

The Housing Authority of the City of Wilson Maintenance Service Effective _____

For ALL maintenance work orders during regular business hours Monday-Thursday 7:30AM-4:30PM.

After-hour maintenance work orders only apply for emergency maintenance (see guideline below). For emergency maintenance work orders between the hours of 4:30 PM-7:30 AM, Monday-Thursday and Friday – Sunday and anytime the administrative/management offices are closed, please call the emergency maintenance number. (252-822-3456)

Emergency Maintenance Guideline:

- 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
- Electrical shortages (if smoke is visible)
- Refrigerator/freezer not keeping food cold and WHA will not reopen within 24hrs
- Heating failures between October 15th - April 15th and temperature is less than 50 degrees outside
- Lock outs for elderly/disabled only (Must have photo identification)
- Clogged commode, if only one commode in the unit and WHA will not reopen within 24hrs
- Broken-out window glass/doors (police report must be filed)
- Fire/Smoke Detector going off (**Beeping/Low Battery is not an emergency**)
- Collapsing Wall/Ceiling
- Severe storm damage

* **Please Note:** A \$100.00 charge will be assessed for non-emergency calls responded to as an emergency.

The Housing Authority of the City of Wilson Maintenance Charge Sheet

Effective _____

It is the policy of the Housing Authority of the City of Wilson not to charge tenants for normal wear and tear. WHA reserves the right to determine whether repairs are necessary due to normal wear and tear or due to damage and negligence by the tenant. Charges for repairs due to damage and negligence by the tenant will be based on actual material cost and hourly labor to make the repair.

This is not an exhaustive list. Any materials not listed will be charged based on cost. All charges will be due in full no later than 30 days after the charge is posted to the residents account.

Item	Charge
<u>FINES</u>	
Driving/Parking on the grass – 1 st offence	\$50.00
Indoor items stored on porch – 1 st offence	\$25.00
Tampering/Removing Smoke Alarm – 1 st offence	\$100.00
Trash not picked up within 20' of unit – 2 nd offence	\$20.00
Smoking on WHA Property – 3 rd offence	\$50.00
Failure to Report Roach Infestation	\$50.00
Washing Vehicle – 1 st offence	\$30.00
<u>MISC</u>	
Fire Damage	Cost
Labor (Overtime Per Hour)	\$65.00
Labor (Per Hour)	\$50.00
Yard Cleaning Charge	\$60.00
Loaner Heaters not returned	Cost
Furnace Thermostat	\$50.00
Handrail Installation	COST
Broken Window – COST from Vendor	COST
Tenant not ready for Bed Bug Treatment	\$500.00
Resident Fee for Flea Treatment	\$225.00
Remove Items from Roof	\$60.00
Return Grill	\$35.00
Thermostat Disconnected	\$100.00
Carbon/Monoxide & Smoke Detector (Combo)	\$65.00
Non-Emergency Call (False/deceptive Statement/claim)	\$100.00
Trash Out	\$200.00
Unlocking Doors during Business Hours * *	\$25.00

<u>LOCKS</u>	
Additional Key	\$10.00
Lock Change due to keys being lost/stolen or not all returned	\$90.00
<u>BATHROOM</u>	
Bath Sink	\$68.00
Bath Sink Faucet	\$92.00
Bath Sink Stopper	\$1.00
Bath Sink Aerator	\$2.00
Bath Sink Faucet Handle	\$5.00
Bath Soap Dish	\$4.00
Bath Toothbrush Holder	\$6.00
Bath Stopper – Pop-Up	\$20.00
Bath Stopper & Chain	\$4.00
Medicine Cabinet	\$45.00
Medicine Cabinet Shelf	\$5.00
Shower Curtain Rod	\$8.00
Shower Head	\$4.00
Shower/Tub Grab Bar	\$21.00
Towel Bar	\$7.00
Toilet Paper Brackets	\$4.00
Toilet Paper Roller	\$2.00
Toilet Regular or Handicap	\$200.00
Toilet Seat Regular or Handicap	\$25.00
Toilet Tank Lever	\$5.00
Toilet Tank Only	\$75.00
Toilet Tank Lid	\$15.00
Commode Seat - Elongated	\$16.00
Commode Seat – Regular	\$9.00
Tub Faucet with Handle	\$110.00
Dryer Vent Cover	\$8.00
Tub Spout Diverter Chrome	\$15.00
Tub Stopper	\$1.00
Tub Faucet Handle	\$5.00
Unstop Sink/Rod out	\$50.00
Unstop Toilet/Rod Out	\$50.00
Sewer Line Stop Up	\$50.00
Remove foreign object from sink or commode	\$30.00
Remove Commode and take our object	\$50.00
<u>KITCHEN</u>	
Bake/Broil Element	\$12.00
Breaker Strip	\$8.00
Cabinet Door Knobs / Pulls (each)	\$2.00
Cabinet Door Hinges per door	\$3.50
Cabinet Door repair (each)	\$12.00
Cabinet Door	\$30.00
Clean Range	\$125.00
Clean Refrigerator	\$100.00
REFRIGERATOR Door Handle	\$28.00

Refrigerator Crisper	\$30.00
Refrigerator Gasket	\$50.00
Refrigerator End Caps	\$5.00
Refrigerator Ice Tray	\$3.00
Refrigerator Panel	\$100.00
Drip Pan Large 8"	\$15.00
Drip Pan Small 6"	\$15.00
Kitchen Faucet	\$55.00
Kitchen Sink Stopper	\$3.00
Aerator	\$2.00
Oven Rack	\$40.00
Range Hood	\$90.00
Shelf	\$28.00
Sink Basket Strainer	\$2.50
Refrigerator – Minimum Charge – or current cost	\$525.00
Refrigerator Bars	\$15.00
Refrigerator Crisper Covers	\$30.00
Stove Gas 30"	\$425.00
Stove Electric 20"	\$400.00
Stove Electric 30"	\$425.00
Stove Knob	\$6.00
Unstop Kitchen Sink/Rod out	\$50.00
Vegetable Drawer	\$28.00
<u>WINDOWS</u>	
Glass/Pane	\$100.00
Window Lock	\$5.00
Window/Door Screen Repair (Any size)	\$20.00
Window Shade (Any size)	\$20.00
<u>DOORS</u>	
Door Knob	\$25.00
Door Knob Dummy	\$7.00
Door Stop	\$2.00
Door Frame Repair	\$40.00
Door Kick Plate	\$15.00
Kick Plate Reset	\$10.00
Exterior Door	\$265.00
Interior Bathroom Door	\$65.00
Interior Bedroom Door	\$45.00
Interior Closet Door	\$40.00
Screen Door	\$350.00
Screen Door Grill	\$30.00
Screen Door Closure	\$13.00
Screen Door Handle w/Lock	\$15.00
Screen Door Latch	\$10.00
<u>CARPENTRY</u>	
Baseboard (Per foot)	\$1.00
Cabinet Hinges (each)	\$1.00
Ceiling Tile	\$2.00

Closet Rod	\$15.00
Countertop Replacement (Per Linear Foot)	\$20.00
Cabinet Doors	\$30.00
Floor Tile (Each)	\$7.00
Interior Wood Door	\$40.00
Cabinet Door Hinges	\$3.50 Ea
Holes in Wall (Per Room per hole)	\$50.00
Cabinet Door Knobs/Pulls	\$2.00 ea
Cabinet Drawer Repair	\$15.00
Stair Treads	\$25.00
Stairwell Riser	\$15.00
<u>ELECTRICAL</u>	
Bathroom/ Bedroom/Hall/Kitchen Fixture	\$35.00
Address –O-Light	\$50.00
Cable/Telephone Plate	\$5.00
GFCI	\$15.00
Light Switch	\$2.00
Light Switch Cover	\$1.00
Inside Globe	\$8.00
Light Bulb ***	\$7.00
Porch Globe	\$2.50
Porch Light Fixture	\$8.00
Receptacle	\$1.00
Receptacle Plate	\$.50
Thermostat	\$45.00
<u>WATER HEATER</u>	
Water Heater - Electric	\$375.00
Water Heater - Gas	\$500.00

*Labor is charged in 30 minute increments

**Unlocking doors during business hours tenants must have photo Identification. Unlocking doors after business hours are for elderly/disabled residents ONLY- must have photo Identification.

*** Does not apply to elderly & disabled residents – still must have photo Identification...