

Section X

MAINTENANCE

Overview

The goal of an apartment maintenance program should be to preserve a property's investment while providing for the safety and well-being of its residents. Conscientious maintenance can mean the difference between success and failure of an apartment community. If the grounds and buildings are well maintained and attractive, the value of the property will be assured and the marketing of the units made easier. This can be best accomplished through an established program of preventive and routine maintenance.

While Site Managers are not expected to be experts in maintenance, they are expected to be able to control the maintenance process. Controlling the process simply means attending to the various procedures that have been established to ensure the quality of the maintenance operation. These procedures include the use of work orders, purchase orders, and bid proposals. It also requires, above all else, personally inspecting work in progress and upon its completion.

To successfully fulfill the requirements of this section, each employee must know the following:

1. The proper priority in which maintenance work should be addressed;
2. The importance of physical inspections;
3. The correct administration of the work order process;
4. How to conduct and report the semi-annual equipment inventory;
5. Preventive maintenance requirements;
6. The requirements of our key control policy;
7. The requirements of effective energy conservation.