

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL055053	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 04/09/2025
NAME OF PROVIDER OR SUPPLIER LAUREL LANE		STREET ADDRESS, CITY, STATE, ZIP CODE 1250 GEORGETOWN ROAD LINCOLNTON, NC 28092		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	INITIAL COMMENTS An annual survey was completed on April 9, 2025. A deficiency was cited. This facility is licensed for the following service category: 10A NCAC 27G .5600C Supervised Living for Adults with Developmental Disability. This facility is licensed for 3 and has a current census of 3. The survey sample consisted of audits of 3 current clients.	V 000		
V 736	27G .0303(c) Facility and Grounds Maintenance 10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor. This Rule is not met as evidenced by: Based on interview, record review, and observation, the facility was not maintained in a safe manner. The findings are: Observation on 4/7/25 at approximately 6:40pm-7:00pm and Interview with Staff #2 revealed: -Client #1 had one window in his bedroom. Staff #2 opened Client #1's only window and raised the lower sash. When Staff #2 let go of the lower sash once raised, it immediately slammed shut. Staff #2 stepped back away from the window and stated, "Oh! That was scary!" -Client #2 had one window in her bedroom. When the window was closed, the bottom sash and the top sash were not flush, and the sash lock could not be secured. Directly in front of the only window was a wooden nightstand	V 736		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Mary E Costner

TITLE

Administrator

(X6) DATE

4/30/25

Division of Health Service Regulation

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V 736	<p>Continued From page 1</p> <p>approximately 24 inches wide by 30 inches high which blocked the window. On top of the wooden nightstand was Client #1's Continuous Positive Airway Pressure (CPAP) machine, mask, and hose. The CPAP machine was plugged into the wall outlet behind the nightstand. Alongside the nightstand was a cardboard box approximately 12 inches wide by 20 inches long filled with books, magazines, and notebooks. The cardboard box was on the right side of the nightstand between the nightstand and the bedroom door. The cardboard box also blocked the window.</p> <p>Review on 4/8/25 of the North Carolina Residential Building Code Section 310.2.1 revealed: -"Emergency Egress - Every sleeping room shall have at least one operable window or exterior door approved for emergency egress. The units must be operable without the use of key or tool to a full clear opening. If a window is provided, the sill height may not be more than 44" above the floor. These must provide a clear opening of 4 square feet. The minimum height shall be 22 inches and minimum width is 20 inches (1996 Building Code). (For buildings built under the previous Residential Building Code the requirements allowed for a sill height of 48" and an opening of 432 square inches in area with a minimum dimension of 16")."</p> <p>Review on 4/7/25 of the Division of Health Service Regulation (DHSR) Construction Section's Statement of Deficiencies for the facility dated 9/17/24 revealed: -Client #1's bedroom window " ...dropped ..." when opened " ...which is a potential safety hazard in the event of a fire or other emergency ..." -Client #2's window " ...was not able to be locked</p>	V 736	<p>V 736</p> <p>Client #1-bedroom window was repaired and in working order on 4/18/25.</p> <p>Window has been checked daily to ensure it is working properly.</p> <p>Supervisors have been trained by QPs and/or Administrator on how to complete a monthly Environmental Assessment, completely and thoroughly. Going forward, monthly Environmental Assessment will be completed by supervisors, QP or Administrator and for any repairs needed a work-order</p>	

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V 736	<p>Continued From page 2</p> <p>..."</p> <p>Attempted interview and observation on 4/7/25 at approximately 7:05pm with Client #1 revealed: -The attempted interview was unsuccessful. Client #1 did not verbally respond to questions. He stared toward the ceiling of the room.</p> <p>Interview on 4/7/25 with Client #2 revealed: -The cardboard box which contained books, magazines, and notebooks and the nightstand were "too heavy" for her to move. -Did not know that her window could not be locked but identified that was "not safe."</p> <p>Interview on 4/9/25 with the Direct Support Supervisor revealed: -Did not know Client #1's window slammed shut when opened or that Client #2's window did not lock. -Client #1 had a stroke approximately two years ago and suffered a significant loss of strength in both of his arms because of the stroke.</p> <p>Interview on 4/9/25 with the Qualified Professional (QP) revealed: -Did not know Client #1's window slammed shut when opened or that Client #2's window did not lock. -Client #1 had a stroke approximately two years ago and suffered a significant loss of strength in both his arms because of the stroke. -Had not checked the windows when she visited the facility but will start doing so immediately. -Will be "more aware" of furniture and personal items that blocked the windows in the future and will make sure that all windows were accessible to clients. -Client #2 would not have the strength to move a</p>	V 736	<p>will be completed and submitted timely.</p> <p>Client #2 Window repaired, CPAP machine box of books and wooden nightstand have been moved, please see</p>		

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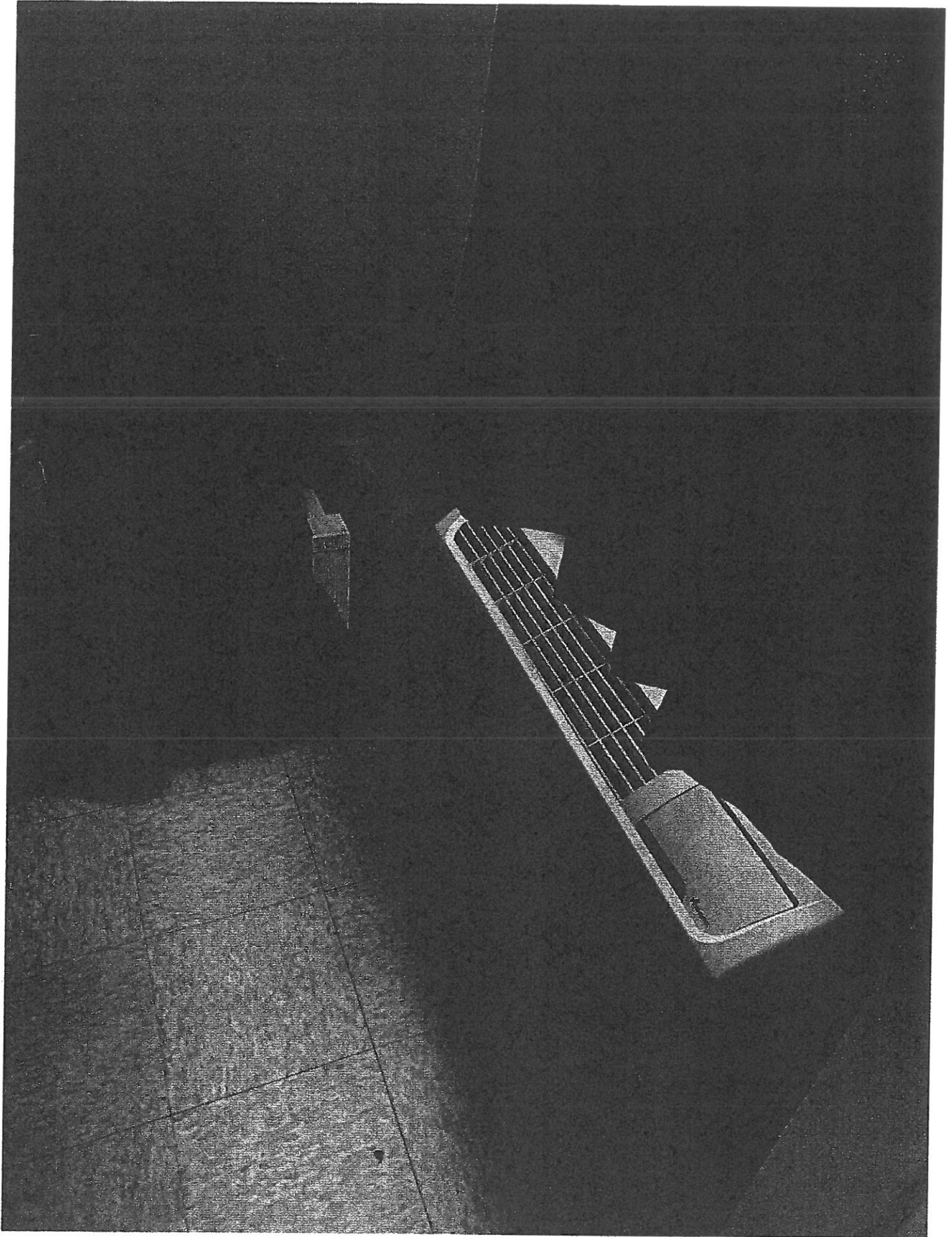
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V 736	<p>Continued From page 3</p> <p>box of books or a wooden nightstand independently in case of an emergency.</p> <p>Interview on 4/9/25 with the Administrator revealed:</p> <ul style="list-style-type: none"> -Was aware that the DHSR Construction Section cited the facility in September 2024 for Client #1's window which slammed shut when opened and Client #2's window which did not lock. -The maintenance man repaired the two windows after the DHSR Construction Section's survey in September 2024 but could not provide an exact date of when these repairs occurred. -Did not know there were additional needed repairs to the two windows. -The maintenance man went to the facility on 4/8/25 to assess the two windows but could not repair them. -A new window was ordered for Client #1's bedroom and a new window lock was ordered for Client #2's bedroom. <p>Review on 4/8/25 of the Plan of Protection (POP) signed and dated 4/8/25 by the Administrator revealed:</p> <p>"What immediate action will the facility take to ensure the safety of the consumers in your care? Maintenance Coordinator on his way to home (facility) to inspect window. Maintenance Coordinator ordered new window from [window supply company] in [local city]. (Please see attached). Window being built per measurements and could take up to 2.5 weeks. One window arrives Maint (Maintenance) Coordinator will replace. Window will be in no later than 4/25/25 (2.5 weeks). Once window is delivered RHA (Licensee) Maint Coordinator will replace window same day.</p> <p>Describe your plans to make sure the above happens.</p>	V 736		

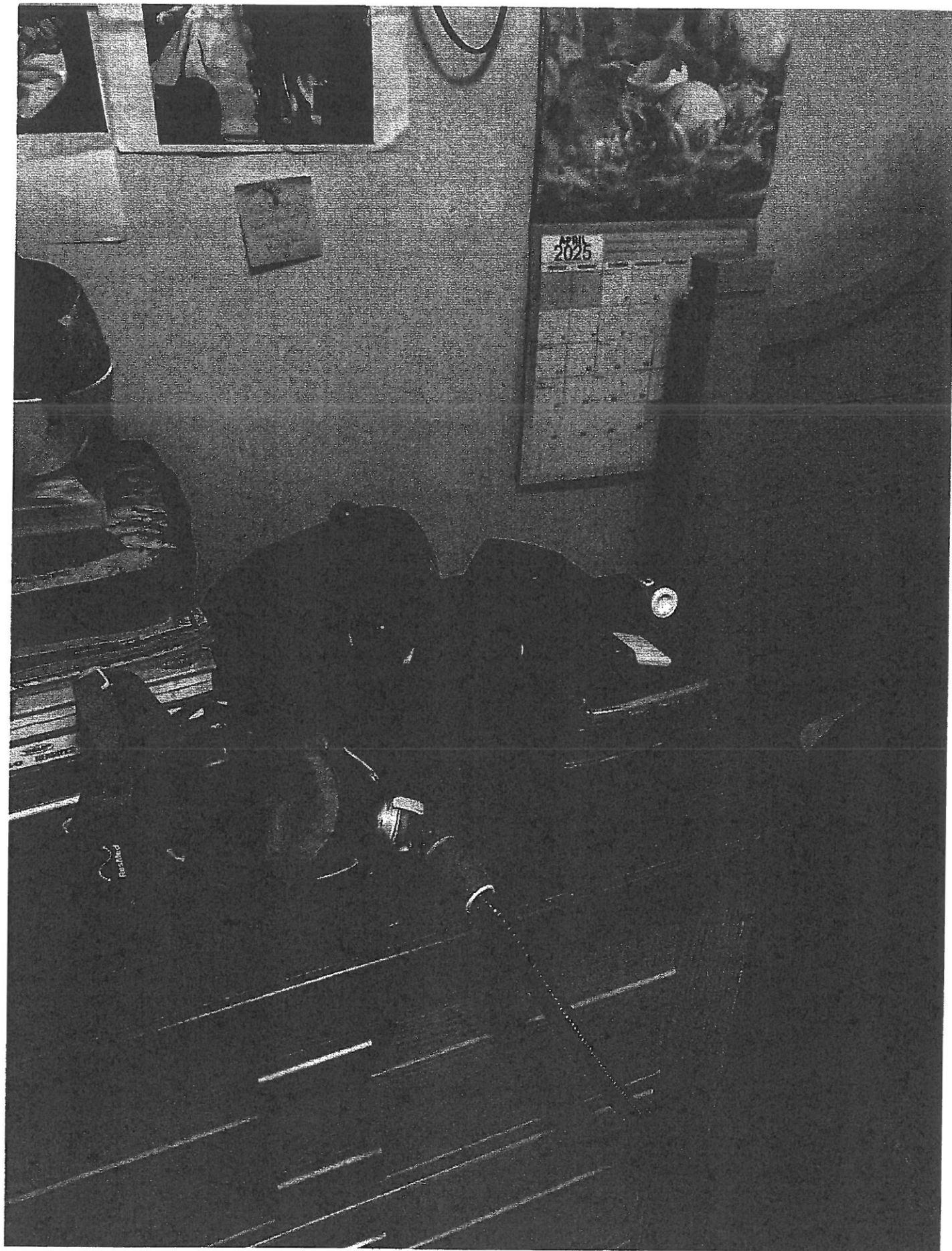
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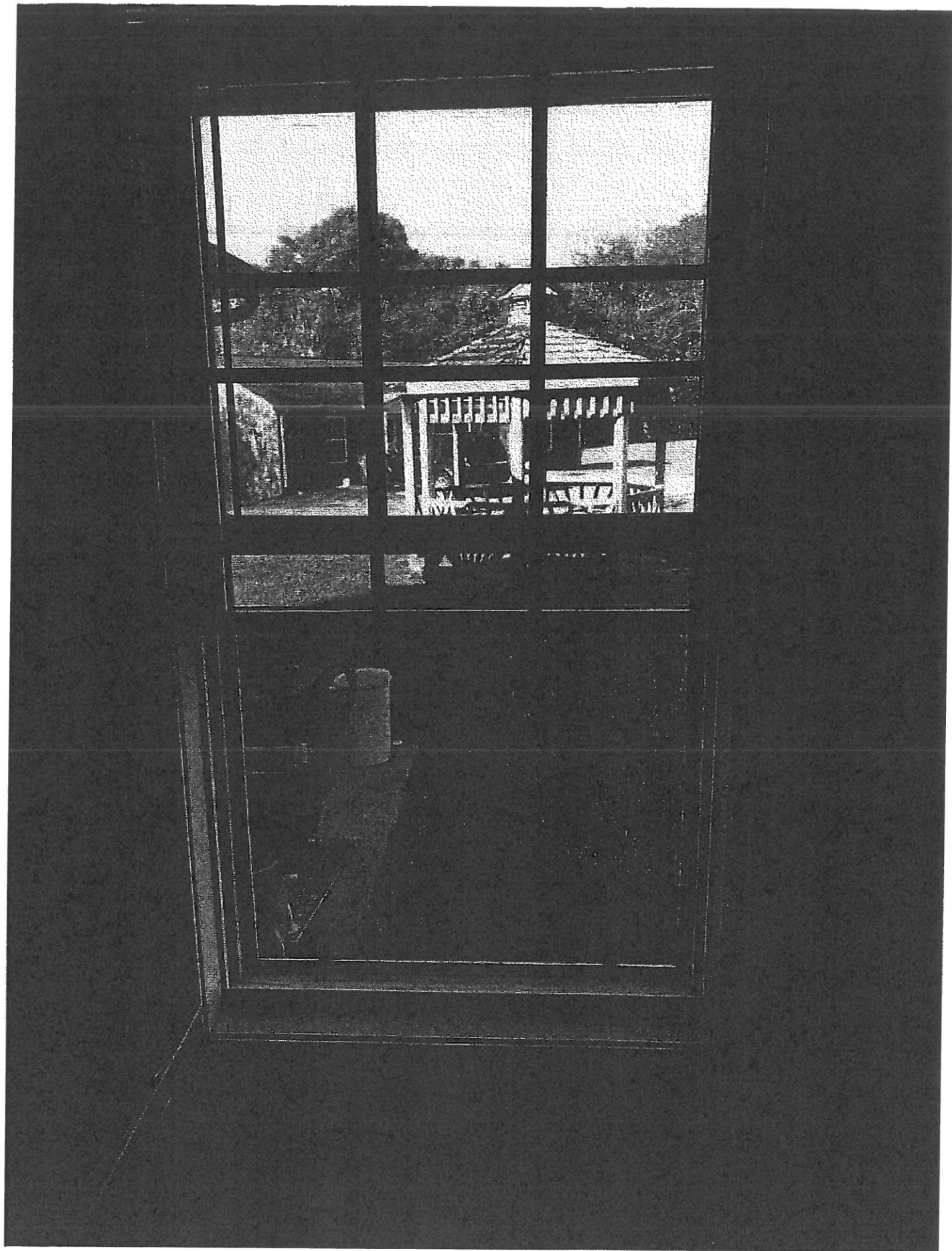
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V 736	<p>Continued From page 4</p> <p>Administrator and QPs will retrain Direct Support Supervisors and Residential Team Leaders on how to complete Monthly Environmental Assessment correctly and thoroughly. "Once window replaced video will be forwarded (to DHSR)."</p> <p>Attached to the POP was a copy of the window specifications from the window supply company and a copy of the receipt for payment of the window. Both were dated 4/8/25.</p> <p>Review on 4/9/25 of the addendum to the POP signed and dated 4/9/25 by the Administrator revealed:</p> <p>"Laurel Lane (facility) is a 24-hour awake staffing facility; as well as the licensed home (facility) next door separated by a wall. Both homes have 1st, 2nd, 3rd shift staffing if extra assistance was required. Secondary egress is front door locations. Member (Client #1) also has 2-hour monitoring checks overnight. RHA will provide extra staffing overnight on 3rd shift; during the day from the hours of 8:30am to 2:30pm members attend the Day Activity Center and/or community, arriving home around 3pm. Maintenance Coordinator inspected window on 4/8/25 and was unable to make repair as a permanent fix, measurements were taken and new window was ordered on 4/8/25 from [window supply company in local city]. Could not place a rush order on window and could take up to 2.5 weeks to be delivered ..."</p> <p>Clients #1 and #2's diagnoses included, but were not limited to, Mild Intellectual Developmental Disability, Adjustment Disorder, Sleep Apnea, Ataxia, Seizure Disorder, Intracranial Lesion, History of Recurrent Falls, and Left Side Hemiparesis. Client #1's only bedroom window</p>	V 736			

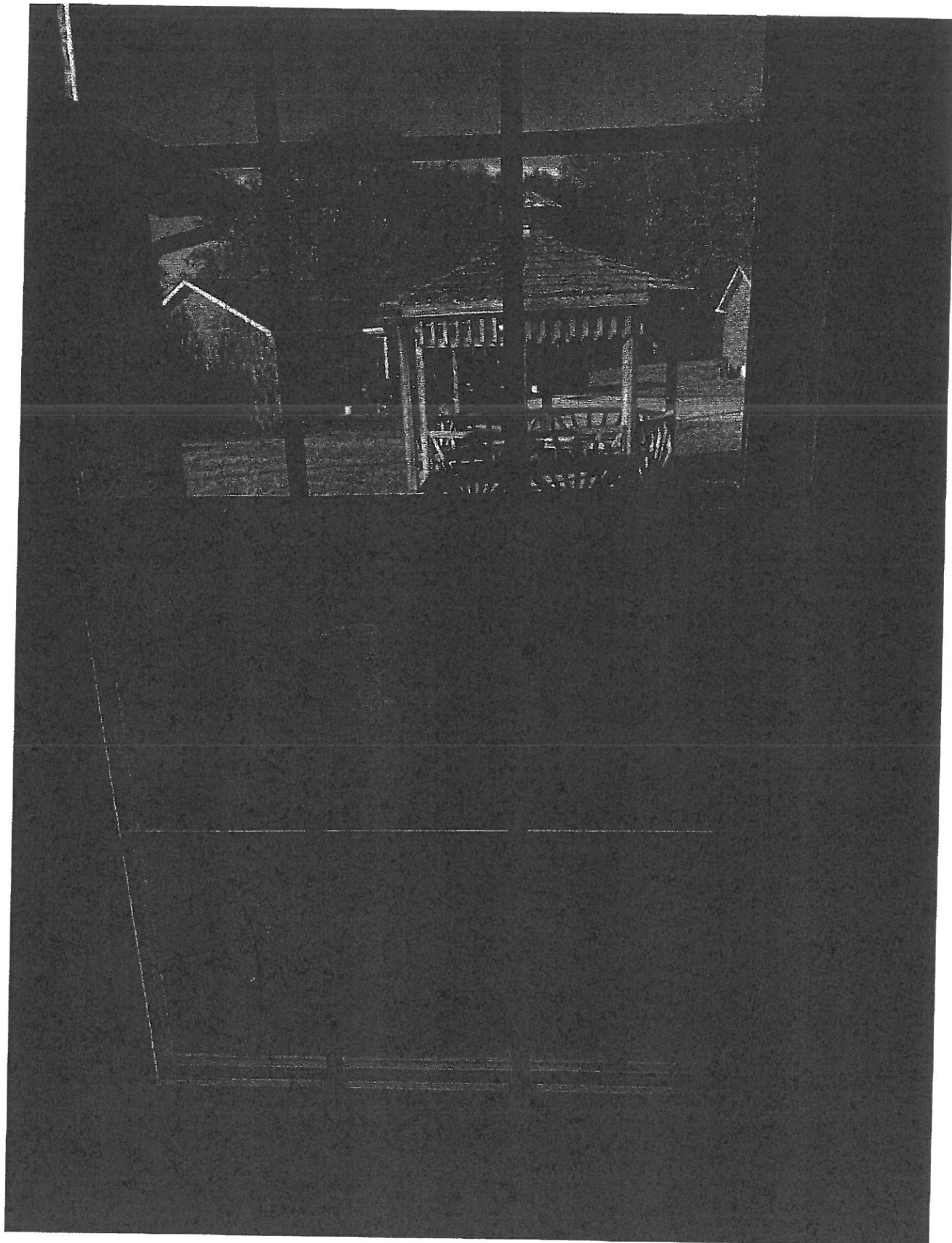
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V 736	Continued From page 5 slammed shut immediately upon opening. Client #2's only bedroom window did not lock and was blocked by a wooden nightstand and a box of books which were too heavy for Client #2 to move to gain access to the window. The facility was made aware of the needed repairs to the two windows during a DHSR Construction Section survey in September 2024. The windows remained unrepaired 7 months after the initial notification to the facility. This deficiency constitutes a Type A1 rule violation for serious neglect and must be corrected within 23 days.	V 736		











4/11/25

Gastonia Unit

End Time:

Proper Completion of An Environmental Assessment

Ensure thorough completion of the Environmental Assessment and follow up with creating work orders as needed and reporting emergent repairs.

Attendance

Form#: 11005



- ☐ Safety Committee Chair
☐ Administrator
☐ QP/PM
☐ QA Notebook

ENVIRONMENTAL ASSESSMENT - RESIDENCE

House: _____ Date of Assessment: _____ Time: _____

Name of Inspector: _____ Signature: _____

NOTE ANY ISSUE AND THE LOCATION ON PAGE 6 IN THE COMMENTS SECTION

General Housework		Sat	Unsat	Specs Area Issue Required
Item/Area to Assess	Guidelines to determine score of each			
1. Floors	Clean, in good repair (no stains, tears or trip hazards, etc)			
2. Baseboards	Clean; dust and dirt free			
3. Walls	Clean; no holes or scuff marks			
4. Windows	Clean; easily opens; no cracks, breaks, etc.			
5. Curtain/Blinds	Clean and in good repair; appropriate size for windows			
6. Door Frames	Clean; in good repair; no cracks or damage			
7. Ceilings	Clean; in good repair (no chipped or peeling paint; no signs of water damage, etc)			

Kitchen		Sat	Unsat	N/A
Item/Area to Assess	Guidelines to determine score of each			
8. Counters	Free from clutter and litter, clean			
9. Shelves	Like items grouped; Older items stored in front			
10. Oven	Inside free from spills and grease; no foil in oven			
11. Stove	Eyes, stove top, hood and filter clean; no foil covering stove top drip pans			
12. Silverware	Clean, dry and well arranged			
13. Cabinets	Locked, if required; all food items stored separately from chemicals			
14. Dishwasher	Inside clean and free from food and spills			
15. Refrigerator				
	Leftovers within approved dates			
	Thermometer – between 38-44 degrees			
	Vegetable and meats separated			
	Free from spills			
	Milk within expiration date			
	Food stored in air tight containers and properly labeled (includes unused meat, open cheese or other dairy items not in a self-contained packages)			
16. Sinks	Clean and no food thawing out in the sink			
17. Faucet	Clean; no leaks; control knobs secure; hot and cold water working			
18. Storage area below sinks	Clean and dry; Cleaning supplies labeled and arranged for safety			
19. Dishes, Glasses, Cups	Clean, dry and well arranged; no chips or cracks			
20. Pots and pans	No peeling of or damaged Teflon coating; handles secured; in good condition			

"This report has been created by the Quality Assurance/Quality Improvement Committee for the purpose of monitoring and evaluating the quality of services at RHA Health Services. Findings of the duly appointed Quality Assurance/Quality Improvement Committee are privileged, confidential, and not public record (NCGS 122C-30). The records and materials produced by the committee, and the material it considers shall be confidential and not considered public records within the meaning of NCGS 132-1."

ENVIRONMENTAL ASSESSMENT - RESIDENCE

Kitchen (cont.)		Sat	Unsat	N/A
Item/Area to Assess	Guidelines to determine score of each			
21. Microwave	Clean; carousal and/or rack present, if applicable			
22. Light Fixtures	Clean; all light bulbs working; light bulb in all light sockets			
23. Drawers	Clean and well arranged			
24. Waste Containers	Waste not overflowing, container covered, clean (no foul odors)			
25. Paper Towels	Available and on a paper towel holder/rack			
26. Disaster Foods	In place and dated less than 6 months			

Pantry		Sat	Unsat	N/A
Item/Area to Assess	Guidelines to determine score of each			
27. Shelves	Like items grouped together, older items in front			
28. Freezer				
	Thermometer – temp below 0 degrees			
	Foods properly stored and labeled			
	Clean and free from spills; top of freezer clean			
29. Vegetables	Fresh with no sprouts			
30. Food storage (non-perishable items)	Open bags or boxes of food are in air-tight plastic containers			
31. Food storage (perishable items – potatoes, onions)	Stored off the floor and in a container or bin			

Dining Room		Sat	Unsat	N/A
Item/Area to Assess	Guidelines to determine score of each			
32. Chairs	In good repair; no loose or broken parts; clean			
33. Table	In good repair; no loose or broken parts; clean			
34. Fire Extinguisher	ABC type extinguisher; current inspection tag; monthly checks initialed on tag (none missing); location identified on posted evacuation plan; easily accessible			
35. Waste Basket	Trash can liner; not over-flowing; no odor			

Living Room		Sat	Unsat	N/A
Item/Area to Assess	Guidelines to determine score of each			
36. Chairs	In good repair; no loose or broken parts; clean			
37. Sofa	Clean; in good repair			
38. Tables	In good repair; no loose or broken parts; clean			
39. Light Fixtures/ Ceiling Fan	Clean; all light bulbs working; light bulb in all light sockets			
40. Fire Extinguisher	ABC type extinguisher; current inspection tag; monthly checks initialed on tag (none missing); location identified on posted evacuation plan; easily accessible			
41. Pictures	Displayed at eye-level; tasteful; frames in good repair; no dust			
42. Evacuation Plan	Displayed at the appropriate location; includes all required information			
43. Air Conditioner Return Vent	Clean and lint/dirt free			
44. Leisure Materials Storage Area	Neat and organized; no broken or torn materials; accessible			
45. Closets free from clutter and sprinkler heads not blocked.	Clothes hanging neatly; shoes organized; any other stored items organized neatly			

ENVIRONMENTAL ASSESSMENT - RESIDENCE

Hallways		Sat	Unsat	N/A
Item/Area to Assess	Guidelines to determine score of each			
46. Pictures	Displayed at eye-level; tasteful; frames in good repair; no dust			
47. Evacuation Plan	Displayed in the appropriate location; includes all required information			
48. Air Conditioner Return Vent	Clean and lint/dirt free			
49. Leisure Materials Storage Area	Neat and organized; no broken or torn materials; accessible			

Area		Bathrooms								
		Write initials or location beside numbers to identify bathrooms								
		Bathroom #1			Bathroom #2			Bathroom #3		
Items to Assess		Sat	Unsat	N/A	Sat	Unsat	N/A	Sat	Unsat	N/A
50. Mirrors										
51. Toilet										
52. Sink										
53. Faucets										
54. Bath Tub										
55. Paper Towels										
56. Cabinets										
57. Counter										
58. Drawer										
59. Shower Curtains										
60. Soap Dispensers										
61. Toilet Paper										
62. Waste Basket										
63. Exhaust Fan										
64. Shower Heads										
65. Shower Chairs										
66. Non-skid bath mats, as appropriate										

Bathrooms								
Write initials or location beside numbers to identify bathrooms								
Items to Assess	Bathroom #1				Bathroom #5			
	Sat	Unsat	N/A		Sat	Unsat	N/A	
50. Mirrors								
51. Toilet								
52. Sink								
53. Faucets								
54. Bath Tub								
55. Paper Towels								
56. Cabinets								
57. Counter								
58. Drawer								
59. Shower Curtains								
60. Soap Dispensers								
61. Toilet Paper								
62. Waste Basket								
63. Exhaust Fan								
64. Shower Heads								
65. Shower Chairs								
66. Non-skid bath mats, as appropriate								

ENVIRONMENTAL ASSESSMENT - RESIDENCE

Bedrooms													
Write initials or name beside numbers to identify bedrooms													
Item/Area to Assess	N/A	#1		#2		#3		#4		#5		#6	
		Sat	UnSat	Sat	UnSat	Sat	UnSat	Sat	UnSat	Sat	UnSat	Sat	UnSat
67. Bed													
68. Table													
69. Chair													
70. Linens													
71. Chest													
72. Drawers													
73. Pictures													
74. Closets free from clutter and sprinkler heads not blocked.													
75. Light Fixture/ Ceiling Fan													
76. Toiletries													
77. Dirty Clothes Hamper													
78. Waste Basket													
79. Bed Rails													

Laundry Area		Sat	UnSat	N/A
Item/Area to Assess	Guidelines to determine score of each			
80. Washer	Detergent dispenser clean; washer level on the floor; outside of machine clean; nothing sitting on top of machine			
81. Dryer & Lint Filter	Lint filter clean; outside of dryer clean; vent to outside not blocked; nothing sitting on top of machine			
82. Dirty Laundry Covered	Covered clothes hamper			
83. Clean Laundry Covered	Clean laundry not yet put away is covered			
84. Laundry products (detergent, fabric softener, bleach, etc)	Stored properly and securely if appropriate			

Safety Equipment - House		Sat	UnSat	N/A
Item/Area to Assess	Guidelines to determine score of each			
85. First Aid Kit	Stocked with appropriate items; location identified on the fire evacuation plan			
86. Fire Extinguisher	ABC type extinguisher; current inspection tag; monthly checks initialed on tag (none missing); location identified on posted evacuation plan; easily accessible			
87. BBP/Clean Up Kit	Stocked and easily accessible; not expired			
88. Carbon Monoxide Monitor	Tested and operating properly			
89. Thermometer	Hot water thermometer is available at the home			
90. CPR Breathing Barrier/Mask	Location clearly marked, easily accessible, location identified on posted evacuation plan			

Office Area		Sat	UnSat	N/A
Item/Area to Assess	Guidelines to determine score of each			
91. Desk	In good repair; no loose or broken parts; clean			
92. Chairs	In good repair; no loose or broken parts; clean			
93. Book Shelves	Shelves securely attached; no broken pieces; clean; organized			
94. Waste Containers	Trash bags/liners in place; not over-flowing; no odor			
95. File Storage	Secure; organized; no PHI displayed			
96. Required manuals present	Most current version of policy manuals			
97. Required Postings (Citrix Form #3084)	All required postings current and present			

Item/Area to Assess	Guidelines to determine score at each	Sat	Unsat	N/A
98. Driveway	No cracked or broken concrete or pavement; no foliage growing			
99. Yard neat, grass cut	No tree branches, trash, etc; grass cut and trimmed; leaves raked			
100. Sidewalks, Walk areas	No broken concrete; level walking paths			
101. Ramp	In good repair; no nail protrusions; no loose or broken boards; railing is secure			
102. Steps	Secure handrail; no loose or broken steps; no nail protrusions			
103. Patio/Deck/Porch	In good repair; outside furnishing only; no trash, no old furniture or appliances that have been replaced, etc			
104. Shrubbery	Trimmed; no dead shrubs			
105. Trees	Healthy with foliage; no dead or dying trees			
106. Outside Light Fixtures	Working light bulbs in all sockets			
107. Garbage Cans	Lids tight and secure, Waste not over-flowing, Cans and lids clean			
108. Mops/Buckets	Stored properly after use; no standing water in bucket, mop in empty bucket			
109. Smoking Receptacles Cigarette Butts	Cigarette butts only in receptacles; None on the ground, driveway, patio, deck, etc. Receptacle not overflowing; no trash; filled with sand			
110. Paint / Siding / Roof / Gutters	Siding clean and no mildew; paint not cracked or peeling; no missing roof shingles or leaks; gutters securely fastened in place; free of debris			
111. Fire Dept. connection sign present	Located in the appropriate place in the home; easily accessible			
112. Condition of fence and gates	In good repair; no broken links or sections; gates operate appropriately with no loose or broken parts			
		Total Sat.		Total N/A
Total Items Listed: 112	Totals:			

Environmental Score: _____

ENVIRONMENTAL ASSESSMENT - RESIDENCE

To Obtain Environmental Score:

- Obtain Environmental Score:
1. Record in the appropriate boxes the total number of items checked N/A and also the number of items checked Satisfactory.
 2. Subtract total N/A from 112 (Total Items Listed) to get the number of Items That Apply
 3. Divide the total number of Satisfactory items by the total number of Items That Apply
 4. The result is the Environmental Score for this assessment

Corrective Actions

Work Orders completed for appropriate items?

☐ Yes ☐ No

Date Work Orders Issued:

Date Work Orders Issued: _____
(No work orders indicates all items checked were in satisfactory condition.)

Landlord (or other appropriate person) notified if RHA not responsible? ☒ Yes ☐ No

☐ Yes ☐ No

Date of Notification:

Correction Assignment Sheet (Next Page) posted to correct Unsatisfactory items?
Date Correction Assignment Sheet posted: _____

☐ Yes ☐ No

Date Correction Assignment Sheet posted:

Comment Section

Comment Section
Use this section to record comments about items scored on the previous pages.

[illegible]