

Level Up Your Public Housing Maintenance Program



Maximizing Your PHAS Score

- Know your numbers
- Prioritize based on deficiencies and units with a new resident ready to lease up
- Contract when it makes sense
- Pre-REAC inspections – consider using “fresh eyes”
- Contract your UPCS inspections
- Ensure your staff are UPCS experts
- Turn units quickly
- “See something-Say something

Minimizing Vacancy Loss

- Track vacancy loss
- Keep ongoing vacancy loss averages visible and review often
- Consider a vacate team
- Pre-vacate inspections and pre-ordering
- Contract when it makes sense
- Maintain a robust Preventative Maintenance program
- Avoid pulling staff from vacant units for other work

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Asset Preservation

- Update your preventative maintenance plan
- Focus on the “envelope” and systems first.
- Make it a priority!
- Update your emergency plan
- Ensure all staff can locate and know the details of the emergency plan
- Work closely with CAP FUND

Maximizing Applied Time

- Create a cultural value for productivity, quality and service
- Create quality and time standards for work
- Review and update time standards regularly
- Use your resources
- Coach and train to your standards
- Quality control and accountability conversations are key

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Notes: