

Unit Preparation Policy

PURPOSE

Niagara Peninsula Homes, Property Management Staff, Maintenance Staff and client Board of Directors would like to ensure that a high standard for units that are prepared for new households are in good, clean, and rentable condition.

It is the Property Manager who is the driver of move in dates, maintenance required in the vacant unit and ensuring it is ready for the move in date – **in consultation** with their maintenance. The property manager is responsible for their budget.

Prior to Move Out of Household in the Unit

- Move out inspection must be done at time of notice or when moved out.
- Staff to itemize work that needs to be completed by the member.
- Staff to generate a work order to maintenance for items that maintenance must complete.
- Staff to contact contractors for items such as garbage containers, appliances, flooring, painting, furnace care, duct care, electrical, fencing, carpet cleaning pest control, and janitorial etc. All work shall be scheduled while the unit is vacant.
- Property Manager to submit to the Administrative Assistant, **a firm date**, the unit will be completed. This date will **NOT** be negotiable with maintenance staff unless something major occurs.
- The **date must be a specific date that the keys** will be given to the new household.
- Households should not be given keys unless the unit is ready to move in. PM managers should be properly testing the fire safety features with the household on the day they move in – **key day and move in day** should be the same.
- Keys should not be given to a new household unless they have provided all documentation required on key day. Member deposit, proof of insurance, proof of registering for all required utilities etc.
- Property manager to make sure contact is made with the new household at least a week before move in date to remind them of their responsibilities.

Vacant Unit

- A final move out inspection needs to be completed the first day after move-out. Staff needs to ensure there are not more items needing to be addressed from the pre-move out inspection, i.e., plumbing, flooring, wall repairs
- Staff (PM) to complete list for maintenance to complete and ensure scheduling of contractors as required.

Scheduling of Work

If maintenance is back logged with work – move in date should not be pushed. Look to private contractors to stay on schedule or bring in extra maintenance staff.

If there are extenuating circumstances, and the move in date cannot be met, a phone call should first go to the NPH Eligibility Administrator responsible for marketing to see where they are in the marketing process to see if a new household has already accepted the unit or not.

Unit Preparation Procedures

Units

- Any belongings or garbage left in unit will need to be cleared out immediately.
- Units should be painted in a neutral colour. Trim and interior doors should also be painted white or a colour that has been chosen by the provider with proper trim paint.
- Flooring choices should be of a neutral tone that will co-ordinate with the unit.
- A flooring care guide for laminate flooring should be left in the unit for the new household. This can be obtained from a flooring contractor.
- Maintenance should ensure, while vacant, that the furnace filter is changed.
- It is suggested that an information guide should be available to new households, how to change furnace filter, what size is required, when you should change the filter and how to change battery in the thermostat, switching unit from heat to cool and even a what to do if I have no heat information checklist listing the emergency contact phone number.
- Batteries if applicable should be replaced in smoke detectors and noted on work order.
- Maintenance should ensure carbon monoxide detectors are not expired. If hardwired, your fire inspection contractor will keep date for provider.
- Maintenance to ensure **all** light bulbs are installed in all fixtures in the unit and of the same type/brightness.
- Maintenance should ensure that after painting **all** electrical, cable, phone cover plates are reinstalled.
- Maintenance should ensure all locks have been changed and key box is updated with new keys for unit.
- A final walk through of the completed unit will be made before the key date, by the Property Manager, to ensure the unit is complete.
- Staff to ensure that all completed work orders, and invoices for unit are filed into onsite maintenance file for that unit. By doing this we can keep track of what we have done in the unit, flooring choices, paint colours, when units are painted, when new appliances purchased, upgrades and capital replacements to unit.

Janitorial

- All floors to be swept, vacuumed and mopped
- All appliances must be cleaned.
- Kitchen cupboards inside and outside must be cleaned.
- Bathrooms, including vanities, must be cleaned.
- All windows must be cleaned.
- Any and all garbage must be removed.

Outside of Unit

- General garbage must be picked up
- Any trip hazards marked
- Any repairs to fencing – wired or board
- All gutters are in place
- Soffits and fascia repaired if needed
- Quick visual of roof and repairs made if needed

Charge backs

Property Manager to ensure chargebacks are done within three months of the current household moving in and Niagara Peninsula Homes charge back policy must be adhered to by NPH Staff both PM and Maintenance as follows:

- Chargebacks must be done **within three months** of the current household moving in.
- Charge backs for moved households to be completed as soon as invoices are received. Former households must be sent a letter of charges and invoices pertaining to the charges immediately thereafter – within three months of moving out.
- Letter to household should be sent to the last known address. If it comes back return to sender it should go in the file as proof that you tried to inform them of the chargebacks.
- Staff to send any Arrears/Chargebacks to NRH Database.
- If you deal with a contractor who regularly sends in his invoicing late or a staff person who does not send in charges within two months of the unit being complete the PM will need to have a conversation with them. It is unfair to the former household to receive chargeback information later than three months after move out. It throws your budget off when you receive invoicing late, and it is unfair to your admin staff who must keep following up with chargebacks before they can put the file away.