



RESIDENT MAINTENANCE HANDBOOK

Housing Authority of the City of San Buenaventura



WELCOME!

Welcome to your new home with the Housing Authority of the City of San Buenaventura! This handbook is designed to assist you in learning to care for your new home and includes frequently asked questions and common situations. This handbook does not cover all maintenance issues that may arise. If you have any questions regarding maintenance, work order requests, or emergencies please call the Maintenance Department at (805) 626-5663. Hours of operation: Mon-Thur 7:30am to 5:00pm. Emergency Service: 5:00pm to 7:30am, Fridays, Saturdays, Sundays, and Holidays.



PROPERTY AND DEVELOPMENT

The Housing Authority's mission is to provide safe, decent and affordable housing to low-income members of the community.

The Maintenance Department is responsible for ensuring that the Housing Authority's apartments and properties are safe; appliances, fixtures and amenities are working properly and that apartments are being properly taken care of by residents. Together with residents, Property Managers ensure that the Housing Authority's apartments and properties continue to be one of the most beautiful and well-kept in the Ventura community and a place you can call Home.

TABLE OF CONTENTS

Maintenance: Resident 's Responsibilities	1
Mold Prevention	1
Maintenance: Housing Authority's Responsibilities	2
HACSB Right of Entry	2
Making Your Apartment Your Home	3
Personal Appliances in Apartments	3
Maintenance Hours of Operation	4
Work Orders	4
After-Hours Maintenance Emergencies	4
Maintenance Repairs	5
Maintenance Tips	6-7
Lighting	7
Tenant Charges	8
Resident Vehicles	9
Parking Permit	9
House Keeping	10-11
Pest Control	11
Smoke Detectors	12
Safety	12
Non-Smoking Properties	13
Shutting Off Utilities During Emergencies	13
How to Use a Fire Extinguisher	13
Light Bulbs	14
Satellite Dishes	15
Common Areas	15
Patios, Balconies & Yards	15
Department of Resident Services	16
Appendices	17



MAINTENANCE: RESIDENT RESPONSIBILITIES

There are several sections of your *Residential Lease Agreement* and *House Rules* that address various aspects of maintenance as it relates to resident responsibilities. It includes but is not limited to:

1. Proper disposal of garbage, recycling & green waste in the appropriate receptacles.
2. Maintain your unit & common areas in a sanitary & safe condition.
3. Except when provided by the Housing Authority, maintain & pay for utilities including cable, electricity, gas and water.
4. Promptly notify Maintenance of needed repairs or unsafe conditions in your apartment or on the property.
5. Refrain from destroying, defacing, damaging or removing any part of the premises or Housing Authority property. Residents will be responsible for damages to Housing property caused by residents or guests.
6. Except for minor maintenance & repairs; any repairs, alterations or additions to the apartment, property, fixtures or furnishings, inside or outside the apartment must be requested in writing to the Maintenance Department & approved beforehand.
7. Keep yards free of debris & ensure plants, shrubbery & other items do not block access to the apartment, shut off valves, water heaters, meters, fuse boxes or security doors.

MOLD PREVENTION

Housing Authority residents are required to keep their units in a clean and sanitary condition. This includes addressing mold growth in your unit. Mold needs two things to grow: moisture and something to attach to such as dirt, dust, drywall, wood, etc.

If you notice mold growth in your unit clean it and then report it to the Maintenance Department at **(805) 626-5663**.

Sometimes mold growth is completely controllable and in these instances the maintenance staff will guide you through the steps that need to be taken to keep mold from growing.

If mold growth continues maintenance will inspect further as it may be due to a plumbing leak or other water intrusion.

Together we can keep the units clean and safe!

THE HOUSING AUTHORITY'S RIGHT OF ENTRY

The Housing Authority may enter and inspect your apartment during normal business hours to perform routine inspections and maintenance, or to make improvements or repairs.

For routine maintenance generated by a resident Housing Authority staff will ask if Maintenance has permission to enter the unit to conduct the needed work if no one is home.

For inspections or maintenance generated by the Housing Authority, residents will be notified with a Notice of Entry letter at least 24-48 hours prior to work taking place.

When there is reasonable cause to believe that an emergency exists, the Housing Authority may enter your apartment at any time without advance notification.

If all adult members of the household are absent at the time of entry, the Housing Authority will leave a written statement at your apartment specifying the date, time and purpose of entry before leaving the apartment.

NOTE: The Housing Authority will not enter a unit when a minor is home without an adult (18 years or older) present, unless there is an emergency.

MAINTENANCE: HOUSING AUTHORITY RESPONSIBILITIES

In addition to Resident Obligations the *Residential Lease Agreement* outlines responsibilities of the Housing Authority with regards to maintenance including but not limited to:

1. Maintain the property in a decent, safe and sanitary condition.
2. Make necessary repairs to the property, at its own expense, except as otherwise provided in the lease (see Tenant Charges).
3. Maintain in good and safe working order and condition electrical, plumbing, heating and ventilation, elevator and other facilities and appliances supplied or required to be supplied by the Housing Authority.
4. Provide and maintain receptacles and facilities (except containers for the exclusive use of a resident) for the deposit of garbage and other waste to be removed from the property by the resident.
5. Comply with the requirements of applicable State and local building codes, any housing codes and Housing and Urban Development (HUD) regulations materially affecting health and safety.





MAKING YOUR APARTMENT YOUR HOME

The Housing Authority understands the desire to personalize a space to make it feel like home; however, the maintenance cost of restoring a space to its original condition must be taken into consideration. There are several sections of your *Resident Handbook* that address restrictions regarding decorating your apartment and include but are not limited to:

1. No structural alterations are permitted or cosmetic alterations that compromise the basic design features of the property.
2. Residents may use small picture hanger nails, but may not use items including but not limited to glue, large nails, adhesive tape or stickers on any walls or surfaces.
3. Residents may decorate with carpeting or rugs that are not attached or glued to the floor.
4. Residents may not use rubber backed mats that stain flooring. It will be considered damage and tenants will be charged for repairs.
5. Residents may not use contact paper or wall paper. Painting of the apartment is not allowed.

PERSONAL APPLIANCES IN APARTMENTS

If you wish to install your own appliances, such as a washing machine or dryer (if your apartment has the necessary hook-ups), refrigerator, or stove, you must submit a written request and get written approval from the Housing Authority prior to installation.

This will ensure the apartment has the required electrical capacity for this equipment.

Do not assume the wiring will be safe.

Overloaded circuits are one of the main causes of fires in houses and apartments.

Note: You will be responsible for repairing your own appliances.



MAINTENANCE HOURS OF OPERATION

Monday — Thursday

7:30 a.m. to 5:00

p.m. Closed on

Fridays

(805) 626-5663

WORK ORDERS

A work order is a request for service from the Maintenance Department to complete repairs inside or outside an apartment or property. To submit a work order, you:

1. Contact the Maintenance Department at (805) 626-5663 (you may also contact your Property Manager).
2. Inform staff of the needed work or repairs and relevant information such as:
 - When did you first notice the problem?
 - What, if anything, have you done to address the problem?
 - Does staff have permission to enter your apartment if you are not home?
 - What is your contact information?

Please note that Maintenance staff must prioritize work orders based on the nature of the work order and its urgency. If your work order is not an urgent matter it may not be attended to the same day you placed the work order.

AFTER HOURS MAINTENANCE EMERGENCIES

If there is a police, fire or medical emergency please **call 911**. The afterhours emergency phone line is for maintenance emergencies only.

To contact Housing Authority staff for an afterhours maintenance emergency, call the After-Hours Service number at **(805) 626-5663**.

GUIDELINES FOR EMERGENCIES ARE:

- Smoke Alarm Failing
- Gas Leaks
- Plumbing Malfunctions (Leaks and Clogs)
- Electrical Malfunctions (Loss of power or hazards)
- Refrigerator Malfunctions (To prevent spoiling)
- Broken windows or doors (Security Risks)
- Heating Malfunctions



**MAINTENANCE:
WHEN TO DO IT YOURSELF...WHEN TO CALL MAINTENANCE
!!!IMPORTANT!!!**

Residents with disabilities or impairments are not encouraged to make their own repairs. Please call maintenance if you need assistance.

The following are some examples of maintenance situations that may occur in the apartment. Please call your Property Manager with questions or concerns about a maintenance issue in your apartment or property.

Screens and Windows:

- If a screen is torn or its frame is bent, you can take it to a screen shop to have it repaired or call the Housing Authority's Maintenance Department. Note: Depending on the situation a tenant charge may be issued to repair or replace a screen.
- If you have a window that is difficult to open or close, clean the track, then apply a lubricant (such as WD-40). Never try to force a window open or closed as this could break the glass.
- If the glass in a window is broken, call the Housing Authority for repairs. The cost of repairs for the broken glass in a window or door may result in a tenant charge.

DON'T WAIT TO CALL!

When in doubt about a maintenance issue do not hesitate to contact us! Property and Development has skilled and professional staff who are here to help. Don't wait and let a small problem become a bigger one. It is always best to notify Maintenance as soon as you observe a maintenance concern, so it can be addressed and resolved as soon as possible.

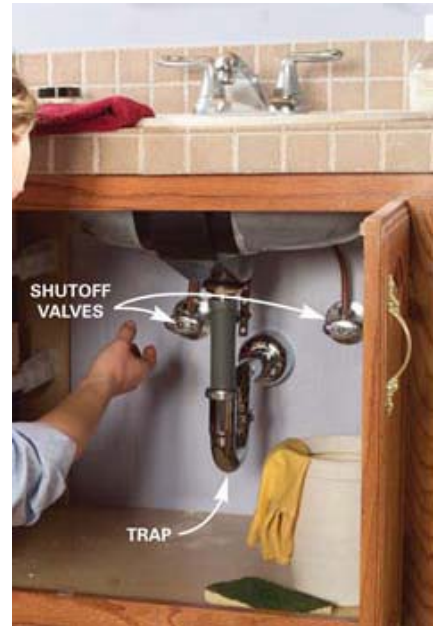
CONTINUED: MAINTENANCE:

Plumbing:

- If you discover a minor water leak, use a bucket or pan to catch the water, and call the Housing Authority right away. If necessary, shut off water at nearest valve. Sink water valves are located at the back of the cabinet under the sink. The toilet water valve is located on the wall behind the toilet. (See photos)
- If you discover a major water leak, turn off the nearest water valves and call the Housing Authority immediately (24/7). Damages from unreported leaks could result in a tenant charge for the entire cost of repairs.
- If an odor is coming from the waste line, pour one cup of bleach down every drain, and then rinse with hot water. This should be done twice a month. This is a good preventative maintenance practice even if you do not have odor coming from the waste line.

PREVENTATIVE MAINTENANCE TIPS

- Never over pack the cabinets under your sinks. This could cause leaks by loosening the pipes and will prevent you from reaching shut off valves in an emergency.
- Clean the aerator on your faucet every two or three months. Unscrew aerator from faucet and soak in a small glass of vinegar for one hour. Rinse and screw aerator back onto the faucet. If the aerator is stuck, you may use a wrench with a towel or cloth over it so it will not scratch.
- Never push down on your kitchen faucet. This causes unnecessary wear and tear and will cause leaks.



CONTINUED: MAINTENANCE

Smoke/CO Detectors:

- If a smoke detector is chirping it may need to be replaced. You can temporarily silence your alarm by pressing and holding the silence button until maintenance arrives to change.



Electrical:

- Know where the electrical panel is located in your apartment. This panel controls all of the electrical lights, outlets and appliances in your apartment. (See photo to right).
- If an outlet is not working, first check to see that all the circuit breakers are in the ON position. If not, flip the breaker completely to OFF and then to ON. If all breakers are ON and an outlet still doesn't work, call the Housing Authority. NEVER TAKE OUTLETS APART.
- A GFCI (Ground Fault Circuit Interrupter) outlet (See photo below) may be located in the kitchen, bathroom and laundry room. It is equipped with its own resettable circuit breaker. If this outlet should trip its breaker, it may also turn off power to outlets in the same room. You can reset the outlet by pushing in the red reset button. If after pushing the reset button the outlet does not work, check the circuit breakers in the panel, as described above. If you still don't have electricity, call the Maintenance Department.



LIGHTING

If a light is not working, first check to see if the bulb is burnt out, by removing the old bulb and inserting a new one. Second, check the electrical panel to see that all breakers are ON. If so, and the lights still do not work, call the Maintenance Department.

If you notice lights not working in common areas of the property, please contact the Maintenance Department.

LIGHT BULBS

All residents, except those who are unable, will be charged for maintenance to change bulbs. If changing yourself, lightbulbs can be found at hardware supply stores such as Home Depot, Lowes, ACE Hardware, Orchard Supply

TENANT CHARGES

There are two categories of tenant charges. The first are tenant charges created when maintenance is required beyond normal wear and tear. The second category are tenant charges created for a service outside of routine maintenance.

Examples of common tenant charges for maintenance beyond normal wear and tear include:

- Clogged plumbing due to food, hair or foreign objects in drains or pipes
- Repair of property damage caused by residents or guests

Examples of common tenant charges for service outside of routine maintenance include:

- Changing locks on the apartment
- Hauling away items for disposal

Please refer to Appendix A for the full Schedule of Charges.

TENANT CHARGES

Residents have several options to resolve a Tenant Charge.

1. Dispute Tenant Charge

Within 10 days of receiving a Tenant Charge, Residents may dispute the charge by submitting their comments in writing to the Property Manager for consideration. Disputes will be reviewed, and a determination will be made regarding the Tenant Charge.

2. Pay the Tenant Charge

Tenant Charges may be paid in the same manner which rents are paid.

3. Re-payment agreement

If Resident are unable to pay the Tenant Charge in full they may contact their Property Manager with the Housing Authority to discuss the possibility of a re-payment agreement for the Tenant Charge.

4. Request Reduction

Within 10 business days of receiving a Tenant Charge, Residents may request a reduction in the Tenant Charge by submitting their comments in writing to the Property Manager for consideration. Requests for reduction will be reviewed and a determination will be made regarding the Tenant Charge.





PARKING

Many properties have assigned parking or limited parking, so Residents should contact their Property Manager regarding parking.

Vehicles they have appear to be inoperable and or used as storage will be towed at the cost of the resident.

RESIDENT VEHICLES

The following are general guidelines regarding parking in Housing Authority properties. Please refer to your *Residential Lease Agreement* and *House Rules* and *Vehicle Agreement* for additional information.

1. No vehicle maintenance in parking lots

No vehicle maintenance is permitted in the parking lots of Housing Authority properties. This includes car washing, oil changes, or other repairs.

2. No storage of vehicles/inoperable vehicles

Vehicles, including inoperable vehicles, may not be stored in the parking lots. Vehicles must be utilized by residents on a regular basis to park in Housing Authority lots.

3. Parking lot maintenance

Parking lots and parking spaces are for vehicles only and are not to be used to store items. Residents with vehicles that are inoperable or in need of maintenance (such as oil leaks) may be asked to remove their vehicles from the parking lot until the condition is resolved.



PICK UP AND HAULING OF UNWANTED ITEMS FOR DISPOSAL

Do not put unwanted furniture or household items in or around trash bins. You may call the Maintenance Department to have items removed for a minimal cost.

Hazardous Materials or E-Waste items may be taken to Gold Coast Recycling for disposal at no charge to you.

Please refer to Appendix B for more information.

HOUSEKEEPING

Residents are responsible for the housekeeping and maintenance of their apartment, patio, balcony and backyard. The Housing Authority does not provide housekeeping services or assistance. The following are a few tips and general guidelines for proper upkeep. Residents are welcome to contact the Maintenance Department with any questions regarding housekeeping.

Refrigerator:

Be sure to keep the coils, located on the back or underneath your refrigerator clean. A quick brushing for bottom coils or vacuuming for rear coils every 3 months will help keep operating costs low and help prevent costly repairs.



Never over pack your refrigerator or freezer. Doing so will cause the refrigerator and freezer to work overtime and will increase operating costs.

Keep your refrigerator as clean as possible. Inspect your door gaskets (the gasket is the soft rubber sealer located between the doors and the main body, you will see it when the doors are closed.) A tear in the gasket is usually caused by the gasket not being kept dry and clean.

Water Heaters*:

*Only for apartments with individual water heaters.

Water heater closets should be kept clean and clear of belongings. Check water heaters closets regularly to ensure there are no leaks or drips coming from the water heater. Call Maintenance right away if you see any water coming from the water heater.

Stove:

Stove tops and ovens must be kept clean to operate properly. The burner holes on the stove's flame spreader need to be kept clean for the gas to flow properly and produce a cooking flame.

The hood vent is located above your stove and usually has a fan and a light. A screen filter covers and protects the fan from grease. Remove the filter screen and soak and wash with hot soapy water. When filter screen is completely dry, snap filter screen back in place.

**Windows:**

Regularly Clean windows within reach to prevent dust build up.

Screens:

To clean your screens, carefully lay them on the ground, then use soap and water and a soft broom to remove the dirt and dust, and rinse clean.

Furnaces and Filters:

To clean the **furnace filter**, remove the filter, vacuum, and then reinstall.

The **wall heaters** do not have filters, but you can vacuum dust build-up from the lower part of the wall heater. Do Not Vacuum Near Pilot Light!

Walls:

Regularly wipe down walls throughout the apartment, especially in the kitchen to avoid potential grease build-up from cooking and in the bathroom to avoid potential mildew or mold growth.

Floors:

Regularly sweep and mop or vacuum floors throughout the apartment.

Plumbing:

Keep sinks and shower drains free of clogs. Kitchen clogs are usually caused by food and bathroom clogs are usually caused by hair. Use a strainer in sinks to prevent foreign objects from going down the drain. Removing and preventing objects from going down the drain will help keep plumbing working properly.

Only very small pieces of food should go into the garbage disposal. Do not put large pieces of food in the disposal. Use cold water before, during, and after using the disposal. **DO NOT PUT GREASE IN THE DISPOSALS**

HOUSEKEEPING AND PEST CONTROL

Good housekeeping is a major deterrent and the best way to prevent pests from coming into your unit.

Residents are responsible for maintaining their unit in a safe and sanitary condition which includes not attracting or bringing in pests.

Residents must report the presence of any pests including but not limited to:

cockroaches, bed bugs, rats or mice, etc.

Housekeeping is an extremely important component of maintenance.

Conditions that require abatement may result in a tenant charge.

SMOKE DETECTORS

Residents are responsible for the smoke detectors and combination carbon monoxide/smoke detectors in the unit. This means residents are responsible for changing the batteries and/or reporting inoperable smoke detectors to Maintenance.

Never cover up a smoke detector, remove the battery or disconnect or turn off the circuit breaker to electric smoke alarms.

Smoke detectors must be in good working order at all times.

Test your smoke detectors at least once a month, following the manufacturer's instructions for testing (usually by pressing a test button).

SAFETY

The safety of Residents is of the utmost importance to the Housing Authority. Understanding how to properly utilize and maintain equipment will assist you with your responsibilities in your new home. The following are common scenarios or questions regarding safety. Please contact the Maintenance Department with any additional questions or concerns.

- Never use your stove for heat. Doing so could cause a fire or carbon monoxide poisoning. If your heater is not providing enough warmth call the Maintenance Department.
- Never plug more than one plug into one outlet. Each wall outlet is designed to handle only two small items (lamp, TV, stereo, toaster, etc.) at a time. Do not overload electrical outlets. Overloaded circuits can cause a fire. Additionally, power strips are safer to use than extension cords.
- Unplug all counter top appliances such as mixers, toasters, coffee makers, hair dryers, curling irons and shavers when not in use. When those appliances are plugged into an outlet, they still have electrical voltages inside, even when they are turned off. If the appliance is faulty, it could cause a fire.
- Do not unplug major appliances such as washing machines, TVs, or refrigerators, even when they are not in use. It is in your best interest to leave them plugged in. While there may be minor savings when those appliances are unplugged, there are other considerations, such as wear and tear on cords and outlets caused by frequent plugging and unplugging, which increases the chances of an electrical hazard and costs for repair or replacement.



NON-SMOKING PROPERTIES

The Housing Authority has implemented a policy that designates its properties as non-smoking. This means there is no smoking in the apartments or common areas of the properties unless there is a designated smoking area. Designated smoking areas are dependent on the site, and if a smoking area would be feasible. If you are not certain if your property has a designated smoking area, please contact your Property Manager or the Housing Authority.

SHUTTING OFF UTILITIES DURING AN EMERGENCY

Before:

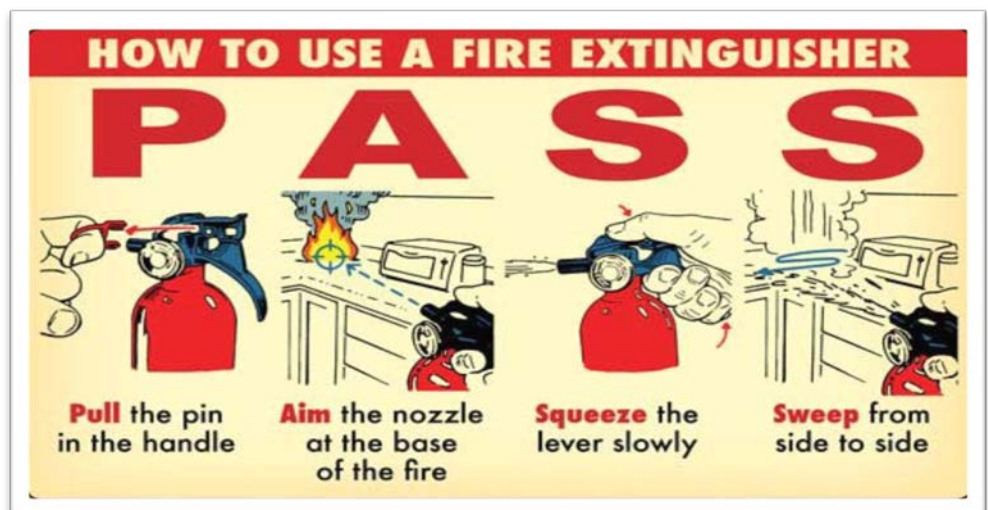
- When Residents move in they may be instructed by Maintenance Staff where the shut offs are for the gas, electricity and water inside units and how to turn these utilities off.
- The Housing Authority has installed emergency gas shut-off wrenches at all meter locations
- Call the Maintenance Department with any questions or if you would like additional instructions on the proper procedures for turning your utilities off

After:

- Turn off your gas at the main valve only if you smell or hear gas escaping after an earthquake or any emergency.
- Do not attempt to re-light the gas pilot
- Contact Southern California Gas Company to have your service restored.
(Southern California Gas Company: 1-800-427-2200)

HOW TO USE A PORTABLE FIRE EXTINGUISHER

All Housing Authority properties have a portable fire extinguisher in the common area. Ensure you are familiar with where the fire extinguishers are at your property. Below is a brief illustration on how to use the fire extinguisher. Please call Maintenance if you need additional instruction or information.



Never use water to put out electrical, gas or oil fires.

ENERGY SAVING BULBS-HANDLE WITH CARE

In 2007, both houses of Congress passed a bill that bans traditional incandescent 100-watt light bulbs from shelves. California began phasing out these high wattage light bulbs in January 2011. To be compliant with this law, the Housing Authority began the use of energy saving light bulbs, in the form of compact fluorescent lamps (CFL).

While CFLs last years longer than traditional bulbs and use far less energy, they are just as fragile — *and what many people don't realize is that breaking a CFL can be hazardous to your health.* The spiral glass tubing contains a small amount of mercury, but it is enough to be dangerous if the bulb is broken. **In fact, it's against the law to put even an unbroken bulb in the trash in California.** The Environmental Protection Agency (EPA) warns consumers to be careful when handling a CFL. Always screw and unscrew the bulb by its base.

What if you accidentally break a fluorescent bulb in your home? The EPA has detailed instructions online (at <http://www.epa.gov/cfl/cflcleanup.html>) to reduce exposure to mercury vapor. The following are the basics...

Before cleanup

- Have people and pets leave the room.
- Open a window or door to air out the room for 5-10 minutes
- Shut off the central forced air heating/air conditioning
- Get some stiff paper or cardboard, sticky tape (duct tape is best), damp paper towels or disposable wipes, a glass jar with a metal lid or a sealable plastic bag or container

Cleanup

- Carefully scoop up broken glass pieces and any powder using the stiff paper or cardboard
- Use the sticky tape to pick up small fragments or traces of powder
- Use damp paper towels or wipes to wipe the area clean — don't vacuum unless it's impossible to clean up all the glass any other way, because vacuuming may spread the mercury powder or vapor. If you do have to vacuum, you'll have to get rid of the bag immediately.
- Put everything you used for cleanup in the glass jar or sealable plastic container and close it tightly.

After cleanup

- Promptly place all bulb debris and cleanup materials outdoors in a protected area until you can dispose of it properly. Don't leave any bulb fragments or cleanup materials indoors.
- Continue to air out the room where the bulb was broken for several hours, and leave the heating/air conditioning system shut off.
- Take the sealed container to a hazardous waste disposal site.



California requires that all CFL bulbs be taken to a hazardous waste collection site. You can take unbroken bulbs to some stores like Home Depot, Orchard Supply Hardware and Ace Hardware. For more collection sites visit www.earth911.com.

Please DO NOT DISPOSE OF BROKEN OR UNBROKEN CFL BULBS IN YOUR TRASH OR THE PROPERTY'S WASTE DUMPSTER. The lack of properly recycled CFL bulbs has resulted in U.S. landfills releasing more than 4 tons of mercury annually into the atmosphere and storm water runoff.



INSTALLATION OF SATELLITE DISHES

The Housing Authority **DOES NOT** allow satellite dishes to be attached to any structure on its properties, however tenants may request permission to install a satellite dish inside their private yard. The Authority will review the request and make a final determination. This determination will be based upon several conditions including but not limited to the visible of the satellite dish from public areas of the property or street. Satellite dishes are to be mounted on tripods or on a base in the patio area.

Prior to installation the resident must have attained written approval from the Authority and have reviewed and acknowledged the Satellite Dish Installation Guidelines (to be provided to Resident by Property Management). For additional questions regarding satellite dishes please contact the Property Manager.

COMMON AREAS

The areas of a property outside your immediate apartment or patio/balcony/backyard are considered common areas of the property. These areas are maintained by the Housing Authority. These areas are not to be altered or utilized by Residents as an extension of their private space. Any unauthorized items installed in common areas will be removed. Additionally, alterations or modifications done to common areas without the Housing Authority's consent may result in a tenant charge to repair, replace or restore it to its original condition.

PATIOS, BALCONIES & YARDS

Residents are responsible for the maintenance of their patios, balconies or yards. These areas are to be kept neat and clean and free of debris, garbage, and clutter as these conditions create maintenance concerns, including attracting pests.

Residents can plant their own plants in their yard areas after a written request has been submitted and approved by the Housing Authority.

Residents are asked to be extremely mindful of their water use on landscape to assist in water conservation efforts.

**Housing Authority of
the City of San
Buenaventura**

995 Riverside Street,
Ventura, CA 93001

**Main Office/Housing
Management**
(805) 648-5008

Maintenance
(805) 626-5663

DEPARTMENT OF COMMUNITY SERVICES

The Housing Authority of the City of San Buenaventura strives to provide its residents with more than just housing.

The Department of Community Services aims to promote resident service programs that improve the quality of life of our clients, with a focus on Engagement, Enrichment, and Empowerment.

The purpose of our services and programs is to introduce educational opportunities for children, economic advancement for adults, and experiences that enrich and strengthen families.

For more information on programs and services please contact the Department of Community Services at (805) 647-5990.



Appendices

A: Schedule of Charges

B: Gold Coast E-Waste & Disposal of Hazardous Materials



APPENDIX A

SCHEDULE OF MAINTENANCE CHARGES

Effective September 1, 2018

- I. The following list consists of charges for services requested by tenants, costs attributed to tenants, or penalty charges covering neglect or damage. Any cost to the Housing Authority that is not considered normal wear and tear, or during normal operations, may be billed to the tenant. All charges designated by L/M (labor and materials) shall be computed by actual labor performed (see Section II. Labor Rates for Tenant Charges) plus material used including applicable tax. Work by outside contract is charged at the actual billing charge to the Housing Authority. The list is not all inclusive. Tenant charges are for costs incurred by the Housing Authority for tenant related expenses which may include but are not limited to administrative time, travel time, shared costs attributable to several tenants, and costs for damage from one tenant to another tenant's apartment.

II.

Description	Charge
Carpentry Repair	L/M
Trash and Junk Hauling- Miscellaneous	L/\$35.00 Dump Fee
Window Glass Repair	L/M
Smoke Detector and/or Battery Replacement No charge, unless removed or damaged	L/M
Electrical Repair (light switches, receptacles, fixtures, etc.)	L/M
Light Bulb Replacement (See pg. 7)	\$6.00
Extermination (ants, cockroaches, etc.) No cost, unless infestation is a result of poor housekeeping	Actual Cost
Hardware Repair (excluding locks)	L/M
Clean up fee-messes or damage to common areas.	L/M
Replacement of Keys (unit, mailbox, bike cage, laundry room)	\$5.00
Replacement of Key Card	\$25.00
Replacement Laundry cards	\$10.00
Lock change per cylinder (includes keys; if entire lock assembly is replaced it will be charged at L/M)	\$50.00/lock
Lock change per cylinder for mailbox	\$25.00/lock
Lock Out - during business hours- Housing Maintenance	\$40.00
Lock Out - after business hours- Contractor	\$75.00 per hr
Lock Out - During Holidays- Contractor	\$95.00 per hr
Miscellaneous Repair (when not applicable to any other code)	L/M
Plumbing (pipe repairs, clogs, and valve and faucet leaks)	L/M
Door Screen/Window Screen Repair	L/M
Wallboard Repair	L/M
Flooring repair	L/M

- III. Work performed by Housing Authority staff shall be billed at a cost of \$40.00 per hour in 15-minute increments. Work performed by staff after normal working hours (7:30 a.m. to 5:00 p.m.) or on Saturdays, Sundays or holidays will be billed at time and a half (\$60.00/hour) door to door with a one hour minimum. Any work performed by outside contractors/labor will be billed at the actual cost charged to the Housing Authority and may be subject to an administration fee.

APPENDIX B

Recycle Facilities

Gold Coast Recycling & Transfer Station

Free drop off:



Metal Containers



Glass (no plate or window glass)



Plastic food & beverage containers



Cardboard



Newspaper/Magazines



Office paper



Scrap metals



Mixed hard plastics (#1 - 7)



Hours of Operation:

Mon-Fri 5am-7pm
Sat 5am-5pm

For More Information:

(805) 642-9236

5275 Colt Street
Ventura, CA 93003

Click link for details:

<http://www.goldcoastrecycling.com/>

Free E-waste drop off. See website for other fees



E-waste (computers, monitors, radios, etc... anything with an electric al cord



Fluorescent light bulbs



Antifreeze



Mixed media (CDs, VHS, etc...)



Batteries



Cell phones



O (petroleum based: motor oil, hydraulic oil, etc...)



Printer cartridges



Water-based paint

CRV {California Redemption Value}:

(Beverage containers only - container will be marked with CRV)



Aluminum



Glass



Bimetals

#1 - 7 hard plastic

