

CHAPTER 2. SERVICES

PERFORMANCE OBJECTIVES

- 2-1. General. Facilities for the following project-related services shall be consistent with the MPS and adequate for a safe and sanitary living environment:
- a. Fire protection;
 - b. Mail handling and delivery;
 - c. Garbage collection;
 - d. Infestation control;
 - e. Laundry services; and
 - f. Management/maintenance services.

2-1

2/85

CHAPTER 2. SERVICES

SECTION 1: MANDATORY STANDARDS

- 2-2. FIRE PROTECTION. All buildings shall be provided with fire protection systems consisting of egress and fire (smoke) detection, notification and control systems. Systems, materials and installations shall comply with all relevant codes or the standards in this section, whichever is more stringent.
- a. Exits. All interior common spaces shall have direct access to a means of egress illuminated by 24-hour vandal-resistant lighting. For technical requirements for lighting, see paragraph 7-4. Systems shall be of the number, size, arrangement and capacity to allow prompt escape of tenants in the event of fire or other hazardous conditions.
 - (1) Signs. Code required exits that are not immediately visible shall be marked by adequately sized and illuminated exit signs as determined by relevant codes.
 - (2) Fire Escapes. Fire escapes shall be continuous, constructed of non-combustible materials and have skid-resistant treads. Fire escapes leading to public areas with counterbalanced ladders shall not extend closer than 10 feet to the ground. Fire escapes shall be stable, anchored as required, and free of rust or material deterioration. All required ladders, treads and landings shall be present, in sound condition and not substantially deformed.

- b. Fire Detection, Notification and Control. Fire and smoke detection, notification and control systems and related equipment shall be provided as determined by relevant codes. Dwelling units shall be provided with an automatic electric smoke detector located in a hallway adjacent to the bedroom(s).

2/85

2-2

Detector installation shall be governed by relevant codes. Smoke detectors for deaf tenants shall have alarm systems within the bedroom itself. Smoke detectors for units housing the deaf shall have appropriate alarm devices for both deaf and hearing family members.

- c. Equipment. Fire protection equipment, including fire hoses, extinguishers and valves, shall be protected from vandalism and misuse in a manner that does not limit emergency use. Fire equipment shall be clean, operable, in sound condition, and free of corrosion or deterioration. Fire hoses shall be free of holes, cracks or rigidity due to dried out materials. Operable sprinkler systems shall not be obstructed by hung ceilings, objects or paint.
- d. Fire-Resistance Ratings. Systems components and materials whose composition is part of the development of a fire-resistance rating (including construction and finish materials in nondwelling spaces) shall have fire resistance qualities appropriate for the location and use. (Construction materials, finishes and new and replacement furnishings in nondwelling spaces such as administration and community rooms should be made of fire-retardant material.)

2-3. MAIL HANDLING AND DELIVERY. Each dwelling unit shall be provided with either an exterior weather-resistant mailbox, an interior mailbox or a suitable mail slot in the dwelling unit entrance door. All such provisions shall conform to relevant requirements of the United States Postal Service as stated in "Apartment House Mail Receptacles, Regulations and Manufacturing Standards" Publication 17, April 1982. Mail handling facilities shall be in sound and secure condition with doors, where provided, fitting tightly and securely. Gang type mailboxes shall be fitted with 5 pin tumbler cylinder locks. Locks shall work efficiently. Mail slots in dwelling unit entrance doors shall be tight fitting and weather-resistant. When new dwelling unit doors are provided, they shall not have mail slots except in projects where exterior unit mailboxes cannot be used due to security problems.

2-3

2/85

2-4. GARBAGE COLLECTION. Waste material shall be stored and removed from the premises in a clean and sanitary manner, based on the common practice within the community for residential projects of similar design and construction.

a. Interior Collection Areas. Interior collection areas shall be located in spaces designed for that purpose and shall have a door separating the area from public spaces. Incinerator chutes shall not open directly into public areas, i.e., they shall open into a service area for that purpose. Collection areas containing flue-fed incinerators shall be a minimum of 20 sq. ft.

b. Exterior Collection Areas. Collection area enclosures and surfaces shall be of materials that are easy to clean and maintain in a sanitary condition. Central garbage can and dumpster collection areas shall be paved and sufficiently sloped to allow drainage of rain water and snow onto appropriate surfaces. Enclosures, fencing and screening shall be in sound condition, stable and adequately anchored.

(1) Location. Garbage collection areas, dumpsters and garbage cans shall be accessible to collection vehicles.

(2) Collection Area Definition and Screening. Collection areas shall be defined and screened from resident areas of multi-family buildings. Concrete pads for garbage cans shall have a 1 ft. high galvanized railing or other equivalent on 3 sides to keep the cans on the pad. Exterior incinerators and compactors shall be in screened locations to minimize potential problems from noise, air pollution, potential fire hazards or unauthorized access. Screening may be provided by wooden fencing or vegetation. Chain link fencing may be used only if paired with plantings.

NOTE: The location of dumpsters or other collection containers in open areas of parking lots or other areas without adequate confinement is not acceptable.

2/85

2-4

2-5. INFESTATION CONTROL. Any condition at project sites or buildings that is conducive to the thriving of infestation shall be corrected. Pest control systems for the removal or prevention of infestation shall not be injurious to human health.

a. Rodent Protection. Openings or penetrations through

foundations or walls near or below grade shall be eliminated by appropriate means, such as masonry, cement, mortar, corrosion-resistant sheet metal or wire mesh with maximum openings of 1/4 inch. Wood shall not be used. Operable basement windows shall be provided with rodent-proof shields, storm/screen windows or other forms of protections. Junctions of ducts or pipes with walls or floors shall have securely anchored collars.

- b. Termite Protection. In regions subject to termite infestation, all wood framing, furring, and interior and exterior trim should be free of infestation and protected from infestation. The following shall be provided as needed:

- (1) Ventilation of structural and foundation spaces;
- (2) Vapor barriers (retarders);
- (3) Clearances between all wood members and the ground; and
- (4) Chemical treatment.

For further technical requirements on termite control, see HUD Handbook 4075.1, Inspection of Termites and Decay-Inspection Guide. Note that metal termite shields should not be used due to difficulty of installation, cost and questionable effectiveness.

- 2-6. LAUNDRY FACILITIES. Laundry facilities shall be provided on the project site or, when nearby public laundries are adequate and available for tenant use, these facilities may be accepted as satisfying this standard.

2-5

2/85

- a. Project Facilities.

- (1) Lighting. Permanent vandal-resistant lighting fixture(s) shall be provided in all common laundry facilities. Where necessary, lighting shall have locked switching mechanisms accessible to authorized personnel only. For technical requirements for lighting, see paragraph 7-4.
- (2) Security. Access to and use of laundry facilities shall be safe and resistant to misuse and abuse. For technical security requirements, see paragraphs 9-7 and 10-7.

- b. Laundry Equipment. Where provided, the number of washing machines shall be determined by tenant need and use. Power shall be supplied to all appliances from appropriate convenience outlets no more than 6 sq. ft

from the machines. Washing machines and clothes dryers shall be operable, and in safe, sound and sanitary condition. Generally, the number should be a minimum of: 1 washing machine for every 40 dwelling units in projects with greater than 500 units; 1 washing machine for every 35 dwelling units in smaller projects; the equivalent of one single-load dryer for every washing machine. Where new laundry equipment is provided:

- (1) Provide a minimum of 3 sq. ft. of clear floor area for every 1 sq. ft. occupied by a machine;
- (2) Ensure that equipment has the highest Energy Efficiency Rating (EER) made by the manufacturer when cost-effective;
- (3) Consider energy conservation measures, such as scheduling of operation of laundry facilities during non-peak electrical demand periods and using cold water rinse cycles in all new machines; and
- (4) Install safety pans or other overflow control systems for all washing machines located above the first floor.

2/85

2-6

- c. Furnishings. Tables for folding clothes shall be furnished where space permits.

2-7. MANAGEMENT/MAINTENANCE FACILITIES. Management/maintenance facilities shall be on project sites, unless combined with facilities at other nearby projects or in a centralized facility. Management/maintenance buildings and spaces shall be in safe and sound condition. These facilities shall provide the following:

- a. Physical maintenance of the project;
- b. Administrative functions and services;
- c. Surveillance for project security;
- d. Tenant activity review;
- e. General supervision; and
- f. Storage for maintenance equipment.

2-8. COMMUNITY SERVICES FACILITIES. There are no mandatory standards for community facilities. See paragraph 2-8B for requirements for components within the community facilities, where provided.

2-9. RESERVED.

2-7

2/85

SECTION 2: PROJECT SPECIFIC STANDARDS

Section 1 dealt with mandatory standards for six services. In addition to these, the following services, when needed and justified, and approved by HUD, may be provided for community services, child care facilities, health care facilities and commercial facilities. Redesign of facilities may be justified on the basis of current and projected needs including security.

2-2B. RESERVED.

2-3B. MAIL HANDLING AND DELIVERY. Where necessary, central mail handling facilities may be provided with the following security features:

- a. Safe Location. Visibility from adjacent public areas may be accomplished by transparent panels or wide-angle vandal-resistant surveillance mirrors.
- b. Controlled Access. This is by locating mail facilities within a locked vestibule or special allocation area.
- c. Vandal-Resistant Mailboxes. These have the following features:
 - (1) Mailbox bank installation flush with wall;
 - (2) 16 gauge metal construction in exposed panels (corrugated surface for additional strength, where applicable); or
 - (3) Double dead-lock with a minimum of 6 pins and hidden hinges for rear loading mailboxes.
- d. Lighting. Permanent 24-hour lighting with vandal-resistant fixtures. For technical requirements for lighting, see paragraph 7-4.

2/85

2-8

2-4B. GARBAGE COLLECTION. If facilities are to be constructed, then procedures and specifications of the garbage removal system should be reviewed by project management.

- a. Reserved.
- b. Exterior Collection Areas.
 - (1) Where new dumpster collection areas are provided, they should be positioned for easy access by collection vehicles, which is approximately 45 degrees off the vehicular circulation path. Dumpster pads should be 4 ft. larger than the dumpster on all sides. The

paving surface where the wheels of the truck rest shall be reinforced as appropriate or thickened.

- (2) Where new garbage can racks are provided, they should be a minimum of 8 inches high above the ground. They may be provided at individual dwelling unit collections areas for improved sanitation. In common collection areas, enclosures may be used.
- (3) Where feasible, garbage collection areas should be a maximum of 150 ft from dwelling units in 1 and 2 family buildings and not more than 250 ft from dwelling units in multifamily buildings.

2-5B. RESERVED.

2-6B. LAUNDRY FACILITIES.

- a. Security. In locations where abuse has been a recurrent problem, the following steps may be taken.

- (1) Relocation of laundries to areas where there is management or tenant surveillance, such as:

- (a) Within or adjacent to community or management facilities;

- (b) Adjacent to elevator lobbies, mail rooms or heavily trafficked circulation paths; or

2-9

2/85

- (c) Adjacent to play areas.

NOTE: New locations accessible only by stairs are not acceptable.

- (2) Provision of one supervised central location where surveillance of numerous laundry facilities is not possible;

NOTE: The inconvenience of distance is outweighed by the ability to better control and maintain central facilities.

- (3) Making space within the laundry room visible from the adjacent public area by a transparent panel or vandal-resistant wide-angle surveillance mirrors;
- (4) Compliance of doors and windows with maximum security requirements established in paragraphs 9-7 and 10-7; or
- (5) Use of tokens or pre-purchased cards in lieu of money for washing machines and clothes dryers.

b. Reserved.

c. Furnishings. Public laundry facilities may have seating and folding tables for tenant use. Where necessary, furnishings shall be secured to walls or floors. Furnishings shall be in safe and sound condition, stable and properly anchored as required. Furnishings shall be free of splintering, rust or other material deterioration.

d. Washing Machines. In projects where central laundry facilities are not provided, space, power supply, and water and waste piping (or laundry sink) may be provided in each dwelling unit. An electrical outlet should be within 6 ft. of the space provided.

2/85

2-10

e. Clothes Dryers. In Projects where clothes drying facilities are not Provided, hook-ups for clothes dryers may be installed in each dwelling unit. When hook-ups are provided, electrical supply and venting should be provided. See Paragraph 7-3 for technical requirements.

2-7B. MANAGEMENT/MAINTENANCE FACILITIES. Where new or additional management/ maintenance facilities are provided, the following guidelines shall be used for maximum total space allocation including supplies and equipment.

a. Management Facility Space Allocation.

Number of dwelling units served	Maximum Space allocation (sq. ft.)
0 - 15	150
16 - 50	325
51 - 100	500
101 - 150	600
151 - 200	775
201 - 300	1000
301 - 400	1200
401 - 500	1400

b. Maintenance Facility Space Allocation.

Number of dwelling units served	Maximum Space allocation (sq. ft.)
0 - 15	175
16 - 50	400
51 - 100	800
101 - 150	1000
151 - 200	1400
201 - 300	1900
301 - 400	2300
401 - 500	2700

- c. Equipment. Nonexpendable equipment may be provided to operate any given management/maintenance facility. Equipment shall be in sound condition and shall not present a hazard. Secured storage shall be provided for supplies and equipment needed for project maintenance and operation.

2-8B. COMMUNITY SERVICES FACILITIES. The need for these facilities where space requirements are within permissible allowances shall be fully justified. This justification shall address the amount of space being requested, use of space, cost of providing facility (development costs), organization or group who will operate facility, daily operational hours, and estimated annual cost to the PHA (operating costs).

a. Requirements:

- (1) Where provided, access to community services and related site and interior spaces shall be sanitary, safe and secured. For technical security requirements for these facilities, see paragraphs 9-7 and 10-7.
- (2) Where facilities are also open to non-residents, they should be accessible from an outdoor space without drawing non-residents through the project's grounds. Wherever possible, provisions should be made to prevent access by non-resident users to either tenant lobbies or units, such as via elevators. However, facilities must be for the primary use of tenants.

b. Maximum Space Allowance. When new or additional community facilities are provided, the following maximum space allocation guidelines shall be used:

- (1) For elderly housing, general purpose community space shall not exceed:

2-12

Number of dwelling units served	Maximum space allowance
Under 51	25 sq. ft. per dwelling unit.
51 to 100	1,250 sq. ft. plus 20 sq. ft. for every dwelling unit over 50.
101 or more	2,250 sq. ft. plus 15 sq. ft. for every dwelling unit over 100.

- (2) For family housing, general purpose community space shall not exceed:

- o Faucet flow restrictors.

New lavatories should have the following features:

- o Water saving devices;
- o Outlet devices that limit hot water flow to 0.5 gpm; or
- o Self-closing valves that limit delivery of hot water to a maximum of 0.25 gal.

2/85

2-14

- (3) Toilets and Urinals. Where provided, toilets and urinals shall be in safe and sanitary condition, adequately anchored and free of cracks, holes or material deterioration. Toilets and urinals shall be retrofitted with water saving devices that are cost-effective. New toilets should be coverless with plastic split seats for greater sanitation, decreased maintenance and increased durability.
- (4) Toilet Compartments and Urinal Partitions. Partitions should be provided between toilets. Toilet Partitions shall be in safe and sanitary condition, stable, adequately anchored, and have operable doors and hardware. When Provided, new toilet and urinal partitions should be constructed of baked enamel metal panels, and should have a securely anchored coat/package hook on an interior wall or on the door. Doors, whenever possible, should swing out.
- (5) Restroom Accessories. Public restrooms should have the following items:
 - o Permanent soap dispensers;
 - o Permanent dispensers for paper or cloth towels; or electric hand dryer;
 - o Permanent toilet paper holders or dispensers;
 - o Waste receptacles; and
 - o Stainless steel mirrors.

Required accessories shall be in sound and sanitary condition, securely anchored to supports, and free of splintering, rust, broken glass or material deterioration. Whenever possible, new accessories should be flush-mounted stainless steel units. Glass should not be used. Anchorage should be resistant to abuse. Double tissue dispensers may be used in lieu of single units to minimize supply depletion and reduce tending time by maintenance personnel.

2-15

2/85

- f. Child Care Facilities. Space may be provided for a child care center for tenants if such a facility is not otherwise available in the community or when existing facilities are inadequate for current needs. This space may be in addition

to the amount allowed for community facilities in subparagraph b(2). This space shall not include accommodation for formal education programs normally provided by the local school system. If child care facilities are needed, the PHA shall provide written evidence from a qualified local agency indicating that the agency agrees to furnish, equip, operate and maintain the facility as well as provide insurance coverage.

g. Health Care Facilities. For elderly projects, space may be provided for preventive health programs. Space may be allocated for examination rooms and health clinics only if they are not available in the neighborhood, but shall not include general medical care or hospital care facilities such as laboratory and treatment rooms. When health care facilities are provided, a maximum of 5 sq. ft. per dwelling unit may be provided. This space may be in addition to the amount allowed for community facilities in subparagraph b. If health care facilities are needed, the PHA shall provide written evidence from a qualified local agency indicating that the agency agrees to furnish, equip, operate and maintain the proposed facility, as well as provide insurance coverage, and identifying the services to be provided.

h. Commercial Facilities. Commercial facilities, such as space for a general, grocery or drug store, may be provided only when there is no other practical alternative to meet the needs of tenants.

2-9B. TENANT STORAGE SPACE. Tenants may be provided with storage for bulk items such as carriages, luggage and boxes when these items cannot be conveniently stored in dwelling units. Storage areas should not be located in secluded or unsupervised areas that make access or use unsafe. Tenant storage areas not located within the dwelling unit should be secured with individual locking mechanisms that are resistant to abuse.

2/85

2-16

Access to storage rooms shall be possible by authorized tenant or management personnel only. Where new facilities are provided, they should be in locations subject to management or tenant surveillance and adjacent to heavily trafficked areas. Storage system materials and the manner in which items are stored shall comply with relevant fire codes and shall not create potentially hazardous conditions.

2-17

2/85