



MAINTENANCE CHARGE SCHEDULE

TENANT CHARGES

Tenants of the Housing Authority shall be charged for the cost of maintenance response and services when such response and/or services are the result of household abuse, negligence, failure to report needed maintenance, cancelled requests, failure to allow or arrange access, or when a service request was otherwise unwarranted. Such calls shall be referred to as **tenant-fault service calls** in this document.

CHARGE FOR MATERIAL

Residents shall be billed for the cost of any materials used during tenant-fault service calls.

CHARGE FOR LABOR

Regular operating hours – Labor shall be charged at a rate of:

\$35.00/hour

A minimum charge of ½ hour shall be billed for all tenant-fault service calls. Calls lasting longer than ½ hour shall be billed in additional ½ hour increments.

After Hours, Weekend, and Holidays – Labor shall be charged at a rate of \$35.00/hour. A minimum charge of 1 hour shall be billed for all tenant-fault service calls. Calls lasting longer than 1 hour shall be billed in additional ½ hour increments.

BILLING, PAYMENT, & CONFLICT RESOLUTION

Residents shall pay all charges within 30 days after the receipt of the Housing Authority's itemized statement of the repair charges. Disputes must be presented promptly and such charges shall be subject to the Housing Authority Grievance Policy.

Light Bulbs are the resident's responsibility to replace. Maintenance will come replace if requested on work order, however, a minimum charge of \$17.50 plus the cost of the bulb will be charged to resident. Resident may obtain kitchen under cabinet tubes and bathroom tubes at management offices for cost of tubes only and to avoid labor charge.

