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TECHNICAL HANDBOOK FOR  
ENVIRONMENTAL HEALTH AND ENGINEERING  
VOLUME IV - REAL PROPERTY MANAGEMENT  
**PART 36 - QUARTERS MANAGEMENT**

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**CHAPTER 36-6 MAINTENANCE AND REPAIR**

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**36-6.1 PURPOSE**

- A. Safe conditions - Indian Health Service (IHS)-controlled housing shall be continuously maintained in that state of repair which will assure safe and otherwise acceptable living conditions for all occupants.
- B. Maintenance Budgets - Maintenance Budgets shall be managed cost effectively consistent with protection of the Government investment over the anticipated useful life of each structure and consistent with IHS long-term utilization plans.

**36-6.2 MAINTENANCE STANDARDS**

Effective maintenance standards shall be adopted for all IHS controlled quarters. In order to provide necessary flexibility, considering widely varying local conditions and construction practices (climate, type of construction, state of repair, etc.), detailed standards for maintenance and repair shall be developed by each office/installation responsible for IHS-controlled housing. Among other resources, the following should be used in developing these standards.

- A. Available standards and cost information for comparable private or other Government-managed family housing, and
- B. Department of Labor statistical data, public utilities data, etc.
- C. IHS Technical Handbook for Environmental Health and Engineering, Vol. VI.

**36-6.3 RESPONSIBILITY FOR MAINTENANCE AND REPAIR**

A. FACILITY MANAGER

- (1) Annual Inspection - The facility manager is responsible for initiating an annual inspection of each housing unit. The inspection team should include the Delegated Official/Housing Officer (DO/HO), the facility management supervisor, and an environmental health representative; others may be included if necessary. At the time of the inspection, the type and degree of each deficiency identified shall be noted on a Form PHS-6068, "Quarters Deficiency Checklist." See Chapter 36.11. Subsequently, a cost estimate and a repair schedule shall be developed. Copies of the Checklist will be distributed to team members and to other appropriate staff, e.g., those responsible for development of program planning

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and necessary funding to enable accomplishment of required corrective actions.

- (2) Maintenance Plans - Quarters maintenance plans shall be developed by each office/installation responsible for IHS controlled housing in accordance with the following criteria:

a. Interior Painting

- When the period of occupancy is 2 years or more, painting should be accomplished at each change of occupancy or at 3-year intervals.

When the period of occupancy is less than 2 years, touch-up painting and/or washing of painted surfaces should be employed in lieu of a complete painting throughout, if the desired results can be obtained. The paint used should be a high quality, washable paint which will give complete coverage in one coat.

- Allowable interior paint colors will be determined locally. Color selections will be limited to pastel and neutral shades. Color extremes will not be permitted.

- b. Exterior Painting - Exterior painting schedules will be established locally, based on the need to preserve structural integrity considering local climate and type of construction, rather than solely on appearance.

- c. Floors - Wood floors should not be sanded and/or refinished more often than once every 6 years, and then only if needed.

d. Replacements

- The replacement of major structural/ mechanical components or extensive maintenance/repair (other than exterior painting) and the replacement/repair of inoperable components requisite to continued occupancy, e.g., heating plant, hot water heater, etc., shall be limited to items in housing:

a. for which the anticipated occupancy or IHS controlled use period is at least 5 years, or

b. where the recurring maintenance or repair costs of the existing components, over the next 5-year period, are expected to exceed the replacement cost.

- Exceptions to provisions under paragraph (36-6.3A(2)(d)), shall be approved by the responsible

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DO/HO based upon documented evidence supporting the exception.

- e. Lawns and Landscaping - Lawns, flowers, and plantings in the immediate vicinity of any IHS-controlled quarters unit will be maintained by the occupant. Lawn maintenance may be accomplished by the installation's facilities management staff in those large, clear areas where it is feasible to use gang mowers for grass cutting (including such areas in the vicinity of quarters units).
  - f. Paved Areas - Maintenance of paved areas shall be accomplished by the installation's facilities management staff on a routine basis. Patching and resealing of paved surfaces and cleaning of drainage ditches and paved areas shall be accomplished as often as required to insure against major damage and the resultant necessity for complete resurfacing. Whenever complete resurfacing is required for reasons other than normal deterioration, the underlying cause shall be identified and corrected first.
  - g. Preventive Maintenance Inspections - Routine preventive maintenance (PM) inspections of equipment and/or systems shall be conducted only if breakdown or failure will likely occur if such service is not performed at regular intervals. Regular PM intervals are semiannual, at seasonal changes.
- (3) The responsible facility manager shall maintain current records of expenditures of funds for housing maintenance and/or repair (amount spent for labor, supplies, and materials). With this information, and knowing the types and the volume of work being performed, he/she will continuously evaluate the effectiveness of the maintenance effort and assure maximum efficiency.

B. IHS HOUSING OFFICER - The responsible HO shall ensure that:

- (1) Quarters are in a clean, completely livable condition at the time of assignment.
- (2) Detailed, written requirements and instructions concerning the care of quarters and grounds, the operation of Government-owned household equipment, conservation of utilities, and responsibilities of occupants are furnished to the tenant of record upon assignment.
- (3) The Government's investment in quarters and grounds is protected through the operation of an adequate maintenance program, and the fulfillment of corresponding responsibilities by the quarters' occupants.
- (4) Maintenance of living quarters is carried out in a timely,

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effective, and economical manner.

- (5) A continuing program effort directed toward accomplishing the conservation of services and utilities is instituted and vigorously enforced.
  - (6) Appropriate action is taken to effect recovery of reasonable costs for replacement or repair, whenever an instance of loss or damage to Government property is identified and is attributed to willful acts or to gross negligence of quarters occupants (in accordance with Part V, Chapter 12 Indian Health Manual, Personal Property Management, 5-12.8, Reports of Survey.
  - (7) A continuing program of insect and rodent control is conducted for all quarters.
  - (8) The possibility of loss of life, injury, and/or property damage by fire is minimized by:
    - a. installation of an adequate number of suitable and serviceable fire extinguishers and smoke detectors in compliance with applicable codes in each quarters unit,
    - b. having each fire extinguisher checked annually and recharged or replaced as necessary; checking each smoke detector periodically to ensure it is working properly,
    - c. providing training to occupants in the proper use of fire extinguishers, and
    - d. informing occupants of the fire department telephone number and the location of any existing fire alarm boxes.
- C. HOUSING OCCUPANTS - Occupants of IHS-owned or controlled housing shall:
- (1) Routine housekeeping - Be responsible for routine housekeeping, limited quarters maintenance, upkeep of Government-owned furnishings, and care of the immediate grounds. The following activities are generally considered to be the occupant's responsibility:
    - a. Cleaning interior surfaces of all windows.
    - b. Cleaning exterior surfaces of those windows accessible from ground level or from interior of room.
    - c. Cleaning carports, garages, storage spaces, porches, steps, walks, and driveways, including snow removal.
    - d. Cleaning inside walls and woodwork.

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- e. Cleaning, waxing, and polishing furniture and floors.
- f. Cleaning light fixtures and venetian blinds.
- g. Cleaning stoves, refrigerators, sinks, tubs, toilet fixtures, washing machines, dryers, and similar household equipment.
- h. Replacement of burned-out incandescent light bulbs with new bulbs during the period of occupancy. Occupants will be provided fluorescent tubes, whenever replacement is necessary.
- I. Care of grounds in the immediate vicinity of the quarters unit, i.e., cutting, trimming, and watering of the lawn, except where it is feasible to cut the lawn with a gang mower and plant maintenance personnel have been authorized to do so.
- j. Proper care of pets, when allowed. Dogs, cats, normally caged house birds, fish and other small animals such as gerbils and hamsters, are the only types of pets that may be kept in IHS-controlled housing areas.

Other regulations concerning pets, as established by the DO, shall cover the following areas: registration and vaccination requirements, local leash laws, limitation on numbers, designation of "doggie islands," restrictions and prohibitions, etc.

- (2) Alterations - Obtain the prior approval, in writing, from the DO and the facility manager before any alterations are undertaken; e.g., wallpapering/painting, installing carpeting, renovating rooms, erecting any type structure, changing landscaping, etc.
- (3) Vacating - Leave the quarters unit and its immediate environs in a clean and orderly condition at the time of quarters clearance.
- (4) Loss or Damage - Be held personally liable for loss or damage due to negligence or willful acts of destruction, (ordinary wear and tear excepted).

#### **36-6.4 ALTERATIONS - SPECIAL FEATURES**

The types of special features which may, in exceptional circumstances, be provided, include:

- A. Fireplace inserts and similar equipment, may be provided when it can be demonstrated that such extra equipment would enhance the energy efficiency of the unit and the main heating source is generally unreliable. An example would be a unit where electric heat is the primary heating source and severe and prolonged

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electrical outages occur on a frequent basis, e.g., twice a month and lasting for several days.

- B. Food freezers may be provided at remote locations where the normal travel time to the nearest established community exceeds one hour and hazardous road conditions prevail for an extended period of time, e.g., for a week or more at a time.
- C. Partial or complete renovation of basements may be performed to provide expanded recreational areas, but only at installations which are at remote locations and where severe weather conditions prevail for extended periods, e.g., several weeks at a time.
- D. Cable television and television satellite dishes may be authorized.