

7/9/20

How do you compensate your maintenance staff for after-hours/on call duty? Do you have a procedure or policy regarding what is considered an emergency call?

Maintenance receives same amount of time off as the time spent on after-hours calls. The maintenance staff and management determines what is an emergency on after hours calls. (Avinger)

If called after hours or at a time he isn't working then I pay for 4 hours. (Bridgeport)

Emergency is after normal posted hours-WH leaking, fire, flood, AC/heat out & needed due to outside temps. Call out pay is \$50.00 plus hourly pay to fix problem. If problem is tenant's abuse/ or false call - Tenant will pay half charge and cost of part. (Buffalo)

They drive the company vehicle home and back the week they are on call. They carry a box of commonly used parts. They are paid \$1.00/hour for being on call. Once they receive a call, they get paid their overtime rate from the time they leave their house until they return. They carry the emergency on call cell phone. (policy attached) (CTHC)

Maintenance staff is paid hourly (overtime included if necessary) for actual time with a two hour minimum. Emergencies are only health and safety issues (Winnsboro)

Comp time...1.5 x hours worked (Cooper)

The state of Texas requires that maintenance be paid 1.5 time for any over time. Our maintenance guys are both scheduled for 40 hours. If they are called out they are paid. We are not allowed to give them time off for overtime. When I came to this authority many years ago the maintenance people were comped with time off. (Deleon)

Emergency calls are for fire and safety issues: smoke alarm beeping; major water leaks; doors or windows not locking/operating properly; toilets backed up; air conditioner unit not working; refrigerator or stove issues. (Denison)

Our maintenance team is paid time and a half for over time pay. We have an emergency cell phone carried by the maintenance team on a rotation. (Killeen)

we pay them either for the hours worked plus one hour or 1 hour for each call even if it takes 15 minutes. (Dublin)

Since neither of our maintenance people work 40 hours per week, we pay regular pay for 2 hours for a call-out, whether it takes 5 minutes or 2 hours to complete. Rarely does it take more than a few minutes to "patch up" the problem until the next work day. (Edgewood)

Our maintenance staff get 2 hours regular pay for call outs or emergency type work orders, even if the job takes less than 2 hours to complete/abate. (Flatonia)

Maintenance receives overtime if there is a call out. Emergency calls are strictly for stoppages, electrical issues, a/c (elderly or disabled only), and major water leaks. All others will be taken care of on the next business day. (Huntsville)

A list of what is considered an emergency call is given to each tenant at time of Move-In. A reminder list is sent out each spring and fall to coincide with AC and heating calls. If maintenance is sent out on an after hour call they are compensated two hours for the call. If the call takes longer than two hours they are paid the actual time worked. (Kenedy)

After hour pay time and half for emergencies only. Policy for emergencies (Livingston)

We do a \$75 for being on call. Minimum 2 hours pay for a call out. If they complete a call and are back home in an hour, they get paid 2 hours. If they get home in an hour and get called out it's another 2 hour minimum. If they are out on call 1 and get call 2 while they are out, it rolls into the first call, minimum 2 hours or actual time if over 2 hours. They have to work 40 hours to get time and a half. If they take sick, vacation or holiday overtime does not kick in until 40 hours is actually worked. If there is a question about emergency status, call a manager or supervisor. (Lubbock)

They would get a minimum of an ½ an hour pay for any and all after hours calls. The attached sheet is our procedure for after hours calls. The 2nd page is given to residents when they move in so that they know what constitutes an after hour call. (Mabank)

1.5 hours for call outs (policy) (Mathis)

Our Maintenance Director receives \$50 p/hr after-hours and weekend emergency only calls. If it isn't considered a HUD emergency, we work with our tenants and assure them it will be assessed/addressed on Monday. (Bartlett)

We pay them overtime...any call after hours (5:00 PM), holiday or weekend is considered an emergency call. (Mission)

We do not have an on call plan. If they are available to take a call after hours, they are paid overtime for the time worked. We respond to calls that involve life, health, or safety as emergencies. Either maintenance or one of our contract professionals respond to the call. (Mt. Pleasant)

Time and a ½ per hour. Water leaks, gas smells, fires (and case by case basis) are our emergencies. (Paris)

We don't, but we are contemplating a \$100 or \$200 monthly stipend or equivalence.

An Emergency issue is one that, if not dealt with promptly, could cause injury, loss of life, threaten health or cause serious property damage. Examples of such issues are: Leaking or broken gas lines, fires, loss of all power, broken water lines, exposed electrical lines, loose ceilings, no heat (when the outdoor temperature is below 40-degrees F), no air conditioning (in elderly housing when the outdoor temperature exceeds 85-degrees F), lockouts, broken exterior door locks or other conditions that might cause harm to the resident or others or damage to property. Emergency work will be completed immediately or, if that's not possible, within 24-hours. An Urgent issue is one that would create a major inconvenience for residents but which is not life-threatening and will not cause serious property damage. Examples of such issues are: Sink or toilet stoppage or a refrigerator not cooling. Urgent work will be completed within 48-hours. (Pecos)

Anything over 40 hours is Overtime. Yes the procedure is to come and try to fix the situation and if it is beyond maintenance staff, they call the plumber, electrician or AC company. (Rockdale)

Whoever is on call M-F time ½ after hour and double time on weekend. Yes we have procedure for emergency call (San Marcos)

Overtime hours are given in comp time (San Saba)

Maintenance gets paid time and a half once they have worked their forty hours. The positions working that do after hours/on call duty are paid a couple of steps higher to start with. We have a list of call items we will do after hours or during mandated emergency orders. (Waco)

We do have a procedure for what is considered an emergency call. For after hour emergency calls, maintenance pay starts when they receive the call. They receive pay in increments of 1 hour. Example: if actual work hours is 1.5 hrs, time is rounded up to 2 hrs. If called in on holiday, they receive double time pay plus holiday pay. (Whitesboro)

The below is within our Rules and Regulations Policy. We do not pay after hours pay, due to taking any time such as that off early during the next week.

## MAINTENANCE & REPAIRS EMERGENCY

CALLS FOR **EMERGENCY** MAINTENANCE WORK CAN BE MADE AT ANY TIME (day, night, weekends, and holidays).

\*\*The following types of work will be treated as an **EMERGENCY**:

- a. Air conditioning or cooling problems in extreme heat situations.
- b. Heating system problems in the winter.
- c. Sewer stoppages affecting all toilets (not just a backed-up sink or hand basin).
- d. Breaks in water lines, or major water leaks.
- e. Electrical failures (affecting more than just a single lighting circuit).

(Please see if your neighbor's electricity is on before calling)

f. Lock-out (resident will be billed the current charge for responding after hours). Doors will not be unlocked for any person under 18 years of age, or a person not listed on the lease. Proper identification must be provided at the time of emergency response.

g. Broken windows that present safety hazards. The glass may not be replaced, but the area will be secured.

\*\* If a maintenance employee is dispatched to an "emergency" which does not fit the above descriptions, charges will be assessed to the resident's account for the call according to the Sales and Service Schedule of Charges. (Wortham)

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**CENTRAL TEXAS HOUSING CONSORTIUM**  
**TEMPLE HOUSING AUTHORITY**                      **BELTON HOUSING AUTHORITY**

**BARBARA B. BOZON, CPA**  
EXECUTIVE DIRECTOR

**MEMORANDUM**

**DATE:** April 1, 2010  
**TO:** CTHC Residents  
**FROM:** Barbara B. Bozon, Executive Director   
**SUBJECT:** Emergency Maintenance on Weekends, Holidays, and Non-Business Hours

Our on-call maintenance technicians will perform maintenance during non-business hours if the maintenance call is determined to be an emergency. An emergency is defined as a situation where maintenance must be performed to correct a condition that poses an immediate threat to life, health, safety or property, or related to fire safety.

Examples of valid emergency maintenance requests are listed below:

- Door kicked in (Exterior doors only)
- Electric power is off in the apartment (Lack of power to one room does not constitute an emergency)
- Elevator not working
- Fire panel beeping or alarm sounding (Frances Graham Hall, Kyle, Golden Haven)
- Fire and/or smoke coming from an apartment in our apartment community
- Flooding in apartment (This could be caused by an overflowing toilet, burst pipes, washing machine, etc.)
- Gas smell
- Heater not working and temperatures are below 60° at night
- Lock-Outs (Resident must have a valid ID and be on the apartment listing to gain entry if it is an exterior door.)
- Refrigerator not working
- Sewer is running out of a manhole or a clean-out in our apartment community
- Smoke detector alarm going off
- Toilet is stopped up (When there is only one toilet in the apartment)
- Water is not on at apartment
- Windows broken
- Electrical outlet **IS** sparking
- Air conditioner is not working and day time temperatures are over 90° (Minor repairs will be made. If replacement of the entire unit is necessary, that will be done the next business day.)
- Health / welfare check on residents or open door for emergency personnel

A charge will be assessed in accordance with the current schedule of charges for any items listed above that are caused by resident actions.

Examples of non-emergency maintenance requests are listed below:

- Electrical outlet does not work (If it is **NOT** sparking)
- Hot water heater is not working (This normally entails extensive work that will be completed on the next business day.)
- Toilet is stopped up but there is more than one toilet in the apartment
- Water leaks (Minor leaks such as kitchen sinks, faucets, etc.)
- Window is cracked but not broken
- Dishwasher or washing machine not working

Should you require emergency maintenance in your apartment on weekends, holidays, or non-business hours, please call 770-8280. If you are not sure if your request is considered an emergency, please call the number and the maintenance technician will determine whether your request is considered an emergency. If necessary, the technician will discuss the situation with his supervisor. Any non-emergency maintenance requests should be reported as soon as possible on the next business day.

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**700 WEST CALHOUN AVE. • 254-773-2009 • FAX 254-773-1958**  
Reply to: P.O. Box 1326, Temple, Texas 76503-1326





# Mabank Housing Authority

200 E. Jack St./P.O. Box 1026

Mabank, Texas 75147

[mabankhatx@aol.com](mailto:mabankhatx@aol.com)

TTY: 1(800) 735-2989



Ph: 903-887-4220

Fax: 903-887-1671

## EMERGENCY CALL OUT PROCEDURES

- Page 1. Emergency Call Out Items (What is an Emergency Call and how it should be handled by Maintenance and Office Employees.)
- Page 2. Call Out Work Order Procedure. (How to handle the actual paperwork of an Emergency Call out.)

Executive Director: Chrissy Adams -  
Admin Assistant: Belinda DeWitt -  
Maintenance: Robert Mitchell -  
Junior Williams-



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Mabank Housing does not discriminate against persons with disabilities



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## **EMERGENCY CALL OUTS**

### **903-386-3817**

If you have one of the following Emergencies with your apartment Maintenance WILL COME OUT to repair it:

- ❖ Gas smell in or outside your unit. Call ATMOS Energy before you contact Maintenance.
- ❖ Flooded unit, water leak inside or outside your unit. (Not small drips or leaks, those can be repaired the next business day.)
- ❖ Broken Glass (Windows or Doors).
- ❖ Broken or damaged door locks (Front or back solid doors, Screen doors **ONLY** if it cannot be opened)
- ❖ Overflowing toilets or sewer lines (Attempt to plunge your toilet before calling Maintenance).
- ❖ No Heat when the inside temperature falls below 60 degrees Fahrenheit from November 16<sup>th</sup> thru March 15<sup>th</sup>
- ❖ No Air Conditioning . (When the inside temperature is above 85 degrees Fahrenheit from June 01<sup>st</sup> thru October 1<sup>st</sup>.)
- ❖ Smoke detectors and/or Carbon Monoxide Detector. (Do not take them down or the battery out - Fees will be assessed to your account if you do)
- ❖ Fire or Major Weather Catastrophe
- ❖ Unlocking your unit for you due to lost key or broke off key in the lock.
- ❖ No power due to the weather (Maintenance will only come out if the power is **NOT** off due to non-payment of your electric bill)

If you call for anything other than the items listed above Maintenance WILL NOT COME OUT until the next business day. If maintenance has any questions about the call that has been placed to them in reference to an Emergency Situation, they will contact Office Staff for approval to repair that same day. Please remember, Housing Authority Employees enjoy their time with their families also. Thank you for understanding and helping us with this issue.



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## Call Out Work Order Procedure

All call out work orders should be handled in the following way:

1. Emergency call out work orders are to be turned in the next business day after you have logged them in your After Hour Time Sheet Books.
2. Any after hour work orders performed Thursday after closing and over the weekend are to be turned in on the Monday morning (next business day) following the weekend the work was done after you have logged it in your After Hour Time Sheet Book.
3. Then place them in the Executive Director box by their office door for review.
4. If you go out on an after hour call that is not an item listed on the Emergency Call Out Sheet or you do not have approval from Housing Authority Office Staff it will **NOT** be considered approved after hour time.



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