

FORT MILL HOUSING SERVICES, INC.

MAINTENANCE SERVICES

Fort Mill Housing Services, Inc. handles each request for maintenance services according to the following priority codes:

- **EMERGENCY:** If the problem poses an immediate threat to the health or safety of a resident, or if it may result in immediate damages to the property, it will be classified as an **EMERGENCY**; Emergency work orders are to be completed within twenty-four (24) hours.
- **URGENT:** If the problem poses a potential threat to the health or safety of a resident, or if it may result in damage to the property over a period of time, it will be classified **URGENT**. Urgent work orders are to be completed within forty-eight (48) hours.
- **ROUTINE:** All other work orders that do not fall in any of the above categories will be classified as routine work orders. Routine work orders are handled during the maintenance crew's normal workday. The goal of the Maintenance Department is to complete routine work orders as soon as possible.
- **NUISANCE CHARGE:** A tenant shall be charged with a "Nuisance Charge" if the tenant gives false information to the person receiving the work order information, indicating an emergency situation where one does not exist in an effort to have the Maintenance Department react to a problem on a non-scheduled day or after normal working hours. **The charge will be for one hour as noted on the Maintenance Charge Schedule in addition to charges for repairs where applicable.**

EXPLANATION OF CHARGES

Column 1 - Charge Description: Brief description of the work performed.

Column 2 - Task Hours: The average time needed to complete the job. This does not include travel to and from the job site.

Column 3 - Labor Rate: The average hourly wage of the Maintenance Department.

Column 4 - Labor Cost: The average hourly wage multiplied by the average time needed to complete the job. (Column 2 x Column 3 = Column 4)

Column 5 - Overhead: This figure represents all cost incurred by the Housing Authority to be able to offer maintenance capabilities. This will total the same Amount as column 4.

Column 6 - Material Cost: The cost of a specific material used on the job.

Column 7 - Total Cost: The amount to be charged to the resident.
(Columns 4 + 5 + 6 = Column 7)

WORK ITEMS NOT LISTED: A work item that is not listed on the schedule will be billed for the actual work labor cost, plus overhead, plus material cost. The time required to

complete some work items cannot be predetermined; therefore, the same formula will be applied to those items.

YOUR ATTENTION IS NEEDED!!!!

EMERGENCY RESPONSE

After Hours Maintenance

The items listed below are the "only" reasons that the maintenance department will respond to after normal work hours, including weekends and holidays.

- Fire
- Broken water line inside the dwelling unit (which cannot be cut off)
- Running water on the exterior of the unit or on the grounds
- Stopped up commode (if only one in unit).
- No heat in unit if outside temperature is below 50 degrees & interior temperature drops below 60 degrees. (The Gas range should never be used as a source of heat)
- No Air Condition if exterior temperature is above 85 degrees, unless a documented medical condition is on file in the office; otherwise a nuisance fee will be charged.
- Cannot shut and/or secure front or rear entry doors
- Total loss of electrical power in the unit
- Gas leak inside or outside of the unit
- Totally non working water heater, refrigerator (weekends only)
- Other calls may be acceptable if they are life threatening, hazardous to the health of the resident or causing damage to the property inside/outside of the unit

ATTENTION

All other items needing repair should be promptly reported during normal office hours which are 8:00 AM to 5:00 PM, Monday through Friday.

You may leave a message on 803-431-2787 only for non-emergency repairs. You may also email cchoward@comporium.net

DO NOT CALL 803-547-6787 AFTER HOURS TO REPORT A NON-EMERGENCY REPAIR OR YOU WILL BE CHARGED FOR THE MAINTENANCE STAFF TIME!

After 5:00 P.M. the office phone changes to forward to the maintenance staff cell phone for emergencies by pressing 1 (that are listed above) only.