

Quality Maintenance Program gets underway at two pilot locations

What if it were possible to address maintenance calls *before* they happen? That's the idea behind the new Quality Maintenance Program (QMP), now in pilot-phase at two MPHA properties: Horn Towers highrises and Glendale Townhomes. QMP uses an approach developed for other large institutions, such as hospitals and universities, to identify common maintenance issues and stop problems before they start—saving money and improving living conditions. QMP combines a careful analysis of maintenance data with customized inspections and resident feedback. In the first round of 41 units at Horn Towers, MPHA staff remedied over 150 work orders, including cleaning vents, replacing filters, fixing leaks, and replacing hardware. The average of \$986 spent per unit is expected to save a much greater amount over the long-term. Residents have expressed appreciation for the amount of work accomplished with only a small disturbance to their daily lives. Information learned from the pilots will guide a wider roll-out of QMP at MPHA.



Staff and residents come together for an Earth Day clean-up at Glendale

MPHA staff, Glendale Townhomes residents, and community members gathered on the morning of April 20 to join an Earth Day Clean-up event put on by the City of Minneapolis and the Prospect Park Association (PPA). Thanks to the group of volunteers for helping to protect our planet by spending several hours collecting litter in and around the neighborhood and Luxton Park. MPHA also sends a big shoutout to the PPA and The Home Depot in Northeast Minneapolis for providing materials to make a beautiful morning of service so successful!

MPHA's Manager of Maintenance retires after 50 years of service

John Newago, MPHA's Manager of Maintenance, is retiring 50 years to the date he began his career with the agency in 1969. Back then it was known as the Minneapolis Housing and Redevelopment Authority (MHRA) and John worked at many locations over the years and witnessed a lot of changes, including the highrise building boom of the '70s. John became a home rehabilitation specialist after going back to school and he did a lot of on-the-job learning that eventually led to his position as the manager of maintenance for all MPHA properties. "I've seen a lot of people come and go, but that's what I'm going to miss the most—the people," he said. MPHA thanks John for his dedicated service and wishes him a well-deserved retirement!

