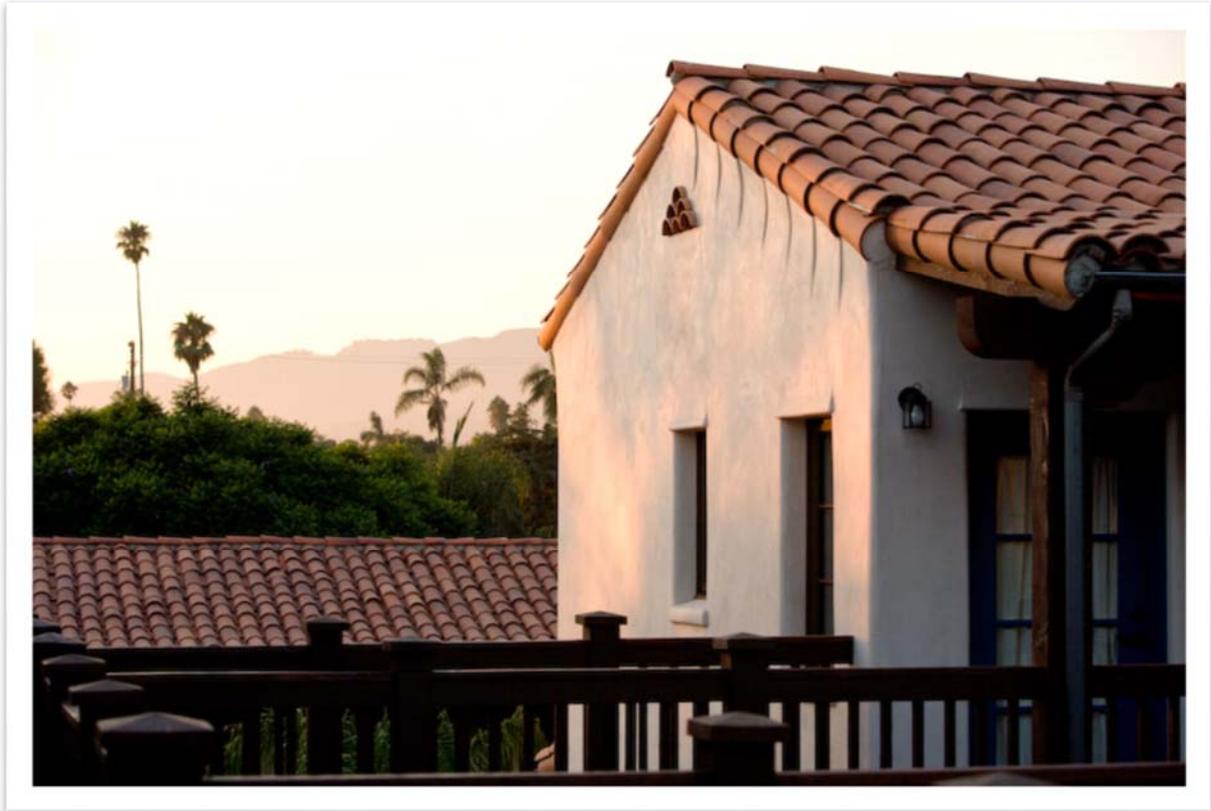




## RESIDENT MAINTENANCE HANDBOOK

Housing Authority of the City of Santa Barbara



### WELCOME!

Welcome to your new home with the Housing Authority of the City of Santa Barbara! 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 or concerns regarding maintenance please call the Department of Property and Development (Maintenance Department) at (805) 897-1060.



**PROPERTY AND DEVELOPMENT**

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

The Property and Development department (Maintenance) 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 and Development ensures that the Housing Authority’s apartments and properties continue to be one of the most beautiful and well-kept in the Santa Barbara 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 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 **897-1060**. 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 units with only minor children at home and no adult member present.

## 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, sanitary, 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 *House Rules* 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 decorate the inside of the apartment with their own drapes or blinds provided they are neutral in color (i.e., white or beige) as seen from the outside.
3. 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.
4. Residents may decorate with carpeting or rugs that are not attached or glued to the floor.
5. Residents may not use contact paper or wall paper. Painting of the apartment is not allowed without prior written consent from Maintenance.

### 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, stove or ceiling fan, 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.



## MAINTENANCE HOURS OF OPERATION

Monday — Thursday

7:00 a.m. to 4:30 p.m.

Every other Friday

7:00 a.m. to 3:30 p.m.

(805) 897-1060

## 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) 897-1060 (you may also contact your Onsite Manager if you have one).
2. Inform staff of the needed work or repairs and relevant information such as:
  - When did you first noticed 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:

1. Call the main Housing Authority number at (805) 965-1071 and follow the directions on the recorded greeting.
2. Ensure to leave your name, address, contact number and the nature of the maintenance emergency.
3. A Housing Authority staff member will return your call to assist in resolving the matter.



## MAINTENANCE: WHEN TO DO IT YOURSELF...WHEN TO CALL MAINTENANCE

The following are some examples of maintenance situations that may occur in the apartment. Please call Property and Development with questions or concerns about a particular 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 right away. 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.
- Never push down on your kitchen faucet. This causes unnecessary wear and tear and will cause leaks.



## CONTINUED: MAINTENANCE:

### 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 reset-table 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 have no 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

Residents are responsible for purchasing and changing bulbs for the apartment. Most lightbulbs can be found at hardware supply stores such as Home Depot, ACE Hardware, Orchard Supply or California

## 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 Director of Property and Development for consideration. Disputes will be reviewed by the Director 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. A rent coupon and the payment may be taken to Union Bank for processing.

### 3. Re-payment agreement

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

### 4. Request Reduction

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





## 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. Limit of two parking permits per household

Households are permitted a maximum of two parking permits. This is conditional upon the parking available at the property and the number of licensed drivers in the household.

### 2. 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.

### 3. 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.

### 4. 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.

## PARKING PERMITS

Any vehicles parked in Housing Authority parking lots are required to have a Housing Authority parking permit.

Many properties have assigned parking or limited parking so Residents should contact their on-site manager or the Maintenance Department regarding parking.

To obtain a parking permit Residents will need to provide a copy of their drivers license and vehicle registration.

Parking permits are non-transferable between vehicles. If a vehicle is sold or no longer in the residents possession, the parking permit should be removed and returned to the Maintenance Department before a new permit can be issued.



## 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 Marborg or UCSB 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 or vacuuming of the 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 makes operating costs go up.

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.



### **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, rinse with a hose outside. Let dry, 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 object from going down the drain. Removing and preventing objects from going down the drain will help keep plumbing working properly.

## **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.

**Note:** Ants are very common in the Santa Barbara area. Maintenance will not treat the interior of units for ants.

## 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).

Replace smoke detector batteries according to the manufacturer's recommendations. Replacing batteries when you set your clock for a time change is a good reminder.

## 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 on-site manager or the Housing Authority.

## SHUTTING OFF UTILITIES DURING AN EMERGENCY

Before:

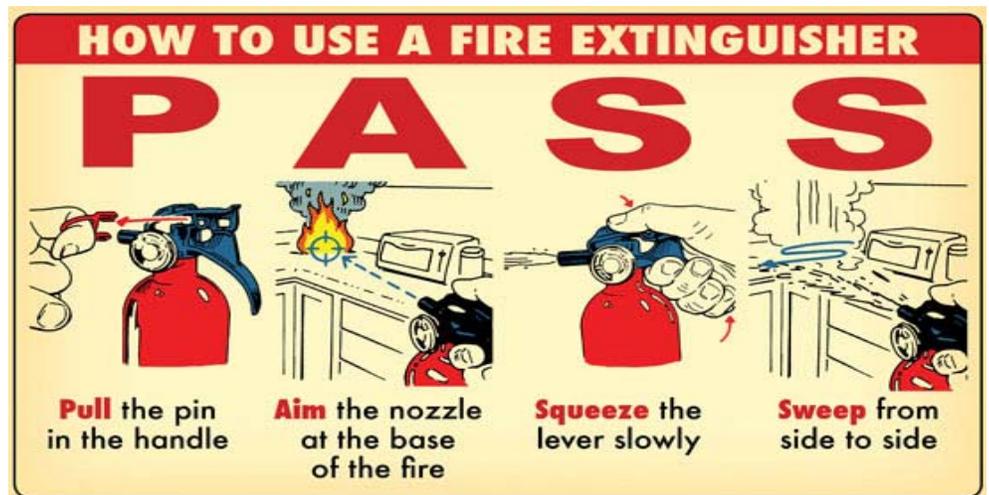
- When Residents move in they will be instructed by Maintenance Staff where the shut offs are for the gas, electricity and water and how to turn these utilities off
- The Housing Authority has installed emergency gas shut-off wrenches at all meter locations
- Call the Maintenance Department with any 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. In order 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 of 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](http://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.

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 of Property and Development.)** For additional questions regarding satellite dishes please contact the Maintenance Department.

## 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 are allowed to 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 Santa Barbara**

808 Laguna Street  
Santa Barbara, CA 93101

Main Office/Housing  
Management  
(805) 965-1071

Property & Development  
(805) 897-1060

**Resident Services**  
(805) 897-1044

## DEPARTMENT OF RESIDENT SERVICES

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

The Department of Resident Services aims to promote resident service programs that improve the quality of life of our clients, with an emphasis on promoting their dignity, well-being, and self-sufficiency.

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 Resident Services at 897-1044.



## Appendices

A: Schedule of Charges

B: Marborg E-Waste & Disposal of Hazardous Materials



## APPENDIX A

### SCHEDULE OF MAINTENANCE CHARGES

Effective March 15, 2015

- 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 in the course of 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.

Description	Charge
Carpentry Repair	L/M
Trash and Junk Hauling- Miscellaneous (\$20 Minimum fee-billed per landfills charge)	L/Dump Fee
Washing Machine Valves, Install Faucets	L/M
Window Glass Repair	L/M
Smoke Detector and/or Battery Replacement	L/M
Miscellaneous Adjustments	L/M
Cleaning and Repair of Vacated unit (charge to tenant when beyond normal wear and tear)	L/M
Electrical Repair	L/M
Light Bulb Replacement (actual cost of bulb + staff time)	L/M
Extermination (cockroach, etc.)	Actual Cost
Hardware Repair (excluding locks)	L/M
Janitorial-Miscellaneous	L/M
Replacement of Keys (unit, mailbox, bike cage, laundry room, key cards, gate fobs)	L/M
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 only	L/M
Miscellaneous Repair (when not applicable to any other code)	L/M
Plumbing (actual cost if done by an outside contractor)	L/M
Toilet seat replacement	L/M
New Screen Door Installation	L/M
Screen Door Repair	L/M
Plumbing Stoppage (actual billing cost is by outside contractor)	L/M
Wallboard Repair	L/M
Floor/Tub Repair	L/M

- II. Work performed by Housing Authority staff shall be billed at a cost of \$40.00 per hour in half-hour increments. Work performed by staff after normal working hours (7:00 a.m. to 3:30 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.
- III. Residents may refer to the Housing Authority's grievance procedure to appeal a Tenant Charge. Residents may also request to enter into a Repayment Agreement for a Tenant Charge by contacting their case worker with the Housing Authority.

# Recycle Facilities

## Cacique Street Recycling Center

### Free drop off:



Aluminum Cans



Magazines



Glass (no plate or window glass)



Office paper



Plastic food & beverage containers



Scrap metals



Newspaper



Tin cans



Cardboard



Mixed hard plastics (#1 - 7)

### Free drop off for residential customers only:



E-waste (computers, monitors, radios, etc... anything with an electrical cord)



Fluorescent light bulbs



Antifreeze



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



Batteries



Cell phones



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



Printer cartridges



Water-based paint

### CRV (California Redemption Value) paid: (Beverage containers only – container will be marked with CRV)



Aluminum



Bimetal



Glass



#1 - 7 hard plastics



### Hours of Operation:

Mon. - Sat., 8am -4pm

### For More Info:

(805) 963-1852

725 Cacique Street  
Santa Barbara, CA  
(Entrance is on Nopalitos)

[Click Here for directions](#)

Construction & Demolition Facility

**Cacique Street Recycling Center**

David Love Place Recycling Center

UCSB Hazardous Waste Center

Santa Barbara County Transfer Station