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Title of Document: Maintenance and Improvements of DDSN-Owned Properties

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Applicability: DDSN Providers Occupying DDSN-owned Properties

PURPOSE

It is the policy of the South Carolina Department of Disabilities and Special Needs (DDSN) that properties owned by the agency be structurally sound, cost effectively maintained, and promote the health, safety, and welfare of those who utilize the property.

Pursuant to Proviso 36.6, the purpose of this directive is to establish the process whereby properties that are owned by DDSN and are occupied by a DDSN services provider (Occupant) are adequately maintained and improved.

DEFINITIONS

Building Envelope: Includes all exterior components such as the roof, cladding, foundation, exterior windows, and exterior doors. The building envelope refers to all building elements that would protect the Interior Components of the building from the ambient environment and allow for climate control.

Fixed Equipment: Includes building elements such as HVAC systems, fire protection systems, electrical systems, plumbing systems, hard-wired or ducted kitchen equipment, refrigerator, washer, and dryer.

Interior Components: Includes interior finishes and accessories such as flooring, tile work, cabinets, countertops, and interior doors/jambs.

Site Work: Includes elements of the property that are not part of a building or any other structure. This refers to items such as grading, site drainage, erosion control, retaining walls, and paving, such as driveways or sidewalks.

Custodial Maintenance: Refers to daily or routine tasks to maintain the property in a workable and livable condition. These activities include, but are not limited, to housekeeping, lawn care, painting, minor repairs to toilets and faucets to stop leaks or running, unclogging drain lines, and changing out HVAC filters, lighting fixtures, or electrical ballasts/bulbs.

Improvements: Refers to modifications, renovations or alterations of DDSN-owned properties.

Emergency: Refers to an immediate threat to public health, welfare, critical economy and efficiency (e.g., hurricanes), or safety.

GENERAL

DDSN-owned properties include residences that may be operated by the Occupant as an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID), a Community Residential Care Facility (CRCF), or a Community Training Home II (CTH-II); program buildings through which the Occupant delivers DDSN-sponsored Day Services; or office space. As the owner of the property, DDSN is committed to adequately maintaining the property.

DDSN will be responsible for:

- All care, maintenance, and replacement of the **Building Envelope**.
- All care, maintenance, and replacement of the **Fixed Equipment**.
- All care, maintenance, and replacement of the **Interior Components**, except in the case of damages by those supported or staff members.
- All care, maintenance, and replacement of the **Site Work**, except in the case of damages by those supported or staff members.
- Ensuring each property is properly insured for hazard and loss protection, which will include any DDSN-owned furnishings. DDSN will not provide insurance coverage for any structures not erected by DDSN, nor any furnishings or belongings beyond those listed.
- Removal of dead trees.
- Maintaining a termite bond and protection as deemed prudent by DDSN.
- Maintaining possession of keys to all properties. Except in an emergency, DDSN will provide the Occupant 24 hours' notice prior to entering the property for the purpose of property inspection, maintenance, and/or repairs.
- Following processes described below.

Occupant will be responsible for:

- Demonstrating a basic level of knowledge, understanding, and competence with regards to property maintenance. This includes employing competent and capable maintenance staff with a general knowledge of care and maintenance of residential and commercial buildings.

- Notifying DDSN immediately upon discovery of any life safety deficiencies.
- Notifying DDSN immediately upon discovery of any critical maintenance deficiency that could result in larger or more costly maintenance and repairs if not addressed. Failure to notify DDSN of these critical maintenance deficiencies may result in the Occupant being held financially responsible for the repairs of such items.
- Damages (excluding normal wear and tear) caused to the **Building Envelope, Fixed Equipment, or Interior Components** by those supported or staff members. Such damages must be reported to DDSN within ten (10) business days.
- **All Custodial Maintenance.**
- All required inspections related to maintaining any required licensure. Any deficiencies cited on those inspections should be reported to DDSN immediately.
- Using sound judgement to determine if the issue constitutes an **Emergency** as defined above.
- Adhering to South Carolina Consolidated Procurement Code (<https://www.scstatehouse.gov/code/t11c035.php>). Failure to properly procure maintenance and repair work may result in any requests to DDSN being denied. Vendors must be registered with the state (<https://procurement.sc.gov/doing-biz/registration>)
- Following processes described below.

When the property is used as a residential setting in which Residential Habilitation is delivered, the Room and Board payments charged to residents will not include “maintenance,” “taxes and insurance,” and “pest control.”

IMPROVEMENTS

The Occupant shall make no **Improvements** to the property without written approval from DDSN. Examples of such improvements include, but are not limited to:

- Dividing or opening rooms by adding or removing interior walls.
- Cutting new door/window openings.
- In-filling existing door/window opening.
- Cutting existing doors.
- Removing door closers.
- Modifying the fire alarm system.
- Adding a carport, covered entry, and/or patio cover.
- Constructing or adding a storage building or shed.
- Adding fencing.

All approved **Improvements** shall comply with state and local laws and be approved by the Authority Having Jurisdiction (AHJ) prior to commencement. If **Improvements** are desired, the Occupant must submit a request to DDSN’s Division of Engineering and Planning. Requests must include a written description and projected cost of the proposed **Improvements**. DDSN will reserve the right to consider the benefits of requested **Improvements** to those who use the property, and if the **Improvements** will impact the property’s value. No work can begin until DDSN’s written approval is received by the Occupant.

PROCESSES

Non-Emergency Requests Related to Building Envelope, Fixed Equipment, and/or Interior Components

1. All non-emergency requests related to the care, maintenance, or replacement of the property's **Building Envelope, Fixed Equipment, and Interior Components**, should be made to DDSN using the email address maintenance@ddsn.sc.gov
2. Requests are required to include the following information:
 - a. A written description of what repairs and/or replacements are needed,
 - b. All required procurement documentation, to include but is not limited to, required quotes, written requests for quotes, and written "scope of work" used to obtain quotes from contractors (see <https://www.procurement.sc.gov/osp/policy> for details), and
 - c. A completed Request for Purchase (RFP).
3. DDSN will review all submitted requests within 30 days.
4. If the request complies with this Directive, DDSN's Division of Engineering and Planning will approve the request and DDSN's Division of Procurement will generate a purchase order (PO) for the approved quotes. No maintenance or repair work shall commence prior to the Occupant receiving a PO from DDSN.
5. Upon completion of repairs and/or replacements, the Occupant shall verify all work is complete and/or ensure proper operations.
6. Invoices shall be made out to DDSN and be submitted to DDSN at the email address above along with written verification that all work is completed to satisfaction. DDSN will be responsible for approving invoices that meet the above-mentioned criteria, and processing them upon receipt.

Emergency Requests Related to Building Envelope, Fixed Equipment, and/or Interior Components

1. In the event of an **Emergency**, the Occupant may proceed with repairs and/or replacements without approval from DDSN. However, DDSN must be notified using the email address above.
 - a. The notification should document the emergency condition and the circumstances or events that resulted in the emergency condition.
 - b. The notification should be provided as soon as reasonably possible.
2. DDSN reserves the right to protest the Occupant's emergency determination.

Requests Related to Improvements

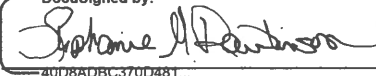
1. Requests for **Improvements** should be made to the email address above and include the following information:
 - a. Type of **Improvement** being requested, and
 - b. Justification for how the **Improvement** will benefit those that use the property and/or impact the property's value.
2. DDSN will review requests for **Improvements** and provide written approval or denial in within 30 days.

Previously Completed Care, Maintenance, and Replacement by The Occupant to DDSN-Owned Properties

1. If **Improvements** were completed, or care, maintenance, and/or replacements were made to the **Building Envelope, Fixed Equipment, and Interior Components** by the Occupant between when Proviso 36.6 came into effect (July 1, 2021), and when this directive was revised, DDSN will review documentation related to the care, maintenance, or replacement to determine if reimbursement is allowable.
2. All previously completed work must have followed the South Carolina Consolidated Procurement Code and all documentation must be submitted to the DDSN Division of Engineering using the email address listed above in order for the request to be considered for reimbursement.



Barry D. Malphrus
Vice-Chairman

DocuSigned by:


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Stephanie M. Rawlinson
Chairman