

Chapter Outline

Chapter 8: Maintenance and Construction

- I. Overview
- II. Basic Maintenance procedures
 - A. Routine Maintenance
 - B. Preventive Maintenance
 - C. Corrective Maintenance
 - D. New Construction
 - E. Deferred Maintenance
- III. The Property Manager and Maintenance personnel
 - A. Resident Managers
 - B. On-site Maintenance Staff
 - C. Contract Services
 - D. Hiring and Firing Employees
 - E. ADA Compliance
- IV. Preventive Maintenance and Maintenance Inspections
 - A. Preventative Maintenance
 - 1. Reduces Repair and Replacement Costs
 - 2. Avoids Interruptions to Tenants
 - B. Routine Inspections
 - 1. Use Checklist
 - 2. Interior and Exterior
 - 3. What to Inspect
 - C. Maintenance Requests
- V. Setting Up a Cost-Efficient Maintenance Program
 - A. Program Design
 - 1. Prepare an Inventory
 - 2. Determine Necessary Maintenance Tasks
 - 3. Calculate Costs
 - 4. Schedule Tasks
 - 5. Keep Records
 - B. Control Plans
 - 1. Short-term Plans
 - 2. Long-term Plans
- VI. Key to Successful Maintenance Management
 - A. Information Required to Handle Maintenance Requests
 - 1. Scope and Location of Job
 - 2. Job Priorities

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3. Methods and Materials Needed
4. Personnel and Hours Needed
- B. Choosing Computer Software
 1. Try It Before Buying
 2. Possible Functions
 - a. Temporary and one-of-a-kind jobs
 - b. Scheduling Work Orders
 - c. Reports and Work Order Retrieval
 - d. Special Tenant Requests
 - e. Tenant Responses to Work Quality and Timeliness
 - f. Invoices and Tenant Chargeback
 - g. Pay Vendors
 - h. Track Costs and Repairs
 - i. Monitor Worker Performance and Costs
 - j. Itemized Inventory and Equipment
 - k. Integration to General Ledger, Accounts Receivable and Payable
- VII. Contracting For New Construction
 - A. Alterations
 - B. Building Conversions
 - C. General Contracting
 1. Competitive Bids
 2. Negotiated Contracts
 3. Fast-track Construction
 - D. Fee Choices
 - E. Payment Timetables
 - F. Performance Bonds
- VIII. Complying with The Americans With Disabilities Act
- IX. Energy Management
 - A. Conservation Measures
 - B. Instituting an Energy Management Plan
 1. Convert Consumption Costs
 2. Separate Lighting, Heating, Cooling
 3. Potential Savings Areas
 4. Cost Effectiveness
 5. Implementation Plan
 - C. Gaining the Owners Approval
- X. Life Cycle Costing
- XI. Summary