

4/7/10 – Research Results

Do you contract out your maintenance? In your opinion, how does it compare to having maintenance person on staff?

We contract out for yard work only and we like it because our maintenance staff can work on maintenance work such as preparing for occupancy, preventive maintenance and allowing time to do other work.

We have a magnificent maintenance supervisor that says that contract labor does not do the quality of work that he expects. Am I lucky or what!

For the most part no, but we have started this year with contracting out the landscaping on two of our large complexes. This has worked out well. They bring a large crew and get it done quickly. Since this is their area of expertise, we have also gotten a more "finished" look.

Only grounds at two elderly sites.

We use staff, much more cost effective for us.

No – we only did for large rehabs when our maintenance worker was inundated with work orders or a make ready.

Have an as needed maintenance person. He works for the school and comes in around 4:30 to see if we need anything. Also is available after hours via a phone call.

Our maintenance man has been here 21 years, he has learned everything in all fields and when he was out for 2 1/2 months with medical problems, it costs us dearly to contract out even minor maintenance such as leaky faucets, mowing etc. In that time period, we paid over \$2,700.00 to contract labor etc, so even at maintenance salary and overtime, I would have come out ahead with maintenance person.

We contract out maintenance. I used to have a man who lived here and did the maintenance. He got to where he just did things without asking me. Changing a light bulb for an elderly tenant wasn't a big deal, but calling the plumber when he couldn't didn't want to handle the problem became an issue. Now I have a guy who just just changes filters who lives at the apartments. Everything else goes through me. Cost balanced out because the extra time it took him to paint and the money for painting equipment was higher sometimes than just hiring a regular painter. Got Section 3 brownie points for having someone at the complex do the work

tho'.

We contract out maintenance for plumbing and electrical that regular staff can't handle (like major repairs and replacements). Because we are a very small Authority, our maintenance all have full time jobs outside of the Housing Authority and just work after hours and on weekends. For emergencies, we have been fortunate that their other employers have let them off to come to the Authority.

We contract out the plumbing and electric. We don't have money for a full time maintenance person.

All in-house maintenance except for some after-hours janitorial services at our Administrative Office. Our in-house folks do a far better job, but of course they can't clean our offices while we are seeing clients.

We have an Interlocal Agreement with our City for a maintenance person. It works very well for us.

Yes and no. We have maintenance staff but at times they need help. In my opinion, it is difficult to contract out because the quality of work varies by contractor.

We do contract out the maintenance. PHA has a part time maintenance staff but the plumbing, electrical, painting, grounds maintenance are all contracted out. It has been cost effective.

All our maintenance staff are regular, full time employees. We do contract out for jobs (repairs) that require special skills.

Yes, contract out maintenance. Works well for us.

No, I have a full time Maintenance Foreman that handles everything onsite immediately and is on call 24/7, he is the best. We do not have any maintenance issues that linger on and all work orders are addressed and/or completed daily unless it's a problem that takes more than one day to complete. I also have a backup maintenance technician that is on call for emergencies or priority issues when my foreman is out of town, he is paid a call out fee and then hourly. To me there is no comparison of the two, having onsite maintenance is indispensable to us.

I have been contracting the maintenance for about 9 out of the 12 years that I have been at Mabank Housing. When I started, there was one on workman's comp and within a year another maintenance man went on workman's comp (and neither of them actually got hurt on the job here but I could not prove it.) I

tried quite a few over the next two years and had nothing but problems. I could not keep the good ones and could not get rid of the bad ones. The last one put us through such an ordeal when I had to fire him that I got permission from my board to start contracting the work. It has worked out great and I will never go back to a full time maintenance man on staff! They do have to pass a background check. I have a contract for the Lawn Service and I have a regular A/C service and Plumbing service, but the routine maintenance and makeready is on an as-needed basis – no contract. We have enough work to keep them busy year round. I usually keep the same one for quite a few years and if I am not happy with their work, I just let them know and find someone else. No firing and having to deal with Texas Workforce. With the economy so bad and jobs so hard to find, there is a gold mine of maintenance men looking for work. I may use one or more for back-up help during HUD inspections or if there are a number of makereadys at one time. I try to hire unemployed or retired tenants as backup help when I can because of Section 3.

We have tried it both ways– there are pros & cons for each way. The key is finding the right person for the position. Not an easy task. We have gone through several, & they all want to move up to the lead maintenance after they have done it for a short while, & we only have one of those positions. Total staff benefit package can be much more than a contractor cost; however, the work gets done faster with contractor, all on the same day. There are more HR–employee related issues. But you have an additional person on hand to help with other maintenance issues/or be on call.

I do contract some out, but also have full time maintenance as well. I have one maintenance man retiring this year and plan to replace him using contract.

Maintenance staff is preferred, although for specialty issues or major issues we contract it out.

Yes works well for small PHA(14 units)

We only contract out the lawn care and pest control. It saves our maintenance man lots of time!

My maint. is contract but they been working for me for two years.

Yes we contract maintenance out. It, of course is not as efficient as staff but we are too small for staff. (20 units of public housing) By contracting we do get a better quality of maintenance person but no one to do the really small things. It is also very pricy but was in place when I got here.