



Maintenance Charges

Effective July 1, 2025

WORK ORDER LINE - 859.655.7300

Please contact the Work Order Line to submit a repair request. You will need to provide your name, address, and a description of the maintenance issue.

Once a work order is submitted, HAC Maintenance employees and contractors are authorized to enter your unit to make the necessary repairs. Employees and/or contractors will knock before entry. If there is no response, they will enter the unit and identify themselves.

Your repair will be scheduled in the order received unless the issue is an emergency.

Emergency work orders are only to be submitted for the following reasons:

- **No heat**
- **No power**
- **Flooding**
- **Fridge not working properly**
- **Smell of gas**
- **Other emergency health and safety issues**

Children under 18 and pets must be supervised while repairs are being made. Pets must be crated for safety purposes per the pet policy outlined in your lease.

HAC reserves the right to bill residents for the costs of repairs due to damages or neglect. This includes the cost of labor and materials. Materials will be charged at-cost. Labor charges are **\$45.00/hour and is billed at a minimum of one hour.**

Smoke/Carbon Monoxide Detectors

Residents are subject to a **\$65.00 fine** if smoke/carbon monoxide detectors are found inoperable due to damage/neglect, if device covers are missing, or if detectors have been taken down and/or removed from the apartment.



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Plumbing

Grease should **NEVER** be poured down a drain. Let it cool and dispose of it in a proper container to be placed in the trash. Wipes of **any kind** should never be flushed down a drain or toilet. They do not decompose properly and will cause a drain to clog. Tampons and other feminine products should not be flushed as they, too, may clog the plumbing. Toys or various objects (toothbrushes, tweezers, etc.) that are found in the drain will generate a resident charge. Residents are not to use drain opening chemicals but should use the free plungers given to them by property management. If you have not received your plunger, please see your property manager.

Ovens

Using the oven as a source of heat is strictly prohibited. Not only is it an inefficient method to heat a large space, but it is also very risky, and could lead to carbon monoxide poisoning, which can be deadly. It can also pose a risk for fires. Additionally, it is dangerous if you have small children as they may get severely burned. Any residents found using the oven to heat their unit will be charged for the parts and labor to repair the oven. Using the oven for heat will inevitably cause the oven to stop functioning properly.

The top of the stove must remain free of grease and food particles. This is to prevent grease fires and pest issues. Please lift up the top of the stove and clean underneath at least weekly.

Pest Control

Residents requiring pest control treatments should report all pest issues to their property management office. The Housing Authority of Covington will cover the cost of the first treatment. The second treatment will be shared evenly between the resident and the Housing Authority of Covington. All treatments after the first 2 treatments will be charged to the resident. **If a resident refuses a scheduled service, there will be a refusal charge of \$100.00 and the resident will be placed under notice for non-compliance.** The charge is equal to what HAC must pay the contractor for refused service. For residents who refuse service, fail to prepare, or whose inspections result in housekeeping deficiencies, the pest treatments will not work properly. Therefore, the resident will be billed whatever HAC is charged by the pest control contractor, for the second and all subsequent pest services. Please refer to your pest control charge sheet.



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Golden Tower:

Residents are responsible for cleaning their own air filters on their heating/air units monthly, or more if needed. If debris is in the vents, they are responsible for cleaning the vent area with a vacuum. The front covers lift off for cleaning the louvers and any dust underneath. Damage to the unit due to not keeping filters clean, will result in the resident being responsible for the replacement cost of the HVAC unit.

Electrical:

If your electric goes out all over your apartment, please check your circuit breakers before calling in a work order.

If your electric goes out in your kitchen or bathroom, check your GFCI plug (usually near the sink in the bathroom or near the fridge in kitchen) and hit the reset button to see if the electric comes back on. If it does not, submit a work order.

Residents are responsible for the replacement of their own ordinary lightbulbs. If a work order is called in to replace bulbs, the resident will be responsible for the cost of the bulb and a half hour labor to install. The only time a resident will not be charged to change a lightbulb will be at move in and when needing to replace a long tubular "shop" bulb.