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Reference Number: 300-05-DD

Title of Document: Maintenance Management Contract Requirements for  
Community Residential Homes

Date of Issue: February 8, 1990

Effective Date: February 8, 1990

Reviewed Date: March 23, 1992

Last Review Date: February 26, 2013

Date of Last Revision: February 26, 2013 **(REVISED)**

Applicability: All DDSN "State Owned" Licensed Homes

1. Purpose

It is the policy of the South Carolina Department of Disabilities and Special Needs (DDSN) to enlist assistance of providers to perform routine maintenance locally with less reliance on Regional Centers. It is also the policy of DDSN to ensure the structural soundness of facilities; ensure cost effective preventive maintenance on residences; reduce the burden on Regional Center staff for maintenance of facilities at various locations throughout the District; and ensure that facilities promote health, safety, and welfare of consumers.

To achieve the goals stated above, the Department and provider shall divide responsibilities for maintenance, repairs, and replacement as follows:

2. Procedure

A. DDSN agrees to provide and fund the following:

1. Preventive maintenance/repair of the fire alarm system and on all fixed equipment including the water heater, dishwasher, and heating/ventilation and air conditioning through annual maintenance/service contracts. The

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**DISTRICT II**

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Whitten Center - Phone: 864/833-2733

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Summerville, SC 29485  
Phone: 843/832-5576

Coastal Center - Phone: 843/873-5750  
Pee Dee Center - Phone: 843/664-2600  
Saleeby Center - Phone: 843/332-4104

and air conditioning through annual maintenance/service contracts. The Regional Center will be responsible to award contracts for maintenance service work;

2. Replacement of all fixed equipment including water heater, dishwasher, automatic door opener, heating/ventilation and air conditioning;
3. Roofing repairs and replacement;
4. Exterior door and window repair/replacement when damage is covered by insurance;
5. Replacement and repair of all items covered under the insurance policy of DDSN;
6. Fire alarm inspection and certification of the sprinkler system;
7. Maintenance of termite bond and protection as deemed prudent by DDSN;
8. Annual inspection of residences by the Regional Center Maintenance Director or appointed staff;
9. Adequate funding in the management contract budget to assist with items listed below as provider responsibilities.
10. The provider should contact the Regional Center Office/Maintenance Director on any of the above issues.

B. Providers will be responsible for all routine interior and exterior maintenance of residences. These costs will be included in the providers' budget for the residences. The provider shall:

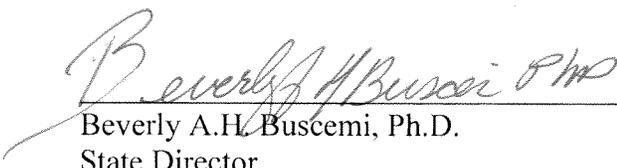
1. Take all reasonable actions to safeguard the facility and fixed asset items (FAS), as required contractually, from theft, destruction, or loss of any kind. (DDSN will carry insurance on the Facility and Department owned furnishings, for hazard and loss protection.)
2. Maintain the premises and fixed assets items in good order and in substantially the same condition as received, excepting reasonable wear-and-tear and damage by fire or other causality over which the contractor has no control as follows:
  - a. maintenance of all appliances including the washer, dishwasher, dryer, refrigerator, stove, freezer, and ice machine as applicable;

- b. all interior and exterior caulking and painting on a recommended frequency of once every three years or on an as-needed basis; replace windows and doors when damage results from failure to maintain caulking and painting.
  - c. repair/replacement of all interior doors, door frames, floor coverings, cabinets and counter tops, tile work, and ceilings (unless damaged by water leaks);
  - d. replacement of light switches, lighting fixtures, emergency light batteries, and electrical receptacles (to be done by licensed electrician using same quality materials);
  - e. watering, pruning, and fertilizing of landscaping including replacement of shrubbery, as required;
  - f. mowing of grassed area;
  - g. regular cleaning and maintenance of rain gutters and diverters;
  - h. installation and maintenance of television antennas and/or cable;
  - i. installation and maintenance of door exit alarms;
  - j. maintenance and repair of water-line leaks and leaky fixtures;
  - k. maintenance and repair of sewer-line blockage;
  - l. replacement of window sash/screen, if broken, by accident, by client or staff and not otherwise covered by insurance;
  - m. maintenance and upkeep of outdoor equipment and furnishing such as basketball goal, other sports equipment, patio furniture, etc.
- C. In addition, the provider agrees to the following in regard to any fixed assets items associated with the residence:
- 1. keep accurate records, as required by DDSN, for the maintenance and accountability of the building and fixed assets items and inform DDSN promptly of any lost, stolen, or damaged fixed assets items or of any damage to the building or permanent fixtures;
  - 2. return or arrange for the return of fixed assets items that are mutually agreed by DDSN and the Provider to be beyond repair or to be no longer required for the operation of the community residence and refrain from

removing any fixed assets items from the residence without the approval of DDSN;

3. replace any fixed assets items returned to DDSN and include the expense as part of the cost of operation of the community residence under the management contract; consistent with federal regulations and generally accepted accounting principles;
- D. The provider further agrees to indemnify DDSN from any liability from the use or possession of any fixed assets items and of the building and permanent fixtures.
- E. The provider shall make no modification, renovation, or alteration to the facility without express written authority from the Engineering & Planning Division of DDSN. Types of alterations would include but not be limited to: dividing or opening rooms by adding or removing interior walls; cutting new door/window openings; in-filling existing door/window openings; cutting existing doors; removing door closers; modifying the fire alarm system; additions such as a carport, covered entry, and/or patio cover, etc.
- F. It is also the intent of this policy that the provider shall assist DDSN in the procurement of annual maintenance contracts. The provider shall assist in acquiring proposals and forwarding them to DDSN District Office for award of contract. The maintenance/service contract specifications shall be generated by DDSN Engineering & Planning and shall basically consist of items outlined in paragraph "A" above.
- G. The provider shall comply with DHEC and DDSN requirements for design by professionals and plan review by authorities having jurisdiction, as appropriate and in consultation with Engineering & Planning Division of DDSN.

  
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Associate State Director-Administration  
(Originator)

  
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(Approved)