MAKE READY MAINTENANCE

After studying this section you will:

- Understand the importance of make-readies to the success of your property
- Know what is expected of the maintenance department regarding make-readies
- Learn the importance of communication during the make-ready process

“If we don’t have ready product we may as well turn off the lights and go home. At least we’d save on payroll.”

-Ron Akin, President
MAKE READY MAINTENANCE

One of the main functions of the maintenance department on an apartment community is to make vacant apartments ready for occupancy. Our goal is to have all units ready on every community. Our ready apartments must be clean, attractive and well maintained.

As discussed in the ORGANIZING THE MAINTENANCE DEPARTMENT section of this manual, the primary tool for scheduling and communicating about make ready units is the Make Ready Board. Always utilize the make ready checklists to record work done in each make ready apartment. Upon full completion of the make ready, the apartment must be walked by the manager. This is a final check of the make ready and will enable the Manager to catch work not completed or up to SunRidge standards. The manager should initial the completion on the make ready board.

It is SunRidge policy that each maintenance make ready technician should complete one make ready per day. Remember: if you do not satisfy the resident with the condition of the apartment upon move in, it will be difficult to satisfy them throughout their stay at your community.

MAKE READY CHECKLISTS

There are 3 checklists to be completed by appropriate personnel for each make ready.

- The Maintenance Checklist
- The Painter’s Checklist
- The Housekeeper’s Checklist

Review the Maintenance Checklist, Painter’s Checklist and Housekeeper’s Checklist in the Sample Forms section.

Whether the work is done in house or through a contractor, these checklists must be filled out by the person completing the work and turned in to the Manager. These systematic checklists allow for greater organization and virtually eliminates time wasted retrieving supplies.

By following these steps you will save time and energy traveling back and forth between the shop and spend more time in the apartment completing the work.

- Walk through the apartment on your first inspection.
- Make notes on work that needs to be done, listing all parts needed.
- Make one trip to the maintenance shop to retrieve the parts and supplies needed to complete the make ready.
MAKE-READY BOARD

The MAKE READY BOARD is usually located in the Management Office. This board is an organized chart of every apartment that needs to be made ready, either for a pending move-in date or a future lease. Across the top of the board the following categories are printed: (Review the Make Ready Board Form in the Sample Forms section)

- Unit Number
- Move-Out Date
- Date of Inspection
- Move-In Date
- Trash Removal
- Sheet Rock
- Paint
- Maintenance
- Vinyl
- Blinds
- Carpet
- Appliances
- Clean
- Locks Changed
- Final Manager Inspection
- Comments

An apartment should be listed on the board when the Notice to Vacate has been received so that the entire team is aware of upcoming turn-over activity. It is SunRidge policy that vacancies must be made ready for occupancy within 3 to 5 days at maximum.

You must review the Make-Ready Board regularly with the office team and update it throughout the day. Communicate immediately problems that arise in the make-ready, especially those that will result in a delay getting the apartment ready for move in.

- Complete your notes on the Make-Ready Checklist. Review the Make Ready Checklist in the Sample Forms section.
- If you notice work in the apartment that will take longer than usual, i.e. water damage, vinyl repair, construction issues, etc., radio or go to the office and communicate this information to the manager before beginning the work.
- Make appropriate notes on the Make-Ready Board regarding scheduled dates of work, completion dates and any other important information. (Examples include carpet replacement, appliance replacement, major repairs, dates of scheduled work, etc.)
- As the work is completed check it off the Make-Ready Board when the checklist is turned in.

Communicate to the office any scheduling changes or delays. This will allow the office team to communicate with the future resident for move in dates and times, eliminating conflict.
MAINTENANCE MAKE-READY INSTRUCTIONS

Outlines designed to help the Maintenance Team develop an efficient and thorough approach to maintenance make-ready are included here. These provide a detailed guide of what to check and how to check it. Subsequently, the outlines tell how to fix many of the more common problems that you may encounter.

KEYS & DOORS

KEYS

- All units must have a keyless and a regular deadbolt.
- Make sure there are enough keys for each resident plus 2 extras.
- Make sure all keys operate the lock without unnecessary jiggling.

DOORS

- Inspect the door's facing to make sure it isn't damaged and also check if the door needs weather stripping or painting.
- Be sure the door opens and closes easily and that, when closed, it seals completely.

PRELIMINARY WATER CHECK

TOILETS

- As soon as you’re inside the apartment, turn off the water supply to the toilets.
- With a wax pencil, make a mark inside the tank showing where the water level is. You should also check whether it looks like the water level is going above the overflow.

APPLIANCES

REFRIGERATOR

- To check if the refrigerator is cooling, place a thermometer in the freezer section. The temperature range should be from 6°F to 18°F, depending on the type of refrigerator and the year it was produced.
- Examine the door gasket. To check for a positive seal, insert a dollar bill between the door gasket and the box and close the door. The seal is OK if you feel a slight resistance when you pull the bill out.

RANGE

- Turn on the oven, broiler and each of the top burners separately to “high.” If the range is electric, the element should glow bright red.
- Operate the vent hood. Make sure that the light operates, that the fan draws air and that the filter is clean.
DI SPOSAL

- Turn on the disposal and listen carefully for objects that may cause it to lock up later.
- If the noise level is high, use a flashlight to check and see that the blades aren’t broken.

DI SHWASHER

- Operate the dishwasher through a complete cycle and check that no water is leaking from:
  - Around the motor
  - The hot water supply line
  - The drain line
  - Around the door gasket
- Check that the drying element operates properly.
- If the door latch does not operate easily, WD-40 helps on hard-to-operate latches.
- Make sure the racks are in good condition and fit snugly.

KITCHEN – GENERAL

FAUCETS

- Inspect the kitchen faucet for leaks in the packing or O-ring near the stem or spout.
- Make sure that water is not going under the seal between the faucet and the sink.
- If the faucet drips at all, replace the washers.

DRAINS

- Run water while inspecting the drain piping under the sink.
- To check the drain lines for weak areas that might leak later, tap them with the handle of a screwdriver.

COUNTERTOPS

- If the countertop has a large damaged area that was caused by a hot pot or general abuse, report it to your Manager and discuss alternatives i.e. removing the damaged area and replacing it with a cutting board, or resurfacing.
- If the caulking on the counter top is cracked or looks bad, remove the old caulk and redo it.

CABINETS

- Check that the kitchen cabinets and drawers open and shut easily and that the cabinets stay shut.
BATHROOM

SINK & VANITY

- Check the faucet and if you detect any drips, replace all washers.

- Examine the sink for chips in the porcelain. If the sink is chipped, report it to your Manager and discuss alternatives.

- Run water as you check for leaks under the sink. Also, tap the drain lines with the handle of a screwdriver and check for weak areas that might start leaking later.

- If the caulking on the vanity top is cracked or looks bad, remove the old caulk and redo it.

- If the top of the vanity is made of corian or synthetic marble, contact your Manager for scheduling and use the following procedures for removing stains:
  
  - For light stains or surface burns, use toothpaste and fine steel wool to scrub the stain out.

  - For heavy stains, use 600 grit wet and dry sandpaper and sand the area until the stain is removed. It's a good idea to use a sanding block with the sandpaper, since this will prevent you from leaving a deep impression in the top. While sanding, keep the area wet so the sandpaper doesn't get clogged.

  - Once either type of stain has been removed, apply car rubbing compound to the area with a small buffer that's attached to a hand drill. This will smooth out any scratches made by the steel wool or sanding cloth.

- If the top of the vanity is made of Formica, you can attempt to remove stains or burns using the following procedures:
  
  - For light stains or surface burns, use very fine steel wool to scrub the stain or burn out.

TOILETS

- When you first entered the apartment, you shut the water supply off and marked the water level in the tank. At that point, if it looked like the water was going into the overflow - it was! In this situation, you must either adjust or replace the ballcock.

- After the water supply to the tank has been shut off for at least an hour, check the water level again. If the water level has dropped at all from the mark you made, you either have a leak, the flapper is out of adjustment or the flush valve seal is worn.

  - Flappers can either be out of alignment or they can deteriorate to the point where they leak. To detect a deteriorated flapper, rub your fingers along the seating area. If you feel any pitted areas, that's a sure sign of a deteriorated flapper. Also, deteriorated flappers will turn your finger pitch black. If the flapper has deteriorated, it must be replaced. However, if the flapper is not deteriorated but seems to be leaking, it probably just needs to be adjusted. When you replace a flapper, purchase a good-quality flapper, since cheap flappers wear out too quickly.
TUBS AND/OR SHOWERS

• Inspect the caulking around the tub or shower. If it is cracked or looks bad, remove the old caulk and redo it. If there is ceramic tile around the tub or shower, check the condition of the caulking very carefully. If the caulking is bad and water gets behind the tile, it will rot the wood or weaken the plaster, which will cause the tiles to fall off the wall.

• Check that the tub holds water and that the water drains out properly. If the water seems to be draining out too slowly, check for a clog in the drain.

• Inspect the tub or shower for chips in the porcelain and report any that you find to the Manager and discuss alternatives.

• If the shower or tub has doors, make sure that they work smoothly. If there is not a shower or tub enclosure, make sure there is a shower curtain rod that is properly secured.

• Check the faucet for leaks and repair any that you find.

• Examine the shower stem for leaks and replace the packing if you find any. When you repair the stem, use waterproof grease. This grease will make it easier to turn the water off and repair the stem the next time it needs it.

• Operate the shower and check for an uneven spray pattern. Cleaning the shower head should solve this problem.

HEATING AND AIR CONDITIONING

BOTH

• Change the filter and inspect the coil for any blockage. Clean the coil with a coil cleaner as prescribed by the manufacturer.

• Be sure the thermostat is level and that it is properly secured to the wall. Bad alignment of the thermostat causes improper cycling of the heating or cooling unit.

HEATING

• During the heating season, turn the thermostat to the heating mode and check the operation of the unit. Take a thermometer reading of the supply air and record it on the Make-Ready Checklist. (NOTE: Always keep in mind most units have a time-delayed fan.)

AIR CONDITIONING

• During the air conditioning season, turn the thermostat to the cooling position and check the operation of the unit. Take thermometer readings of the supply and return air and record them on the checklist. (16°F to 20°F coil split)

• CAUTION: When you’re checking the air conditioning, do NOT switch the thermostat from cool to off and then back to cool without waiting at least 5 minutes! The compressor needs this much time to equalize its pressure before you can start it again.

• ALWAYS turn the thermostat off after you’ve checked the air conditioning. (NOTE: The reason for this is that air conditioning units are the largest consumers of electricity in the apartment industry.)
• Use the MAKE READY AIR CONDITIONING CHECKLIST form in conjunction with the Make-Ready Checklist. Every unit must have air conditioning preventative maintenance completed and the form filled in appropriately. Maintain a copy of this form in the Preventative Maintenance Files. (Review the Make Ready Air Conditioning Checklist Form in the Sample Forms section)

WINDOWS & PATIO DOORS

• Check for broken or badly cracked glass. If you find a pane that needs to be replaced, note its location and dimensions on the Make-Ready Checklist.

• Make sure all windows that are supposed to have screens have them and that the screens are in good condition and are properly secured to their frames.

• Inspect around each window to see if you can feel air entering the apartment through the window frames or around the glass. If you do, either weather-strip or re-caulk around the windows.

• Open and close the windows and patio door to make sure they operate properly. Check that when they are closed you can engage the window and patio door locks with minimum effort.

• Check all locks, Charlie bars and pin locks.

WATER HEATER – ELECTRIC OR GAS

• Make sure that the water heater is set at between 130° and 140°F. If it isn’t, adjust it either up or down.

• Check that the pop-off or temperature-pressure valve (T&P valve) is working correctly since this will waste an immeasurable amount of water if it isn’t. To check it, grasp the pipe about 6” past the outlet of the valve. If, when you touch the pipe, it feels hot to the touch or if you can feel water flowing through the pipe, the T&P valve is not setting properly. When the T&P valve is relatively new you can usually correct this problem by pulling up on the test lever, which is located on the top of the valve, and allow a free flow of water through the valve. This should dislodge any foreign material that is caught in the seating area of the T&P valve, which should solve the problem. If this method does not work, you must replace the T&P valve.

MISCELLANEOUS

MINI-BLINDS

• Examine all blinds making sure that there are no broken cords or slats. Check that the brackets are securely fastened to the wall and that the blinds open and close easily. Raise and lower the blinds to make sure they work properly. Replace missing or broken slats or note what size blind or slat is needed on the Make Ready Checklist.

LIGHTS AND SWITCHES

• Check that all bulbs supplied by the community are in working order.

• Make sure that all light switches and wall receptacles work correctly and that all cover plates are in place.
FINAL WALK-THROUGH

- Once you’ve completed this visit to the apartment, take a final walk around the apartment. Check to make sure that all the lights are off, that the blinds are closed and that the heat is either off or set at a low temperature (depending on the season and the local weather conditions).

- As you make this final walk-through, you should also go over the Make-Ready Checklist to make sure that you haven’t missed anything. Also check that you noted all the extra information you’ll need for any other work you’ll have to do in the apartment.

- Turn off all breakers - except the refrigerator/freezer. Set the refrigerator/freezer on the warmest setting. (In freezing weather, leave the heater on set at 50°.)

Remember - it’s much easier to work in a vacant apartment than it is in an occupied one. So save yourself the hassles later on and fix it all right now!
STANDARDS FOR APARTMENT PAINTING

The in-house painter or the paint contractor must use the PAINTER’S CHECKLIST which is to be filled out as the work is completed and turned in to the Manager. The checklist is then to be placed in the resident file. Review the Painter’s Checklist Form in the Sample Forms section.

An apartment must be vacant in order to completely judge the paint. Whether to partially paint the apartment or completely paint is a judgment decision on the part of the Manager.

Experience has indicated that any apartment with over a 6-month occupancy will usually have to have all walls painted; touching up latex paint is usually very obvious. Ceilings do not need painting as often as walls – every 3 to 5 years if they are kept clean near air vents. Painting should cost no more than $0.11 per square foot unless approved by your AVP.

APARTMENT PAINTING SPECIFICATIONS

The APARTMENT PAINTING SPECIFICATIONS AND ACKNOWLEDGEMENT information form (SunRidge form, next page) is to be used when obtaining a quote for painting from a vendor. Review the Apartment Painting Specifications and Acknowledgement Form in the Sample Forms section.
STANDARDS FOR APARTMENT CLEANING

The housekeeper or cleaning contractor must use the HOUSEKEEPER’S CHECKLIST which is to be filled out as the work is completed and turned in to the Manager. The checklist is then to be placed in the resident file. Review the Housekeeper’s Checklist Form in the Sample Forms section.

Cleaning charges should follow the Standardized Pricing Guidelines located on the SunRidge Forms webpage.

STANDARDS FOR TILE CARE

- Spray tile to be cleaned with a solution of bleach and water. After allowing tile to soak for awhile, brush tile with a hand brush, cleaning out grooves and removing any soap film on the tile.

STANDARDS FOR FORMICA CARE

- Clean area with a mild abrasive; do not use steel wool.
- After entire area is lightly scrubbed, apply cleaning solution, clean and polish completely.

STANDARDS FOR CABINET CARE

- Clean with a damp cloth and weak solution of liquid cleaner.
- Lightly polish all exterior cabinet surfaces with lemon oil.

STANDARDS FOR SERVICING STOVE EXHAUST FAN

- Remove filter and wash thoroughly in a solution of detergent and water; rinse and dry cycle through dishwasher.

APARTMENT CLEANING SPECIFICATIONS

The following APARTMENT CLEANING SPECIFICATIONS is to be used when obtaining a quote for cleaning from a vendor. Review the Apartment Cleaning Specifications Form in the Sample Forms section.
CARPET REPLACEMENT/SHAMPOO

Make sure the carpet vendor is approved through your AVP. The shampoo vendor should follow our standards.

STANDARDS FOR SPOT CLEANING & STEAM CLEANING CARPETS

- Spot clean as needed with spot cleaning kit.
- Steam clean carpet.
- Rake carpet to raise “nap.”
- Average carpet cleaning cost should be $20 unless approved by your AVP.
- All additional costs for repairs, stretches or extra cleaning must be approved by the manager prior to the work being completed.

FINAL INSPECTION

Final inspection should be made by the Manager at least 48 hours prior to the scheduled move-in.

During the make-ready process, the Office and Maintenance Teams can use the Make-Ready Board to help track the progress of each unit.

The described make-ready process should be followed whenever possible; however, there will be instances when scheduling will need to vary based on your needs. The Manager and Maintenance Team will be responsible for altering the given process to insure timely completion of make-readies.