

Unit Renewal Policy

Background:

Currently there is no policy on the books regarding any work to be done on tenants units who have lived in our properties for a number of years. During discussions about changes in our turnover process, it was determined that a policy should be created to assist the staff in determining what updates should be completed for long-standing residents.

Unit renewals will be completed for residents who are in good standing with the Housing & Redevelopment Authority and have been living in their unit for 7 or more consecutive years. Residents will be notified by the HRA staff that they are eligible for refreshers and will fill out a form requesting the changes they are eligible for or acknowledging that they are not currently interested in options offered. (Residents who defer the opportunity will be offered again every two years.)

Options include:

Freshly painted ceilings

Freshly painted walls

Freshly painted closet doors

Shampooing of carpets

Stripping and Re-waxing of tile floors

Change of flooring

Process: Staff will schedule work in a time frame that is convenient with resident but that does not put an undue burden on staff hours. (i.e. it may take a month or two to find a time that works for everyone involved.) Staff will be responsible for moving furniture items away from walls and resident will be responsible for moving pictures, wall hangings, nails and hangers. Staff will work cooperatively with resident to assist in transfer of personal property however they will not be responsible for the entire process and will not be responsible for damages to personal property.