



# MUM FOR MAINTENANCE

T • H • E  
**MEDVE**  
GROUP • INC.



# THE MEDVE GROUP

WELCOME  
ABOARD!

## WELCOME TO THE MEDVE GROUP, INC.

Welcome to The Medve Group, Inc. and its associated entities. Your experience, skills and qualifications help make you an asset to this organization. As a company based, in part, on service, it is you and your hard work that help enable The Medve Group, Inc. and its associated entities to succeed.

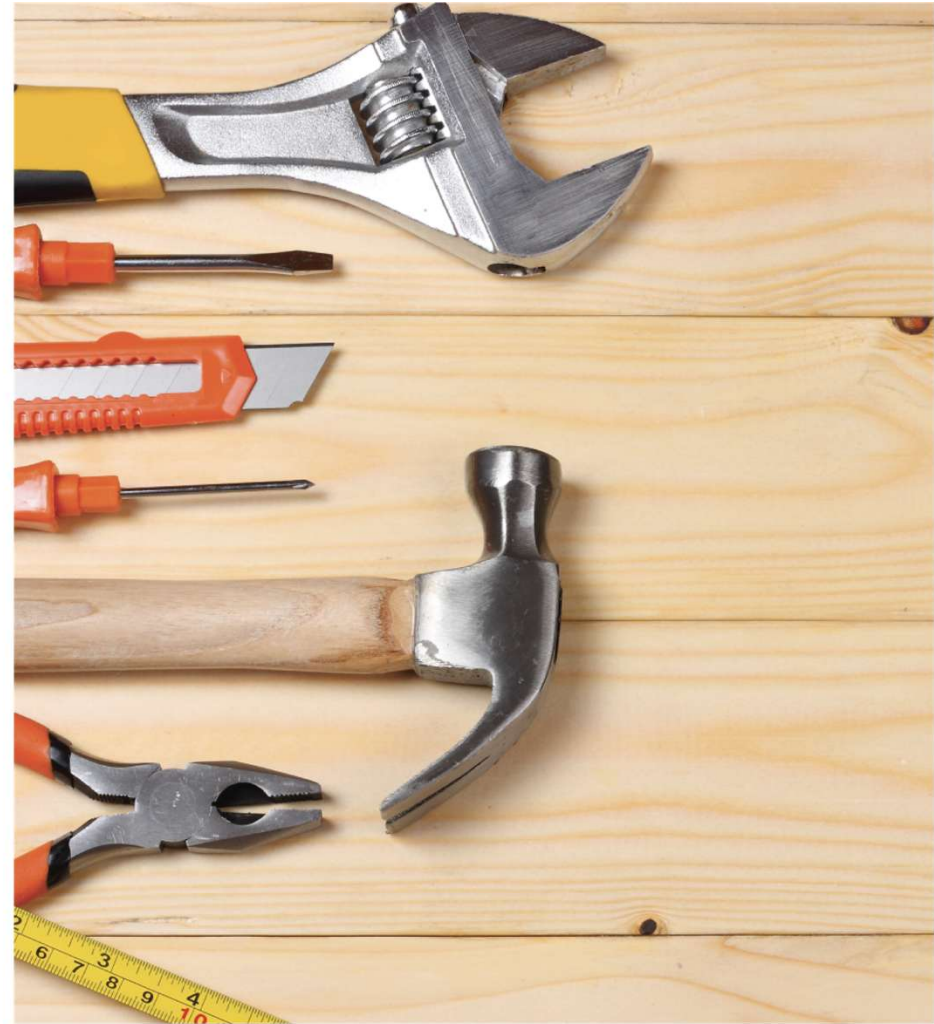
The following provides information that will allow your transition to be a smooth one. Please take time to review each article carefully and ensure that you understand the information they convey. If you should have any questions, please feel free to ask.

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# TODAY'S AGENDA

- Fair Housing
- On Call Policy
- Shop Safety & Organization
- Safety in the Workplace
- Make Ready Management
- Work Order Management
- Preventative Maintenance



# FAIR HOUSING

- In addition to the 1 day MUM course (Medve University of Management) you will be required to take Fair Housing Training for Maintenance.
- The Fair Housing Class is through Grace Hill and the directions for how to sign up and take this class will be in your email. The direct website is [www.gracehillvision.com/medve](http://www.gracehillvision.com/medve)
- Print your completion certificate and e-mail to your manager, [HR@medve.com](mailto:HR@medve.com) and [propertymanagement@medve.com](mailto:propertymanagement@medve.com)

- **ON CALL POLICY**

- Emergency calls are to be handled both professionally and timely. Employees that are on-call must be reachable by phone during those hours. It is our standard practice to return the emergency call within 30 minutes and communicate with the resident regarding the emergency and the expected time frame of arrival, this should not to exceed one hour from the time of the initial resident call.
- On-call non-exempt employees are required to clock in using the ADP time clock prior to performing emergency work order, unless there are extenuating circumstances. Employee should clock out once emergency has been addressed.
- Non-exempt employees who are required to respond to property emergencies and/or on-call situations will be paid a minimum of one (1) full hour when called to property for emergency.
- On-call hours actually worked will be included in the calculation of overtime. Employees are not eligible for mileage reimbursement for the emergency on-call travel.
- Employee(s) who are required to respond to emergency on-call situations are strictly prohibited from consuming alcohol or being under the influence of any illegal substance that could cause impairment to perform job duties during the on call schedule. Other than being prohibited from consuming alcohol or being under the influence, employees are free to use the time they are not responding to calls for their own benefit.
- Violations of this policy will result in corrective action, up to and including termination of employment.

## EMERGENCY HOURS AFTER OFFICE HOURS

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- Our community provides 24-hour Emergency Maintenance Service 7 days a week for the following emergencies only:
  - No heat when outside temperatures are below 65 degrees
  - No air conditioning when outside temperatures are above 75 degrees
  - Plumbing leak or sewer stoppage which might damage personal belongings or apartment property or if there is only one toilet in the unit and it is clogged after being plunged
  - Flooding
  - No electricity in the apartment
  - Any condition which might cause a fire
  - An odor of gas
  - Any condition posing an immediate threat to health or safety
  - Lockout- There will be a charge added to the resident's account if after-hours

**EMERGENCY HOURS AFTER  
OFFICE HOURS CONT'D**

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### **General Knowledge for residents:**

**Heating and Air:** If your A/C starts blowing warm air: Turn the FAN to "ON" and turn the A/C "OFF". This will speed the process of melting any ice that has formed on your coils. For safety reasons we cannot work on outside units in the dark or in inclement weather.

**Garbage Disposals:** No peelings, bones, grease, or solid objects (like glass) are to be placed in the disposal.

**Commodes :** We can provide you with a plunger, as most stoppages can easily be plunged. If toilet is overflowing, do NOT continue to flush, turn off water at the base of the toilet.

### **Water Shut Offs: If you are having flooding problems, please shut the water off in the pertinent areas.**

Commodes- The shut off is on the wall behind the commode

Sinks- The kitchen and bathroom sinks have cut offs under the cabinet

Dishwasher- The shut off is the same as for the kitchen sink

**EMERGENCY HOURS AFTER  
OFFICE HOURS CONT'D**

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# RECEIVING/RETRIEVING AN EMERGENCY MESSAGE

- On call Information:
  - Retrieval Number: 1- 844 - 275- 90 26
  - Emergency Maintenance:
  - (Mailbox#) (Security Code:)\*\*
- \*\*example only you will need to get your property specific codes\*\*\*
- Answer Automation will call your on- call personnel from your Retrieval Number (noted above). When your staff answers, they will be prompted to enter the *Security Code* for the Emergency Mailbox.
  - To retrieve a message, call your Retrieval Number (noted above) and enter the mailbox number and security code for the corresponding mailbox. Ensure your message routing stops, by using the call return feature. After listening to the message, follow the prompts and press 8, then 4 to return the call directly to the resident (your phone number will be hidden from them during this return call).
- Message review options include the following. From the main menu, press:
    - 1 to listen to new messages
    - s to listen to saved messages
  - From the message menu, press:
    - 0 twice to hear the date and caller ID information if available
    - 1 to pause the message
    - 3 to rewind in five- second increments
    - 4 to discard the message
    - 5 to save the message
    - 6 to replay the message
    - 7 to skip the message
    - 8 to return the call to the resident (press 4 to confirm)
    - 9 to fast forward the message in five- second increments

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\*If needed – you can have your manager print this for you to reference



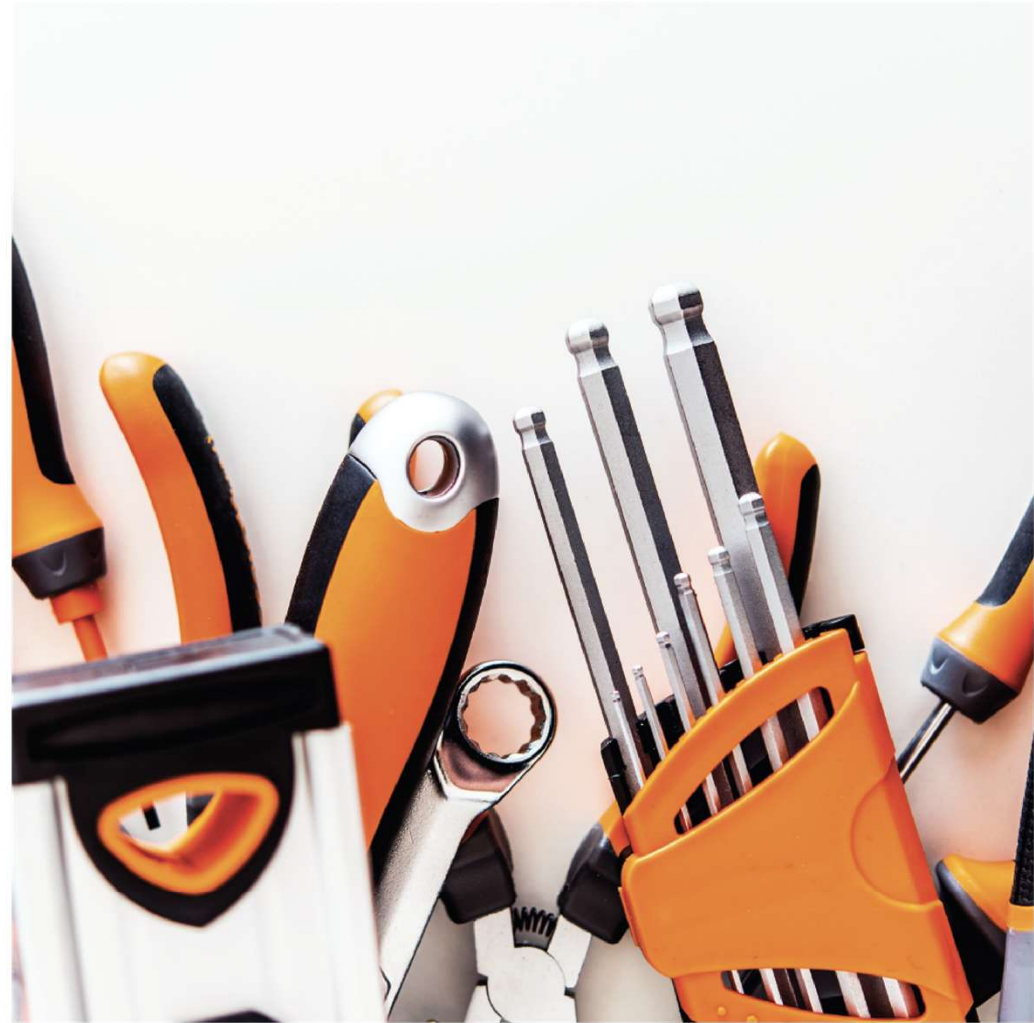
**SHOP  
ORGANIZATION  
& SAFETY!**

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# SHOP ORGANIZATION

Why is shop organization important?

- Increases efficiency and productivity
- Expense control & reduction
- Inventory control
- Proper storage of items to reduce damage
- Proper stock rotation
- Ensures maximum use of space
- Safety





# SHOP ORGANIZATION

Typically shop organization is not high on a maintenance team's priority list. If this is the case at your property, I would highly suggest you take a look at your priority list and adjust it. Shop organization should be a top priority.

TMG expects all maintenance shops to be kept extremely clean and organized at all times.

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The Maintenance Manager needs to put together a plan for the organization of the shop. The plan should consist of the following:

- Shop layout drawing utilizing the space to its maximum potential.
- Parts grouping and color code system
  - Color Code System example
    - Plumbing – Red
    - Appliances – Green
    - Electrical – Yellow
    - HVAC – Blue
    - Flooring – Grey
- Bins and Bin Labeling
- Shelving needs
- Binders (MSDS, Accountability Log for Equipment & Tools, Maintenance Log for equipment & Tools, Preventative Maintenance Schedule, and important site information/drawings)
- Safety Equipment
- Golf cart storage
- Secure area for equipment and tools
- Flammables cabinet

## SHOP ORGANIZATION CONT'D

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Some basic requirements for shop organization are follows:

- Maximum space utilization
- Nothing stored directly on the floor
- Must rotate stock
- Anything that has a shelf life must have the date received written on it in permanent marker
- Workbenches must be clear, so that they can be utilized
- Flammables must be in a Flammables cabinet
- All parts are to be grouped together based on type
- Small parts should be in bins
- Shelves need to be labeled with part info
- Do not keep items that are not used (send them back to the WH)
- Tools and equipment must be kept in a secured area or lockable cage

## SHOP ORGANIZATION CONT'D

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After your shop(s) are organized, then you have to keep it that way.

Things that should be done to keep the shop organized:

- Trash taken out (daily)
- Workbench cleaned off (daily)
- Equipment and Tools clean and put away properly (daily)
- Orders received should be put away properly immediately
- Everything must go back in its proper place all the time

It is the responsibility of the Maintenance Manager to train and stay on the team to ensure that the shop remains organized.

## SHOP ORGANIZATION CONT'D

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**SAFETY  
IN THE  
WORKPLACE**

Every shop should have the following safety equipment

- First Aid Kit
- Eye Wash Station
- Fire Extinguisher
- Smoke Detector
- Safety Goggles/Glasses
- Ear Plugs/Muffs
- MSDS Book (Now Called SDS, this change is part of the Globally Harmonized Systems that OSHA is converting to)
- Gloves
- Dust masks
- Respirators
- Flammables Cabinet
- Tyvek Suits
- Back Support Braces

**SHOP SAFETY  
EQUIPMENT**

# MAINTENANCE SAFETY

- **Do you know what to do?**
- Be Aware of your surroundings
- Train team before releasing or allowing use of any equipment.
- Two Man Team projects and tasks! Do not send 1 man to do a 2 man job!
- Ladder Safety-Takes two!
- TMGC-Equipment-What are you responsible for?
- How to handle an injury? Concentra or Hospital
- Report an injury property manager



All equipment, tools, and on-site vehicles require some sort of maintenance. It's the Maintenance Manager's responsibility to ensure that the property's maintenance team is caring for and maintaining the property's equipment.

The following are recommendations on caring for and maintaining the Property's Equipment and Tools:

- Follow all manufactures recommendations for when it comes to proper care and maintenance (if they have severe duty maintenance recommendations we would prefer your team follow those, as we are using equipment and tools in a commercial application.
- Any and all fluids MUST be checked prior to and after use.
- If the equipment has tires, they MUST be checked regularly and kept properly inflated at all times.
- Equipment and tools MUST be cleaned and maintained after EVERY use.
- Equipment and tools not used frequently should be started and tested for proper operation at least monthly.
- All PM's, checks, and repairs must be logged in your property's Equipment Maintenance Log Book

## MAINTENANCE OF PROPERTY EQUIPMENT/TOOLS

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- All Equipment/Tools MUST be stored in a secured area.
- Smaller Equipment/Tools MUST be stored in lockable cages (lockable cages can be ordered from the warehouse)
- NOTHING should ever be stored directly on the floor.
- Each piece of equipment and tool should have a designated storage place in the secured area.
- Bulky and/or heavier equipment/tools MUST be stored as low as possible.
- Frequently used items should be conveniently accessible.
- Any cords, hoses, etc. should be neatly wrapped.
- Equipment/Tools MUST be cleaned up & maintained prior to returning to storage.
- All tools and equipment are to be properly stored at the end of each day, and should never leave the property.

## STORAGE OF PROPERTY EQUIPMENT/TOOLS

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# VEHICLES

Provided transportation to include golf carts, mini trucks, mini vans, etc.

- Keys should be provided to each employee that uses property transportation and kept on the employee's work keyring.
  - When employee exits a vehicle, keys should be removed from ignition and doors locked immediately.
  - No tools and/or equipment should be left unattended for any amount of time; lock it up in the vehicle or take it to the shop or apartment.
  - Vehicles should be clean and emptied of all tools, equipment, and trash every day.
  - Vehicles should be parked in their designated areas and secured at the end of the day.
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# MAKE READY MANAGEMENT

# UNDERSTANDING EXPECTATIONS

**Make Ready** It is our goal as a company to have at least 65% of our vacant units ready.

- We want to show prospects the apartment that they are going to be living in. We don't have models because we believe the best sale is letting the prospect decide based on what they will really be getting.
  - Too many people have had too many bad experiences.
  - This is our way of saying, trust us. We are ready for you. We will provide a wonderful home for you.
  - We never know when we are going to have a strong leasing week. We need to be ready for the traffic. If we don't have it ready, they will go somewhere that does.
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**Make Ready** It is our goal as a company to have 100% of our vacant units over 19 days ready.

- We don't like old units. The longer a unit sits, the more issue prone it tends to be when someone does move in, hurting their experience.
- How does it look to the people living next door. They don't know it isn't ready. They assume we can't rent it. If people sense the community is desirable, they want to live there. When they get the sense that it is not, they won't.
- If its not ready, we can't lease it.

UNDERSTANDING  
EXPECTATIONS CONT'D

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**Make Ready** It is our goal as a company to have at least one unit ready of each type vacant.

- We need to have one of each type ready to best accommodate people's desires and needs.
- This means upstairs/downstairs, premier/market, washer/dryer connections.
- A prospect may be willing to lease something different but why make them decide.
- If we have at least one vacant, we should have at least one ready to move into.

UNDERSTANDING  
EXPECTATIONS CONT'D

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- Lock Changes – 15-30 Mins
- Trash Out – 1.5 Hours
- Paint Prep – 1 Hour
- Drywall Repairs – 1.5 Hours
- Make Ready Punch – 2 Hours
- Plumbing Check/Repairs – 1 Hour
- General Electric 1-3 Hours
- HVAC Checks/Filter - .5 Hours
- Appliance Replacement - .5 Hours
- Housekeeping – 5 Hours

**MANAGE YOUR MAKE READY.  
HOW LONG SHOULD IT TAKE?**

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# WORK ORDER MANAGEMENT



# WORK ORDER MANAGEMENT

1. Understanding Expectations
  2. Manage your Work Orders
  3. Communication
  4. Repeat Work Orders
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# UNDERSTANDING EXPECTATIONS

**Work Orders** Less than 5% of Work Orders as a percentage of total units.

- We take a snapshot of where you stand on work orders every Thursday at close of business. If you have open work orders that number more than 5% of the total units, we are not just keeping up.
  - There are no circumstances that a property should have more than 5% for two consecutive weeks.
  - This is not our requirement. This is the requirement of the resident. If there needs are not being met, they will go elsewhere.
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**Work Orders** No work orders open for more than 72 hours.

- What if it is just a simple, non-emergency item? That is even worse. If we can't resolve a simple item within 72 hours, that is failure. It corrodes the trust that the residents have placed in us and each work order they put in going forward, they will have a seed of doubt on whether we fix it.
- When a resident knows, has faith, that they can put in a work order once and then not have to worry about it, that the item will be fixed right on the first try...*that is trust.*

UNDERSTANDING  
EXPECTATIONS CONT'D

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**Work Orders** No work orders open for more than 72 hours.

- Day 1 passes without communication from the property or completion of the work order, the resident isn't too concerned, figures you will be back tomorrow.
- Day 2 comes and goes, the resident is getting frustrated. They start to question whether the work order was put in, if we think the problem is fixed, if they should call again.
- Day 3 passes and still not complete. Resident sees this is a failure somewhere by the property. They need to get back involved.
- **The residents should not have to call twice.**

UNDERSTANDING  
EXPECTATIONS CONT'D

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**Work Orders** No work orders open for more than 72 hours.

- If you do go over the 72 hours, whatever the reason, communicate with the resident. Give them realistic timeframes that you are comfortable you can meet. Ask the office for help if needed, they are happy to type a letter.
- The dependence on our ability to maintain the residents' homes efficiently is the glue of our ability to retain residents. No matter how friendly our team, no matter how great our resident functions or our amenity package or location, this is the meat. The rest is the seasoning.

UNDERSTANDING  
EXPECTATIONS CONT'D

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**Work Orders** Respond within 30 minutes for after-hours emergencies.

- Earlier we covered what is included in after-hours emergencies
- When a resident has an after-hours emergency, it is stressful with the resident feeling helpless. In every minute after the resident leaves the message on the answering service, they are awaiting your call.
- In a time of distress due to a maintenance emergency, there is not a dollar value, not a single item of more value, than a quick and adequate response from the On-call Maintenance Tech.

UNDERSTANDING  
EXPECTATIONS CONT'D

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## P.A.C.E

- Prioritize – What's important now! Emergency vs. Non Emergency
- Assign – Distribute work loads evenly amongst staff
- Consolidate – Look at the balance of work orders, put like work orders together.
- Execute – Organize tools and all possible repair parts for multiple tickets to be completed. Time management!

**MANAGING YOUR  
WORK ORDERS**

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# COMMUNICATION

- Office – Are they asking the right questions? Are you getting enough details on the work order? *If not, let them know what information would help you*
  - Residents – Do the residents stop you on the property? What should you do when a resident asks you to fix other items while your in their unit? *Direct the resident please to contact the office for any additional work orders*
  - Follow up – Are we following up with the office if you requested a part? What about the residents if we make a promise? *If you tell the resident you are going to do something, make sure you follow through!*
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**Let's assume:**

- Residents call in repeat work orders because *they believe the issue is not resolved.*
- Is the resident not using the item correctly?
- Did maintenance not properly resolve the issue?
- Are the expectations of the resident too high?

**REPEAT WORK ORDERS**

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Is the resident not using the item correctly?

- It is important that the Leasing Staff know how the various items in the apartment work.
- If a resident calls in a repeat work order, verify they are using the item correctly.
- Maintenance should educate Leasing Staff on proper use when given repeat work orders where the cause is the resident's improper use.

**REPEAT WORK ORDERS**  
**CONT'D**

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Did Maintenance not properly resolve the issue?

- Was the issue resolved and then came back?
- Take the time to go verify the issue for yourself, preferably with the resident present.
- Try to be more descriptive on the service request, if needed.

**REPEAT WORK ORDERS**  
**CONT'D**

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Are the expectations of the resident too high?

- Make sure to communicate with the manager/resident regarding any gap in expectations versus what we are able to deliver.
- Try to find middle ground when possible.
- Understand that sometimes we are not able to resolve an issue up to a residents standards.
- Document in a letter when this is the case.

**REPEAT WORK ORDERS**  
**CONT'D**

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# PREVENTATIVE MAINTENANCE

Life is better with a plan.





# WHAT IS PREVENTATIVE MAINTENANCE

- Preventative Maintenance is a schedule of planned maintenance actions aimed at the prevention of breakdowns, failures, and emergency work orders and maintaining our communities.
  - The primary goal of Preventative Maintenance is to prevent the failure of a parts or equipment before it actually occurs.
  - It is meant to enhance the reliability of our community and apartments to our resident.
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- Prevent work orders and after-hours calls
- Provide better service to our residents
- Provide better curb appeal in order to help lease the community
- Preserve the value of the property
- Cost saving

## WHY DO WE NEED A PM PROGRAM

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# ADVANTAGES OF A PM SYSTEM

- Reduces the chances that a resident will have an issue in their apartment.
  - Lengthens the life of current parts, appliances, and equipment.
  - Timely & routine repairs circumvent fewer large-scale repairs.
  - Reduce cost of repairs by reducing secondary failures. When parts fail while in use, they often cause more damage to other parts of the appliance or equipment.
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There are many areas of maintaining your properties that would benefit from Preventative Maintenance...

- Lighting
- Smoke Detectors
- Evaporator Coils
- Interior Plumbing
- Waste Drains
- Irrigation System
- Downspouts
- Storm Drains
- Air Filters
- Condensation Lines
- Electrical Systems
- Amenities
- Fire Systems
- HVAC Condensers
- Circulation Pumps
- Stairs & Patios
- Drives & Sidewalks
- Furnaces
- Equipment

**WHAT TO PUT ON  
YOUR PM SCHEDULE?**

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# **T H E   E N D**

**Thank you for joining us today & We are glad you are here!**

**If you have any further questions, please don't hesitate to ask!**

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