

<b>Manitoulin-Sudbury District Services Board POLICY &amp; PROCEDURES MANUAL</b>	
Section: I. Community Housing	Effective Date: <b>July 1, 2021</b>
Topic: I.7. Infrastructure & Asset Management	Replaces: Dec.1, 2010
Subject : 7.9.Unit Maintenance	
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**POLICY**

**Tenants are responsible to report maintenance issues to the DSB when issues within the rental unit are noted. Every effort will be made to attend to unit maintenance concerns in a timely fashion. However, it is good practice for preventative maintenance to perform regular unit inspections.**

This practice helps to maintain a pro-active approach to building and unit maintenance, and often will achieve early detection of more serious issues. i.e., mould or infestations.

All repairs to and maintenance of DSB units shall be carried out in a manner and with the materials that are accepted as good workmanship in the trades concerned.

**PROCEDURE**

To ensure the DSB housing stock is maintained in adequate condition for the health and safety of their residents, employees and public and that the portfolio is physically and functionally sound there are systems in place to identify maintenance requirements.

**Work Identification**

- Tenants who have identified repair issues must contact the DSB to have their requirements logged into the maintenance process
- Work orders are generated and sent to the appropriate custodian to be acted upon
- If custodian is unable to effect the repair then the DSB is notified so that a contractor can be scheduled to address the maintenance need

**Building Condition Audits - BCA**

- Every 10 years a BCA will be conducted on all DSB housing stock. The BCA is a snapshot in time of the condition of the various building elements. Examples of elements include: roofs, windows, doors, heating systems, and electrical systems. The BCA is reviewed on a five year rotation. Based on the outcomes of the audit, a 5 year maintenance capital plan is developed.

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### **Building and Unit Inspections**

- On an annual basis all housing buildings and units are to be inspected.

Building inspections should include:

#### Exterior Inspections

- Hallways
- Windows and doors
- Eaves trough
- Parking lots
- Grounds and landscaping
- Siding, soffits and fascia

#### Interior Inspections

- Common areas (common rooms, carpets, hallways, public washroom, garbage rooms, laundry rooms)
- Electrical rooms
- Custodial offices
- Storage facilities
- All apartment units

A standard unit inspection form can be used.

#### Unit Inspections

- At least once per year (or more frequently if problems present themselves) all housing units should be inspected by Housing Staff. The actual responsibility of the task could be shared.
- A standardized form should be used to ensure consistency
- The time of year chosen for the inspections should be the least intrusive to residents
- Maintenance issues should be identified and brought to the attention **the Community Housing Program Supervisor**
- Cleanliness or Hoarding issues should be identified and brought to the attention of the Housing Program Supervisor **to be actioned as appropriate with the tenant or support persons.**
- A copy of the annual inspection is stored in the tenant file
- A task list will need to be established from a summary of the inspections and followed up
- Ensure proper notices are served to residents.

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- Damage (other than normal wear and tear) should be reported to the Housing Program Supervisor to follow up a course of action with the tenant

Building inspections could occur in tandem with unit inspections but kept separately.

Note: The tenant is responsible for the ordinary cleanliness of the rental unit. They are also responsible for the repair of undue damage to the unit caused by the wilful or negligent conduct of the tenant, another occupant of the unit, or a person permitted in the complex by the tenant.