



Resuming Inspections, Deferred Maintenance and Work Order Backlog



Agenda and Learning Objectives

- Introduction
- Learning Objectives
 - How PHAs can work with residents to gain access to units for inspection and maintenance
 - How to prepare to resume annual inspection
 - Approaches for assessing deferred maintenance and work order backlogs
 - How to maintain safety for maintenance staff and residents and comply with health guidelines



Challenges Presented Due to the Pandemic

- Maintenance not allowed into units due to health and safety concerns
- At-risk populations residing within properties
- Deficiencies have been unreported
- Routine maintenance has not been completed
- Increased wear and tear on units and systems due to residents spending an increased amount of time at home during the pandemic



Poll: Residents Allowing Access to Units

- Have you found residents hesitant to call Maintenance staff or have Maintenance enter the unit?



Share With Us!

- What are the most common reasons why residents are hesitant to call Maintenance?



Possible Challenges to Accessing Units

- Family member recovering from COVID-19
- Members of households maybe be fearful of COVID and some members might be in a high-risk population
- Lack of understanding or awareness of the agency's COVID protocols when technicians need to enter units



Working with Residents to Gain Access to Units

- Campaign as to the importance of inspections and routine maintenance
 - Health and safety
 - Quality of unit for the long term
- Communicate safety protocols that are in place
 - Communicate in advance before resuming routine inspections
- Engage with Resident Advisory Council
 - Work with Council to establish plan to resume operations



Poll: Communicating COVID-safe Protocols

- Has your PHA effectively communicated COVID-19 protocols and assurance to residents that their safety is your top priority?



Communication with Residents

- Communicate safety protocols in place
- Provide communication well in advance of resuming routine inspection activities
- Post information about PHA safety protocols on PHA website, community boards, etc.
- Update/upgrade communication methods
 - Robocalls
 - Text notifications
 - Social media
 - PHA website



Share With Us!

- Tell us more about your PHA's communications plan
 - Methods used
 - Ease of access to communications from the HA
 - Collecting feedback from resident services or resident councils



Preparing for Annual Inspections

- Assess status of annual inspections
 - Were any completed during pandemic
 - Those not completed, how long since they were inspected
 - Prioritize those that are the most “past due” or likely received the most wear, such as family units
- Create schedule for completing inspections
 - Balance schedule to ensure tech is available to address emergencies, health and safety deficiencies, etc. while working through back log



Preparing for Annual Inspections (cont.)

- Prepare for increased need for supplies, parts, and materials to complete the additional backlog
 - Communities still face material shortages, price increases, and lack of available contractors
 - Stock maintenance staff with parts so they can correct EHS deficiencies during the inspection as well as make minor repairs while they are in the unit.
- Ensure inspections are properly documented
 - Familiarize staff with NSPIRE standards
- Perform required annual visual inspections on pre-1978 housing that isn't confirmed to be free of lead-based paint
 - Ensure staff have taken the HUD Visual Assessment CBT
 - <https://apps.hud.gov/offices/lead/training/visualassessment/h00101.htm>



Preparing for Annual Inspections (cont.)

- Communicate with residents plan to return to annual inspections
 - Give ample notice
 - Communicate safety protocols in place
 - Announce information in all appropriate places
 - social media
 - PHA website
 - community board
 - building postings in common areas, etc.



Example: Housing Authority of the County of San Bernardino (CA)

- Routine Workorders Resumption Best Practices
 - Establish parameters for completing work orders
 - No guests in the unit at time of inspection/work order
 - Household remains in a different room than technician
 - COVID-19 screening at time appointment is made and prior to entry
 - List all PPE maintenance should carry at all times
 - CDC videos on safely removing and disposing of PPE
 - Granular instruction on how to maintain safety
 - Put on PPE before approaching building/unit
 - Re-screen household for COVID symptoms
 - Lay tools out on tarp on the floor



Addressing Backlog of Work Orders and Deferred Deficiencies

- Assess current work orders and known deferred deficiencies
 - Emergency
 - Non-emergency
- Determine anticipated work that does not have a work order yet
 - Known deferred routine maintenance
 - Units past due on annual inspections and history of care/condition for those units
- Communication campaign
 - Request tenants call office to create work orders for issues they have deferred



Addressing Backlog of Work Orders and Deferred Deficiencies (cont.)

- Create schedule for addressing work orders that blends with annual inspections
 - Emergency issues
 - Repairs that may result in emergency or have “ripple effect”
 - Can you get info on concerns that must be address immediately?
 - Consider offering overtime to staff to expedite the reduction of backlog work orders
 - Consider hiring vendor(s) to help with issues that are repetitive or where specialty skills are needed to supplement current staffing abilities (eg: door repairs and replacements, flooring repairs, sidewalk repairs, etc.)



Example: Housing Authority of the County of San Bernardino (CA)

- Site Supervisor Catch-up Plan
 - Each regional supervisor developed and presented plan to HACSB
 - Mix of overtime and employment of temporary maintenance staff
 - Established target date to complete all catch-up work
 - Created sense of ownership and investment in plan
 - Caught up on all work within 60 days



Poll: Resuming Inspections

- Has your PHA resumed annual inspections?



Share With Us!

- Tell us more about your PHA's process or plan for resuming inspections



Additional Questions

- Send TA service requests to hudcc.trainings@iem.com
- Subject line: PHA COVID-19 TA Post-training Follow-up Question
- Include in body of email:
 - Requester name
 - Requester PHA
 - Training topic (include training attended)
 - Specific issue and/or question (be brief)
 - Email and phone number



Thank You

