

	Northwestern Band of the Shoshone Nation Housing Services	
	<b>Policy &amp; Procedures Manual</b> <b>Inspection Policy</b>	
	<b>Revision Number &amp; Date</b> Revision Number 3 – 12 March 2024	<b>Document Control Number</b> NWBSN HS-PM-I-003

## Inspection Policy

### SECTION 1 – General

#### 1. Purpose

Northwestern Band of the Shoshone Nation Housing Services Program (NWBSNHS) Maintenance Operations & Inspections shall have as objectives:

- Keep all dwellings, associated properties, and grounds in a decent, safe, and sanitary condition.
- Correct any condition that may lead to an injury or accident involving residents or others.
- Prevent breakdowns by regular inspections.
- Repair or replace defective items before neglect affects other parts of a system.
- Perform both regular and preventative maintenance on a scheduled basis.

Housing Services has specified inspection criteria to tenants. Respective tenants have responsibilities to Housing Services to maintain specific parts of the property being used and to allow for periodic inspections (no less frequently than once annually). If a tenant fails to meet their obligation, Housing Services shall perform the necessary maintenance and/or inspection activities per contractual conditions specified herein.

#### 2. Inspections

A Housing Services Field Representative is responsible for Annual Inspections of all Housing Services Properties. In addition to inspections of common property, the representative will offer assistance during the year to residents concerning maintenance problems.

An Inspection Report Form (Form 1 Attached) will be completed for each unit of housing and submitted at the end of the inspection period to the office of the Housing Services Director. Immediate action shall be taken to bring any housing unit that is not in satisfactory condition, up to Housing Services standards. All maintenance work order requests will be completed based on priority and budget to complete projects.

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Inspections for housing under contractor’s warranty shall take place beginning three months after the date of approved Interim Certificate of Completion and no less than every three months thereafter.

- **Annual Inspections**

Annual Inspections will be conducted by designated Field Representatives as follows:

- A schedule of inspections conducted daily, for a consecutive period of time, until all units are inspected.
- A checklist of inspection items for each unit will be completed.
- Copies of completed Inspection Report Forms with detailed notes and findings will be sent to the Housing Services Director
- Inspection Report Letters, which state unsatisfactory findings, will be completed by the Housing Services Director. Three copies of each letter will be created.
  - 1 Letter will be mailed by the Housing Services ~~Executive~~ Director or Staff Member to the tenant address.
  - 1 Letter will be placed in the tenant file.
  - 1 Letter will be hand delivered and/or posted at the tenant address by the Field Maintenance Representative.
- An additional inspection will be conducted for units that receive an unsatisfactory rating. Failure of second inspection will result in referral of case to the Housing Services Board for possible action, up to and including termination of Dwelling Lease Agreement
- Tenants will have up to two months from the initial inspection date, to correct unsatisfactory conditions.
- If conditions require Housing Services intervention for maintenance corrective issues, all tenant damage repair costs, including but not limited to materials, supplies, labor, mileage, and other necessary expenses to return the unit to proper standards, will be billed to the tenant.
  - Tenants who are billed for “Tenant Damages” will be required to pay those damage costs during the next month’s rental billing cycle.
  - If costs are too great to pay in one billing cycle, tenant may request to have those costs added to a Promissory Note to extend the payment terms up to a six-month period in length.

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	<b>Revision Number &amp; Date</b> Revision Number 3 – 12 March 2024	<b>Document Control Number</b> NWBSN HS-PM-I-003

- An Inspection Report Form can be used for a pre-occupancy checklist of a vacant unit. Housing Services may adjust items on the Inspection Report Form to accommodate local lifestyle and housing types of a given area.

- **Periodic Inspections**

Inspections, other than Annual Inspections, conducted by Housing Services Field Representatives under the following conditions and actions:

- Inspections that reveal premises to be below Housing Services standards and within the scope of the tenant's responsibility, and Inspection Report Letter will be issued to the tenant / resident stating the situation and specific time frame for correction of the condition.
- The Housing Services Field Representative will review the premises when the specified time frame expires.
- Non-compliance to correct stated situation will result in representative notifying Housing Services and Maintenance to initiate a Work Order(s) with subsequent materials, mileage, and labor costs billed to the tenant / resident.
- If a condition requires immediate correction and is the result of tenant / resident neglect or abuse, the Field Representative will take appropriate corrective action to resolve the situation with reference to the Dwelling Lease Agreement.
- Exceptions to immediate corrective action include:
  - Elderly or Disabled Tenant / Resident
  - Lessee or family member that is physically unable to perform corrective action.
- As exceptions arise, the Field Representative is responsible to notify the Housing Services Director
- Work performed by Housing Services under these circumstances, may be left to the discretion of the Housing Services Director
- Housing Services Field Representative and Maintenance Staff are considered resources to help and advise homeowners and tenants / residents on maintenance issues.

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	<b>Policy &amp; Procedures Manual</b> <b>Inspection Policy</b>	
	<b>Revision Number &amp; Date</b> Revision Number 3 – 12 March 2024	<b>Document Control Number</b> NWBSN HS-PM-I-003

## **SECTION 6 – Work Orders**

All work requests shall be recorded on a Work Order Form (Produced through Housing Data Systems - HDS). A Work Order Form will be completed as residents report a maintenance issue via telephone, text message, email or in person to a Housing or Maintenance staff member representative.

The Maintenance Manager shall have the responsibility for scheduling daily and weekly Work Order Requests. Work Order Forms received and based on Maintenance Policy, will be scheduled by priority. Work orders must indicate the following information:

- Tenant or designated representative's name.
- House number and/or physical address.
- Date Work Order was created.
- Proposed completion date.
- Nature of situation (details of work to be completed).
- Listing of materials required.
- Mileage (if any).
- Cost of labor (hours attached to performance of work, including purchase of supplies, etc.)
- Description of labor performed.
- Signature of authorized personnel performing work.
- Date work completed.
- Total time/hours for work performed.
- Tenant / resident signature of acceptance of work (if tenant was not home, indicate).
- Indicate Charge/No Charge to tenant/resident.

Charges for maintenance service will be for non-routine work that has been caused by tenant's misuse or abuse of Housing Services property. Cost of material is charged to tenant/resident and included in monthly rent billing.

Copies of work orders will be distributed in the following manner:

- Tenant Copy: Received a copy at completion of work.
- Rental Unit Copy: Record of Maintenance History in the UNIT File by address.
- Tenant File Copy: Record of Maintenance History in the TENANT file.

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	<b>Policy &amp; Procedures Manual</b> <b>Inspection Policy</b>	
	<b>Revision Number &amp; Date</b> Revision Number 3 – 12 March 2024	<b>Document Control Number</b> NWBSN HS-PM-I-003

Electronic/digital copies of Work Orders may be stored on the Housing Services computer database or equivalent electronic data base system.

- Digital Work Orders prior to 2024 may be stored on Housing Services computer(s).
- Digital Work Orders in 2024 and beyond will be stored as a part of the Housing Data Systems (HDS) software package by Tenant Name/File.
- Authorized Homeownership Work Orders

Homeowners may have work performed by NWBSN Housing Services personnel if the following conditions apply:

- Current NWBSN Housing Services budget status permits.
- Prior justification with documentation is presented to the Housing Services Executive Director.
- Proposed work is documented on the Housing Services Work Order System.
- Owner agrees to finance materials, labor, and related costs.

Normal working hours for Housing Services and Maintenance Staff are 8:00 am – 4:00 pm, Monday through Friday. Maintenance staff are available on a scheduled basis by contacting Housing Services Office.

## **SECTION 7 – Maintenance Personnel**

All maintenance personnel will submit completed work orders on a weekly basis. Time sheets will be turned in every two weeks. When a tenant is charged for time/labor due to negligence or misuse of tribal property, time sheet must be noted as such and time reflected must match the time listed on the work order for their unit/property.

All maintenance personnel conserve budget/funding requests for materials and associated costs by planning and submitting Request For Purchase Approvals in advance of proposed work. All Work Orders and Request for Purchase Approvals should be submitted to the Maintenance Manager for consolidated purchasing.

	Northwestern Band of the Shoshone Nation Housing Services	
	<h2 style="text-align: center;">Policy &amp; Procedures Manual</h2> <h3 style="text-align: center;">Inspection Policy</h3>	
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### **SECTION 8 – Cost and Fees**

The Northwestern Band of the Shoshone Housing Services will establish charges for repair costs to be billed to tenants and homebuyers. These charges will change periodically to reflect price of market/inflation materials costs. (See Attached Cost & Fees Schedule)





Dennis A. Alex  
Chairman

Bradley J. Parry  
Vice Chairman

NORTHWESTERN BAND OF THE SHOSHONE NATION  
2575 Commerce Way  
Ogden, Utah 84401

**RESOLUTION OF  
THE NORTHWESTERN BAND OF THE SHOSHONE NATION  
HOUSING SERVICES**

Resolution Number 03-22-2024-02

**Approving an Inspection Policy UPDATE for the NWBSN Housing Services.**

At a duly called meeting of the Tribal Council of the Northwestern Band of the Shoshone Nation on 22 March 2024, the following resolution was presented:

**WHEREAS:** The Tribal Council is the governing body of the NWBSNHS with the authority to adopt laws and rules to govern Housing Services; and

**WHEREAS:** The NWBSN Housing Services is a Tribal Program authorized to manage homeownership and rental housing programs and such management requires the adherence to Policies and Procedures set forth by The Department of Housing and Urban Development; and

**WHEREAS:** The Housing Services Board of Commissioners has received and reviewed an updated Inspection Policy at a duly called meeting on 12 March 2024 as prepared by the Housing Services Director and has been approved by vote of a quorum of the Housing Services Board of Commissioners.

**Vote of 4 in favor, 0 opposed, 0 abstentions and 1 absent on 12 March 2024**

**NOW THEREFORE, BE IT RESOLVED** that the NWBSN Tribal Council hereby approves the Inspection Policy as reviewed and corrected. (See Attached)



Dennis A. Alex  
Chairman

Bradley J. Parry  
Vice Chairman

NORTHWESTERN BAND OF THE SHOSHONE NATION  
2575 Commerce Way  
Ogden, Utah 84401

Authority for this resolution was duly adopted by the Tribal Council of the Northwestern Band of the Shoshone Nation at a duly called meeting on **22 March 2024**, by a vote of 7 in favor (DA, BP, AM, KH, JW, SW, CW), 0 Opposed, 0 Absent, 0 Abstain; pursuant to the authority contained under Article VI, Section 1 & 2 and Article XI, Section 2 of the Tribal Constitution and By-laws approved August 24, 1987; Tribal Housing Ordinance, ORD-95-001, Amended 09 April 1996.

DATED: 22 March 2024



DENNIS A. ALEX, CHAIRMAN  
CERTIFICATION:

I HEREBY CERTIFY that the foregoing resolution was passed while a quorum of the Tribal Council was present by a vote of # in favor, # opposed, # abstentions on the date this bears.



Alicia Martinez, Secretary

