completed. All non-emergency work orders that were active during the assessed fiscal year should be tracked (including preventive maintenance work orders), except non-emergency work orders from the date they are deferred for modernization, issued to prepare a vacant unit for re-rental, or issued for the performance of cyclical maintenance. This component has a weight of x2.

(1) **Grade A:** All non-emergency work orders are completed within an average of 25 calendar days.

(2) **Grade B:** All non-emergency work orders are completed within an average of greater than 25 calendar days and less than or equal to 30 calendar days.

(3) **Grade C:** The PHA is in one of the following categories:
   (i) All non-emergency work orders are completed within an average of greater than 30 calendar days and less than or equal to 40 calendar days; or
   (ii) The PHA has reduced the average time it takes to complete non-emergency work orders by at least 15 days during the past three years.

(4) **Grade D:** The PHA is in one of the following categories:
   (i) All non-emergency work orders are completed within an average of greater than 40 calendar days and less than or equal to 50 calendar days; or
   (ii) The PHA has reduced the average time it takes to complete non-emergency work orders by at least 10 days during the past three years.

(5) **Grade E:** The PHA is in one of the following categories:
   (i) All non-emergency work orders are completed within an average of greater than 50 calendar days and less than or equal to 60 calendar days; or
   (ii) The PHA has reduced the average time it takes to complete non-emergency work orders by at least 5 days during the past three years.

(6) **Grade F:** The PHA is in one of the following categories:
   (i) All non-emergency work orders are completed within an average of greater than 60 calendar days; or
   (ii) The PHA has not reduced the average time it takes to complete non-emergency work orders by at least 5 days during the past three years.
(1) *Grade A:* The PHA inspected 100% of its units and, if repairs were necessary for local code or HQS compliance, either completed the repairs during the inspection; issued work orders for the repairs; or referred similar work items to the current year’s modernization program, or to next year’s modernization program if there are less than three months remaining before the end of the PHA fiscal year when the inspection was completed.

(2) *Grade B:* The PHA inspected less than 100% but at least 97% of its units and, if repairs were necessary for local code or HQS compliance, either completed the repairs during the inspection; issued work orders for the repairs; or referred similar work items to the current year’s modernization program, or to next year’s modernization program if there are less than three months remaining before the end of the PHA fiscal year when the inspection was completed.

(3) *Grade C:* The PHA inspected less than 97% but at least 95% of its units and, if repairs were necessary for local code or HQS compliance, either completed the repairs during the inspection; issued work orders for the repairs; or referred similar work items to the current year’s modernization program, or to next year’s modernization program if there are less than three months remaining before the end of the PHA fiscal year when the inspection was completed.

(4) *Grade D:* The PHA inspected less than 95% but at least 93% of its units and, if repairs were necessary for local code or HQS compliance, either completed the repairs during the inspection; issued work orders for the repairs; or referred similar work items to the current year’s modernization program, or to next year’s modernization program if there are less than three months remaining before the end of the PHA fiscal year when the inspection was completed.

(5) *Grade E:* The PHA inspected less than 93% but at least 90% of its units and, if repairs were necessary for local code or HQS compliance, either completed the repairs during the inspection; issued work orders for the repairs; or referred similar work items to the current year’s modernization program, or to next year’s modernization program if there are less than three months remaining before the end of the PHA fiscal year when the inspection was completed.

(6) *Grade F:* The PHA has failed to inspect at least 90% of its units; or failed to correct deficiencies during the inspection or issue work orders for the repairs; or failed to refer similar work items to the current year’s modernization program, or to next year’s modernization program if there are less than three months remaining before the end of the PHA fiscal year when the inspection was completed.

(c) *Component #2, annual inspection of systems.* This component examines the inspection of buildings and sites according to the PHA’s maintenance plan, including performing the required maintenance on structures and systems in accordance with manufacturer’s specifications and established local/PHA standards, or issuing work orders for maintenance/repairs, or including identified deficiencies in this year’s modernization program, or in next year’s modernization program if there are less than three months remaining before the end of the PHA fiscal year when the inspection was performed. This component has a weight of x1.

(1) *Grade A:* The PHA inspected all major systems at 100% of its buildings and sites, according to its maintenance plan. The inspection included performing the required maintenance on structures and systems in accordance with manufacturer’s specifications and established local/PHA standards, or issuing work orders for maintenance/repairs, or including identified deficiencies in the current year’s modernization program, or in next year’s modernization program if there are less than three months remaining before the end of the PHA fiscal year when the inspection was performed.

(2) *Grade B:* The PHA inspected all major systems of at least a minimum of 90% but less than 100% of its buildings and sites, according to its maintenance plan. The inspection included performing the required maintenance...
§ 901.35 Indicator #6, financial management.

This indicator examines the amount of cash reserves available for operations and, for PHAs scoring below a grade C on cash reserves, energy/utility consumption expenses. This indicator has a weight of \( x_1 \).

(a) Component #1, cash reserves. This component has a weight of \( x_2 \).

(a) Grade A: Cash reserves available for operations are greater than or equal to 15\% of total actual routine expenditures, or the PHA has cash reserves of $3 million or more.

(2) Grade B: Cash reserves available for operations are greater than or equal to 12.5\%, but less than 15\% of total actual routine expenditures.

(3) Grade C: Cash reserves available for operations are greater than or equal to 10\%, but less than 12.5\% of total actual routine expenditures.

(4) Grade D: Cash reserves available for operations are greater than or equal to 7.5\%, but less than 10\% of total actual routine expenditures.

(5) Grade E: Cash reserves are greater than or equal to 5\%, but less than 7.5\% of total actual routine expenditures.

(6) Grade F: Cash reserves available for operations are less than 5\% of total actual routine expenditures.

(b) Component #2, energy consumption. Either option A or option B of this component is to be completed only by