

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

## Maintenance Operations Policy

### SECTION 1 – General

#### 1. Purpose

Northwestern Band of the Shoshone Nation Housing Services Program (NWBSNHS) Maintenance Operations 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 maintenance responsibilities to tenants. Respective tenants have responsibilities to Housing Services to maintain specific parts of the property being used. If a tenant fails to meet their obligation, Housing Services shall perform the necessary maintenance activities per contractual conditions specified herein.

### SECTION 2 – Maintenance Program

Housing Services Maintenance Program is based upon scheduling of services, requests and performance of routine and non-routine maintenance work. Maintenance work is scheduled in the following priority tiers:

- **Urgent Work / Maintenance:** Work which must be addressed the same day as reported to prevent injury to residents or prevent collateral damage to NWBSN / NWBSNHS property, and completed within a reasonable time and under state law. The Housing Services Director and Maintenance Staff will inform residents about what constitutes urgent work.

The following conditions constitute urgent work situations for which services are provided outside of normal hours:

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- Water Pipe Breakage
- No electrical services to housing unit during cold weather.
- Non-functioning major appliances, e.g. stove, refrigerator, etc.
- Major leaks in walls, windows, toilets, gas and water lines, roof etc.
- Stopped / plugged sewage lines.

All work requests must be called into Housing Services during normal office hours. Office hours are Monday through Friday from 8:00 am until 4:00 pm

Local maintenance personnel will be contacted to respond after hours, weekends, and holidays where available for emergency maintenance.

- **Urgent Work:** Work performed as soon as possible after reported, and completed where possible, the same day as started to prevent a major change in resident's lifestyle, e.g., lack of heat, water, or electricity.
- **Vacant Unit Maintenance / Rehabilitation:** Work performed on vacant units to prepare them for occupancy, e.g., painting, fixing locks, etc. All work must be completed, and final inspection performed prior to move-in or new tenant.
- **Non-Routine Maintenance:** Work that is major in nature, i.e., e.g., replacing appliance parts and does not usually reoccur in the normal lifetime of the item or structure.

Non-Routine Maintenance is defined as when something out of the ordinary goes wrong and required maintenance or replacement. Some examples are as follows:

- Repair or replace Water Heater, Furnace, HVAC, Stove, or Refrigerator.
- Repair or replace roof/ceiling damaged by rain, snow or other water related incident.
- Repair or replace defective materials due to manufacturer's deficiency.
- **Routine Maintenance:** Work that is performed on a regularly scheduled basis, e.g., painting.

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Routine Maintenance is defined as scheduled refurbishment work to keep a unit in good condition:

- Unplug sewer drains.
  - Repair broken windows, doors, or screens.
  - Replace or repair broken fixtures.
- **Preventative Maintenance:** Is defined as proactive actions taken to prevent or minimize costly maintenance and to ensure that dwellings are in good repair.

Housing Services Maintenance Manager / Child Care Maintenance Manager is responsible for establishing a quarterly and annual preventative maintenance schedule for all Housing Services rental units, office buildings, and grounds. This schedule will provide the basis for estimating annual and quarterly labor and material needs.

- **Tenant Routine & Preventative Maintenance:** Work that is performed on a regularly scheduled basis by the tenant / resident / household members, to maintain or prevent damage or degradation of unit and surrounding property.

Some of tenant maintenance items are as follows (this list is not inclusive and may be changed or updated at any time):

- Care and upkeep of lawns. Mowing, watering, and weeding of front, back, side, and surrounding area lawns.
- Care and upkeep of flower beds (removal of weeds and trimming of bushes) in beds that surround the tenant's housing unit.
- Snow removal of sidewalks and area surrounding unit
- Snow removal of snow fall or plowed snow, in the area of individual driveways, parking spaces, or areas where cars are parked. This includes behind and in front of and between vehicles where snow is plowed.
- Pest Control indoors and out. Housing services MAY periodically spray outdoors for pests but will not schedule this process regularly.

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No indoor pests, bugs, rodents, or other items will be addressed by Housing Services as chemicals, traps or other deterrents in the home will be the responsibility of the tenant.

- Spring cleaning of yards and disposal of garbage, large items such as furniture and other refuse.
- Daily upkeep of interior and exterior of the home.
- Notification of water leaks or other issues that may cause damage or increased costs to NWBSNHS.
  - Neglect of notification of a leak (sink, running toilet, leaking sprinkler, hose bib or other water related issues) may result in the tenant being billed for additional costs levied by utility companies.

### **SECTION 3 – Low Income Rental (LIR) Residents**

Housing Services is responsible for routine and non-routine maintenance work for rental units. As specified in the Dwelling Lease Agreement, the tenant is responsible for the normal care of his/her dwelling unit and common property around the unit.

If repair cost is due to usual use, Housing Services will furnish the labor and material; however, if the repair is due to tenant's neglect or carelessness, the tenant will be billed for the labor, material used, and incidental expenses.

### **SECTION 4 – Homeownership**

If a dwelling is being purchased under Section 184, maintenance services will be provided until the purchase contract agreement is transferred to the potential buyer. During this period, the buyer will be under the same conditions for tenant responsibilities. If buyer fails to meet these conditions, Housing Services will provide labor and materials and if the repair work is due to buyer neglect or carelessness; the cost of labor, material used, and other related costs will be included in the closing purchase contract agreement.

If emergency work is deemed required, contact and pre-approval with the Housing Services Office, or authorized personnel before work can proceed is required. If authorization is not obtained prior to work being performed, the buyer could be responsible for entire cost.

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After the transfer of purchase contract agreement is complete, the homeowner will be responsible for all routine and non-routine maintenance of the dwelling. Housing Services will not pay for or provide maintenance to the dwelling other than current warranted items.

## **SECTION 5 – Inspections\***

*\*Section 5 - Inspections is also found under its own tab in the Policy & Procedures Manual as the "Inspection Policy"*

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.

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.

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- 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.
- 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.

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- 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.

## **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 Operations 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).

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- 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.

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.

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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.

**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)

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## REVISION HISTORY

The Maintenance Policy was **adopted** by the Northwestern Band of the Shoshone Nation Housing Authority Board of Commissioners on **29 November 1997**. Motion was made by **Jon Warner** and seconded by **Lila Jones**.

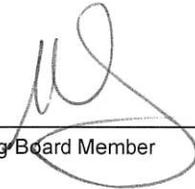
- Motion carried by 3 YES and # NO, and 2 ABSTENSIONS (absent).

The Maintenance Policy was **updated** by Resolution Number **2004-02-02** by the Northwestern Band of the Shoshone Nation Housing Authority Board of Commissioners on **6 March 2004**. Motion was made by **Curtis Warner** and seconded by **Pat Martinez**.

- Motion carried by 5 YES and 0 NO, and 0 abstentions (absent).

The Maintenance Operations Policy was **updated** by Vote of the Northwestern Band of the Shoshone Nation Housing Services Board of Commissioners on **12 March 2024**. Motion was made by **Shane Warner** and seconded by **Mason Shepherd**.

- Motion carried by 4 YES and 0 NO, and 1 ABSTENTION (absent).

 Director – Housing Services	<u>3-12-2024</u> Date	 Housing Board Member	<u>3/12/24</u> Date
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The **Maintenance Operations Policy** was further formalized by Resolution **3-22-2024-03** of the Northwestern Band of the Shoshone Nation Tribal Council on **22 March 2024**. Motion was made by **Shane Warner** and seconded by **Cale Worley**.

Motion carried by 7 YES, and 0 NO, and 0 ABSTENTION and 0 ABSENT.

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

**Resolution Number 2004-02-02**

**Approving a Maintenance Policy for the NWBSN Housing Authority.**

At a duly called meeting of the Housing Authority of the Northwestern Band of Shoshone Nation, on March 6, 2004, the following resolution was presented:

**WHEREAS:** The Board of Commissioners is the governing body of the NWBSNHA with the authority to adopt laws and rules to govern the Housing Authority; and

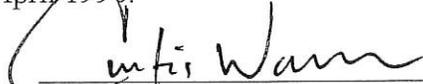
**WHEREAS:** The NWBSN Housing Authority is a tribally designated housing entity delegated with the authority to manage homeownership and rental housing programs and such management requires the adherence to policies and procedures set forth by The Department of Housing and Urban Development; and

**WHEREAS:** The Housing Authority Board of Directors has received and reviewed a Maintenance Policy as prepared by the Maintenance Supervisor, Merlin Pacheco and Jon Warner, Executive Director, which has been presented to the Board for approval.

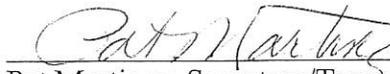
**NOW THEREFORE, BE IT RESOLVED** that the NWBSN Housing Authority hereby approves the Maintenance Policy as reviewed and corrected. (See Attached)

Authority for this resolution was duly adopted by the Board of Commissioners of the Northwestern Band of Shoshone Nation Housing Authority at a duly called meeting on 6 March 2004, by a vote of 5 in favor (CW, PM, GD, TW, SC), 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 & By-laws, approved August 24, 1987; Tribal Housing Ordinance, ORD-95-001, Amended 09 April 1996.

Dated: 3/27/04

  
Curtis Warner, Chairman  
NWBSN Housing Authority

Attest:

  
Pat Martinez, Secretary/Treasurer  
NWBSN Housing Authority



Northwestern Band of the Shoshone Nation  
Housing Services

## Maintenance Work Order

Tenant Name		House Number / Address	
Work Order Number	Date Work Order Received	Project Completion Date	
Nature of the Problem / Situation			
Description of Work Performed			
Total Hours	Cost of Labor / Hours	Mileage (if any)	<input type="checkbox"/> Charge to Tenant <input type="checkbox"/> No Charge to Tenant
List of Materials Used and Location of Purchase (Attach Scan Receipt Copies)			
Additional Comments			
Tenant Acceptance of Work		Date	Signature of NWBSN Maintenance Employee
			Date



Northwestern Band of the Shoshone Nation  
Housing Services

## Maintenance Work Order



Northwestern Bureau of the Shoshone Nation  
Housing Services

# Maintenance Inspection Checklist

Tenant Name	Address		Date
Area of Inspection	Status		Comments
	Acceptable	Needs Repair	
<b>EXTERIOR</b>			
Foundation & Siding			
Roof/Gutter/Downspout			
Lawn / Flower Beds			
Sprinkler System			
Exterior Electrical/Lighting			
Porch/Railings/Sidewalks			
<b>INTERIOR</b>			
Plumbing (Water Heater)			
Heating (Furnace)			
Cooling (HVAC)			
Fire Detectors & CO2			
Living Room & Hallway			
Kitchen & Dining Area			
Kitchen Appliances			
Utility Room			
Bedroom #1			
Bedroom #2			
Bedroom #3			
Bedroom #4			
Bathroom #1			
Bathroom #2			
Printed Name of Inspector	Printed Name of Witness	Signature & Date of Inspector	Signature and Date of Witness
			Signature and Date of Tenant

Northwestern Band of the Shoshone Nation  
Housing Services



## Maintenance Inspection Checklist



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 03-22-2024-01

**Approving a Maintenance Operations 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 Maintenance Operations 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 Maintenance Operations 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

