

2016-2017 LANDSCAPING, COMPLETED PROJECTS & OCCUPANCY FOR UMKC HOMES

October-December 2016

Landscaping/General Maintenance:

1. Landscape crews completed the fall shrub trimming at the end of October and finished the first week of November. The fall leaf removal/cleanup will take place the last week of November and first week of December.
2. In November, we made the decision to switch landscape companies to Brummel Lawn and Landscape. They will be completing the snow removal on the duplex units, apartments and leasing office as previously done. Starting in the spring, they will handle all of lawn care for UMKC Homes, previously completed by Fulks Landscaping.

Landscaping/Replacement Projects:

1. All new major landscape projects for the 2016 fiscal year have been completed.
The following houses are the homes that had landscape replacements:
715 E 54th Street
5347 Holmes.
5340, 5409, 5411 and 5425 Charlotte.
5400, 5409 and 5411 Rockhill.
5333, 5336 and 5347 Harrison

*We have already selected the next homes to receive new landscaping in August 2017.

General onsite Maintenance:

1. 221 general work orders were completed in the last quarter

General Capital Projects:

1. The following roof replacements have been approved and completed at the following homes:
 - a. 5340 Rockhill
 - b. 5425 Harrison
 - c. 5400 Harrison
 - d. 5328 Harrison
 - e. 5342 Harrison – Garage Roof only
2. Concrete replacement of sidewalks, steps and driveways have been completed at the following homes:
 - a. 5408 Rockhill-Driveway
 - b. 5418-20 Rockhill-Driveway
 - c. 5340 Rockhill-Front steps and sidewalk
 - d. 5300 Charlotte-Front steps and sidewalk
 - e. 5303 Charlotte-Front steps and sidewalk
 - f. 5329 Charlotte-Front steps
 - g. 5411 Charlotte-Front steps, sidewalk and driveway
 - h. 5425 Charlotte-Front steps and sidewalk
 - i. 5329 Holmes-Front steps and sidewalk

3. Exterior painting has been completed on the following homes for the first quarter of FY2017:

- a. 5326 Charlotte
- b. 5409 Charlotte
- c. 5307 Harrison
- d. 5312 Harrison
- e. 5335 Harrison
- f. 5425 Harrison
- g. 5225 Rockhill
- h. 5229 Rockhill
- i. 5239 Rockhill
- j. 5326 Rockhill
- k. 5400 Rockhill

Occupancy:

Curators: 11 vacant of which 1 is rented
1 on notice to vacate of which 0 are rented

Trustees: 23 vacant of which 1 is rented (12 apartment units)
1 on notice to vacate of which 0 are rented

Residential Property Maintenance Service Level Standards

October - December 2016

Summary of Service Response and Repairs

Type I Repair (Emergency), Response time 2 hours, repair time within 24 hours

Repair requests: 24

- a. Repairs within 24 hours: 24
- b. Repairs within 4 days: 0
- c. Repairs more than 4 days: 0

Type II Repair (High Priority): Response time 24 hours, repair time within 3 days

Repair requests: 118

- a. Repairs within 24 hours: 74
- b. Repairs within 3 days: 36
- c. Repairs more than 3 days: 8

Type III Repair (Medium Priority): Response time within 48 hours, repair time within 30 days

Repair requests: 52

- a. Repairs within 48 hours: 42
- b. Repairs within 3 days: 2
- c. Repairs within 10 days: 2
- d. Repairs more than 30 days: 0

Type IV Repair (Low Priority): Response time within 30 days, repairs as budgeted.

Repair requests: 17

- a. Repairs within 48 hours: 15
- b. Repairs within 3 days: 1
- c. Repairs within 15 days: 1