

Operating Procedure # 8

8/97, 3/10, 9/10, 6/13

Note: Work Unit Job Codes from 8/97 have not been updated.

Resident Charges
Cost of Repairs and Replacements

Due to the variety and scope of replacement and repair items used throughout the facilities, it is impossible to list all items here. Only the most common replacement items are listed. For items not listed, contact the Central Maintenance Office. Except where noted, the labor charge is a standard dollar amount per hour or part thereof and is below the hourly rate and fringe benefits for a Maintenance Mechanic II (See Labor Charges Chart below).

It must be remembered that the charges listed are for damages directly attributed to resident misuse. The financial burden of restoring mistreated property to its "as was" condition must be borne by the party causing the damage. This schedule will not be used to replace "fair wear and tear" items.

Resident damage is best defined as:

- a. Deliberate and/or malicious damage to include breakage and stoppage.
- b. Damage directly caused by improper usage of components.
- c. Damage caused by improper sanitary practices.

LABOR CHARGES WILL BE LEVIED ON ALL ITEMS MARKED "+ LABOR". THIS IS IN ADDITION TO CHARGES SHOWN FOR ACTUAL REPLACEMENT PARTS. IF THE CHARGE SHEET INDICATES "FLAT RATE", THEN LABOR HAS BEEN BUILT IN THE REFLECTED CHARGE.

Reimbursable charges as shown are not resident damage costs but charges for services performed beyond the normal maintenance function.

If the work is contracted and a result of resident damage, the resident will be charged for the actual billing by the contractor.

LABOR CHARGES

Time for computation of labor charges will be based on the work order start and finish time per man utilized with a minimum charge of 30 minutes.

LABOR CHARGES			
<i>Schedule of charges for labor associated with repairs and replacements</i>			
TIME (Labor Minutes per man)	1997 to Current	2012 <i>(effective 12.01.2012)</i>	2013 <i>(effective 06.01.2013)</i>
30 Minutes	\$10.00	\$12.80	\$15.60
45 Minutes	\$15.00	\$19.20	\$23.40
60 Minutes	\$20.00	\$25.50	\$31.00

Operating Procedure # 8

8/97, 3/10, 9/10, 6/13

Note: Work Unit Job Codes from 8/97 have not been updated.

REIMBURSABLE CHARGES FOR SERVICES

Resident must understand and agree to charges prior to start of work. An hourly rate or fraction thereof will be charged for the following;

REIMBURSEABLE CHARGES FOR SERVICES			
Service	1997 to Current	2012 <i>(effective 12.01.2012)</i>	2013 <i>(effective 06.01.2013)</i>
Install Traverse rod(s)	\$20.00	\$25.50	\$31.00
Install Curtain rod(s)	\$20.00	\$25.50	\$31.00
Miscellaneous services	\$20.00	\$25.50	\$31.00

** ALL PRIORITY WORK WILL BE ACCOMPLISHED BEFORE REIMBURSABLE CHARGE SERVICES ARE PERFORMED.

MOWING OF LAWNS

In developments where the dwelling lease requires the resident to maintain the grounds, work orders to mow residents' lawns will be issued by the Manager after positive determination is made that the resident will not accomplish the mowing. Resident will be charged according to the actual billing submitted by the contractor for all grounds maintenance issues.

RESIDENT ADJUSTMENTS

Adjustments to heaters, furnaces, stoves, hot water tanks, refrigerators, or plumbing fixtures shall not be attempted by the residents. LMHA has call numbers posted and staff designated to respond to emergency situations, should they arise. A service call to readjust a fixture or appliance will be listed as a resident charge if a case of resident tinkering is apparent. Hourly rate will be charged.

Damage incurred that is beyond the repair capabilities of the maintenance force will be contracted for repair by outside specialists. The prevailing outside wage and material cost will be charged to the resident.

Resident Charges is attached hereto.

Resident Charges
Cost of Repairs and Replacements

CATEGORY	CHARGE		
	1997 to Current	2012	2013
APPLIANCE CLEANING			
Range Cleaning - Minor	\$22.00	\$28.75	\$34.75
Range Cleaning – Major	\$45.00	\$58.75	\$71.00
Refrigerator Cleaning – Minor	\$16.00	\$21.00	\$25.25
Refrigerator Cleaning – Major	\$32.00	\$41.75	\$50.50

Time and Material is built into flat charges.

APPLIANCE REPAIR			
Parts (No Labor)	Material Cost	Material Cost	Material Cost
Damages	\$30.00	Time & Material	Time & Material

PLUMBING & STOPPAGES			
Disposal, Bathroom Sink, Kitchen Sink, Bathtub, Toilet Plumbing	\$30.00	Time & Material	Time & Material
Pull Toilet	Time & Material	Time & Material	Time & Material
Sanitary Sewer – Single Family Unit	\$40.00	Time & Material	Time & Material
Sanitary Sewer – After Hour Stoppage	Time & Material	Time & Material	Time & Material

TRASH REMOVAL (Interior)			
Minor	\$50.00	Time & Material	Time & Material
Major	N/A	Time & Material	Time & Material
Extraordinary	N/A	Time & Material	Time & Material

GROUNDS CLEAN-UP (Trash Removal Exterior)			
Minor	\$30.00	\$39.00	\$ 47.25
Major	\$55.00	Time & Material	Time & Material
Extraordinary	N/A	Time & Material	Time & Material

LOCK CHANGE AND KEYS			
Normal Wear	\$0.00	\$0.00	\$0.00
Per Cylinder	\$30.00	\$39.00	47.25
Double charge for second change within a year	N/A	\$78.00	\$94.50
Complete lockset	\$64.00	Time & Material	Time & Material
Key	\$7.25	\$9.50	\$11.50

Labor Rate (also known as Time)

	<u>½ Hour</u>	<u>45 Minutes</u>	<u>Hourly Rate</u>
1997	\$10.00	\$15.00	\$20.00
2012	\$12.80	\$19.20	\$25.50 (effective 12 01.2012)
2013	\$15.60	\$23.40	\$31.00 (effective 06.13.2013)

Resident Charges
Cost of Repairs and Replacements

CATEGORY	CHARGE		
	1997 to Current	2012	2013
LOCK OUTS			
During Working Hours	\$10.00	\$13.00	\$15.75
During Non-working	\$60.00	\$78.25	\$94.50

PLASTERING WALLS AND CEILINGS			
Minor	\$23.00	\$30.00	\$36.24
Major	N/A	Time & Material	Time & Material

PAINTING			
Charges are pro-rated if the unit is occupied less than one year. For every month occupied, the charge will be computed at 1/12 per month (i.e. 9 months = 9/12=75% of charge).			

INTERIOR DOORS			
Repair	\$45.00	\$58.75	\$71.00
Replacement	\$67.00	Time & Material	Time & Material
Door Jamb Replacement – Latch Side	\$62.00	Time & Material	Time & Material
Door Jamb Replacement – Complete	Time & Material	Time & Material	Time & Material

STORM DOOR HANDLE REPLACEMENT	\$23.00	Time & Material	Time & Material
--------------------------------------	---------	-----------------	-----------------

GLASS REPLACEMENT	\$38.00	Time & Material	Time & Material
--------------------------	---------	-----------------	-----------------

WINDOW AND DOOR SCREENS			
Repair 5 Sq. Ft. -	\$10.00	\$13.00	\$15.75
Repair 5 Sq. Ft. +	\$11.00	\$14.25	\$17.25

CARPET CLEANING	\$100/\$300	Time & Material	Time & Material
------------------------	-------------	-----------------	-----------------

Labor Rate (also known as Time)

	<u>½ Hour</u>	<u>45 Minutes</u>	<u>Hourly Rate</u>
1997	\$10.00	\$15.00	\$20.00
2012	\$12.80	\$19.20	\$25.50 (effective 12 01.2012)
2013	\$15.60	\$23.40	\$31.00 (effective 06.13.2013)

Resident Charges
Cost of Repairs and Replacements

Repairs not listed are charged at time and materials

Labor Rate (also known as Time)

	<u>½ Hour</u>	<u>45 Minutes</u>	<u>Hourly Rate</u>
1997	\$10.00	\$15.00	\$20.00
2012	\$12.80	\$19.20	\$25.50 <i>(effective 12 01.2012)</i>
2013	\$15.60	\$23.40	\$31.00 <i>(effective 06.13.2013)</i>