

Maintenance



After completing a Maintenance Request, retain the pink copy at the office for follow-up.

This chapter outlines the procedures for completing/tracking maintenance requests, to provide a consistent process for the turnover of an apartment and to ensure that we conducting Preventative Maintenance Inspections, inspecting every apartment two times per year, listing the condition of all interior components and making the necessary repairs.

The Maintenance Request

Site Managers should provide an orientation at move-in to educate new residents on the proper use of systems to minimize damage or misuse and reduce maintenance requests. It is necessary to describe the work order process to residents including standards for work quality and timing.

When maintenance is requested by a resident, complete a *Maintenance Request*. The *Maintenance Request* forms are ordered through B&B Print Service. Always maintain an adequate supply of requests at the Site Office. It is important to complete all fields on the maintenance request, making sure to document the correct apartment number, name of the resident, and contact phone number. If the resident is present at the time of the completion of the request, it is necessary to obtain a signature which provides permission to enter their apartment. If the resident calls in the request, verbal consent must be noted on the Resident Signature line.

The *Maintenance Request* is a three-part form. Once the request is completed, the member of the Site Staff removes the pink copy for the purpose of follow-up. The white/yellow copies are presented to the Maintenance Technician for completion.

Log all *Maintenance Requests* in the *Maintenance Log*. The following information is documented in the log: Date, Apartment Number, Resident Name, Repairs Needed, Date Completed, Follow-Up Initial.

Maintenance Requests should be completed within 24-48 hours. Work orders requiring ordered parts should be completed promptly upon receipt of the parts. Follow-up with the resident to inform them that the parts are on order.

The *Maintenance Request* also allows the maintenance technician to conduct a Preventative Maintenance Inspection and repairs while in the apartment. (*Please see section beginning on page 20-2 regarding Preventative Maintenance Inspections.*)

A *Maintenance Door Hanger* advising the resident the Maintenance Technician is working in the apartment can be used while in the apartment. This can be left on the door following the completed work order allowing feedback on timeliness and work quality.

When the request is completed, the Maintenance Technician is to complete the bottom portion of the *Maintenance Request*. The *Maintenance Request* will also note the presence of pets. The Maintenance Technician leaves the yellow copy of the form for the resident. The white copy of the request is returned to the office for filing in the *Unit Maintenance File* and for follow-up.

Turnover Maintenance

During the premove-out inspection, the Site Manager assesses the required painting, cleaning, carpet restoration and other interior conditions so they may contact the vendors to schedule the work following the move-out.

The Maintenance Technician is required to complete the “turnover” work for each vacated apartment, preferably within 5 days of the move-out, using the *Apartment Turnover Checklist* form which can be found in the *eforms* program. Once the turnover work is completed, the Site Manager inspects the apartment. The *Apartment Turnover Checklist* is filed in the *Unit Maintenance File*.

Preventative Maintenance Inspection and Repairs

Cambridge Real Estate Services is dedicated to providing the highest quality maintenance to properties it manages, as well as exceptional service to each resident. An important component of our service is a program of Preventative Maintenance.

Two times per year, a member of the property’s maintenance staff enters all apartments to inspect for the condition of all interior components. These inspections not only allow maintenance to complete minor repairs, but can also detect unreported maintenance issues. A thorough evaluation of the physical condition of each residence also allows the staff to plan for future maintenance needs.

Each property is responsible for scheduling two annual Preventative Maintenance Inspections. When the schedule is finalized, the Site Manager distributes a *Preventative Maintenance Notice* (found in *eforms*) to the residents. This notice serves as the legal notice of entry into the apartment. This notice should be distributed no more than 14 days and no fewer than 3 days prior to the inspection to all households by mailing and placing the notice on the door or front entry. A copy of the notice must be placed in the resident file.

A *Preventative Maintenance Inspection and Repair Report* (found in *eforms*) is used to record the inspection. The inspection report will grade all interior unit components and should be used as a budget guide and to prepare long-term capital improvement needs of the property. The inspection report will note the presence of pets. The Site Manager must check this report against resident files to ensure all units with pets have a *Pet Agreement* and/or paid pet deposit on file. The inspection report will also grade resident housekeeping. Any violations of the lease should be addressed in writing with the resident.

The Maintenance Technician, within budget guidelines, will attempt to efficiently address all life safety and fire safety items, as well as make minor repairs as needed. Capital improvements such as carpet or vinyl replacements, countertops or cabinets, door replacements, etc., will not be replaced during the inspection and are typically completed at turnover. Some repairs, may require scheduling with a vendor.

Any resident-caused damage noted on the inspection report needs to be charged to the resident. Do not let known resident-caused damage go unaddressed until the resident moves out and it is potentially too late to collect for damages.

The Site Manager should follow-up with residents on any issues which arise out of the Preventative Maintenance Inspection.

NOTE: It is suggested that a Preventative Maintenance Inspection be completed during a routine maintenance request to minimize resident inconvenience and add efficiency to the maintenance and management effort.



Apartment turnover is documented on an *Apartment Turnover Checklist*.

Upon completion, the form is filed in the *Unit Maintenance File*.

Maintenance Log Book

Proper documentation and accurate record-keeping are essential daily tasks in property management. One area in which this is of vital importance is in maintenance.

Appropriate documentation of incoming and completed maintenance requests provides Cambridge with the following:

- ☞ Assurance that no request is missed or left incomplete
- ☞ Compliance with Fair Housing
- ☞ Data on the frequency, type and volume of requests
- ☞ An excellent tool for follow-up customer service with residents

A formal process such as this protects Cambridge from certain legal liabilities and exposure, minimizes room for error and consistently tracks activity at each site.

Once you have purchased a red, spiral-bound notebook, follow these instructions:

- ☞ Labels are provided for your convenience. The labels are affixed to the upper inside of the front cover and they indicate how each page is to be filled out. You may make labels of your own in the same format for each page if you wish.
- ☞ Log each incoming maintenance request by filling in the information in each column. Include common area and exterior maintenance issues as well as resident requests. Essentially any maintenance work is logged in this spiral.
- ☞ Be sure to note the date completed and initials of the person completing the request—train maintenance staff on using this log book, too.

As a thoughtful and effective means of resident retention, make sure to follow-up within three days of completion to confirm the job was completed to the resident's satisfaction.

- ☞ Keep the notebook in a place accessible to all staff—preferably next to the maintenance requests.
- ☞ DO NOT remove any pages. This is a document that can be used for court issues, if necessary. Use only pen, not pencil, to write in the notebook.

When the notebook is close to full, purchase another RED SPIRAL NOTEBOOK. When the log book is full, send the completed notebook to the Central Office. Cambridge will request all outstanding notebooks for each year at year-end and sites will mail these to Cambridge for permanent filing. (This may mean that only partially used notebooks are mailed in.)



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