

# Springboard Affordable Housing Management LLC

## 400 – MAINTENANCE

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## **400-2000 Site Procedures**

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- .1 The Maintenance Team is responsible for the overall maintenance of the community, all common areas and the apartment buildings.

## **400-2100 Unit**

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- .1 The units are to be maintained using like parts where necessary.

## **400-2101 Maintenance Service Request (MSR)**

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- .1 All resident requests for repair must be input into OneSite under Facilities and two (2) copies are printed. Both are stapled together and given to the Service Department to be completed. The service request needs to be completed in detail. The employee receiving the MSR must help the resident in determining the specific problem. OneSite will allow the employee to drill down to the specific problem and help the Service team prepare for the repair. Remember to be specific in describing the problem.
- .2 There are two (2) copies of the service request printed. Both must be filled out by the maintenance service technician who completes the request. The maintenance staff should not sign out keys for more work orders than can be completed in during their shift. One copy will be left on the door of the resident or inside in a conspicuous place so the resident will be aware who completed the service and what was done. The other copy will then be used by the staff to input the details of the completed service request in OneSite. It is important that legible handwriting be used on all copies.
- .3 After the repair is done, the Service Technician must complete in detail the lower portion of the MSR. In this portion, the Service Technician will check if the work is completed or needs follow up, sign their name, date completed, time in, time out, and briefly describe the repair. If follow up is needed, make a note to the resident indicating an approximate time for the follow up repair.
- .4 During the course of the day, the Maintenance Supervisor will be responsible to ensure that all service requests are being completed and updated properly in OneSite. To do so, the Service Technician will return the one complete copy of the MSR to the Maintenance Supervisor, where it is then input into the system as 'Complete'. The Property Manager, Assistant Manager and Maintenance Supervisor should review the number of requests completed daily to know exactly when and what is being completed. At the end of the business week, a weekly count of the MSR's can be found in OneSite and entered on the weekly report.
- .5 By reviewing the service requests listed in OneSite Facilities, the staff will know what service is pending, open or complete.
- .6 Verbal Maintenance Emergencies could include the following: No heat, no hot water, clogged pipes, plumbing leaks, electrical problems, and key and lock problems.
- .7 If a resident is requesting additional repairs while a Service Technician is already in the apartment, the repairs are to be completed only if the workload permits. Extra items should be noted on the MSR Form for proper documentation. If the request cannot be handled, the Service Technician should take the request from the resident and provide the information to the office so a Service Request can be prepared. The Service Technician should explain the predicament (workload) and express concern for the resident's needs.

- .9 Employees and vendors must not use tobacco products and/or be under influence of alcohol and/or drugs while performing job duties and responsibilities. Employees should take extra care not to enter an apartment smelling of cigarette smoke.
- .10 Employees must not turn on radio other than communication devices, stereo, television, or use the resident's bathroom or telephone. Always be cautious and considerate of the resident's privacy, possessions, and pets.
- .11 When performing a repair in an occupied apartment and the resident is not home, the Service Technician must knock loudly, wait a few moments, and then enter with a greeting identifying themselves and the Community. Upon completion, the resident's copy of the MSR is to be left in a conspicuous location notifying them of the work performed.
- .12 While the Service Technician is in the apartment, a door hanger must be hung on the exterior of the front door knob. This hanger identifies that a Service Technician is in the apartment.
- .13 Each Service Technician will wear uniform shirt, pants, and jacket (optional) with the Property Name and their name. All service technicians must wear a photo badge during work hours and after hour emergency calls. All uniforms are returned to Management upon resignation or termination of the employee.
- .14 Service Technicians must always clean the area in which they have worked. If the repair required resident's possessions to be moved, return them to their original location.
- .15 Documenting repairs requested by employees is just as important as documenting resident requests for repair. These are also recorded on a MSR. Lights out, grounds work, and cleaning might be examples of requests for service by employees. These are documented and scheduled in the same way as Maintenance Service Requests.

#### **400-2105 On-Call / After Hour Service**

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- .1 The Company will pay employee for after hour on call maintenance emergency services for mileage to travel to and from the property and pay for their time when they arrive and leave the property.
  - If an employee lives onsite, their time starts when they get the call.
  - If an employee lives offsite, then mileage would pay for their travel time and time would start when the employee arrives at the property and stop when they leave the property, again getting mileage for their travel time to return to home. If they work for 15 minutes, then they get paid for 15 minutes. No minimum pay for on-call, just actual time worked.
- .2 Employees must document the emergency service performed and input into OneSite the following day.
- .3 Employees must document their mileage on the Mileage reimbursement form and submit to their manager timely.
- .4 Employees must document the time worked on their time card and the MSR.
- .5 Reimbursements for mileage are not paid to employees reporting to work for their regular scheduled hours unless they are assisting at a sister property and the distance they are driving to get there is greater than the distance they would normally drive to go to work.

#### **400-2110 Make Ready Board in OneSite**

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- .1 The Maintenance Supervisor and Property Manager must use the Make Ready Board in OneSite to manage the turn overs. Detail the work to be done on each turnover and the schedule, ideally the order of apartment turnover should be Paint, Maintenance, Clean, and Carpet Clean then the Final

Walk. Carpet/Vinyl replacement should occur after Paint. Drape or Blind replacement should occur along with Maintenance.

#### **400-2111 Move-out**

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- .1 The resident has moved out and is ready for a Move out Inspection. Go to the Resident File for the Move in / Move out Inspection Report which should have been completed upon move in. Use this report to note the condition of the apartment upon move out. All damages are noted on this form. All items above ordinary wear & tear are charged to the resident. Cleaning is never considered ordinary wear & tear. Collect keys from the resident and return them to the original tag in the key box.
- .2 Input the move in on OneSite. Notify the property staff of the move out. Place the Resident File in the Assistant Manager's in-box to begin the Final Account Statement process. - delete
- .3 Although a pre walk inspection may have already taken place and the apartment is already in the OneSite Make Ready Board and scheduled, additional items may need repair or replacement. Major capital repairs, drywall repairs, ceiling paints, etc. should be noted in the System and scheduled.
- .4 The Service Technician responsible for the turnover will begin by inspecting the apartment and making a materials list of the necessary supplies to complete the turnover of the apartment.
- .5. The Service Technician responsible for the Turnover will complete the turnover process. As Paint, Clean, and Carpet, are completed, these items are also updated in OneSite. Updates are important and done daily. Leasing Consultants use the dates in OneSite to lease and show apartments. Good communication and current information are the keys to success.
- .6 After the apartment is made Rent Ready, the Property Manager, Maintenance Supervisor, Assistant Manager and / or the Leasing Specialist who leased the apartment will do the final inspection. This is their chance to approve the product and declare it ready for move in. The final inspection is noted in OneSite.
- .7. After a new resident moves in to the apartment and returns the Move in / Move out Inspection Report, take the time to review the report with the resident. Ask them if everything is to their satisfaction. If repairs are needed, enter the Maintenance Service Request into OneSite. The Service Technician who completed the Turnover is responsible for completing the repairs within one business day. This gives the Maintenance Supervisor an opportunity to train and improve the Technician's overall work performance, leading to future satisfied residents. A copy of the Inspection Report is placed in the Property Manager's in-box for review. The Property Manager will pass the copy of the Inspection Report to the Maintenance Supervisor for final review. Give the customer a copy of the Inspection Report and attach the original in the Resident File.
- .8 Turnovers are complete after the additional repairs (if needed) are completed in the residents' new home and the resident is satisfied.

#### **400-2112 Outside Contractors**

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- .1 Frequently all or part of the Turnover process is handled by outside vendors. A minimum number of bids should be required for each type of work to be contracted. Written specifications are extremely important when contracting any type of work and for monitoring the work performed. Always check references and follow the Company policy for Vendor Compliance.

- .2 In all cases, the work performed by the vendor should be inspected prior to the payment of invoices. Responsibility for approving the work should not be taken lightly. Be certain standards and specifications are being met. Be certain vendors are aware of the standards and specifications. Monitor your vendors!
- .3 If the work performed relates to damages specifically caused by the previous resident, use the invoice to back up charges to the resident on the FAS. If a previous resident disputes charges, having proper documentation and invoices will help the property settle the dispute.

### **400-2130 Preventive Maintenance Inspection**

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- .1 Each unit should have a preventive maintenance inspection twice a year, in April and September. However, each time Service Personnel are in a unit for a MSR, an inspection should be performed.
- .2 A unit inspection should include a review, test and replace where necessary. Areas and items to inspect, at a minimum include:
  - Air Filter
  - Smoke Detectors/Carbon Monoxide detectors
  - Water Heaters
  - Appliances
  - Fire Hazards
- .3 The Property Manager and Maintenance Supervisor should walk the entire property each day looking for potential hazards, and specially the tour path and marketing window. Areas of concern should include:
  - Potential fire hazards
  - Trash enclosures
  - Broken sprinkler heads or pipes
  - Loose railings
- .4 Whenever an "Act of God" occurs, as soon as it is practical and safe, the property must be inspected for damage. All damage must be reported to President by means of the incident report.

### **400-2200 Property**

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The Maintenance Team is responsible for maintaining the property and not to allow the physical asset to deteriorate.

#### **400-2201 Daily**

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- .1 Maintaining the property daily is required to keep the property looking clean and to inspect the property for repair items and potential hazards.
- .2 Give special attention to the Market Window. This is what a customer sees from the moment they first approach the property, through the tour path, and then leaving the property. The Market Window must always be clean and looking sharp.

- .3 Keep the perspective of a customer during your daily routines. Eye the property as if you are a resident and this is your home.
- .4 Maintenance personnel are to clean the Market Window prior to the opening of the Office. Cleaning always includes the Office, Models, Common Areas, and Recreational Facilities. Trash receptacles should be emptied daily.
- .5 A complete property Trash Walk is done before or at the opening of the Office. This also includes cleaning the dumpster pads. All Service Technicians participate in picking up trash and cigarette butts daily. Not only should this occur first thing in the morning, but also throughout the day as they are working on the property.
- .6 Swimming pools are to be cleaned and chemicals are balanced daily, during operating months. Swimming pool furniture is straightened and trash receptacles are emptied. The temperature needs to be checked and adjusted if necessary. If it's a windy day, the pools should be cleaned as necessary.
- .7 Whirlpools, if applicable, are chemically balanced daily and cleaned. The temperature is checked daily and adjusted if necessary. Saunas are cleaned and disinfected daily.

#### **400-2210 Quarterly**

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The property manager is responsible to coordinate a staff clean-up day quarterly. The office can be closed for a period of time to walk the entire property, while the entire staff cleans the grounds.

#### **400-2210 Annual**

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The maintenance team will assist the property manager in the completion of the Strategic Business Plan.