

# The Other Side of Maintenance

More Than Just Repairing, Cleaning, and Renovating

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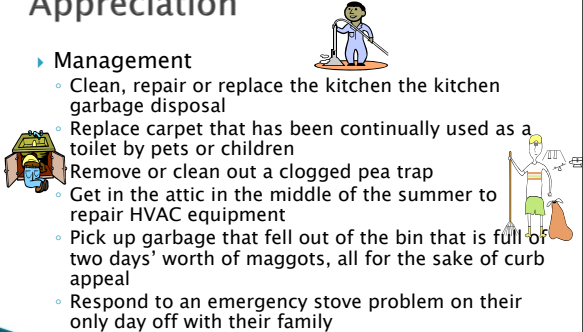
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## Appreciation

- ▶ Management
  - Clean, repair or replace the kitchen the kitchen garbage disposal
  - Replace carpet that has been continually used as a toilet by pets or children
  - Remove or clean out a clogged pea trap
  - Get in the attic in the middle of the summer to repair HVAC equipment
  - Pick up garbage that fell out of the bin that is full of two days' worth of maggots, all for the sake of curb appeal
  - Respond to an emergency stove problem on their only day off with their family




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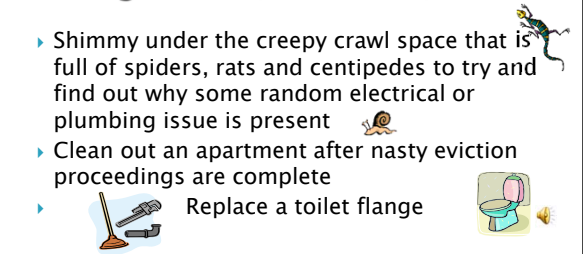
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## Management (continued)

- ▶ Shimmy under the creepy crawl space that is full of spiders, rats and centipedes to try and find out why some random electrical or plumbing issue is present
- ▶ Clean out an apartment after nasty eviction proceedings are complete
- ▶ Replace a toilet flange
- ▶ Find a dead body in the apartment and report it to the authorities




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### Management (continued)

- ▶ You are a major part of the TEAM
  - After move in, the resident has more contact with Maintenance staff than any other staff member
  - Management relies on Maintenance to fulfill more duties than just work orders and make readies
    - Resident Retention
    - Customer satisfaction
    - Honey Do's
    - Messenger Service
    - You and your performance can make or break the property

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### Management (continued)

- ▶ You are Equal !!!!!
  - Not just as a person, but in your position on the staff
    - Resident Retention
    - Staying within the Budget
    - Representing the property in all aspects
      - Residents
      - Public
      - Profession
        - Conferences
        - Training
        - Vendors

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### Fair Housing

- ▶ Maintenance is just as responsible for abiding by Fair Housing Laws as Management
- ▶ It's the Law...everyone would be named in a lawsuit
- ▶ Protected Classes
  - Race
  - Color
  - Religion
  - National Origin
  - Sex
  - Familial Status
  - Disability

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### Fair Housing (continued)

- ▶ Race
  - Can be the same race
  - Can be Caucasian
  - Disparate Action
    - Customs
    - Hygiene
    - Odors

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### Fair Housing (continued)

- ▶ Color
  - Fair or Dark
  - Different parts of the country



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### Fair Housing (continued)

- ▶ National Origin
  - Could be Ancestry
  - Disparate Action



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### Fair Housing (continued)

- ▶ Religion
  - Customs
  - Accents



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### Fair Housing (continued)

- ▶ Sex
  - This includes alternative life style in most states
  - Could be same sex



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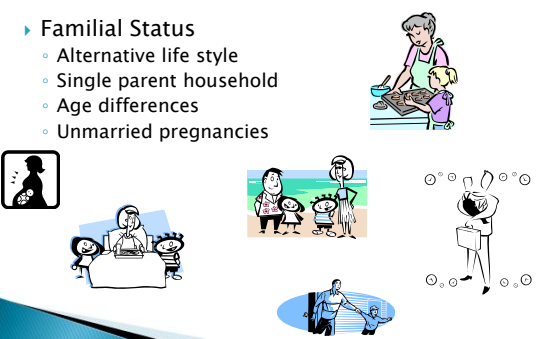
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### Fair Housing (continued)

- ▶ Familial Status
  - Alternative life style
  - Single parent household
  - Age differences
  - Unmarried pregnancies



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### Fair Housing (continued)

▶ Disability

- Reasonable Accommodation
- May be more specific work orders
  - Trash
  - Parking
  - Notices
  - Pets
  - Playground
  - Must still abide by the lease



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### Fair Housing (continued)

**Don't fraternize with the residents**

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### Customer Service

You're not born with it, it is learned

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### Customer Service (continued)

- ▶ Resident Retention
  - The number one reason residents move is because of lack of or poor maintenance
- ▶ Work Orders
  - Residents are sometimes hesitant to report work orders
    - They don't want to inconvenience anyone
    - They don't want anyone in their apartment
      - Bad housekeeping
      - Unauthorized guests
      - Pets
      - Illegal activity
      - Concern over possessions

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### Customer Service (continued)

- Should be done in order they are reported with the exception of emergencies
- When entering a unit, consider time of day...family properties as opposed to senior sites
- Be courteous and friendly and don't talk company business or gossip
- If the resident is available, ask if the job you have completed is satisfactory
- Try to get the resident signature on the work order
- CLEAN UP AFTER YOURSELF, whether in a unit or common area
- Turn off lights and leave the unit as it was

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### Organization and Time Management

- ▶ Organization
  - Maintenance Shop
  - Supplies
  - Paperwork
  - Time
  - Less Stressful
  - Get more work accomplished
  - It's a real balancing act



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### Organization and Time Management

- ▶ Time Management
  - Take time each morning to organize
  - Get more accomplished
  - Less Stressful
  - Set a specific amount of time for each task
    - Picking up the grounds
    - Special jobs
    - Make Ready's
    - Work Orders
    - Office Work
    - Clean up
    - Communicate with Management



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### Organization and Time Management

- ▶ Be prepared when going into a unit to do a work order
  - Save Time
  - Looks more professional
  - Less Work for You!
  - If the resident is present, always tell them when you are leaving and if you plan to return...maybe you are not done with the work (Did you forget to bring the duct tape?)



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### Professional Appearance

- ▶ You are representing the owner and the property
  - Owners and representatives may be on the property
  - Residents notice poor appearance
- ▶ Personal Hygiene
  - Bathe
  - Shave
- ▶ Uniform
  - Clean
  - Not wrinkled
  - Belt
  - Tuck in your shirt
  - Shoes
  - Paint Overalls



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### Professional Appearance (continued)

- ▶ Off the property
  - Public knows who you are
  - Picking up parts
  - Training
  - Conferences
- ▶ Conversation
  - Foul language
  - Gossip
  - Personal Life (Ya know what I did last night?)
  - Other residents units and personal lives

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### Administrative Duties

- ▶ Inventory Logs
  - Tools
    - Serial Numbers
    - Personal Items
  - Maintenance Supplies
    - Don't stock pile
    - Be able to complete work orders
  - Cleaning Supplies
    - Have the correct supplies for the job
  - Appliances
    - Fire
    - Theft
  - Office Equipment



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### Administrative Duties (continued)

- ▶ Completing Work Orders
  - Complete them timely
    - Including signing off on them and returning them to the office
    - Fill it out completely with time, materials used, and what you did
    - Sign and date the work order (Get the resident signature if available)

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## Education and Training

### ▶ Fair Housing

- Try to get Fair Housing training annually
- Pay attention and use what you learn
- Obtain certificates and give copies to Human Resources for your personal file
- Don't do favors



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## Education and Training (continued)

### ▶ Lead Based Paint

- New Laws enacted April 22, 2010
  - Fines could cost you and your owner more than \$30,000
  - Applies to properties built before 1978
  - Properties built before 1978 may have been tested and declared lead free
  - Can't disturb more than a 6 foot area interior and 20 foot area exterior or windows

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## Education and Training (continued)

### ▶ REAC

- Real Estate Assessment Center
- For HUD owned or HUD contract or HUD financing
- Scoring is very detailed
- Examines physical
  - Site
  - Common Areas
  - Units

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### Education and Training (continued)

- ▶ Electrical, Plumbing, HVAC, etc.
  - Vendors are a great resource for training
  - Ask to go to training
  - Be involved with trade organizations like HAHMA
  - Don't be opposed to training on your own, it makes you a more valuable employee
  - Get certifications and give copies to Human Resources
  - New HVAC Laws
  - Take all necessary precautions

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### Things Only a Maintenance Tech Would Do

- ▶ Replace a toilet seat when the resident never cleaned the toilet or the surfaces around it
- ▶ Clean up after everyone's pets because the pet owners don't
- ▶ Oil squeaky bike chains so the kids things they ride faster
- ▶ Put balloons up in a little girl's room so she does not have nightmares

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### YOU ARE APPRECIATED!

Even if we forget to tell you...



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