

LAKELAND HOUSING AUTHORITY**COMPREHENSIVE MAINTENANCE, NSPIRE,
CAPITAL NEEDS AND ASSET PRESERVATION PLAN****Fiscal Year 2027***Preventive Maintenance • NSPIRE • MTW • HOTMA • LIHTC • HOME • SAIL • Hurricane Response*

Plan Item	Information
Agency	Housing Authority of the City of Lakeland, Florida
PHA Code	FL011
Address	430 Hartsell Avenue, Lakeland, Florida 33815
Board Resolution	Resolution No. 26-1575
Board Meeting / Effective Date	September 21, 2026
Board Chairman	David Samples
Executive Director	Benjamin Stevenson
Plan Owner	Maintenance / Asset Management under Senior VP oversight
Supersedes	Prior maintenance plans, preventive maintenance books, mold procedures, and related operating schedules
PLAN STATUS This comprehensive board-ready plan establishes preventive-maintenance schedules, NSPIRE inspection controls, work-order standards, unit turns, mold and moisture response, capital planning, LIHTC/HOME/SAIL physical-condition requirements, MTW/HOTMA coordination, emergency preparedness, hurricane response, dashboards, forms, and closeout documentation.	
Approval	Signature / Date
Board Chairman	David Samples Signature:  Date: 09/21/2026
Executive Director	Benjamin Stevenson Signature:  Date: 09/21/2026

Executive Transmittal

To	Board of Commissioners
From	Carlos R. Pizarro An, Senior Vice-President (COO)
Subject	FY 2027 Comprehensive Maintenance, NSPIRE, Capital Needs and Asset Preservation Plan
Resolution	26-1575
Board Meeting Date	September 21, 2026
Requested Action	Approve the plan and authorize implementation of property-specific schedules, inspections, corrective actions, emergency procedures, training, and non-substantive technical updates.

This plan establishes comprehensive maintenance standards, inspection protocols, preventive maintenance, capital planning, resident communication, compliance and reporting requirements across Public Housing, HCV/PBV related activities, MTW, LIHTC, HOME, SAIL and mixed-finance communities. Detailed policy requirement 1: Department leadership shall establish written procedures, responsibilities, timelines, documentation standards, internal controls, quality reviews, corrective actions, training expectations and monitoring activities. Maintenance records shall be retained and made available for audit, inspection, board reporting and funding compliance reviews. Where applicable, procedures shall

Governance and Authority

Maintenance operations shall align with HUD requirements, MTW activities, NSPIRE standards, LIHTC compliance obligations, HOME property standards, SAIL requirements, procurement controls and LHA policy. Detailed policy requirement 1: Department leadership shall establish written procedures, responsibilities, timelines, documentation standards, internal controls, quality reviews, corrective actions, training expectations and monitoring activities. Maintenance records shall be retained and made available for audit, inspection, board reporting and funding compliance reviews. Where applicable, procedures shall incorporate NSPIRE, MTW, LIHTC, HOME, SAIL, Section 504, procurement and financial management requirements.

MTW Maintenance Strategy

Maintenance supports MTW objectives including cost effectiveness, vacancy reduction, resident outcomes, data-driven work order management and preservation of affordable housing assets. Detailed policy requirement 1: Department leadership shall establish written procedures, responsibilities, timelines, documentation standards, internal controls, quality reviews, corrective actions, training expectations and monitoring activities. Maintenance records shall be retained and made available for audit, inspection, board reporting and funding compliance reviews. Where applicable, procedures shall incorporate NSPIRE, MTW, LIHTC, HOME, SAIL, Section 504, procurement and financial management requirements.

NSPIRE Compliance Program

LHA shall utilize NSPIRE concepts for inspections, health and safety prioritization, deficiency tracking, correction timeframes, documentation and quality assurance. Detailed policy requirement 1: Department leadership shall establish written procedures, responsibilities, timelines, documentation standards, internal controls, quality reviews, corrective actions, training expectations and monitoring activities. Maintenance records shall be retained and made available for audit, inspection, board reporting and funding compliance reviews. Where applicable, procedures shall incorporate NSPIRE, MTW, LIHTC, HOME, SAIL, Section 504, procurement and financial management requirements.

HOTMA Related Requirements

LHA will coordinate resident communications, inspections, reasonable accommodations, unit standards and documentation procedures supporting HOTMA implementation. Detailed policy requirement 1: Department leadership shall establish written procedures, responsibilities, timelines, documentation standards, internal controls, quality reviews, corrective actions, training expectations and monitoring activities. Maintenance records shall be retained and made available for audit, inspection, board reporting and funding compliance reviews. Where applicable, procedures shall incorporate NSPIRE, MTW, LIHTC, HOME, SAIL, Section 504, procurement and financial management requirements.

Public Housing Asset Preservation

Preventive maintenance, capital replacement, modernization, accessibility improvements, life safety investments and component lifecycle planning. Detailed policy requirement 1: Department leadership shall establish written procedures, responsibilities, timelines, documentation standards, internal controls, quality reviews, corrective actions, training expectations and monitoring activities. Maintenance records shall be retained and made available for audit, inspection, board reporting and funding compliance reviews. Where applicable, procedures shall incorporate NSPIRE, MTW, LIHTC, HOME, SAIL, Section 504, procurement and financial management requirements.

LIHTC HOME and SAIL Standards

Properties shall maintain physical conditions necessary for compliance reviews, inspections, monitoring visits and investor obligations. Detailed policy requirement 1: Department leadership shall establish written procedures, responsibilities, timelines, documentation standards, internal controls, quality reviews, corrective actions, training expectations and monitoring activities. Maintenance records shall be retained and made available for audit, inspection, board reporting and funding compliance reviews. Where applicable, procedures shall incorporate NSPIRE, MTW, LIHTC, HOME, SAIL, Section 504, procurement and financial management requirements.

Preventive Maintenance Program

Annual, quarterly, monthly and weekly PM schedules shall be maintained and documented. Detailed policy requirement 1: Department leadership shall establish written procedures, responsibilities, timelines, documentation standards, internal controls, quality reviews, corrective actions, training expectations and monitoring activities. Maintenance records shall be retained and made available for audit, inspection, board reporting and funding compliance reviews. Where applicable, procedures shall incorporate NSPIRE, MTW, LIHTC, HOME, SAIL, Section 504, procurement and financial management requirements.

Work Order Management

Emergency, urgent, routine and preventive work orders shall be tracked and monitored through approved systems. Detailed policy requirement 1: Department leadership shall establish written procedures, responsibilities, timelines, documentation standards, internal controls, quality reviews, corrective actions, training expectations and monitoring activities. Maintenance records shall be retained and made available for audit, inspection, board reporting and funding compliance reviews. Where applicable, procedures shall incorporate NSPIRE, MTW, LIHTC, HOME, SAIL, Section 504, procurement and financial management requirements.

Mold and Moisture Control

Integrates mold response procedures, moisture prevention, resident notices, remediation documentation and follow-up inspections. Detailed policy requirement 1: Department leadership shall establish written procedures, responsibilities,

timelines, documentation standards, internal controls, quality reviews, corrective actions, training expectations and monitoring activities. Maintenance records shall be retained and made available for audit, inspection, board reporting and funding compliance reviews. Where applicable, procedures shall incorporate NSPIRE, MTW, LIHTC, HOME, SAIL, Section 504, procurement and financial management requirements.

Unit Turns and Vacancy Reduction

Establishes make-ready standards, quality reviews, occupancy readiness procedures and vacancy reduction benchmarks. Detailed policy requirement 1: Department leadership shall establish written procedures, responsibilities, timelines, documentation standards, internal controls, quality reviews, corrective actions, training expectations and monitoring activities. Maintenance records shall be retained and made available for audit, inspection, board reporting and funding compliance reviews. Where applicable, procedures shall incorporate NSPIRE, MTW, LIHTC, HOME, SAIL, Section 504, procurement and financial management requirements.

Life Safety

Fire alarms, extinguishers, emergency lighting, generators, elevators, sprinklers, smoke devices and carbon monoxide devices. Detailed policy requirement 1: Department leadership shall establish written procedures, responsibilities, timelines, documentation standards, internal controls, quality reviews, corrective actions, training expectations and monitoring activities. Maintenance records shall be retained and made available for audit, inspection, board reporting and funding compliance reviews. Where applicable, procedures shall incorporate NSPIRE, MTW, LIHTC, HOME, SAIL, Section 504, procurement and financial management requirements.

Accessibility and Reasonable Accommodations

Maintenance staff shall support ADA, Section 504, UFAS and Fair Housing requirements. Detailed policy requirement 1: Department leadership shall establish written procedures, responsibilities, timelines, documentation standards, internal controls, quality reviews, corrective actions, training expectations and monitoring activities. Maintenance records shall be retained and made available for audit, inspection, board reporting and funding compliance reviews. Where applicable, procedures shall incorporate NSPIRE, MTW, LIHTC, HOME, SAIL, Section 504, procurement and financial management requirements.

Capital Planning and Reserves

Use capital needs assessments, reserve projections and replacement schedules. Detailed policy requirement 1: Department leadership shall establish written procedures, responsibilities, timelines, documentation standards, internal controls, quality reviews, corrective actions, training expectations and monitoring activities. Maintenance records shall be retained and made available for audit, inspection, board reporting and funding compliance reviews. Where applicable, procedures shall incorporate NSPIRE, MTW, LIHTC, HOME, SAIL, Section 504, procurement and financial management requirements.

Contractor Management

Vendor oversight, licensing, insurance, warranties, performance reviews and closeout requirements. Detailed policy requirement 1: Department leadership shall establish written procedures, responsibilities, timelines, documentation standards, internal controls, quality reviews, corrective actions, training expectations and monitoring activities. Maintenance records shall be retained and made available for audit, inspection, board reporting and funding compliance reviews. Where applicable, procedures shall incorporate NSPIRE, MTW, LIHTC, HOME, SAIL, Section 504, procurement and financial management requirements.

Hurricane and Disaster Preparedness

Pre-storm, response and recovery procedures for housing assets. Detailed policy requirement 1: Department leadership shall establish written procedures, responsibilities, timelines, documentation standards, internal controls, quality reviews, corrective actions, training expectations and monitoring activities. Maintenance records shall be retained and made available for audit, inspection, board reporting and funding compliance reviews. Where applicable, procedures shall incorporate NSPIRE, MTW, LIHTC, HOME, SAIL, Section 504, procurement and financial management requirements.

KPI Dashboard

Monitor NSPIRE readiness, work order aging, PM completion, vacancy days, expenditures and resident satisfaction. Detailed policy requirement 1: Department leadership shall establish written procedures, responsibilities, timelines, documentation standards, internal controls, quality reviews, corrective actions, training expectations and monitoring activities. Maintenance records shall be retained and made available for audit, inspection, board reporting and funding compliance reviews. Where applicable, procedures shall incorporate NSPIRE, MTW, LIHTC, HOME, SAIL, Section 504, procurement and financial management requirements.

Expanded Preventive Maintenance and NSPIRE Inspection Program

IMPLEMENTATION STANDARD

These schedules and checklists are operational minimums. Property-specific equipment manuals, warranties, local codes, Florida Housing requirements, HOME/SAIL agreements, accessibility obligations, and current HUD NSPIRE standards may require more frequent or more stringent work. Each completed activity must identify the property, asset or unit, date, technician, condition, corrective work order, completion date, and supervisor review.

NSPIRE Inspectable Areas and Deficiency Response

Area / Severity	LHA Operating Standard	Documentation
Unit	Prioritize occupied-unit health, safety, functionality, sanitation, egress, plumbing, electrical, HVAC, alarms, infestation and moisture conditions.	Unit inspection, photos, resident notice, work order, completion evidence.
Inside	Inspect common areas and building systems, including corridors, stairs, laundry, community rooms, mechanical rooms and shared facilities.	Area checklist, asset ID, deficiency log and repair verification.
Outside	Inspect site, exterior envelope, roofs, drainage, parking, walkways, lighting, fences, grounds and exterior equipment.	Site checklist, photographs, maps and repair records.
Life-Threatening	Immediate response and safeguarding; LHA internal target is correction or documented interim mitigation within 24 hours, subject to the current HUD standard.	Time found, resident protection, technician arrival, mitigation/correction, photo and supervisor approval.
Severe	Prompt response; LHA internal target is correction or documented mitigation within 24 hours when practicable, subject to current HUD requirements.	Deficiency classification, work order priority, evidence and follow-up.
Moderate	Correct and document within 30 days unless a shorter requirement applies.	Work order, responsible party, due date, completion evidence.
Low	Correct and document within 60 days unless a shorter requirement applies.	Work order, planned date, completion evidence.

Annual Preventive Maintenance Master Schedule

Month	Primary Preventive Maintenance Activities	Required Inspection / Records
January	Heating systems; electrical panels; freeze/weather readiness; unit smoke/CO alarms; fire extinguishers; work-order backlog review.	HVAC heating checklist, panel inspection, alarm test log, backlog aging report.
February	Plumbing fixtures and water heaters; sewer/drain review; backflow schedule; moisture and mold survey; accessible-unit feature review.	Leak survey, temperature/pressure relief review, moisture log, accessibility checklist.
March	Cooling-season HVAC readiness; condensate drains; filters; exterior drainage; roofs/gutters; pest prevention.	HVAC PM tickets, condensate verification, roof/drainage photos, pest log.
April	Emergency lighting; exit signs; fire doors; sprinklers; playgrounds; site lighting; parking and trip hazards.	Life-safety inspection, playground/site checklist, corrective work orders.
May	Cooling equipment; irrigation; exterior envelope; windows/screens; weather seals; storm inventory and generator readiness.	HVAC readings, irrigation map, envelope checklist, generator test.
June	Hurricane preparation; trees/grounds; roof penetrations; sump/drainage; emergency supplies; resident notification systems.	Pre-storm checklist, vendor contacts, fuel/logistics record.
July	Midyear NSPIRE self-inspection; occupied-unit sample; common areas; exterior site; work-order quality audit.	NSPIRE deficiency register, sample results, QA corrective plan.
August	Domestic water systems; water heaters; plumbing leaks; mold/moisture follow-up; laundry and dryer exhaust.	Water/leak checklist, dryer vent cleaning log, remediation follow-up.
September	Fire alarm/sprinkler certifications; extinguishers; elevators; emergency lighting; annual contracts and licenses.	Vendor certificates, deficiencies, permits, elevator logs.
October	Heating readiness; weatherization; doors/windows; roof and gutters; lighting and daylight-saving checks.	Heating PM, weatherization checklist, roof/gutter photos.
November	Electrical safety; GFCI/AFCI; holiday/fire load review; generator; inventory count; winter preparedness.	Electrical checklist, generator load test, physical inventory.
December	Annual unit/common/site condition review; capital needs update; reserve plan; vendor performance; next-year PM calendar.	Annual condition report, capital forecast, KPI dashboard and management certification.

Weekly, Monthly, Quarterly and Annual Frequencies

Frequency	Minimum Tasks
Daily / Each Shift	Review emergency work orders; inspect reported life-safety hazards; secure vacant units; verify active leaks and outages; document after-hours calls.
Weekly	Grounds, litter, trip hazards, exterior lighting spot check, dumpsters, common-area doors, elevators, pools/playgrounds where applicable, vacant-unit security and open severe deficiencies.
Monthly	Smoke/CO alarm sampling, fire extinguisher visual review, emergency lighting spot test, common-area inspection, roof/drainage visual review, pest trend review, PM completion report.
Quarterly	Comprehensive property walk; NSPIRE-aligned self-inspection; HVAC filters/condensate as applicable; generator exercise; inventory cycle count; work-order quality sample.
Semiannual	Cooling/heating PM, roof and gutter inspection, dryer exhaust cleaning based on use/risk, accessible feature review, emergency preparedness drill.
Annual	Full unit/common/site inspection; fire/life-safety certifications; elevator and backflow testing; capital needs update; staff competency review; plan and schedule approval.

NSPIRE Unit Inspection Checklist

Inspection Item	Acceptable Condition / Deficiency Trigger	Frequency	Result / Work Order
Smoke alarms	Present at required locations; securely mounted; powered; audible test passes; not obstructed or removed.	At turn; annual; service call	
Carbon monoxide alarms	Present where required; powered; test passes; correct placement.	At turn; annual	
Egress	Required exits/windows operable and unobstructed; no blocked escape route.	At turn; annual	
Entry door and locks	Door closes, latches and secures; frame sound; no improper double-keyed egress obstruction.	At turn; annual	
Electrical conductors/outlets/switches	No exposed conductor, missing cover, scorch, overheating, loose device or unsafe extension practice.	At turn; annual	
GFCI/AFCI	Required devices present and functional; test/reset operates.	At turn; annual	
Panel	Cover secured; blanks installed; no exposed energized parts; access clear; labels legible.	Annual	
HVAC/heating	Provides required heating/cooling where applicable; no unsafe equipment, blocked return, gas/oil leak or condensate hazard.	Seasonal; annual	
Water heater	Stable; proper relief piping; no leak, corrosion hazard, unsafe wiring or combustion issue.	Annual	
Plumbing/drains	Hot/cold water available; drains function; no active leak, sewage, cross-connection or fixture instability.	Annual	
Bathroom ventilation	Operable window or mechanical ventilation; no persistent excess moisture.	Annual	
Mold-like substance	No visible mold-like substance or unresolved moisture source; initiate mold protocol.	Each inspection	
Infestation	No evidence of infestation; resident and property treatment coordinated.	Each inspection	
Cooking appliance	Stable; burners/oven function; controls safe; no gas leak; anti-tip device where required.	At turn; annual	
Refrigerator	Operable, stable and appropriately cold; door seals and cord safe.	At turn; annual	
Floors/walls/ceilings	No structural failure, large hole, sharp edge, trip hazard, falling material or active water damage.	Annual	
Windows	Operable where required; secure; glazing intact; no fall or sharp-edge hazard.	Annual	
Grab bars/accessibility	Required bars and accessibility features secure, usable and not removed.	At turn; annual	
Minimum electricity/lighting	Permanent light and required electrical service available; fixtures safe.	At turn; annual	

NSPIRE Inside / Common Area Checklist

Inspection Item	Acceptable Condition / Deficiency Trigger	Frequency	Result / Work Order
Fire doors	Labeled door and frame intact; closes and latches; no unauthorized hold-open or penetration.	Monthly	
Exit signs/emergency lighting	Illuminated and visible; battery test passes; paths unobstructed.	Monthly	
Sprinkler assemblies	No missing/damaged head, obstruction, paint, leak or unsupported piping.	Monthly/annual vendor	
Fire extinguishers	Present, accessible, charged, inspected and mounted.	Monthly	
Stairs/handrails/guardrails	Stable, continuous and secure; no missing component or fall hazard.	Monthly	
Floors/trip hazards	Walking surfaces sound, dry and free of abrupt elevation or loose covering hazards.	Weekly/monthly	
Interior lighting	Required lighting functions; lens/fixture secure; no exposed wiring.	Monthly	
Elevator	Current certificate; doors, leveling, emergency communication and lighting function; no water intrusion.	Daily visual/monthly vendor	
Laundry/dryer exhaust	Equipment stable; cords/vents safe; ducts connected, clear and exhausted properly.	Monthly/semiannual	
Mechanical/electrical rooms	Locked or controlled; clearance maintained; no storage of combustibles; labels and panels safe.	Monthly	
Call-for-aid systems	Operable where installed; pull cords accessible; response protocol tested.	Monthly	
Common restrooms	Fixtures operable; accessible features secure; ventilation and sanitation maintained.	Monthly	
Mold/leaks/infestation	No active leak, mold-like substance, sewage or infestation; initiate corrective protocol.	Weekly/monthly	

NSPIRE Outside / Site Checklist

Inspection Item	Acceptable Condition / Deficiency Trigger	Frequency	Result / Work Order
Roof assembly	No active leak, missing covering, damaged flashing, ponding, unsafe access or loose component.	Quarterly/after storm	
Exterior walls	No structural movement, falling material, open penetration, severe deterioration or water entry.	Quarterly	
Foundation/structure	No visible failure, large crack, settlement hazard or exposed reinforcement requiring evaluation.	Quarterly	
Drainage	Water directed away; no chronic ponding, erosion, blocked inlet or sewage condition.	Monthly/after storm	
Sidewalks/walkways/ramps	No trip, abrupt change, unstable surface or inaccessible route obstruction.	Weekly/monthly	
Parking/roads	No hazardous pothole, failed surface, blocked accessible space or missing sign/stripping.	Monthly	
Exterior lighting	Required site and entry lighting functions; poles and fixtures stable.	Monthly/night survey	
Fences/gates	Stable; no sharp edge, entrapment, security failure or blocked egress.	Monthly	
Playgrounds	Equipment stable; surfacing and fall zones maintained; no sharp/entrapment hazard.	Weekly/monthly	
Retaining walls	No instability, leaning, failure, severe erosion or unsafe guard condition.	Quarterly	
HVAC outdoor equipment	Secure; disconnect/guarding safe; drainage clear; no exposed conductor.	Quarterly	
Trash/litter	Containers functional; waste controlled; no pest/combustible accumulation.	Daily/weekly	
Address/signage	Property and building identification visible for emergency response.	Quarterly	

System-Specific Preventive Maintenance Checklists

System	Detailed PM Tasks	Frequency / Evidence
HVAC	Replace/clean filters; inspect coils, belts, drains, pans, refrigerant/oil signs, thermostat, disconnect, combustion, flue and airflow; record temperature split when applicable.	Quarterly/seasonal; PM ticket and readings.
Plumbing	Inspect supply stops, traps, fixtures, water heaters, relief valves/piping, hose bibbs, backflow, sewer cleanouts and recurring leak locations.	Quarterly visual; annual comprehensive.
Electrical	Inspect panels, covers, blanks, heat/scorch, GFCI/AFCI, exterior receptacles, lighting, emergency power and unauthorized wiring.	Quarterly common; annual units.
Roof/drainage	Inspect covering, seams, flashing, penetrations, drains, scuppers, gutters, downspouts, ponding and interior leak signs.	Quarterly and after major weather.
Fire/life safety	Inspect alarms, extinguishers, sprinkler visibility, fire doors, exit signs, emergency lights, generator and call-for-aid systems.	Monthly visual; annual licensed vendor.
Elevators/lifts	Review certificate, service log, leveling, door operation, emergency phone, lights, machine room and reported entrapments.	Daily visual; vendor schedule.
Pest control	Review sightings, sanitation, exclusion points, treatments, follow-up and resident coordination.	Monthly trend; as needed treatment.
Accessibility	Inspect routes, ramps, parking, doors, hardware, grab bars, call systems, visual/audible devices and accessible appliances/features.	Quarterly common; annual units.
Generators	Check fuel, oil/coolant, battery, alarms, transfer switch, load/exercise log and enclosure.	Monthly exercise; annual load/vendor service.
Irrigation/landscape	Inspect leaks, overspray, controllers, drainage, branches, roots, sightlines and storm hazards.	Monthly/seasonal.

Unit Turn and Move-In NSPIRE Checklist

- ☐ All prior resident property removed and unit secured.
- ☐ Complete NSPIRE unit inspection and create work orders for every deficiency.
- ☐ Smoke and carbon monoxide alarms installed, tested and documented.
- ☐ Electrical outlets, switches, GFCI/AFCI and panel safe and functional.
- ☐ Heating/cooling, thermostat, ventilation and condensate systems operate.
- ☐ Hot and cold water, drains, toilet, sinks, tub/shower and water heater operate without leak.
- ☐ Entry door, interior doors, windows, locks and egress paths function.
- ☐ Range, oven, refrigerator and exhaust/ventilation operate safely.
- ☐ Floors, walls, ceilings and cabinets are clean, sound and free of sharp edges/trip hazards.
- ☐ No mold-like substance, unresolved water damage, infestation or sewage condition.
- ☐ Accessible features required for the unit are present and secure.
- ☐ Final supervisor quality-control inspection completed before occupancy.
- ☐ Photos, meter readings, keys, appliance serials and completed work orders retained.
- ☐ Move-in inspection reviewed with resident and signatures obtained.

Mold, Moisture and Leak Response Checklist

- ☐ Record report date/time, location, resident concerns and observed conditions.
- ☐ Identify and stop active water source or implement immediate mitigation.
- ☐ Assess visible affected area, concealed moisture indicators and HVAC/plumbing involvement.
- ☐ Use appropriate moisture measurements and photographs.
- ☐ Determine whether temporary relocation, containment, specialist or licensed contractor is needed.
- ☐ Protect occupants and workers; follow PPE and containment procedures appropriate to scope.
- ☐ Remove or clean affected material under the approved protocol.
- ☐ Dry area and verify moisture source correction before reconstruction.
- ☐ Inspect adjacent units/areas when migration or common source is possible.
- ☐ Issue resident instructions and follow-up appointment in accessible language/format as needed.
- ☐ Complete post-remediation visual and moisture verification.
- ☐ Close work order only after supervisor review and resident follow-up.

LIHTC, HOME and SAIL Physical Condition Checklist

Control Area	Inspection Requirement	Evidence
Unit sample readiness	Maintain all units, not only anticipated sample units, in safe, sanitary and operable condition.	Annual unit inspections and work-order history.
Common/site condition	Maintain accessible routes, common systems, exteriors, grounds and amenities.	Property inspection and photographs.
Life safety	Current inspections/certifications and completed corrective work.	Vendor reports and certificates.
HOME property standards	Apply the property standards and inspection requirements identified in the written agreement and current program rules.	HOME agreement crosswalk and inspection records.
SAIL requirements	Apply Florida Housing loan documents, regulatory agreement, monitoring guide and applicable physical-condition obligations.	SAIL compliance file and monitoring responses.
LIHTC requirements	Maintain suitable-for-occupancy condition and respond to state agency/investor physical findings within required periods.	State/investor reports, evidence and closeout.
Accessibility	Maintain required accessible units/features and reasonable accommodation modifications.	Accessible inventory and inspection checklist.
Capital/reserves	Align recurring deficiencies and component age with CNA and reserve planning.	CNA, reserve schedule and approved capital plan.

NSPIRE Deficiency Register and Closeout Form

Field	Required Entry
Property / building / unit	
Inspectable area	Unit / Inside / Outside
Standard / item	
Observed deficiency	
Severity	Life-Threatening / Severe / Moderate / Low
Date/time observed	
Resident protection / interim mitigation	
Work order / contractor	
HUD or internal deadline	
Correction completed	Date/time and description
Evidence	Photo, invoice, certification, test result
Resident notice / access attempts	
Supervisor verification	
HUD system submission, if required	
Reinspection / closure	

Maintenance KPI and Quality Assurance Dashboard

Metric	Definition	Frequency	Target / Review Trigger
Emergency response	Average time from report to onsite response.	Monthly	Immediate response; investigate outliers.
LT/severe closeout	Percent corrected or mitigated within applicable deadline.	Weekly/Monthly	100%.
Moderate closeout	Percent with evidence within 30 days.	Monthly	100% unless shorter rule.
Low closeout	Percent with evidence within 60 days.	Monthly	100% unless shorter rule.
PM completion	Completed scheduled PM / due PM.	Monthly	95% or higher; 100% for life safety.
Work-order aging	Open routine orders by 0-7, 8-14, 15-30 and over 30 days.	Weekly/Monthly	Management review of over-30 and repeat issues.
Repeat work orders	Same asset/condition recurring within review period.	Monthly	Root-cause analysis.
Unit turn days	Vacancy date to maintenance-ready date.	Monthly	Track by property and reason for delay.
NSPIRE self-inspection findings	Open deficiencies by area/severity.	Quarterly	Downward trend and no overdue LT/severe.
Mold/leak closeout	Cases open, source corrected, remediation verified.	Monthly	No unresolved active moisture.
Capital risk	Critical components without funded replacement plan.	Quarterly	Escalate to capital plan/Board.

Expanded Emergency Preparedness, Business Continuity and Hurricane Response Plan

Purpose: Establish comprehensive emergency preparedness, hurricane response, disaster recovery, continuity of maintenance operations, resident protection, and post-event property restoration procedures for all LHA-owned, managed, and affiliated properties.

LHA shall maintain a written Incident Command structure identifying executive leadership, maintenance command, logistics, communications, resident services, procurement, finance, and recovery functions.

Annual preparedness reviews shall be completed before the start of hurricane season and documented for Board review.

Pre-Season Preparedness (January-May)

- Review emergency contracts, generator vendors, fuel vendors, tree-trimming contracts, roofing contractors, restoration vendors, and debris-removal contracts.
- Verify emergency contact lists and mutual-aid resources.
- Inspect roofs, gutters, drainage systems, generators, transfer switches, pumps, emergency lighting, fire alarm systems, elevators, and communication systems.
- Update accessible resident assistance registry and emergency accommodation plans.

72-48 Hours Before Storm

- Activate incident command structure.
- Secure construction sites, dumpsters, loose materials, maintenance yards, and equipment.
- Stage emergency supplies, fuel, generators, pumps, tarps, plywood, water, PPE, and communications equipment.
- Issue resident preparedness notices in accessible formats and languages when needed.

24 Hours Before Storm

- Suspend nonessential work orders.
- Perform final drainage and roof inspections.
- Test backup communications and emergency generators.
- Protect critical records and IT systems.

During Storm Event

- Life safety first. Staff shall not perform field repairs during unsafe conditions.
- Document major incidents, leaks, floods, structural damage, power failures, and resident displacement needs.

Post-Storm Recovery

- Perform rapid damage assessment within 24 hours when conditions permit.
- Categorize repairs: life-threatening, severe, moderate, and routine.
- Document insurance, FEMA, HUD, HOME, SAIL, and LIHTC damage records.
- Track all emergency procurement and force-account labor separately.

Hurricane Recovery Inspection Checklist

- ☐ Roofs inspected and photographed
- ☐ Building envelope inspected
- ☐ Flood and water intrusion assessed
- ☐ Electrical systems evaluated before re-energizing
- ☐ Generator operation verified
- ☐ Fire alarm and sprinkler systems restored
- ☐ Elevators inspected and certified when required
- ☐ Accessible routes restored
- ☐ Resident communication completed

☐ Insurance documentation uploaded