



## Routine and Non-Routine Maintenance

### Work Orders and Routine Maintenance

Supportive housing management staff should be trained to help tenants who request assistance to complete work order forms. Staff should be directed to compile the work orders in a designated area of the Front Lobby for review by the building manager and routing to the maintenance department. The tenant making the request should receive a copy for his or her records.

If the maintenance/repair problem is not an emergency, the work should be scheduled promptly by the maintenance department, and the planned date for completion should be entered on the work order form.

Sometimes the maintenance problem is an *emergency*. If there is a serious situation (for example, gas or water leaks - not just a faucet or running toilet - fire or electrical hazard, or a natural disaster) staff should be trained to contact the building manager or designated personnel for guidance on how to proceed.

### Tenant Maintenance Charge-Back for Non-Routine Maintenance

At times, it may be necessary to charge a tenant for causing extensive damage to a unit, if that damage does not reflect normal, or close to normal, wear and tear.

Attached is a [form](#) that could be used to service notice to current tenants of the charges for such damage – tenants should not be charged for costs associated with addressing normal wear and tear.

### Notice of Unsanitary Conditions

In the performance of maintenance and/or property management activities, or during formal inspections of units, supportive housing staff may become aware of unsanitary conditions within tenant units. Such unsanitary conditions can pose a significant health risk for tenants, as well as make the performance of maintenance and upkeep of the units more challenging.

Attached is a [form](#) that could be used to notify tenants of the existence of unsanitary conditions that must be corrected within the unit.

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Note: This document is included within the *Housing Operations* section of CSH's *Toolkit for Developing and Operating Supportive Housing*, which is available at [www.csh.org/toolkit2](http://www.csh.org/toolkit2). This document has been adapted from CSH's *Supportive Housing Property Management Operations Manual*, which is available at [www.csh.org/publications](http://www.csh.org/publications).



# Sample Maintenance Charge Back Notification Form

Date: \_\_\_\_\_

Tenant Name: \_\_\_\_\_

Address: \_\_\_\_\_ Unit #: \_\_\_\_\_

Our Maintenance Team and/or outside vendors have completed repairs to your unit and/or to other areas of the premises that were caused by your actions and are beyond normal wear and tear.

Therefore, these repairs - material and labor - will be billed to your account in the following amount.

Repair	\$ Parts	\$ Labor	Total Cost
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
		<b>Total Cost</b>	\$

Please contact the building manager to arrange for immediate payment (or a payment plan) for these charges.

Thank you,

[insert organization name, address]

cc: Finance Manager

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## Sample Notice of Unsanitary Conditions

To:

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(date)

Dear Tenant:

We are very concerned about the condition of your housing unit. Recent pest control visits have indicated that you are accumulating debris and creating a health and sanitation hazard for yourself and other tenants.

This situation must be corrected quickly.

Please visit me in my office immediately so that we can address this problem together. I also strongly encourage you to contact our Support Services staff. They are available to help you with this issue.

We want to work with you to restore your unit to a decent condition. Please contact us today.

Sincerely,

Building Manager

Cc: Support Services  
Tenant File

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