

Raleigh Housing Authority Maintenance Services

Immediately report all maintenance concerns during normal business hours of Monday-Friday 8:30AM-5:00PM by **calling the WORK ORDER REQUEST LINE at (919) 831-6401 and/or 919-508-1390**. If you are directed to voicemail, please clearly state your full name, address, telephone number, and a detailed description of your maintenance issue. Your request will be prioritized and processed accordingly. After normal business hours, **ONLY** emergency maintenance requests should be reported.

Property Managers and Maintenance Mechanics cannot process your requests for maintenance work. You must call the Work Order Line. All requests for maintenance are prioritized and processed in the order that they are received. Allow three (3) working/business days for maintenance to assess your routine work order request before calling the work order line again.

After normal business hours, only Emergency Maintenance concerns will be handled. Typically repair work does not occur on holidays and after normal business hours.

Emergency Maintenance Guidelines

The following issues qualify as after-hour maintenance work:

- Gas leaks, either inside or outside of the unit (smell or sound)
- Broken water/sewer pipes, either inside or outside of the unit
- Leaking water heaters
- Elevator malfunction
- Electrical shortages (if smoke is visible)
- Refrigerator/freezer not keeping food cold and RHA will not reopen within 72hrs
- Heating and A/C failures during extreme weather conditions (when available one temporary heating or cooling source maybe provided until repairs are completed)
- Lock outs (photo identification used to verify address)
- Clogged commode, if only one commode in the unit and RHA will not reopen within 24hrs
- Broken-out window glass/doors (police report must be filed)
- Fire/Smoke Detector going off
- Collapsing Wall/Ceiling/Floors
- Severe storm damage

Please Note: A charge will be billed for falsely reported emergency calls.

All repairs must be conducted by the Raleigh Housing Authority (RHA) or their representatives. It is the policy of Raleigh Housing Authority not to charge tenants for normal wear and tear. Examples of normal wear and tear include such items that have just worn out over its expected life span. RHA reserves the right to determine whether necessary repairs are required and if the damages are due to normal wear and tear. Charges for repairs due to damages caused by abuse, misuse or negligence will be based on actual material cost and hourly labor charges. There are times RHA will have a contractor complete the work. The amount invoiced by the contractor for work other than for normal wear and tear will be billed to the residents account.

This is not an exhaustive list. Any materials or labor charges not listed will be charged based on the present cost at the time the item/service is solicited. A thirty-day notice will be given before the charge is posted to the residents account. Disputes regarding charges should be handled during this thirty-day notice period.

MAINTENANCE CHARGE SHEET
FOR ITEMS OTHER THAN NORMAL WEAR AND TEAR*
 Effective May 24, 2019

TASK	CODE	CURRENT CHARGE	REVISED
Unstop Commode Auger/Plunger	COMM01	\$ 75.00	\$ 75.00
Unstop Commode Auger/Plunger (after-hours)		\$ 100.00	\$ 100.00
Unstop Sink	KITC01	\$ 75.00	\$ 75.00
Unstop Sink (after-hours)	LIVN03	\$ 100.00	\$ 100.00
Unstop Tub	BATH01	\$ 75.00	\$ 75.00
Unstop Tub (after-hours)	LIVN04	\$ 100.00	\$ 100.00
Replace Light Bulb***	ELEC13	\$ 12.00	\$ 12.00
Replace Drip Pan (each)	RANG19/20	\$ 10.00	\$ 10.00
Meet PSNC-Gas Cut-Off (working hours)	AIRH50	\$ 100.00	\$ 100.00
Meet PSNC-Gas Cut-Off (after hours)	AIRH51	\$ 150.00	\$ 150.00
Staff Removes Improperly Disposed of Trash – each offense	GROU23	\$ 50.00	\$ 50.00
Change Lock (per lock)	DOOR07	\$ 50.00	\$ 50.00
Replace Mailbox Lock	DOOR22	\$ 50.00	\$ 50.00
Replacement Door or Mailbox Key (per key) (during working hours only)	DOOR27	\$ 12.00	\$ 12.00
Open Door for Locked-Out Resident (working hours)	DOOR00	\$ 75.00	\$ 75.00
Open Door for Locked-Out Resident (after hours)	LIVN17	\$ 100.00	\$ 100.00
False Emergency Call	MISC18	\$ 150.00	\$ 150.00
Nuisance Call	MISC25	\$ 150.00	\$ 150.00
Replace Discharged Stove Fire Extinguisher (each)	MISC26	\$ 50.00	\$ 50.00
Replace Missing/Damaged Fire Extinguisher (each)	MISC27	\$ 100.00	\$ 100.00
Replace Missing Smoke Detector Batteries	ELEC49	\$ 50.00	\$ 50.00
Tampering/Removing/Damaged Smoke Detector	ELEC50	\$ 100.00	\$ 100.00
Tampering/Removing/Damaged Carbon Monoxide Detector	ELEC55	\$ 100.00	\$ 100.00
Pick-up & Dispose of Bulk Trash**	GROU41	\$ 150.00	\$ 150.00

Scattered Home Sites - Single Family Home Charges Only

Lawn Service - Single Family Home****	GROU33	\$ 200.00	\$ 200.00
Trim weeds - Single Family Home	GROU42	\$ 100.00	\$ 100.00
Trim Shrubs - Single Family Home	GROU43	\$ 100.00	\$ 100.00

FINES

Driving/Parking on the grass -- 1st offense		\$ 50.00	\$ 50.00
Unit Not Accessible to Staff for W/O and/or scheduled Inspection		\$ 75.00	\$ 75.00
Dryer Vent not connected properly		\$ 100.00	\$ 100.00
Tampering with Hot Water Temp on Water Heater (cannot exceed 120 degrees)		\$ 100.00	\$ 100.00

LABOR on all other work orders will be billed at the following rates:

	HOURLY RATE	REVISED RATE
Locksmith	\$ 65.00	\$ 65.00
Electrician/Plumber	\$ 83.00	\$ 85.00
HVAC Specialist	\$ 85.00	\$ 85.00
Site Mechanics	\$ 35.00	\$ 35.00
Live-In Mechanics	\$ 35.00	\$ 35.00
Exterminator (per extermination)	\$ 30.00	\$ 30.00

Materials will be billed at RHA cost plus 20%
 After hours and weekend labor is billed at time and a half
 Minimum billing is one hour

*Normal wear and tear is not billable to the resident. Examples include such items as dripping faucets, running commodes, no heat or A/C, and items that have just worn out because of age. Residents will only be charged in cases of abuse, misuse and neglect.

**The City of Raleigh may pick up the trash for free if the resident calls and schedules the pick-up. Call the City at 919-996-6890 for more information.

***Certain exceptions for RHA provided bulbs at Walnut and where ever utilities are provided

****Lawn Service includes both mowing of grass and trimming of weeds