

FREQUENTLY ASKED QUESTIONS

1. How do I request maintenance?

Tenants of AHA properties can request maintenance via phone, email or by visiting with their site manager during office hours.

	Management	Phone	Email	Manager
Anne B Diament	AHA	510-521-3117	workorder@alamedahsg.org	Booker T.
China Clipper	John Stewart Company (JSCO)	510-227-5704	chinaclipper@jsco.net	Rachel K.
Eagle Village	John Stewart Company (JSCO)	510-227-5704	eagle@jsco.net	Rachel K.
Esperanza	John Stewart Company (JSCO)	510-929-9193	esperanza@jsco.net	Yolande P.
Everett Commons	John Stewart Company (JSCO)	510-217-8683	everett@jsco.net	Zakiya J.
Independence Plaza	AHA	510-865-7288	workorder@alamedahsg.org	Mariel R.
Lincoln House	John Stewart Company (JSCO)	510-217-8683	ssaha@jsco.net	Zakiya J.
Lincoln Willow	John Stewart Company (JSCO)	510-217-8683	ssaha@jsco.net	Zakiya J.
Littlejohn Commons	John Stewart Company (JSCO)	510-239-4030	littlejohn@jsco.net	Ayonna P.
Mulberry Townhomes	John Stewart Company (JSCO)	510-217-8683	ssaha@jsco.net	Zakiya J.
Parrott Village and Parrott Gardens	John Stewart Company (JSCO)	510-239-4030	parrot@jsco.net	Ayonna P.

Paru Street	John Stewart Company (JSCO)	510-217-8683	ssaha@jsco.net	Zakiya J.
Rosefield Village	John Stewart Company (JSCO)	510-227-5704	rosefield@jsco.net	Rachel K.
Senior Condos	John Stewart Company (JSCO)	510-217-8683	ssaha@jsco.net	Zakiya J.
Sherman House	John Stewart Company (JSCO)	510-217-8683	ssaha@jsco.net	Zakiya J.
Stanford House	John Stewart Company (JSCO)	510-217-8683	ssaha@jsco.net	Zakiya J.

2. What if I need maintenance and it is after normal business hours?

Both AHA and JSCO provide live afterhours telephone service and can dispatch a maintenance worker or vendor after hours if there is an emergency. If you reside at an AHA owned property then call AHA's emergency line at (510) 747-4300 or by sending email to workorder@alamedahsg.org

If you reside at a property managed by John Stewart Company, then call JSCO's emergency line at (888) 463-4623

3. Do I need to be home when maintenance come to the unit?

You do not need to be home. You will be asked if you give permission to enter verbally when you request maintenance. If you do not give permission, you or another adult must be home.

4. What if I have an animal?

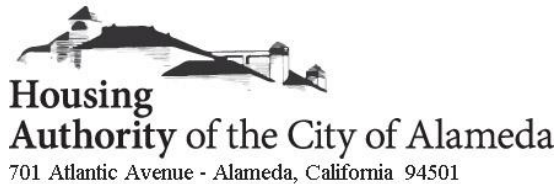
Please secure your animals prior to maintenance entering.

5. Can I leave someone else to let in maintenance?

Yes, as long as they are clearly over the age of 18.

6. How will I know when my work order is complete?

If you are not home, Maintenance will leave a tag in your home noting when they entered.



7. What should I do if I'm not satisfied with the work?

Please call or email the maintenance contact above again so staff can trouble shoot. You can also file a complaint at:

[http://alamedahsg.org/UserFiles/Servers/Server_3723321/Image/Claim%20Form%20\(California%20Tort%20Claim%20Notice_AHA\)%20\(04.22.21\).pdf](http://alamedahsg.org/UserFiles/Servers/Server_3723321/Image/Claim%20Form%20(California%20Tort%20Claim%20Notice_AHA)%20(04.22.21).pdf).

8. How can I track my work order?

Each work order is given a unique identifier. You may request that unique identifier from the staff. Work orders can also be tracked by last name or address.

9. How often are inspections conducted?

Each unit is inspected by Property Management at least once a year. More frequent inspections may also be required by lenders, investors, regulators, for tenants who are on Section 8 or if a tenant has a property issues such as hoarding, pest control, or has requested a Reasonable Accommodation for additional bedroom or equipment.

10. How much notice will I be given?

AHA and JSCO adhere to State Law and will provide at least 24 hours' written notice for non-emergency entry. State law and the lease allows for no notice or shorter notice entry for emergencies. However, annual/biennial Inspections are scheduled at least 30-days in advance.

11. Once notice to enter has been issued by property management, do I need to be home?

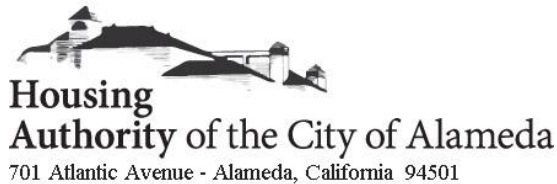
No, once notice has been issued by Property Management, staff may enter even if you are not home. You can choose to be home, but an adult must be present.

12. What if I can't make the date or time?

You can request a specific time when you call, and staff will do their best to adhere to that date/ time. Please note if an outside vendor or regulator is inspecting, then there may be less flexibility on date and times, and in some cases those outside inspections are mandatory.

13. What are preventative maintenance visits?

Preventative maintenance visits are scheduled annually to review any maintenance needs in the unit. These are preemptive visits, designed to assist tenants in passing the annual inspection and to ensure the ongoing quality of the housing. These visits can be rescheduled if the date/time does not work for you. Generally, if the amount of work needed to be done in



the unit is minimal, this will be done the same day. If there is a significant amount of work to be done, then maintenance may need additional visits for them or a vendor.

All Section 8 funded units and all AHA-owned units are required to pass HQS in order to maintain their subsidy. These inspections are done at move in and least every two years.

14. How will I get informed of a Routine HQS inspection?

You will receive a notice in the mail and a reminder call the evening before. Please note it is incumbent on the Section 8 participant to ensure that their contact information is up to date with the Housing Authority.

15. Do I need to be home for the HQS inspection?

An adult must be present for the inspection. You will be given a 4-hour time slot. If this time slot does not work for you, please can call 510-690-8290 or email alamedahousing@outsourcetinc.com to rearrange the time.

16. How will I know the results?

You and your landlord will be mailed the results of the inspection.

17. How long does the landlord have to fix fail items?

Some life-threatening safety items are deemed 24 hour fails and your unit will be respected the next day. Written notice is issued to the adult participant, onsite, same day. Additionally, the landlord receives a same day phone call. Other failed items generally need to be fixed within 30 days, including tenant caused fail items. The unit will be inspected after 21 days to assess progress unless items fall within a list of those that the landlord can self-certify.

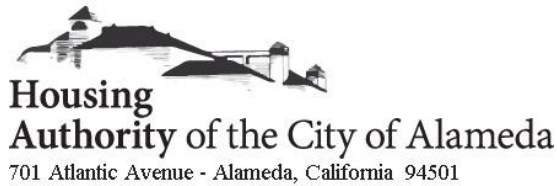
18. Who can I call if I have a question about my failed inspection?

You can call 510-690-8290

19. What happens if my landlord does not fix these items?

If landlord does not fix the owner cited deficiencies within the 30-day time period, and an extension has not been granted; then the assisted unit will be abated – AHA will stop paying Housing Assistance to the landlord. Landlords can be in abatement status for up to 60 days, before termination of Housing Assistance Payment Contract (HAPC) is issued due to non-compliance. AHA will issue a 30 Day Notice of HAPC termination to both landlord and participant.

At the time of HAPC termination 30 Day notice is issued, you will be given notice to move within 30 days. You will need to contact your assigned Housing Specialist to begin the moving process.



You can also contact the Alameda Rent Program at 510-747-4346 to see if you are eligible for relocation assistance and you can contact Code Enforcement at 510-747-6818

20. What if I don't fix the tenant fail items?

Your Section 8 Housing subsidy is at risk if you do not fix tenant fail items in the timeline required. If you need additional help, please contact LifeSTEPS (see list below)

Keia Steens: (Independence Plaza, Ann B Diament, LittleJohn Commons)

Phone Number: 510-306-8033

Email: ksteens@lifestepsusa.org

Angel Reyes: (Esperanza, China Clipper, Parrot Village & Gardens, Eagle Village, Everett Commons, Rosefield Village)

Phone #: 510-410-0161

Email: areyes@lifestepsusa.org

21. What is a Special HQS inspection?

A special HQS inspection may be scheduled between the routine HQS inspection to review the quality of the unit. The landlord and tenant, as well as the AHA or Property management company can call for a special inspection.

22. What is a Quality Control HQS inspection?

AHA is required by HUD to conduct quality control inspections on a percentage of recently inspected units. These means in a small number of cases each year; a section 8 tenant will be inspected twice in short succession.