

HOUSING AUTHORITY OF THE CITY OF GOLDSBORO, NC

P O BOX 1403 · GOLDSBORO, NORTH CAROLINA 27533-1403
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COMMISSIONERS:

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ANTHONY GOODSON, JR., CHIEF EXECUTIVE OFFICER

PHILIP A. BADDOUR, JR., ATTORNEY

MAYOR CHUCK ALLEN, EX-OFFICIO

April 24, 2017

Re: Notice of Revision to Maintenance Charges

The Housing Authority of the City of Goldsboro (HACG) has revised the Maintenance Charges to Residents. The proposed effective date for the new charges is July 1, 2017. These charges have not been revised since 2012, but due to rising costs, it was found necessary to increase our charges in order to maintain the units in a decent, safe, and operational manner. All changes are highlighted in yellow. In accordance with federal regulation we will hold a 30-day public comment period beginning on May 1, 2017 and ending on May 31, 2017. During the comment period, the proposed Maintenance Service and Maintenance Charge Sheet will be posted at each Development's Management Office, the HACG Administrative Office, the Occupancy Office, and the HACG website (www.hacg.org).

Comments must be in writing. Written comments must be provided as follows:

By Email:

Subject: Public Comment
Eliana Jones
ejones@hacg.org

By Mail:

Housing Authority of the City of Goldsboro
Attn: Eliana Jones
PO Box 1403
Goldsboro, NC 27530

By Hand Delivery:

HACG-Administrative Office
Attn: Eliana Jones
700 North Jefferson Avenue
Goldsboro, NC 27530



The Housing Authority of the City of Goldsboro Maintenance Service

Effective July 1, 2017

For ALL maintenance work orders during regular business hours Monday-Thursday 7:00AM-6:00PM, **PLEASE CALL THE WORK ORDER CLERK at (919) 735-4080**. If you are directed to the voicemail please leave your name, unit address, telephone number, and a description of your maintenance issue and your request will be processed. Property Managers and Maintenance Staff cannot take work orders.

All non-emergency work orders are processed in the order that they are received. Allow 3 business days for maintenance to assess your work order.

After-hour maintenance work orders only apply for emergency maintenance (see guideline below).

For emergency maintenance work orders between the hours of 6:00PM-7:00AM, Monday-Thursday and anytime the administrative/management offices are closed, please call the emergency maintenance line at your community:

- Fairview: (919) 920-4181
- Lincoln: (919) 920-4775
- Elmwood, Little Washington, Woodcrest: (919) 252-8927
- West Haven: (919) 252-8948

Emergency Maintenance Guideline:

The following issues qualify as after-hour maintenance work:

- Gas leaks, either inside or outside of the unit (smell or sound)
- Broken water/sewer pipes, either inside or outside of the unit
- Leaking water heaters
- Electrical shortages (if smoke is visible)
- Refrigerator/freezer not keeping food cold **and HACG will not reopen within 24hrs**
- Heating failures between October 15th - **April 15th** and temperature is less than 50 degrees outside
- Lock outs for elderly/disabled only (Must have photo identification)
- Clogged commode, **if only one commode in the unit and HACG will not reopen within 24hrs**
- Broken-out window glass/doors (police report must be filed)
- Fire/Smoke Detector going off **(Beeping/Low Battery is not an emergency)**
- **Collapsing Wall/Ceiling**
- Severe storm damage

* **Please Note:** A **\$100.00** nuisance charge will be assessed for non-emergency calls responded to as an emergency.



The Housing Authority of the City of Goldsboro
 Maintenance Charge Sheet
 Effective July 1, 2017

It is the policy of the Housing Authority of the City of Goldsboro not to charge tenants for normal wear and tear. HACG reserves the right to determine whether necessary repairs are due to normal wear and tear or due to damage and negligence by the tenant. Charges for repairs due to damage and negligence by the tenant will be based on actual material cost and hourly labor to make the repair.

This is not an exhaustive list. Any materials or charges not listed below will be charged based on the present cost at the time the item/service is solicited. All charges will be due in full no later than 30 days after the change is posted to the residents account.

Item	Charge
<u>FINES</u>	
Driving/Parking on the grass – 1 st offence	\$50.00
Indoor items stored on porch – 1 st offence	\$25.00
Tampering/Removing Smoke Alarm – 1 st offence	\$100.00
Trash not picked up within 20' of unit – 2 nd offence	\$20.00
Smoking on HACG Property – 3 rd offence	\$50.00
Washing Vehicle – 1 st offence	\$30.00
<u>MISC</u>	
City Trash Violation/Replace Can	Cost
Fire Damage	Cost
Labor (Per Hour)*	\$17.50
Loaner Fans/Heaters not returned	Cost
Nuisance Non-Emergency Call	\$100.00
Trash Out	\$150.00
Unlocking Doors during Business Hours * *	\$25.00
<u>LOCKS</u>	
Additional Key	\$4.00
Lock Change due to keys being lost/stolen or not all returned	\$54.00
Mailbox Lock Change	\$15.00

BATHROOM

Bath Sink	\$66.19
Bath Sink Faucet	\$91.45
Bath Sink Stopper	\$.44
Medicine Cabinet	\$44.27
Medicine Cabinet Shelf	\$1.77
Shower Curtain Rod	\$2.95
Shower Head	\$3.83
Shower/Tub Grab Bar	\$20.87
Towel Bar	\$4.80
Toilet Paper Brackets	\$2.55
Toilet Paper Roller	\$.39
Toilet Regular or Handicap	\$176.49
Toilet Seat Regular or Handicap	\$15.68
Toilet Tank Lever	\$1.24
Toilet Tank Only	\$69.74
Tub Faucet with Handle	\$106.32
Tub Spout Diverter Chrome	\$12.05
Tub Stopper	\$.56
Unstop Sink/Rod out	\$50.00
Unstop Toilet/Rod Out	\$50.00

KITCHEN

Bake/Broil Element	\$8.81
Breaker Strip	\$5.99
Clean Range	\$75.00
Clean Refrigerator	\$75.00
Door Handle	\$21.24
Drip Pan Large 8"	\$1.58
Drip Pan Small 6"	\$1.24
Kitchen Faucet w/sprayer	\$90.74
Kitchen Sink Stopper	\$.44
Oven Rack	\$35.42
Range Hood	\$83.21
Shelf	\$26.79
Sink Basket Strainer	\$1.11
Refrigerator	\$504.73
Stove Gas 30"	\$326.45
Stove Electric 20"	\$321.12
Stove Electric 30"	\$325.39
Stove Knob	\$3.67
Unstop Kitchen Sink/Rod out	\$50.00
Vegetable Drawer	\$24.38

WINDOWS

Glass/Pane	\$100.00
Window Lock	\$1.65
Window Screen Repair (Any size)	\$20.00
Window Shade (Any size)	\$20.00

DOORS	
Door Knob	\$20.17
Exterior Door	\$261.18
Interior Bathroom Door	\$39.68
Interior Bedroom Door	\$41.08
Interior Closet Door	\$38.28
Screen Door	\$378.25
Screen Door Closure	\$8.59
Screen Door Latch	\$9.55
CARPENTRY	
Baseboard (Per foot)	\$0.44
Cabinet Hinges	\$.72
Ceiling Tile	\$1.25
Closet Rod	\$7.50
Countertop Replacement (Per Linear Foot)	\$14.09
Floor Tile (Each)	\$1.03
Holes in Wall (Per Room)	\$50.00
Stair Treads	\$23.09
Stairwell Riser	\$10.55
ELECTRICAL	
Bathroom/ Bedroom/Hall/Kitchen Fixture	\$35.00
Cable/Telephone Plate	\$2.68
GFCI	\$11.95
Inside Globe	\$7.95
Light Bulb ***	\$5.00
Porch Globe	\$2.25
Receptacle	\$0.59
Receptacle Plate	\$0.42
Thermostat	\$45.00
WATER HEATER	
Water Heater - Electric	\$333.39
Water Heater - Gas	\$495.23

*Labor is charged in 30 minute increments

**In order to unlock doors during business hours, tenants must have photo Identification. Unlocking doors after business hours are for elderly/disabled residents ONLY.

*** This charge does not apply to elderly & disabled residents