exercise sound judgment in applying such knowledge in the performance of professional services.

Staff may have the knowledge required to complete the services in accordance with professional standards prior to performance. In some cases, however, additional training may be necessary to reach the quality standards. This does not ordinarily represent a lack of competence, but rather is a normal part of the performance of services.

Training

SFHA will ensure that their maintenance employees have appropriate training to competently and safely complete the tasks expected of them by providing ongoing training to match duties performed; training will be available to improve employees' technical skills and meet their individual training needs. Training is also necessary for job safety. The Occupational Safety and Health Administration (OSHA) requires safety-related training. Maintenance employees exposed to hazardous chemicals, for instance, must receive training; including information on methods of detecting the hazardous chemicals and measures they can take to protect themselves from the hazards.

Suggested training subjects may include (but not limited to)

1. Safety Procedures
2. Blood-Borne Pathogens
3. Lead Based Paint
4. Health and Safety Standards
5. Trade specific skills updates
6. Building Code updates/UPCS standards

The Property Manager is responsible for developing a training agenda/curriculum for the departmental staff and working with the Human Resources Department staff to identify the means of delivering of the training.

Safety

Occupational Safety and Health Administration (OSHA) regulations regarding protection of the individual shall be followed as part of all maintenance work.

The observation of the following safety recommendations will go a long way toward preventing common accidents.

Develop, supervise, implement, and enforce training programs to improve the skill, awareness, and competency of all employees in the field.

Make sure training includes on-the-job instruction to employees prior to their job assignment about hazards such as:

- Safe use of powered materials-handling equipment such as forklifts, backhoes, etc.
- Safe use of machine tool operations
- Use of toxic materials
- Operation of utility systems

The following applies to all tools and equipment used in maintenance works:

- Tools and equipment should be in safe and serviceable condition and inspected periodically.
- Equipment with moving parts should be operated with guards in place.
- Equipment should not be repaired while it is in operation.
- Electrical equipment and extension cords should be equipped with a ground-fault interrupter.

Maintain all records required by OSHA (OSHA 200 logs and safety training, for example), and ensure that all employees are properly trained in the OSHA Hazard Communication Standard.

- Material Safety Data Sheets (MSDSs) should be kept current. (A typical Material Safety Data Sheet (MSDS) is a product summary prepared by the product's manufacturer. It describes the material and lists the manufacturer's identity, location, and phone number so that anyone needing more information can call. . The MSDS will inform interested individuals if the product poses a serious health hazard and whether there are any special precautions that should be taken in the use of the product. The MSD5s should be collected for maintenance materials kept in stock by the HA and used during repair and replacement work. The MSDS sheets should be kept current. Request a new MSDS with each shipment of material from the manufacturer.)

- A written Hazard Communication Program shall be both developed and available to employees and management.
- Materials should be properly labeled,
- A list of hazardous chemicals used should be provided,
- Segregate materials by kind and size and store neatly.
- Place warning signs in daylight and red lights at night on and around materials stored in walkways, driveways, or streets, such stored materials should not hinder traffic,
- Cover and protect materials against damage from the weather, theft, and vandalism.

The SFHA developed Codes of Safe Practices (See Attachment 5) as part of the training and awareness of the employees.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Communicate the PPE selection decision to each at-risk employee.
- Provide training to each employee who is required to use PPE on the job. Each affected employee must be trained to know at least the following:
 - When PPE is necessary.
 - How to put on, take off, adjust, and wear PPE.
 - Limitations of PPE.
 - Proper care, maintenance, useful life, and disposal of PPE.
- Make sure, before an employee is allowed to perform work requiring the use of PPE that the employee can:
 - Demonstrate an understanding of the training specified above; and
 - Demonstrate the ability to use PPE properly.

Part II

Asset Management Project Maintenance Plans

AREA 1
AMP #968

Sunnydale / Velasco

San Francisco
Housing Authority



CAL 1-3: Sunnydale

EIOP:	
Development type:	Townhouse
Occupancy type:	Family
Number of units:	767
	Family: 767
	Elderly: 0
Bedroom Distribution:	One bedroom: 71
	Two bedroom: 531
	Three bedroom: 150
	Four bedroom: 15
Number of buildings:	91
Structure type:	Concrete
Year constructed:	1940



Site Description

The Sunnydale housing development is located at 1654 Sunnydale Avenue. The development consists of six different building types totaling 91 buildings. The overall site is organized by five main streets defining six blocks.

The landscaping consists of grass lawns with play areas. The site is not irrigated except for the front of the administration building. Thirteen asphalt parking lots are scattered throughout the site for off-street parking.

Building Envelope and Public Spaces Description

The buildings at Sunnydale are painted concrete-masonry construction with furred-out walls on the interior. Exterior windows are single-pane metal, while the doors are a mixture of metal and wood. The gabled roofs of the two-story buildings are sheathed with clay tile shingles. All units have an exterior entrance. An administration building with community center, childcare, and police department is located at the corner of Sunnydale Avenue and Santos Street.

Mechanical and Electrical Systems Description

Units are heated by force-air gas furnaces that only serve the ground floor. Hot water heaters and circuit breaker panels are located in each unit. A washing machine connection was observed; however, no dryer connections were found.

Unit Interiors

Interior finishes consist of gypsum wallboard walls, and a mixture of unfinished ceilings and gypsum wallboard ceilings. The flooring in the units is resilient tile. Asbestos tile was observed in some of the residences.

CAL 1-18 (7): Velasco

CAL 18(7): Velasco

EIOP: 1962
Development Type: Walk Up
Occupancy Type: Senior
Number of units: 18
Family: 0
Elderly: 18

Bedroom
Distribution: Studio: 5
1 Bedroom: 8
2 Bedroom: 5

Site Area: 0.71 Acres
Density: 25.4 Units per Acre
Structure Type: Wood Frame
Number of buildings: 2
Year constructed: 1962



Site Description: Hayes Valley (Velasco) occupies a site, rectangular in shape, located on Velasco Avenue. There are two two-story, rectangular buildings on the site. Building A1B is twice as long as Building A1A and they are both connected to each other via the roof system and exterior walkways. There are a combination of studio, one and two bedroom units. All apartments have exterior entry doors. Landscaping over the generally flat site is limited to small grass areas and planters.

Building Envelope and Public Spaces Description

Both buildings are wood framed with an EIFS/plaster finish. The windows are aluminum and the doors are metal. The roofs are pitch and covered with asphalt shingles. Dwelling units are accessed along exterior walkways and stairs. This site does not have public spaces.

Mechanical and Electrical Systems Description: All units are heated by a hydronic radiation system, with hot water provided by one boiler. The same boiler provides domestic hot water to both buildings. Electrical panels in the units are circuit breaker type.

Unit Interiors: Interior finishes consist of painted gypsum wallboard walls and ceilings. The floor coverings are resilient tile.

Sunnydale/Velasco Summary of Issues

The developments have significant physical problems, obsolescence, chronic design flaws, large open spaces that are costly to maintain and difficult to secure, and high turnover. Tenant account receivables are high. Some units still have vinyl asbestos tile that eventually needs to be replaced or encapsulated. Boiler and boiler room equipment are at the end of their life cycle and need replacement. The power wiring should be replaced. The galvanized hot and cold water distribution lines are corroded and should be replaced. The sanitary lines need to be replaced. The windows need to be replaced. The density of this site is far below the level appropriate for the surrounding community, providing an opportunity for building replacement public housing in a new mixed income development.

Strategies to Address Issues

Part of the HOPE SF Initiative, Sunnydale and Velasco public housing will be revitalized through a master planned, new construction development. The proposed project will consist of: (i) the demolition of the existing 94 two-story residential buildings comprised of 775 public housing dwelling units on the property; (ii) the construction of up to 1,700 new dwelling units, including one-for-one replacement of the existing public housing units, affordable rental units, and market-rate and affordable for-sale units; (iii) the construction of up to 16,200 square feet of neighborhood-serving retail space; (iv) the construction of up to 46,300 square feet of community service, recreational and educational facilities and space; (v) the development of approximately 11 acres of new open spaces, including a community garden, a farmer's market pavilion and secure outdoor courtyards within residential buildings; and (vi) the development of approximately 12 acres of a new and reconfigured street network. The entitlements through a Development Agreement with the City was approved in February 2017 concurrently with the Master Developer Agreement.

The demolition and new construction will be phased. The first construction phase proposed by the Developer is "Parcel Q", the development of an existing vacant lot into 55 new rental units directly across the street from the Sunnydale and Velasco site and is expected to begin construction in winter 2017-18. The next phase would be on the Sunnydale and Velasco site and would consist of approximately 170 new rental units and associated infrastructure. After HUD approval of the phase demolition and disposition and award of Housing Choice Voucher/Section 8 and RAD subsidies, existing households would be relocated, the existing units and infrastructure demolished, and new infrastructure and housing would be constructed. Subsequent phases would proceed when replacement units are completed and if subsidies are available and awarded. The overall development would be completed in 12-15 years.

The Authority is also implementing tenant repayment agreements to increase rent collections and work with the City to improve security.

Vacant Unit Preparation

Vacant units are not being released as part of the HOPE SF/RAD programs to allow for on-site relocation during the phasing of the revitalization of the project. Only emergency transfer will be allowed as needed.

UPCS Inspections

All units must be inspected at least once during the year, by a person trained in UPCS methods. The Executive Director establishes a schedule, with all inspections completed within a 10-month period. The remaining two months can be utilized to catch up on annual inspection work orders, to do HUD inspections, to do preventative maintenance work orders, etc. The annual inspections at Sunnydale are conducted by the Property Manager, using the UPCS form, which is correlated to the format used by REAC inspectors. The completed inspection forms are used by the management office, where they will enter the annual work order data into the computer system. The resultant work orders must be completed by maintenance within 25 days. These work orders must be entered as "Annual" work orders in the software system, so that they can be tracked back to the annual unit inspection.

Housekeeping is not noted or recorded unless conditions are such that there is potential damage to the unit, harm to residents, or obvious pest problems.

HUD determined through the Public Housing Assessment System (PHAS) that a designation of "RAD has been issued for the fiscal year end stated in the above subject line.

Based on information in the Public and Indian Housing Information Center (PIC) on the last day of the fiscal year, all public housing projects in inventory had Rental Assistance Demonstration (RAD) applications in process. Pursuant to the RAD guidance, projects with RAD applications in PIC are exempt from scoring under PHAS.

Being exempt from scoring determines that SFHA will not have REAC Inspections. SFHA will continue to perform the UPCS inspections to maintain units safe and habitable. Inspections include unit interiors, plus all common areas, grounds, systems, etc. All problems should be corrected immediately. Common findings include all broken pavement and site trip hazards, leaks, vegetation overgrowth, graffiti, exposed wiring, blocked egress, inoperable smoke detectors, and outdated fire extinguishers.

At Sunnydale-Velasco, this includes all laundry areas, lobbies, meeting rooms, program spaces, etc. SFHA staff shall use inspection forms similar to those used by REAC Inspectors for each building and each area.

Painting

The purpose of painting is to preserve structure and equipment from premature deterioration and maintain them in appealing condition. Paint maintenance should result in substantial savings and a pleasant environment.

Inspections will be conducted by in-house Inspectors and Property Managers as follows:

- Conduct visual assessments for deteriorating paint and the failure of any lead hazard reduction measures at unit turnover and every 12 months.
- Address deteriorated paint through paint stabilization.
- Repair enclosures or encapsulations.
- Perform other lead hazard reductions, as necessary.
- If the initial reduction activity required the treatment of soil, identify and treat bare soil.
- Provide a notice of lead hazard reduction activity.
- Provide a written notice in the language of the occupant, to the extent feasible, to occupants asking them to report deteriorated paint or failed encapsulation or enclosure. Include the contact name, address, and telephone number. CPD recommends that the notice be provided every 12 months or at unit turnover.

Extermination

The SFHA contracts out the services for an integrated pest control. The successful management of pests requires an understanding of the target pest ecology and habits as well as the environment in which they exist. It is the desire of SFHA for Contractor to work in partnership with its residents to undertake a program of Integrated Pest Management (IPM) in the treatment of pests.

Pest management activities are to be conducted on all Sunnydale/Velasco buildings and a five (5) foot perimeter around these buildings. Exterior treatment includes control services, as needed, for ants and mice. Contractor shall service twice per month all common areas including but not limited to offices, laundry rooms, lobby, and dumpster areas within the apartment complex.

The integrated pest control includes pests such as: cockroaches, ants, bedbugs, spiders, silverfish, flies, mosquitoes, stored product pests, scorpions, bats, rodents, raccoons, opossums, skunks, and pigeons. Property Management shall monitor the Contractor activities to make sure that the following requirements are followed.

Ground and Janitorial Standards

The SFHA considers proper landscaping and maintenance of the grounds to be critical for a successful property. “Curb Appeal” is one of the measures used by owners to determine if a management company is performing well. Regardless of who is assigned the tasks involved, the Property Manager is responsible for ensuring that the grounds are presentable at all times. Methods and assignments vary according to property, as follows.

Sunnydale/Velasco. The grass cutting, edging, mulching, pruning and trimming are done by the *Maintenance Generalist II* (with the assistance of the *Maintenance Generalist I*) who is also charged with policing the grounds, picking up trash, and cleaning up at the recycling center, and distributing notices to noncompliant tenants.

Trash Collection

The Sunnydale/Velasco AMP has implemented a trash/recycling collection system that has reduced trash collection by approximately 30% with a corresponding decrease in collection costs. This system also reduces the amount of litter on the grounds and litter pick up by maintenance workers. Sunnydale trash is compacted on site in separate recycle and trash compactors. Residents Recyclers were hired to educate residents on recycling and haul trash and recycle bins from each residence with trailers to the compactors and then back to the apartments on a daily basis.

Trash Collection Schedule

Section	Cust #	Service Addr	Times per week	Days	Service c	Service Description	Units	Current Charges
3006731	6033823	1950-64 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6033831	1924-38 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6033849	1900-22 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6033856	1872-94 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6033864	1848-70 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6033872	1824-46 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6033880	1800-22 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6033898	1772-94 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6033906	1748-70 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6033914	1724-46 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6033922	1700-22 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6033930	1600-14 SUNNYDALE AVENUE	1	---T---	BULKY	SPECIAL PICK UP BY APPT	1	-
	6033955	1616-1630 SUNNYDALE AVENUE	1	---T---	BULKY	SPECIAL PICK UP BY APPT	1	-
	6033971	1540-54 SUNNYDALE AVENUE	1	---T---	BULKY	SPECIAL PICK UP BY APPT	1	-
	6033997	1520-26 SUNNYDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	4	148.00
	6034003	1500-1514 SUNNYDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034011	1501-1515 SUNNYDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034029	1519-1533 SUNNYDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034037	1535-1549 SUNNYDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034045	1551-1565 SUNNYDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034052	1569-1583 SUNNYDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034060	1601-15 SUNNYDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034086	1617-31 SUNNYDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034094	1651-1657 SUNNYDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	3	111.00
	6034102	1701-1715 SUNNYDALE AVE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034110	1751-65 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034128	1801-15 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034136	1825-39 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034151	1851-73 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6034169	1901-23 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6034185	1925-47 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6034193	1949-71 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6034219	170-176 HAHN STREET	1	---T---	LL96G	LOW INCOME RATE 96-GAL	4	148.00
	6034243	1-15 SANTOS STREET	1	--W----	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034250	21-43 SANTOS STREET	1	---T---	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6034268	51-65 SANTOS STREET	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034276	101-113 SANTOS STREET	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034284	115-129 SANTOS STREET	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034300	50-64 SANTOS STREET	1	----F--	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034318	20-42 SANTOS STREET	1	----F--	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6034326	12-16 SANTOS STREET	1	--W----	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034342	30-44 BROOKDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034359	50-64 BROOKDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034367	70-84 BROOKDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034375	100-114 BROOKDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034391	120-140 BROOKDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034417	144-58 BROOKDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	10	370.00
	6034425	162-166 BROOKDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	3	111.00
	6034433	170-174 BROOKDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	3	111.00
	6034466	178-182 BROOKDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	3	111.00
	6034490	145-254 BROOKDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	14	518.00
	6034508	127-41 BROOKDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	10	370.00
	6034516	101-123 BROOKDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6034532	73-95 BROOKDALE AVE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6034540	49-71 BROOKDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6034557	25-47 BROOKDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6034565	1-23 BROOKDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	6	222.00
	6034573	2-16 BLYTHDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034581	18-32 BLYTHDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034599	34-40 BLYTHDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	4	148.00
	6034607	42-56 BLYTHDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034615	58-64 BLYTHDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	4	148.00
	6034623	66-76 BLYTHDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	6	222.00
	6034631	82-98 BLYTHDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034656	120-134 BLYTHDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034664	140-154 BLYTHDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034680	160-174 BLYTHDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034698	200-214 BLYTHDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034706	220-234 BLYTHDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034722	240-44 BLYTHDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	3	111.00
	6034730	250-54 BLYTHDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	3	111.00
	6034748	262-264 BLYTHDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	2	74.00
	6034755	281-283 BLYTHDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	2	74.00
	6034763	261-75 BLYTHDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034771	241-55 BLYTHDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034789	221-35 BLYTHDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034797	201-215 BLYTHDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034805	173-187 BLYTHDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034813	147-169 BLYTHDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6034821	121-143 BLYTHDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	12	444.00
	6034839	65-79 BLYTHDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	16	592.00
	6034847	45-59 BLYTHDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034854	33-39 BLYTHDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	4	148.00
	6034870	17-31 BLYTHDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034896	1-15 BLYTHDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6034904	602-642 VELASCO AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	18	666.00
	6034912	1530-1536 SUNNYDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	4	148.00
	6034920	1633-1647 SUNNYDALE AVENUE	1	---T---	LL96G	LOW INCOME RATE 96-GAL	5	185.00
	6034938	1725-1739 SUNNYDALE AVENUE	1	--W----	LL96G	LOW INCOME RATE 96-GAL	7	259.00
	6034953	230-242 HAHN STREET	1	---T---	LL96G	LOW INCOME RATE 96-GAL	6	222.00
	6034979	2-10 SANTOS STREET	1	--W----	LL96G	LOW INCOME RATE 96-GAL	5	185.00
	6034987	2-16 BROOKDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	8	296.00
	6035000	165-183 BROOKDALE AVENUE	1	----F--	LL96G	LOW INCOME RATE 96-GAL	4	148.00

PREVENTIVE MAINTENANCE SCHEDULE

DAILY.

Routine Daily Check-ups	Description	To be performed by	Date last completed		
			Date	Date2	Date3
	<p>Inspect the grounds, to make sure that there are no health and safety hazards, such as broken fencing, flooded catch basins, etc., no significant trash, litter or bulk items, and that the grass and plantings are presentable.</p> <p>Check the mechanical room for leaks. In heating season, check that the boilers are running smoothly, that there are no leaks, and that the circulating pump is running.</p> <p>Check the elevator. Each morning, ride the car up and back down. Check lights and fans, car leveling (flush with hall floor), excess vibration, and automatic door openers. Check that the emergency phone is working.</p> <p>Check the trash rooms, trash chute, and dumpster, to ensure that there are no blockages or overflow.</p> <p>Check fire alarm control panel (FACP) for trouble messages. Panel must be closed and locked.</p>	Property Manager/ Maintenance Mechanic/ Laborer and Custodian			

WEEKLY

Routine Weekly Check-ups	Description	To be performed by	Date last completed		
			Date	Date2	Date3
	<p>Check site lighting, after dark. Be sure that all site lighting operates after dark, and turns off at daylight. Reset time clocks as needed. Have blown bulbs or broken fixtures replaced or repaired promptly.</p>	Property Manager/ Maintenance Mechanic/ Laborer and Custodian			

SEMI-MONTHLY

Wheelchair Lifts	Description	To be performed by	Date last completed		
			Date	Date2	Date3
Wheelchair Lifts Preventive Maintenance	<p>Contractor should check the general operation of wheelchair lifts including: levels of lubrication, oil, and grease; drive cabinet; platform; doors and safety of operations.</p> <p>Work not covered by monthly maintenance are Vandalism (Misuse/abuse), Call Backs - Straight time & Premium hours, Fire, Modernizations, Acts of God and Power Outages.</p>	Contractor: ThyssenKrupp Communications Number: (866) 634-5460			

FALL

Date last completed

Plumbing	Description	To be performed by	Date	Date 2	Date3
Plumbing shut-off valves	Inspect for proper operation.	In-house plumber			
Outside faucets	Inspect for proper operation. Check for leaks	In-house Maintenance Mechanic			
Furnace and heater	Service, clean and install filters	In-house Maintenance Mechanic			
Backflow prevention system	Perform inspection and necessary maintenance and file Certifications with the city, maintains a file with all technicians' notes, serial numbers, and model numbers.	In-House plumber			
Boiler Systems	Perform inspection and necessary maintenance and file Certifications with the city, maintains a file with all technicians' notes, serial numbers, and model numbers.	In house steamfitter			
Faucet aerators	Check for proper flow of water. If the flow is reduced, clean the aerator screens. During the first two months, the faucet aerators could require more frequent cleaning.	In-house Maintenance Mechanic			

Interior	Description	To be performed by	Date	Date 2	Date3
Countertops	Inspect for separations at sinks and backsplash. Recaulk where required.	In-house Property Manager/Maintenance Mechanic			
Tiled areas	Inspect for loose or missing grout or caulking. RegROUT or recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Tub enclosures	Inspect caulking and recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace if necessary.	In-house Property Manager/Maintenance Mechanic			

Electrical and appliances	Description	To be performed by	Date	Date 2	Date3
Heating system	Service heating system and heat pump.	In House Electrician			

Exterior	Description	To be performed by	Date last completed		
			Date	Date 2	Date3
Roof	Check for leaks. Check for damaged, loose, or missing shingles. Check vents and louvers for birds, nests, squirrels, and insects. Check flashing around roof stacks and vents for leaks.	In-house Maintenance Mechanic/ Inspector			
Gutters and downspouts	Clean and check for leaks, misalignment, or damage.	In-house Maintenance Mechanic/ Inspector			
Exterior walls	Check for deteriorating bricks and mortar. Check siding for damage or rot. Check painted surfaces for flaking.	In-house Maintenance Mechanic/ Inspector			
Landscaping	Trim shrubbery around walls. Remove tree limbs, branches, or debris that can attract insects (no wood or shrubbery should be closer than 3 inches to the buildings). Maintain grading.	In-house Laborer			
Concrete and asphalt	Check for cracks or deterioration. Reseal or repair if necessary.	In-house Maintenance Mechanic/ Inspector			
Sewer rooting	Apply jetter to main pipes to clean up root masses growth.	In-house Plumber			

SPRING

Interior	Description	To be performed by	Date last completed		
			Date	Date 2	Date3
Attic	Examine for evidence of any leaks. Check insulation and remove or add if necessary. Check for evidence of birds, squirrels, raccoons, etc. Check for proper ventilation.	In-house Maintenance Mechanic/ Inspector			
Countertops	Inspect for separations at sinks and backsplash. Re-caulk where required.	In-house Property Manager/Maintenance Mechanic			
Tiled areas	Inspect for loose or missing grout or caulking. RegROUT or recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Shower doors/tub enclosures	Inspect for proper fit. Adjust if necessary. Inspect caulking and recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace if necessary.	In-house Property Manager/Maintenance Mechanic			

Electrical and appliances	Description	To be performed by	Date	Date 2	Date3
Heating and cooling system	General furnace inspection: Look for rust, scaling on heat exchanger, and proper flame color; note odd sounds or smells; and check condition of venting. Remove debris around units.	In-house Property Manager/Maintenance Mechanic/Plumber			
Circuit breakers	Visual Inspection and exercise.	In-house Property Manager/Maintenance Mechanic/Electrician			

Exterior	Description	To be performed by	Date	Date 2	Date3
Decks	Scrub mildewed areas and treat for water stains, mildew, and fungus. Check for dry-rot and repair if necessary.	In-house Property Manager/Maintenance Mechanic/Laborers			
Roof	Clean. Check for leaks. Check for damaged, loose or missing shingles. Check vents and louvers for birds, nests, squirrels, and insects. Check flashing around roof stacks, vents, and skylights for leaks.	In-house Property Manager/Inspector			
Pest Control	Seal cracks and holes in the building enclosure, and make sure insect screens in windows are in working order and fit tightly.	Contractor:			
Gutters and downspouts	Clean and check for leaks, misalignment, or damage.	In-house Property Manager/Inspector			
Windows	Clean.	In-house Property Manager/Inspector			
Exterior walls	Check for deteriorating bricks and mortar. Check siding for damage or rot. Check painted surfaces for flaking.	In-house Property Manager/Inspector			
Landscaping	Trim shrubbery around walls. Remove tree limbs, branches, or debris that can attract insects (no wood or shrubbery should be closer than 3 inches to your house). Maintain grading.	In-house Property Manager/Inspector			
Concrete and asphalt	Check for cracks or deterioration. Reseal or repair if necessary.	In-house Property Manager/Inspector			

AREA 1

AMP #975

Alice Griffith

San Francisco
Housing Authority



CAL 1-18 (4): Alice Griffith

EIOP:	1963
Development Type:	Townhouses
Occupancy Type:	Family
Number of units:	254
	Family: 254
	Elderly: 0
Bedroom Distribution:	1 Bedroom (8)
	2 Bedroom (128)
	3 Bedroom (24)
	4 Bedroom (78)
	5 Bedroom (16)
Structure Type:	Wood Frame
Number of buildings:	33
Year constructed:	1962



Site Description

The Alice Griffith complex consists of 33 two-story townhouse style buildings scattered throughout the twenty-four acre site. There are five building types that are similar in architectural style, but the unit configurations vary slightly. There is also a small building in the southeast corner of the site which houses a child care center. Site landscaping is primarily mowed grass with some plantings near the buildings. There is a basketball court and a tot lot in the northeast corner of the site.

Building Envelope and Public Spaces Description

The buildings at Alice Griffith are wood frame construction with stucco and wood siding exterior. All foundations are slab-on-grade. Roofs are low slope with a built-up asphalt covering, draining to perimeter gutters and exterior downspouts.

Mechanical and Electrical Systems Description

There are four boiler stations that provide hydronic heating to all units as well as domestic hot water.

The electrical system consists of transformers, distribution panels and unit fuse boxes. The housing authority owns the transformers.

Unit Interiors

Unit finishes consist of plaster walls and ceilings, with resilient tile flooring. Doors are hollow core wood.

Alice Griffith Summary of Issues

The developments have significant physical problems, obsolescence, chronic design flaws, large open spaces that are costly to maintain and difficult to secure, and high turnover. Vacancy, turnover and tenant account receivables are high. Some units still have vinyl asbestos tile that eventually needs to be replaced or encapsulated. Boiler and boiler room equipment are at the end of their life cycle and need replacement. The power wiring and unit electrical systems are in need of replacement. The galvanized hot and cold water distribution lines are deteriorated and the irrigation system is in disrepair. The grass areas are eroded and need to be reseeded. The sanitary lines need to be replaced.

Strategies to Address Issues

The density of this site is far below the level appropriate for the surrounding community, providing an opportunity for building replacement public housing in a new mixed income development. In collaboration with the City, a developer partner has been selected and redevelopment plans are being prepared while potential funding sources are identified. The award of a Choice Neighborhood Initiative grant has enabled the planning to move forward toward implementation. In the meantime, the Authority will maintain the property, provide life safety improvements, implement some cost effective energy conservation measures, and do modernization work in accordance with the most recent CFP Annual and Five year Plans with limited available funding so that the housing remains safe, operational and not a financial drain on the Authority.

In 2010, the Authority became the co-applicant with MBS in applying to HUD for a Choice Neighborhoods Initiative (CNI) implementation grant. In 2011, HUD awarded the Alice Griffith Housing Development \$30,500,000. The goals of CNI include replacing distressed public and assisted housing with high-quality, mixed-income housing that is integrated in the neighborhood; supporting public and private investment in distressed neighborhoods to offer amenities and assets that are important to families; and improving educational outcomes and intergenerational mobility for youth with services and supports delivered directly to youth and their families.

This development adheres to all of the HOPE SF principles in the revitalization of this severely distressed property and meets the CNI goals, transforming it into a 504-unit, mixed-income community that complements and builds upon existing neighborhood assets and local revitalization efforts underway in the area, as part of the larger Candlestick Point revitalization plan. City partners working on various parts of neighborhood asset building include the San Francisco Unified School District, Office of Economic and Workforce Development, Department of Children, Youth and their Families, Department of Public Health, the Human Services Agency, First Five, and the San Francisco Police Department.

Phases 1 and 2 were completed in April 2017. Phase 3 was completed in November 2017. Phase 4 is scheduled to be completed in February 2018.

Vacant Unit Preparation

Vacant units are not being released as part of the HOPE SF/RAD programs to allow for on-site relocation during the phasing of the revitalization of the project. Only emergency transfer will be allowed as needed.

UPCS Inspections

HUD determined through the Public Housing Assessment System (PHAS) that a designation of "RAD has been issued for the fiscal year end stated in the above subject line.

Based on information in the Public and Indian Housing Information Center (PIC) on the last day of the fiscal year, all public housing projects in inventory had Rental Assistance Demonstration (RAD) applications in process. Pursuant to the RAD guidance, projects with RAD applications in PIC are exempt from scoring under PHAS.

Being exempt from scoring determines that SFHA will not have REAC Inspections. SFHA will continue to perform the UPCS inspections to maintain units safe and habitable. Inspections include unit interiors, plus all common areas, grounds, systems, etc. All problems should be corrected

immediately. Common findings include all broken pavement and site trip hazards, leaks, vegetation overgrowth, graffiti, exposed wiring, blocked egress, inoperable smoke detectors, and outdated fire extinguishers.

Common Area Inspections. Once per year, ALL common areas must be thoroughly inspected. This includes meeting rooms, offices, hallways, program spaces, laundry areas, etc. At Alice Griffith, this includes all laundry areas, lobbies, meeting rooms, program spaces, etc. SFHA staff shall use inspection forms similar to those used by REAC Inspectors for each building and each area.

Painting

The purpose of painting is to preserve structure and equipment from premature deterioration and maintain them in appealing condition. Paint maintenance should result in substantial savings and a pleasant environment.

Inspections will be conducted by in-house Inspectors and Property Managers as follows:

- Conduct visual assessments for deteriorating paint and the failure of any lead hazard reduction measures at unit turnover and every 12 months.
- Address deteriorated paint through paint stabilization unless an evaluation states that there is no lead-based paint.
- Repair enclosures or encapsulations.
- Perform other lead hazard reductions, as necessary.
- If the initial reduction activity required the treatment of soil, identify and treat bare soil.
- Provide a notice of lead hazard reduction activity.
- Provide a written notice in the language of the occupant, to the extent feasible, to occupants asking them to report deteriorated paint or failed encapsulation or enclosure. Include the contact name, address, and telephone number. CPD recommends that the notice be provided every 12 months or at unit turnover.

Extermination

The SFHA contracts out the services for an integrated pest control. The successful management of pests requires an understanding of the target pest ecology and habits as well as the environment in which they exist. It is the desire of SFHA for Contractor to work in partnership with its residents to undertake a program of Integrated Pest Management (IPM) in the treatment of pests.

Pest management activities are to be conducted on all Alice Griffith buildings and a five (5) foot perimeter around these buildings. Exterior treatment includes control services, as needed, for ants and mice. Contractor shall service twice per month all common areas including but not limited to offices, laundry rooms, lobby, and dumpster areas within the apartment complex.

The integrated pest control includes pests such as: cockroaches, ants, bedbugs, spiders, silverfish, flies, mosquitoes, stored product pests, scorpions, bats, rodents, raccoons, opossums, skunks, and pigeons. Property Management shall monitor the Contractor activities to make sure that the following requirements are followed.

Ground and Janitorial Standards

The SFHA considers proper landscaping and maintenance of the grounds to be critical for a successful property. “Curb Appeal” is one of the measures used by owners to determine if a management company is performing well. Regardless of who is assigned the tasks involved, the Property Manager is responsible for ensuring that the grounds are presentable at all times. Methods and assignments vary according to property, as follows.

Alice Griffith: The grass cutting, edging, mulching, pruning and trimming are done by the *Maintenance Generalist II* (with the assistance of the *Maintenance Generalist I*) who is also charged with policing the grounds, picking up trash, and cleaning up at the recycling center, and distributing notices to uncompliant tenants.

Trash Collection Schedule

5718952 Total						9	809.66
5718960	ALICE GRIFFITH PROJECT	1	--W----	CC96G	COMM COMINGLED-RECYCL 96GAL	1	107.30
				CPT1S	ORGANICS 1 64 GALLON CART	1	80.40
				DSCNT	RECYCLING DISCOUNT 1%	6	(153.13)
				TO32	COMM 32 GALLON Toter	15	588.75
				TOLH5	5-96 GAL CARTS	1	472.38
				TOSH6	6-64 GALLON Toter	1	422.85
				TSHX1	64 GAL EXTRA 1X WEEK	211	14,447.17
				(blank)	SUR	SURCHARGE	
5718960 Total						236	16,172.82

PREVENTIVE MAINTENANCE SCHEDULE

DAILY.

Routine Daily Check-ups	Description	To be performed by	Date last completed		
			Date	Date2	Date3
	<p>Inspect the grounds, to make sure that there are no health and safety hazards, such as broken fencing, flooded catch basins, etc., no significant trash, litter or bulk items, and that the grass and plantings are presentable.</p> <p>Check the mechanical room for leaks. In heating season, check that the boilers are running smoothly, that there are no leaks, and that the circulating pump is running.</p> <p>Check the elevator. Each morning, ride the car up and back down. Check lights and fans, car leveling (flush with hall floor), excess vibration, and automatic door openers. Check that the emergency phone is working.</p> <p>Check the trash rooms, trash chute, and dumpster, to ensure that there are no blockages or overflow.</p> <p>Check fire alarm control panel (FACP) for trouble messages. Panel must be closed and locked.</p>	Property Manager/ Maintenance Mechanic/ Laborer and Custodian			

WEEKLY

Routine Weekly Check-ups	Description	To be performed by	Date last completed		
			Date	Date2	Date3
	<p>Check site lighting, after dark. Be sure that all site lighting operates after dark, and turns off at daylight. Reset time clocks as needed. Have blown bulbs or broken fixtures replaced or repaired promptly.</p>	Property Manager/ Maintenance Mechanic/ Laborer and Custodian			

SEMI-MONTHLY

Wheelchair Lifts	Description	To be performed by	Date last completed		
			Date	Date2	Date3
Wheelchair Lifts Preventive Maintenance	<p>Contractor should check the general operation of wheelchair lifts including: levels of lubrication, oil, and grease; drive cabinet; platform; doors and safety of operations.</p> <p>Work not covered by monthly maintenance are Vandalism (Misuse/abuse), Call Backs - Straight time & Premium hours, Fire, Modernizations, Acts of God and Power Outages.</p>	Contractor: ThyssenKrupp Communications Number: (866) 634-5460			

FALL

Date last completed

Plumbing	Description	To be performed by	Date	Date 2	Date3
Plumbing shut-off valves	Inspect for proper operation.	In-house plumber			
Outside faucets	Inspect for proper operation. Check for leaks	In-house Maintenance Mechanic			
Furnace and heater	Service, clean and install filters	In-house Maintenance Mechanic			
Backflow prevention system	Perform inspection and necessary maintenance and file Certifications with the city, maintains a file with all technicians' notes, serial numbers, and model numbers.	In-House plumber			
Boiler Systems	Perform inspection and necessary maintenance and file Certifications with the city, maintains a file with all technicians' notes, serial numbers, and model numbers.	In house steamfitter			
Faucet aerators	Check for proper flow of water. If the flow is reduced, clean the aerator screens. During the first two months, the faucet aerators could require more frequent cleaning.	In-house Maintenance Mechanic			

Interior	Description	To be performed by	Date	Date 2	Date3
Countertops	Inspect for separations at sinks and backsplash. Recaulk where required.	In-house Property Manager/Maintenance Mechanic			
Tiled areas	Inspect for loose or missing grout or caulking. RegROUT or recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Tub enclosures	Inspect caulking and recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace if necessary.	In-house Property Manager/Maintenance Mechanic			

Electrical and appliances	Description	To be performed by	Date	Date 2	Date3
Heating system	Service heating system and heat pump.	In House Electrician			

Exterior	Description	To be performed by	Date	Date 2	Date3
Roof	Check for leaks. Check for damaged, loose, or missing shingles. Check vents and louvers for birds, nests, squirrels, and insects. Check flashing around roof stacks and vents for leaks.	In-house Maintenance Mechanic/ Inspector			
Gutters and downspouts	Clean and check for leaks, misalignment, or damage.	In-house Maintenance Mechanic/ Inspector			
Exterior walls	Check for deteriorating bricks and mortar. Check siding for damage or rot. Check painted surfaces for flaking.	In-house Maintenance Mechanic/ Inspector			
Landscaping	Trim shrubbery around walls. Remove tree limbs, branches, or debris that can attract insects (no wood or shrubbery should be closer than 3 inches to the buildings). Maintain grading.	In-house Laborer			
Concrete and asphalt	Check for cracks or deterioration. Reseal or repair if necessary.	In-house Maintenance Mechanic/ Inspector			
Sewer rooting	Apply jetter to main pipes to clean up root masses growth.	In-house Plumber			

SPRING

Interior	Description	To be performed by	Date last completed		
			Date	Date 2	Date3
Attic	Examine for evidence of any leaks. Check insulation and remove or add if necessary. Check for evidence of birds, squirrels, raccoons, etc. Check for proper ventilation.	In-house Maintenance Mechanic/ Inspector			
Countertops	Inspect for separations at sinks and backsplash. Re-caulk where required.	In-house Property Manager/Maintenance Mechanic			
Tiled areas	Inspect for loose or missing grout or caulking. RegROUT or recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Shower doors/tub enclosures	Inspect for proper fit. Adjust if necessary. Inspect caulking and recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace if necessary.	In-house Property Manager/Maintenance Mechanic			

Electrical and appliances	Description	To be performed by	Date	Date 2	Date3
Heating and cooling system	General furnace inspection: Look for rust, scaling on heat exchanger, and proper flame color; note odd sounds or smells; and check condition of venting. Remove debris around units.	In-house Property Manager/Maintenance Mechanic/Plumber			
Circuit breakers	Visual Inspection and exercise.	In-house Property Manager/Maintenance Mechanic/Electrician			

Exterior	Description	To be performed by	Date	Date 2	Date3
Decks	Scrub mildewed areas and treat for water stains, mildew, and fungus. Check for dry-rot and repair if necessary.	In-house Property Manager/Maintenance Mechanic/Laborers			
Roof	Clean. Check for leaks. Check for damaged, loose or missing shingles. Check vents and louvers for birds, nests, squirrels, and insects. Check flashing around roof stacks, vents, and skylights for leaks.	In-house Property Manager/Inspector			
Pest Control	Seal cracks and holes in the building enclosure, and make sure insect screens in windows are in working order and fit tightly.	Contractor:			
Gutters and downspouts	Clean and check for leaks, misalignment, or damage.	In-house Property Manager/Inspector			
Windows	Clean.	In-house Property Manager/Inspector			
Exterior walls	Check for deteriorating bricks and mortar. Check siding for damage or rot. Check painted surfaces for flaking.	In-house Property Manager/Inspector			
Landscaping	Trim shrubbery around walls. Remove tree limbs, branches, or debris that can attract insects (no wood or shrubbery should be closer than 3 inches to your house). Maintain grading.	In-house Property Manager/Inspector			
Concrete and asphalt	Check for cracks or deterioration. Reseal or repair if necessary.	In-house Property Manager/Inspector			

AREA 2

AMP #967

Potrero Terrace

San Francisco
Housing Authority



CAL 1-2: Potrero Terrace

EIOP:	1942
Development Type:	Walk-up
Occupancy Type:	Family
Number of units:	469
	Family: 469
	Elderly: 0
Bedroom Distribution:	1 Bedroom
	2 Bedroom: (387)
	3 Bedroom: (55)
Number of Buildings:	39
Structure Type:	Reinforced Concrete
Year constructed:	1941



Site Description

The buildings of Potrero Terrace are long, rectilinear, and situated on a steeply terraced hillside. The large site is roughly divided into four sections. Three sections are created by two city streets that run down the hillside, and another section below separated by a street that runs along the side of the hill. Access to units is via sidewalks that run the length of the buildings to the street, and exterior stairs at the ends of some buildings. The laundry rooms have been abandoned; the only community spaces at Potrero Terrace are now located in the Administration Building which houses the office and community spaces.

The landscaping at Potrero Terrace is primarily grass, with some shrubbery. Parking on the site is in the form of head-on small parking lots along the streets. Sidewalks run along the length of the buildings from the street to the units.

Building Envelope and Public Spaces Description

The buildings at Potrero Terrace are composed of concrete masonry walls with concrete floors. Roofs are pitched with clay tiles that were replaced in 2001. Exterior walkways on the second floors run the length of each building and were designed as a means of emergency egress as the only access is by windows. Dwelling units are accessed directly from site walkways.

Mechanical and Electrical Systems Description

Heating is supplied to the units via boilers that service multiple buildings. These boilers also provide domestic hot water to the units. There are no ventilation systems in the units to circulate air and prevent mildew.

Overhead wires and transformers that are owned by the Housing Authority provide electrical power.

Unit Interiors

The unit finishes consist of painted concrete ceilings and plaster wall finishes. The floor covering is resilient tile with sheet vinyl on some interior stairs.

Apparent Safety Problems:

There is no system installed for ventilation above the range. The site steps are broken and unsafe. There are no handrails on the steps. There is vinyl asbestos tile present that will eventually need to be replaced. There is asbestos pipe insulation that also needs to be replaced.

Summary of Issues

The electrical systems are old and need replacement. Boiler and boiler room equipment are at the end of their life cycle and need replacement. The retaining walls are cracked and broken and in need of repair. The window sashes are worn out and need to be replaced. The overhead electrical distribution is inadequate and should be replaced.

Strategies to Address issues

SFHA issued a request for qualifications to rebuild the Potrero Terrace contiguous public housing sites with additional affordable rental, first-time homebuyer and market rate housing. Developer partners were selected and in collaboration with the City and development plans are being prepared while potential funding sources are being identified. Until a redevelopment plan is in place and funding has been identified, the Authority will maintain the property, provide life safety improvements, implement some cost effective energy conservation measures, and do modernization work in accordance with the most recent CFP Annual and Five year Plans with limited available funding so that the housing remains safe, operational and not a financial drain on the Authority.

The Authority is also implementing tenant repayment agreements to increase rent collections and work with the City to improve security.

Vacant Unit Preparation

Vacant units are not being released as part of the HOPE SF/RAD programs to allow for on-site relocation during the phasing of the revitalization of the project. Only emergency transfer will be allowed as needed.

UPCS Inspections

All units must be inspected at least once during the year, by a person trained in UPCS methods. The Executive Director establishes a schedule, with all inspections completed within a 10-month period. The remaining two months can be utilized to catch up on annual inspection work orders, to do HUD inspections, to do preventative maintenance work orders, etc. The annual inspections at Sunnydale are conducted by the Property Manager, using the UPCS form, which is correlated to the format used by REAC inspectors. The completed inspection forms are used by the management office, where they will enter the annual work order data into the computer system. The resultant work orders must be completed by maintenance within 25 days. These work orders must be entered as "Annual" work orders in the software system, so that they can be tracked back to the annual unit inspection.

Housekeeping is not noted or recorded unless conditions are such that there is potential damage to the unit, harm to residents, or obvious pest problems.

HUD determined through the Public Housing Assessment System (PHAS) that a designation of "RAD has been issued for the fiscal year end stated in the above subject line.

Based on information in the Public and Indian Housing Information Center (PIC) on the last day of the fiscal year, all public housing projects in inventory had Rental Assistance Demonstration (RAD) applications in process. Pursuant to the RAD guidance, projects with RAD applications in PIC are exempt from scoring under PHAS.

Being exempt from scoring determines that SFHA will not have REAC Inspections. SFHA will continue to perform the UPCS inspections to maintain units safe and habitable. Inspections include unit interiors, plus all common areas, grounds, systems, etc. All problems should be corrected immediately. Common findings include all broken pavement and site trip hazards, leaks, vegetation overgrowth, graffiti, exposed wiring, blocked egress, inoperable smoke detectors, and outdated fire extinguishers.

Painting

The purpose of painting is to preserve structure and equipment from premature deterioration and maintain them in appealing condition. Paint maintenance should result in substantial savings and a pleasant environment.

Inspections will be conducted by in-house Inspectors and Property Managers as follows:

- Conduct visual assessments for deteriorating paint and the failure of any lead hazard reduction measures at unit turnover and every 12 months.
- Address deteriorated paint through paint stabilization unless an evaluation states that there is no lead-based paint.
- Repair enclosures or encapsulations.
- Perform other lead hazard reductions, as necessary.
- If the initial reduction activity required the treatment of soil, identify and treat bare soil.
- Provide a notice of lead hazard reduction activity.
- Provide a written notice in the language of the occupant, to the extent feasible, to occupants asking them to report deteriorated paint or failed encapsulation or enclosure. Include the contact name, address, and telephone number. CPD recommends that the notice be provided every 12 months or at unit turnover.

Extermination

The SFHA contracts out the services for an integrated pest control. The successful management of pests requires an understanding of the target pest ecology and habits as well as the environment in which they exist. It is the desire of SFHA for Contractor to work in partnership with its residents to undertake a program of Integrated Pest Management (IPM) in the treatment of pests.

Pest management activities are to be conducted on all Potrero Terrace buildings and a five (5) foot perimeter around these buildings. Exterior treatment includes control services, as needed,

for ants and mice. Contractor shall service twice per month all common areas including but not limited to offices, laundry rooms, lobby, and dumpster areas within the apartment complex.

The integrated pest control includes pests such as: cockroaches, ants, bedbugs, spiders, silverfish, flies, mosquitoes, stored product pests, scorpions, bats, rodents, raccoons, opossums, skunks, and pigeons. Property Management shall monitor the Contractor activities to make sure that the following requirements are followed.

Ground and Janitorial Standards

The SFHA considers proper landscaping and maintenance of the grounds to be critical for a successful property. “Curb Appeal” is one of the measures used by owners to determine if a management company is performing well. Regardless of who is assigned the tasks involved, the Property Manager is responsible for ensuring that the grounds are presentable at all times. Methods and assignments vary according to property, as follows.

Potrero Terrace: The grass cutting, edging, mulching, pruning and trimming are done by the *Maintenance Generalist II* (with the assistance of the *Maintenance Generalist I*) who is also charged with policing the grounds, picking up trash, and cleaning up at the recycling center, and distributing notices to uncompliant tenants.

Trash Collection

The Potrero Terrace site has a plan to implement a trash/recycling collection system that could reduce trash collection by approximately 30% with a corresponding decrease in collection costs. This system will also reduce the amount of litter on the grounds and litter pick up by maintenance workers. Potrero Terrace trash will be compacted on site in separate recycle and trash compactors. Residents Recyclers will be hired to educate residents on recycling and haul trash and recycle bins from each residence with trailers to the compactors and then back to the apartments on a daily basis.

Trash Collection Schedule

5718978	900 CONNECTICUT STREET	1	-T-----	TLHX1	96 GAL EXTRA 1X WEEK	3	273.36
				TO32	COMM 32 GALLON TOTER	10	392.50
				TOLH6	6-96 GAL CARTS	1	563.48
				TOSH6	6-64 GALLON TOTER	1	422.85
				TSHX1	64 GAL EXTRA 1X WEEK	350	23,964.50
				(blank)	SUR	SURCHARGE	
5718978 Total						365	25,949.71

PREVENTIVE MAINTENANCE SCHEDULE

DAILY.

Routine Daily Check-ups	Description	To be performed by	Date last completed		
			Date	Date2	Date3
	<p>Inspect the grounds, to make sure that there are no health and safety hazards, such as broken fencing, flooded catch basins, etc., no significant trash, litter or bulk items, and that the grass and plantings are presentable.</p> <p>Check the mechanical room for leaks. In heating season, check that the boilers are running smoothly, that there are no leaks, and that the circulating pump is running.</p> <p>Check the elevator. Each morning, ride the car up and back down. Check lights and fans, car leveling (flush with hall floor), excess vibration, and automatic door openers. Check that the emergency phone is working.</p> <p>Check the trash rooms, trash chute, and dumpster, to ensure that there are no blockages or overflow.</p> <p>Check fire alarm control panel (FACP) for trouble messages. Panel must be closed and locked.</p>	Property Manager/ Maintenance Mechanic/ Laborer and Custodian			

WEEKLY

Routine Weekly Check-ups	Description	To be performed by	Date last completed		
			Date	Date2	Date3
	<p>Check site lighting, after dark. Be sure that all site lighting operates after dark, and turns off at daylight. Reset time clocks as needed. Have blown bulbs or broken fixtures replaced or repaired promptly.</p>	Property Manager/ Maintenance Mechanic/ Laborer and Custodian			

SEMI-MONTHLY

Wheelchair Lifts	Description	To be performed by	Date last completed		
			Date	Date2	Date3
Wheelchair Lifts Preventive Maintenance	<p>Contractor should check the general operation of wheelchair lifts including: levels of lubrication, oil, and grease; drive cabinet; platform; doors and safety of operations.</p> <p>Work not covered by monthly maintenance are Vandalism (Misuse/abuse), Call Backs - Straight time & Premium hours, Fire, Modernizations, Acts of God and Power Outages.</p>	Contractor: ThyssenKrupp Communications Number: (866) 634-5460			

FALL

Date last completed

Plumbing	Description	To be performed by	Date	Date 2	Date3
Plumbing shut-off valves	Inspect for proper operation.	In-house plumber			
Outside faucets	Inspect for proper operation. Check for leaks	In-house Maintenance Mechanic			
Furnace and heater	Service, clean and install filters	In-house Maintenance Mechanic			
Backflow prevention system	Perform inspection and necessary maintenance and file Certifications with the city, maintains a file with all technicians' notes, serial numbers, and model numbers.	In-House plumber			
Boiler Systems	Perform inspection and necessary maintenance and file Certifications with the city, maintains a file with all technicians' notes, serial numbers, and model numbers.	In house steamfitter			
Faucet aerators	Check for proper flow of water. If the flow is reduced, clean the aerator screens. During the first two months, the faucet aerators could require more frequent cleaning.	In-house Maintenance Mechanic			

Interior	Description	To be performed by	Date	Date 2	Date3
Countertops	Inspect for separations at sinks and backsplash. Recaulk where required.	In-house Property Manager/Maintenance Mechanic			
Tiled areas	Inspect for loose or missing grout or caulking. RegROUT or recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Tub enclosures	Inspect caulking and recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace if necessary.	In-house Property Manager/Maintenance Mechanic			

Electrical and appliances	Description	To be performed by	Date	Date 2	Date3
Heating system	Service heating system and heat pump.	In House Electrician			

Exterior	Description	To be performed by	Date	Date 2	Date3
Roof	Check for leaks. Check for damaged, loose, or missing shingles. Check vents and louvers for birds, nests, squirrels, and insects. Check flashing around roof stacks and vents for leaks.	In-house Maintenance Mechanic/ Inspector			
Gutters and downspouts	Clean and check for leaks, misalignment, or damage.	In-house Maintenance Mechanic/ Inspector			
Exterior walls	Check for deteriorating bricks and mortar. Check siding for damage or rot. Check painted surfaces for flaking.	In-house Maintenance Mechanic/ Inspector			
Landscaping	Trim shrubbery around walls. Remove tree limbs, branches, or debris that can attract insects (no wood or shrubbery should be closer than 3 inches to the buildings). Maintain grading.	In-house Laborer			
Concrete and asphalt	Check for cracks or deterioration. Reseal or repair if necessary.	In-house Maintenance Mechanic/ Inspector			
Sewer rooting	Apply jetter to main pipes to clean up root masses growth.	In-house Plumber			

SPRING

Interior	Description	To be performed by	Date last completed		
			Date	Date 2	Date3
Attic	Examine for evidence of any leaks. Check insulation and remove or add if necessary. Check for evidence of birds, squirrels, raccoons, etc. Check for proper ventilation.	In-house Maintenance Mechanic/ Inspector			
Countertops	Inspect for separations at sinks and backsplash. Re-caulk where required.	In-house Property Manager/Maintenance Mechanic			
Tiled areas	Inspect for loose or missing grout or caulking. RegROUT or recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Shower doors/tub enclosures	Inspect for proper fit. Adjust if necessary. Inspect caulking and recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace if necessary.	In-house Property Manager/Maintenance Mechanic			

Electrical and appliances	Description	To be performed by	Date	Date 2	Date3
Heating and cooling system	General furnace inspection: Look for rust, scaling on heat exchanger, and proper flame color; note odd sounds or smells; and check condition of venting. Remove debris around units.	In-house Property Manager/Maintenance Mechanic/Plumber			
Circuit breakers	Visual Inspection and exercise.	In-house Property Manager/Maintenance Mechanic/Electrician			

Exterior	Description	To be performed by	Date	Date 2	Date3
Decks	Scrub mildewed areas and treat for water stains, mildew, and fungus. Check for dry-rot and repair if necessary.	In-house Property Manager/Maintenance Mechanic/Laborers			
Roof	Clean. Check for leaks. Check for damaged, loose or missing shingles. Check vents and louvers for birds, nests, squirrels, and insects. Check flashing around roof stacks, vents, and skylights for leaks.	In-house Property Manager/Inspector			
Pest Control	Seal cracks and holes in the building enclosure, and make sure insect screens in windows are in working order and fit tightly.	Contractor:			
Gutters and downspouts	Clean and check for leaks, misalignment, or damage.	In-house Property Manager/Inspector			
Windows	Clean.	In-house Property Manager/Inspector			
Exterior walls	Check for deteriorating bricks and mortar. Check siding for damage or rot. Check painted surfaces for flaking.	In-house Property Manager/Inspector			
Landscaping	Trim shrubbery around walls. Remove tree limbs, branches, or debris that can attract insects (no wood or shrubbery should be closer than 3 inches to your house). Maintain grading.	In-house Property Manager/Inspector			
Concrete and asphalt	Check for cracks or deterioration. Reseal or repair if necessary.	In-house Property Manager/Inspector			

AREA 2
AMP #971

Potrero Annex

San Francisco
Housing Authority



CAL 1-10: Potrero Annex

EIOP:	1955
Development type:	Townhouse/Garden
Occupancy type:	Family
Number of units:	137
	Family: 137
	Elderly: 0
Bedroom Distribution:	1 Bedroom (1)
	2 Bedroom (46)
	3 Bedroom (55)
	4 Bedroom (18)
	5 Bedroom (5)
Number of buildings:	23
Structure type:	Wood frame



Site Description

Potrero Annex is located on a sloping site at Missouri and 23rd Street. The development has 23 townhouse/garden style apartment buildings scattered throughout the nine acre site. The buildings are accessed by concrete sidewalks and site stairs, which connect to the street sidewalks and other buildings. Due to the considerable slope, concrete retaining walls form terraces throughout the site.

Building Envelope and Public Spaces Description

The buildings at Potrero Annex are wood framed with concrete basement walls and slab-on-grade concrete floors. The exterior finish is stucco on all buildings. The roofs are a shallow pitch that drains to perimeter gutters and exterior downspouts. The roof covering is a built-up system installed in 1998. Also in 1998, 13 of the 23 buildings had new vinyl windows installed.

Mechanical and Electrical Systems Description

The dwelling units are heated by gas-fired wall heaters. Domestic hot water is provided by a central 150-gallon hot water heater located in the basement of each building. Each unit is equipped with a circuit breaker electrical panel.

Unit Interiors

In 1998, 13 of the 23 buildings had major renovations completed to the apartment interiors. The original plaster walls were replaced with gypsum wallboard, and kitchen and bathrooms were remodeled including new sheet vinyl flooring, new plumbing fixtures and cabinets.

The remaining 10 buildings have plaster walls and ceilings, with a combination of wood flooring in the living areas and resilient tile in the kitchens and baths.

Summary of Issues

The window frames are rotten and need to be replaced. The power wiring, unit electrical panels and wiring are in need of replacement. The landscaping needs to be reseeded. The irrigation system does not work. The site steps are chipped and cracked and are missing handrails.

Strategies to Address issues

As part of the HOPE SF Initiative, Potrero Terrace and Annex public housing development will be revitalized through a master planned, new construction development. The proposed project will consist of: (i) the demolition of the existing 61 two-story and three-story residential buildings comprised of 619 public housing dwelling units on the property; (ii) the construction of up to 1,700 new dwelling units, including one-for-one replacement of the existing public housing units, affordable rental units, and market-rate rental and for-sale units; (iii) the construction of up to 15,000 square feet of neighborhood-serving retail and/or flex space; (iv) the construction of up to 35,000 square feet of community space; (v) the development of approximately seven (7) acres of new open spaces, including a community garden and secure outdoor courtyards within residential buildings; and (vi) the development of a reconfigured street network. The entitlements through a Development Agreement with the City were approved in February 2017 concurrently with the Master Developer Agreement.

The demolition and new construction will be phased. The first construction phase is comprised of 72 units of affordable housing located on a vacant City-owned parcel adjacent to the Potrero Terrace which started construction in January 2017 and is scheduled to be completed in December 2018. . Of the 72 units, 53 are designated as public housing replacement units and have an associated project-based voucher. With HUD approval of the Section 18 Demolition and Disposition, and pending award of Housing Choice Voucher/Section 8 subsidies, the first demolition is planned for late 2018 early 2019. Residents in the first demolition phase will either move into the newly constructed building, or residents will be relocated to other on-site or off-site units. Once the first phase of demolition is complete, two new buildings will be constructed and will include public housing replacement, tax credit affordable, and market rate units, along with adjacent street and sidewalk infrastructure. Subsequent housing and infrastructure development will occur in phases. The total anticipated timeline for development is 10-12 years.

Vacant Unit Preparation

Vacant units are not being released as part of the HOPE SF/RAD programs to allow for on-site relocation during the phasing of the revitalization of the project. Only emergency transfer will be allowed as needed.

UPCS Inspections

All units must be inspected at least once during the year, by a person trained in UPCS methods. The Executive Director establishes a schedule, with all inspections completed within a 10-month period. The remaining two months can be utilized to catch up on annual inspection work orders, to do HUD inspections, to do preventative maintenance work orders, etc. The annual inspections at Sunnydale are conducted by the Property Manager, using the UPCS form, which is correlated to the format used by REAC inspectors. The completed inspection forms are used by the management office, where they will enter the annual work order data into the computer system. The resultant work orders must

be completed by maintenance within 25 days. These work orders must be entered as “Annual” work orders in the software system, so that they can be tracked back to the annual unit inspection.

Housekeeping is not noted or recorded unless conditions are such that there is potential damage to the unit, harm to residents, or obvious pest problems.

HUD determined through the Public Housing Assessment System (PHAS) that a designation of "RAD has been issued for the fiscal year end stated in the above subject line.

Based on information in the Public and Indian Housing Information Center (PIC) on the last day of the fiscal year, all public housing projects in inventory had Rental Assistance Demonstration (RAD) applications in process. Pursuant to the RAD guidance, projects with RAD applications in PIC are exempt from scoring under PHAS.

Being exempt from scoring determines that SFHA will not have REAC Inspections. SFHA will continue to perform the UPCS inspections to maintain units safe and habitable. Inspections include unit interiors, plus all common areas, grounds, systems, etc. All problems should be corrected immediately. Common findings include all broken pavement and site trip hazards, leaks, vegetation overgrowth, graffiti, exposed wiring, blocked egress, inoperable smoke detectors, and outdated fire extinguishers.

Common Area Inspections. Once per year, ALL common areas must be thoroughly inspected. This includes meeting rooms, offices, hallways, program spaces, laundry areas, etc. At Potrero Annex, this includes all laundry areas, lobbies, meeting rooms, program spaces, etc. SFHA staff shall use inspection forms similar to those used by REAC Inspectors for each building and each area.

Painting

The purpose of painting is to preserve structure and equipment from premature deterioration and maintain them in appealing condition. Paint maintenance should result in substantial savings and a pleasant environment.

Inspections will be conducted by in-house Inspectors and Property Managers as follows:

- Conduct visual assessments for deteriorating paint and the failure of any lead hazard reduction measures at unit turnover and every 12 months.
- Address deteriorated paint through paint stabilization unless an evaluation states that there is no lead-based paint.
- Repair enclosures or encapsulations.
- Perform other lead hazard reductions, as necessary.
- If the initial reduction activity required the treatment of soil, identify and treat bare soil.
- Provide a notice of lead hazard reduction activity.
- Provide a written notice in the language of the occupant, to the extent feasible, to occupants asking them to report deteriorated paint or failed encapsulation or enclosure. Include the contact name, address, and telephone number. CPD recommends that the notice be provided every 12 months or at unit turnover.

Extermination

The SFHA contracts out the services for an integrated pest control. The successful management of pests requires an understanding of the target pest ecology and habits as well as the environment in which they exist. It is the desire of SFHA for Contractor to work in partnership with its residents to undertake a program of Integrated Pest Management (IPM) in the treatment of pests.

Pest management activities are to be conducted on all Potrero Annex buildings and a five (5) foot perimeter around these buildings. Exterior treatment includes control services, as needed, for ants and mice. Contractor shall service twice per month all common areas including but not limited to offices, laundry rooms, lobby, and dumpster areas within the apartment complex.

The integrated pest control includes pests such as: cockroaches, ants, bedbugs, spiders, silverfish, flies, mosquitoes, stored product pests, scorpions, bats, rodents, raccoons, opossums, skunks, and pigeons. Property Management shall monitor the Contractor activities to make sure that the following requirements are followed.

Ground and Janitorial Standards

The SFHA considers proper landscaping and maintenance of the grounds to be critical for a successful property. “Curb Appeal” is one of the measures used by owners to determine if a management company is performing well. Regardless of who is assigned the tasks involved, the Property Manager is responsible for ensuring that the grounds are presentable at all times. Methods and assignments vary according to property, as follows.

Potrero Annex: The grass cutting, edging, mulching, pruning and trimming are done by the *Maintenance Generalist II* (with the assistance of the *Maintenance Generalist I*) who is also charged with policing the grounds, picking up trash, and cleaning up at the recycling center, and distributing notices to uncompliant tenants.

Trash Collection

The Potrero Annex site has a plan to implement a trash/recycling collection system that could reduce trash collection by approximately 30% with a corresponding decrease in collection costs. This system will also reduce the amount of litter on the grounds and litter pick up by maintenance workers. Potrero Terrace trash will be compacted on site in separate recycle and trash compactors. Residents Recyclers will be hired to educate residents on recycling and haul trash and recycle bins from each residence with trailers to the compactors and then back to the apartments on a daily basis.

Trash Collection Schedule

5174784	700 MISSOURI STREET	1	-T-----	ALL	APARTMENT LIFELINE DISCOUNT	1	(747.53)
				AT32G	APARTMENT 32 GALLON CART	1	25.82
				AT64G	APARTMENT 64 GALLON CART	137	7,074.68
				AT96G	APARTMENT 96 GALLON CART	1	77.46
		7	MTWTFSS	AUNIT	APT DWELLING UNIT CHARGE	159	853.83
5174784 Total						299	7,284.26

PREVENTIVE MAINTENANCE SCHEDULE

DAILY.

Routine Daily Check-ups	Description	To be performed by	Date last completed		
			Date	Date2	Date3
	<p>Inspect the grounds, to make sure that there are no health and safety hazards, such as broken fencing, flooded catch basins, etc., no significant trash, litter or bulk items, and that the grass and plantings are presentable.</p> <p>Check the mechanical room for leaks. In heating season, check that the boilers are running smoothly, that there are no leaks, and that the circulating pump is running.</p> <p>Check the elevator. Each morning, ride the car up and back down. Check lights and fans, car leveling (flush with hall floor), excess vibration, and automatic door openers. Check that the emergency phone is working.</p> <p>Check the trash rooms, trash chute, and dumpster, to ensure that there are no blockages or overflow.</p> <p>Check fire alarm control panel (FACP) for trouble messages. Panel must be closed and locked.</p>	Property Manager/ Maintenance Mechanic/ Laborer and Custodian			

WEEKLY

Routine Weekly Check-ups	Description	To be performed by	Date last completed		
			Date	Date2	Date3
	<p>Check site lighting, after dark. Be sure that all site lighting operates after dark, and turns off at daylight. Reset time clocks as needed. Have blown bulbs or broken fixtures replaced or repaired promptly.</p>	Property Manager/ Maintenance Mechanic/ Laborer and Custodian			

SEMI-MONTHLY

Wheelchair Lifts	Description	To be performed by	Date last completed		
			Date	Date2	Date3
Wheelchair Lifts Preventive Maintenance	<p>Contractor should check the general operation of wheelchair lifts including: levels of lubrication, oil, and grease; drive cabinet; platform; doors and safety of operations.</p> <p>Work not covered by monthly maintenance are Vandalism (Misuse/abuse), Call Backs - Straight time & Premium hours, Fire, Modernizations, Acts of God and Power Outages.</p>	Contractor: ThyssenKrupp Communications Number: (866) 634-5460			

FALL

Date last completed

Plumbing	Description	To be performed by	Date	Date 2	Date3
Plumbing shut-off valves	Inspect for proper operation.	In-house plumber			
Outside faucets	Inspect for proper operation. Check for leaks	In-house Maintenance Mechanic			
Furnace and heater	Service, clean and install filters	In-house Maintenance Mechanic			
Backflow prevention system	Perform inspection and necessary maintenance and file Certifications with the city, maintains a file with all technicians' notes, serial numbers, and model numbers.	In-House plumber			
Boiler Systems	Perform inspection and necessary maintenance and file Certifications with the city, maintains a file with all technicians' notes, serial numbers, and model numbers.	In house steamfitter			
Faucet aerators	Check for proper flow of water. If the flow is reduced, clean the aerator screens. During the first two months, the faucet aerators could require more frequent cleaning.	In-house Maintenance Mechanic			

Interior	Description	To be performed by	Date	Date 2	Date3
Countertops	Inspect for separations at sinks and backsplash. Recaulk where required.	In-house Property Manager/Maintenance Mechanic			
Tiled areas	Inspect for loose or missing grout or caulking. RegROUT or recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Tub enclosures	Inspect caulking and recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace if necessary.	In-house Property Manager/Maintenance Mechanic			

Electrical and appliances	Description	To be performed by	Date	Date 2	Date3
Heating system	Service heating system and heat pump.	In House Electrician			

Exterior	Description	To be performed by	Date	Date 2	Date3
Roof	Check for leaks. Check for damaged, loose, or missing shingles. Check vents and louvers for birds, nests, squirrels, and insects. Check flashing around roof stacks and vents for leaks.	In-house Maintenance Mechanic/ Inspector			
Gutters and downspouts	Clean and check for leaks, misalignment, or damage.	In-house Maintenance Mechanic/ Inspector			
Exterior walls	Check for deteriorating bricks and mortar. Check siding for damage or rot. Check painted surfaces for flaking.	In-house Maintenance Mechanic/ Inspector			
Landscaping	Trim shrubbery around walls. Remove tree limbs, branches, or debris that can attract insects (no wood or shrubbery should be closer than 3 inches to the buildings). Maintain grading.	In-house Laborer			
Concrete and asphalt	Check for cracks or deterioration. Reseal or repair if necessary.	In-house Maintenance Mechanic/ Inspector			
Sewer rooting	Apply jetter to main pipes to clean up root masses growth.	In-house Plumber			

SPRING

Interior	Description	To be performed by	Date last completed		
			Date	Date 2	Date3
Attic	Examine for evidence of any leaks. Check insulation and remove or add if necessary. Check for evidence of birds, squirrels, raccoons, etc. Check for proper ventilation.	In-house Maintenance Mechanic/ Inspector			
Countertops	Inspect for separations at sinks and backsplash. Re-caulk where required.	In-house Property Manager/Maintenance Mechanic			
Tiled areas	Inspect for loose or missing grout or caulking. RegROUT or recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Shower doors/tub enclosures	Inspect for proper fit. Adjust if necessary. Inspect caulking and recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace if necessary.	In-house Property Manager/Maintenance Mechanic			

Electrical and appliances	Description	To be performed by	Date	Date 2	Date3
Heating and cooling system	General furnace inspection: Look for rust, scaling on heat exchanger, and proper flame color; note odd sounds or smells; and check condition of venting. Remove debris around units.	In-house Property Manager/Maintenance Mechanic/Plumber			
Circuit breakers	Visual Inspection and exercise.	In-house Property Manager/Maintenance Mechanic/Electrician			

Exterior	Description	To be performed by	Date	Date 2	Date3
Decks	Scrub mildewed areas and treat for water stains, mildew, and fungus. Check for dry-rot and repair if necessary.	In-house Property Manager/Maintenance Mechanic/Laborers			
Roof	Clean. Check for leaks. Check for damaged, loose or missing shingles. Check vents and louvers for birds, nests, squirrels, and insects. Check flashing around roof stacks, vents, and skylights for leaks.	In-house Property Manager/Inspector			
Pest Control	Seal cracks and holes in the building enclosure, and make sure insect screens in windows are in working order and fit tightly.	Contractor:			
Gutters and downspouts	Clean and check for leaks, misalignment, or damage.	In-house Property Manager/Inspector			
Windows	Clean.	In-house Property Manager/Inspector			
Exterior walls	Check for deteriorating bricks and mortar. Check siding for damage or rot. Check painted surfaces for flaking.	In-house Property Manager/Inspector			
Landscaping	Trim shrubbery around walls. Remove tree limbs, branches, or debris that can attract insects (no wood or shrubbery should be closer than 3 inches to your house). Maintain grading.	In-house Property Manager/Inspector			
Concrete and asphalt	Check for cracks or deterioration. Reseal or repair if necessary.	In-house Property Manager/Inspector			

AREA 4
AMP #985

363 Noe Street
200 Randolph /
4101 Noriega /
2206-2268 Great Highway

San Francisco
Housing Authority



CAL 1-34: 363 Noe Street

EIOP:	1972
Development Type:	Low-rise
Occupancy Type:	Senior
Number of units:	22
	Family: 0
	Elderly: 22
Bedroom Distribution:	Studio (19)
	1 Bedroom (3)
Number of buildings:	1
Structure Type:	Wood Frame
Year constructed:	1971



Site Description

363 Noe Street is located between 16th and 17th Streets. The site has a considerable slope from west to east, the main entrance to the building being at grade level on Noe Street, approximately 12' below the grade on the opposite side of the building. A small patio is located off the rear entrance, and there is a small parking lot accessible from Pond Street. Landscaping is very limited, consisting mainly of grass near the rear patio and a few small planters.

Building Envelope and Public Spaces Description

The building is wood-frame with a stucco exterior and a concrete slab-on-grade foundation. There are two different types of roofs. A pitched roof with asphalt shingles covers the front three units on Noe Street. The rest of the building has a low slope roof of built-up asphalt.

The entrance lobby, Community Room, public restrooms and laundry room are located on the first floor. Dwelling units are accessed from an interior corridor on the second and third levels. These corridors are served by an elevator as well as two stairwells, one at each end of the building.

Mechanical and Electrical Systems Description

Dwelling units and common areas are heated by a hydronic radiation system. Two boilers at the west end of the building supply the hydronic radiators, as well as domestic hot water.

Main electrical panels are the circuit breaker type, with individual breaker panels located in each dwelling unit.

Unit Interiors

Unit interior finishes consist of gypsum wallboard ceilings and walls. The majority of the floor coverings are resilient tile, while some units have carpet in the living areas and sheet vinyl in the kitchens and bathrooms.

Apparent Safety Problems

None

Summary of Issues

The casework has scratches and burns and need to be replaced.

Strategies to Address issues

The Authority prepared feasibility studies for four scattered site properties containing seventy public housing units owned by the Authority: 4101 Noriega, 363 Noe, 200 Randolph, 2206-2268 Great Highway, and San Jules Apartments. Key questions of the feasibility studies included: whether any high-density development is feasible, is it more feasible to sell a parcel and replace the existing public housing units one-for-one in another location, or should the Authority rehabilitate the sites with acquisition/rehabilitation tax credits. The Authority evaluated the scattered sites and determined that all of the systems in these buildings have reached the end of their useful lifespans. To better support low-income residents in San Francisco, the Authority plans to convert the scattered sites to Project-Based Vouchers, then transfer ownership and management to a non-profit developer entity. The increased rent subsidies from the vouchers will enable the private owners to secure the additional resources necessary to complete full rehabilitations of the scattered sites. The Authority is committed to protecting the rights of the current residents in these units and meeting all requirements pursuant to HUD's public housing regulations.

Financing

The goal is to improve housing conditions for as many residents as possible. The combination of the above financing with a public land trust (evidenced by a long-term ground lease) and local developers is the public private partnership consistent with the Authority's re-envisioning report. This structure ensures the long-term affordability and oversight of housing through the land lease structure; access to new funds not available to the Authority; and improved housing conditions for residents.

Vacant Unit Preparation

On the day a resident vacates a unit, the Property Manager or designee secures the unit and schedules a move out inspection with the resident. If the resident cannot be contacted, the inspection will be completed on the Move-in/Move-out Inspection form and placed in the tenant file. The Property Manager notes all items which must be repaired. Units that are vacated by residents shall be secured and cleaned out within seven days. For units requiring cleaning, painting and minor plumbing, electrical and carpentry work, work orders prepared and distributed to the appropriate Maintenance staff. Units requiring replacement of cabinets, doors, flooring, plumbing and light fixtures as well as cleaning and painting are designated as Mod units and rehabilitated with available modernization funding.

UPCS Inspections

All units must be inspected at least once during the year, by a person trained in UPCS methods. The Executive Director establishes a schedule, with all inspections completed within a 10-month period. The remaining two months can be utilized to catch up on annual inspection work orders, to do HUD inspections, to do preventative maintenance work orders, etc. The annual inspections at Sunnydale are conducted by the Property Manager, using the UPCS form, which is correlated to the format used by REAC inspectors. The completed inspection forms are used by the management office, where they will enter the annual work order data into the computer system. The resultant work orders must be completed by maintenance within 25 days. These work orders must be entered as "Annual" work orders in the software system, so that they can be tracked back to the annual unit inspection.

Housekeeping is not noted or recorded unless conditions are such that there is potential damage to the unit, harm to residents, or obvious pest problems.

HUD determined through the Public Housing Assessment System (PHAS) that a designation of "RAD has been issued for the fiscal year end stated in the above subject line.

Based on information in the Public and Indian Housing Information Center (PIC) on the last day of the fiscal year, all public housing projects in inventory had Rental Assistance Demonstration (RAD) applications in process. Pursuant to the RAD guidance, projects with RAD applications in PIC are exempt from scoring under PHAS.

Being exempt from scoring determines that SFHA will not have REAC Inspections. SFHA will continue to perform the UPCS inspections to maintain units safe and habitable. Inspections include unit interiors, plus all common areas, grounds, systems, etc. All problems should be corrected immediately. Common findings include all broken pavement and site trip hazards, leaks, vegetation overgrowth, graffiti, exposed wiring, blocked egress, inoperable smoke detectors, and outdated fire extinguishers. *Common Area Inspections.* Once per year, ALL common areas must be thoroughly inspected. This includes meeting rooms, offices, hallways, program spaces, laundry areas, etc. At 200 Randolph Street, this includes all laundry areas, lobbies, meeting rooms, program spaces, etc. SFHA staff shall use inspection forms similar to those used by REAC Inspectors for each building and each area.

Painting

The purpose of painting is to preserve structure and equipment from premature deterioration and maintain them in appealing condition. Paint maintenance should result in substantial savings and a pleasant environment.

Inspections will be conducted by in-house Inspectors and Property Managers as follows:

- Conduct visual assessments for deteriorating paint and the failure of any lead hazard reduction measures at unit turnover and every 12 months.
- Address deteriorated paint through paint stabilization unless an evaluation states that there is no lead-based paint.
- Repair enclosures or encapsulations.
- Perform other lead hazard reductions, as necessary.

- If the initial reduction activity required the treatment of soil, identify and treat bare soil.
- Provide a notice of lead hazard reduction activity.
- Provide a written notice in the language of the occupant, to the extent feasible, to occupants asking them to report deteriorated paint or failed encapsulation or enclosure. Include the contact name, address, and telephone number. CPD recommends that the notice be provided every 12 months or at unit turnover.

Extermination

The SFHA contracts out the services for an integrated pest control. The successful management of pests requires an understanding of the target pest ecology and habits as well as the environment in which they exist. It is the desire of SFHA for Contractor to work in partnership with its residents to undertake a program of Integrated Pest Management (IPM) in the treatment of pests.

Exterior treatment includes control services, as needed, for ants and mice. Contractor shall service twice per month all common areas including but not limited to offices, laundry rooms, lobby, and dumpster areas within the apartment complex.

The integrated pest control includes pests such as: cockroaches, ants, bedbugs, spiders, silverfish, flies, mosquitoes, stored product pests, scorpions, bats, rodents, raccoons, opossums, skunks, and pigeons. Property Management shall monitor the Contractor activities to make sure that the following requirements are followed.

Ground and Janitorial Standards

The SFHA considers proper landscaping and maintenance of the grounds to be critical for a successful property. “Curb Appeal” is one of the measures used by owners to determine if a management company is performing well. Regardless of who is assigned the tasks involved, the Property Manager is responsible for ensuring that the grounds are presentable at all times. Methods and assignments vary according to property, as follows.

363 Noe Street: The common area cleaning and maintenance are done by the *Maintenance Generalist II* (with the assistance of the *Maintenance Generalist I*) who is also charged with policing the site, picking up trash, cleaning up at the trash room and trash chutes, and distributing notices to uncompliant tenants.

Trash Collection

Cust #	Service Addr	Times per week	Days	Service c	Service Description	Units	Current Charges		
5173885	363 NOE ST	1	-T-----	AA2YD	APARTMENT 2 YARD CONTAINER	1	325.92		
				AAKEY	APARTMENT KEY CHARGE	3	21.72		
				AD050	APT DISTANCE 50' - 99'	1	40.74		
				AO64G	APT ORGANICS 64 GAL GREEN	1	51.64		
				ARC64	COMINGLED - RECYCLING 64 GAL	1	51.64		
				ARC96	COMINGLED - RECYCLING 96 GAL	1	77.46		
				DSCNT	RECYCLING DISCOUNT 11%	4	(55.73)		
				-----S	APARTMENT LIFELINE DISCOUNT	1	(58.78)		
				7	MTWTFSS	AUNIT	APT DWELLING UNIT CHARGE	22	118.14
				5173885 Total					

PREVENTIVE MAINTENANCE SCHEDULE

DAILY.

Routine Daily Check-ups	Description	To be performed by	Date last completed		
			Date	Date2	Date 3
	<p>Inspect the grounds, to make sure that there are no health and safety hazards, such as broken fencing, flooded catch basins, etc., no significant trash, litter or bulk items, and that the grass and plantings are presentable.</p> <p>Check the mechanical room for leaks. In heating season, check that the boilers are running smoothly, that there are no leaks, and that the circulating pump is running.</p> <p>Check the trash rooms, trash chute, and dumpster, to ensure that there are no blockages or overflow.</p> <p>Check fire alarm control panel (FACP) for trouble messages. Panel must be closed and locked.</p>	Property Manager/ Maintenance Mechanic/ Laborer and Custodian			

WEEKLY

Routine Weekly Check-ups	Description	To be performed by	Date last completed		
			Date	Date2	Date 3
	<p>Check site lighting, after dark. Be sure that all site lighting operates after dark, and turns off at daylight. Reset time clocks as needed. Have blown bulbs or broken fixtures replaced or repaired promptly.</p>	Property Manager/ Maintenance Mechanic/ Laborer and Custodian			

FALL

Plumbing	Description	To be performed by	Date last completed		
			Date	Date 2	Date 3
Plumbing shut-off valves	Inspect for proper operation.	In-house plumber			
Outside faucets	Inspect for proper operation. Check for leaks	In-house Maintenance Mechanic			
Furnace and heater	Service, clean and install filters	In-house Maintenance Mechanic			
Backflow prevention system	Perform inspection and necessary maintenance and file Certifications with the	In-House plumber			

	city, maintains a file with all technicians' notes, serial numbers, and model numbers.	
Boiler Systems	Perform inspection and necessary maintenance and file Certifications with the city, maintains a file with all technicians' notes, serial numbers, and model numbers.	In house steamfitter
Faucet aerators	Check for proper flow of water. If the flow is reduced, clean the aerator screens. During the first two months, the faucet aerators could require more frequent cleaning.	In-house Maintenance Mechanic

Interior	Description	To be performed by	Date	Date	Date
				2	3
Countertops	Inspect for separations at sinks and backsplash. Recaulk where required.	In-house Property Manager/Maintenance Mechanic			
Tiled areas	Inspect for loose or missing grout or caulking. RegROUT or recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Tub enclosures	Inspect caulking and recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace if necessary.	In-house Property Manager/Maintenance Mechanic			

Electrical and appliances	Description	To be performed by	Date	Date	Date
				2	3
Heating system	Service heating system and heat pump.	In House Electrician			
Exhaust fan systems	Remove debris from around units and clean with garden hose. Remove window air conditioner or protect with weatherproof cover. Clean and replace filters if necessary.	In House Electrician			
Exit and emergency lighting systems	Inspect and service if necessary.	In-house Maintenance Mechanic/ Electrician			

Exterior	Description	To be performed by	Date	Date 2	Date 3
Roof	Check for leaks. Check for damaged, loose, or missing shingles. Check vents and louvers for birds, nests, squirrels, and insects. Check flashing around roof stacks and vents for leaks.	In-house Maintenance Mechanic/ Inspector			
Gutters and downspouts	Clean and check for leaks, misalignment, or damage.	In-house Maintenance Mechanic/ Inspector			
Exterior walls	Check for deteriorating bricks and mortar. Check siding for damage or rot. Check painted surfaces for flaking.	In-house Maintenance Mechanic/ Inspector			
Landscaping	Trim shrubbery around walls. Remove tree limbs, branches, or debris that can attract insects (no wood or shrubbery should be closer than 3 inches to the buildings). Maintain grading.	In-house Laborer			
Concrete and asphalt	Check for cracks or deterioration. Reseal or repair if necessary.	In-house Maintenance Mechanic/ Inspector			
Sewer rooting	Apply jetter to main pipes to clean up root masses growth.	In-house Plumber			

SPRING

Interior	Description	To be performed by	Date last completed		
			Date	Date 2	Date 3
Countertops	Inspect for separations at sinks and backsplash. Re-caulk where required.	In-house Property Manager/Maintenance Mechanic			
Tiled areas	Inspect for loose or missing grout or caulking. RegROUT or recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Shower doors/tub enclosures	Inspect for proper fit. Adjust if necessary. Inspect caulking and recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace if necessary.	In-house Property Manager/Maintenance Mechanic			

Electrical and appliances	Description	To be performed by	Date	Date 2	Date 3
Heating and cooling system	General furnace inspection: Look for rust, scaling on heat exchanger, and proper flame color; note odd sounds or smells; and check condition of venting. Remove debris around units.	In-house Property Manager/Maintenance Mechanic/Plumber			
Circuit breakers	Visual Inspection and exercise.	In-house Property Manager/Maintenance Mechanic/Electrician			

Exterior	Description	To be performed by	Date	Date 2	Date 3
Roof	Clean. Check for leaks. Check for damaged, loose or missing shingles. Check vents and louvers for birds, nests, squirrels, and insects. Check flashing around roof stacks, vents, and skylights for leaks.	In-house Property Manager/Inspector			
Pest Control	Seal cracks and holes in the building enclosure, and make sure insect screens in windows are in working order and fit tightly.	Contractor:			
Gutters and downspouts	Clean and check for leaks, misalignment, or damage.	In-house Property Manager/Inspector			
Windows	Clean.	In-house Property Manager/Inspector			
Exterior walls	Check for deteriorating bricks and mortar. Check siding for damage or rot. Check painted surfaces for flaking.	In-house Property Manager/Inspector			
Landscaping	Trim shrubbery around walls. Remove tree limbs, branches, or debris that can attract insects (no wood or shrubbery should be closer than 3 inches to your house). Maintain grading.	In-house Property Manager/Inspector			
Concrete and asphalt	Check for cracks or deterioration. Reseal or repair if necessary.	In-house Property Manager/Inspector			

CAL 1-34: 200 Randolph

EIOP: 1972
Development Type: Walk-up
Occupancy Type: Family
Number of units: 16
Family: 16
Elderly: 0
Bedroom Distribution: 2 Bedroom: (8)
3 Bedroom: (2)
4 Bedroom: (6)
Number of Buildings: 3
Structure Type: Wood Frame
Year constructed: 1971



Site Description

200 Randolph Street is located at the corner of Randolph and Head Streets. A sixteen unit, three-story walk-up, fronts Head Street and another ten-unit walk-up faces Randolph Street. A detached one-story community room occupies the northwest corner of the site. The site has a moderate slope increasing in elevation from Randolph Street northward. The configuration of the site permits cars to enter garages at one level of the site and residents to enter units above garages at another level. Site landscaping is limited to small planting areas along the street and a terraced yard adjacent to the community room.

Building Envelope and Public Spaces Description

The buildings have eight-foot concrete block foundation walls and wood framing above. The exterior is finished with stucco. A pitched roof with asphalt shingles is used on all three buildings. Window frames are aluminum. Doors are both wood and metal. Public space consists of the community room, garage, and garbage room.

Mechanical and Electrical Systems Description

Each unit has its own-ducted furnace. One boiler provides domestic water. Individual units have two switch electrical breaker boxes.

Unit Interiors

Interior finishes consist of painted gypsum wallboard walls and ceilings. The floor coverings are resilient tile.

Apparent Safety Problems

None

Summary of Issues

The roof and gutters on the community building requires extensive repair or replacement.

Upgrade and hold. This property is sound and fit well into the surrounding neighborhoods in both scale and building types. They require only moderate rehabilitation identified in the 2007 Comprehensive Physical Needs Assessment to continue to provide decent housing for public housing residents consistent with the Authority's PHA Plan, CFP Plans, and Energy Plan.

Strategies to Address issues

The Authority prepared feasibility studies for four scattered site properties containing seventy public housing units owned by the Authority: 4101 Noriega, 363 Noe, 200 Randolph, 2206-2268 Great Highway, and San Jules Apartments. Key questions of the feasibility studies included: whether any high-density development is feasible, is it more feasible to sell a parcel and replace the existing public housing units one-for-one in another location, or should the Authority rehabilitate the sites with acquisition/rehabilitation tax credits. The Authority evaluated the scattered sites and determined that all of the systems in these buildings have reached the end of their useful lifespans. To better support low-income residents in San Francisco, the Authority plans to convert the scattered sites to Project-Based Vouchers, then transfer ownership and management to a non-profit developer entity. The increased rent subsidies from the vouchers will enable the private owners to secure the additional resources necessary to complete full rehabilitations of the scattered sites. The Authority is committed to protecting the rights of the current residents in these units and meeting all requirements pursuant to HUD's public housing regulations.

Financing

The goal is to improve housing conditions for as many residents as possible. The combination of the above financing with a public land trust (evidenced by a long-term ground lease) and local developers is the public private partnership consistent with the Authority's re-envisioning report. This structure ensures the long-term affordability and oversight of housing through the land lease structure; access to new funds not available to the Authority; and improved housing conditions for residents.

Vacant Unit Preparation

On the day a resident vacates a unit, the Property Manager or designee secures the unit and schedules a move out inspection with the resident. If the resident cannot be contacted, the inspection will be completed on the Move-in/Move-out Inspection form and placed in the tenant file. The Property Manager notes all items which must be repaired. Units that are vacated by residents shall be secured and cleaned out within seven days. For units requiring cleaning, painting and minor plumbing, electrical and carpentry work, work orders prepared and distributed to the appropriate Maintenance staff. Units requiring replacement of cabinets, doors, flooring, plumbing

and light fixtures as well as cleaning and painting are designated as Mod units and rehabilitated with available modernization funding.

UPCS Inspections

All units must be inspected at least once during the year, by a person trained in UPCS methods. The Executive Director establishes a schedule, with all inspections completed within a 10-month period. The remaining two months can be utilized to catch up on annual inspection work orders, to do HUD inspections, to do preventative maintenance work orders, etc. The annual inspections at Sunnydale are conducted by the Property Manager, using the UPCS form, which is correlated to the format used by REAC inspectors. The completed inspection forms are used by the management office, where they will enter the annual work order data into the computer system. The resultant work orders must be completed by maintenance within 25 days. These work orders must be entered as “Annual” work orders in the software system, so that they can be tracked back to the annual unit inspection.

Housekeeping is not noted or recorded unless conditions are such that there is potential damage to the unit, harm to residents, or obvious pest problems.

HUD determined through the Public Housing Assessment System (PHAS) that a designation of "RAD has been issued for the fiscal year end stated in the above subject line.

Based on information in the Public and Indian Housing Information Center (PIC) on the last day of the fiscal year, all public housing projects in inventory had Rental Assistance Demonstration (RAD) applications in process. Pursuant to the RAD guidance, projects with RAD applications in PIC are exempt from scoring under PHAS.

Being exempt from scoring determines that SFHA will not have REAC Inspections. SFHA will continue to perform the UPCS inspections to maintain units safe and habitable. Inspections include unit interiors, plus all common areas, grounds, systems, etc. All problems should be corrected immediately. Common findings include all broken pavement and site trip hazards, leaks, vegetation overgrowth, graffiti, exposed wiring, blocked egress, inoperable smoke detectors, and outdated fire extinguishers.

Common Area Inspections. Once per year, ALL common areas must be thoroughly inspected. This includes meeting rooms, offices, hallways, program spaces, laundry areas, etc. At 200 Randolph Street, this includes all laundry areas, lobbies, meeting rooms, program spaces, etc. SFHA staff shall use inspection forms similar to those used by REAC Inspectors for each building and each area.

Painting

The purpose of painting is to preserve structure and equipment from premature deterioration and maintain them in appealing condition. Paint maintenance should result in substantial savings and a pleasant environment.

Inspections will be conducted by in-house Inspectors and Property Managers as follows:

- Conduct visual assessments for deteriorating paint and the failure of any lead hazard reduction measures at unit turnover and every 12 months.
- Address deteriorated paint through paint stabilization unless an evaluation states that there is no lead-based paint.
- Repair enclosures or encapsulations.
- Perform other lead hazard reductions, as necessary.
- If the initial reduction activity required the treatment of soil, identify and treat bare soil.
- Provide a notice of lead hazard reduction activity.
- Provide a written notice in the language of the occupant, to the extent feasible, to occupants asking them to report deteriorated paint or failed encapsulation or enclosure. Include the contact name, address, and telephone number. CPD recommends that the notice be provided every 12 months or at unit turnover.

Extermination

The SFHA contracts out the services for an integrated pest control. The successful management of pests requires an understanding of the target pest ecology and habits as well as the environment in which they exist. It is the desire of SFHA for Contractor to work in partnership with its residents to undertake a program of Integrated Pest Management (IPM) in the treatment of pests.

Exterior treatment includes control services, as needed, for ants and mice. Contractor shall service twice per month all common areas including but not limited to offices, laundry rooms, lobby, and dumpster areas within the apartment complex.

The integrated pest control includes pests such as: cockroaches, ants, bedbugs, spiders, silverfish, flies, mosquitoes, stored product pests, scorpions, bats, rodents, raccoons, opossums, skunks, and pigeons. Property Management shall monitor the Contractor activities to make sure that the following requirements are followed.

Ground and Janitorial Standards

The SFHA considers proper landscaping and maintenance of the grounds to be critical for a successful property. “Curb Appeal” is one of the measures used by owners to determine if a management company is performing well. Regardless of who is assigned the tasks involved, the Property Manager is responsible for ensuring that the grounds are presentable at all times. Methods and assignments vary according to property, as follows.

200 Randolph Street: The common area cleaning and maintenance are done by the *Maintenance Generalist II* (with the assistance of the *Maintenance Generalist I*) who is also charged with policing the site, picking up trash, cleaning up at the trash room and trash chutes, and distributing notices to uncompliant tenants.

Trash Collection

5175385	200 RANDOLPH STREET	1	M-----	ALL	APARTMENT LIFELINE DISCOUNT	1	(56.06)
				AO32G	APT ORGANICS 32 GAL GREEN	1	25.82
				ARC96	COMINGLED - RECYCLING 96 GAL	1	77.46
				AT32G	APARTMENT 32 GALLON CART	16	413.12
		7	MTWTFSS	AUNIT	APT DWELLING UNIT CHARGE	16	85.92
5175385 Total						35	546.26

PREVENTIVE MAINTENANCE SCHEDULE

DAILY.

Routine Daily Check-ups	Description	To be performed by	Date last completed		
			Date	Date2	Date 3
	<p>Inspect the grounds, to make sure that there are no health and safety hazards, such as broken fencing, flooded catch basins, etc., no significant trash, litter or bulk items, and that the grass and plantings are presentable.</p> <p>Check the mechanical room for leaks. In heating season, check that the boilers are running smoothly, that there are no leaks, and that the circulating pump is running.</p> <p>Check the trash rooms, trash chute, and dumpster, to ensure that there are no blockages or overflow.</p> <p>Check fire alarm control panel (FACP) for trouble messages. Panel must be closed and locked.</p>	Property Manager/ Maintenance Mechanic/ Laborer and Custodian			

WEEKLY

Routine Weekly Check-ups	Description	To be performed by	Date last completed		
			Date	Date2	Date 3
	<p>Check site lighting, after dark. Be sure that all site lighting operates after dark, and turns off at daylight. Reset time clocks as needed. Have blown bulbs or broken fixtures replaced or repaired promptly.</p>	Property Manager/ Maintenance Mechanic/ Laborer and Custodian			

FALL

Plumbing	Description	To be performed by	Date last completed		
			Date	Date 2	Date 3
Plumbing shut-off valves	Inspect for proper operation.	In-house plumber			
Outside faucets	Inspect for proper operation. Check for leaks	In-house Maintenance Mechanic			
Furnace and heater	Service, clean and install filters	In-house Maintenance Mechanic			
Backflow prevention system	Perform inspection and necessary maintenance and file Certifications with the city, maintains a file with all technicians' notes, serial numbers, and model numbers.	In-House plumber			

Boiler Systems	Perform inspection and necessary maintenance and file Certifications with the city, maintains a file with all technicians' notes, serial numbers, and model numbers.	In house steamfitter
Faucet aerators	Check for proper flow of water. If the flow is reduced, clean the aerator screens. During the first two months, the faucet aerators could require more frequent cleaning.	In-house Maintenance Mechanic

Interior	Description	To be performed by	Date	Date	Date
				2	3
Countertops	Inspect for separations at sinks and backsplash. Recaulk where required.	In-house Property Manager/Maintenance Mechanic			
Tiled areas	Inspect for loose or missing grout or caulking. RegROUT or recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Tub enclosures	Inspect caulking and recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace if necessary.	In-house Property Manager/Maintenance Mechanic			

Electrical and appliances	Description	To be performed by	Date	Date	Date
				2	3
Heating system	Service heating system and heat pump.	In House Electrician			
Exhaust fan systems	Remove debris from around units and clean with garden hose. Remove window air conditioner or protect with weatherproof cover. Clean and replace filters if necessary.	In House Electrician			
Exit and emergency lighting systems	Inspect and service if necessary.	In-house Maintenance Mechanic/ Electrician			

Exterior	Description	To be performed by	Date	Date	Date
				2	3
Roof	Check for leaks. Check for damaged, loose, or missing shingles. Check vents and louvers for birds, nests, squirrels, and insects. Check flashing around roof stacks and vents for leaks.	In-house Maintenance Mechanic/ Inspector			
Gutters and downspouts	Clean and check for leaks, misalignment, or damage.	In-house Maintenance Mechanic/ Inspector			

Exterior walls	Check for deteriorating bricks and mortar. Check siding for damage or rot. Check painted surfaces for flaking.	In-house Maintenance Mechanic/ Inspector
Landscaping	Trim shrubbery around walls. Remove tree limbs, branches, or debris that can attract insects (no wood or shrubbery should be closer than 3 inches to the buildings). Maintain grading.	In-house Laborer
Concrete and asphalt	Check for cracks or deterioration. Reseal or repair if necessary.	In-house Maintenance Mechanic/ Inspector
Sewer rooting	Apply jetter to main pipes to clean up root masses growth.	In-house Plumber

SPRING

Date last completed

Interior	Description	To be performed by	Date last completed		
			Date	Date 2	Date 3
Countertops	Inspect for separations at sinks and backsplash. Re-caulk where required.	In-house Property Manager/Maintenance Mechanic			
Tiled areas	Inspect for loose or missing grout or caulking. Re-grout or re-caulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Shower doors/tub enclosures	Inspect for proper fit. Adjust if necessary. Inspect caulking and re-caulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace if necessary.	In-house Property Manager/Maintenance Mechanic			

Electrical and appliances	Description	To be performed by	Date last completed		
			Date	Date 2	Date 3
Heating and cooling system	General furnace inspection: Look for rust, scaling on heat exchanger, and proper flame color; note odd sounds or smells; and check condition of venting. Remove debris around units.	In-house Property Manager/Maintenance Mechanic/Plumber			
Circuit breakers	Visual inspection and exercise.	In-house Property Manager/Maintenance Mechanic/Electrician			

Exterior	Description	To be performed by	Date	Date 2	Date 3
Roof	Clean. Check for leaks. Check for damaged, loose or missing shingles. Check vents and louvers for birds, nests, squirrels, and insects. Check flashing around roof stacks, vents, and skylights for leaks.	In-house Property Manager/Inspector			
Pest Control	Seal cracks and holes in the building enclosure, and make sure insect screens in windows are in working order and fit tightly.	Contractor:			
Gutters and downspouts	Clean and check for leaks, misalignment, or damage.	In-house Property Manager/Inspector			
Windows	Clean.	In-house Property Manager/Inspector			
Exterior walls	Check for deteriorating bricks and mortar. Check siding for damage or rot. Check painted surfaces for flaking.	In-house Property Manager/Inspector			
Landscaping	Trim shrubbery around walls. Remove tree limbs, branches, or debris that can attract insects (no wood or shrubbery should be closer than 3 inches to your house). Maintain grading.	In-house Property Manager/Inspector			
Concrete and asphalt	Check for cracks or deterioration. Reseal or repair if necessary.	In-house Property Manager/Inspector			

CAL 1-34: 4101 Noriega

EIOP:	1972
Development Type:	Walk-up
Occupancy Type:	Family
Number of units:	8
	Family: 8
	Elderly: 0
Bedroom Distribution:	Two-bedroom
	Three-bedroom (3)
	Four-bedroom (2)
Number of buildings:	1
Type of building:	Wood Frame
Year constructed:	1971



Site Description

This development occupies the corner lot of Noriega and 48th Avenue. The building footprint covers about 3/4 of the relatively flat site, leaving two well-defined sections of landscaping. One section is a central courtyard and the other is located at the corner of Noriega and 48th Avenue, which is the main entrance to the complex. On-site parking is limited to the small garages. The landscaping is primarily grass with a few small planters located in the courtyard areas.

Building Envelope and Public Spaces Description

The building is wood frame construction with a stucco finish. This small building houses 8 dwelling units and is divided into three parts. The first is three stories and contains three 3-bedroom units located over a two-car garage and accessed by an exterior stair. The second consists of a two-car garage and one 2-bedroom unit on the ground floor. The second floor houses two 4-bedroom units and a third 2-bedroom unit accessed by an exterior stairway. The third part is a ground level community room that is located between the two dwelling sections. The building has a pitched roof with asphalt shingles and drains to gutters and downspouts. Two exterior concrete and steel stairways, one serving each section, provide access to all floors and units. A fire escape is also provided for each section as a second means of egress.

Mechanical and Electrical Systems Description

A building boiler located on the ground floor generates domestic hot water. Individual furnaces in each unit provide heating and ventilation.

Unit Interiors

The interior finishes in units at 4101 Noriega consist of textured and painted gypsum board on both walls and ceilings. The floor coverings consist of resilient tile in all rooms.

Apparent Safety Problems

There is vinyl asbestos tile present that will eventually need to be removed. There is lead based paint present that needs to be removed.

Summary of Issues

Mailboxes are very inadequate and need replacement. The outside of the building has rust stains and needs to be repainted. Single-paned windows are present throughout the building; replace them with energy efficient double-paned windows. The canopy is surrounded by a drain which is bent and needs to be replaced. Switchgear is old, inadequate and needs to be replaced to meet current needs. Intercom system is inadequate and needs to be replaced to meet current needs. The building interiors have not been painted for more than eight years and have patches, scratches, and other cosmetic damage.

Strategies to Address issues

This property is sound and fit well into the surrounding neighborhoods in both scale and building types. Vacancy and turnover rates are low, and tenant accounts receivables are low. They require only moderate rehabilitation identified in the 2007 Comprehensive Physical Needs Assessment to continue to provide decent housing for public housing residents consistent with the Authority's PHA Plan, CFP Plans, and Energy Plan.

Strategies to Address issues

The Authority prepared feasibility studies for four scattered site properties containing seventy public housing units owned by the Authority: 4101 Noriega, 363 Noe, 200 Randolph, 2206-2268 Great Highway, and San Jules Apartments. Key questions of the feasibility studies included: whether any high-density development is feasible, is it more feasible to sell a parcel and replace the existing public housing units one-for-one in another location, or should the Authority rehabilitate the sites with acquisition/rehabilitation tax credits. The Authority evaluated the scattered sites and determined that all of the systems in these buildings have reached the end of their useful lifespans. To better support low-income residents in San Francisco, the Authority plans to convert the scattered sites to Project-Based Vouchers, then transfer ownership and management to a non-profit developer entity. The increased rent subsidies from the vouchers will enable the private owners to secure the additional resources necessary to complete full rehabilitations of the scattered sites. The Authority is committed to protecting the rights of the current residents in these units and meeting all requirements pursuant to HUD's public housing regulations.

Financing

The goal is to improve housing conditions for as many residents as possible. The combination of the above financing with a public land trust (evidenced by a long-term ground lease) and local developers is the public private partnership consistent with the Authority's re-envisioning report. This structure ensures the long-term affordability and oversight of housing through the land lease structure; access to new funds not available to the Authority; and improved housing conditions for residents.

Vacant Unit Preparation

On the day a resident vacates a unit, the Property Manager or designee secures the unit and schedules a move out inspection with the resident. If the resident cannot be contacted, the inspection will be completed on the Move-in/Move-out Inspection form and placed in the tenant file. The Property Manager notes all items which must be repaired. Units that are vacated by residents shall be secured and cleaned out within seven days. For units requiring cleaning, painting and minor plumbing, electrical and carpentry work, work orders prepared and distributed to the appropriate Maintenance staff. Units requiring replacement of cabinets, doors, flooring, plumbing and light fixtures as well as cleaning and painting are designated as Mod units and rehabilitated with available modernization funding.

UPCS Inspections

All units must be inspected at least once during the year, by a person trained in UPCS methods. The Executive Director establishes a schedule, with all inspections completed within a 10-month period. The remaining two months can be utilized to catch up on annual inspection work orders, to do HUD inspections, to do preventative maintenance work orders, etc. The annual inspections at Sunnydale are conducted by the Property Manager, using the UPCS form, which is correlated to the format used by REAC inspectors. The completed inspection forms are used by the management office, where they will enter the annual work order data into the computer system. The resultant work orders must be completed by maintenance within 25 days. These work orders must be entered as "Annual" work orders in the software system, so that they can be tracked back to the annual unit inspection.

Housekeeping is not noted or recorded unless conditions are such that there is potential damage to the unit, harm to residents, or obvious pest problems.

HUD determined through the Public Housing Assessment System (PHAS) that a designation of "RAD has been issued for the fiscal year end stated in the above subject line.

Based on information in the Public and Indian Housing Information Center (PIC) on the last day of the fiscal year, all public housing projects in inventory had Rental Assistance Demonstration (RAD) applications in process. Pursuant to the RAD guidance, projects with RAD applications in PIC are exempt from scoring under PHAS.

Being exempt from scoring determines that SFHA will not have REAC Inspections. SFHA will continue to perform the UPCS inspections to maintain units safe and habitable. Inspections include unit interiors, plus all common areas, grounds, systems, etc. All problems should be corrected immediately. Common findings include all broken pavement and site trip hazards, leaks, vegetation overgrowth, graffiti, exposed wiring, blocked egress, inoperable smoke detectors, and outdated fire extinguishers. *Common Area Inspections.* Once per year, ALL common areas must be thoroughly inspected. This includes meeting rooms, offices, hallways, program spaces, laundry areas, etc. At 4101 Noriega Street, this includes all laundry areas, lobbies, meeting rooms, program spaces, etc. SFHA staff shall use inspection forms similar to those used by REAC Inspectors for each building and each area.

Painting

The purpose of painting is to preserve structure and equipment from premature deterioration and maintain them in appealing condition. Paint maintenance should result in substantial savings and a pleasant environment.

Inspections will be conducted by in-house Inspectors and Property Managers as follows:

- Conduct visual assessments for deteriorating paint and the failure of any lead hazard reduction measures at unit turnover and every 12 months.
- Address deteriorated paint through paint stabilization unless an evaluation states that there is no lead-based paint.
- Repair enclosures or encapsulations.
- Perform other lead hazard reductions, as necessary.
- If the initial reduction activity required the treatment of soil, identify and treat bare soil.
- Provide a notice of lead hazard reduction activity.
- Provide a written notice in the language of the occupant, to the extent feasible, to occupants asking them to report deteriorated paint or failed encapsulation or enclosure. Include the contact name, address, and telephone number. CPD recommends that the notice be provided every 12 months or at unit turnover.

Extermination

The SFHA contracts out the services for an integrated pest control. The successful management of pests requires an understanding of the target pest ecology and habits as well as the environment in which they exist. It is the desire of SFHA for Contractor to work in partnership with its residents to undertake a program of Integrated Pest Management (IPM) in the treatment of pests.

Exterior treatment includes control services, as needed, for ants and mice. Contractor shall service twice per month all common areas including but not limited to offices, laundry rooms, lobby, and dumpster areas within the apartment complex.

The integrated pest control includes pests such as: cockroaches, ants, bedbugs, spiders, silverfish, flies, mosquitoes, stored product pests, scorpions, bats, rodents, raccoons, opossums, skunks, and pigeons. Property Management shall monitor the Contractor activities to make sure that the following requirements are followed.

Ground and Janitorial Standards

The SFHA considers proper landscaping and maintenance of the grounds to be critical for a successful property. “Curb Appeal” is one of the measures used by owners to determine if a management company is performing well. Regardless of who is assigned the tasks involved, the Property Manager is responsible for ensuring that the grounds are presentable at all times. Methods and assignments vary according to property, as follows.

4101 Noriega Street: The common area cleaning and maintenance are done by the *Maintenance Generalist II* (with the assistance of the *Maintenance Generalist I*) who is also charged with

policing the site, picking up trash, cleaning up at the trash room and trash chutes, and distributing notices to uncompliant tenants.

Trash Collection

5174297	4101 NORIEGA ST	1	M-----	ALL	APARTMENT LIFELINE DISCOUNT	1	(93.11)		
			--W----	AO64G	APT ORGANICS 64 GAL GREEN	1	51.64		
				AOKEY	APT KEY CHARGE ORGANICS	1	7.24		
				DSCNT	RECYCLING DISCOUNT 12%	1	(6.20)		
		2	M--T---	AAKEY	APARTMENT KEY CHARGE	6	86.88		
				ARC96	COMINGLED - RECYCLING 96 GAL	2	309.84		
				AT96G	APARTMENT 96 GALLON CART	4	619.68		
				DSCNT	RECYCLING DISCOUNT 12%	2	(111.54)		
		7	MTWTFSS	AUNIT	APT DWELLING UNIT CHARGE	8	42.96		
		5174297 Total						26	907.39

PREVENTIVE MAINTENANCE SCHEDULE

DAILY.

Routine Daily Check-ups	Description	To be performed by	Date last completed		
			Date	Date2	Date 3
	<p>Inspect the grounds, to make sure that there are no health and safety hazards, such as broken fencing, flooded catch basins, etc., no significant trash, litter or bulk items, and that the grass and plantings are presentable.</p> <p>Check the mechanical room for leaks. In heating season, check that the boilers are running smoothly, that there are no leaks, and that the circulating pump is running.</p> <p>Check the trash rooms, trash chute, and dumpster, to ensure that there are no blockages or overflow.</p> <p>Check fire alarm control panel (FACP) for trouble messages. Panel must be closed and locked.</p>	Property Manager/ Maintenance Mechanic/ Laborer and Custodian			

WEEKLY

Routine Weekly Check-ups	Description	To be performed by	Date last completed		
			Date	Date2	Date 3
	<p>Check site lighting, after dark. Be sure that all site lighting operates after dark, and turns off at daylight. Reset time clocks as needed. Have blown bulbs or broken fixtures replaced or repaired promptly.</p>	Property Manager/ Maintenance Mechanic/ Laborer and Custodian			

FALL

Plumbing	Description	To be performed by	Date last completed		
			Date	Date 2	Date 3
Plumbing shut-off valves	Inspect for proper operation.	In-house plumber			
Outside faucets	Inspect for proper operation. Check for leaks	In-house Maintenance Mechanic			
Furnace and heater	Service, clean and install filters	In-house Maintenance Mechanic			
Backflow prevention system	Perform inspection and necessary maintenance and file Certifications with the city, maintains a file with all technicians' notes, serial numbers, and model numbers.	In-House plumber			

Boiler Systems	Perform inspection and necessary maintenance and file Certifications with the city, maintains a file with all technicians' notes, serial numbers, and model numbers.	In house steamfitter
Faucet aerators	Check for proper flow of water. If the flow is reduced, clean the aerator screens. During the first two months, the faucet aerators could require more frequent cleaning.	In-house Maintenance Mechanic

Interior	Description	To be performed by	Date	Date	Date
				2	3
Countertops	Inspect for separations at sinks and backsplash. Recaulk where required.	In-house Property Manager/Maintenance Mechanic			
Tiled areas	Inspect for loose or missing grout or caulking. RegROUT or recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Tub enclosures	Inspect caulking and recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace if necessary.	In-house Property Manager/Maintenance Mechanic			

Electrical and appliances	Description	To be performed by	Date	Date	Date
				2	3
Heating system	Service heating system and heat pump.	In House Electrician			
Exhaust fan systems	Remove debris from around units and clean with garden hose. Remove window air conditioner or protect with weatherproof cover. Clean and replace filters if necessary.	In House Electrician			
Exit and emergency lighting systems	Inspect and service if necessary.	In-house Maintenance Mechanic/ Electrician			

Exterior	Description	To be performed by	Date	Date	Date
				2	3
Roof	Check for leaks. Check for damaged, loose, or missing shingles. Check vents and louvers for birds, nests, squirrels, and insects. Check flashing around roof stacks and vents for leaks.	In-house Maintenance Mechanic/ Inspector			
Gutters and downspouts	Clean and check for leaks, misalignment, or damage.	In-house Maintenance Mechanic/ Inspector			

Exterior walls	Check for deteriorating bricks and mortar. Check siding for damage or rot. Check painted surfaces for flaking.	In-house Maintenance Mechanic/Inspector
Landscaping	Trim shrubbery around walls. Remove tree limbs, branches, or debris that can attract insects (no wood or shrubbery should be closer than 3 inches to the buildings). Maintain grading.	In-house Laborer
Concrete and asphalt	Check for cracks or deterioration. Reseal or repair if necessary.	In-house Maintenance Mechanic/Inspector
Sewer rooting	Apply jetter to main pipes to clean up root masses growth.	In-house Plumber

SPRING

Date last completed

Interior	Description	To be performed by	Date last completed		
			Date 2	Date 3	Date 3
Countertops	Inspect for separations at sinks and backsplash. Re-caulk where required.	In-house Property Manager/Maintenance Mechanic			
Tiled areas	Inspect for loose or missing grout or caulking. RegROUT or recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Shower doors/tub enclosures	Inspect for proper fit. Adjust if necessary. Inspect caulking and recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace if necessary.	In-house Property Manager/Maintenance Mechanic			

Electrical and appliances	Description	To be performed by	Date last completed		
			Date 2	Date 3	Date 3
Heating and cooling system	General furnace inspection: Look for rust, scaling on heat exchanger, and proper flame color; note odd sounds or smells; and check condition of venting. Remove debris around units.	In-house Property Manager/Maintenance Mechanic/Plumber			
Circuit breakers	Visual Inspection and exercise.	In-house Property Manager/Maintenance Mechanic/Electrician			

Exterior	Description	To be performed by	Date	Date 2	Date 3
Roof	Clean. Check for leaks. Check for damaged, loose or missing shingles. Check vents and louvers for birds, nests, squirrels, and insects. Check flashing around roof stacks, vents, and skylights for leaks.	In-house Property Manager/Inspector			
Pest Control	Seal cracks and holes in the building enclosure, and make sure insect screens in windows are in working order and fit tightly.	Contractor:			
Gutters and downspouts	Clean and check for leaks, misalignment, or damage.	In-house Property Manager/Inspector			
Windows	Clean.	In-house Property Manager/Inspector			
Exterior walls	Check for deteriorating bricks and mortar. Check siding for damage or rot. Check painted surfaces for flaking.	In-house Property Manager/Inspector			
Landscaping	Trim shrubbery around walls. Remove tree limbs, branches, or debris that can attract insects (no wood or shrubbery should be closer than 3 inches to your house). Maintain grading.	In-house Property Manager/Inspector			
Concrete and asphalt	Check for cracks or deterioration. Reseal or repair if necessary.	In-house Property Manager/Inspector			

CAL 1-35: 2206-2268 Great Highway

EIOP:	1972
Development Type:	Townhouse
Occupancy Type:	Family
Number of units:	16
	Family:
	Elderly: 0
Bedroom Distribution:	Two-Bedroom 6
	Three-Bedroom
Structure Type:	Wood Frame
Number of buildings:	2
Year constructed:	1971



Site Description

The apartments at 2206-2268 Great Highway are located in the Sunset District of San Francisco, between Rivera and Santiago Streets on the north and south, 48th Avenue on the east, and Great Highway on the west. The two townhouse-style buildings house all 16 dwelling units and are two stories in height with pitched roofs.

The south building contains six three-bedroom units, while the north building houses four three-bedroom units and six two-bedroom units. A private enclosed yard is provided for each unit. At present, the yards are being enclosed with wooden fences.

The site is wider at the north end than the south, which gives it a wedge shape. It is relatively flat and divided into two parts by the canopy-covered parking area that separates the two buildings.

Building Envelope and Public Spaces Description

Both buildings are wood frame construction and the exterior finishes consist of painted stucco and wood shingle siding. Each unit of the south building is offset to the unit beside it, giving the building a jagged footprint. The north building is similar with the offset every two units. The roofs of both buildings are pitched and covered with asphalt shingles and draining to exterior gutters and downspouts. The dwelling units are accessed directly from the public sidewalks on either 48th Avenue or Great Highway.

Mechanical and Electrical Systems Description

Unit furnaces and hot water heaters provide heating and domestic hot water generation.

The electric panels are circuit breakers with a main breaker box for each building containing a breaker for each unit. Smaller two switch breaker boxes are located in each unit.

Unit Interiors

The interior finishes consist of textured and painted gypsum board on both walls and ceilings. The floor covering is resilient tile throughout both buildings.

Apparent Safety Problems

There is vinyl asbestos tile present that will eventually need to be removed.

Summary of Issues

The heating system has corrosion all over the piping and needs replacement. The outside of the building has rust stains and needs to be repainted. Single-paned windows are present throughout the building; replace them with energy efficient double-paned windows. Switchgear is old, inadequate and needs to be replaced to meet current needs. Intercom system is inadequate and needs to be replaced to meet current needs. The building interiors have not been painted for more than eight years and have patches, scratches, and other cosmetic damage.

Strategies to Address issues

Upgrade and hold. This property is sound and fit well into the surrounding neighborhoods in both scale and building types. Vacancy and turnover rates are low, and tenant accounts receivables are low. They require only moderate rehabilitation identified in the 2007 Comprehensive Physical Needs Assessment to continue to provide decent housing for public housing residents consistent with the Authority's PHA Plan, CFP Plans, and Energy Plan.

Strategies to Address issues

The Authority prepared feasibility studies for four scattered site properties containing seventy public housing units owned by the Authority: 4101 Noriega, 363 Noe, 200 Randolph, 2206-2268 Great Highway, and San Jules Apartments. Key questions of the feasibility studies included: whether any high-density development is feasible, is it more feasible to sell a parcel and replace the existing public housing units one-for-one in another location, or should the Authority rehabilitate the sites with acquisition/rehabilitation tax credits. The Authority evaluated the scattered sites and determined that all of the systems in these buildings have reached the end of their useful lifespans. To better support low-income residents in San Francisco, the Authority plans to convert the scattered sites to Project-Based Vouchers, then transfer ownership and management to a non-profit developer entity. The increased rent subsidies from the vouchers will enable the private owners to secure the additional resources necessary to complete full rehabilitations of the scattered sites. The Authority is committed to protecting the rights of the current residents in these units and meeting all requirements pursuant to HUD's public housing regulations.

Financing

The goal is to improve housing conditions for as many residents as possible. The combination of the above financing with a public land trust (evidenced by a long-term ground lease) and local developers is the public private partnership consistent with the Authority's re-envisioning report. This structure ensures the long-term affordability and oversight of housing through the land lease structure; access to new funds not available to the Authority; and improved housing conditions for residents.

Vacant Unit Preparation

On the day a resident vacates a unit, the Property Manager or designee secures the unit and schedules a move out inspection with the resident. If the resident cannot be contacted, the inspection will be completed on the Move-in/Move-out Inspection form and placed in the tenant file. The Property Manager notes all items which must be repaired. Units that are vacated by residents shall be secured and cleaned out within seven days. For units requiring cleaning, painting and minor plumbing, electrical and carpentry work, work orders prepared and distributed to the appropriate Maintenance staff. Units requiring replacement of cabinets, doors, flooring, plumbing and light fixtures as well as cleaning and painting are designated as Mod units and rehabilitated with available modernization funding.

UPCS Inspections

All units must be inspected at least once during the year, by a person trained in UPCS methods. The Executive Director establishes a schedule, with all inspections completed within a 10-month period. The remaining two months can be utilized to catch up on annual inspection work orders, to do HUD inspections, to do preventative maintenance work orders, etc. The annual inspections at Sunnydale are conducted by the Property Manager, using the UPCS form, which is correlated to the format used by REAC inspectors. The completed inspection forms are used by the management office, where they will enter the annual work order data into the computer system. The resultant work orders must be completed by maintenance within 25 days. These work orders must be entered as "Annual" work orders in the software system, so that they can be tracked back to the annual unit inspection.

Housekeeping is not noted or recorded unless conditions are such that there is potential damage to the unit, harm to residents, or obvious pest problems.

HUD determined through the Public Housing Assessment System (PHAS) that a designation of "RAD has been issued for the fiscal year end stated in the above subject line.

Based on information in the Public and Indian Housing Information Center (PIC) on the last day of the fiscal year, all public housing projects in inventory had Rental Assistance Demonstration (RAD) applications in process. Pursuant to the RAD guidance, projects with RAD applications in PIC are exempt from scoring under PHAS.

Being exempt from scoring determines that SFHA will not have REAC Inspections. SFHA will continue to perform the UPCS inspections to maintain units safe and habitable. Inspections include unit interiors, plus all common areas, grounds, systems, etc. All problems should be corrected immediately. Common findings include all broken pavement and site trip hazards, leaks, vegetation overgrowth, graffiti, exposed wiring, blocked egress, inoperable smoke detectors, and outdated fire extinguishers. *Common Area Inspections.* Once per year, ALL common areas must be thoroughly inspected. This includes meeting rooms, offices, hallways, program spaces, laundry areas, etc. At 2206-2268 Great Highway, this includes all laundry areas, lobbies, meeting rooms, program spaces, etc. SFHA staff shall use inspection forms similar to those used by REAC Inspectors for each building and each area.

Painting

The purpose of painting is to preserve structure and equipment from premature deterioration and maintain them in appealing condition. Paint maintenance should result in substantial savings and a pleasant environment.

Inspections will be conducted by in-house Inspectors and Property Managers as follows:

- Conduct visual assessments for deteriorating paint and the failure of any lead hazard reduction measures at unit turnover and every 12 months.
- Address deteriorated paint through paint stabilization unless an evaluation states that there is no lead-based paint.
- Repair enclosures or encapsulations.
- Perform other lead hazard reductions, as necessary.
- If the initial reduction activity required the treatment of soil, identify and treat bare soil.
- Provide a notice of lead hazard reduction activity.
- Provide a written notice in the language of the occupant, to the extent feasible, to occupants asking them to report deteriorated paint or failed encapsulation or enclosure. Include the contact name, address, and telephone number. CPD recommends that the notice be provided every 12 months or at unit turnover.

Extermination

The SFHA contracts out the services for an integrated pest control. The successful management of pests requires an understanding of the target pest ecology and habits as well as the environment in which they exist. It is the desire of SFHA for Contractor to work in partnership with its residents to undertake a program of Integrated Pest Management (IPM) in the treatment of pests.

Exterior treatment includes control services, as needed, for ants and mice. Contractor shall service twice per month all common areas including but not limited to offices, laundry rooms, lobby, and dumpster areas within the apartment complex.

The integrated pest control includes pests such as: cockroaches, ants, bedbugs, spiders, silverfish, flies, mosquitoes, stored product pests, scorpions, bats, rodents, raccoons, opossums, skunks, and pigeons. Property Management shall monitor the Contractor activities to make sure that the following requirements are followed.

Ground and Janitorial Standards

The SFHA considers proper landscaping and maintenance of the grounds to be critical for a successful property. "Curb Appeal" is one of the measures used by owners to determine if a management company is performing well. Regardless of who is assigned the tasks involved, the Property Manager is responsible for ensuring that the grounds are presentable at all times. Methods and assignments vary according to property, as follows.

2206-2268 Great Highway: The common area cleaning and maintenance are done by the *Maintenance Generalist II* (with the assistance of the *Maintenance Generalist I*) who is also

charged with policing the site, picking up trash, cleaning up at the trash room and trash chutes, and distributing notices to uncompliant tenants.

Trash Collection Schedule

5174446	2206-2268 GREAT HIGHWAY	1	M-----	R32G	RESIDENTIAL 32-GAL GARBAGE	16	215.36
				RC32G	COMINGLED-RECYCLING 32 GALLON	16	107.68
				RCAP	LIFELINE CREDIT	1	(142.18)
				RO32G	RES ORGANICS 32GAL GREEN CART	16	107.68
		7	MTWTFSS	RUNIT	RES DWELLING UNIT CHARGE	16	257.92
5174446 Total						65	546.46

PREVENTIVE MAINTENANCE SCHEDULE

DAILY.

Routine Daily Check-ups	Description	To be performed by	Date last completed		
			Date	Date2	Date 3
	<p>Inspect the grounds, to make sure that there are no health and safety hazards, such as broken fencing, flooded catch basins, etc., no significant trash, litter or bulk items, and that the grass and plantings are presentable.</p> <p>Check the mechanical room for leaks. In heating season, check that the boilers are running smoothly, that there are no leaks, and that the circulating pump is running.</p> <p>Check the trash rooms, trash chute, and dumpster, to ensure that there are no blockages or overflow.</p> <p>Check fire alarm control panel (FACP) for trouble messages. Panel must be closed and locked.</p>	Property Manager/ Maintenance Mechanic/ Laborer and Custodian			

WEEKLY

Routine Weekly Check-ups	Description	To be performed by	Date last completed		
			Date	Date2	Date 3
	<p>Check site lighting, after dark. Be sure that all site lighting operates after dark, and turns off at daylight. Reset time clocks as needed. Have blown bulbs or broken fixtures replaced or repaired promptly.</p>	Property Manager/ Maintenance Mechanic/ Laborer and Custodian			

FALL

Plumbing	Description	To be performed by	Date last completed		
			Date	Date 2	Date 3
Plumbing shut-off valves	Inspect for proper operation.	In-house plumber			
Outside faucets	Inspect for proper operation. Check for leaks	In-house Maintenance Mechanic			
Furnace and heater	Service, clean and install filters	In-house Maintenance Mechanic			
Backflow prevention system	Perform inspection and necessary maintenance and file Certifications with the city, maintains a file with all technicians' notes, serial numbers, and model numbers.	In-House plumber			

Boiler Systems	Perform inspection and necessary maintenance and file Certifications with the city, maintains a file with all technicians' notes, serial numbers, and model numbers.	In house steamfitter
Faucet aerators	Check for proper flow of water. If the flow is reduced, clean the aerator screens. During the first two months, the faucet aerators could require more frequent cleaning.	In-house Maintenance Mechanic

Interior	Description	To be performed by	Date	Date 2	Date 3
Countertops	Inspect for separations at sinks and backsplash. Recaulk where required.	In-house Property Manager/Maintenance Mechanic			
Tiled areas	Inspect for loose or missing grout or caulking. RegROUT or recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Tub enclosures	Inspect caulking and recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace if necessary.	In-house Property Manager/Maintenance Mechanic			

Electrical and appliances	Description	To be performed by	Date	Date 2	Date 3
Heating system	Service heating system and heat pump.	In House Electrician			
Exhaust fan systems	Remove debris from around units and clean with garden hose. Remove window air conditioner or protect with weatherproof cover. Clean and replace filters if necessary.	In House Electrician			
Exit and emergency lighting systems	Inspect and service if necessary.	In-house Maintenance Mechanic/Electrician			

Exterior	Description	To be performed by	Date	Date 2	Date 3
Roof	Check for leaks. Check for damaged, loose, or missing shingles. Check vents and louvers for birds, nests, squirrels, and insects. Check flashing around roof stacks and vents for leaks.	In-house Maintenance Mechanic/Inspector			

Gutters and downspouts	Clean and check for leaks, misalignment, or damage.	In-house Maintenance Mechanic/Inspector
Exterior walls	Check for deteriorating bricks and mortar. Check siding for damage or rot. Check painted surfaces for flaking.	In-house Maintenance Mechanic/Inspector
Landscaping	Trim shrubbery around walls. Remove tree limbs, branches, or debris that can attract insects (no wood or shrubbery should be closer than 3 inches to the buildings). Maintain grading.	In-house Laborer
Concrete and asphalt	Check for cracks or deterioration. Reseal or repair if necessary.	In-house Maintenance Mechanic/Inspector
Sewer rooting	Apply jetter to main pipes to clean up root masses growth.	In-house Plumber

SPRING

Date last completed

Interior	Description	To be performed by	Date	Date	Date
				2	3
Countertops	Inspect for separations at sinks and backsplash. Re-caulk where required.	In-house Property Manager/Maintenance Mechanic			
Tiled areas	Inspect for loose or missing grout or caulking. RegROUT or recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Shower doors/tub enclosures	Inspect for proper fit. Adjust if necessary. Inspect caulking and recaulk if necessary.	In-house Property Manager/Maintenance Mechanic			
Weather stripping	Check caulking around windows and doors. Check window and door screens. Adjust or replace if necessary.	In-house Property Manager/Maintenance Mechanic			

Electrical and appliances	Description	To be performed by	Date	Date	Date
				2	3
Heating and cooling system	General furnace inspection: Look for rust, scaling on heat exchanger, and proper flame color; note odd sounds or smells; and check condition of venting. Remove debris around units.	In-house Property Manager/Maintenance Mechanic/Plumber			

Circuit breakers	Visual Inspection and exercise.	In-house Property Manager/Maintenance Mechanic/ Electrician
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Exterior	Description	To be performed by	Date	Date	Date
			2	3	
Roof	Clean. Check for leaks. Check for damaged, loose or missing shingles. Check vents and louvers for birds, nests, squirrels, and insects. Check flashing around roof stacks, vents, and skylights for leaks.	In-house Property Manager/Inspector			
Pest Control	Seal cracks and holes in the building enclosure, and make sure insect screens in windows are in working order and fit tightly.	Contractor:			
Gutters and downspouts	Clean and check for leaks, misalignment, or damage.	In-house Property Manager/Inspector			
Windows	Clean.	In-house Property Manager/Inspector			
Exterior walls	Check for deteriorating bricks and mortar. Check siding for damage or rot. Check painted surfaces for flaking.	In-house Property Manager/Inspector			
Landscaping	Trim shrubbery around walls. Remove tree limbs, branches, or debris that can attract insects (no wood or shrubbery should be closer than 3 inches to your house). Maintain grading.	In-house Property Manager/Inspector			
Concrete and asphalt	Check for cracks or deterioration. Reseal or repair if necessary.	In-house Property Manager/Inspector			

Attachment 1

Job Descriptions



FLSA: NON-EXEMPT
UNION: LABORER LOCAL 21

MAINTENANCE MECHANIC

CLASS CHARACTERISTICS

This is a journey-level classification that performs the full range of duties required to ensure that Authority buildings and facilities provide the highest level of safety for public and staff use. Incumbents are responsible for performing facilities and equipment maintenance tasks, which may include custodial work. Work may involve working around other Authority staff and/or the public, depending upon assignment. This class may assist the specialized trades workers.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Property Manager or his/her designee. Exercises no direct supervision of staff. May exercise technical and functional direction over lower-level staff.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs maintenance, diagnosis and repair activities of Authority properties to ensure safe and efficient access for the public, including alleys, sidewalks and walkways, curbs and gutters, parking lots, and vacant units.
- Repairs doors, locks, windows, cabinets/countertops, fixtures, ceilings, footings, sidings, railings, stairs and fences.
- Prepare and paints interior and exterior of properties including patching holes, taping, topping, sanding, and texturing the wall or ceiling.
- Provide routine maintenance on bathroom or kitchen fixtures (e.g. shower rods, towel bars, toilet paper holders, basket strainers, tub stoppers, and aerators).
- Clears drains using a plunger.
- Install and provide routine maintenance on appliances (e.g., refrigerators, fans, garbage disposals). Provides routine maintenance on hood fans and hood fan filters.
- Install and provide routine maintenance on roofs, gutters and downspouts.
- Install removes, replaces, and maintains carpets, soft-tile and linoleum floor coverings, rubber base and underlayments.
- Repairs and/or replaces light bulbs, lens covers or shades, outlet and switch covers, batteries in life safety devices, electric stove burner elements. May reset 15 and 20 amp breakers in routine circumstances.
- Removes and cleans up debris resulting from litter, construction maintenance, demolition or repair work around grounds including the handling and removal of asbestos and other hazardous material.
- Maintain lawns and grounds; cuts, trims, and removes brush, weeds, shrubbery, and trees, and removes sticks, logs, and other debris from development grounds, using power tools and motorized equipment.

- Digs, grades, and backfills trenches, excavations, or elevations.
- Participates in asphalt maintenance, including demolition and preparation of areas to be resurfaced, sealing of cracks, painting of lines/arrows, and attending to trip hazards, using specialized tools and/or equipment.
- Assists a variety of craft workers on projects by accessing and providing tools and cleaning components, equipment, or machinery.
- Mixes concrete, mortar, or other substances and materials used in construction or building repair, using specialized tools and/or equipment.
- Observes safe working practices, including maintaining storage areas in a safe condition.
- Identifies and reports building maintenance needs to appropriate staff.
- Interfaces with the public in a non-disruptive manner; answers questions and provides standard information to the public if working in a public facility.
- Operates and maintains a variety of motor vehicles.
- Operates a variety of light, medium, and heavy equipment related to the construction, maintenance, and repair of construction systems and facilities; hauls debris to dumpsite and deliver building supplies, equipment, or other materials to various locations.
- Operates a variety of maintenance equipment such as pneumatic, hand and power tools, portable pumps, and equipment related to work assignment as instructed.
- Performs other duties assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, methods, equipment, materials, and tools used in maintenance and repair of Authority buildings and facilities.
- Operation, maintenance and calibration of a wide variety of equipment, hand, shop, and power tools used in performing assigned work.
- Basic troubleshooting and repair estimation principles and practices.
- Occupational hazards and safety equipment and practices related to the work.
- Principles and procedures of record-keeping and reporting.
- Safe driving rules and practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.

Ability to:

- Perform a variety of technical tasks in the maintenance and repair of Authority facilities and equipment.
- Identify building maintenance needs and take corrective actions.
- Perform duties in a manner to maximize public safety.
- Operate a variety of vehicular and stationary mechanical equipment in a safe and effective manner.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, and light to medium equipment required for the work.
- Maintain tools and equipment in a clean working condition providing for proper security.
- Maintain accurate logs, records, and basic written records of work performed.
- Understand and follow oral and written instructions and department policies and procedures related to assigned duties.
- Make basic accurate arithmetic calculations.
- Organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Two (2) years of experience performing routine maintenance or construction duties, and/or building, grounds, or custodial maintenance and repair.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid Driver’s License by time of appointment and must have the ability to be insurable through the Housing Authority’s auto insurance carrier.

PHYSICAL DEMANDS

Must possess mobility to work in the field, in and around Authority buildings and facilities; strength, stamina and mobility to perform light to medium physical work, to work in confined spaces, around machines, to walk on uneven terrain, and to climb and descend ladders, and operate varied hand and power tools and construction equipment; vision to read printed materials and a computer screen; color vision; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 75 pounds and heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work indoors and outdoors, and may be exposed to cold and hot temperatures, inclement weather conditions, road hazards, loud noise levels, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

READ AND ACKNOWLEDGED:

Employee Signature

_____/_____/_____
Date

Employee Name (Printed)



9/30/2013
FLSA: NON-EXEMPT

MAINTENANCE MECHANIC – TRAINEE

CLASS CHARACTERISTICS

This is a trainee, entry-level classification that performs or assists with the duties required to ensure that Authority buildings and facilities provide the highest level of safety for public and staff use. Incumbents are provided with on-the-job as well as training curriculum to gain the requisite skills and experience to perform skilled and semi-skilled facilities and equipment maintenance tasks, which may include custodial work. Work may involve working around other Authority staff and/or the public, depending upon assignment. This class may assist the specialized trades workers.

Incumbents in the Maintenance Mechanic Trainee classification will advance, upon successful completion of a San Francisco Housing Authority approved training program, to the journey-level Maintenance Mechanic classification.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Property Manager or his/her designee. Exercises no direct supervision of staff.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Actively and effectively participates in training and education programs to learn job-related skills, standards, procedures, and practices to successfully perform the work of the Maintenance Mechanic.
- Assists in or performs entry-level construction, maintenance, diagnosis and repair activities of Authority properties to ensure safe and efficient access for the public, including alleys, sidewalks and walkways, curbs and gutters, parking lots, and vacant units.
- Assists in or repairs and replaces doors, locks, windows, cabinets/countertops, fixtures, lights bulbs/outlets/switches/life safety sensors, ceilings, footings, sidings, railings, stairs and fences.
- Assists in or prepares and paints interior and exterior of properties including texturing sheetrock
- Assists in or installs and provides routine maintenance on water systems which may include replacing toilets and faucets.
- Assists in or installs and provides routine maintenance on appliances (e.g., refrigerators, fans, garbage disposals).
- Assists in or installs and provides routine maintenance on roofs, gutters and downspouts.
- Assists in or installs and provides routine maintenance on underlayment, carpets, tile and linoleum.

- Removes and cleans up debris resulting from litter, construction maintenance, demolition or repair work around grounds including the handling and removal of asbestos and other hazardous material.
- Maintain lawns and grounds; cuts, trims, and removes brush, weeds, shrubbery, and trees, and removes sticks, logs, and other debris from development grounds, using power tools and motorized equipment.
- Digs, grades, and backfills trenches, excavations, or elevations.
- Assist in or participates in asphalt maintenance, including demolition and preparation of areas to be resurfaced, sealing of cracks, painting of lines/arrows, and attending to trip hazards, using specialized tools and/or equipment.
- Assists a Maintenance Mechanic and a variety of craft workers on projects by accessing and providing tools and cleaning components, equipment, or machinery.
- Mixes concrete, mortar, or other substances and materials used in construction or building repair, using specialized tools and/or equipment.
- Observes safe working practices, including maintaining storage areas in a safe condition.
- Identifies and reports building maintenance needs to appropriate staff.
- Interfaces with the public in a non-disruptive manner; answers questions and provides standard information to the public if working in a public facility.
- Operates and maintains a variety of motor vehicles.
- Operates a variety of light, medium, and heavy equipment related to the construction, maintenance, and repair of construction systems and facilities; hauls debris to dumpsite and deliver building supplies, equipment, or other materials to various locations.
- Operates a variety of maintenance equipment such as pneumatic, hand and power tools, portable pumps, and equipment related to work assignment as instructed.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic knowledge of the principles, practices, methods, equipment, materials, and tools used in maintenance and repair of Authority buildings and facilities.
- Operation, maintenance and calibration of a wide variety of equipment, hand, shop, and power tools used in performing assigned work.
- Basic troubleshooting and repair estimation principles and practices.
- Occupational hazards and safety equipment and practices related to the work.
- Safe driving rules and practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.

Ability to:

- Learn to perform a variety of technical tasks in the maintenance and repair of Authority facilities and equipment.
- Identify building maintenance needs and take corrective actions.
- Perform duties in a manner to maximize public safety.
- Operate a variety of vehicular and stationary mechanical equipment, with training, in a safe and effective manner.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, and light to medium equipment required for the work.
- Maintain tools and equipment in a clean working condition providing for proper security.
- Maintain accurate logs, records, and basic written records of work performed.
- Understand and follow oral and written instructions and department policies and procedures related to assigned duties and the training curriculum.
- Make basic accurate arithmetic calculations.
- Organize own work, set priorities, and meet critical time deadlines.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Minimum Qualification:

Any combination of experience and training that would likely provide the required knowledge and abilities is acceptable. A typical way to obtain the knowledge and abilities would be as follows:

Completion of eighth grade education

Desired Qualifications:

- High school diploma or equivalent (GED or High School Proficiency Examination)
- Current incumbency (post probation) in the SFHA Generalist I or II classification; and/or
- Current SFHA Section 8 or Public Housing resident.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid Driver’s License by time of appointment and must have the ability to be insurable through the Housing Authority’s auto insurance carrier.

PHYSICAL DEMANDS

Must possess mobility to work in the field, in and around Authority buildings and facilities; strength, stamina and mobility to perform light to medium physical work, to work in confined spaces, around machines, to walk on uneven terrain, and to climb and descend ladders, and operate varied hand and power tools and construction equipment; vision to read printed materials and a computer screen; color vision to identify wires and cables; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 75 pounds and heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work indoors and outdoors, and may be exposed to cold and hot temperatures, inclement weather conditions, road hazards, loud noise levels, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.



September 2011
FLSA: NON-EXEMPT

MAINTENANCE GENERALIST I

CLASS CHARACTERISTICS

Maintenance Generalist I: This is the entry-level classification in the Maintenance Generalist series that learns to perform a variety of duties required to ensure that Authority facilities and equipment provide the highest level of safety for public and staff use. As experience is gained, assignments become more varied and are performed with greater independence. Positions at this level usually perform most of the duties required of the positions at the journey-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Positions in the Maintenance Generalist class series are flexibly staffed and positions at the Maintenance Generalist II level are normally filled by advancement from the Maintenance Generalist I level requiring two (2) years of experience and after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Property Manager or his/her designee. Exercises no direct supervision of staff.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs various custodial duties, including sweeping, mopping, vacuuming, dusting, and polishing to ensure that Authority buildings and facilities provide the highest level of safety for public and staff use.
- Washes and cleans stairways, hallways, ceilings, walls, windows, mirrors, shades, blinds, and light fixtures, including interior glass partitions and interior and exterior windows easily reached from floor or ground level.
- Cleans, dusts, and polishes furniture, cabinetry, woodwork, fixtures, and equipment.
- Cleans and sanitizes locker rooms, showers, and restroom facilities and fixtures including sinks, urinals, and toilets; replenishes supplies in restrooms.
- Sweeps, vacuums, mops, waxes, strips, and polishes floors; vacuums, shampoos, and cleans rugs, carpets, and walls by use of chemicals and cleaning solutions.
- Cleans furniture and counter tops.
- Empties, cleans and sanitizes waste receptacles and ashtrays, including picking up papers, garbage and other rubbish, moving garbage cans or bins or compactors for garbage pick up, cleaning garbage rooms, and clearing stopped up garbage chutes.

- Cleans restrooms and replenishes related supplies; may perform minor duties unplugging sinks and toilets, and changing light bulbs.
- Sets up rooms and equipment for classes, parties, conferences, meetings, and other functions; moves and arranges furniture.
- Turns on/out lights and unlocks/locks doors and windows in common areas, vacant units, or other areas as needed for maintenance or resident activities at assigned developments.
- Performs construction, maintenance, and repair activities of Authority properties to ensure safe and efficient access for the public, including alleys, sidewalks and walkways, curbs and gutters, parking lots, and vacant units, not requiring specialized tools or equipment.
- Prepares vacant units for rehabilitation work by craft personnel, including removing litter and washing down interiors.
- Removes and cleans up debris resulting from litter, construction maintenance, demolition or repair work around grounds including the handling and removal of asbestos and other hazardous material.
- Washes, sweeps, and cleans rental units, both inside and out, parking lots, walkways, and other common areas in all Authority properties; cleans stoves, refrigerators, and other appliances.
- Cuts, trims, and removes brush, weeds, shrubbery, and trees, and removes sticks, logs, and other debris from development grounds.
-
- Prepares grounds for landscaping; mows lawns and performs other landscape maintenance activities.
- Applies pesticide or engages in other forms of pest or vector control.
- Sets up and takes down chairs, tables, stages, and other items needed for meetings, conferences, or other events.
- Moves furniture and equipment in and out of buildings or from room to room.
- Loads and unloads construction, structural maintenance, and wrecking supplies, materials, and equipment on and off trucks and other materials.
- Performs a variety of duties in the maintenance of drainage structures to ensure efficient drainage, including concrete and open channels, gutters, drains, detention basins, and drop inlets; cleans sewers and flushes catch basins.
- Removes/abates weeds and other invasive vegetation, including sediments, debris, and trash from gutters and drainage.
- Participates in asphalt maintenance, including demolition and preparation of areas to be resurfaced, sealing of cracks, and attending to trip hazards, not requiring specialized tools and/or equipment.
- Removes graffiti and unauthorized advertising from utility poles and Authority Property; boards up broken windows.
- Assists a variety of craft workers on projects by accessing and providing tools and cleaning components, equipment, or machinery.
- Mixes concrete, mortar, or other substances and materials used in construction or building repair, not using specialized tools and/or equipment.
- Observes safe working practices, including maintaining storage areas in a safe condition.
- Identifies and reports building maintenance needs to appropriate staff.
- Interfaces with the public in a non-disruptive manner; answers questions and provides standard information to the public if working in a public facility.
- Operates and maintains a variety of motor vehicles.
- Operates a variety of light, medium, and heavy equipment related to the construction, maintenance, and repair of construction systems and facilities; hauls debris to dumpsite and deliver building supplies, equipment, or other materials to various locations, not using specialized tools and/or equipment.
- Operates a variety of maintenance equipment such as pneumatic, hand tools, portable pumps, and equipment related to work assignment as instructed.
- Maintains accurate manual logs and records of work performed and materials and equipment used; prepares reports (e.g., requisitions, accident reports, etc.) as required.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, methods, equipment, materials, and tools used in maintenance and repair of Authority buildings and facilities.
- Operation, maintenance and calibration of a wide variety of equipment, hand, shop, and tools used in performing assigned work.
- Basic troubleshooting and repair estimation principles and practices.
- Occupational hazards and safety equipment and practices related to the work.
- Principles and procedures of record-keeping and reporting.
- Safe driving rules and practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.

Ability to:

- Perform a variety of technical tasks in the maintenance and repair of Authority facilities and equipment.
- Identify building maintenance needs and take corrective actions.
- Perform duties in a manner to maximize public safety.
- Operate a variety of vehicular and stationary mechanical equipment in a safe and effective manner.
- Safely and effectively use and operate hand tools, and light to medium equipment required for the work.
- Maintain tools and equipment in a clean working condition providing for proper security.
- Maintain accurate logs, records, and basic written records of work performed.
- Understand and follow oral and written instructions and department policies and procedures related to assigned duties.
- Make basic accurate arithmetic calculations.
- Organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Maintenance Generalist I - Equivalent to the completion of the twelfth (12th) grade and

Maintenance Generalist I – Some experience in a custodial, construction, or maintenance field is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid Driver's License by time of appointment and must have the ability to be insurable through the Housing Authority's auto insurance carrier.

PHYSICAL DEMANDS

Must possess mobility to work in the field, in and around Authority buildings and facilities; strength, stamina and mobility to perform light to medium physical work, to work in confined spaces, around machines, to walk on uneven terrain, and to climb and descend ladders, and operate varied hand tools and construction equipment; vision to read printed materials and a computer screen; color vision to identify

wires and cables; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 75 pounds and heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work indoors and outdoors, and may be exposed to cold and hot temperatures, inclement weather conditions, road hazards, loud noise levels, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.



September 2011
FLSA: NON-EXEMPT

MAINTENANCE GENERALIST II

CLASS CHARACTERISTICS

Maintenance Generalist II: This is the journey-level classification in the Maintenance Generalist series that performs the full range of duties required to ensure that Authority buildings and facilities provide the highest level of safety for public and staff use. Incumbents are responsible for performing semi-skilled facilities and equipment maintenance tasks, which may include custodial work. Work may involve working around other Authority staff and/or the public, depending upon assignment. This class may assist the specialized trades workers.

Positions in the Maintenance Generalist class series are flexibly staffed and positions at the Maintenance Generalist II level are normally filled by advancement from the Maintenance Generalist I level requiring two (2) years of experience and after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

The Maintenance Generalist II performs all duties and job functions of the Maintenance Generalist I classification. In addition, the Maintenance Generalist II must be qualified to perform additional duties requiring the use of power tools and other motorized equipment.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Property Manager or his/her designee. Exercises no direct supervision of staff. May exercise technical and functional direction over lower-level staff.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs high-level and/or advanced construction, maintenance, and repair activities of Authority properties to ensure safe and efficient access for the public, including alleys, sidewalks and walkways, curbs and gutters, parking lots, and vacant units.
- Removes and cleans up debris resulting from litter, construction maintenance, demolition or repair work around grounds including the handling and removal of asbestos and other hazardous material.
- Cuts, trims, and removes brush, weeds, shrubbery, and trees, and removes sticks, logs, and other debris from development grounds, using power tools and motorized equipment.
- Digs, grades, and backfills trenches, excavations, or elevations.
- Participates in asphalt maintenance, including demolition and preparation of areas to be resurfaced, sealing of cracks, and attending to trip hazards, using specialized tools and/or equipment.
- Assists a variety of craft workers on projects by accessing and providing tools and cleaning components, equipment, or machinery.

- Mixes concrete, mortar, or other substances and materials used in construction or building repair, using specialized tools and/or equipment.
- Observes safe working practices, including maintaining storage areas in a safe condition.
- Identifies and reports building maintenance needs to appropriate staff.
- Interfaces with the public in a non-disruptive manner; answers questions and provides standard information to the public if working in a public facility.
- Operates and maintains a variety of motor vehicles.
- Operates a variety of light, medium, and heavy equipment related to the construction, maintenance, and repair of construction systems and facilities; hauls debris to dumpsite and deliver building supplies, equipment, or other materials to various locations.
- Operates a variety of maintenance equipment such as pneumatic, hand and power tools, portable pumps, and equipment related to work assignment as instructed.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, methods, equipment, materials, and tools used in maintenance and repair of Authority buildings and facilities.
- Operation, maintenance and calibration of a wide variety of equipment, hand, shop, and power tools used in performing assigned work.
- Basic troubleshooting and repair estimation principles and practices.
- Occupational hazards and safety equipment and practices related to the work.
- Principles and procedures of record-keeping and reporting.
- Safe driving rules and practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.

Ability to:

- Perform a variety of technical tasks in the maintenance and repair of Authority facilities and equipment.
- Identify building maintenance needs and take corrective actions.
- Perform duties in a manner to maximize public safety.
- Operate a variety of vehicular and stationary mechanical equipment in a safe and effective manner.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, and light to medium equipment required for the work.
- Maintain tools and equipment in a clean working condition providing for proper security.
- Maintain accurate logs, records, and basic written records of work performed.
- Understand and follow oral and written instructions and department policies and procedures related to assigned duties.
- Make basic accurate arithmetic calculations.
- Organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Maintenance Generalist II - Equivalent to the completion of the twelfth (12th) grade and

Maintenance-Generalist II – Two (2) years of experience performing routine maintenance or construction duties, and/or building, grounds, or custodial maintenance and repair.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid Driver’s License by time of appointment and must have the ability to be insurable through the Housing Authority’s auto insurance carrier.

PHYSICAL DEMANDS

Must possess mobility to work in the field, in and around Authority buildings and facilities; strength, stamina and mobility to perform light to medium physical work, to work in confined spaces, around machines, to walk on uneven terrain, and to climb and descend ladders, and operate varied hand and power tools and construction equipment; vision to read printed materials and a computer screen; color vision to identify wires and cables; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 75 pounds and heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work indoors and outdoors, and may be exposed to cold and hot temperatures, inclement weather conditions, road hazards, loud noise levels, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

Attachment 2

*Fee for Service Form and Instructions and Supporting Line Item
Narrative for Central Office Cost Center*



SAN FRANCISCO HOUSING AUTHORITY INSTRUCTIONS FOR COMPLETING THE FEE FOR SERVICE & MATERIALS INVOICE



1	Invoice Date	To be completed by Finance upon submission.							
2	Invoice No.	To be completed by Finance upon submission.							
3	For Period Ending	Enter the month and year for which services/materials were provided.							
4	Description of Services Provided	Provide detail of services provided to the AMP/development.							
5	# of Hours	Enter actual number of hours spent for each service detailed.							
6	Fee Rate	Enter market rate of staff person providing service. Please attach documentation for market rate charged.							
7	Total Cost	Calculates automatically.							
8	Development Location	Using the pull-down menu, select the development for which services were provided. Note that each invoice can list services provided to any development within a single AMP.							
9	General Ledger Account Number	For Finance use only; populates automatically.							
10	Description of Materials Provided	Provide detail of materials used in conjunction with services provided to the AMP/development.							
11	# of Units	Enter the actual number of units of materials used.							
12	Unit Cost	Enter market rate for each unit. Please attach documentation for market rate charged.							
13	Total Cost	Calculates automatically.							
14	Development Location	Using the pull-down menu, select the development for which services were provided. Note that each invoice can list services provided to any development within a single AMP.							
15	General Ledger Account Number	For Finance use only; populates automatically.							
16	Services Provided By/ <i>Print Name</i>	Type name of departmental director/administrator providing or overseeing provision of services.							
17	Date	Enter date that form is signed.							
18	Services Provided By/ <i>Sign Name</i>	Print form and obtain signature of departmental director/administrator providing or overseeing provision of services.							
19	Approved By/ <i>Print Name</i>	Type name of AMP Property Site Manager approving services.							
20	Date	Enter date that form is signed by AMP Property Site Manager.							
21	Approved By/ <i>Sign Name</i>	Print form and obtain signature of AMP Property Site Manager approving services.							
22	Fee Rate								
23	Finance Department Use Only	Revenue coding block; no entry required.							



SAN FRANCISCO HOUSING AUTHORITY FEE FOR SERVICE & MATERIALS SUMMARY INVOICE



Invoice Date: 1

For period ending: _____

Invoice No: 2

Description of Services Provided	# of Hours	Fee Rate	Total Cost	Development Location	General Ledger Account Number				
					Fund/AMP	Account	Sub-Acct	Cost Center	Development
EXAMPLE: Webpage design and content for public information campaign	2.00	\$ 150.00	\$300.00	Ping Yuen	972	443070	000000	318	010
			\$0.00		-	443070	000000	-	-
			\$0.00		-	443070	000000	-	-
			\$0.00		-	443070	000000	-	-
			\$0.00		-	443070	000000	-	-
			\$0.00		-	443070	000000	-	-
			\$0.00		-	443070	000000	-	-
			\$0.00		-	443070	000000	-	-
			\$0.00		-	443070	000000	-	-
			\$0.00		-	443070	000000	-	-
			\$0.00		-	443070	000000	-	-
			\$0.00		-	443070	000000	-	-
			\$0.00		-	443070	000000	-	-
			\$0.00		-	443070	000000	-	-
<i>Subtotal of Services</i>	2.00		\$300.00						

Description of Materials Provided	# of Units	Unit Cost	Total Cost	Development Location	General Ledger Account Number				
					Fund/AMP	Account	Sub-Acct	Cost Center	Development
EXAMPLE: Printing costs for public information campaign	500	\$0.50	\$250.00	Ping Yuen	972	443070	000000	318	010
			\$0.00		-	443070	000000	-	-
			\$0.00		-	443070	000000	-	-
			\$0.00		-	443070	000000	-	-
			\$0.00		-	443070	000000	-	-
			\$0.00		-	443070	000000	-	-
<i>Subtotal of Materials</i>	500.00		\$250.00						

Total Due			\$650.00		
------------------	--	--	-----------------	--	--

Services Provided by _____ **17** Date: _____
16 print name
18 sign name _____
 Department: General Counsel

Approved by: _____ **20** Date: _____
19 print name
21 sign name _____
 AMP: 872

22 Fee Rate used is based on Market Rate published by _____

23 FINANCE DEPT USE ONLY

100	370000	00000	318	010
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SUPPORTING LINE ITEM NARRATIVE FOR CENTRAL OFFICE COST CENTER

Revenues

Management Fees: \$67.71 PUM per occupied unit (allowable HUD schedule). HOPE VI AMPs are not charged Management Fee.

PH Bookkeeping Fees: \$7.50 PUM per occupied unit. HOPE VI AMPs are not charged Management Fee

Asset Management: 1,484 units x 12 months x \$10.

Capital Fund Management Fee: 10% of \$10,097,740 Capital Grant, or \$1,009,764.

Section 8 Management Fee: 20% of Administrative Fee for Housing Choice Voucher and 15% of Administrative Fee for the Mod Rehab program.

Front Line Service Fee: Fee for Service based on Work done in the AMPs

Interest Income: Interest earned on COCC cash.

Other Income: Rent Income for office space used by the Section 8 program; Insurance Dividend received as a percentage of Insurance Expense incurred.

Expenses

Administrative Salaries: Per attached salary schedule.

Employee Benefit Contributions - Administrative: Per attached salary and position schedule.

Audit: Pro-rated cost (to COCC) for the Annual IPA Audit

Legal: Non-tenant related legal expenses.

Travel: Annual conferences, industry meetings, staff meetings, staff training offsite as well as in house training in project based management/budgeting as well as public housing specific training updates.

Administrative Other - Computer Software Support/Hardware: Software, hardware, maintenance, licensing, support.

Administrative Other - Office Expenses: Telephone, fax, office supplies, copying, postage, annual report, dues, Board meetings. **Administrative Other** – Banking fees, professional services, office machine repairs, copy machine lease and miscellaneous expenses.

Utility Expenses: Utility expense of the central office.

Ordinary Maintenance and Operations – Labor: Per attached salary schedule.

Ordinary Maintenance and Operations – Materials: Fuel, fleet auto parts, uniform and routine repair materials.

Ordinary Maintenance and Operations Contract – fleet maintenance contracts, elevator maintenance contract, and miscellaneous contracts

Protective Services – Security services at COCC office.

Insurance: Central office business and general liability insurance.

Other General Expenses: Commissioners expense, food related items.

Extraordinary Maintenance: The PHA owns the building where it maintains its central office and, therefore, pays no rent. These funds cover the cost of annual property replacements beyond routine maintenance like roof replacement.

Schedule of COCC Fees and Charges to AMPS

Management Fee: \$67.71 PUM based on 80th Percentile of Property Management Fees FHA Housing by Field Office, for Unlimited Dividend and Non-Profit Ownership Type.

HCV Management Fee: HCV Administrative Fee Income x 20% or \$12.00 per Leased Up Units whichever is higher.

Other Section 8 Management Fee: MOD, HOPWA & Shelter Plus Care x 15%

Capital Fund Program Management Fee: Capital Fund Program Funds x 10%

ARRA Fund Program Management Fee: Based on actual reimbursement of administrative expenses up to 10%

Bookkeeping Fee: \$7.50 PUM, based on PIH Notice 2007-9

Asset Management Fee: \$10 PUM, based on PIH Notice 2007-9.

Fee for Service: COCC Maintenance for skilled craft based on “Specialized Craft Rates” table.

FEE FORE SERVICE RATES				
Labor Type	Regular Rate	OT Rate	DT Rate	
Painter	\$ 67.88	\$ 101.82	\$	135.76
Laborer	\$ 42.93	\$ 64.40	\$	85.86
Glazier	\$ 57.81	\$ 86.72	\$	115.62
Carpenter	\$ 66.62	\$ 99.93	\$	133.24
Electrician	\$ 81.06	\$ 121.59	\$	162.12
Plumber	\$ 70.79	\$ 106.19	\$	141.58
Steamfitter	\$ 70.79	\$ 106.19	\$	141.58
Tile Layer	\$ 70.50	\$ 105.75	\$	141.00

Attachment 3

San Francisco Housing Authority Bed Bug Policy



SAN FRANCISCO HOUSING AUTHORITY

1815 Egbert Avenue • San Francisco CA • 94124 • (415) 715-3280

SAN FRANCISCO HOUSING AUTHORITY BED BUG POLICY

Bed bugs are a growing national problem, and as a result, this policy has been created for the Public Housing program. The purpose of this policy is to set forth the roles and responsibilities of all parties (SFHA, and Tenant) in minimizing the potential for bed bugs. The policy will also provide guidance in cases where bed bugs are present in order to eliminate them as quickly as possible.

Bed bugs are difficult to contain without the proper treatment. Therefore it is imperative that all parties (SFHA and, Tenant) work simultaneously toward a common goal, extermination and elimination. Left untreated bed bugs can spread throughout a residence affecting current and future tenants.

PUBLIC HOUSING PROGRAM

SFHA Roles and Responsibilities:

Upon notification from the tenant, SFHA staff and/or extermination professional will perform an initial inspection of the tenant's residence using the "Maintenance Tracking Sheet," and place bed bug monitors in resident. If it is determined that bed bugs are present, SFHA will provide the tenant with the "SFHA & Tenant Roles and Responsibilities" document. The above document will be explained to the tenant to ensure understanding and compliance prior to treatment. In addition, SFHA will secure the tenant's signature indicating understanding of the document. Upon successful completion by the tenant of their roles and responsibilities SFHA will professionally treat the residence and perform follow-up to ensure treatment was successful.

In order to educate tenants and minimize potential for the presence of bed bugs, SFHA has created a "Prevention Tips" document.

Tenant Roles and Responsibilities:

HUD regulations require the tenant's cooperation in order to successfully eliminate the presence of bedbugs. Therefore, it is the tenant's responsibility to call in a work order as soon as the presence of bed bugs is suspected. This will allow SFHA to address the potential infestation at its onset and before it affects other tenants. In addition, the tenant must be onsite when the initial inspection is conducted. If it is determined by SFHA that bed bugs are present, the tenant must complete all items listed on the "SFHA & Tenant Roles and Responsibilities" prior to treatment and as soon as possible. This will help to minimize the severity of bed bug presence and resolve the problem quickly. A tenant may be deemed in violation of sections 6.B and 6.E in the lease agreement if they fail to fully cooperate and comply with their roles and responsibilities.

Bug Policy Attachments

- Tenant Complaint Report Form
- SFHA & Tenant Roles and Responsibilities
- Prevention Tips

Tenant Complaint Report Form
Formulario de Informe de Quejas de Chinchas del Inquilino

Apartment/ Hotel:
Apartamento/ Hotel:

Date Reported:
Fecha del Informe:

Phone Number:
Numero de Teléfono:

Tenant Name:
Nombre del Inquilino:

Date of Occurrence:
Fecha del Incidente:

Unit Number:
Numero de Unidad:

Bed Bugs
Chinchas

Cockroaches
Cucarachas

Rodents
Roedores:

Other:
Otro:

Detailed description of the incident/problem:
Descripción detallada del incidente/ problema:

Location where observed:
Lugar donde se observó:

Copy given to tenant
Copia entregada al inquilino

Bed Bug Management Plan SFHA & Tenant Roles and Responsibilities

It has been determined, based on the inspection of your residence that bed bugs are present and professional treatment is required. Bed bugs are a problem that can only be solved when both parties (SFHA and tenant) work simultaneously toward a common goal, extermination and elimination. HUD regulations require the tenant's cooperation in order to successfully eliminate the presence of bed bugs. Without proper treatment, bed bugs are difficult to contain and have the potential to infest neighboring housing units. In addition, if a tenant relocates and the proper treatment has not taken place, the bed bugs will move with the tenant as bed bugs can be carried in furniture, bedding, clothing, etc. SFHA will not be responsible for the reimbursement and/or replacement of any tenant furniture, clothing, household items, and medical expenses. The following plan outlines the roles and responsibilities of SFHA (landlord) and the tenant in the treatment of bed bugs:

SFHA

- Inspect residence for infestation within one work day of receipt of emergency work order.
- Schedule treatment date as soon as possible, but no later than three days after the initial inspection (subject to tenant readiness).

Scheduled treatment date _____.

- Provide at initial inspection special bed bug mattress and box spring encasements for use on all mattresses and box springs, in accordance with the Maintenance Charge list. Tenant may provide own mattress and box spring encasements, however the time frames still apply.
- Provide a dozen (12) large trash bags at no charge to the tenant for the storage of clothing, towels, toys, other linens, etc. prior to and during treatment.
- Treat residence including furniture.
 - If infested furniture does not respond to treatment, SFHA will dispose of furniture at tenant's request or tenant can have furniture professionally re-treated at their expense. Proof of re-treatment MUST be provided to SFHA within 48 hours of determination that initial treatment was unsuccessful. If the retreatment of furniture is deemed unsuccessful, tenant may be required to dispose of furniture.
- Perform follow-up with tenant within 10 days of treatment to ensure treatment was effective.
- Perform additional treatments as necessary.

Tenant

- Tenant must be onsite at the scheduled time when the initial inspection is conducted.
- For treatment to be effective, tenant must perform the tasks listed below prior to the scheduled treatment date. SFHA encourages tenant to complete items listed as soon as possible in order to minimize severity of bed bug presence and resolve the problem quickly.
 - ✓ Remove all sheets, blankets, mattress covers, pillowcases, etc. from beds and wash in hot water (120+ degrees recommended) and dry in clothes dryer on the highest heat setting for at least 30 minutes. Fold them and place them in plastic garbage bags and seal the plastic bags tightly. Do not put them back on the bed until the evening after treatment.
 - ✓ Remove everything from bedrooms and hall closets. Closets, dresser drawers, and night stand drawers must be empty. Remove all clothing, toys, boxes, etc. from bedroom floors.

Bed Bug Management Plan Prevention Tips

- ✓ Wash all bedding regularly in hot water. The water should be at least 120 degrees.
- ✓ Use bed bug encasements on all mattresses and box springs.
- ✓ Check your own bed for bed bugs from time to time. Catching them early will make bedbug treatment easier if bed bugs do occur.
- ✓ Vacuum floors regularly. Use the brush tool of your vacuum to vacuum your mattress. Use the crevice tool to vacuum crevices in the mattress and your baseboards.
- ✓ Clean up clutter to reduce hiding spots.
- ✓ Caulk holes in floors and walls.
- ✓ When purchasing second hand clothing, place all garments in a sealed bag until they can be washed and place in a dryer on high heat for 15 to 30 minutes.
- ✓ If you purchase used furniture, examine it for bed bugs. Pay special attention to used mattresses and bed frames.
- ✓ When traveling, check your room for signs of bed bugs such as bloodstains on the pillows or linens. Inspect mattress seams, look behind headboards and pictures. If you suspect you may have brought bed bugs home, place infected items in the dryer or freezer.
- ✓ After you return from a trip, check your luggage for insects that might have

Attachment 4

Fleet Management Policy and Procedures Manual

SAN FRANCISCO HOUSING AUTHORITY



FLEET MANAGEMENT POLICY

Rev: 2.29.16

1. POLICY

1.1 The purpose of this manual is to set forth unified Authority-wide motor vehicle guidelines and procedures that will ensure the efficient, effective and safe operation and appropriate internal controls of Authority-owned, rented and leased motor vehicles.

2. ADMINISTRATIVE AND GENERAL

2.1 GUIDELINES

2.1.1 SCOPE: Unless otherwise specified, a change in policy or procedures shall be made only by amendment pages to this directive. No deviations from these policies and procedures shall be made unless expressly authorized by the Executive Director.

2.1.2 ADMINISTRATION: The overall responsibility for the operation of the vehicle fleet, its maintenance, procurement, and disposal rests within the Human Resources Department, under the supervision of the Risk and Safety Administrator (Fleet Manager), hereafter referred to as "Fleet Management".

2.1.3 PARKING FEES AND BRIDGE TOLLS: Parking fees and bridge tolls, incurred while conducting official Authority business, will be reimbursed. The driver must submit the receipt(s) for the fee(s) and/or toll(s), with a petty cash slip duly signed by his/her Division Director, to the petty cash custodian for reimbursement.

2.1.4 TRAFFIC CITATIONS: Each driver is responsible for paying any traffic citation issued against the vehicle during the time the vehicle is checked out to the driver, unless an exception is allowed by Finance. A copy of the citation and documentation verifying payment may be required by Finance. Any driver who fails to pay a traffic citation related to driving a fleet vehicle may lose his/her driving privileges. The loss of driving privileges could negatively impact the employment status of certain drivers who are required to drive as part of their job.

3. AUTHORITY DRIVERS

3.1 DEFINITIONS

3.1.1 **AUTHORIZED DRIVERS:** Authorized drivers are those employees that have been identified, by verification of their driving record through the Department of Motor Vehicles, as 1) having an acceptable driving record in accordance with Section 3.1.4 of this manual; 2) received approval to drive Authority fleet vehicles from their Division Director, or designee; and 3) have met the requirements provided for in the Fleet Management Policy and/or meets the current insurance carrier's criteria for an authorized driver (*whichever is more stringent*).

3.1.2 **AUTHORIZED FLEET VEHICLE DRIVER'S LIST:** A listing of all employees that have submitted a *Request for Addition to Authorized Driver's List* form, and have been approved for driving privileges by the Division Director, or designee, and through their driving record to operate such vehicles.

3.1.3 **MOTOR VEHICLE REPORT:** A report generated by the State of California, Department of Motor Vehicles, detailing the driving record, by individual names and driver license numbers, for each request submitted, and indicating the status of the applicable driver's licenses.

3.1.4 **ACCEPTABLE DRIVING RECORD:** An acceptable driving record for the purposed of approval of driving privileges is defined as one in which the driver has no more than three minor convictions within the last three years, no major convictions within the last three (3) years, no more than one at-fault accident within the last three (3) years, or any combination of minor convictions and at-fault accidents totaling no more than three within the last three (3) years.

3.1.5 **UNACCEPTABLE DRIVING RECORD:** An unacceptable driving record for the purposes of denying driving privileges is defined as one in which the driver has one or more major convictions within the last three years, four or more minor convictions within the last three (3) years, two or more at-fault accidents within the last three (3) years, or any combination of minor convictions and at-fault accidents totaling more than three (3) in the last three (3) years.

3.1.6 **MAJOR CONVICTIONS:** Major convictions shall include any of the following:

- Driving under the influence of liquor or drugs
- Driving while impaired
- Reckless driving or racing
- Failure to report an accident
- Making a false accident report
- Vehicular homicide or manslaughter
- Attempting to elude a police officer
- Driving while license is suspended or revoked

3.1.7 MINOR CONVICTIONS: Minor convictions shall include any moving traffic conviction other than a major conviction, except the following, which are considered infractions:

- Motor vehicle equipment, load or size requirement
- Improper display or failure to display license plates, provided such plates exist
- Failure to sign or display registration card
- Failure to have driver's license in possession, provided a valid driver's license exists.

3.1.8 AT-FAULT ACCIDENTS: An accident arising out of the use of a motor vehicle due to the negligence of the operator or for which the operator was at fault, or any other accident where reasonable assurance of non-fault cannot be furnished, *and damage to any vehicle is greater than \$500.00 or injury to other persons has occurred.*

3.1.9 ACCIDENT PRONE DRIVER: Any driver involved in three (3) or more accidents in a twelve (12) month period regardless of fault.

3.2 GUIDELINES

3.2.1 SCOPE: Driving San Francisco Housing Authority owned, leased or rented vehicles is restricted to Authority employees that have been duly authorized to operate such vehicles. Operators shall be required to possess a valid state driver's license, comply with all state and local vehicle laws and ordinances, and have an acceptable driving record as defined in this manual.

3.2.2 NEW HIRES: Any new hire, if his or her position requires that s/he be available to drive an Authority vehicle, must have his or her driving record checked prior to acceptance as an employee in such a position. This is initiated by submission of a request form to drive fleet vehicles to Human Resources.

3.2.3 TEMPORARY AND PERMANENT EMPLOYEES: Employees of the Authority who wish to be placed on the Authorized Fleet Vehicle Driver's List must submit a *Request for Addition to Authorized Driver's List form* to Human Resources. The form must be signed by the appropriate supervisor accompanied by a copy of the employee's valid California driver's license. Supervisors should only approve request forms for their employees needed to drive Authority vehicles.

3.2.4 OUT-OF-STATE LICENSES: Employees with valid non-California driver licenses may be allowed to drive Authority vehicles for a period of thirty (30) days from the date of hire. However, said employees must secure a valid California driver's license within thirty (30) day period stated above, submit a Request for Addition to the Authorized Driver's List form within three (3) business days after securing said California driver's license, and receive an approval for addition to the driver's list in order to remain an authorized San Francisco Housing Authority driver. The driver shall be removed from the Authorized Driver's List automatically should he or she fail to comply with the above requirements in the time frames stated.

3.2.5 MOTOR VEHICLE REPORTS: Each request form received is used for processing a Motor Vehicle Report (MVR). This normally takes one to two business days. A copy of the MVR is then returned to the Authority for review (the report also becomes a permanent record to be placed in each individual's Human Resources file).

The Fleet Manager determines the driving status for those individuals requesting to drive, or previously approved to drive Authority vehicles based on their MVRs and other criteria defined in this document. A final decision for new drivers (approved or not approved) is registered on the Request for Addition to Authorized Driver's List form, with a copy returned to the originating department. For existing drivers, a written notice is sent to the department informing the appropriate supervisor whenever a driver must be removed from the Authorized Driver's List. A new Request for Addition to Authorized Driver's List form must be completed for all drivers removed from the Authorized Driver's List and requesting to be placed back on it, except for those individuals deleted from the list in error (PLEASE NOTE: Drivers with expired licenses will be automatically removed from the Authorized Driver's List until evidence of a valid and current driver's license is submitted to Human Resources).

3.2.6 CRITERIA FOR DRIVING PRIVILEGES: The criteria for being granted or maintaining driving privileges is subject to change without notice. As of February 1, 1994, the requirements are as follows:

3.2.6.1 Candidate for driving privileges or current authorized driver has an acceptable driving record as defined in this manual; and

3.2.6.2 An employee identified as an accident prone driver, as defined under Section 3.1.9, has enrolled in and completed a driver safety and training course in order to continue his or her driving privileges; and

3.2.6.3 Authorized driver complies with all other requirements of the SFHA Fleet Management Policy that are necessary to maintain his or her driving status.

3.2.7 AUTHORIZED DRIVER'S LIST: Each month a new Authorized Fleet Vehicle Driver's List is distributed to each Division. This list provides the names of every employee authorized to drive Authority vehicles.

The list, however, will not reflect those individuals authorized to drive Authority vehicles subsequent to its distribution, or those employees inadvertently omitted therefrom. In such instances, the written confirmation described in Section 3.2.5 above will suffice until the next monthly list is distributed. Only those individuals on the Authorized Fleet Vehicle Driver's List, or those having received written confirmation adding them to the Authorized Fleet Vehicle Driver's List, may drive Authority fleet vehicles.

4. VEHICLE ACQUISITION AND ASSIGNMENT

4.1 DEFINITIONS

4.1.1 FLEET VEHICLE: Any vehicle purchased, leased or rented by the SFHA for the purpose of conducting official business on behalf of this agency.

4.1.2 AFTER HOURS: The time between 6:00 p.m. and 7: a.m., Monday through Friday, and from 6:00 p.m. Friday through 7:00 a.m. Monday, each week, and all hours during Authority holidays.

4.1.3 MOTOR POOL VEHICLE: Any vehicle not assigned to an individual.

4.2 GUIDELINES

4.2.1 SCOPE: For planning purposes, it shall be the policy of the Authority to replace owned motor vehicles after seven (7) years of Authority use. Depending on condition, mileage, and usage this figure will fluctuate to ensure only serviceable units are allowed to operate. That portion of the motor vehicle fleet that has been leased will be exchanged in accordance with the terms and conditions of the lease agreement. After five (5) years, however, the leased vehicles shall be replaced with later models.

4.2.2 NEW VEHICLES:

4.2.2.1 Planning for fleet vehicle replacements and/or additions shall be the combined responsibility of the Fleet Manager, Deputy Executive Director and Procurement. The call for vehicle replacement or augmentation will take place during the mid-fiscal year budget review conducted by the Deputy Executive Director. Once vehicle needs have been approved by the Executive Director, the Department Head will prepare the requisition, together with detailed specifications, if required, and submit same to Procurement. Each vehicle purchased by the Authority shall be registered, licensed, added to the agency insurance policy, provided a gas key and subjected to decalomania by Fleet Management.

4.2.2.2 Fleet vehicles may be procured to include the following equipment only if it is normally offered as standard equipment by the automobile manufacturer or distributor.

- Power windows and door locks
- CD or cassette player
- Air conditioning will not be specified in the purchasing bid solicitations.
Maintenance vehicles shall not have AM/FM car radios.

4.2.3 LEASED OR RENTED VEHICLES: Leased or rented vehicles shall not be subjected to decalomania, and shall be added to the Authority's insurance policy only if it is more economical than accepting an insurance rider under the lease or rental agreement. Such vehicles shall be assigned fleet numbers for identification purposes on the fleet inventory list and issuance of a gas key. Fleet Management shall be responsible for the assignment of all fleet numbers and distribution of gas keys.

4.2.4 VEHICLE ASSIGNMENTS: Each fleet vehicle shall be assigned to individual employees or to the motor pool. Fleet Management shall be kept informed of individual vehicle assignments. It is the responsibility of the Department Heads to assign vehicles to their employees. However, Fleet Management reserves the right to reassign vehicles to other departments or individuals to meet the changing needs of the Authority, or as directed by the Executive Director. Once a vehicle is assigned to an individual, it

becomes that individual's responsibility to maintain control over the use of the vehicle. Vehicles may not be interchanged, borrowed or used without notification to Fleet Management, regardless of the duration. Submission of completed sign-out logs to Fleet Management on a monthly basis, and chronicling all departmental fleet activity during that time frame, shall serve as sufficient notification. Personnel who violate this requirement shall be subject to disciplinary action, including suspension of Authority driving privileges.

4.3 PROCEDURES

4.3.1 Fleet vehicle additions and/or replacements are determined during midyear budget review for procurement in the following fiscal year. Leased or rented fleet vehicles may be requested at any time during the year accompanied by proper justification from the requesting department or division.

4.3.2 Department Heads or Division Directors submit detailed specifications for vehicles approved for purchases or purchase requisitions for vehicles to be rented or leased. The requesting department is responsible for preparing resolutions for rented vehicles should the costs require Commission approval in accordance with the Procurement Policy.

4.3.3 Procurement Department solicits bids for the procurement of vehicles based on specifications.

4.3.4 Procurement Department submits resolution for Commission approval based on bid results and prepares purchase requisitions for same.

4.3.5 Vehicles approved for purchase are received, then registered, licensed, subjected to decalcomania, assigned a gas key and added to insurance policy by Fleet Management.

4.3.6 Rented or leased vehicles are acquired, assigned a gas key and added to insurance policy, or have insurance rider attached to lease agreement and given fleet number by Fleet Management once procurement is approved by the Executive Director, or Commission if required.

4.3.7 Fleet vehicles, whether rented, leased or purchased, are assigned to departmental motor pools and parking facilities by Fleet Management. A duplicate set of car keys is retained by Fleet Management, located in the Human Resources Department.

4.3.8 If deemed necessary, Department Heads or Division Directors shall assign motor pool vehicles to individuals and immediately notify Fleet Management of such assignments.

4.3.9 Fleet Management updates Fleet Inventory List to include year, make and model of vehicle, vehicle identification number, SMOG CHECKS, person or motor pool that vehicle is assigned to, acquisition cost, license plate number, fleet vehicle number and driver's license number and expiration date.

5. VEHICLE OPERATION AND STORAGE

5.1 DEFINITIONS

5.1.1 AFTER HOURS DRIVERS: Employees of the Authority listed as authorized drivers and authorized to drive fleet vehicles during those hours defined as after hours in Section 4.1.2 of this Fleet Management Policy.

5.2 GUIDELINES

5.2.1 SCOPE: The Authority shall endeavor to have its fleet vehicles operated and stored in a safe and secure manner. Control over the operation, use and storage of vehicles shall remain with Fleet Management at all times, unless otherwise delegated.

5.2.2 GENERAL REQUIREMENTS: Each person who drives an Authority vehicle is responsible for its maintenance, cleanliness and obeying all traffic laws and ordinances during the time the vehicle is in their possession.

This includes paying all traffic fines and citations received while using the vehicle, checking and replenishing water, oil and other engine fluids as the need arises, filling the gas tank when the indicator falls below one-half full, refraining from eating, smoking, or drinking in the vehicles, removing the accumulation of garbage and other debris from the interior of the vehicle while being used, filing accident reports with Fleet Management in a timely manner, and notifying Fleet Management when the vehicle is not functioning properly or appears to be in need of servicing (e.g., brakes, tune-up, etc.).

It is the responsibility of the Department Heads to insure that their employees maintain the vehicles in accordance with the above requirements. Failure to do so may result in the vehicles being reassigned to other departments or individuals.

5.2.3 MOTOR POOL MONITOR: Each division or department that has vehicles assigned to its motor pool fleet, or to individuals within that division or department, must assign an individual as a motor pool monitor to maintain strict control over possession of the vehicle keys. The motor pool monitor must limit access to the vehicle keys to authorized drivers only, be aware of the location of all vehicle keys at all times during business hours by maintaining a daily vehicle sign-out log and ensure that all motor pool keys are returned by the close of business each day. The motor pool monitor is also responsible for accepting and recording reservations to use motor pool vehicles, ensuring that trip tickets are completed for each vehicle at least weekly, and forwarding trip tickets and daily sign-out logs to Fleet Management. Trip tickets must be forwarded to Fleet Management the same day they are completed; daily sign out logs are to be forwarded to Fleet Management on a monthly basis.

Any requests for accident report forms, vehicle maintenance, flares, replenishment of first-aid kits or any other vehicle related matters should be routed through the motor pool monitor to Fleet Management.

5.2.4 GAS KEYS: Fleet Management shall assign one gas key to each fleet vehicle at the time of acquisition. If the gas key should be lost, stolen, damaged or destroyed, then request for a new gas key should be made immediately. Fleet Management shall forward a new gas key to the requesting department or division within two (2) business days after receipt of the request, depending on the availability of the new key(s) from Central Shops. All requests for gas keys must be made on a Fuel Key Request Form. Only authorized personnel from Fleet Management may request gas keys.

***IMPORTANT.** Gas keys are not to be shared between vehicles for any reasons. The only exception to this rule is for equipment such as lawn mowers that require fuel and are not assigned separate gas keys. Mileage readings input at refueling stations must be accurately recorded. Do not include tenths of miles for mileage readings. Use of gas keys for other than their assigned vehicles, or consistent errors in mileage reading input, will result in suspension of driving privileges for the offending individual(s).*

5.2.5 Gasoline purchases are always to be made at self-service Pumps.

5.2.6 USE OF VEHICLES

5.2.6.1 Individuals assigned to fleet vehicles may use such vehicles for official business of the Authority only. After hours use of fleet vehicles is strictly forbidden unless prior approval is received from the Division Director or Executive Director. *Trips outside the nine (9) county greater Bay Area (includes Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Sonoma, and Solano counties) may be made only with the prior written approval of the Executive Director.* Said written authorization shall be in the possession of the driver at all times during such out of town trips, **Failure to obtain proper authorization shall result in appropriate disciplinary action to include suspension of driving privileges.**

5.2.6.2 The conditions under which after hours use of fleet vehicles may be granted are as follows:

- The employee is classified in a Division Director or higher level position within the Authority, and is required to work after hours or attend after hours functions related to official business of this agency on a regular basis.
- The employee is classified as a Management or staff employee and has been instructed by his/her Division Director or the Executive Director to attend to or perform Authority related after hours functions or duties away from his/her office. In such instances, approval for after-hours use of fleet vehicles may be granted only for the date the function occurs or the duties are to be performed.
- The employee is assigned as the Duty Officer or backup Duty Officer. In such instances, only the Executive Director may approve after hours use of fleet vehicles.
- The employee is a craft employee, and must attend to an after-hours emergency call per instructions from the Executive Director, Division Director, Chief of Maintenance Operations, Duty Officer or backup Duty Officer.

5.2.6.3 Each after hour's driver must sign out for the vehicle taken following the guidelines stipulated in this manual for vehicle sign-outs (see Section 5.2.8), and complete a trip ticket for the vehicle if the vehicle is not regularly assigned to that individual. The trip ticket must be turned in to the department's designated key monitor by the next business day. After hours drivers must also maintain the vehicles in accordance with the provisions of Section 5.2.11 of this manual.

5.2.6.4 During out-of-town trips using transportation other than an assigned fleet vehicle or for any type of excused or unexcused leave in excess of three (3) consecutive days, any and all fleet vehicles in possession of an employee must be surrendered, along with its car keys, to the appropriate key monitor for that department. The vehicle may be reassigned by Fleet Management for the duration of the leave or absence.

5.2.6.5 Use of personal vehicles for official business of the Authority requires Division Director written approval in advance. The employee may be reimbursed for approved personal vehicle use by completing an expense account form and submitting it with a check request for approval and payment. Reimbursement is limited to the current federal mileage reimbursement rate established by the Internal Revenue Service, and includes gas, insurance, mechanical wear and tear, depreciation and all other expenses except bridge tolls and parking fees.

The Authority shall not be responsible for any damage or repairs to personal vehicles. The employee may be required to sign a waiver absolving the Authority of any liability related to the use of a personal vehicle during work hours or for work related business.

5.2.7 VEHICLE AVAILABILITY:

5.2.7.1 Motor pool vehicles will generally be available for use between the hours of *9:00 am and 5:00 p.m., Monday through Friday, except holidays*. Vehicles may be available between *8:00 am and 9:00 a.m.* During this period the vehicles will be inspected, refueled and cleaned on a rotating basis. In addition, each motor pool vehicle may not be available approximately once every four (4) months for a one or two day period to allow for the performance of routine and preventive maintenance service. The assigned department or division will be notified of such maintenance at least twenty-four (24) hours in advance. Unfortunately the vehicles will, from time to time, require unscheduled emergency maintenance service. In such instances, every effort will be made to notify the assigned division as far in advance as possible and, if necessary, make alternate arrangements to ensure the availability of a vehicle.

5.2.7.2 To ensure the availability of vehicles for use by employees conducting official Authority business, it is suggested that such vehicles be reserved by the requestor with any department or division that maintains a motor pool fleet. Reservations are made by inquiring about the availability of a vehicle for a particular date and time and, based on the response, completing and submitting a reservation form to the appropriate department or division. Reservations should be made at least twenty-four (24) hours in advance.

5.2.8 VEHICLE SIGN OUTS: Each department must maintain logs for the purpose of signing vehicles in and out, and must turn them in to the Fleet Management at the end of each month. Individuals using motor pool vehicles or vehicles assigned to other individuals must sign out for such vehicles to include their name, fleet vehicle number, destination, time the vehicle was signed out and an estimated return time. Once the vehicle is returned, the individual must sign the vehicle back in by indicating the actual return time and submitting the keys to the appropriate location or person designated to control such keys. Any department that does not maintain logs for the purpose of signing vehicles in and out may be subject to loss of control over fleet vehicles assigned to it.

5.2.9 REFUELING OF VEHICLES

5.2.9.1 It is the responsibility of each driver to refuel the vehicle s/he is driving if the tank is less than one-half (1/2) full. Authority vehicles may be refueled at the following City and County of San Francisco gas stations:

Hall of Justice - 950 Bryant Street
Cesar Chavez Station - 2323 Cesar Chavez
Recreation and Parks - 3rd Ave and MLK Drive
Central Shops – 1899 Jerrold Ave

If the vehicle requires oil, it may be obtained at the gas station above also (see gas station attendant).

5.2.9.2 FUELING: When refueling fleet vehicles, the driver must punch in the correct information requested upon insertion of the gas key into the gas pump control box. Odometer meter readings must be correctly reported-tenths of miles must be excluded from the reported reading. Failure to accurately report mileage readings may result in removal of driving privileges.

5.2.10 EMERGENCY ROAD SERVICE: In the event a fleet vehicle becomes inoperative due to mechanical failure or flat tire, emergency road services are available by contacting Fleet Services at (415) 715-3153 for assistance. After hours, the fleet driver may contact the following companies for required services:

Mechanical breakdown

Contact the Authorized Towing company (Golden Gate Towing at: (415) 826-8866) and have the vehicle towed to the Egbert Avenue maintenance yard.

Flat tire

Contact Rick's Tire Service's beeper number by following the instructions below:

Dial (415) 774-4178 and then wait for one beep, and then dial in the telephone number you are calling from; Hang up, your call is complete;

Your call should be returned within ten (10) minutes by a repairman. Please give the repairman your name, fleet number and location of the vehicle. DO NOT

LEAVE THE VEHICLE ONCE THE SERVICE CALL HAS BEEN PLACED. THIS RESULTS IN AN UNNECESSARY SERVICE CALL CHARGE. CONTINUED ABUSES OF THIS NATURE WILL RESULT IN DISCIPLINARY ACTION BEING TAKEN AGAINST THE OFFENDING INDIVIDUAL.

5.2.11 VEHICLE CARE

5.2.2.11.1 Department Heads are responsible for assuring that vehicles assigned to their operation contain the following items at all times:

- Copy of registration card
- Copy of proof of insurance card
- Trip ticket
- First aid kit
- Vehicle operator's manual ,
- Three reflective triangles
- Accident report form
- Safety cones (*Maintenance vehicles only*)
- Wheel chocks (*Maintenance vehicles only*)

NOTE: Infant car seats must be used in any fleet vehicle carrying infants or small children under 40 pounds.

Fleet Management should be contacted immediately if any of the above items are not in the vehicle and are otherwise unavailable.

5.2.11.2 Drivers are expected to return fleet vehicles with a clean interior.

This includes emptying ash trays of debris – **NO SMOKING IN VEHICLES**, removing papers, other documents and envelopes, and properly disposing of all trash and recyclables.

5.2.11.3 Employees assigned to fleet vehicles, other than temporary assignments of motor pool vehicles, are responsible for maintaining the exterior of the vehicles in a clean condition. Car wash tickets for such purposes may be secured from Fleet Services, located in the Human Resources Department.

5.2.11.4 Each person using a motor pool vehicle must complete a trip ticket each time the vehicle is driven and problems are observed with its performance, physical damage has been incurred, or it is excessively dirty. Trip tickets must be completed by the responsible department once a week for each vehicle under its jurisdiction, regardless of the vehicle(s)' condition. The trip ticket requires the operator to determine the condition of the vehicle and provides a simple means of communicating that condition to Fleet Management. If the trip ticket is not completed and submitted, and the vehicle becomes inoperative due to a condition that could have been detected and remedied by completing and submitting the trip ticket, the driver of record may be found negligent in his/her responsibilities and lose driving privileges in addition to other appropriate disciplinary action being taken. Trip tickets may also be used to request servicing of any fleet vehicles.

5.2.11.5 Failure to properly care for fleet vehicles as herein described may result in reassignment of the fleet vehicle and/or disciplinary action being taken against the offending party.

5.2.12 STORAGE: Authority vehicles shall be returned to, and left at, designated parking areas after the close of business each work day, on weekends and holidays. Fleet Management shall assign vehicles to specific parking areas based on the location and duties of the assigned drivers, availability of parking spaces, and level of security at designated locations.

5.2.13 HOME STORAGE: No fleet vehicle is to be stored at an employee's home on a continuous basis without prior written approval of the Executive Director. Such approval may be granted in the following instances:

- The employee is required to respond to emergency calls on a regular basis; or
- The employee is required to conduct Authority business during after-hours on a regular basis; or
- In the opinion of the Executive Director, it is in the best interests of the Authority to allow home storage to an employee of this agency.
- Employees must take reasonable precautions to safeguard home stored vehicles.

5.3 PROCEDURES

5.3.1 Motor pool monitors assigned to control and coordinate use of fleet vehicles within that department or division.

5.3.2 Authorized drivers sign out for use of fleet vehicles in the department or division vehicle is assigned to, obtaining trip ticket from motor pool monitor in the process.

5.3.3 Authorized drivers inspect vehicles for safety hazards and other maintenance needs prior to, and during trip, noting requirements on trip ticket.

5.3.4 Authorized drivers refuel vehicles prior to returning to designated parking facilities, check oil and other fluid levels, and clean interior and exterior of vehicles as needed.

5.3.5 Authorized drivers return vehicle keys to motor pool monitor, turn in completed trip ticket and sign in on daily log sheet.

6. VEHICLE MAINTENANCE

6.1 DEFINITIONS

6.1.1 EMERGENCY MAINTENANCE: Emergency maintenance shall be defined as those instances when the vehicle becomes inoperative or unsafe to drive and the urgency of need to repair the vehicle has been determined as mission essential by Fleet Management and the appropriate Department Head.

6.1.2 ROUTINE MAINTENANCE: Routine maintenance shall be defined as any maintenance or repairs required on vehicles to ensure safe and legal operation of vehicles that are not of an urgent nature.

6.1.3 SCHEDULED MAINTENANCE: Scheduled maintenance shall be defined as any maintenance or repairs required on a routine basis in order to extend the useful lives and driving condition of fleet vehicles.

6.1.4 MAJOR REPAIR WORK: Any repair to any fleet vehicle that exceeds *five hundred dollars (\$500.00)* in cost.

6.1.5 SUBSTANDARD CARE: Any vehicle that is damaged in accidents or incidents three times in any twelve month period within the same department or division, has trip tickets not completed regularly, is not cleaned regularly, or has stained or torn upholstery, is hereby identified as receiving substandard care.

6.2 GUIDELINES

6.2.1 SCOPE: It is the policy of the Authority to effect repairs of fleet vehicles on a cost effective basis. Scheduled maintenance procedures will be used as the primary method to repair fleet vehicles.

6.2.2 GENERAL REQUIREMENTS: It is the responsibility of Fleet Management to ascertain the maintenance and repair needs of fleet vehicles, schedule servicing based on that assessment, inform the affected departments of the service required and anticipated return date of the vehicle, and to verify that proper repairs have been performed on vehicle when such servicing has been contracted out. The Fleet Manager shall monitor all maintenance costs and frequency of repairs to identify vehicles that are habitually in the shop. Fleet Management shall keep informed of all repairs and vehicles that appear abused by Authority drivers. Vehicles that have been identified as receiving substandard care may be reassigned to another department, division or individual by Fleet Management.

6.2.3 SCHEDULED MAINTENANCE: Scheduled maintenance shall be based on the warranty requirements of the vehicle. If the vehicle's warranty period has expired, maintenance shall be based on mileage. Every 6,000 miles each fleet vehicle must be serviced for a tune-up; oil change and lubrication shall be performed every 3,000 miles. The drivers must also inspect the vehicle for other servicing needs such as tire replacement, engine coolant and transmission fluid replenishment, body damage, steering problems, and mechanical device failures (turn signals, lights, etc.).

6.2.4 ROUTINE MAINTENANCE: Based on analysis of trip tickets, accident/incident reports or repair requests, the Fleet Assistant shall schedule an inspection and ascertain repair needs of vehicles identified by such analysis. If major repairs are

required, the Fleet Assistant must discuss such repair work with the Fleet Manager prior to authorizing the repairs. The Fleet Manager shall determine if such repairs are warranted based on the fair market value of the vehicle, the maintenance history of the vehicle, and the needs of the department or division affected by the loss of the vehicle. If the decision is to repair the vehicle, the Fleet Assistant shall arrange for the repairs and notify the affected department or division of the anticipated return date of the vehicle to them.

6.2.5 **EMERGENCY MAINTENANCE:** When vehicles become inoperative during the course of travel, in traffic, or at any time while being driven by Authority staff, Fleet Management must be notified immediately. The Fleet Assistant shall make every effort to effect repairs to make the vehicle operable. However, if the repairs needed are substantial, or will require an inordinate amount of time, then the vehicle must be towed to the maintenance yard at Egbert for further evaluation. Once the extent of necessary repairs have been established, the Fleet Assistant shall arrange for the repairs and notify the affected department or division of the anticipated return date of the vehicle to them. Again, major repair work must be approved by the Fleet Manager prior to such work being performed (see Section 5.2.10 for emergencies during after-hours).

6.3 PROCEDURES

6.3.1 Motor pool monitors submit trip tickets and repair requests to Fleet Management for follow-up action.

6.3.2 Fleet Assistant arranges for scheduled and/or routine maintenance with key monitor in each department or division based on analysis to trip ticket, repair requests, accident reports and physical inspection of vehicles.

6.3.3 Fleet Assistant provides motor pool monitors with anticipated return dates of vehicles to the department or division.

6.3.4 Fleet vehicles repaired are returned and key submitted to motor pool monitors for control and safekeeping.

7. ACCIDENT AND INCIDENTS

7.1 DEFINITIONS

7.1.1 **ACCIDENT:** Any event resulting in a collision with and/or damage to a fleet vehicle or opposing vehicle, or persons while the fleet vehicle is engaged in movement, or is otherwise in traffic, or occupied by an individual.

7.1.2 **INCIDENT:** Any event resulting in damage to a fleet vehicle while it is stationary, parked in a legal parking space, and is unattended.

7.2 GUIDELINES

7.2.1 SCOPE: The Authority is committed to maintaining a comprehensive system for monitoring and reporting vehicular accidents and incidents, and shall require each employee authorized to drive Authority vehicles to participate in reporting accidents and incidents in a timely, truthful and accurate manner.

7.2.2 GENERAL REQUIREMENTS

7.2.2.1 In case of an accident, the driver of the fleet vehicle must stop and obtain the opposing driver's license, insurance and other pertinent information, if applicable. The driver of the fleet vehicle is also encouraged to obtain the names, telephone numbers and addresses of any witnesses to the accident. The driver must use the Accident Report form located in the glove compartment of the fleet vehicle. This form must be completed and submitted to the Fleet Management within *one (1) business day* of the accident unless the driver is incapacitated. Any driver who is not incapacitated by the accident and fails to complete the Accident Report form within one (1) business day of the accident may lose his/her driving privileges.

7.2.2. Any driver or passenger injured in an accident should seek medical attention immediately from either a hospital emergency room or his/her personal physician. The driver's and/or passenger's supervisor must submit a completed Supervisor's Report of Injury form to Fleet Management within two (2) business days of the injury (*For minor injuries please seek medical attention at the Authority's designated worker's compensation health care provider*).

7.2.3 DAMAGE IN EXCESS \$500.00: For those accidents resulting in damage to either vehicle or *more than \$500.00*, or involving injury to another person, the driver must notify the local law enforcement agency and the Authority's Fleet Management immediately. The driver of the fleet vehicle must then wait for the arrival of the law enforcement official and Authority's representative, in addition to obtaining the information detailed in Section 7.2.2.1. Failure to do so may result in disciplinary action being taken against the responsible employee. State law requires that each party involved in any accident resulting in damage in excess of \$500.00 must complete a Form SR-1 and forward it to the Department of Motor Vehicles, Financial Responsibility section. SR-1 forms have been incorporated as page one of the Authority's accident report form. The completed SR-1 form must be mailed by the Human Resources/Fleet Management to the Department of Motor Vehicles *within 10 days of the accident* upon verification of damage to a vehicle in excess of \$500.00 (if such damage cannot be reasonably estimated to exceed \$500.00 at the time of the accident).

7.2.4 SUBMISSION OF ACCIDENT REPORT: The driver of the fleet vehicle must submit an accident report, in a timely manner, filling in all the required information on that form. Accident reports must be submitted not later than 24 hours after the accident occurred. If the accident occurred on a Friday, holiday or weekend, the accident report must be submitted not later than the next business day. Accidents involving injury to pedestrians must be reported immediately to either Fleet Management or the Duty Officer if it occurred during after-hours. Accident reports forms are stock items and should be requisitioned by each department as needed.

7.2.5 SUBMISSION OF INCIDENT REPORT: Incidents reports must be submitted for all incidents involving damage to fleet vehicle. The incident report must detail the date and time the damage was discovered, where the vehicle was parked at the time of discovery, and the activity the person reporting the incident was engaged in immediately preceding the discovery. Incident reports must be submitted within twenty-four (24) hours of the discovery, or if discovered on a Friday, holiday or weekend, the next business day.

7.2.6 RESPONSIBILITY: Department Heads are responsible for their employees submitting accident and incident reports, SR-1 forms, and following the procedures pertaining to accidents and incidents. Failure of any employee to follow the procedures provided for herein may result in the vehicle being reassigned to another department or individual, as well as, revocation of driving privileges. **Authority drivers determined to be at-fault for two or more accidents during the most recent three (3) year period whether or not involving Authority vehicles shall have their driving privileges revoked immediately upon such determination.**

7.3 PROCEDURES

7.3.1 Fleet vehicle driver stops and obtains the name, license number, home address and telephone number of the other driver; the make, model year and license plate number of the other driver's vehicle; the name and policy number of the other driver's automobile insurance using the Accident Report form, or on a piece of paper if no form is immediately available.

7.3.2 Fleet vehicle driver obtains the name, address and/or telephone number of any witnesses to the accident.

7.3.3 Fleet vehicle driver calls dispatch for assistance, or if after hours, emergency answering service.

7.3.4 Fleet vehicle driver remains with vehicle until Authority representatives and law enforcement officers arrive, if damage is estimated at more than \$500.00, or it is an injury-accident.

7.3.5 Fleet vehicle driver submits accident report to Fleet Management for follow-up and preparation of insurance claim.

7.3.6 A copy of the accident report to insurer with claim form is forwarded to Fleet Management for placement in employee's file, and for repair follow-up and driving record check. Fleet Management files SR-1 form with Department of Motor Vehicles, if damage is over \$500.00.

7.3.7 Fleet Management notifies Department Head and/or Division Director of disciplinary action that should be taken against fleet vehicle driver.

7.3.8 Fleet Management notifies Department Head and/or Division Director of driving status of fleet vehicle driver, if changed.

8. VEHICLE DISPOSAL

8.1 DEFINITIONS

8.1.1 **PERSONAL PROPERTY:** Personal property is property of any kind except land, land improvements, structures and appurtenances thereto excluding movable machinery and equipment. Personal property may be tangible-having physical existence, or intangible-having no physical existence, such as patents, inventions and copyrights.

8.1.2 **NONEXPENDABLE PERSONAL PROPERTY:** Nonexpendable personal property means tangible personal property having a useful life of more than one (1) year and an acquisition cost of three hundred dollars (\$300.00) or more per unit.

8.1.3 **EXCESS PROPERTY:** Excess property means property under the control of the Authority which, as determined by the Executive Director, or designee, is no longer required for its needs or discharge of its responsibilities.

8.1.4 **ACQUISITION COST OF PURCHASED NONEXPENDABLE PERSONAL PROPERTY:** Acquisition cost of a nonexpendable personal property item means the net invoice unit price of the property including the cost of modifications, attachments, accessories, or auxiliary apparatus necessary to make the property usable for the purpose for which it was acquired. Other charges such as the cost of installation, taxes, transportation, duty or protective in-transit insurance, shall be included or excluded from the unit acquisition cost in accordance with the Authority's regular accounting practices.

8.2.4 **OTHER NONEXPENDABLE PROPERTY:** When other nonexpendable tangible property is acquired by the Authority with project funds title shall not be taken by the Federal Government but shall vest in the Authority subject to the conditions established in paragraph 6 of Attachment N, OMB Circular # A- 102.

8.2.5 **SELLING VEHICLES:** Where the Authority is authorized to sell or dispose of nonexpendable personal property, proper sales procedures shall be established which provide for competition to the maximum extent practicable and result in the highest possible return to the agency. The Procurement Department shall determine the method of disposal based on reports submitted by Fleet Management detailing the condition of the property.

8.3 PROCEDURES

8.3.1 Vehicles are identified for salvage or disposal based on current needs assessment, replacement schedules and evaluation of their condition.

8.3.2 Authorization to dispose of vehicles is obtained.

8.3.3 Procurement established date for disposal, and arranges an Authority auction, or to have the City and County of San Francisco auction the vehicles, or sells vehicles identified as salvage to the highest bidder.

8.3.4 Prior to auction, all property is identified and marked in accordance with property management standards for nonexpendable property.

8.3.5 Cash received for auctioned or salvaged vehicles is submitted to Finance along with inventory records, copies of pink slips and other documents that identify the vehicles sold.

8.3.6 Removal from Authority premises of auctioned or salvaged vehicles occurs the same day of sale, with such removal costs absorbed by the buyer.

9. Appendices:

- Emergency Contact List
- Fleet Roadside and Accident Assistance
- Accident/Incident Report
- Supervisor Report of Incident

Fleet Management Emergency Contact List:

Office Hours: Monday - Friday 8-5pm

Fleet Manager	415-715-3117	Purchase or retirement of vehicles, all vehicle maintenance expenses (via Fleet Assistant), vehicle accidents/incidents, all fleet related emergencies, policy issues, any unplanned expenditures. Driver Notifications/DMV Pull Program, Driver Training Program
Fleet Assistant	415-715-3153	Routine scheduling for preventative/unscheduled maintenance, vehicle breakdown/inoperable, fuel key requests, wash ticket requests,

		vehicle/parking pass sign in/out
HR Reception Desk	415-715-3101	When neither Fleet Manager/Assistant are available

Emergency/After Hours Only:

Fleet Manager: (cell) 415-728-1509

Fleet Roadside and Accident Assistance

Should your SFHA vehicle become disabled due to mechanical failure or flat tire, emergency roadside assistance is available. Please be prepared to provide the following information:

- Identify yourself as an SFHA employee, provide the location of the vehicle and if it is being towed, the location the car will be towed to.
- Make, model, color, fleet number and license plate number of the vehicle.
- Contact information or where you may be reached. (e.g. business you are calling from)

After Hours:

- After normal business hours, have the vehicle towed to 1815 Egbert Avenue, San Francisco, CA

<u>Mechanics:</u>	A & C Auto 2800 Oakdale Ave San Francisco, CA (415) 648-2226	J & S Auto 464 Eddy Street San Francisco, CA (415) 885-0888	Erie Auto & Truck Repair 3014 18 th Street San Francisco, CA (415) 431-4985
<u>Tire Repair / Replacement:</u>	Ka-Pa Tire & Auto 4011 3 rd Street San Francisco, CA (415) 824-5272		
<u>Towing:</u>	Golden Gate Tow 355 Barneveld Ave. San Francisco, CA (415) 826-8866	Courtesy Tow 220 Rankin St. San Francisco, CA (415) 431-8400	
<u>Insurance Carrier:</u>	HAI Group 189 Commerce Court PO Box 189 Cheshire, CT 06410 (203) 272-8220 or (800) 873-0242		

*All roadside services authorized due to roadside assistance must be reported to:
Fleet Management @415-715-3153.*

*Please inform the Fleet Assistant of repairs being made and the location of the shop that is
making the repairs.*

All routine maintenance service requests should be reported to Fleet Assistant at: 415-715-3153.

AUTO ACCIDENT PROCEDURE QUICK CHECK

WHAT TO DO IF	RESPONSIBLE PERSON
<p><i>ANYONE IS INJURED</i></p> <ul style="list-style-type: none"> ➤ CALL 911 	<ul style="list-style-type: none"> ➤ Driver of fleet vehicle
<p><i>YOU'RE IN AN ACCIDENT</i></p> <ul style="list-style-type: none"> ➤ Call SFPD @415-553-0123. Identify yourself as a SFHA employee driving a city vehicle. ➤ <u>Do not admit fault or make any claims.</u> Simply answer questions that law enforcement asks you. ➤ Gather information from the other party and enter it into the SFHA Vehicle Accident Report form. Take pictures, if possible. ➤ In case police do not respond, go to the nearest police station and file a report to document accident facts. ➤ Obtain SFPD report case number. ➤ Notify your immediate supervisor. ➤ If unable to reach your supervisor, please contact Fleet @415-715-3117 ➤ Complete both SFHA and DMV Accident Report form and submit to Human Resources within 24 hours. 	<ul style="list-style-type: none"> ➤ Driver of fleet vehicle
<p><i>YOUR VEHICLE IS UNDRIVEABLE</i></p> <ul style="list-style-type: none"> ➤ Contact the authorized tow vendor and tow to 1815 Egbert Avenue. ➤ Report roadside services rendered to Fleet Management: 415-715-3117 	<ul style="list-style-type: none"> ➤ Driver of fleet vehicle

SAN FRANCISCO HOUSING AUTHORITY

1815 Egbert Ave - San Francisco, CA 94124 - PHONE (415) 715-3117

VEHICLE INCIDENT/ACCIDENT REPORT

DO NOT LEAVE ANY AREAS BLANK

EMPLOYEE INFORMATION <i>(Do not use SFHA contact info)</i>		PRIMARY PHONE#: () -	
NAME:	DL #:	STATE:	
DEPARTMENT:	DATE OF BIRTH:		
ADDRESS: _____ CITY _____ STATE _____ ZIP _____			
VEHICLE INFORMATION		FLEET #	
FLEET #:			
VIN #:	YEAR:	MODEL:	MAKE:
PURPOSE OF TRIP:			

OTHER PARTY'S INFORMATION		NAME:		
ADDRESS:		HOME TELEPHONE #:		
		WORK TELEPHONE #:		
DL #:	STATE:	YEAR:	MODEL:	MAKE:
LICENSE PLATE #:	INSURANCE COMPANY:			
STATE:	POLICY #:			

ACCIDENT INFORMATION		DATE OF INCIDENT:
ACCIDENT LOCATION:		
WEATHER: <input type="checkbox"/> CLEAR <input type="checkbox"/> RAIN <input type="checkbox"/> OVERCAST <input type="checkbox"/> OTHER: _____		
POLICE REPORT FILED: <input type="checkbox"/> YES <input type="checkbox"/> NO IF YES, PLEASE LIST THE REPORT #:		
WAS SFHA VEHICLE TOWED AWAY? <input type="checkbox"/> YES <input type="checkbox"/> NO		
DIRECTION SFHA VEHICLE WAS TRAVELING: <input type="checkbox"/> NORTH <input type="checkbox"/> SOUTH <input type="checkbox"/> EAST <input type="checkbox"/> WEST PLEASE INCLUDE THE STREET NAME:		
INJURIES REPORTED: <input type="checkbox"/> YES <input type="checkbox"/> NO IF YES, PLEASE LIST NAMES OF INJURED PERSON(S):		
WITNESSES:		

(Don't forget to complete page 2 of form on back)

PLEASE ESTIMATE TO THE BEST OF YOUR ABILITY THE COST OF DAMAGES TO SFHA VEHICLE:

\$0-\$100 \$101-\$500 \$501-\$1000 OVER \$1000

DESCRIBE DAMAGE TO SFHA VEHICLE:

DESCRIBE DAMAGE TO OTHER VEHICLE:

DESCRIBE ACCIDENT:
(use extra sheet if needed)

DRAW DIAGRAM OF ACCIDENT:

SIGNATURE:

DATE SIGNED:

PRINT NAME:

Please submit this form along with the DMV Report of Traffic Accident Form (SR-1) to Human Resources – Risk and Safety Administrator at:

Jason Castleberry: castleberry@sfha.org OR Fax: 415 – 330 – 0785 OR in Person

SAN FRANCISCO HOUSING AUTHORITY

1815 Egbert Avenue • San Francisco, CA 94124 • Phone: 415-715-3117

HUMAN RESOURCES DEPARTMENT

Supervisor's Report of Accident (Please Print)

Name of injured Employee: _____

Employee I.D.# _____

Home Address: _____

City: _____ State: _____ Zip: _____

Date of Hire: _____ Date of Birth: _____ Tel: _____

Department: _____ Position: _____

Date of Accident: _____ Hour: _____ am/pm

Time Employee Began Working: _____ am/pm

Where did accident or exposure occur? _____

What was employee doing when injured? *(Be specific, identify tools, equipment or materials employee was using.)*

How did the accident or exposure occur? *(Please describe in detail the detail the events that resulted in injury. Tell what happened and how it happened. Please use separate sheet if necessary.)*

List object(s) or substances(s) that directly injured employee: *(i.e. the machine involved, vapor or poison inhaled or swallowed, chemical that irritated skin, or object person was lifting that may have caused strain.)*

Describe the injury or illness: *(cut, strain, fracture, skin rash, etc.)*
List the specific part of the body affected: *(i.e. upper back, left wrist, right eye, etc.)*

Name(s) of Witness(es):

Was injured employee performing regular job duties? Yes No

Date supervisor first learned of injury: _____

Did injured employee require medical attention? Yes No

Did injured employee leave work? Yes No If so, Date: _____ Time: _____am/pm

Name and address of physician and/or hospital:

Did employee lose at least one full day's work after the injury? Yes No

If yes, date last worked? _____

Has employee returned to work? Yes No If yes, date returned to work: _____

What corrective actions have been taken to prevent a similar accident?



 **Note:** This form **MUST** be turned in to the Human Resources Department within 24 hours of the time the accident occurred to meet Federal reporting requirements.

Submitted by: _____ Date: _____

Supervisor' Signature: _____ Date: _____

Reviewed by: _____ Title and Date

Attachment 5

Codes of Safe Work Practices

Code of Safe Work Practices - Cockroaches

Cockroaches in the work environment are a health hazard not only because of the risks posed by cockroach antigens to asthma sufferers, but also because they can carry disease-causing germs and because some of the methods traditionally used to eliminate them cause additional health hazards.

Any residence can have cockroaches because of left over food or accumulated debris, leaky pipes and faucets, failure of caulking, etc. The ultimate goal is to keep cockroaches out of residences and when necessary, to eliminate those that are there, while keeping residents and SFHA workers safe.

The initial actions residents and SFHA can take are regular cleaning and maintenance to remove the food, water, and shelter for the cockroaches. Not only will this help to prevent a cockroach problem in the first place, it is also crucial to controlling an existing infestation and maintaining a cockroach-free environment. When doing routine maintenance in an occupied unit with pest control problems, report unsafe conditions to the Property Manager; they will need to assure the tenant takes immediate corrective actions.

If a cockroach problem requires remedial action, there are numerous paths of control and products available. Once a cockroach problem has been identified, integrated pest management (IPM) practices should be undertaken. Care should be taken to avoid residential exposure to pesticides, as these chemicals can be a carcinogenic health hazard. Many pesticides can also trigger asthma attacks and cause developmental disabilities.

Pesticide sprays and fogs should not be used to control the problem. Not only will sprays and fogs leave a residue that is hazardous to human health, they also must be applied periodically and are not effective against cockroaches. Baits and boric acid are safer, more preferable forms of treatment that limit the level of human exposure to pesticides.

Cockroach baits are perhaps the most effective means of controlling cockroaches once they have been identified. They are available as bait stations to consumers as well as gels and powder to commercial pest control providers. Baits are also desirable because of they have little or no negative impact to the environment. Also, no advance preparation is required for their use as compared to the old way of fogging an infested area.

If there is a heavy infestation, a crack and crevice application may be warranted, followed by application of cockroach bait. This type of application is best done by a professional applicator because they have the appropriate equipment to perform the application.

To prevent re-infestation, complete the following tasks:

1. Eliminate places where they live. Keep trash in containers with tight-fitting lids. Empty trash frequently, disposing of newspapers, magazines, rags and boxes (cockroaches particularly like to hide in corrugated cardboard). Caulk cracks and crevices and fill gaps around pipes.
2. Eliminate sources of food and water. Cleanup spills and crumbs right away. Store food in tightly sealed containers. Do not leave pet food out overnight. Don't leave dirty dishes in the sink. Fix leaky pipes and faucets. Vacuum crack and crevices to remove food crumbs.
3. Head off invasions from outside. Trim shrubbery and eliminate ivy or other dense ground cover near the residence. Seal cracks and other openings to the outside. Inspect boxes, appliance and furniture left in storage that may harbor roaches.

Where assistance is needed for proper cleanup by workers with respiratory protection, contact John Wilkinson at Wilkinson@sfha.org or (415) 715-3120.

Code of Safe Work Practices - Degreasers

Note: Please **discontinue** the use of Industrial Purple Cleaner and Degreaser, SuperClean Foaming Cleaner-Degreaser, Easy Off Oven Cleaner and similar products at SFHA properties immediately. These products are caustic and can cause severe eye and skin burns and can only be used in conjunction with safety goggles **and** a portable eye washer at each site. These products, and similar caustic cleaners, can cause severe and permanent eye injury and blindness.

1. Review the Material Safety Data Sheet (MSDS) and the health, safety and reactivity hazards of all janitorial and cleaning solvent and products before using.
2. Industrial Purple Cleaner and Degreaser and similar products such as Easy Off Oven Cleaner and SuperClean Foaming Cleaner-Degreaser have a health hazard rating of '3,' placing it in a category of severe potential health risk. These products can only be used in conjunction with safety goggles and a temporary eye wash station at the point of use. Use of safety glasses alone is insufficient. **Do not use any degreasers that contain sodium hydroxide (caustic soda or lye), which may cause severe eye and skin burns, without goggles and an eye wash in place.**
3. Acceptable products, including ProForce Heavy Duty Degreaser and Simple Green, have a health hazard rating of '1.'
4. Always following the manufacturer's recommendations regarding concentration and methods of use. See the manufacturer's Material Safety Data Sheet (MSDS) for other safety precautions.
5. Dispose of banned products per Golden Gate Scavenger's guidelines.

Code of Safe Work Practices - Sharps

Note: Sharps are needles, broken glass and china, lancets, piece of metal, staples, razor blades, etc. (i.e., anything that can cut, slice, or puncture is considered a 'sharp'.)

1. All 'sharps' must be handled with care to prevent injury to you or others.
2. Use the correct 'sharp' for the job:
 - a. Cut paper with scissors.
 - b. Use a 'carton opener' to open cardboard boxes.
 - c. Never use an unguarded razor blade for any task. These should be used in proper holders and used for the task for which they were designed.
 - d. Retract utility knife blades when not in use.
3. Be aware of blood borne pathogens from used needles. Hepatitis B infection can have a range of illnesses and cause liver damage. Human Immunodeficiency Virus (HIV) is the virus that causes Acquired Immune Deficiency Syndrome (AIDS). Transmission of HIV, like Hepatitis B, occurs when contaminated body fluids enter the blood stream. Take precautions when removing needles or syringes out of grates, bar screens, etc. OSHA recommends vaccination against Hepatitis B for workers likely to be exposed to blood or syringes at work. Wear heavy gloves when working with items that may cause cuts or punctures.
4. Wear heavy cotton or leather gloves when handling an object, such as broken glass, that could be potentially sharp or have rough edges that could cut.
5. Never stick your bare arm into windows or doors with broken glass where sharps or rough edges may cut yourself.
6. Remove glass shards still in place using pliers or suitable tools, preventing direct contact.
7. Use a broom and dust pan to sweep-up sharps, such as broken glass, and avoid direct contact.
8. Disposal of sharps must protect anyone who may come in contact later, such as co-workers, tenants, maintenance staff, or yourself. Put the item into a special 'sharps' or 'glass' cardboard box or container, when available. If there is none, wrap it well and clearly label "SHARPS – HANDLE WITH CARE."
9. Broken glass, needles or other sharp-edged objects shall not be placed in wastebaskets unless properly protected.
10. Sharp or pointed articles should be stored as to prevent persons from coming in contact with the sharp edges or points.

Code of Safe Work Practices - Vagrancy

People use the term "vagrant" when they want to describe a particular kind of criminal homelessness, usually involving break-in to a vacant housing unit, or sleeping in a public access area. In such cases, SFHA workers generally will be unable to appraise the vagrant's physical and mental ability to support themselves and should be aware that such conditions may affect their health and safety.

Dealing with homeless people can be fraught with moral danger. Few people would argue that the police should do what they can to reduce burglary or car theft. Yet there are many strong and organized advocates of the chronically homeless. Some believe chronic homelessness is a lifestyle choice and, as such, should be protected by law. Others claim it is a consequence of socio-economic factors, such as high unemployment and the lack of affordable housing, or that the chronically homeless are victims of abusive childhoods, addiction, or mental illness. In any event, they oppose criminalizing what they perceive to be a status beyond a homeless person's control. Still others object to the "criminalization of homelessness" because it violates fundamental constitutional rights, in particular those codified in the First, Fourth, Eighth, and Fourteenth Amendments.

The U.S. Department of Housing and Urban Development (HUD) classifies homeless people in two broad categories: sheltered and unsheltered. A "sheltered" homeless person lives in an emergency shelter or transitional housing. This includes domestic violence shelters; residential programs for homeless or runaway youth; or a hotel, motel or apartment paid for with a voucher provided by a governmental or private agency because the person is homeless. An unsheltered homeless person lives in "a place not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings, or on the street." About 44 percent of homeless people are unsheltered. Unsheltered homeless are usually single men, who, unlike homeless families, are less likely to live in emergency shelter, transitional housing, or permanent supportive housing.

Another categorization of homelessness is whether the status is temporary (due to an eviction, prolonged unemployment, job layoff, or domestic violence) or chronic. The federal definition of chronically homeless is an "unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more or has had at least four episodes of homelessness in the past three years" (U.S. Department of Housing and Urban Development, 2008b:15). About 18 percent of the total homeless population (unsheltered and sheltered in emergency shelter) is considered chronically homeless, and, of those, two-thirds are unsheltered. In other words, an estimated 12 percent of the United States' homeless population, or close to 83,000 people, is unsheltered and chronically homeless.

Compared with the general population, unsheltered homeless are more likely to be male, older, and a minority. A significant number of transients are addicted to drugs or alcohol and a sizable portion are also mentally ill ("dually diagnosed").

Panhandling is one way homeless encampment dwellers make money, but more work at odd short-term jobs, such as street vending and day labor. Collecting cans or bottles is also common. Relatively few receive public benefits. A very small number engage in prostitution.

Problems associated with vagrancies fall into three categories: impact on the homeless population, impact on the environment, and impact on the larger community.

Impact on the Homeless Population

Unhealthy conditions. Conditions in vagrant-occupied units can be dangerous to SFHA worker's health. Garbage attracts rodents and other vermin. Food cannot be stored, and dishes cannot be washed properly, facilitating the spread of food-borne diseases. Poor hygiene contributes to health problems. Tuberculosis and sexually-transmitted diseases are of special concern. Many transients may have addictions to drugs or alcohol. Other environmental hazards, such as batteries and fuels, may be used for heating and cooking.

Victimization of the chronically homeless. Not much is known about victimization among this population because they are not included in large-scale household-based surveys, such as the National Crime Victimization Survey.

Official data, such as the National Incident-Based Reporting System and the Uniform Crime Reports, typically do not include victims' housing status. Further, specific information on victimization of chronically homeless people who live in homeless encampments is based on case studies of particular jurisdictions or is anecdotal.

However, smaller studies paint a troubling picture. The chronically homeless report high rates of child and sexual abuse that occurred before they became homeless. Further, once homeless, the population continues to be victimized at a rate about twice that of the general population. Chronically homeless people are also more likely than the general population to be victims of crime against the person than property crime. These patterns are particularly true for chronically homeless women.

Chronically homeless people are victimized by the public and by their peers. Violence against the homeless committed by non-homeless offenders appears to be increasing even while violent crimes are generally decreasing. Many of these incidents are beatings. Over the nine-year period from 1999 to 2007 in the United States, 217 homeless people were killed by those who were not homeless.

Impact on the Environment

In addition to concerns about the hazardous materials mentioned above, which potentially harm both the transients and the surrounding environment, inadequate human waste disposal can pose a hazard to SFHA workers. Another hazard linked to homelessness is fire. Vagrants may turn to fires within vacant units for heat and cooking, causing possible damage to the building and adjoining occupied units.

Impact on the Community

Criminal activity by the chronically homeless. Numerous studies have pointed to a strong relationship between homelessness and criminality. Yet contrary to popular opinion, the typical chronically homeless person is not a hardened violent felon, but someone with a disproportionately high arrest rate for crimes such as public intoxication, petty theft, and trespassing. The longer someone is unsheltered and chronically homeless, the more involved he or she becomes in criminal behavior, largely due to the increased use of "non-institutionalized survival strategies," such as panhandling, street peddling, and theft. Chronically homeless people who are mentally ill are arrested more than those who are not mentally ill.

Many researchers have argued that the high rates of arrest and low-level offending by the chronically homeless are results of the "criminalization of homelessness." Laws against lying down or sleeping in public, public excretion and urination, public intoxication, and the like, make it difficult for the street homeless to carry out routine behaviors in public places. Some police observers report that being homeless subjects people to more strict enforcement for activities that are dealt with more leniently if the person can show proof of address.

Even if transients are not hard-core violent offenders, evidence from police case studies shows areas adjacent to transient encampments have higher levels of petty and serious crime unrelated to "routine behaviors," such as drug dealing and usage, disturbance, theft, prowling, burglary, panhandling, fighting, vandalism, armed robbery, rape, and aggravated assault. Stolen property, weapons, and wanted felons have been found in homeless encampments.

Threats to business viability. Many chronically homeless behaviors, such as sleeping on the streets, panhandling, public excretion or urination, and public intoxication, are threatening or undesirable. In some urban settings, police rate transients and their behaviors as a bigger problem than drugs, car burglaries, public fighting, cruising, or noise. Housing units near entertainment districts are particularly vulnerable to transient behavior because of the availability of people with disposable income, park benches, unattended public restrooms, and lax enforcement of laws governing street behavior. The presence of transients creates an environment of lawlessness.

Illegitimate use of public space. Regular citizens may not use housing development recreational areas, laundries and other facilities because they fear the spaces are controlled by transients. Often the homeless are victimized at night, prompting them to sleep only during daylight hours in public places. This condition only exacerbates the conflict with legitimate facility users.

* *

As you can see from the above discussions, the social-economic impacts and characterization of the problem is quite complex and the average SFHA workers is not qualified to make detailed evaluations. As a general rule, the following procedures are recommended:

1. **Avoid** confrontation with the homeless and vagrants, whenever possible.
2. Do **not** confront individuals, tenants or vagrants, where acts of violence may be occurring. Immediately call 911.
3. Do **not** use threatening language or acts.
4. **Announce** your presence when entering a unit that may be utilized by squatters. State your intent to complete work and provide adequate time for the vagrant(s) to move out. Secure the site after completing your work to prevent reoccurring occupancy.
5. If conditions that place the overall community at high risks are discovered, such as illegal fires in units for heat or cooking are discovered, **immediately report these incidents** to the Property Manager so that corrective actions can be taken. Secure the site after completing your work to prevent reoccurring vagrancy.
6. Enter break-in units in pairs or advise others of your intended actions and location so they can provide support, as needed.
7. Be aware of health and safety concerns and wear protective gloves, boots, etc., as warranted. Be aware of the Bloodborne Pathogen Standards.
8. Refer to SFHA's Public Operations Phone Lists for the name and phone number of the responsible Property Manager and San Francisco Police Department Liaison.
9. Call 311 after office hours and on holidays for emergency related issues. When phoning from outside San Francisco dial (415) 701-2311.

Attachment 6

Plan to address the non-performing AMPs

HOPE SF

The Authority released Requests for Qualifications for developers to rebuild these sites in 2003 and 2007. In the fall of 2006, San Francisco's Mayor Gavin Newsom and Supervisor Sophie Maxwell selected a broad-based task force to provide recommendations for addressing the conditions in San Francisco's most distressed public housing while also enhancing the lives of its current residents based on the successful HOPE VI model.

The Authority identified for redevelopment six obsolete and dilapidated low density family sites with potential for one-for-one replacement plus other affordable, first-time homebuyer, and market housing. These sites included Hunters View, Alice Griffith, Potrero Terrace, Potrero Annex, Sunnydale/Velasco, and Westside Courts. Westside Courts has since converted to RAD and is no longer a HOPE SF development. The revitalization of these six communities became a priority for the City's Consolidated Plan, the Housing Element, and the Mayor's HOPE SF Task Force which became the HOPE SF Initiative. The HOPE SF Initiative developed the guidelines outlined below as major initiatives for funding, collaboration, and partnership. The Authority's revitalization and disposition priorities are consistent with these guidelines.

Revitalization and Disposition

The Authority has developed plans that are above and beyond the financial capacity of CFP and RHF through revitalization of the most obsolete public housing developments by leveraging public and private funding public housing, disposing of underutilized property to increase Authority resources, and conversion to the RAD Program. These plans are consistent with the City and County of San Francisco Consolidated Plan that identifies a serious shortage of affordable housing opportunities and need to maintain a stock of housing for very low-income households.

HOPE SF Initiative Vision

"To rebuild our most distressed public housing sites, while increasing affordable housing and ownership opportunities, and improving the quality of life for existing residents and the surrounding communities"

HOPE SF Initiative Principles

- Ensure No Loss of Public Housing residents;
- Create an Economically Integrated Community;
- Maximize the Creation of New Affordable Housing;
- Involve Residents in the Highest Levels of Participation throughout the Entire Project;
- Provide Economic Opportunities Through the Rebuilding Process;
- Integrate Process with Neighborhood Improvement Plans;
- Create Environmentally Sustainable and Accessible Communities; and
- Build a Strong Sense of Community.

HOPE SF Initiative Key Next Steps

MOHCD continues to be the lead implementing agency for the real estate and infrastructure component of HOPE SF, the Mayor’s signature anti-poverty initiative that works to revitalize the City’s four largest and most distressed public housing sites as thriving mixed-income communities. The real estate and infrastructure component of HOPE SF requires the complete demolition and building of affordable housing, market rate housing and public housing replacement at the four sites along with new streets and utilities, parks and open spaces, and community spaces that will physically reconnect these sites to their surrounding neighborhoods, as well as to the opportunities and services of the City as a whole.

HOPE SF is also a collective impact backbone organization supporting improved outcomes for residents focusing on health and wellness, mobility pathways to support education and careers, and resident leadership in advance of the physical transformation of the sites. In total, the City’s HOPE SF initiative will replace 1,917 public housing units, add nearly 1,000 new affordable housing units serving low- and very-low income households, and provide up to 2,600 market rate and workforce units for sale and for rent. In total, the HOPE SF sites will create up to 5,360 units of new housing when fully built-out.

Highlights for HOPE SF:

Name and Location	Unit totals	Vertical Infrastructure Cost Estimates	Horizontal Infrastructure Cost Estimates	Status
Hunters View, Bayview (22 Acres) Master Developer: John Stewart Co., Devine and Gong, Ridgepoint	<ul style="list-style-type: none"> • Public Housing Replacement: 267 • Affordable Rental: 86 • Market Rate: up to 397 • BMR Homeowner: TBD • TOTAL UNITS: 750 	\$248,549,352 (Affordable and Replacement Units)	\$30,929,473 (Based upon costs to dates and contractor cost estimates)	<ul style="list-style-type: none"> • Construction of Phase I infrastructure and vertical completed spring of 2013. • Phase II vertical (Block 7 and 11) January 2017 • Phase II vertical (Block 10) completed Fall 2017. <ul style="list-style-type: none"> • Phase III buildings demolished February 2018.

<p>Alice Griffith, Hunter's Point Shipyard/ Candlestick Point (27.5 Acres) Master Developer: MBS</p>	<ul style="list-style-type: none"> • Public Housing Replacement: 256 • Affordable Rental: 248 • Market Rate: up to 706* • TOTAL UNITS: 1,210 <p>*Includes inclusionary and workforce housing units.</p>	<p>\$297,405,574 (Affordable and Replacement Units)</p>	<p>\$18,000,000 Included under Hunters Point Shipyard Community Benefits Agreement and installed by Lennar Urban</p>	<ul style="list-style-type: none"> • Phase I and Phase II construction completed in April 2017. • Phase III A and B construction completed in November 2017. • Phase IV under construction with completion anticipated in October 2018.
<p>Potrero Annex and Terrace, Potrero Hill (38 Acres) Master Developer: Bridge Housing</p>	<ul style="list-style-type: none"> • Public Housing Replacement: 619 • Affordable Rental: 181 • Market Rate: up to 970 • BMR Homeowner: TBD • TOTAL UNITS: 1,600 	<p>\$511,385,000 (Affordable and Replacement Units)</p>	<p>\$89,900,000 (Based upon Developer's consultant estimates dated October 2014)</p>	<ul style="list-style-type: none"> • • CEQA and NEPA completed. • • Land use entitlements completed for Phase I (Block X) • • Land use entitlements for the entire master plan in Development Agreement approved in February 2017 • • Phase I (Block X) construction started in January 2017 under construction with completion anticipated in December 2018.
<p>Sunnydale-Velasco, Visitación Valley (50 Acres) Master Developer: Mercy Housing/ Related</p>	<ul style="list-style-type: none"> • Public Housing Replacement: 775 • Affordable Rental: 194 • Market Rate: up to 731 • BMR Homeowner: TBD • TOTAL UNITS: 1,700 	<p>\$384,009,840 (Affordable and Replacement Units)</p>	<p>\$101,500,000 (Based upon Developer's consultant estimates dated July 2014)</p>	<ul style="list-style-type: none"> • • CEQA and NEPA completed. • • Land use entitlements for the entire master plan in Development Agreement approved in February 2017 • • Phase I (Parcel Q) in predevelopment under construction with completion anticipated in September 2019.

Hunters View

The Authority in partnership with the City, through the HOPE SF Initiative began the revitalization of the Hunters View public housing site in 2005. The Authority approved the Master Development Agreement for the Development (as described below) in 2009.

The Development will be constructed in three phases and consists of (i) the demolition of the original two hundred and sixty- seven (267) public housing apartment units on the Property; and (ii)(a) the new construction of two hundred and sixty-seven (267) replacement public housing units, plus up to an additional five hundred and thirty-three (533) mixed income housing units, (b) the construction of off street parking, new roadways, and sidewalks, (c) the construction of up to six thousand five hundred (6,500) square feet of neighborhood servicing retail space, and (d) the construction of up to eight thousand five hundred (8,500) square feet of child care space, community parks, and landscaping.

Phase I of the Development was completed in 2013 with the demolition of a portion of the existing Hunters View buildings, and the construction of 107 rental housing units and public improvements, including new open space and pathway area and new street improvements. Phase II is divided into three sub-phases, including Phase IIA(1), Phase IIA(2) and Phase IIB.

Construction on all three sub-phases has been completed and all public housing replacement units in this phase will be leased by April 30, 2018. Abatement and demolition of the remaining buildings on site in Phase III occurred in February 2018.

Alice Griffith:

The Alice Griffith Public Housing development will be rebuilt with one-for-one replacement of 256 public housing units and an additional 248 additional tax credit affordable units (the "Alice Griffith Replacement Housing Project"). The Alice Griffith Replacement Project is a portion of the Housing Plan of the Candlestick Point and Phase 2 Hunters Point Shipyard Project, being developed by CP Development Co., LP, pursuant to that certain Disposition and Development Agreement dated June 3, 2010 between the Master Developer and the former Redevelopment Agency of the City and County of San Francisco, now the Office of Community Investment and Infrastructure (the "Agency" or "OCII") (the "Agency DDA"). The Housing Plan of the DDA includes an additional 382 market-rate units, 43 inclusionary units (affordable to households up to 120% of Area Median Income (AMI)), and 281 workforce units (affordable to households earning more than 120% of AMI, but priced below market) for a total of 1,210 units to be developed in the five (5) phases of the Candlestick Point and Phase two (2) Hunters Point Shipyard Project.

On October 14, 2010 the Board of Commissioners of the Housing Authority of the City and County of San Francisco, (Board) authorized the Authority to enter into an Exclusive Negotiating Rights Agreement (ENRA) with the Master Developer and McCormack Baron Salazar, Inc. (MBS) to redevelop Alice Griffith Housing Development. The rights of the Master Developer and MBS under the ENRA were subsequently assigned to Double Rock Ventures, LLC, an affiliate of MBS (Developer), to develop a revitalization plan for Alice Griffith Public Housing (Alice Griffith).

In 2010, the Authority became the co-applicant with MBS in applying to HUD for a Choice Neighborhoods Initiative (CNI) implementation grant. In 2011, HUD awarded the Alice Griffith Housing Development \$30,500,000. The goals of CNI include replacing distressed public and assisted housing with high-quality, mixed-income housing that is integrated in the neighborhood; supporting public and private investment in distressed neighborhoods to offer amenities and assets that are important to families; and improving educational outcomes and intergenerational mobility for youth with services and supports delivered directly to youth and their families. This development adheres to all of the HOPE SF principles in the revitalization of this severely distressed property and meets the CNI goals, transforming it into a 504-unit, mixed-income community that complements and builds upon existing neighborhood assets and local revitalization efforts underway in the area, as part of the larger Candlestick Point revitalization plan. City partners working on various parts of neighborhood asset building include the San Francisco Unified School District, Office of Economic and Workforce Development, Department

of Children, Youth and their Families, Department of Public Health, the Human Services Agency, First Five, and the San Francisco Police Department.

Phase 1 and 2 were completed in April 2017. Phase 3 was completed in November 2017. Phase 4 is scheduled to be completed in October 2018.

Potrero Terrace and Potrero Annex:

As part of the HOPE SF Initiative, Potrero Terrace and Annex public housing development will be revitalized through a master planned, new construction development. The proposed project will consist of: (i) the demolition of the existing 61 two-story and three-story residential buildings comprised of 619 public housing dwelling units on the property; (ii) the construction of up to 1,700 new dwelling units, including one-for-one replacement of the existing public housing units, affordable rental units, and market-rate rental and for-sale units; (iii) the construction of up to 15,000 square feet of neighborhood-serving retail and/or flex space; (iv) the construction of up to 35,000 square feet of community space; (v) the development of approximately seven (7) acres of new open spaces, including a community garden and secure outdoor courtyards within residential buildings; and (vi) the development of a reconfigured street network. The entitlements through a Development Agreement with the City were approved in February 2017 concurrently with the Master Developer Agreement.

The demolition and new construction will be phased. The first construction phase is comprised of 72 units of affordable housing located on a vacant City-owned parcel adjacent to the Potrero Terrace which started construction in January 2017 and is scheduled to be completed in December 2018. . Of the 72 units, 53 are designated as public housing replacement units and have an associated project-based voucher. With HUD approval of the Section 18 Demolition and Disposition, and pending award of Housing Choice Voucher/Section 8 subsidies, the first demolition is planned for late 2018 early 2019. Residents in the first demolition phase will either move into the newly constructed building, or residents will be relocated to other on-site or off-site units. Once the first phase of demolition is complete, two new buildings will be constructed and will include public housing replacement, tax credit affordable, and market rate units, along with adjacent street and sidewalk infrastructure. Subsequent housing and infrastructure development will occur in phases. The total anticipated timeline for development is 10-12 years.

Sunnydale/Velasco

As part of the HOPE SF Initiative, Sunnydale and Velasco public housing will be revitalized through a master planned, new construction development. The proposed project will consist of: (i) the demolition of the existing 94 two-story residential buildings comprised of 775 public housing dwelling units on the property; (ii) the construction of up to 1,700 new dwelling units, including one-for-one replacement of the existing public housing units, affordable rental units, and market-rate and affordable for-sale units; (iii) the construction of up to 16,200 square feet of neighborhood-serving retail space; (iv) the construction of up to 46,300 square feet of community service, recreational and educational facilities and space; (v) the development of approximately 11 acres of new open spaces, including a community garden, a farmer's market pavilion and secure outdoor courtyards within residential buildings; and (vi) the development of approximately 12 acres of a new and reconfigured street network. The entitlements through a Development Agreement with the City were approved in February 2017 concurrently with the Master Developer Agreement.

The demolition and new construction will be phased. The first construction phase proposed by the Developer is “Parcel Q”, the development of an existing vacant lot into 55 new rental units directly across the street from the Sunnydale and Velasco which started construction in February 2018 and is scheduled to be completed in September 2019. . The next phase would be on the Sunnydale and Velasco site and would consist of approximately 170 new rental units and associated infrastructure. After an award of Housing Choice Voucher/Section 8 and RAD subsidies, existing households would be relocated, the existing units and infrastructure demolished, and new infrastructure and housing would be constructed. Subsequent phases would proceed when replacement units are completed and if

subsidies are available and awarded. The overall development will be completed in 12-15 years.

HUD Section 18 Disposition Program

HUD's Section 18 Disposition program allows the conversion of properties that are found to be economically or functionally obsolete, to mixed finance developments, as a method to leverage nonfederal funds into the properties. Properties are economically obsolete and eligible for disposition if the rehabilitation costs are in excess of approximately 62% of HUD's estimate of new construction cost (depending upon construction type) and may not be able to leverage the additional capital necessary to meet RAD requirements for useful life.

The Authority has developed plans that are above and beyond the financial capacity of CFP and RHF through revitalization of the most obsolete public housing developments by leveraging public and private funding, disposing of underutilized property to increase Authority resources, and conversion to the RAD Program. These plans are consistent with the City and County of San Francisco's Consolidated Plan that identifies a serious shortage of low-income and affordable housing opportunities and need to maintain a stock of housing for very low-income households.

Properties are functionally obsolete if they do not meet certain building code standards (including accessibility) or other marketability standards such as the number of bathrooms, sizes of bedrooms and living rooms, suitability of the property site, and location. Tenant Protection Vouchers ("TPVs") are available by HUD under separate application to ensure that a disposition does not harm the tenants. Such vouchers are issued directly to eligible tenants to prevent such tenants from losing any rental assistance.

The following public housing projects applied for and received approval for Section 18 subsequent demolition and disposition (the "Section 18 sites") in January 2017 as part of the HOPE SF initiative: Potrero Terrace, Potrero Annex and Sunnydale/Velasco.

Disposition of Other Sites – Properties with Underutilized Portions of Land

Rosa Parks, AMP 978, open parking area adjacent to the 198 public housing units – long term ground lease for development of housing for senior and/or disabled households 2009-2012.

101-103 Lundy's Lane, AMP 982. The Authority sold this property in 2016.

440 Turk Street, AMP 987. The Authority has determined that the disposition of the non-dwelling administrative offices at 440 Turk Street will allow for the rehabilitation and more efficient and effective operation of its properties. Disposition of 440 Turk will not interfere with the continued operation of the remaining portion of the Development, the senior/disabled public housing located at 430 Turk. Negotiations for the purchase of 440 Turk are on-going and expected to close in fiscal year 2018.

Disposition of Other Sites – Scattered Sites

The Authority prepared feasibility studies for four scattered site properties containing seventy public housing units owned by the Authority: 4101 Noriega, 363 Noe, 200 Randolph, 2206-2268 Great Highway, and San Jules Apartments. Key questions of the feasibility studies included: whether any high-density development is feasible, is it more feasible to sell a parcel and replace the existing public housing units one-for-one in another location, or should the Authority rehabilitate the sites with acquisition/rehabilitation tax credits. The Authority evaluated the scattered sites and determined that all of the systems in these buildings have reached the end of their useful lifespans. To better support low-income residents in San Francisco, the Authority plans to convert the scattered sites to Project-Based Vouchers, then transfer ownership and management to a non-profit developer entity. The increased rent subsidies from the vouchers will enable the private owners to secure the additional resources necessary to complete full rehabilitations of the scattered sites. The Authority is committed to protecting the rights of the current residents in these units and meeting all requirements pursuant to HUD's public housing regulations.

Financing

The goal is to improve housing conditions for as many residents as possible. The combination of the above financing with a public land trust (evidenced by a long-term ground lease) and local developers is the public private partnership consistent with the Authority's re-envisioning report. This structure ensures the long-term affordability and oversight of housing through the land lease structure; access to new funds not available to the Authority; and improved housing conditions for residents.

Attachment 7

Rent collection policies and procedures

San Francisco Housing Authority Rent Collection Policies & Procedures

The Department of Housing and Urban Development (HUD) requires the San Francisco Housing Authority (SFHA) to collect rent from all Public Housing Participants. The SFHA requires that each resident make timely rent payments monthly.

I. Rent Due Date

Monthly rent shall be paid on or before the first day of each calendar month and will be considered late on the 10th (10) calendar day of the month.

II. Late Fee

A \$25 late charge will be assessed if Rent is not received by the 10th (10) calendar day of the month. The late charge shall be due and payable fourteen (14) days after the SFHA gives written notice of said charge. Tenant agrees that this provision for payment of a late charge does not establish a grace period and that the SFHA may serve a notice to pay Rent or quit the premises at any time after the payment is due. Payment of the late charge does not cure the late payment for purposes of establishing habitual late payment of Rent as defined in Section 5(D).

III. Methods of Payment

Tenant shall pay Rent to the SFHA by personal check, certified check, money order, electronic benefits transfer (EBT), or by other electronic means acceptable to the SFHA. Tenants who submit a check that is returned for insufficient funds or a closed or non-existent account shall be assessed a service charge of \$25.00 and shall make future payment by certified check or money order only. The SFHA will not accept personal checks for past-due Rent. The SFHA has the right to demand certified funds on nonpayment of Rent notices.

IV. 3rd Party Money Management Requirement

In the event of habitual late payment, the SFHA shall have the right, in addition to all other remedies and at law, to require that Tenant participate in a direct payment program. "Habitual late payment" shall mean failure by Tenant to pay Rent timely or any other payments required under this Lease for any three (3) months during any twelve (12) month period. SFHA may terminate or refuse to renew the Lease agreement in the event of habitual late payment.

V. Dispute of Rent Amount

If the tenant disagrees with the rent amount, he/she may request a meeting with the property manager to review the ledger.

VI. Hearing

A tenant may request a hearing prior to losing their housing resulting from non-payment of rent. A tenant may request an informal hearing through the Office of the Ombudsman within 10 days of the receipt of the 14 day notice.

VII. Housing Retention Agreement

If a balance exists on the account that is more than the current rent amount, any amount less than the total balance of the past 12 months will not be accepted absent a Housing Retention Agreement being entered into. A Housing Retention Agreement will require that (1) 10% of the total balance be paid up front; (2) 7.5 % of the households adjusted gross income be charged, in addition to the rent, monthly to be attributed to the balance; and (3) the household work with a third party money management group until the balance is paid in full.

A resident may enter into a Housing Retention Agreement with their property office once every two years. If the resident completes payment of one agreement and again needs the assistance of a repayment agreement to remain in the unit, the determination shall be made by the area manager of the property whether to enter into a second housing retention agreement in the course of the 24 months. The decision made by the area manager is grievable.

VIII. Refusal to Pay Rent or Balance Owed

Should the tenant refuse to pay on the balance owed, not request a hearing, not prevail in the hearing, or not act on the 14 day notice, legal proceedings will commence including the filing of an unlawful detainer action.

Court filed Stipulated agreements may be entered into on a case by case basis. Once a stipulated agreement is entered into, it must be abided by. Any breach of the agreement will result in eviction.

Attachment 8

Recertification policies and procedures

San Francisco Housing Authority Recertification Policies & Procedures

Purpose

The Annual Recertification Procedure will aid in the consistent application of program requirements, yearly verification, and recertification of family composition and income.

Responsibility

It is the responsibility of the Low Income Public Housing Department to provide procedures and training as needed for departmental responsibilities.

Prerequisites- Related Documents

- A. PIC Recertification List
- B. Recertification package
- C. Third Party verifications
- D. HRA agreement if applicable

Procedure

To ensure tenants are paying rent commensurate with their ability to pay, all household must complete recertification of program eligibility annually on the anniversary of their move – in date. This process must begin 120 days prior to the first day of the month the tenant began receiving subsidy at the property.

PIC Generated Report

The steps to getting the reexam report;

- Go into PIC
- From the main menu under “Form 50058” select reports
- From the tabs on top, select “reexam”
- Program type “Public Housing” will be in the box, then select level of info “project”
- On the next screen under project selection, select “within a state and PH agency” last bullet
- On the next screen State “CA – California” will be in the box, click select
- Housing agency “CA001 – San Francisco” will be in the box, click select
- Select your AMP
- Late and due reexams will be listed in order by the oldest due.
- Click the “download in Excel” tab on top
- Once you download the report, you’ll be able to sort by your caseload.

Preparation

Gather the following:

1. Resident file folders of families to be re-certified

2. Calendar to schedule individual re-certification appointment
3. Pre-prepared re-certification packet
4. Legally Blocked List from GAP

References: Admissions and Continued Occupancy Policy

Annual Re-Certification Notification Implementation

- Step 1. Generate list of families to recertify 4 months prior to anniversary date.
- Step 2. Pull all files of families to schedule for re-certification
- Step 3. Prepare and send re-certification letter/notice to each family on the generated re-certification list (30, 60, 90 and 120 day notices). If resident is in legal, have attorney send out approved legal notice. Re-certification letter/notice should include the following:
- Date and time of re-certification appointment
 - Inform the resident to **complete** Application for Continued Occupancy or Personal Declaration and **bring** to scheduled appointment
 - Request the resident to provide as many items from verification checklist as possible
 - Warn the resident that failure to appear for or contact the PHA regarding scheduled annual re-certification appointment can result in termination from the public housing program
 - Include the name of PHA person to contact with telephone number
- Step 4. List the resident's name at the scheduled appointment time on the Re-certification calendar allowing at least 45 minutes between appointments.
- Step 5. Place a copy the notification letter and any other material being forwarded to the resident and file in resident's file.
- Step 6. Prepare a re-certification packet using information in the resident's file to anticipate the appropriate number and type of forms required by the household.

The basic re-certification packet should include:

- Notice of Re-certification Interview
- Instructions for Re-certification (including a list of what constitutes income and allowable deductions)
- Notice of Unit Inspection
- Authorization of Release Information
- Personal Declaration Form or Re-certification Application
- Child Care Form (if adults in household are working and paying for child care)
- Medical Expenses and Worksheet (if head of household or spouse are elderly or disabled with medical expenses)
- Social Security Verification (if family receiving SS or SSI)
- Welfare Verification (if family receiving welfare or TANF)
- Unemployment or Self-Employment Form
- Verification of Student Status
- Verification of Community Service Requirements (for those adults who are not exempt)

Step 7: Print a copy of tenant ledger, if they are behind in rent and not in a Housing Retention Agreement or Stipulated agreement set appointment with manager to discuss options.

Step 8: Check name off re-certification list as mail out completed.

Follow-Up (Quality Control)

Property Manager performs check to ensure monthly notifications are sent and ensures notification is 4 months prior to anniversary date of move-in or last re-certification.

Annual Re-Certification Interview Techniques

Implementation

1. Greet the tenant and provide comfortable seating in a private setting.
2. Introduce yourself and explain the purpose of the interview.
3. Obtain any completed forms from the applicant/tenant.
4. Address terms of confidentiality.
5. Indicate how long the interview usually takes.
6. Conduct the interview. Heed the do's and don'ts below.
7. Don't rely on memory – document the interview.
8. Ask the applicant/tenant if he/she has, any ask questions.
9. Summarize the interview responses with the applicant/tenant.
10. Obtain signatures as required.
11. Advise applicant/tenant of what will happen as a result of the interview.
12. Thank the applicant/tenant for his/her time.

Interview do's

1. Be organized.
2. Pose questions in a coherent order.
3. Ask one question at a time.
4. Avoid Yes/No answers by asking open-ended questions – Who? What? When? Where? How? Why?
5. Use varied patterns and lengths of sentences to avoid having the interview sound like and interrogation.
6. Actively listen – the interviewee's answers will lead you to more questions.
7. Make brief notes to prompt yourself on questions as you go along.
8. Record responses. Ask for correct spelling of proper names and addresses.
9. Give the interviewee time to think and finish his/her answer -- silence can cause the interviewee to elaborate when he/she may be hesitant to do so otherwise.

10. Save sensitive questions until you have established a rapport with the interviewee.
11. Maintain control of the interview.
12. Stay focused on the purpose of the interview even if the interviewee tries to lead you elsewhere.

Interview Don'ts

1. Answer any question for the interviewee.
2. Volunteer information that may influence answers.
3. Interrupt unless the interviewee wanders far off from the question asked.
4. Hustle or rush the interviewee unless he/she is being repetitious or going into a long, unrelated story.
5. Make personal remarks or express judgment.
6. Neglect to ask about things which were previously brought to your attention or about which you have personal knowledge.
7. Challenge the interviewee. If you have reason to believe the interviewee is deliberately lying or evading a question, go back to it later with a different approach or state that your documentation differs from what he/she has answered and ask them to explain the difference.
8. Extend the interview beyond an hour.

Follow-up

Enter information obtained during interview into housing software system. Prepare and submit requests for 3rd party verifications. Record all actions on checklist. Properly file all paperwork, including notes made during the interview. When all subsequent activities are completed, notify applicant/tenant of results in writing.

Annual Re-Certification Interview

Preparation

Have on hand the schedule of re-certifications scheduled for the day, files for those residents scheduled for re-certification, and pre-prepared re-certification packets. Review resident file before arrival of scheduled appointment. Choose an area or room designated for conducting interview with privacy.

Implementation

- Step 1. Review Application for Re-certification/Personal Declaration for completeness.
- Step 2. If not completed, provide directions or other needed assistance.

- Step 3. Explain purpose of appointment.
- Step 4. Orally summarize information of Personal Declaration/Application for Continued Occupancy form.
- Step 5. Compare the information reported this year with the information reported the previous year. Have the resident explain any discrepancies.
- Step 6. Ensure the family has reported the income of all family members.
- Step 7. Obtain addresses, fax numbers, and telephone numbers of all income sources to which third-party verification forms will be sent.
- Step 8. Determine whether the family qualifies for
- Elderly allowance, or
 - Disability allowance
- Step 9. If yes to step 8, request and obtain verification for out-of-pocket medical expenses anticipated for the coming year for all family members.
- Step 10. Family reports a change in family composition
- Obtain documentation to verify the change
 - For New family members – Have family complete the Request to add Packet i.e., birth certificates, adoption papers, marriage license, etc.
 - Any new addition to the household who are age 18 and over must obtain a criminal history and background check.
 - Family member moved out – i.e., copies of new lease or utility bills to verify new address.
- Step 12. Review originals of all documents provided by the resident.
- Step 13. Make copies of each document for the resident file.
- Step 14. Fill in all necessary information on each third-party verification form and obtain resident's signature and the date signed.
- Step 15. Explain to resident how changes in current year may affect rent.
- Calculate an estimate rent, if requested by resident.
 - Explain that estimated rent may change once all third-party verifications are received and applied in the recalculation.
 - Inform resident that an official Rent Adjustment letter will be sent to them at least 30 days before the resident's anniversary date.
- Step 16. **Review the re-certification package thoroughly once more before ending the interview.**
- Step 17. If signatures are required of other household members not present at interview, instruct the resident to obtain the required signatures and return the forms within 3 working days.
- Step 18. Missing information
- Prepare notice to resident instructing all missing information must be presented within 10 business days.
 - Re-certification cannot be completed if not all information is complete or received.

- Failure to provide information could result in termination from the Public Housing Program.
- Once file is completed , enter remaining information into software system
- Tenant folder is provided to Property manager to sign off

NOTE: If a change to prior subsidy/tenant rent is a result of SFHA error, the tenant must not be held responsible for any over payment of subsidy of additional TTP.

Follow up (Quality Control)

Program Manager conducts monthly random review of completed re-certifications to ensure consistency, proper documentation, accurate calculation of rent, accurate application of allowable deductions, timely processing of re-certification to allow full 30-day notice of rent change.

Attachment 9

Reconciliation Process

San Francisco Housing Authority Reconciliation Process

Updated 2.29.16

I. Introduction:

The reconciliation process began in July 2015 in direct response to the Rental Assistance Demonstration (RAD) efforts to ensure a smooth transition of public housing (PH) residents to private management. A component of the conversion is the requirement to report tenant delinquent balances to the Department of Housing and Urban Development (HUD) upon move out. As part of this transition, the SFHA agreed to audit tenant files manually, provide tenants with their three (3) year debt amount, and allow tenants an opportunity to appeal the debt reported or enter into repayment agreements. This effort was affirmatively absorbed in house and continues to remain a priority at the SFHA.

II. Goal:

- Build integrity and trust into the SFHA ledger system
- Ensure Program Compliance
- Identify changes needed in policy
- Remedy/Rectify errors identified
- Identify Training Opportunities where deficiencies exist

III. Priorities:

- RAD Phase I (Delinquent Tenants not in repayment agreements)-Completed
- RAD Phase 2 (Delinquent Tenants)-Completed
- Hunters View Family Development-Completed
- Alice Griffith Family Development-Completed December 2017
- Legal cases
- Sunnydale Development
- Potrero Development
- Scattered Sites

IV. Identifying Pool:

The Reconciliation team utilizes reports generated through the finance department to determine which tenants are delinquent, how much they owe, and whether or not they are in repayment agreements.

V. Tracked Information:

Once the pool is identified, tenants are then separated by development into spreadsheets and tracked within their development worksheet. Legal cases are prioritized by the attorney handling the case. The information tracked includes:

1. Name
2. Address
3. Has the file been reconciled?
4. When was the file reconciled?
5. The date the Notice of Debt Owed was sent to the resident.
6. Has the tenant entered into a Repayment Agreement?
7. The date the Notice of Final Debt Owed was sent to the resident.
8. Amount of debt reported to EIV.

VI. File:

A. Except for those referred in connection with legal cases, the file will be requested by the Program Manager of the Reconciliation team directly of the Property Manager(s). Eligibility Workers (EW) are being included in the initial e-mail request because EW's are responsible for maintaining the file. Files are requested as soon as possible but should not arrive later than seven (7) calendar days after the request is made.

B. A standard file will contain:

1. Interim Recertification's within the last three (5) years
2. Annual Recertification (50058) within the last three (3) years
3. Transfer request(s)
4. Repayment Agreement (if it exists)
5. Original and most recent Lease 2014

C. Order of Files:

1. Lease Documentation:
 - a) Original Lease
 - b) Current Lease
 - c) Lead Based Paint Disclosure
2. Annual Reexamination With Effective Date
3. Legal Documents
 - a) Repayment Agreement
 - b) Court Stipulated Agreement
 - c) Warning Letter
 - d) 14-Day Notice
4. Other Correspondence
 - a) Email(s)
 - b) Rent Adjustment
 - c) Letter/Correspondence re house keeping

5. ORIGINAL 50058

- a) 50058 at new admission
- b) Income verification as reflected on new admissions 50058, if different from initial screening
- c) San Francisco Housing Authority Application and all screening documentation

VII. Documents requested of tenant:

- A. File Checklist for each action (TOP)
- B. Family Report 50058
- C. Worksheet(s) (calculations and manual adjustments)
- D. Utility Worksheet
- E. Income Verification (in order of verification hierarchy)
 1. Earned Income Verification (EIV) and EIV Worksheet
 2. Third Party Tracking Form (must be attached to ALL verifications, individually stapled)
 3. Third Party or other verification forms
- F. TANF/Food Stamp Verification
- G. Zero Income checklist, as applicable
- H. All Medical Bills, as applicable (Detailed Medical Information MUST BE EXTRACTED)
- I. Childcare Verification, as applicable
- J. Disability Assistance Verification
- K. Full-time Student Verification
- L. Asset/Bank Statements and Verification
- M. Authorization Forms (9886 and others)
- N. Certification of Asset Disposal
- O. Recertification Packet (PDQ including Family Obligations)
- P. Previous documents related to Historical Reexaminations (BOTTOM)

VIII. Create soft (scan and save) file:

- A. Name of tenant
- B. Spreadsheet
- C. Notice of Debt Owed
- D. Elite Ledger
- E. Great Plains (GP) Ledger
- F. Housing Retention Agreement

IX. Review Process:

- A. Items grouped by year
 1. Separate interims and annuals are placed in chronological order beginning with the most recent on top and oldest on the bottom.
 2. A comparison is made between the changes of rent charged on the ledger, which would include any manual rent credits or correction charges. Examples of this would include a tenant not

receiving a required 30 day Notice of Rent Increase; Dating it correctly (not backdating to anniversary month); Missed Monthly Rent Charges; Duplicate Rent Charges; Rent Changes that did not take effect in accordance with effective date; and the submission schedule.

3. Earned Income Disregard-are the two (2) years completed?
4. Information is entered into the Reconciliation Spreadsheet starting with the amount of rent charged-was this accurate?
5. Balance GP ledger and Elite Ledger as is. Here, the focus is to ensure documents in the file match GP and Elite Ledger.
6. Were utility allowances used?
7. Compare rent charged to the GP and Elite tenant ledger
8. Rent paid entered into spreadsheet based on GP and Elite ledger.
9. Notes are created and made on the right hand side.
10. If adjustments need to be made, they are made at this point.
11. Draft summary report-attorney – client privileged
12. Draft the tenant notification of audit findings.
13. Notice sent out with Housing Retention Agreement attached and Elite Summary Report.

X. Post reconciliation:

Upon completing a file reconciliation and sending the tenant a Notice of Debt Owed, the following may occur:

1. Nothing if no debt is owed.
2. If the tenant disputes the amount in the Notice of Debt Owed, the tenant may request a grievance hearing no later than 15 days following the date of the Notice. The tenant's right to request such a hearing within 15 days, and instructions for doing so, will be clearly stated in the Notice.
3. The tenant may request to enter into a Housing Retention Agreement (if a current tenant) or a Repayment Agreement (if an ex tenant) with the contact on the Notice.
 - a) If a RAD tenant, a copy of the agreement will be provided to the RAD Program Manager in the Housing Choice Voucher Program, the Public Housing Operations Area Manager, and the Finance Department.

4. Upon end of participation (EOP) in the PH program, the debt will be reported to EIV within 60 days and the tenant will receive (1) a Final Notice of Debt Owed and (2) a Notice of Debt Reported to EIV. These Notices will complete the packet for tenants whose files are reconciled and who have moved out.
5. If the ex tenant pays off the total amount in the Final Notice of Debt Owed, whether in one lump sum payment or through installments pursuant to a repayment agreement, the following actions will be taken:
 - a) The Reconciliation Program Manager will update EIV to reflect that the reported debt has been paid in full.
 - b) The ex tenant will receive an updated Notice of Debt Reported to EIV, informing them that the status of the reported debt has been updated to “debt paid in full” in EIV.
 - c) The ex tenant will receive a letter confirming that they have a zero (0) balance with the SFHA for the period concluding on the date of their end of participation in the PH program.
 - d) If any balance remains in excess of the total amount in the Final Notice of Debt Owed, the Reconciliation Program Manager will notify the Finance Department and request that the remaining balance be written off.

XI. Legal Cases:

Legal cases are subject to variations of the above. There are many variations that may occur in legal cases and those will be based on case by case review.



Tenant File Reconciliation **Frequently Asked Questions (FAQ)**

1. What is a reconciliation at the San Francisco Housing Authority (SFHA)?

A reconciliation is an audit of a tenant file. The process involves an individual manually reviewing a tenant file, page by page, and ensuring that the ledger matches the documents in the file. The SFHA has a reconciliation team within the Department of Government Affairs and Policy working on the reconciliation of tenant files.

2. How far back will the San Francisco Housing Authority consider debt owed?

The San Francisco Housing Authority will collect debt owed for the previous three (3) years.

3. Whose files are being reconciled?

The SFHA is prioritizing all Rental Assistance Demonstration program delinquent tenant files. Simultaneously, the SFHA is reconciling the ledgers of those tenants where legal action is taking place.

4. What about other tenants interested in having their files reconciled?

Upon completion of RAD Phase II, the SFHA reconciliation team will reconcile the files of those tenants with delinquencies in the remaining developments. However, prior to that, the SFHA reconciliation team is not accepting requests for reconciliation nor are other files being reconciled. However, the tenant may approach the property office and request entering into a repayment agreement. Property Managers are prepared to work with tenants to enter into Housing Retention Agreements and review the initial three (3) year look back period.

5. Is the three (3) year debt a recurring debt?

No. The reconciliation is occurring to ensure that numbers being reported to the Department of Housing and Urban Development and the amount being paid by the tenant are accurate and in accordance with policies and procedures. However, upon the reconciliation occurring and the three (3) year debt being shared with a tenant, the tenant is obligated to pay that amount in addition to whatever comes afterward. For tenants who have received a legal notice, the three (3) year look back period begins on the date of the notice and any agreement entered into thereafter will include the three (3) years plus any amount accrued after the notice.

Example 1:

Tenant X received a 14 day notice on January 1, 2015. However, after numerous attempts to negotiate and crossed paths, X is unable to enter into a repayment agreement until October 1, 2015. Tenant X will need to enter into a repayment agreement for the timeframe: January 1, 2012 – December 31, 2014 PLUS the accrued rent from January 1, 2015 – October 1, 2015.

Example 2:

Tenant X is in a stipulated agreement signed September 1, 2015. Tenant X's file was reconciled prior to entering into the agreement. Tenant X has an income change on February 1, 2016 and needs to amend the stipulated agreement. The amended stipulated agreement would include the balance owed in the original agreement, plus any additional debt accrued between September 1, 2015 and February 1, 2016.

Example 3:

Tenant X is in a stipulated agreement dated February 1, 2012. X is in breach of the agreement. The SFHA will reconcile the file prior to taking further legal action with the court. The SFHA will base an ex parte

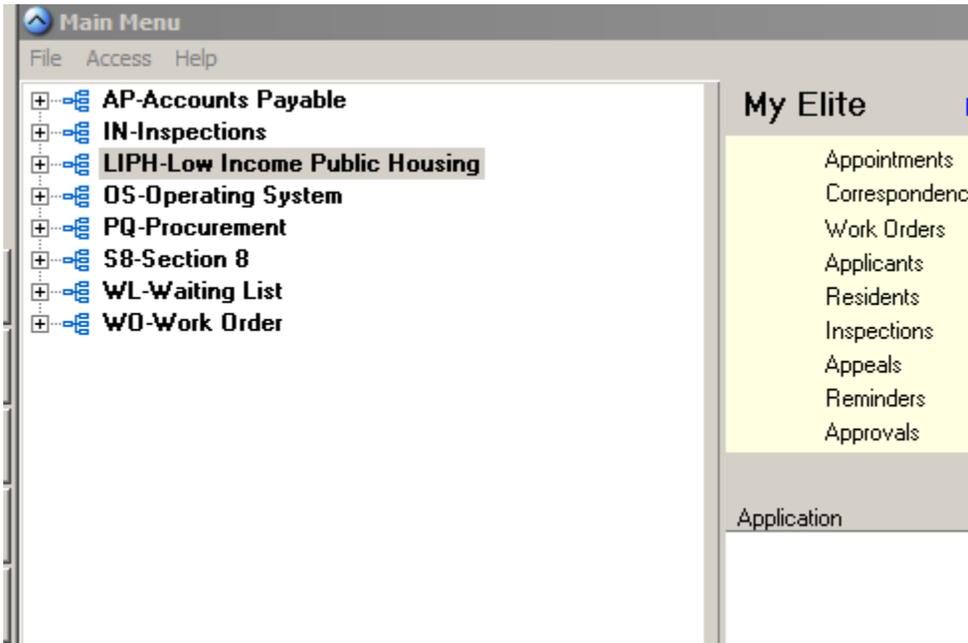
application with the court on unpaid rent within the previous year. Cases will be reviewed case by case to determine what action the SFHA will take.

Attachment 10

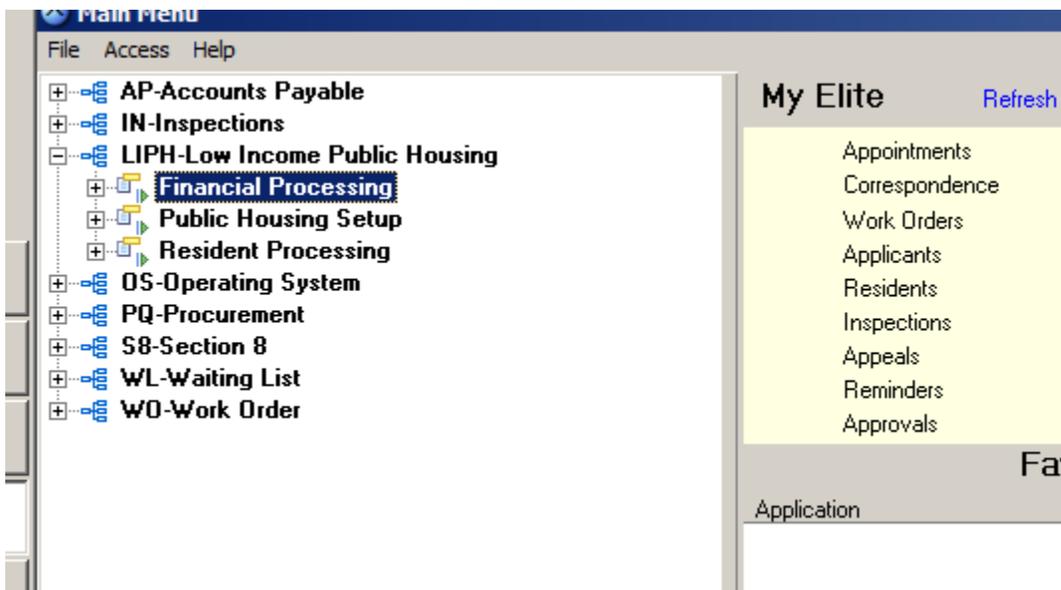
Write off process

San Francisco Housing Authority Elite X Balance Write Off Process

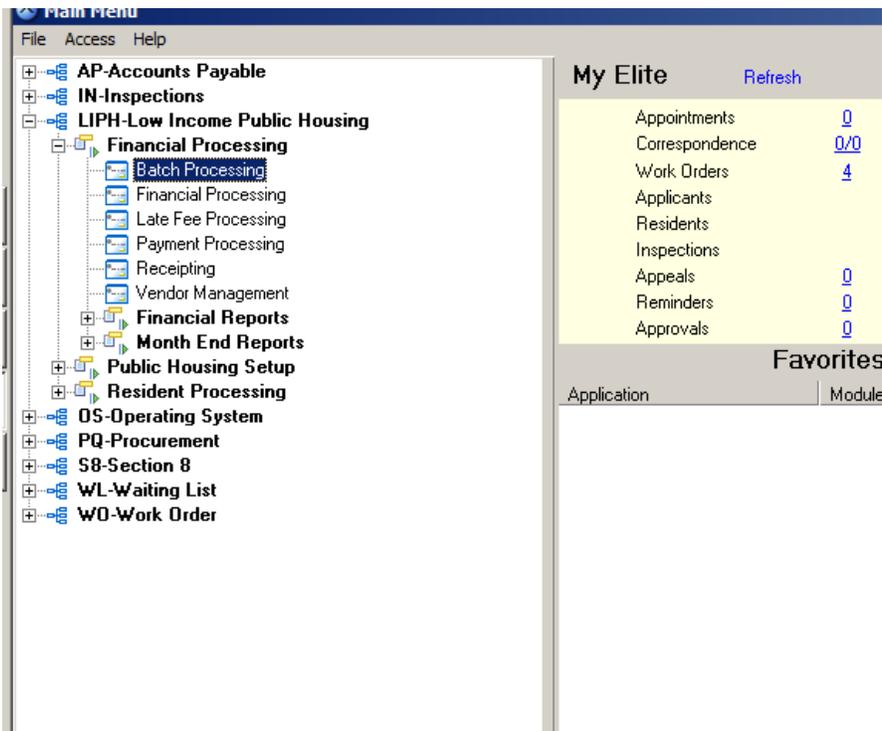
1. Sign into Elite Live (If you do not have access, speak to your supervisor.)
2. Select the “LIPH Low Income Public Housing” drop down item on the left hand side of your screen.



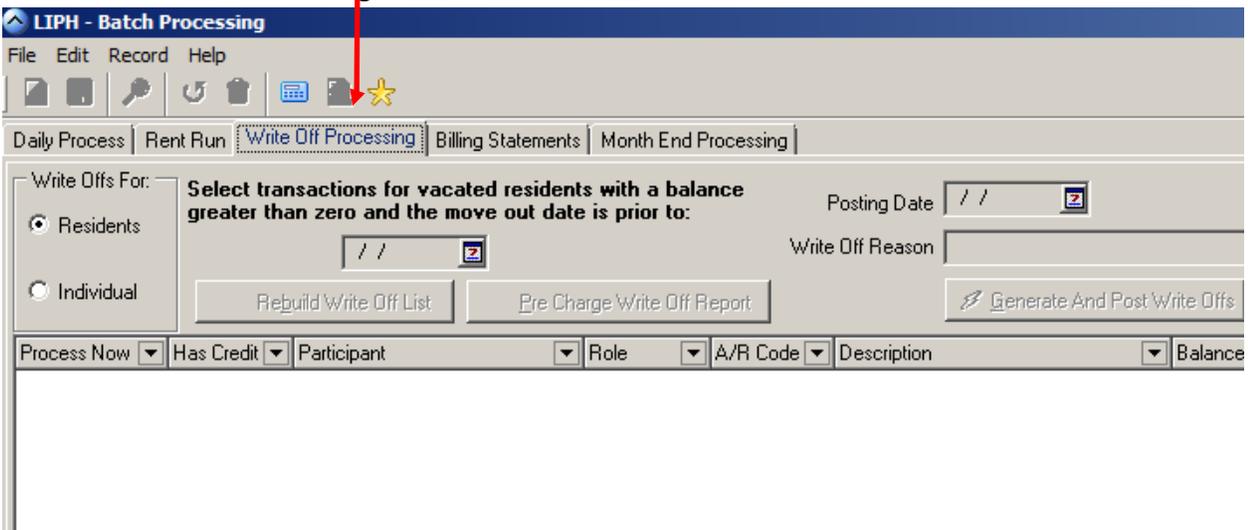
3. Select “Financial Processing” on the left hand side of your screen located directly under “LIPH-Low Income Public Housing”.



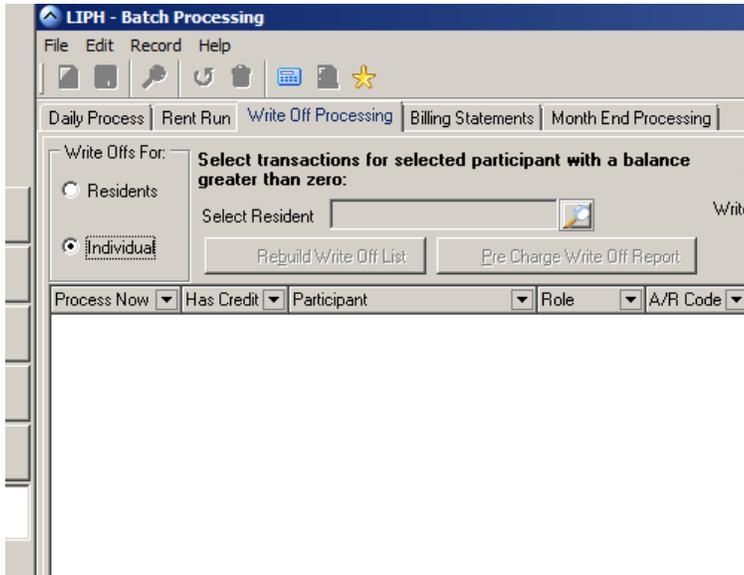
4. Select “Batch Processing” on the left hand side of your screen located directly under “Financial Processing”



5. Select “Write Off Processing”:

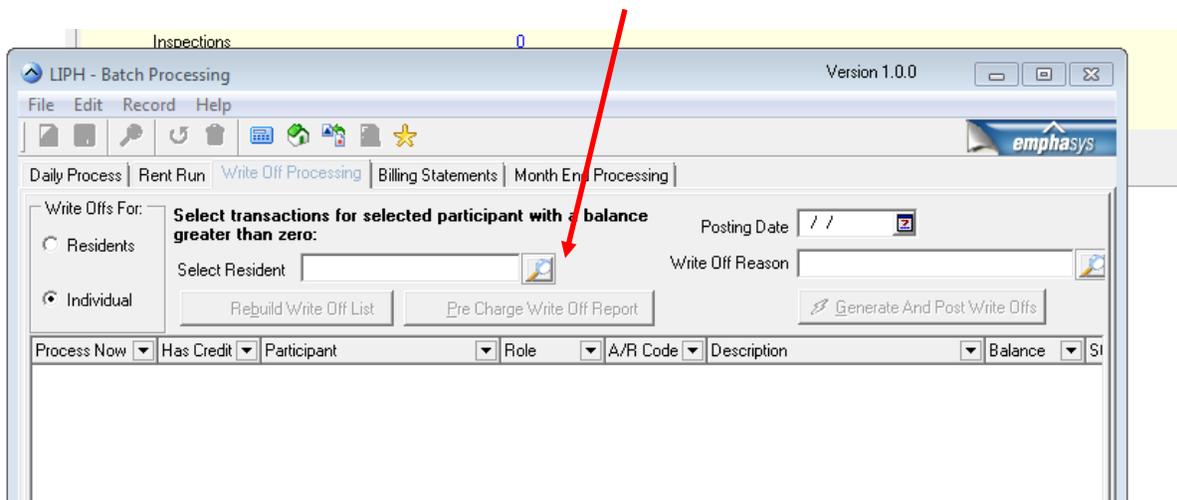


6. Under “Write Offs For”, on the left hand side, select “Individual”:

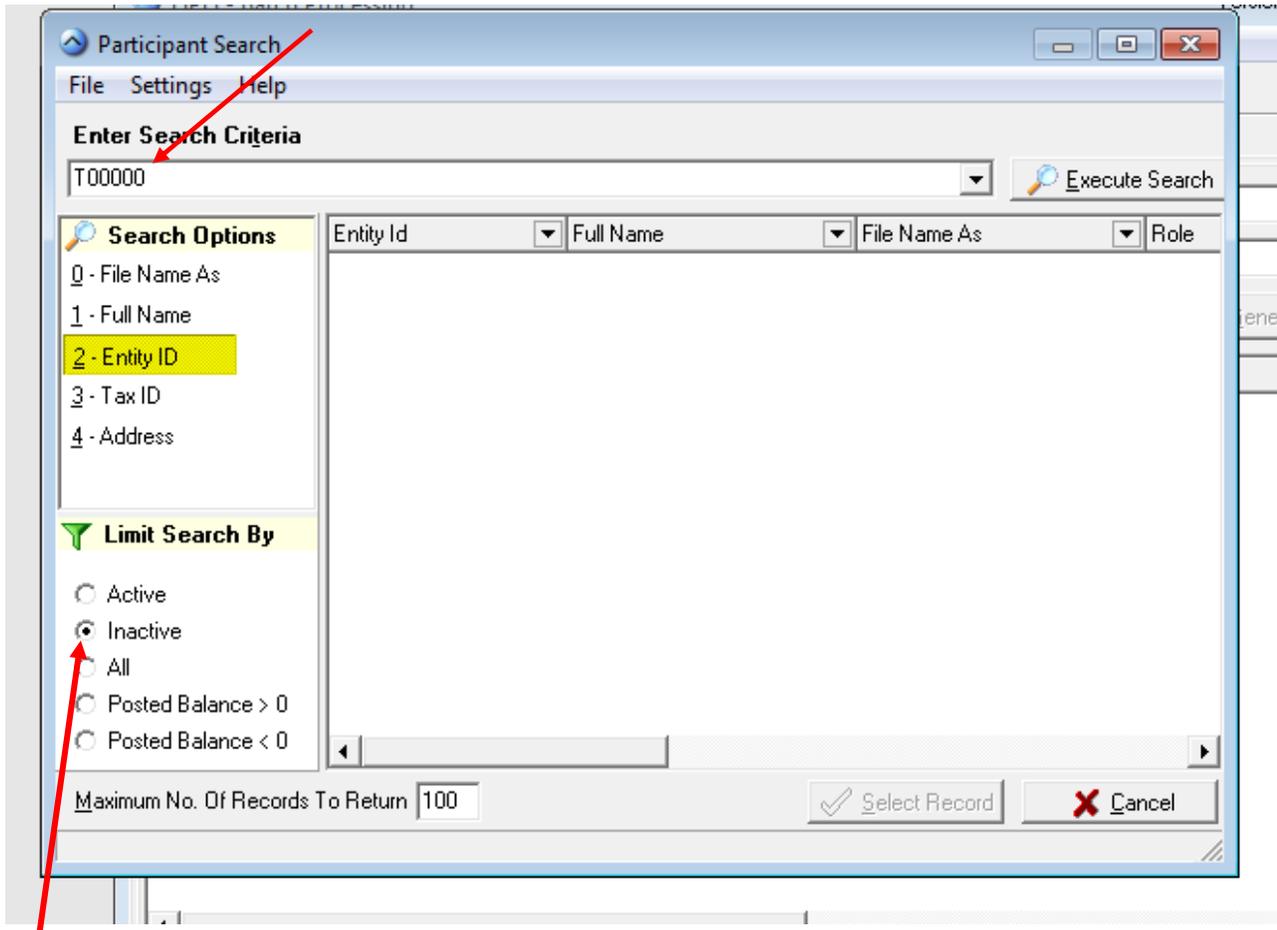


Note: As of February 24, 2017, the Housing Authority is using “Individual” as its option due to the RAD conversion and need for detailed tenant information to be written off. However, in the future, staff may choose to re-visit this practice.

7. Select the magnifying glass icon “search” tab next to “Select Resident”:

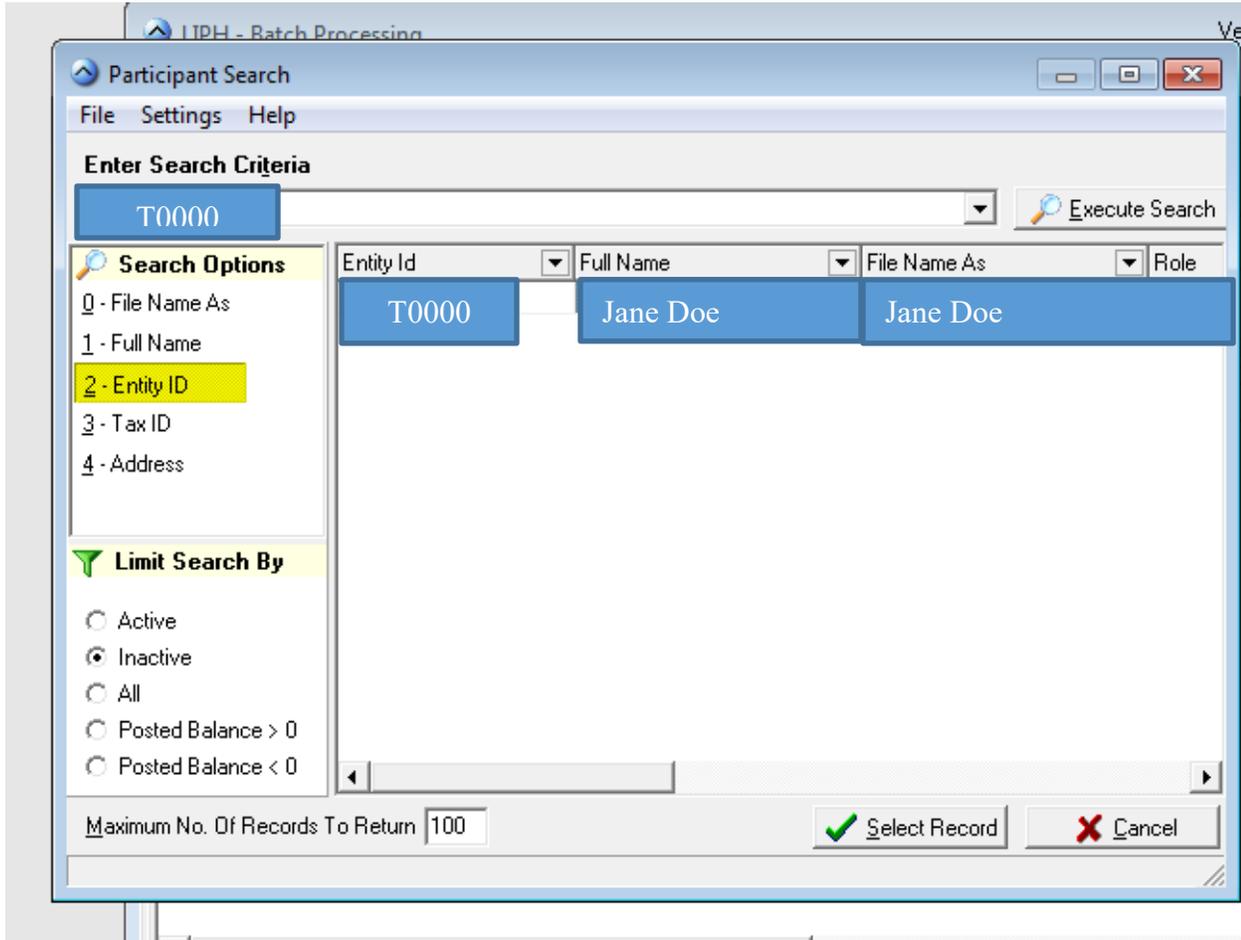


8. Enter the Tenant Entity Number and select “Execute Search”:

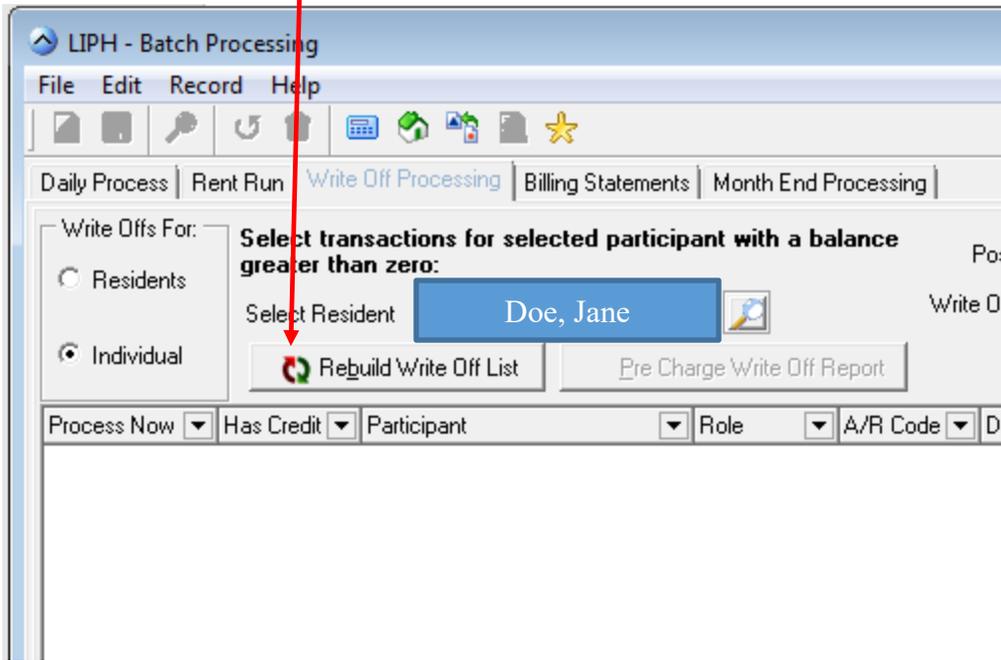


Note: Stop here to ensure that the “Limit Search By” is “Inactive”. If any other item is selected, speak with a supervisor.

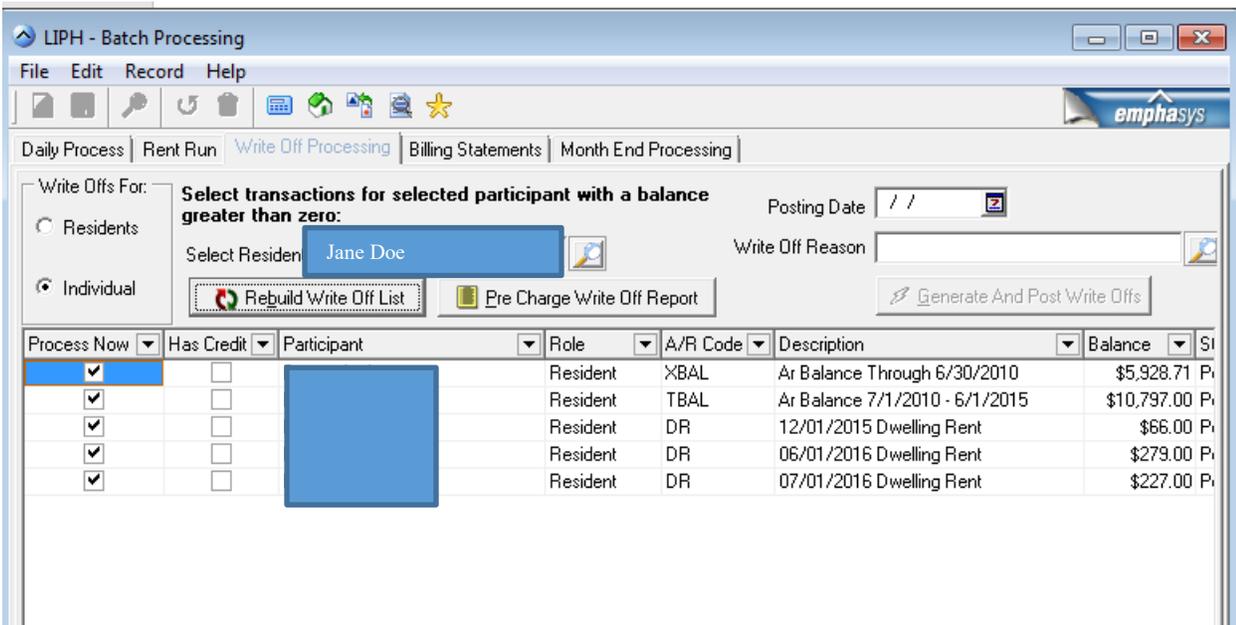
9. Select the tenant record that you would like and right click “select record”.



10. Select “Rebuild the Write Off List”

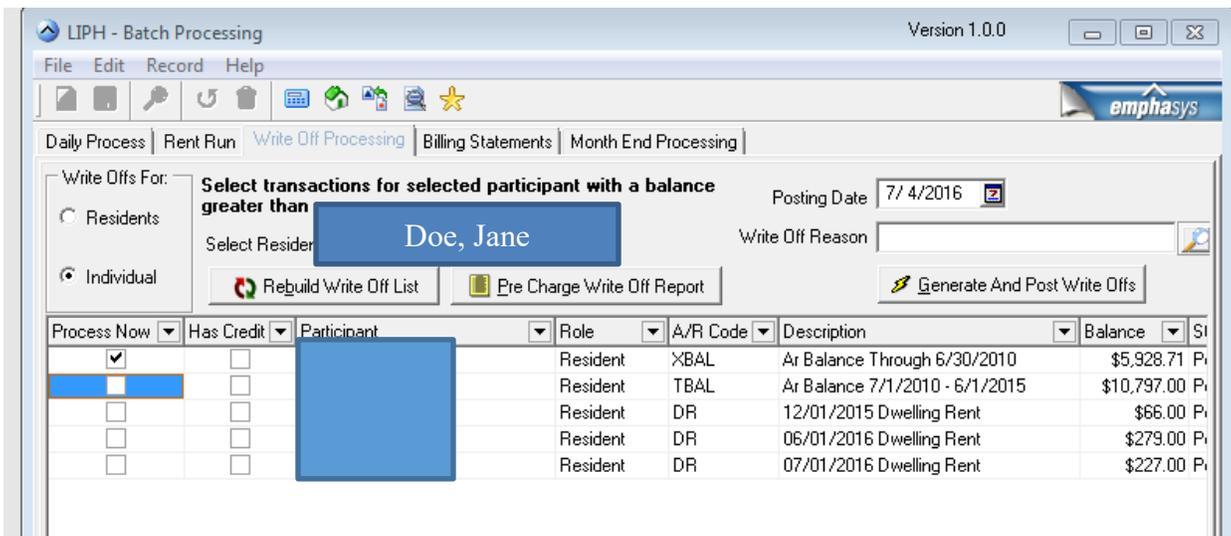


11. Select the Account Receivable "A/R Code" that is being written off. See below for definitions:
- X Balance "XBAL": Debt accrued prior to June 30, 2010
 - T Balance "TBAL": Debt accrued between July 1, 2010 and June 30, 2015
 - Dwelling Rent "DR": Debt accrued after July 1, 2016

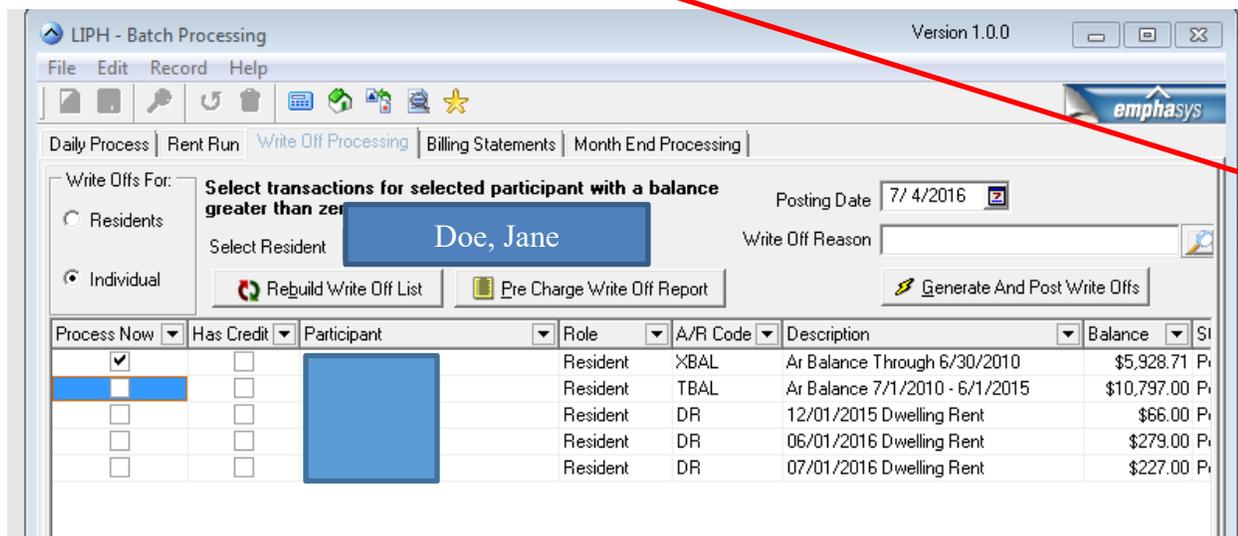


12. Enter the posting date.
- X Balance Write Off Date: July 4, 2016
 - T Balance Write Off Date: Needed

c. DR Write Off Date: Needed

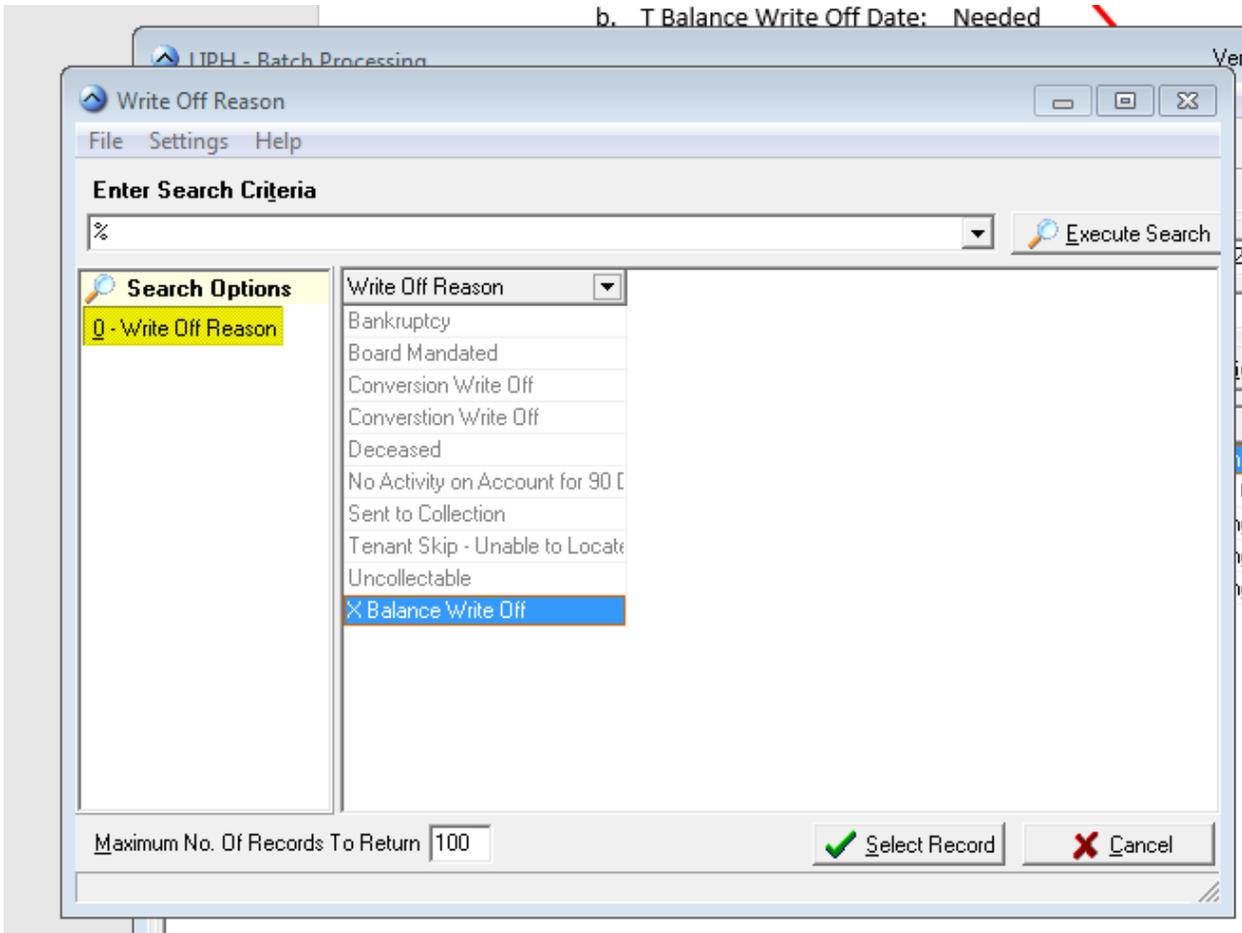


13. Select the magnifying glass:



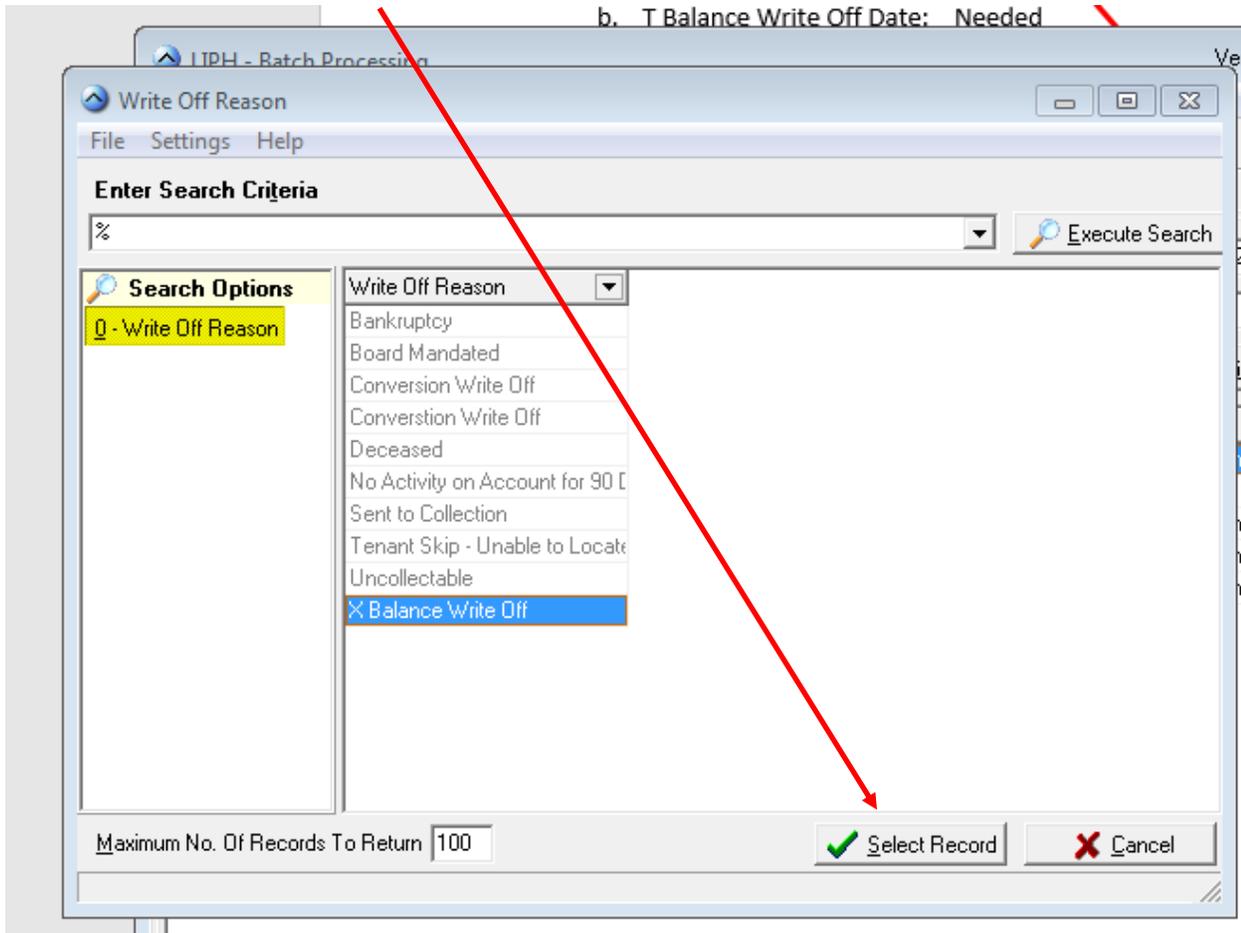
14. A window will pop up. Select the "X Balance" under "Write Off Reason":

b. T Balance Write Off Date: Needed

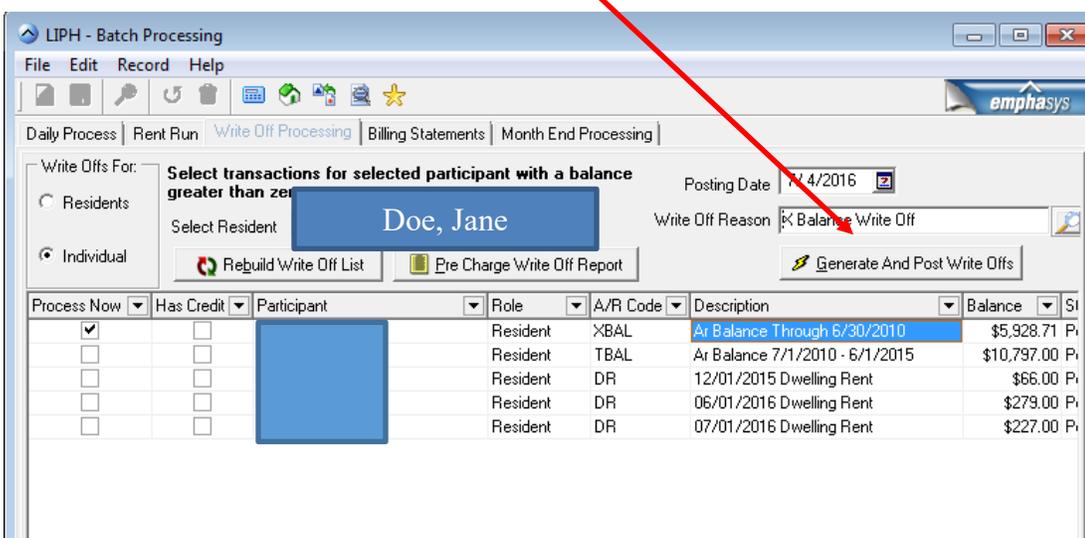


15. In the same box, click “Select Record”:

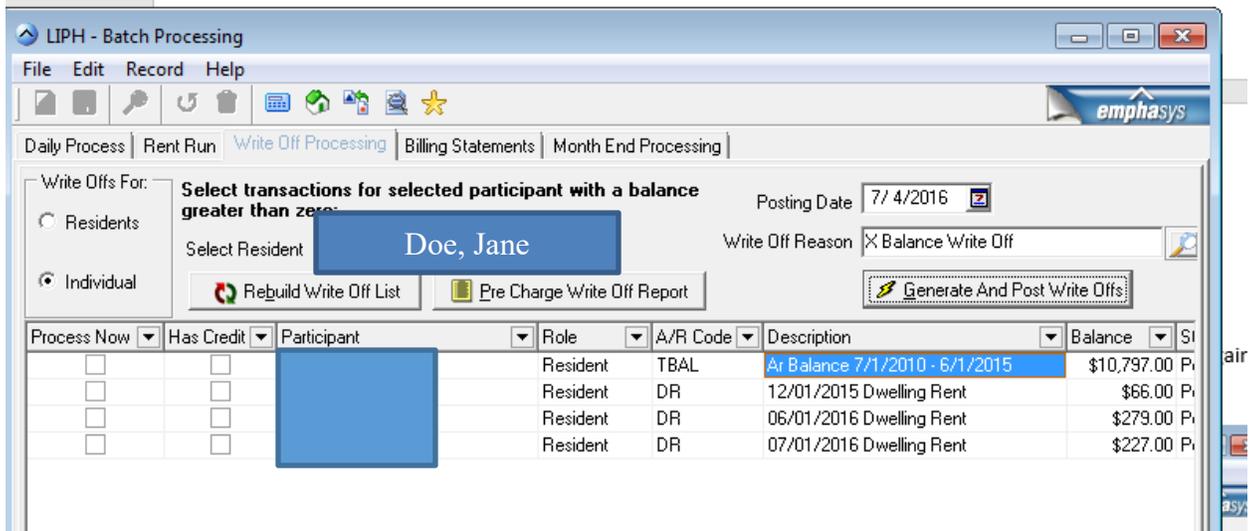
b. T Balance Write Off Date: Needed



16. The “Write off Reason” Box will close and the Elite “LIPH-Batch Processing” Box will appear again. Select the “Generate and Post Write Offs”:



17. Confirm the Write off was successful by clicking on the ledger icon:



18. The AR Ledger will pop up. Confirm the Write off Amount matches the amount of the X Balance that has been written off:

