# MAINTENANCE HANDBOOK

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THE MAINTENANCE HANDBOOK: YOUR RESPONSIBILITY

All Maintenance Personnel are to follow the policies and procedures set forth in the Maintenance Handbook.

The Maintenance Handbook will be continually updated from the Corporate Office. It is the Property Supervisor’s responsibility to make the appropriate changes to keep the community’s Maintenance Handbook current. The Manager must make all employees aware of any new policy.

All forms in this manual are samples only. Please refer to the SunRidge Resources section of the SunRidge website to print the latest approved version of any SunRidge form. **DO NOT PHOTOCOPY THE FORMS IN THIS MANUAL.**
ORIENTATION

As you complete this section, you will:

- Understand your role within the company.
- Identify job duties and qualifications.
EMPLOYEE RELATIONS

Communication is one of the most important activities of your day; it is the lifeblood that allows our organization to function. Our organizational objections cannot be achieved, our activities cannot be coordinated and our decisions cannot be reached without communication.

It is vital that you communicate with your Property Manager on a daily basis.

- Communicate your work production schedule and work load.
- Advise your Manager of extraordinary problems and situations.
- Keep your Manager informed of any communication breakdown between maintenance and the office.
- Work closely with the office on the make ready schedule and lease scheduling.
- Ask questions about vague work order instructions before leaving the office.

Your Property Manager will understand you are not complaining when communicating issues with him/her; you are merely keeping him/her abreast of your activities and concerns. In order for a property to function as smoothly as possible, the maintenance and office associates must work as a team, communicating throughout the day and working together to solve problems.

Many times misunderstandings arise from lack of knowledge due to lack of communication. Education is often the resolution of this conflict. Many times management does not understand the technicalities of maintenance. Conversely, maintenance may not understand the processes and procedures the office team is required to perform as part of their daily activity. By educating each other you are enabling everyone to understand what the other deals with on a daily basis.

Our main goal should be our residents and prospective residents. By staying focused on our main objectives we are taking the first step in working as a team. The most successful property management teams communicate readily and consistently. Most problems are prevented this way and even when problems arise they are dealt with quickly through team work and communication.
POSITION: LEAD MAINTENANCE TECHNICIAN

REPORTS TO: MANAGER

The purpose of this job description is to communicate the responsibilities and duties associated with the position of LEAD MAINTENANCE TECHNICIAN. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties may not be specifically addressed. Every person is expected to perform any reasonable task or request that is consistent with fulfilling company objectives.

It is imperative that you review these duties, skills and physical requirements closely and that you understand that by signing the Job Description Acknowledgment, you are verifying that you can perform all the duties and have the skills and possess the physical abilities that are necessary to perform the job as described.

JOB BRIEF: The LEAD MAINTENANCE TECHNICIAN is responsible for maintaining the physical integrity of the community at all times. This involves insuring a clean and well maintained living environment for residents, visitors and staff. It is the LEAD MAINTENANCE TECHNICIAN’S duty to anticipate, identify and correct any and all problems involving the property and to implement procedures that will prevent such problems. An effective program of maintenance is essential in order to:

- Maintain a clean and well maintained environment.
- Cultivate resident satisfaction.
- Protect the investment of the apartment property owner.

DUTIES AND RESPONSIBILITIES

Conduct all business in accordance with company policies and procedures, state and federal laws; e.g., OSHA, ADA, Fair Housing, etc.

RESIDENT SERVICE

- Performs maintenance tasks personally and delegates to assistants. Oversees and occasionally inspects work performed by assistants.
- Institutes and manages system for handling resident service requests. Completes work orders within 24 hours when possible.
- Schedules maintenance personnel in conjunction with manager so that maintenance is available for emergency purposes, 24 hours a day, seven days a week.

PREVENTATIVE MAINTENANCE/SAFETY

- Conducts regularly scheduled safety meetings with entire staff; maintains and communicates HAZCOM standards. Keeps MSDS sheets current and readily accessible. Maintains thorough knowledge of pertinent laws and EPA and OSHA regulations governing proper storage and management of hazardous materials, including solvents, flammables, caustics and refrigerants.
- Must be aware of the condition of the physical property throughout the community and immediately correct hazardous conditions; e.g., broken gates leading to the pool, broken steps, open holes, broken/burned out exterior lights.
- Maintains accurate records regarding preventative maintenance, service requests (received and completed), expenditures, apartment make-ready status, work-in-progress, etc.

- Schedules and performs minor and routine maintenance on all appropriate equipment on a regular basis. Inspects and maintains all tools in excellent condition.

- Indoctrinates and assists in development of all subordinate maintenance staff. Instills a "safety first" attitude not only with maintenance technicians but with all staff members.

- Instructs staff on proper use and guidelines for wearing safety items.

**GENERAL**

- Diagnoses and performs on a daily basis minor and routine maintenance/repair involving the following:
  - Electrical and plumbing (including water lines)
  - A/C and heating systems
  - Appliances
  - Water irrigation systems
  - Stairs, gates, fences, patios, railings
  - Tile, carpet, flooring
  - Roofing, gutters, fasteners
  - Interior/exterior lights
  - Fireplaces
  - Ceiling fans
  - Gas fixtures and appliances (where applicable)
  - Shutters, doors, cabinets, windows, sliding glass doors
  - Boiler, gas and electric
  - Door locks, P.O. boxes and locks
  - Controlled access systems (where applicable)
  - Ceiling leaks
  - Walls
  - Pool areas, tile, jacuzzi, pool furniture

- Ensures that all make-ready repairs and services are completed correctly and on schedule.

- Reports all major repairs and requisitions to manager prior to any expenditure of funds.

- Possesses knowledge of budget and budget compliance.

- Changes locks and make ready keys.

- Removes and transfers heavy appliances and equipment from storage area to apartment (or vise versa) as circumstances warrant. Assists in moving abandoned furniture, appliances, etc., to dumpster when necessary. Use a dolly or back support belt.

- Maintains adequate inventory of spare parts and maintenance materials to handle most common repairs and situations.

- Identifies all utility meter cut-offs, apartment and fixture cut-offs, sewer cleanouts and prepares maps indicating same.

- Performs work area clean-up and safety related duties.

- Ensures that storage areas remain locked when not in use.

- Assists in keeping grounds neat and free of litter. Rakes, sweeps, shovels as circumstances warrant.

- Performs any additional duties assigned by manager or property supervisor.
QUALIFICATIONS

Position requires at least 3 years experience in property maintenance or equivalent field.

Work Hours:
40 hours per week. Weekends as circumstances warrant; on-call on a rotating basis and for emergencies.

Equipment Requirement:
Required to wear back support belt, wear goggles when working with specific equipment, wear masks and gloves and other safety equipment as tasks dictate.

Equipment/Machinery/Tools:
An employee in this position must be knowledgeable and skilled in the safe use and maintenance of the following tools:

Hand Tools: Various wrenches, hammers, grips, saws, sledgehammers, snips, posthole diggers, etc.

Power Tools: Wrenches, grinders, sanders, drills, saws, etc.


Mechanical Equipment: Motors, pumps, compressors, blowers, electric and hand power augers, etc.

Measuring Devices: Calipers, voltmeters, ohmmeters, testing meters, PH tests, gauges, etc.

PHYSICAL REQUIREMENTS

• Constant need (66% to 100% of the time) to be on feet.

• Have constant need (66% to 100% of the time) to perform the following physical activities:

  Bend/Stoop/Squat/Kneel  Perform routine maintenance/repairs, pick up tools and needed equipment.
  Climb Stairs  Service requests, make-ready needs for 2nd and 3rd floor apartments.
  Push or Pull  Move equipment, appliances, open and close doors, etc.
  Reach Above Shoulder  Perform routine maintenance/repairs, stock and remove equipment, parts, etc.
  Climb Ladders  Perform routine maintenance/repairs.
  Grasp/Grip/Turning  Handle tools and equipment, perform routine maintenance/repairs.
  Finger Dexterity  Handle tools and equipment, perform routine maintenance/repairs.

• Constant need (66% to 100% of the time) to perform the following physical activities:

• Writing: Inventory maintenance, requisition requests, required maintenance reports.
- Lifting/carrying (supplies, replacement parts, ladders, etc.):
  - Over 150 lbs. Rare need (less than 1% of the time)
  - 75 - 150 lbs. Occasional need (1% to 33% of the time)
  - 25 - 75 lbs. Frequent need (33% to 66% of the time)
  - 1 - 25 lbs. Constant need (66% to 100% of the time)

  **NOTE:** Lifting and carrying of weights exceeding 50 lbs. is often accomplished with assistance from one or more persons. Examples of heaviest items lifted include washer/dryers, refrigerators, A/C units, abandoned sofas, etc.

**VISION REQUIREMENTS**
- Constant need (66% to 100% of the time) to document maintenance and complete forms, review manuals and operating instructions, read cautionary labels, respond to written instruction from staff and residents. Constant need to see small detail when performing routine maintenance duties.
- Frequent need (33% to 60% of the time) to see things clearly beyond arm's reach (oversee assistants, observe problems throughout the property).

**HEARING REQUIREMENTS**
- Constant need (66% to 100% of the time) to communicate with assistants, office staff, vendors and residents. Must use listening skills to diagnose needed repairs, etc.

**SPEAKING REQUIREMENTS**
- Constant need (66% to 100% of the time) to verbally communicate with assistants, office staff, vendors and residents.

**DRIVING/TRAVELING REQUIREMENTS**
- Frequent need (33% to 66% of the time) to utilize personal transportation to pick up replacement parts and supplies from vendors. Rotation "on call" status may occasionally require expedient travel to assigned property at moment's notice. Pickups and deliveries to the corporate office.
- Must have valid driver's license and automobile insurance coverage.

**WORKING ENVIRONMENT**
- Indoors (66% to 100% of the time). Frequently outdoors (33% to 66% of the time), all conditions, often for extended periods.
- Occasional exposure (1% to 33% of time) to paint fumes, solvents, adhesives, etc. Example: Apartments during/after make-ready.
- Frequent need (33% to 66% of the time) to work in awkward and confining positions.

**REASONING DEVELOPMENT**
- **HIGH.** Must be able to apply principles of logical thinking to define problems, collect pertinent data, establish facts, draw valid conclusions and initiate appropriate course of action. Must effectively convey ideas, images and goals to a diverse group of personalities.
POSITION: MAINTENANCE TECHNICIAN

REPORTS TO: MANAGER

The purpose of this job description is to communicate the responsibilities and duties associated with the position of MAINTENANCE TECHNICIAN. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties may not be specifically addressed.

Every person is expected to perform any reasonable task or request that is consistent with fulfilling company objectives.

It is imperative that you review these duties, skills and physical requirements closely and that you understand that by signing the Job Description Acknowledgment, you are verifying that you can perform all the duties, have the skills and possess the physical abilities that are necessary to perform the job as described.

JOB BRIEF: The MAINTENANCE TECHNICIAN is to assist the senior maintenance technician in maintaining the physical integrity of the community. This involves insuring a safe, secure, and comfortable living environment for residents, visitors and staff. The MAINTENANCE TECHNICIAN will carry out assigned duties in a safe manner and other duties as requested by the senior maintenance technician. In the absence of the senior maintenance technician, the MAINTENANCE TECHNICIAN will assume all maintenance responsibilities.

DUTIES AND RESPONSIBILITIES

Conduct all business in accordance with company policies and procedures, state and federal laws; e.g., OSHA, ADA, Fair Housing, etc.

PREVENTIVE MAINTENANCE/SAFETY

- Must be knowledgeable of pertinent laws and EPA and OSHA regulations governing proper storage and management of hazardous materials, including solvents, flammables, caustics and freon.

- Constantly be aware of the condition of apartment property throughout the community and immediately initiates action to correct unsafe conditions; e.g., broken gates leading to the pool, broken steps, open holes, broken/burned out exterior lights.

- Schedules and performs routine preventive maintenance on all appropriate equipment as directed by senior maintenance technician and manager. Inspects and maintains all tools in excellent condition.

- Be aware of all utility meter cut-offs, apartment and fixture cut-offs, sewer cleanouts.

- Performs work area clean-up and safety related duties.

- Ensures that storage areas always remain locked when not in use.
GENERAL

- Diagnoses and performs minor and routine maintenance/repair, as directed, involving the following on a daily basis:
  - Electrical and plumbing (including water lines)
  - A/C and heating systems
  - Appliances
  - Water irrigation systems
  - Stairs, gates, fences, patios, railings
  - Tile, carpet, flooring
  - Roofing, gutters, fasteners
  - Interior/exterior lights
  - Fireplaces
  - Ceiling fans
  - Gas fixtures and appliances (where applicable)
  - Shutters, doors, cabinets, windows, sliding glass doors
  - Boiler, gas and electric
  - Door locks, P.O. boxes and locks
  - Controlled access systems (where applicable)
  - Ceiling leaks
  - Walls
  - Pool areas, tile, jacuzzi, pool furniture

- Inspects and helps coordinate all needed make-ready repairs and services. Assists make-ready staff as required to meet deadlines.

- Reports all major repairs and need requisitions to senior maintenance technician and manager prior to any expenditure of funds.

- Change locks, rekey and make keys.

- Removes and transfers heavy appliances and equipment from storage area to apartment (or vise versa) as circumstances warrant. Assists in liens, moving abandoned furniture, appliances, etc., to dumpster when necessary.

- Be knowledgeable of inventory levels of spare parts and supplies; weekly inform senior maintenance technician of shortages.

- Assists in keeping grounds neat and free of litter. Rakes, sweeps, shovels, power washes and picks up trash as circumstances warrant.

- Performs any additional duties assigned by senior maintenance technician and manager.

QUALIFICATIONS

Position requires at least 3 years experience in property maintenance or equivalent field.

Work Hours:
40 hours per week. Weekends as circumstances warrant; on-call on a rotating basis and for emergencies.

Equipment Requirement:
Required to wear back support belt, wear goggles when working with specific equipment, wear masks and gloves and other safety equipment as tasks dictate.
**Equipment/Machinery/Tools:**
An employee in this position must be knowledgeable and skilled in the safe use and maintenance of the following tools:

**Hand Tools:** Various wrenches, hammers, grips, saws, sledgehammers, snips, posthole diggers, etc.

**Power Tools:** Wrenches, grinders, sanders, drills, saws, etc.

**User-Moved Aids:** Wheelbarrows, dollies, hand trucks, buckets, hoists, jacks, step ladders, full ladders, double ladders.

**Mechanical Equipment:** Motors, pumps, compressors, blowers, electric and hand power augers, etc.

**Measuring Devices:** Calipers, voltmeters, ohmmeters, testing meters, PH tests, gauges, etc.

**PHYSICAL REQUIREMENTS**

- Constant need (66% to 100% of the time) to be on feet.

- Have constant need (66% to 100% of the time) to perform the following physical activities:
  
<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
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<tbody>
<tr>
<td>Bend/Stoop/Squat/Kneel</td>
<td>Perform routine maintenance/repairs, pick up tools and needed equipment.</td>
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<tr>
<td>Climb Stairs</td>
<td>Service requests, make-ready needs for 2nd and 3rd floor apartments.</td>
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<tr>
<td>Push or Pull</td>
<td>Move equipment, appliances, open and close doors, etc.</td>
</tr>
<tr>
<td>Reach Above Shoulder</td>
<td>Perform routine maintenance/repairs, stock and remove equipment, parts, etc.</td>
</tr>
<tr>
<td>Climb Ladders</td>
<td>Perform routine maintenance/repairs.</td>
</tr>
<tr>
<td>Grasp/Grip/Turning</td>
<td>Handle tools and equipment, perform routine maintenance/repairs.</td>
</tr>
<tr>
<td>Finger Dexterity</td>
<td>Handle tools and equipment, perform routine maintenance/repairs.</td>
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<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Writing</td>
<td>Inventory maintenance, requisition requests, required maintenance reports.</td>
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- Lifting/carrying (supplies, replacement parts, ladders, etc.):
  
<table>
<thead>
<tr>
<th>Weight</th>
<th>Requirement</th>
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<tbody>
<tr>
<td>Over 150 lbs.</td>
<td>Rare need (less than 1% of the time)</td>
</tr>
<tr>
<td>75 - 150 lbs.</td>
<td>Occasional need (1% to 33% of the time)</td>
</tr>
<tr>
<td>25 - 75 lbs.</td>
<td>Frequent need (33% to 66% of the time)</td>
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<td>1 - 25 lbs.</td>
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**NOTE:** Lifting and carrying of weights exceeding 50 lbs. is often accomplished with assistance from one or more persons. Examples of heaviest items lifted include washer/dryers, refrigerators, A/C units, abandoned sofas, etc.
VISION REQUIREMENTS

- Constant need (66% to 100% of the time) to document maintenance and complete forms, review manuals and operating instructions, read cautionary labels, respond to written instruction from staff and residents. Constant need to see small detail when performing routine maintenance duties.

- Frequent need (33% to 60% of the time) to see things clearly beyond arm’s reach (oversee assistants, observe problems throughout the property).

HEARING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate with assistants, office staff, vendors and residents. Must use listening skills to diagnose needed repairs, etc.

SPEAKING REQUIREMENTS

- Constant need (66% to 100% of the time) to verbally communicate with assistants, office staff, vendors and residents.

DRIVING/TRAVELING REQUIREMENTS

- Frequent need (33% to 66% of the time) to utilize personal transportation to pick up replacement parts and supplies from vendors. Rotation "on call" status may occasionally require expedient travel to assigned property at moment’s notice. Pickups and deliveries to the corporate office.

- Must have valid driver’s license and automobile insurance coverage.

WORKING ENVIRONMENT

- Indoors (66% to 100% of the time). Frequently outdoors (33% to 66% of the time), all conditions, often for extended periods.

- Occasional exposure (1% to 33% of time) to paint fumes, solvents, adhesives, etc. Example: Apartments during/after make-ready.

- Frequent need (33% to 66% of the time) to work in awkward and confining positions.

REASONING DEVELOPMENT

- MODERATE. Must be able to apply principles of logical thinking to a variety of practical situations and accurately follow standardized procedures that may occasionally involve minor deviations. Needs ability to think rationally beyond a specific set of instructions.
POSITION: PORTER/GROUNDSKEEPER

REPORTS TO: LEAD MAINTENANCE TECHNICIAN AND MANAGER

The purpose of this job description is to communicate the responsibilities and duties associated with the position of PORTER/GROUNDSKEEPER. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties may not be specifically addressed.

Every person is expected to perform any reasonable task or request that is consistent with fulfilling company objectives.

It is imperative that you review these duties, skills and physical requirements closely and that you understand that by signing the Job Description Acknowledgment, you are verifying that you can perform all the duties, have the skills and possess the physical abilities that are necessary to perform the job as described.

JOB BRIEF: The primary responsibilities of the PORTER/GROUNDSKEEPER involve the upkeep of the property in order to enhance and maintain its curb appeal. The Porter will also assist the rest of the staff, as directed, in their efforts to manage the property in an efficient manner.

DUTIES AND RESPONSIBILITIES

PREVENTIVE MAINTENANCE/SAFETY

- Checks and replaces exterior lighting on a regular basis.
- If certified for pool maintenance, clean and maintain pool as directed.
- Maintains awareness of proper safety precautions at all times.
- Constantly observes condition of apartment property throughout the community and immediately reports and/or initiates action to correct unsafe conditions.
- Needs to be aware of all utility meter cut-offs, apartment and fixture cut-offs, sewer cleanouts.
- Ensures that storage areas always remain locked when not in use.

GENERAL

- Physically walks the property on a frequent basis and removes litter, debris, cigarette butts and pet droppings from the grounds. It is especially critical that the following areas remain neat and free of litter at all times.
  - Management Office
  - Pool area.
  - Laundry room.
  - Mail rooms (if applicable).
  - Pathways to show units/models
  - Stairways and breezeways
  - Dumpster areas.
  - Recreation areas.
  - Grounds adjacent to the road, in front of the office.
  - Walkways to and from, and in-between buildings.
  - Exterior lighting fixtures
  - Parking lots and drives.
• Performs "trash-out" duties at vacated apartments on a daily basis. Removes all abandoned furniture, trash, boxes. Transfers to dumpster or storage area, whichever is applicable.

• Transfers trash and other items left outside of dumpster into dumpster. Pick-up and sweep area. Keeps dumpster/compactor doors closed on windy days.

• Details property on a regular basis. Cleans and rakes shrub areas; shovels mud when necessary. Use blower to keep sidewalks and walking areas clean of loose grass and brush.

• Repairs and replaces windows, screens, sliding glass doors, etc. Performs routine maintenance on property as requested by manager and senior maintenance technician.

• Assists with various physical tasks as directed; e.g., tearing down fences, digging post holes, carrying abandoned sofas, liens, etc.

• Assists with "make-ready" duties when requested by the manager or senior maintenance technician.

• Helps clean and maintain storage and shop areas.

• Performs interior and exterior painting duties when requested. Carries buckets of paint from storage area to work site.

• Completes minor and routine service requests when requested by manager and/or senior maintenance technician. Follow procedures when service requests are performed.

• Change locks, rekeys and makes keys when directed.

• Distributes resident communications to residents; e.g., upcoming events, pest control notices, newsletters.

• Performs work area clean-up and safety related duties.

• Assists in keeping grounds neat and free of litter. Rakes, sweeps, shovels as circumstances warrant.

• Performs any additional duties assigned by senior maintenance technician and manager.

QUALIFICATIONS

Must meet all physical requirements and be able to take direction.

Work Hours:
40 hours per week, 8:30 a.m. to 5:30 p.m., Monday through Friday. Weekly schedule may change as required. May be necessary to work weekends.

Equipment Requirement:
Required to wear back support belt, and gloves as tasks dictate.
Equipment/ Machinery/ Tools:
An employee in this position must be knowledgeable and skilled in the safe use and maintenance of the following tools:

**Hand Tools:** Various wrenches, hammer, grips, saws, sledgehammer, snips, posthole diggers, etc. (not provided by the company)

**User-Moved Aids:** Wheelbarrows, dollies, hand trucks, buckets, jacks, step ladders, full ladders.

**Power Tools:** Blowers, power washers, etc.

**PHYSICAL REQUIREMENTS**

- Constant need (66% to 100% of the time) to be on feet.
- Have constant need (66% to 100% of the time) to perform the following physical activities:

  - Bend/Stoop/Squat/Kneel: Perform routine maintenance/repairs, pick up debris.
  - Climb Stairs: Routine duties require access to all levels.
  - Push or Pull: Move equipment, appliances, open and close doors, etc.
  - Reach Above Shoulder: Perform routine maintenance/repairs, stock and remove equipment.
  - Climb Ladders: Perform routine maintenance/repairs.
  - Grasp/Grip/Turning: Handle tools and equipment, perform routine maintenance/repairs.
  - Finger Dexterity: Handle tools and equipment, perform routine maintenance/repairs.

- **Lifting/carrying (supplies, blower, ladders, etc.):**
  - Over 150 lbs.: Rare need (less than 1% of the time)
  - 75 - 150 lbs.: Occasional need (1% to 33% of the time)
  - 25 - 75 lbs.: Frequent need (33% to 66% of the time)
  - 1 - 25 lbs.: Constant need (66% to 100% of the time)

**NOTE:** Lifting and carrying of weights exceeding 50 lbs. is often accomplished with assistance from one or more persons and while wearing the required, appropriate safety equipment. Examples of heaviest items lifted include washer/dryers, refrigerators, A/C units, abandoned sofas, etc.

**VISION REQUIREMENTS**

- Constant need (66% to 100% of the time) to observe areas needing attention/correction. Read cautionary labels; respond to written instructions from staff.
- Frequent need (66% to 100% of the time) to see things clearly beyond arm's reach. Observe and assist in general maintenance; observe problems throughout property.

**HEARING REQUIREMENTS**

- Not essential. Frequent need (33% to 66% of the time) to receive instructions from residential management. Written instructions should be acceptable.
SPEAKING REQUIREMENTS

- Constant need (66% to 100% of the time) to verbally communicate with staff and residents.

WORKING ENVIRONMENT

- Outdoors (66% to 100% of the time), all conditions, often for extended periods of time.

- Occasional exposure (1% to 33% of time) to paint fumes, solvents, adhesives, etc. Example: Apartments during/after make-ready.

- Frequent need (33% to 66% of the time) to work in awkward and confining positions.

REASONING DEVELOPMENT

- MODERATE. Must be able to apply principles of logical thinking to a variety of practical situations and accurately follow standardized procedures that may occasionally involve minor deviations. Needs ability to think rationally beyond a specific set of instructions.
POSITION: MAKE READY

REPORTS TO: LEAD MAINTENANCE TECHNICIAN AND MANAGER

The purpose of this job description is to communicate the responsibilities and duties associated with the position of MAKE-READY. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties may not be specifically addressed.

Every person is expected to perform any reasonable task or request that is consistent with fulfilling company objectives.

It is imperative that you review these duties, skills and physical requirements closely and that you understand that by signing the Job Description Acknowledgment, you are verifying that you can perform all the duties, have the skills and possess the physical abilities that are necessary to perform the job as described.

JOB BRIEF: In coordination with the manager and senior maintenance technician, The MAKE-READY employee's primary responsibility is to ensure that all vacated apartments are thoroughly restored to "market ready" status in a timely manner and according to the manager's timetable.

DUTIES AND RESPONSIBILITIES

- Inspects vacated apartments and completes checklists in regard to make-ready. Informs senior maintenance technician and manager of needed services and repairs.

- Routinely performs the following duties in order to restore apartment to "market ready" status:
  - Checks all lights and replaces as necessary.
  - Replaces or repairs windows, latches, screens, hinges, sliding glass doors, shelves, baseboards, mirrors, closets.
  - Checks applicable appliances and informs senior maintenance technician of problems.
  - Assists in changing or removing appliances from apartment.
  - Makes keys when necessary.
  - Checks faucets sink plugs and repairs/replaces as necessary. Replaces washers when needed. Performs exterior repairs to sinks, bathtubs, etc., when warranted.
  - Assists with painting duties when requested. Transfers paint from storage areas to apartment units when painting is scheduled.
  - Repairs or replaces curtains, mini-blinds, ceiling fans, etc.
  - Repairs plaster holes in walls, paints as necessary.
  - Inspects bathroom tiles, performs minor repairs/replacements.
  - Changes A/C filters
  - Operates carpet cleaning equipment to clean carpets.

- Lends assistance during trash-out of apartment; e.g., moving heavy/bulky items to dumpster.

- Replaces vacancy lock (if applicable) on day lock is changed for new resident for move-in. Also changes out P.O. box lock when requested (if applicable).

- Makes new keys when requested.

- Assists in keeping grounds clean at all times.
• Assists maintenance when requested.
• Delivers notices to all apartment.
• Reports supply needs to manager and/or senior maintenance technician.
• Performs other tasks as assigned by manager or senior maintenance technician.

QUALIFICATIONS

Must meet all physical requirements and be able to take direction.

Work Hours:
40 hours per week, 8:30 a.m. to 5:30 p.m., Monday through Friday. Weekly schedule may change as required. May be necessary to work weekends.

Equipment Requirement:
Required to wear a back support belt and gloves as tasks dictate. Wear appropriate shoes (no flat bottom sneakers.)

Equipment:
An employee in this position must be knowledgeable and skilled in the safe use and maintenance of cleaning fluids and tools, including mop, broom, vacuum cleaner, carpet cleaning equipment, buffer, step ladder, full ladder, hand tools, key-cutting machine, hand truck, wheelbarrow.

PHYSICAL REQUIREMENTS

• Constant need (66% to 100% of the time) to be on feet.

• Have constant need (66% to 100% of the time) to perform the following physical activities:

  Bend/Stoop/Squat/Kneel Perform routine cleaning; pick up debris.
  Climb Stairs Routine cleaning duties require access to 2nd and 3rd floor apartments.
  Push or Pull Move light furniture, appliances, open/close doors, etc.
  Reach Above Shoulder Perform routine cleaning duties.
  Climb Ladders Perform routine cleaning duties.
  Grasp/Grip/Turning Handle cleaning tools and equipment.
  Finger Dexterity Handle cleaning tools and equipment.

• Lifting/carrying (supplies, paint, carpet cleaning equipment, etc.):

  Over 100 lbs. Rare need (less than 1% of the time)
  50 - 75 lbs. Occasional need (1% to 33% of the time)
  25 - 50 lbs. Frequent need (33% to 66% of the time)
  1 - 25 lbs. Constant need (66% to 100% of the time)

• Writing: Inventory maintenance, requisition, requests, required maintenance reports.
VISION REQUIREMENTS

• Constant need (66% to 100% of the time) to notice difference between clean and unclean. Observe areas needing attention.

• Frequent need (33% to 60% of the time) to see things clearly beyond arm's reach. Observe and assist maintenance; observe problems throughout property.

HEARING REQUIREMENTS

• Not essential. Frequent need (33% to 66% of the time) to receive instructions from residential management. Written instructions should be acceptable.

SPEAKING REQUIREMENTS

• Not essential. Frequent need (33% to 66% of the time) to ask questions, request supplies. Written instructions should be acceptable.

DRIVING/TRAVELING REQUIREMENTS

• None.

WORKING ENVIRONMENT

• Indoors (66% to 100% of the time). Occasionally outdoors (1% to 33% of the time).

• Occasional exposure (1% to 33% of time) to cleaning solvents, adhesives, paint fumes, etc.

• Frequent need (33% to 66% of the time) to work in awkward and confining positions.

REASONING DEVELOPMENT

• MODERATE. Must be able to apply common sense understanding to carry out simple one to two-step instructions. Deal with standardized situations with occasional or no deviations from standard procedures.
POSITION: PAINTER/MAKE READY

REPORTS TO: LEAD MAINTENANCE TECHNICIAN AND MANAGER

The purpose of this job description is to communicate the responsibilities and duties associated with the position of PAINTER. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties may not be specifically addressed.

Every person is expected to perform any reasonable task or request that is consistent with fulfilling company objectives.

It is imperative that you review these duties, skills and physical requirements closely and that you understand that by signing the Job Description Acknowledgment, you are verifying that you can perform all the duties, have the skills and possess the physical abilities that are necessary to perform the job as described.

JOB BRIEF: In coordination with the manager and the senior maintenance technician, the PAINTER’S primary responsibility is to ensure that all vacated apartments are painted to "market ready" status in a timely manner and according to the manager’s timetable.

DUTIES AND RESPONSIBILITIES

- Inspects and paints vacated apartments and completes required forms in regard to painting.
- Routinely performs the following duties in order to restore apartment to "market ready" status:
  - Communicates with manager concerning particular apartments that need painting in order of priority.
  - Works at a pace which will leave enough time for other maintenance personnel to complete their functions in the make-ready process.
  - Reports to manager when paint and/or supplies are low to avoid depletion.
  - Repairs holes in walls, caulks tubs, repairs ceramic tile.
- Performs all tasks in a neat and efficient manner. This includes cleaning all brushes, rollers and equipment and returning said equipment to their designated storage facility at the end of each day.
- Wears uniform as instructed by manager which may include providing your own painter’s whites.
- Uses protective equipment when necessary following all safety procedures.
- Performs other work duties as directed by manager.
QUALIFICATIONS

Must meet all physical requirements and be able to take direction.

Work Hours:
40 hours per week, 8:30 a.m. to 5:30 p.m., Monday through Friday. Weekly schedule may change as required. May be necessary to work weekends.

Equipment Requirement:
Required to wear back support belt and steel-toed shoes. Wear glasses and gloves as tasks dictate.

Vehicle equipped for hauling miscellaneous maintenance materials is required.

Equipment:
An employee in this position must be knowledgeable and skilled in the safe use and maintenance of cleaning fluids and tools, including mop, broom, vacuum cleaner, carpet cleaning equipment, buffer, step ladder, full ladder, hand tools, key-cutting machine, hand truck and wheelbarrow.

PHYSICAL REQUIREMENTS

• Constant need (66% to 100% of the time) to be on feet.

• Have constant need (66% to 100% of the time) to perform the following physical activities:
  - Bend/Stoop/Squat/Kneel: Perform routine painting; pick up debris.
  - Climb Stairs: Routine painting duties require access
  - Push or Pull: Move light furniture, appliances, open and close doors, etc.
  - Reach Above Shoulder: Perform routine painting duties.
  - Climb Ladders: Perform routine painting duties.
  - Grasp/Grip/Turning: Handle painting tools and equipment.
  - Finger Dexterity: Handle painting tools and equipment.

• Lifting/carrying (supplies, paint, carpet cleaning equipment, etc.):
  - Over 100 lbs.: Rare need (less than 1% of the time)
  - 50 - 75 lbs.: Occasional need (1% to 33% of the time)
  - 25 - 50 lbs.: Frequent need (33% to 66% of the time)
  - 1 - 25 lbs.: Constant need (66% to 100% of the time)

• Writing: Inventory paint, requisition, requests, required maintenance reports.

VISION REQUIREMENTS

• Constant need (66% to 100% of the time) to notice difference between painted surfaces and unpainted surfaces. Observe areas needing attention.

• Frequent need (33% to 60% of the time) to see things clearly beyond arm's reach. Observe and assist maintenance; observe problems throughout property.

HEARING REQUIREMENTS

• Not essential. Frequent need (33% to 66% of the time) to receive instructions from residential. Written instructions should be acceptable.
SPEAKING REQUIREMENTS

• Not essential. Frequent need (33% to 66% of the time) to ask questions, request supplies. Written instructions should be acceptable.

DRIVING/TRAVELING REQUIREMENTS

• None.

WORKING ENVIRONMENT

• Indoors (66% to 100% of the time). Occasionally outdoors (1% to 33% of the time).

• Frequent exposure (66% to 100% of time) to paint or cleaning solvents, adhesives, paint fumes, etc.

• Frequent need (33% to 66% of the time) to work in awkward and confining positions.

REASONING DEVELOPMENT

• MODERATE. Must be able to apply common sense understanding to carry out simple one to two-step instructions. Deal with standardized situations with occasional or no deviations from standard procedures.
POSITION: HOUSEKEEPER

REPORTS TO: MANAGER

The purpose of this job description is to communicate the responsibilities and duties associated with the position of HOUSEKEEPER. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties may not be specifically addressed.

Every person is expected to perform any reasonable task or request that is consistent with fulfilling company objectives.

It is imperative that you review these duties, skills and physical requirements closely and that you understand that by signing this document you are verifying that you can perform all the duties, have the skills and possess the physical abilities that are necessary to perform the job as described.

JOB BRIEF: The primary responsibilities of the HOUSEKEEPER involve the upkeep of each apartment in order to enhance and maintain its appeal. The HOUSEKEEPER will also assist the rest of the employees, as directed, in their efforts to manage the property in an efficient manner.

DUTIES AND RESPONSIBILITIES

- Clean the office, clubroom, restrooms and other common areas on a daily basis, prior to 9:00 a.m.
- Clean and maintain models and/or target units on a daily basis.
- Clean all vacant apartments as directed by the Manager or Assistant Manager.
- Keep all vacancies fresh and odorless.
- Clean and maintain laundry facilities daily by 10:00 a.m.
- Perform additional duties requested by the Manager or Assistant Manager.
- Inform management of supply needs on a weekly basis.

QUALIFICATIONS

Must meet all physical requirements and be able to take direction.

Work Hours:
30 to 40 hours per week, as scheduled, Monday through Friday. Weekly schedule may change as required. May be necessary to work weekends.

Equipment Requirement:
Mops, brooms, vacuum cleaner, window squeegee, scrubber, step stool, small ladder, screwdriver and other miscellaneous hand tools. Requirement to wear gloves and other protective equipment as task dictates.

Equipment:
An employee in this position must be knowledgeable and skilled in the safe use and maintenance of cleaning fluids and tools.
PHYSICAL REQUIREMENTS

- Constant need (66% to 100% of the time) to be on feet.
- Constant need (66% to 100% of the time) to perform the following physical activities:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bend/Stoop/Squat/Kneel</td>
<td>Perform routine cleaning; pick up debris</td>
</tr>
<tr>
<td>Climb Stairs</td>
<td>Routine cleaning duties require access to all levels of the building(s).</td>
</tr>
<tr>
<td>Push or Pull</td>
<td>Move light furniture, appliances, open and close doors, etc.</td>
</tr>
<tr>
<td>Reach Above Shoulder</td>
<td>Perform routine cleaning duties.</td>
</tr>
<tr>
<td>Climb Ladders</td>
<td>Perform routine cleaning duties.</td>
</tr>
<tr>
<td>Grasp/Grip/Turning</td>
<td>Handle cleaning tools and equipment.</td>
</tr>
<tr>
<td>Finger Dexterity</td>
<td>Handle cleaning tools and equipment.</td>
</tr>
</tbody>
</table>

- Lift/carrying (cleaning supplies, vacuum, step stool, etc.)

<table>
<thead>
<tr>
<th>Weight</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>50 – 75 lbs.</td>
<td>Rare need (less than 1% of the time)</td>
</tr>
<tr>
<td>25 – 50 lbs.</td>
<td>Occasional need (1% to 33% of the time)</td>
</tr>
<tr>
<td>1 – 25 lbs.</td>
<td>Constant need (66% to 100% of the time)</td>
</tr>
</tbody>
</table>

- Required to handle cleaning chemicals. Certain cleaning chemicals may require pre-mixing.

VISION REQUIREMENTS

- Constant need (66% to 100% of the time) observe areas needing attention/correction. Read cautionary labels; respond to written instructions from employees.
- Frequent need (33% to 60% of the time) to see things clearly beyond arm’s reach. Observe and assist Maintenance; observe problems throughout property.

HEARING REQUIREMENTS

- Not essential. Frequent need (33% to 66% of the time) to receive instructions from Manager. Written instructions are acceptable.

COMMUNICATION REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate with staff and residents.

WORKING ENVIRONMENT

- Indoors (66% to 100% of the time). Occasionally outdoors (1% to 33% of the time).
- Constant exposure (66% to 100% of the time) to cleaning chemicals, paint fumes, solvents, adhesives, etc. Example: apartments during and after make-ready.
- Frequent need (33% to 66% of the time) to work in awkward and confining positions.

REASONING DEVELOPMENT

- MODERATE. Must be able to apply principles of logical thinking to a variety of practical situations and accurately follow standardized procedures that may occasionally involve minor deviations. Needs ability to think rationally beyond a specific set of instructions.
FAIR HOUSING

After studying this section, you will:

- Know how to perform your daily duties without discriminating.
- Learn more about laws pertaining to the handicapped.
- Understand the definition of “family” and “handicapped.”
- Learn how to use the correct vocabulary.
FAIR HOUSING

THE FAIR HOUSING ACT

The Fair Housing Act prohibits discrimination in housing because of:

- Race
- Color
- National Origin
- Religion
- Sex
- Familial status (including children under the age of 18 living with parents or legal custodians, pregnant women and people securing custody of children under 18)
- Handicap

WHAT HOUSING IS COVERED?

The Fair Housing Act covers most housing. In some circumstances, the Act exempts owner-occupied buildings with no more than four units, single-family housing sold or rented without the use of a broker and housing operated by organizations and private clubs that limit occupancy to members.

WHAT IS PROHIBITED?

In the Sale and Rental of Housing: No one may take any of the following actions based on race, color, national origin, religion, sex, familial status or handicap:

- Refuse to rent or sell housing
- Refuse to negotiate for housing
- Make housing unavailable
- Deny a dwelling
- Set different terms, conditions or privileges for sale or rental of a dwelling
- Provide different housing services or facilities
- Falsely deny that housing is available for inspection, sale or rental
- For profit, persuade owners to sell or rent (blockbusting) or
- Deny anyone access to or membership in a facility or service (such as a multiple listing service) related to the sale or rental of housing
ADDITIONAL PROTECTION IF YOU HAVE A DISABILITY

If a resident or prospect:

- Has a physical or mental disability (including hearing, mobility and visual impairments, chronic alcoholism, chronic mental illness, AIDS, AIDS Related Complex and mental retardation) that substantially limits one or more major life activities,
- Has a record of such a disability, or
- Is regarded as having such a disability.

A landlord may not:

- Refuse to let the resident make reasonable modifications to the dwelling or common-use areas, at the resident’s expense, if necessary for the handicapped person to use the housing. (Where reasonable, the landlord may permit changes only if the resident agrees to restore the property to its original condition when he/she moves.)
- Refuse to make reasonable accommodations in rules, policies, practices or services if necessary for the handicapped person to use the housing.

**Example:** A building with a “no pets” policy must allow a visually impaired resident to keep a guide dog.

**Example:** An apartment community that offers residents ample, unassigned parking must honor a request from a mobility-impaired resident for a reserved space near his or her apartment if necessary to assure that he/she can have access to the apartment.

However, housing need not be made available to a person who is a direct threat to the health or safety of others or who currently uses illegal drugs.

HOUSING OPPORTUNITIES FOR FAMILIES

Unless a building or community qualifies as housing only for older persons, its leasing requirements may not discriminate based on a familial status. That is, the requirements may not discriminate against families in which one or more children under 18 live with:

- A parent
- A person who has legal custody of the child or the children
- The designee of the parent or legal custodian, with the parent or custodian’s written permission.

Familial status protection also applies to pregnant women and anyone securing legal custody of a child under the age of 18.
**Exemption:** Housing for older persons is exempt from the prohibition against familial status discrimination if:

- The HUD secretary has determined that it is specifically designed for and occupied by elderly persons under a federal, state or local government program, or
- It is occupied solely by persons who are 62 or older, or
- It houses at least one person who is 55 or older in at least 80% of the occupied units; has significant services and facilities for older persons; and adheres to a published policy statement that demonstrates intent to house persons who are 55 and older. The requirement for significant services and facilities is waived if providing them is not practicable and the housing is necessary to provide important housing opportunities for older persons.

A transition period permits residents on or before September 13, 1988, to continue living in the housing, regardless of their age, without interfering with the exemption.


**GUIDELINES FOR NON-DISCRIMINATORY LEASING**

**STATEMENT OF RENTAL POLICY**

It is company policy (and a law of the United States of America) that any discrimination based on the following criteria is prohibited. Review the Non-Discriminatory Operating Policies Acknowledgement in the Sample Forms section.

Under no circumstances shall the following be reasons for refusing housing:

- Race
- Color
- National Origin
- Religion
- Sex
- Physical or Mental Disability
- Familial Status

If you, as an employee, feel you have been harassed or discriminated against, contact your Property Supervisor.

Discrimination is also prohibited when dealing with current residents. Review the Fair Housing Compliance Checklist in the Sample Forms section.
DEFINITION OF FAMILY

A family is defined in the Fair Housing Amendments Act of 1988 as one or more individuals under the age of 18 years being domiciled with:

- A parent or another person having legal custody of such individual(s), or
- A designee of such parent with the written permission of such parent.

A person who is pregnant or in the process of obtaining legal custody of a person under 18 years of age must be treated as a family.

DEFINITION OF HANDICAPPED

A person who has a physical or mental impairment which substantially limits one or more of that person’s major life functions, which include caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning or working.

VOCABULARY

Effective March 12, 1989, the words “all-adult”, “adult area”, “family area”, “family pool”, “family section”, “adults only”, “family (or adult) oriented”, “adult (or family) living”, must be deleted from your leasing vocabulary.

Pools have rules for the enjoyment of all residents. There are no “family sections”, as families and adults must be offered the same rental units without distinction.

Notice also that the statement of rental specifies “occupants.” If two persons are permitted in a one bedroom apartment, the following are examples of two occupants:

- Married couple
- Two roommates (same or opposite sex)
- Mother and child under 18
- Father and child under 18
- Legal guardian and child under 18

LAWS PERTAINING TO THE HANDICAPPED

If a handicapped person wants to move into a property, that person has the right to do so. If modifications to the entry or the interior of the apartment are necessary, the handicapped person must pay for such changes. Examples of such modifications would include ramps, grab bars in bathrooms, wider door openings, and lower light switches. Management has the right to approve such changes to be certain that they will conform to building codes. A handicapped person may also make changes to common areas (pools, laundry rooms, and mail rooms, for example) under the same rules that he or she pay for such changes with management’s prior written approval.

The handicapped person will also be required to restore the premises to a reasonable condition upon moving out of the property.
**FAIR HOUSING**

*Does the law mean that I will have to lease to all families and all handicapped persons?*

No. Standards for living at the property must be applied equally. A prospect’s credit rating, prior history and employment standards still apply. It is not discrimination if someone (or family or handicapped person) has a bad prior residence history and you reject them. You will be discriminating if you don’t apply these laws equally to all prospects.

**STEERING**

Steering is an attempt to refer prospects to:

- other properties,
- certain buildings or areas within your property, or
- areas on the property such as playgrounds, busy roads, etc.

The following are examples of Steering (Wrong) and the same statements rephrased in a non-discriminatory way (Right):

**WRONG**

Walking from the information center to the model, you say, “Most of our families live near the playground.”

**RIGHT**

"We have a playground located near the mail room. Let me show it to you."

**WRONG**

“The schools serving our properties are lousy.”

**RIGHT**

*Offer factual information about locations of schools or school bus stops, but do not offer subjective information about a school’s quality or reputation. Encourage the prospect to visit the schools from sources other than you.*

**WRONG**

“Most families don’t want to live... (near a busy street, next to the creek, on the third floor).”

**RIGHT**

"...is a heavily traveled street.”

*Can children of the opposite sex share a bedroom?*

Yes. This is a parent’s decision, not yours or the company’s. We can only establish occupancy limitation (i.e., number of persons in an apartment).
**Can we still have “specials”?**

**Yes.** All specials must be in writing, documented and offered to everyone. A verbal special is potentially very dangerous because there is no way to prove that such a special was offered to every prospect. Rather than use phrases such as “Ask me about our specials”, we need to be specific (e.g.; $20 off all 3rd floor one-bedrooms, expires April 30th).

For this reason it is important to update the rental schedule on a regular basis.

**How do rules regarding bicycles apply?**

The resident policies state that riding bicycles or motorcycles on sidewalks is prohibited. This applies to all residents – children and adults.

**Can we limit families to the first floor?**

**No.** This is discriminatory. Which floor to live on is a prospect’s decision.

**Can a handicapped person have a parking space in front of his/her apartment?**

**Yes,** if that person will pay for the signs and markings.

**Why was the law changed to add families and the handicapped as protected classes?**

The Fair Housing Amendments Act had three goals:

- Give HUD authority and power to enforce existing fair-housing laws.
- Make more housing available to families (and the homeless) as it is perceived that there is a shortage of such housing.
- Broaden protection of housing rights for the handicapped.

**What are the penalties for discrimination?**

A person who can prove discrimination can receive damages awarded by a federal court or an administrative law judge. A company will be fined $10,000 for the first offense, $25,000 for the second offense and $50,000 for the third offense.

A Leasing Consultant or other on-site employees can also be found personally liable for equal fines.

**Are older persons forced to live with families and young children?**

The Fair Housing Amendment Act of 1988 creates two exceptions based on:

- A community where all persons are over the age of 62, or
- At least 1 person in each unit is over 55 and certain services exist and activities offered to cater to these people.
Can we offer senior citizen discounts?

Yes, if senior citizen discounts are part of your leasing policy and are applied equally to all seniors.

Does this apply to verification procedures?

Yes, in two important ways:

- First, you must make a note of the person’s name you spoke with to obtain prior residence or employment information. Make detailed notes, especially if an applicant’s history is poor.

- Second, all prospect leasing information must be retained for 2 ½ years. This is because the person who thinks he or she may have been discriminated against has up to 2 years to file a complaint with HUD. Holding the file for 30 months puts us safely past any processing delays within HUD after a complaint has been filed.

**REMEMBER:** Do not discriminate; do not steer prospects; do treat all persons equally; and know our statement of rental policy and other policies.
OCCUPANCY POLICY

According to the Fair Housing Amendment Act of 1988, Section 100.10 (A) (3), Owner is permitted to allow reasonable limitations on occupancy, as long as these limitations are applied to all occupants and do not discriminate on the basis of race, color, national origin, religion, sex, handicap or familial status.

Check with local city ordinance for additional protected classes.

All properties under the management of SunRidge Management Group, Inc. will strictly follow these occupancy restrictions*:

<table>
<thead>
<tr>
<th>Unit Size</th>
<th>Maximum Occupants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Efficiency</td>
<td>2</td>
</tr>
<tr>
<td>One Bedroom</td>
<td>3</td>
</tr>
<tr>
<td>Two Bedroom</td>
<td>5</td>
</tr>
<tr>
<td>Three Bedroom</td>
<td>7</td>
</tr>
</tbody>
</table>

*Unless otherwise approved in writing by the owner or owner’s representative. Review the Rental Qualification Guidelines in the Sample Forms section.
FAIR HOUSING AND SERVICE REQUESTS

Under no circumstances should you refuse to work in a resident’s apartment for the following reasons:

- Race
- Color
- National Origin
- Religion
- Sex
- Physical or Mental Disability
- Disabled Veterans
- Familial Status

All service requests should be completed in the order in which they are received. The exceptions are emergency work orders, work orders requiring parts to be ordered or work orders requiring an outside vendor. In these cases, the following procedures are to be followed:

- Make a note on the work order of the exact reason for the delay, including the date and time.
- Contact the resident or have an office employee contact the resident to explain the reason for the delay.
- Never make promises to a resident if you are unsure of when the work order will be complete.

On the rare instance where you are beginning to become back-logged with pending work orders, the following procedures are to be followed:

- Contact the Property Manager and explain the reason for the delay, if he or she is not already aware.
- Office employees should contact the residents with pending work orders and explain the delay.
- Notes should be made on each work order of the call, the employee’s name, date and time.

If, at any time, you are accused of discriminatory practices, go immediately to the office and explain the situation to the Property Manager. He or she will make notes of the situation for follow-up if needed.
After studying this section you will:

- Understand SunRidge’s maintenance shop standards
- Be able to organize the maintenance shop
- Become more organized and efficient
MAINTENANCE SHOP STANDARDS

All onsite maintenance shops must be organized in accordance with the following:

- A minimum of 1 week inventory must be maintained.
- All shelves must be labeled and painted these color codes:
  
<table>
<thead>
<tr>
<th>Category</th>
<th>Color</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plumbing</td>
<td>Red</td>
</tr>
<tr>
<td>Appliances</td>
<td>Green</td>
</tr>
<tr>
<td>Electrical</td>
<td>Yellow</td>
</tr>
<tr>
<td>Punch-Out</td>
<td>Orange</td>
</tr>
<tr>
<td>Tools Storage</td>
<td>Brown</td>
</tr>
<tr>
<td>HVAC</td>
<td>Blue</td>
</tr>
<tr>
<td>Walls/Ceilings</td>
<td>White</td>
</tr>
<tr>
<td>Floors</td>
<td>Grey</td>
</tr>
</tbody>
</table>

- All parts must be separated and kept in bin boxes. These boxes must be labeled with the individual part name, part number and quantity of this part to be kept on hand. Most supply companies will provide these bins and educate you on set up and implementation.

- All shops must ALWAYS be locked when not occupied by an employee! The shop must NEVER be left open when maintenance personnel are out.

- All shops must have:
  
  - All maps listed in the site information section of this manual.
  - Preventative maintenance schedule.
  - A copy of the safety checklist from this manual.
  - Material Safety Data Sheets (MSDS) organizer for chemicals and materials used on the property.
  - A fully charged fire extinguisher must be kept in plain view.
  - A smoke detector.
  - A first aid kit.
  - An eye wash station.
  - A list of emergency telephone numbers.
  - A vented door.
ORGANIZING THE MAINTENANCE SHOP

Your maintenance shop must be organized. Most supply companies have an organized bin system and will assist you in its implementation and proper use.

- A regular accounting of your stock must be made so you will know what to order and when to place an order.
- You should have a 1 week inventory of the most commonly used parts and supplies on your property.
- If you are assigned to a property with substandard stock, make a list of the items you need to build your inventory and present it to your Property Manager for approval.
- Reorder on a regular basis to keep your stock up. We do not want residents waiting for service because we do not have the parts to make repairs.
- Be budget conscious and plan ahead. Communicate with your Manager on a regular basis and before ordering stock to ensure you stay within budget.

ORGANIZATIONAL TOOLS

The apartment business is a busy one. The work load can sometimes feel overwhelming, especially if you are not organized. Our company provides several tools to help keep you organized. They include:

- Inventory Control Log
- Property Site Information
- Make Ready Board
- Supply Request Form
- Various Checklists
- Preventative Maintenance Checklists

It is up to you to provide the initiative to use these tools and systems to gain maximum productivity.

These tools will be discussed further in subsequent sections of the Maintenance Handbook.

Review the Supply Request Form in the Sample Forms section.
PROPERTY SITE INFORMATION

It is mandatory that each property have two copies of the following maps. One copy is to be kept in an accessible place located in the maintenance shop. The other copy will be kept in the Property Information Section of the Maintenance Manual located in the office.

These maps should be separate maps and no attempt should be made to combine them. They are to be clearly legible, laminated and kept up to date at all times.

1. Natural gas shutoffs
2. Water shutoffs
3. Master water meter locations
4. Main water lines
5. Sprinkler system main cutoffs
6. Fire hydrant locations
7. Sewer cleanouts and main runs
8. Electrical shutoffs and transformers
9. Exterior lighting control locations
10. Swimming pool operation and valves (schematic)
11. Fire alarm pull station locations and main control panels
12. Television cable line runs
13. Plot map showing property lines and easements
14. Emergency controls for access gates (if applicable)
15. Master telephone boxes

Any employee who is handling after hours and weekend maintenance calls must be completely familiar with and have access to the property site information.
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 counter top 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° to 20° 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.
KEY AND LOCK GUIDELINES

All employees must strictly adhere to established key guidelines. After studying this section you will:

- Know the process of issuing keys to new residents
- Know the process of returning keys upon move-out
- Learn how to document key releases
- Understand the policy on releasing keys to vendors
- Know how to implement the ready lock system (red locks)
- Know how to handle lock outs
- Understand our policy on lock changes
ISSUING KEYS TO NEW RESIDENTS

When new residents move in, one apartment key per adult resident and one mailbox key per apartment should be issued. Personnel should maintain two keys to each apartment – one for staff or resident use and one spare stored separately and securely. Keys must be stored in locked locations and each key must be tagged and coded. Never make a key or key tag using the apartment number. Always keep the key codes in a secure location and not open for anyone to see. All key boxes must be kept locked and be behind a locked door.

RETURNING KEYS UPON MOVE-OUT

At move-out, all keys should be returned to Management, and personnel should make a notation of the returned keys on the completed Move Out Inventory. If no keys are returned, $25 per lock will be charged for rekeying expense.

KEY DOCUMENTATION

Any time a key is released to a resident, vendor or employee, release must be documented on the Key Check Out Log. This log should be kept in a loose leaf binder adjacent to the key cabinet. Completed log sheets must be filed after each month. Review the Key Check Out Log Form in the Sample Forms section.

If a resident requests a key to be released, the resident must complete an Authorization to Enter form. The completed form should be placed in the resident’s active lease file so that all management personnel will have access to it. All authorization forms should be placed in the resident’s folder after the key is returned.

- Vendors or Residents should NEVER have access to the key box.

- After move out, the apartment locks should be changed to a red vendor lock. (See instructions below)

- Locks must be changed and copies of keys made, coded and hung after all work is completed including the manager’s walk through.

If an emergency arises, i.e. flood, fire, etc., a work order must be generated before keys are removed.

RELEASE OF KEYS TO VENDORS

Before disbursing a key to a vendor/contractor, it is imperative that the Community Key Check-Out Log is completed in its entirety. This policy must be followed without deviation each time a key is disbursed.
MAKE READY LOCK SYSTEM (RED LOCKS)

It is SunRidge policy to put all vacants on the make ready lock system. Follow these steps to facilitate make ready and leasing activity.

- Key all vacancies alike and paint the lock red.
- Upon move-out, immediately replace the lock with a “vacancy lock.”
- The vacancy lock must remain on the apartment until the new resident’s move in day. This will facilitate last-minute inspections and showings of the unit. **Note: all employees can be taught to change a lock! If maintenance personnel are not available, office staff should be able to change a lock.**
- The only apartment key that a leasing agent, make-ready technician, contractor, etc., will need is a vacancy key.

LOCKOUTS

The on-call maintenance team must assist residents with lock outs when and if the courtesy officer is not available. Residents who are locked out must show proper identification. **Identification must be shown and verified with the lease before the resident enters the apartment.**

A $25 lock out fee is required, in advance, made payable to the property. Maintenance is required to drop this payment through the night drop or give it to the manager the next business day.

LOCK CHANGES

If a resident requests a lock change, the apartment community – by law – must rekey or change the lock within 24 hours or sooner. All residents who signed the lease contract must approve the request in writing and have access to the new key. The charge to the resident for rekeying is $25.

Mailbox lock changes may be requested at a fee of $15.

Installation of additional locks to exterior doors must be authorized in advance by the manager. These locks become a fixture and are the property of the apartment owner. Management must be provided a key to any additional locks.

**NOTE: All requests for lock changes must be in writing. The request must be filed in the resident file.**
MAINTENANCE REPORTING

After studying this section you will:

- Understand the importance of Maintenance reporting
- Know for what reports you are responsible each month
- Learn how to use each of these reports
MAINTENANCE REPORTS

You will be required to send Maintenance Reports to your AVP on the time designated on the property calendar, emailed to your Manager each month from the Corporate Office. Samples of the following reports can be found in the Sample Forms section.

**Weekly Exterior Checklist**

- Performed weekly by Manager and Lead Maintenance
- Ensures hazards are identified and action is taken to correct them

**Preventative Maintenance Schedule**

- Your Manager should give the Lead Maintenance person the monthly schedule at the beginning of each month.
- Complete a few items daily so all items are complete before the end of the month.

**Swimming Pool Log**

- See the SWIMMING POOL MAINTENANCE section for complete information.
WEEKLY EXTERIOR CHECKLIST

The operational items on the Weekly Exterior Checklist must be inspected by either the Lead Maintenance or the Property Manager. After the item has been inspected the condition should be logged and initialed by the person inspecting the item.

Use the following abbreviations when logging the condition:

- A – Acceptable
- I – Immediate Attention
- R – Repair Made
- N/A – Not Applicable

Review the Weekly Exterior Checklist Form in the Sample Forms section.
PREVENTATIVE MAINTENANCE

The preventative maintenance program saves time and money. The ideal maintenance operation would concentrate on preventative maintenance in order to cut down on the very expensive and time consuming practice of corrective maintenance.

For example, we know it takes less time to add a few drops of oil than to replace a motor. It is also easier to replace a filter than to replace a compressor. Obviously the oil and filter cost much less than the motor or the compressor.

The Preventative Maintenance Checklist is the tool you will use to set your schedule for preventative maintenance. The checklist sets realistic goals for preventative maintenance. This report is due monthly. Consult with your manager for due dates and plan ahead so you are not rushing around to get it done last minute.

You may want to utilize a planner board and equipment stickers to document your activities. Before beginning your monthly preventative maintenance schedule, communicate with your manager so he/she can distribute resident letters. Your manager can help with notification and work orders for entering resident apartments.

Any time we enter a resident’s apartment we are required to leave written notification. When conducting preventative maintenance you can save time by writing one work order. Under work performed, write or type in "Changed A/C filters in buildings 6 – 10" and make copies for each occupied apartment. After completing the work, leave a copy of the work order in each occupied apartment in a visible area.

Maintenance cannot underestimate the role he/she plays in property management. On any give property maintenance is responsible for maintaining millions of dollars worth of real estate. By definition, it is the job of maintenance to maintain the equipment and structures and the ground they stand on to prevent undue wear or deterioration to the equipment and structures.

The guidelines set forth in this section were drawn from industry standards and should be adhered to.

PREVENTATIVE MAINTENANCE CHECKLIST

The Preventative Maintenance Checklist helps you organize your time and efforts in preventative maintenance. This is important as it will catch potential problems before they arise or become harder-to-handle situations. Preventative maintenance is a very important part of your job and is taken very seriously by this company.

You are to complete the preventative maintenance checklist monthly. The property calendar sent to your Manager at the beginning of every month will include the due date of the Preventative Maintenance Schedule. Close communication with your Manager will eliminate hurried completion of this very important task.

Review the Preventative Maintenance Checklists in the Sample Forms section.
ENERGY CONSERVATION

In order to reduce operating costs, we all should be prepared to be more energy and utility conscious. The following SunRidge policies are to be observed at every SunRidge community:

- Vacant utility usage
- Domestic hot water utility usage
- Major mechanical usage
- Clubhouse utility usage
- Exterior plumbing
- Exterior lighting

We must cut back usage or improve the efficiency of our usage of all utilities.
ENERGY CONSERVATION

VACANT UTILITY USAGE

This is the area with the greatest potential savings and it should be the easiest usage to manage. Educate contractors and back charge the utility bill if they violate your utility usage program by leaving on all the lights and air conditioning after leaving the units. Educate your team members in proper usage. There is no reason for vacant utility usage to exceed the budgeted amount per unit.

Review the Lights Off Agreement and Turn Off Breakers Sign in the Sample Forms section.

Several procedures are:

- Turn off all breakers – except the refrigerator – upon leaving the unit. Set refrigerators and freezers to the warmest setting.

- If weather dictates, set the heater at 50\(^\circ\)C; a level which will prevent freezing, but will not waste energy. This should be done only if the outside temperatures are at 32\(^\circ\)C or below.

- Avoid faucet leaks. If you walk a unit after vacancy and find the faucets running or dripping, turn off the water supply to the angle stops or the main to that apartment. If you do not have this convenience, put in a service request to have the faucets repaired as soon as possible.

- Set guidelines for energy usage by your vendors and contractors. It is SunRidge policy to never set the A/C below 80\(^\circ\)C or the heater above 65\(^\circ\)C while working in a vacant apartment. The breakers should be turned off – except the refrigerator – before leaving the apartment. Exception: If the carpets have just been shampooed, the carpet vendor may leave the HVAC (Fan Only) on until the carpet is dry. This will prevent the carpet from souring.

- Make sure individual water heaters are off. Water heaters generally use 20% to 30% of an average utility bill.

- You are required to mark all breakers. Staff and contractors should be trained to selectively use breakers when in the unit and turn them back off when leaving.

- Cut down on light usage in vacant units; use lower wattage bulbs. Clean fixture lenses, bulbs, etc., at turn over. Dirty lenses and bulbs can waste 50% of the available light which in turn wastes 50% of the energy the property is paying for. Use 115 volt rated light bulbs for make readies. They are less expensive than the 130 volt long life bulbs.
HOUSE LIGHTING

The property pays for the house lighting. The following is SunRidge policy:

- Photo cell systems must be used. Exterior building lights must not be on during the day light hours.

- An evaluation should be made on the wattages of bulbs used in the porch lighting. Again, dirty lenses or diffusers should be cleaned thoroughly and lower wattage bulbs selected.

- You must use HPS (high pressure sodium) lighting for exterior lights. Par flood lights are not acceptable.
DOMESTIC HOT WATER

Another common energy wasting item is domestic hot water heaters. Normally, the main cause of energy wasting is the lack of routine maintenance to the burners and tanks. The main cause of this is the build-up of scale on the bottom of the heating vessel. For each 1/8” build-up of scale, 10% of a unit’s efficiency is lost. To help save energy and prolong the life of these heaters you must:

- Remove cleaning port and flush out and remove all scale on the walls and bottom of the heating vessel at least once a year. Follow the Preventative Maintenance Schedule.

- Insure proper air-gas mix at burners and adjust to proper out flame color (blue); clean any deposited soot from vessel, tubes and baffles.

SunRidge cost-saving tips are:

- Keep equipment rooms clean. Accumulated dust and grime on electric motors can cause them to work harder, less efficiently and shorten the life span.

- Keep motors oiled to improve efficiency and prolong life. Do not over-oil. This can be as damaging as no oil.

- Perform inspections on domestic hot water systems on a monthly basis and make repairs as noted during your inspection.

- Insure combustion air passageways are clean and allow free movement of air, insuring complete combustion of gas.

- Insulate exposed piping to boilers and hot water heaters. You lose 45 BTUs per hour, per linear foot on 1-1/2” pipe.
MAJOR MECHANICAL

On communities with hydronic heating and cooling systems, a 10% slip in efficiency of the equipment can cost thousands of dollars in utility bills. Major equipment such as chillers, boilers, cooling towers, etc., should be maintained in prime condition.

SunRidge cost-saving tips are:

- Insure that equipment is properly lubricated at all times.
- Be sure to have an adequate water treatment program on-going for both the closed loop part of the system and open condensing cooling tower circuit. Insure that the boiler-condenser and evaporator tubes are clean and free from scale.
- Open drain valves on boilers periodically to flush out particles which have settled on the bottom of the boiler. Follow the Preventative Maintenance Schedule.
- Insure that the boiler has an ambient temperature control installed. This automatically lowers the boiler’s water temperature level as the outdoor (ambient) temperature rises. The payback in energy savings by installing an ambient temperature control is normally 1 to 3 months.
- Insure that the cooling towers are cleaned of all debris, i.e. algae, leaves, dirt, etc., to improve efficiency.
- Keep all equipment rooms clean. Dirt can lodge in motor air cooling vents, bearings, burners, etc., robbing the efficiency of the equipment and its life span.
- Insure that the boiler burners have the proper air-gas mix.
- Insure that the fire box on boilers is tight and free from rust and are containing the heat inside the boiler.
- Insure that all equipment is cycling properly. If not, notify the property manager.
- Insure combustion air passageways, grills, diffusers, screens, etc., are free from dust, dirt and obstructions to improve efficiency. Also, insure all fans and air moving equipment are operating properly.
- Insure water temperature on chillers and boilers is at the most economical setting for the size of equipment versus the number of units it supplies. In other words, don’t have the chiller water temperature set at 40°F if 45°F will adequately cool the units.
- As per SunRidge Preventative Maintenance policy, change air filters in apartments regularly. This can cut energy usage drastically. Also insure the coils are clean.
- Keep up-to-date operating logs on major equipment. This will help spot equipment problems which can waste energy.
CLUBHOUSE UTILITIES

Just a few energy basics are required to save money in this area. SunRidge procedures are:

- Turn off lights when leaving.
- Set back thermostats when leaving.
- Install ceiling fans and lower the thermostats.
- Insure that you have adequate weather stripping to protect against heating and cooling loss.
- Clean all light fixture lenses regularly.
- Use motion controlled lights whenever possible in areas like the model, business center, public restrooms.
EXTERIOR PLUMBING

Just a few basics are required to help reduce costs. SunRidge procedures are:

- Report leaks immediately.
- Do not allow sprinkler systems to run longer than necessary.
- Fix broken sprinkler heads immediately. A broken or missing sprinkler head can use as much water in 10 minutes as the entire sprinkler system uses in a day.
- Never allow water on concrete and driveways.
- Insure that the sprinkler system is metered separately from the domestic water supply.
- If applicable, winterize your system to prevent water waste during the spring start-up.
RESIDENT SERVICES

After studying this section you will:

- Understand the importance of maintenance service to our residents
- Know SunRidge’s policy for service request turn-around time
- Understand the purposes of the service request form
- Learn how to handle a service request
THE IMPORTANCE OF SERVICE TO OUR RESIDENTS

Maintenance service is the most important function in resident services on any community.

Our residents pay for service every time they pay their rent. If the resident is satisfied with the work you complete in his/her apartment they will feel better about writing that check out every month. Subsequently, if you do not take care of our residents, they will move and we will be left with a vacant apartment that will need to be made ready again. This means more work for everyone and more expense for your community. You directly affect the income for your property and this company!

SunRidge policy is to complete service requests in 24 hours or less.

The service request form serves several purposes:

- It initiates the maintenance process.
- It allows the manager to track and follow up on requests for services.
- It records in the permanent record service performed.
- It is a tool for evaluating productivity.
THE SERVICE REQUEST PROCESS

All requests for service are to be handled in the following manner:

- The office team will record the request in the computer as soon as it is received. This request may be taken over the phone or in person, it may be delivered in writing by a resident or it may be initiated by an employee. All requests for repair are to be properly recorded. Lock change requests must be in writing and completed by the end of that work day.

- It is SunRidge policy to complete each service request within 24 hours or less.

- When the work has been completed, the service request form should be completed in a clear and concise manner. The technician must sign the form, indicate the time in and time out of the apartment and summarize the work done.

- A copy for the resident must be left in a visible location in the resident's apartment. If the work cannot be completed due to a part needed or other circumstances, this must be noted on the work order copy left in the resident's apartment.

- Return a copy to the office. All completed service request forms must be turned in to the manager daily.

- The service request will be made complete in the computer by an office associate and logged onto the work order follow up sheet.

- After hour maintenance calls must be recorded as a service request the following business day and completed as normal.

Review the Work Order Follow-Up Log Form in the Sample Forms section
MAINTENANCE EMERGENCIES

The Manager and Maintenance Personnel will handle after-hours emergency requests in the routine manner except that they will register the request the following day. If an outside contractor must be called, try to determine the charge at that time.

It will be necessary to obtain the resident’s phone number so that, prior to responding in person to an emergency call, maintenance personnel can make phone contact with the resident and determine the nature of the emergency. This will also help to insure that the appropriate equipment and supplies are available.

Maintenance Emergencies Defined

- No heat or air conditioning when outside temperature is below 50° or above 85°
- Electrical failure of any nature
- Overflowing commode
- Stopped-up commode if only one is available
- Water problems (severe plumbing or roof leaks)
- Refrigerator malfunction
- No hot water
- Any unsecured entry or window
- Fire or electrical sparks

At those times when maintenance is not on the property, the manager or assistant must personally check out any emergency. We do not want to call an outside contractor unless we are sure an emergency exists, as mentioned above.
SWIMMING POOL MAINTENANCE

After studying this section you will:

- Know the steps in daily care of your swimming pool
- Understand basic pool maintenance
- Learn about different filter systems
- Understand the mechanics of pool filtration
- Learn how to control algae
- Learn about water chemistry and chemicals

Review the general rules regarding the use of chemicals.
SWIMMING POOL MAINTENANCE SCHEDULING

Swimming pools are an integral part of the total amenity package of our property. In order to assure the functional utility, the appeal and the well-being of pool users, it is crucial that proper operation and maintenance techniques be carried out.

It is essential that you, the Maintenance Technician, are familiar with the operational procedures relative to your own pool(s). Daily pool maintenance is a requirement that should not be taken lightly.

If you are not trained in the safety and care of pools, have your Manager schedule a class for you through a local organization. With everyone’s cooperation, our pools should be clean and pleasant places for our residents and guests.

DAILY CARE

1. Perform daily maintenance to your pool, which in apartment communities is required throughout the day. Ideally your pool water should be crystal clear. You should be able to distinguish the difference between a dime and a nickel lying in the deepest part of the pool.

2. Debris such as leaves, dirt, etc. should be removed daily or as soon as they accumulate.

3. The pool tile should be scrubbed clean as often as necessary to remove sun tanning oil and deposits. Failure to do this can result in an unsightly lime deposit which can be very difficult to remove.

4. During periods of heavy use the pool deck and furniture should be hosed down regularly. Furniture should be arranged on a daily basis.

5. A detailed schematic of your pool valve operation must be kept in your Swimming Pool Log Book.
BASIC POOL MAINTENANCE

The basic pool maintenance below is to be completed daily and more often during early Spring and Fall when there is a heavy fall-out from trees and bushes.

1. Manually skim the pool surface with the leaf skimmer. Ensure your leaf skimmer has a long enough handle to reach to the pool’s center while standing on the pool deck.

2. Brush down the walls and tile with a stiff-bristled tile brush and a wall brush.

3. Clean the skimmer basket and the hair lint strainer. Remove the skimmer basket and the pump’s hair lint strainer. Remove debris that has collected and replace both. Failure to keep baskets clean will result in reduced circulation, introduction of air to the system and possible loss of the circulating prime.

4. Vacuum the Pool Bottom

   **Step 1** The pool needs to be vacuumed daily. It should be brushed thoroughly before beginning to vacuum. This will break loose any crust which the vacuum may not be strong enough to pick up. Also, if there are any leaves or loose objects of any type left in the pool, they should be dipped out in advance. Do not vacuum any objects into the system that might get stopped in the line such as toys, clothes, pins, etc.

   **Step 2** Be sure the filtering mechanism is in proper operational condition before starting to vacuum. Backwash, if necessary, and clean the pump basket.

   **Step 3** Make sure the valves on the skimmer lines leading to the filtration system are open and then close the valves on the main drain lines leading to the bottom of the pool. This has the effect of putting all pressure on the skimmer lines.

   **Step 4** Go to your pool deck and close off all skimmers from which you do not intend to vacuum at the moment. This is done by closing the float valve beneath the basket in the skimmers to the OFF position. Make sure they are tight and thoroughly closed.

   **Step 5** You are now ready to begin to vacuum from the skimmer suction line you plan to use. You may test to see if you have proper vacuum on this skimmer by putting your fingers down into the drain hole at the bottom of the skimmer to feel the vacuum. Connect the vacuum head to your vacuum hose and then put the remaining hose on the pool deck. Lead the hose into the water, hand over hand, until reaching the other end of the hose. Ease this end of the hose through the intake of the skimmer from the pool and into the drain hole of the skimmer. Do not place the hose over the top of the pool deck and down into the drain hole of the skimmer. Suction should hold the hose in position. The objective of feeding the hose into the water is to allow it to fill with water, minimizing the amount of air in the hose.

   **Step 6** Vacuum the pool using a back-and-forth motion to cover the entire pool floor and wall area. Be sure to watch the pressure gauge while vacuuming as it may be necessary to backwash the pool filter during the vacuum process. After vacuuming, backwash filters to dispose of dirt and debris.
FILTER SYSTEMS

While chlorine or other disinfectants tend to clean the water “biologically,” they cannot clean it physically. Physically clean water is water that is free from particulate matter such as suspended particles, dirt and dust. Physically clean water is obtained by pumping the water from the pool through a filter to remove solid particles.

Whether your filter is sand or diatomaceous earth they both work with the same principles. When water is forced through either media some particles of suspended matter in the water will cling to the grains of the media and others will be trapped in the spaces between them. As the spaces or voids between the grains become clogged with dirt it becomes increasingly difficult to force water through. Either the force used to move the water will have to be increased or the flow will decrease. When the flow has decreased sufficiently, the filter will require backwashing, which basically pushes the water in the opposite direction than the trapped particles entered.

High rate sand filters consist of a closed tank (either fiberglass or stainless steel), an upper distribution system, sand and a lower collection manifold. The collection manifold is designed so that it retains the filter media but allows water to pass freely.

- High rate sand filters operate at a flow rate up to 20 gallons per minute per square foot. In the basic operation of this type of filter, water enters from the pump through the upper distribution system which spreads the flow evenly over the sand. The surface of the sand collects suspended matter until a mat of filtered dirt is developed which creates a slightly increased pressure. This pressure increase forces these collected solids into the filter media, leaving the surface clean to repeat the process. As the filter run progresses the dirt partially fills the voids between sand grains and, in turn, traps even smaller particles. This is repeated continuously until depth reaches about 10". At that time backwashing is necessary. Backwashing reverses the direction of water flow and the sand bed expands causing the sand grains to rub together releasing the dirt to be carried as waste through the upper distribution arms. The thorough mixing of the sand grains during the backwash process prevents the layering of sand grains by sizes which would limit effectiveness.

- It has been found most economical to backwash at pressure increase of 10 to 15 pounds because the dirt penetration at that level will be at 6” to 10” into the sand. For that reason a depth of sand of about 12” over the lower collection manifold is required. A filter should be backwashed until the existing water runs clear.

- Backwashing with dirty pool water is not recommended because it can clog the orifices in the lower distribution system. This will cause uneven filter flow. If the condition does not correct itself it may be necessary to remove the sand and physically clean the under-drains. Using the filter backwash cycle to drain a pool will almost surely result in this problem.

Diatomaceous earth filters are sometimes called diatomite or abbreviated as D.E. D.E. is composed of fossil remains of aquatic plants which average less than 1/1000 of an inch in size. Each tiny fossil is porous, containing minute passages which can only be measured in microns. Water passes through and around these grains, but the openings are so small that a layer only 1/8 of an inch thick is equivalent to a filter bed of sand 2 feet in depth. These filters are designed to operate from 1 to 2.6 grams per minute per square foot of filter surface.

There are two basic types of D.E. filters: a pressure D.E. filter which uses a closed tank and a vacuum D.E. filter which uses an open tank or pit. Pressure D.E. filter tanks are normally made of stainless steel. Vacuum types may be made of concrete, steel, aluminum or fiberglass. These tanks contain filter elements which are closely woven screens of stainless steel, metal or synthetic fabrics such as Dacron, nylon or polyethylene. The screens are supported on metal or plastic frames or grids to keep them rigid. These elements vary greatly in size and shape. They may be cylindrical, flat, disc-shaped, flat sheets or thin curved sheets in concentric circles.
The basic operation of a D.E. filter should be as follows. The filter must be isolated from the pool water by closing the valves leading from the pool to the filter and from the filter to the pool. The recycling valve must be opened allowing the water from the filter to be cycled directly back to the pump and back into the filter again. Many properties that have D.E. filters do not have this recycling valve set up, which does not allow you to properly charge the D.E. filter.

The D.E. filter should always be charged with clean water; when the filter is full recycling begins. An amount of D.E. equal to about 2 ounces per square foot of filter surface area is added through a feeder called a “pre-coat pot,” or added directly to the filter by hand if the tank is the open vacuum type. It is helpful to mix the D.E. with water prior to adding. As water passes through the filter the larger diatomite particles are trapped on the screen allowing the smaller diatomite particles to pass through. As the water is recycled the smaller particles are caught by the larger particles. This process goes on until the water that is being recycled runs clear. This process is called “pre-coating” and results in a smooth, even layer of diatomite on the elements of about 1/16 of an inch. The return line to the pool is either pushed or pulled through the filter elements.

After pre-coating is performed the pool supply and return valves are opened. The recycling or bypass valve is closed and the filter is ready for operation. The D.E. filter then works similar to the sand filter in that suspended particles are trapped by the diatomite as water passes through, progressively trapping even smaller particles until the rate of flow decreases and the pressure or vacuum increases. Most pressure type D.E. filters can be operated to pressures of 35 to 40 lbs., while vacuum D.E. filters should be cleaned when the vacuum gauge shows about 10” to 12” of mercury. Because D.E. filters are highly efficient, they can clog quite rapidly. The rate at which this clogging occurs can be slowed down somewhat by introducing a small amount of additional D.E. during the filter run. This additional layer mixes with the pre-coat layer and the dirt already trapped, and keeps the filter layer porous. This process is called “slurry feeding” or “body feeding.” With the amount of use a typical apartment pool experiences this process can be used to your advantage.

When the filter no longer responds to slurry feeding it is necessary to clean it. This may be accomplished by many methods depending on the size of your filter. It may be reverse flow or a momentary surge of reverse flow. Some are cleaned by flexing the element in the tank or by rotating the entire element in the tank by a crank. Most vacuum style filters are cleaned by a garden hose.

Whatever the cleaning process is it begins by first turning the pump off. The valves leading from the pool and to the pool are closed and the recycling valve is opened. When the pump is turned off the pressure holding the diatomite to the filter screen is released and it loosens immediately, providing it is not saturated with oil and is a clay consistency. The D.E. and dirt falls to the bottom of the tank and is washed to waste through the backwash cycle. When the tank is cleaned the pre-coat process is repeated.

Whenever the pump is stopped – even momentarily – the filter cake loosens, shifts and may drop from the elements. Restarting the filter without backwashing causes dirt to come in direct contact with the filter elements, which may clog them. If the elements are clogged, or partially clogged in areas, an adequate coating of D.E. is not possible and the filter will not operate with total coverage. This, in turn, will overload other areas of the elements, compacting dirt and particles into them. It is for this reason that recycling valve setups should be installed. A D.E. filter is normally judged to need cleaning when the pool water is dirty. D.E. filters should always be pre-coated with a clean water supply.

Another advantage of having the recycle valve is that if the filters become clogged with sun tanning oil, it can usually be removed by adding a generous amount of low sudsing detergent, recycling it through the filters for 2 to 3 hours, then backwashing the detergent mixture to waste.

On some occasions the filter will become so clogged that the only solution is to break down the filter, clean the elements by hand and hose them down or scrub them clean prior to reassembly and pre-coating.
THE MECHANICS OF POOL FILTRATION

While all pools are not the same, most of them will work along the following principle:

- The pool system is a closed line water pressure system. There should be no air infiltrating into the pressure system at any point and all lines should be totally filled with water at all times. If you understand this beginning principle, then you will be on your way to understanding pool mechanics.

- No changes in pool operations from one procedure to another (i.e. from normal filtration to backwashing) should be made without closing off the motors. If a person attempts to go from one procedure to the other without first turning off the motors, it has the same effect as trying to shift an automobile from a forward gear to reverse without first stopping the vehicle and going through neutral.

- There is a certain number of pounds of pressure developed by the water in the closed line system. Any great variance in the pressure gauge governing this system – either less pressure or more pressure – indicates some malfunction in the system. Typically an increase in pressure will indicate the need to backwash the pool.

Backwashing (Cleaning the pool filter system):

**Step 1** Turn off the motors. Turn the filtration system dial valve to OFF. Close all suction valves incoming from the pool. These are generally the valves on the water line which bring unclean water to the filtering system from the drain or drains on the bottom of the pool and from the skimmer drains on the deck of the pool. If your pool has a separate chlorination system which uses stick chlorine it is necessary to cut off the chlorination valves admitting chlorine into the system. After having cut off the above mentioned valves, remove the pump strainer basket, clean thoroughly and replace. After replacing the pump strainer lid you are then ready to reopen the suction valves. Never open the suction valves without first replacing the lid because air will get into the line, violating the first principle of the closed water pressure system.

**Step 2** Close the air relief valve. In normal operation this small valve is ordinarily in a vertical position. Turn the dial valve from the OFF position to BACKWASH. You are now ready to turn the motor back ON. The system should be run in this backwash position from 5 to 7 minutes, depending on the size of the pool. Some pool filtration systems are furnished with a sight glass for viewing the backwashing procedure. When backwashing has been accomplished the water in the sight glass clears up and loses its cloudy appearance. After allowing ample time for backwashing, turn the motor OFF again.

**Step 3** Turn the dial valve from the backwash position to filter-to-waste position. In this position all the debris and waste that was accumulated during the backwash procedure will now be washed into the sewer line. After placing the dial valve in the filter-to-waste position, turn the motor ON for approximately 1 minute which will accomplish this step. Then turn the motor OFF again.

**Step 4** Resume normal operating procedure. This is done by turning the dial valve to the filter position and cutting the motors back ON. Be sure to return the air-release valve to the vertical position so that it will be in position for ejection of air that may have gained its way into the system through some abnormal procedure or malfunction.
“Do’s” and “Don’ts” Pertaining to Backwashing:

DO: Clean all skimmer baskets before backwashing.

Clean the pump basket any time the gauges indicate higher than normal pressure.

Most filter gauges have a red hand on the gauge which is set in a rigid position. The black hand on the gauge indicates the pressure within the line. When the black hand catches up with or approaches the red hand it is time to backwash.

DON’T: Backwash with the vacuum hose in the skimmer.
Never move the dial valve while the motor is running.

NOTE: Sometimes the pump will lose its prime during the above procedures. If this should happen, be sure to cut off the pump motors as the motors are water lubricated and will rapidly deteriorate if they are on without water being pumped through the system. Remove the basket lid and after the suction valves are turned off (as in Step 1 above) fill the pump line from the basket to the suction valves with water. Put the lid back on before reopening suction valves. (If this is not done, air will get in the line.) After opening the suction valves, quickly turn the dial valves to the filter position and turn motor on immediately. This should re-prime the pump.
ALGAE CONTROL

Algae are small microscopic organisms which possess an internal green pigment called chlorophyll. These organisms are the normal inhabitants of surface waters and are encountered in every water supply that is exposed to sunlight. If ideal conditions for their growth exist in a water supply it is possible to develop a thriving algae population within 24 hours. Furthermore, if water contains considerable dissolved minerals and other suspended matter, the algae has nutrients for its growth and the growth of other microscopic aquatic life.

The problem with algae control is a serious and ever-present one in swimming pools. The presence of even small numbers of algae in swimming pools or other water supplies tends to clog filters and impart disagreeable odors and tastes to the water. Furthermore, algae can interfere with the efficiency and effectiveness of chlorine, iodine and bromine – common disinfectants used in swimming pools.

Once algae have developed in a swimming pool, particularly the so-called "wall-clinging" types, even super-chlorination of the water (10 ppm free available chlorine) cannot destroy the algae mats which often form on the sides and bottoms of the pools. Chlorine can only be effective as an algistat to prevent the growth and development of some algae if it is present in a pool at all times in concentrations of 1 ppm; but is not an effective algicide in controlling and killing black algae, which cause the biggest problems in swimming pools.

Algae are not usually harmful to swimmers. But they are objectionable. And they can cause personal hazard – particularly the slimy type which make the pool bottom slippery. Discoloring the plaster or bottom, they obscure the pool and make it hard to see objects on the bottom. From an aesthetic standpoint a pool with algae appears unsightly and dirty. Because so many strains of algae are immune to disinfectants present in the pool, special treatment with chemical algicides is necessary at all times to control them.

These plant forms are brought into the pool by the wind and with fresh make-up water. If uncontrolled, they will grow abundantly in the presence of sunlight. They are found in the free floating and clinging varieties. The clinging type will adhere itself into pores and crevices on the pool floor and walls and is more resistant to treatment. Algae are nature’s way of oxidizing organic waste material. From the decomposing of this waste material carbon dioxide (CO2) is released and it is the CO2 that is necessary for algae to live.

Objectionable Features of Algae

- **Chlorine demand.** Since they are organic in nature, algae will create a high chlorine demand. Once they have a hold in the pool, maintenance of a chlorine residual is difficult.

- **Water turbidity.** Increased turbidity in the pool due to algae is not only aesthetically objectionable, but it creates a hazard to proper swimmer supervision.

- **Slipping.** Algae growth increases the chance of pool accidents due to slipping on pool bottoms, sides, walkways and ladders.

- **Effect on bacterial growth.** In addition to protecting bacteria from the effects of chlorine by creating a high chlorine demand themselves, algae also actually may foster bacterial growth.
Detecting Algae Growth Early

As a plant, algae requires carbon dioxide in order to manufacture food. In the process of taking carbon dioxide out of water, there is a definite increase in the pH. A radical jump in pH (from 7.5 to 8.0, for example) over a period of several hours will indicate growth before there is any visible growth in the water.

Algicides and Special Anti-Algae Chemical Guidelines

To prevent the development of particularly stubborn cases of pool algae and to kill algae growth already present in the pool, it is necessary to regularly add an algicide to the pool water.

Algicides are chemical compounds or formulations specifically designed to prevent its growth and to kill existing algae in the pool. Algicides may be obtained from the pool supplier. Effective algicides for swimming pools should:

- be effective against all strains of algae found in swimming pools, especially the more resistant Black Algae.
- be completely independent of chlorine treatment and should not interfere with the effectiveness of chlorine as a disinfectant by rendering it inactive.
- remain active at least during the periods between treatments as given by the manufacturer.
- have no adverse effect on water such as clouding, excessive foaming, undesirable odor, taste, etc.
- be of low toxicity at use levels so as not to cause adverse effects on the health of swimmers.
- not be absorbed or be destroyed by the filter media.
- not precipitate out in the water or react with natural occurring ingredients or with chemicals added to the water.
- be easy and economical to use.

Methods of Algae Control

- **Routine chlorination.** The maintenance of chlorine-free residual in the pool at all times will prevent the start of algae troubles.
- **Pool shading.** Since algae need sunlight for growth, shaded pools will tend to have less growth, but not prevent it.
- **Temperature.** When the pool water is below 80º F, algae is minimized.

The Application of Copper Sulfate

- **Shock Treatment.** Dissolve copper sulfate crystals before adding to the pool. A treatment dose of 5 pounds per million gallons of pool water can be introduced by putting crystals into a porous bag and moving it through the pool water, or into a skimmer or hair/lint strainer.
- **Maintenance Dosing.** Pools that experience continuous algae difficulties due to some uncontrollable factor may practice preventative application of copper sulfate. This may be done by introducing an initial dose of 0.5 ppm and maintaining a 0.3 to 0.5 ppm level by dosing every 5 to 7 days.
Difficulties with Copper Sulfate

- **Effect of hard water.** The effective portion of the copper compound is rendered ineffective by alkaline carbonate.

- **Effect on swimmers.** The compound may discolor swimsuits and hair. Excessive amounts of copper sulfate are very drying to mucous membranes.

- **Production of an inky precipitate.** Hydrogen sulfide is present in the water. This causes a precipitate of copper sulfide.

Application of Quaternary Ammonium Compounds

Quaternary ammonium compounds are not intended as a substitute for a disinfecting agent. However, they will permit the disinfectant to have a greater effect in attacking algae because of the lowered surface tension of the pool water. The usual dose is 1 gallon per 50,000 gallons of water initially, and subsequent dosages of 1 quart per 50,000 gallons every 6 days.

Super-Chlorination

One of the most effective treatments is the development of a 1 ppm free chlorine residual in the pool during non-swimming hours.

Excessively high residuals may be reduced to permit swimming by adding sodium thiosulfate to the water at the rate of 1.0 to 1.55 ppm for each 1.0 ppm of residual chlorine being removed.

Pool Scrubbing

As a last resort, the pool may be drained and the bottom and sides scrubbed with a 5% hypochlorite slurry or copper sulfate solution to remove tenacious algae growths. Scrubbing will also remove any dead algae that have turned black and are clinging to the walls.

Pool Paints

A durable, smooth surface created by painting with rubber-based, waterproof, enamel paint will resist the intrusion of clinging algae. Consult Manufacturer’s Specifications regarding proper procedures for applying pool paints.
WATER CHEMISTRY AND CHEMICALS

The Use of Pool Chemicals

Complete sanitation of pool water requires chemicals that will control bacteria, algae and fungi quickly and surely. These contaminants are brought into the water by swimmers, air, rain, or may already be in the water. They contribute to undesirable pools and will result in dirty or unsightly water. Although a good filtration system is necessary for any pool, no filtration system alone is capable of eliminating all contaminants. Certain chemicals must be added to the swimming pool to control contamination.

- **Chlorination.** There are several types of chlorination systems available. Most of the more recent pools use the Widget type stick chlorination while many of the older pools require the use of powdered chlorine. **Do not mix 99% chlorine sticks with 65% granular calcium hypochlorite as an explosion may result.** Regardless of the type of chlorination system, the primary purpose of chlorination is to protect swimmers from germ contamination. When used in proper quantities, chlorine will kill bacterial germs which are harmful to the human body. Algae are vegetation which, in itself, is not harmful. Algae does, however, harbor bacteria. Algae will soak up or eat the chlorine content, sometimes creating an imbalance in the swimming pool. To combat algae formation, administer an overdose of chlorine, or in pool terminology "shock" the pool with chlorine. If this does not help curb the growth of algae, many pool people use copper sulfate. **Copper sulfate is to be administered only by pool experts.**

- **Maintaining a “residual” of disinfectant.** From the very first day the pool is filled, its purity must be guarded (and maintained) by a chemical disinfectant. Generally some purifying chemical, whether chlorine, bromine or iodine, must be maintained in the pool water and enough of it must reside there to kill disease carrying bacteria brought into the water by swimmers.

The amount of chemical residual which must be present in pool water is expressed as “ppm,” or parts per million. (The same quantitative measure is used to express the amount of any other chemical added or present in pool water.)

Chlorine is the most widely used and acceptable disinfectant for swimming pools. When chlorine is used as a disinfectant, 0.6 to 1.0 of “free residual chlorine” MUST – at all times – be present in order to kill bacteria and maintain the water’s purity. Less free residual than 1.0 ppm will fail to kill bacteria. **NOTE: These recommended concentrations apply to chlorine only and do not reflect the concentrations required when using other types of disinfectants.**

Critical though this residual is for pool purity, it is a very small amount of chemical. Less than 1 drop of chlorine in every 1,000,000 drops of pool water is enough to disinfect, providing the chemical is 100% active.

Factors affecting Longevity of Disinfectant Residuals

The following is a list of the most common factors affecting the in-pool longevity of chlorine and other disinfectants.

- **Bathing Load** – the number of swimmers who use the pool. The greater the number of swimmers, the more disinfectant is used up.

- **Sunlight** – the greater the sun’s intensity, the faster the dissipation of disinfectant residual.

- **Water Temperature** – the warmer the pool’s temperature, the shorter the life of most chemicals used as disinfectants.
• Winds and Rain – dust, bacteria, algae, spores and other debris are carried into the pool, overworking chemical disinfectant and reducing their power to sanitize.

• pH Balance – the higher the pH of the pool water, the slower acting most pool disinfectants are. More disinfectants must usually be added to maintain the proper bacteria-killing residual. The ideal pH range for pool water is 7.2 to 7.6.

• Total Alkalinity – the amount of alkaline salts present in pool water. If total alkalinity is low (below 80 to 100 ppm) pH will fluctuate widely and the pool plaster may etch. If too high, it will tend to maintain pH at a higher than desired level and cause scale and cloudy water.

Types of Swimming Pool Disinfectants

There are basically 3 chemicals (chlorine, bromine and iodine) now used successfully to disinfect swimming pool water. Whatever disinfectant is used, it is IMPORTANT to use the disinfectant properly, as recommended by the manufacturer. It is also important to test pool water with the appropriate test kit: chlorine, pH, total alkalinity or others as recommended by the manufacturer.

• Chlorine as a disinfectant. Chlorine has been used for many years and recognized by public agencies and engineering groups as an effective agent to disinfect water for drinking or recreational (swimming) purposes.

  Chlorine Gas – (chemically, ”basic elemental chlorine”) Although chlorine gas is used to purify some large (municipal or club) pools it is not recommended by most producers for residential or home use except under carefully controlled conditions. Since it is a gas – and a potentially dangerous one – it must be contained in a pressure tank. Its use requires an automatic feeder – called a chlorinator – which adjusts the dosage of gaseous chlorine fed to the pool.

  Liquid Chlorine – (chemically, ”sodium hypochlorite”) Liquid chlorine is available in various concentrations from 5 ¼% to 14% available chlorine by weight. Due to its limited stability in the higher concentrations, supplies should be fresh and used without prolonged storage. To improve its stability, manufacturers add alkali (often caustic soda) to liquid chlorines. Thus, liquid chlorine’s inherent basic character tends to raise the pH of pool water (turn pool water more and more alkaline). To neutralize this increasing alkalinity, it may be necessary to periodically add an alkali-neutralizer such as muriatic acid or sodium bisulfate to the water.

  Calcium Hypochlorite – This dry, soluble form of chlorine is available in granular or tablet form and usually contains about 50% to 70% available chlorine. In using calcium hypochlorite as a disinfectant, care must be taken in balancing the pool’s water to the recommended pH of 7.2 to 7.6. As with the liquid sodium hypochlorite, the excess alkalinity in calcium hypochlorite often requires use of an acid (muriatic or sodium bisulfate) to neutralize the alkalinity and maintain pool water balance at the recommended pH.

  Lithium Hypochlorite – This is also a dry, stable form of chlorine available as free flowing granules and contains 35% available chlorine. It is less alkaline than calcium hypochlorite and, therefore, less adjustment of pH of the water is required when this compound is used as a disinfectant. However, as is the case for any disinfectant, be sure to adjust the pH of the pool before beginning regular care of the pool.

  Chlorinated Iso Cyanurate (Tri-Chlor) – This dry, stable organic chlorine compound has demonstrated its effectiveness as a disinfectant. One of its chief advantages is longer stability (thus longer life under most conditions) in pool water. Iso cyanurates differ, both chemically and physically, from the inorganic types of disinfectants and should be used only according to the manufacturer’s recommendations. Proper pH level for this sanitizer is 7.2 to 7.6.
• **Bromine as a disinfectant.**

  Liquid Bromine – Elemental bromine is a very heavy liquid with bactericidal properties similar to chlorine. In routine pool usage it requires about twice as much bromine by weight to maintain a disinfecting residual in pool water compared to chlorine. *Extreme care in handling liquid bromine is necessary as it may cause severe burns if spilled on the body.* At room temperature bromine vaporizes readily to release irritating fumes. Mechanical feeding equipment is available.

  Dry (stick-type) Bromine – Dry bromine in stick form can be handled with the same ease as powdered chlorine and does not cause the relative changes in pH as the chlorine products. Use it only as directed by the manufacturer.

• **Iodine as a disinfectant.** Iodine or iodine compounds are used as a pool water disinfectant. Carefully controlled water balance (alkalinity and pH) is necessary. Use only as directed by the manufacturer.

  Iodine, another member of the halogen family, is related to bromine and chlorine. As an element it normally exists as a solid (or crystals) and must be combined with something else before becoming soluble in water. Compounds containing iodine (iodides) – usually potassium – are used with a suitable activating agent such as hypochlorite. These compounds will release elemental iodine in the pool water to serve as a disinfectant. Carefully controlled water balance is essential when using iodine compounds.

**Adding Chemical Disinfectants**

To maintain the pool’s bacteria-killing residual, disinfectant chemicals may be added by hand, automatically or by a chemical feeder. Feeders may be adjusted to increase or decrease the feed rate of disinfectant, depending on the chemical demand of the pool. (If the pool does not have an automatic chemical feeder the chemicals must be added by hand.)

- **Liquid disinfectants.** Liquid disinfectants are simply poured into pool water. Begin at the deep end. Move completely around the pool, pouring the disinfectant to distribute it throughout the pool. **NOTE: avoid contact with eyes, skin or clothing.** Wear protective eye wear.

- **Granular or tablet form disinfectants.** Dry disinfectants should likewise be evenly distributed in pool water. Sometimes disinfectant tablets are bagged and hung in the water at various spots near the deeper end. Sometimes powdered disinfectants are “sowed,” much like one would sow grass seed. This process merely involves walking around the pool’s edge sowing the water with the chemical. Some dry disinfectants tend to cause the pool water to become slightly cloudy for a short time after application. Wear protective eye wear.

**Test the Water for Disinfectant Residual**

A simple test kit (available from your pool supplier) permits proper testing for disinfectant residual. If the test kit indicates that pool water contains too little residual, it will be necessary to add enough disinfectant to restore the proper and recommended residual level. Test kits are available for testing chlorine, bromine or iodine residuals.

It is only necessary to take a small sample of pool water as directed and a measured amount of the color-reacting chemical supplied with the kit. Compare the water sample’s resultant color with a set of standard colors in the kit. The kit’s standard colors indicate the amount of residual in the pool. As an example: to test for chlorine residual, take a sample of pool water in the test tube that comes with the kit, add the suggested amount of test chemical, mix the sample well and – depending on the water’s residual – a color will develop. The lower the chlorine content, the paler the color of the sample; the higher the chlorine content, the deeper the color. Compare the sample’s color to the standard color...
samples in the kit. Each standard sample is marked with the amount of residual the sample represents. If the test tube’s color matches the standard sample labeled – between 0.6 and 1.0 ppm – then the pool water has the proper residual and no new chemical needs to be added. If, on the other hand, color sample comparison indicates too little chlorine, disinfectant must be added until the proper residual is obtained for the pool water.

- **Cyanuric Acid.** To help maintain a pool’s ability to hold chlorine, cyanuric acid should be added as needed. This is also referred to as “balancing” a pool’s water. Most pool stores will perform the cyanuric test for you, but will not volunteer the fact that the pool should be balanced, simply because a balanced pool will use less chlorine so they will sell less.

This test should be performed several times per season or whenever significant amounts of make-up water is added to the pool. In areas where pools are drained down for the winter, it is extremely important that the pool be balanced when it is initially filled. Many of the tri-chlor compounds have, as part of their formula, stabilizing compounds. It is still important that the water be balanced to begin with.

Cyanuric acid is widely used as a stabilizing agent for chlorine. It is introduced directly into the pool to produce a concentration of 30 to 50 ppm and the concentration must be checked occasionally to insure its retention within recommended limits. The suggested upper limit is 100 ppm.

Test kits are available for checking cyanuric acid concentration. They contain a melamine solution which makes a pool water sample turbid if it contains cyanuric acid. The turbid solution is poured into a vial containing a black disc in the bottom. The depth of the solution required to completely obscure the disc is calibrated in ppm of cyanurate and is read directly from the vial.

The ideal pH level for pool water is between 7.2 and 7.6. Water that is neutral – that is neither basic nor acidic – has a pH value of 7.0. This is midpoint on the 0 to 14 pH scale. Pool water above 7.0 pH is alkaline; below 7.0 pH pool water is acidic. The higher up the pH scale the pool water tests, the more alkaline it is; the lower down the pH scale pool water tests, the more acidic it is.

Maintaining the pool water very slightly on the alkaline side (7.2 to 7.6 pH) is important for a number of reasons. When pool water is too alkaline (above 8.0 pH) disinfecting chemicals work more slowly. They may not do their proper killing job even though tests of the water may indicate a proper residual. Also, scale may form on or in the pool equipment and piping. On the other hand, if pool water becomes acidic, it irritates the eyes, corrodes equipment and piping and the pool interior surface stains.

Correcting the pH of pool water is not difficult. To test for pH water balance, take another sample of pool water in a clean and separate test tube (also supplied with the kit). This time it is necessary to add a measured amount of a different test chemical, Phenol Red. If the pool’s water is too acidic the water in the test tube turns yellow; if too alkaline the water turns red. Comparing the test tube’s color with the standard kit color samples indicates whether the pool water is acidic or alkaline and to what degree. If the pool water’s pH varies up or down the kit’s pH scale from the recommended 7.2 to 7.6 pH, it will be necessary to add to the pool water enough acid or alkali chemical to restore the pH to the recommended and proper level. Since a high chlorine residual in the pool affects the water’s pH, for more accurate measurement of the water’s acid-alkaline balance, take the pH test when the chlorine residual is low, before adding disinfectant. **NOTE: Do not hold a finger over the top of the test tube while mixing. Body acid can cause a false test reading. Stopper the tube and mix by moving the test tube in a circular motion.**

If the test kit indicates that pool water has too high a pH, simply use a chemical designed to lower the water’s pH. If tests show pool water to have too low pH, use a chemical that neutralizes the acidity and raises the pH.
Common Chemicals that Raise and Lower pH
A number of water-balancing chemicals are available from pool suppliers. Some chemicals (highly basic) raise the pH level of pool water. Others (acidic chemicals) lower the pH.

- **Soda Ash** – RAISES pH. This cousin of common baking soda is among the least expensive and easiest to use of acid-neutralizing pool chemicals. Administer soda ash by walking around the pool sowing. It is also available in block form.

- **Muriatic Acid and Sodium Bisulfate** – LOWER pH. Commercial strength muriatic acid (available at most pool suppliers) is about 20% hydrochloric acid. No more than one pint of muriatic acid should be added to every 5,000 gallons of pool water at one time to reduce alkalinity and to re-establish the pool water's pH balance of 7.2 to 7.6.

  Acid should be added judiciously. Available from the pool dealer is a special acid demand test kit which tells precisely how much acid should be added to lower pool water's pH. Whether use is made of an acid demand test kit or merely the addition of acid until the pH test kit shows the correct pool water balance, never add more than 1 pint of acid in a single dose. If the pH is still above 7.6, add another pint of acid. Continue this treatment until the pH is between 7.2 and 7.6.

  If using an acid demand test kit which, for example, indicates that a quart of acid should be added, add 1 pint, allow it to circulate throughout the pool for 30 minutes to an hour, test again, then add the second recommended pint if tests indicate acid demand. Repeat as needed.

  **HANDLE MURIATIC ACID, AS ANY ACID, WITH CARE. IF THE ACID SPILLS ON SKIN OR CLOTHING, WASH IT OFF IMMEDIATELY.** Wear protective eye wear.

  Sodium bisulfate is an acid available in dry form and will do the same job as muriatic acid.

Total Alkalinity and What It Means
Occasionally pool water should also be tested for "total alkalinity." Total alkalinity is a measurement of the total amount of alkaline chemicals in the water. It refers to the degree of resistance to pH change of pool water or its "buffering" capacity. The proper alkalinity level is usually between 80 to 100 ppm.

- Low alkalinity waters make pH control difficult because of lack of buffering capacity (poor resistance to pH change.) Alkalinity must be increased in these waters to offset the possibility of the pool water reverting to acid. A level of pH below 7.0 can cause swimmer discomfort, corrosion of metal pool parts and bleaching of plaster pools. A rule for adding alkalinity is that 1 ½ pounds of sodium bicarbonate (baking soda) will raise the alkalinity of 10,000 gallons of water by 10 ppm.

- Many waters in the United States are of high alkalinity and high pH. To get these waters into the swimming pool comfort zone, it is necessary to destroy a portion of the alkalinity so the pH can be lowered. This can be accomplished by addition of muriatic acid or sodium bisulfate. The amount of acid required is referred to as acid demand. These tests are simple to do and the acid demand test kit mentioned previously provides complete information on the amount of acid required. In addition to the high pH and resulting poor chlorine residual efficiency, high pH and alkalinity can result in scale formation and a cloudy pool. To measure total alkalinity a total alkalinity test kit is used. Kits are available from pool suppliers.

Pool Service Log Report
Records of pool operation are required to monitor day-to-day chemical levels and other pertinent information. **The Pool Service Log must be maintained daily throughout the year.**

Review the Pool Service Log Form in the Sample Forms section.
GENERAL RULES REGARDING THE USE OF CHEMICALS

- Do not try to be a "know-it-all." Read directions carefully for all chemicals that are to be used.

- Do not overdose. Measure exact amounts. Pool chemicals – like medicine – should be used in specified amounts. Too much can cause irritating side effects.

- Do not guess. Take time to learn to use a test kit. Be sure to replace reagents (test fluids) each season to assure accuracy.

- Establish a routine for testing and treatment. A few minutes every day – or every other day – can make the job easy and assure that the pool is in tip-top shape.

- Do not mix 99% chlorine (tri-chlor) with 65% chlorine (calcium hypochloritic) – an explosion could result. If you are switching between these two types, all of the old type of chlorine must be out of the system, i.e. chlorinators, filters, water, etc.

- Wear protective eye wear every time you prepare and add chemicals to the pool.
PURPOSE OF HAZARD COMMUNICATION PROGRAM

The purpose of the Written Hazard Communication Program is to describe the methods used to implement the Hazard Communication Program. This document outlines how each of the requirements set forth in the OSHA Hazard Communication Standard (HCS) 29 CFR 1910.1200 will be met at this facility.
CONTAINER LABELING

This SunRidge property will meet the HCS requirements for container labeling in this facility in the following manner:

A. The Lead Maintenance Technician will be responsible for ensuring labeling of onsite containers.

B. Each container of hazardous material at this property received from an outside supplier will be clearly labeled with:
   - Identity of hazardous chemical(s)
   - Appropriate hazard warnings
   - Name and address of the manufacturer

C. Each non-empty container of hazardous materials on the property, including mixing tanks, storage tanks, drums, bags, bottles and boxes will have a label attached to it.

D. Labels provided by vendors on incoming containers will not be defaced or removed. This SunRidge property does not accept shipments of hazardous material without proper labeling. Any containers of hazardous materials that are received without proper labeling are impounded in a designated area of the property and will not be released for use until such time as proper labels can be applied. If vendor labels are not available, a special label bearing the information above should be filled out and attached. Portable container labels may be used for this purpose. (See the Hazard Communication Handbook for a sample of a portable container label.)

E. Whenever hazardous materials are transferred into portable containers, the person transferring the materials should attach a portable container label to the new container. The label must include the name of the product, identity of the hazardous chemical contained and applicable hazard warnings. If the person transferring the material is uncertain of the identity of the material and the applicable hazard warnings, he/she should contact his/her supervisor.

MATERIAL SAFETY DATA SHEETS

This SunRidge community meets the HCS requirements for Material Safety Data Sheets (MSDS) as an employer in the following manner:

A. The Lead Maintenance Technician will be responsible for maintaining the file of MSDS’ at this property. These MSDS’ will be kept in the Manager’s Office and in the Maintenance Shop and will be organized by product name, which is the same name used in the product label on the container.

B. The Lead Maintenance Technician will review the MSDS’ as they are received for new information and accuracy. If any parts of the MSDS’ are missing or incomplete, the Lead Maintenance Technician should request a new MSDS from the manufacturer. If the requested new MSDS is not received, the Lead Maintenance Technician should notify OSHA. If new hazard and/or safety information is received on an MSDS, the Lead Maintenance Technician is responsible for informing employees of the new information on hazards or safety introduced into their work area.

C. MSDS’ are available to all employees for review during each work shift. An employee may refer to an MSDS by requesting access through the Lead Maintenance Technician or Manager.
EMPLOYEE INFORMATION AND TRAINING

The Lead Maintenance Technician meets the HCS requirements for employee information and training in the following manner:

A. The Lead Maintenance Technician provides employees with information and training on hazardous chemicals in their work area at the time of their initial assignment.

B. The Lead Maintenance Technician will be responsible for conducting Hazard Communication training sessions for employees at this property.

C. The Hazard Communication Information and Training Program will be accomplished at this facility through video-taped instruction, discussion of items specific to this property and a written review. The Lead Maintenance Technician will have a copy of the Hazard Communication Handbook to refer to if employees have any questions.

D. An outline of the training sessions provided at this facility is as follows:
   - Explain the OSHA Hazard Communication Standard
   - Educate employees about operations in their work area where they may come into contact with hazardous chemicals
   - Explain how to read a label for hazard information
   - Explain how to recognize a hazard warning
   - Review MSDS’ and their use
   - Explain where and how to access the Written Hazard Communication Program as well as MSDS’

E. Attendance will be recorded for participation in the training session and will be kept on file by the Manager.

F. For information and training about hazards associated with non-routine tasks, see Section VI, titled: Hazards of Non-Routine Tasks.

LIST OF HAZARDOUS CHEMICALS

This SunRidge Community meets the HCS requirement for the List of Hazardous Chemicals in the following manner:

A. The list of known hazardous chemicals for this facility will be maintained and located in the MSDS books by the Lead Maintenance Technician.

B. More information on each hazardous chemical can be found by reviewing the MSDS for that product.
HAZARDS OF NON-ROUTINE TASKS

This SunRidge Community meets the HCS requirement of informing employees about the hazards of non-routine tasks in the following manner:

A. It is the policy of this SunRidge Community to inform employees of potential hazards associated with non-routine tasks and work and to advise them of the necessary personal protective equipment to accomplish such tasks.

B. Employees are informed of these hazards by contacting the Lead Maintenance Technician prior to starting work. Upon contacting the Lead Maintenance Technician, the following procedure will be followed:
   1. Discuss potential hazards of activity
   2. Review MSDS of any hazardous chemical involved in the non-routine work
   3. Review safety precautions that should be taken during this activity

ON-SITE CONTRACTORS

This SunRidge Community meets the HCS requirements for informing on-site contractors about hazardous chemicals to which their employees may be exposed in the following manner:

A. It is the responsibility of the Lead Maintenance Technician to furnish the on-site contractor with the following:
   • Description of hazardous chemicals to which contractor’s employees may be exposed.
   • Suggestions for appropriate protective measures

B. Likewise, on-site contractors will furnish this SunRidge Community with the following:
   • Description of any hazardous chemicals brought onto the property to which the property employees may be exposed
   • Suggestions for appropriate protective measures

C. The contractor must sign the Contractor Statement that they have read and agree to follow the policy outlines above, that they have been informed of hazardous chemicals to which their employees may be exposed and that they have provided the Lead Maintenance Technician with the information about any hazardous chemicals being brought onto this SunRidge Community. Review the Contractor Statement Form in the Sample Forms section.

D. This SunRidge Community reserves the right to stop the work of a contractor if compliance with this policy is inadequate until all applicable safety and health procedures are implemented by the contractor and the contractor is in compliance with SunRidge’s policy.

Note: The requirements of this section do not apply to contractors who provide temporary employees to SunRidge Communities.
HAZARD COMMUNICATION PROGRAM

ACCESS TO WRITTEN PROGRAM

This SunRidge Community meets the HCS requirements for access to the Written Hazard Communication Program in the following manner:

A. An employee may review this Written Hazard Communication Program by requesting access through the Lead Maintenance Technician or the Manager.

B. The Written Hazard Communication Program will be kept in the Maintenance Handbook in the Management Office.

HAZARD DETERMINATION PROCEDURES

This SunRidge Community meets the HCS requirements for written hazard determination procedures in the following manner:

A. The hazard determination of all chemicals used at this facility is performed by the Lead Maintenance Technician and kept on file in the MSDS Books located in the Maintenance Shop and the Management Office.

If anyone has questions about this Written Program, they should contact the Assistant Vice President (AVP).

The implementation of the procedures in this program will be monitored by the Training Director to assure the effectiveness of the program.
ACUTE EFFECT – An adverse effect on a human or animal, with symptoms developing rapidly and quickly becoming a crisis. See “Chronic Effect.”

ANTIDOTE – An agent that neutralizes or counteracts the effects of a poison.

ARTICLE – A manufactured item:
   a. Which is formed to a specific shape or design during manufacture;
   b. Which has end use function(s) dependent in whole or in part upon its shape or design during end use; and
   c. Which does not release or otherwise result in exposure to a hazardous chemical under normal conditions of use

ASPHYXIANT – A chemical gas or vapor that can cause unconsciousness or death by suffocation. Simple asphyxiants, such as nitrogen, either use up or displace oxygen in the air. Chemical asphyxiants, such as carbon monoxide, interfere with the body’s ability to receive or use an adequate supply of oxygen.

BOILING POINT – The temperature at which liquid changes to a vapor; expressed in degrees Fahrenheit (°F) at sea level pressure. Flammable materials with low boiling points generally present special fire hazards.

BURNBACK – The distance a flame will travel from the ignition source back to the aerosol container.

C.A.S. NUMBER – Chemical Abstracts Service, a service of the American Chemical Society, identifies particular chemicals with a number.

CARCINOGEN – A chemical is considered to be a carcinogen if it is a substance or agent that may cause cancer in animals or humans.

CHEMICAL – An element, chemical compound, or mixture of elements and/or compounds.

CHEMICAL FAMILY – A group of compounds with related chemical and physical properties, such as ketone or aldehyde family.

CHEMICAL MANUFACTURER – An employer with a workplace where chemical(s) are produced for use or distribution.

CHEMICAL NAME – The scientific designation of a chemical in accordance with the naming system developed by the International Union of Pure and Applied Chemistry.

CHRONIC EFFECT – An adverse effect on an animal or human. Symptoms develop slowly over a long period of time or recur frequently.

CO₂ – Carbon Dioxide. A heavy, colorless, nonflammable and relatively non-toxic gas produced by the combustion and decomposition of organic substances and as a by-product of many chemical processes. Also used as a fire fighting agent.

COMBUSTIBLE – A substance capable of fueling a fire. According to OSHA, any liquid having a flash point at or above 100°F and less than 200°F is a combustible liquid.

COMMON NAME – Any designation or identification such as code name, code number, trade name, brand name, or generic name used to identify a chemical other than by its chemical name.
COMPRESSED GAS –
   a. A gas or mixture of gases having, in a container, an absolute pressure exceeding 40 psi at 70°F (21.1°C); or
   b. A gas or mixture of gases having, in a container, an absolute pressure exceeding 104 psi at 130°F (54.4°C) regardless of the pressure at 70°F (21.1°C); or
   c. A liquid having a vapor pressure exceeding 40 psi at 100°F (37.8°C) as determined by ASTM D-323-72.

CONCENTRATION – The amount of a substance in a stated unit of mixture or solution. For example, 5 parts (of acetone) per million (parts air). See PPM.

CONTAINER – Any bag, barrel, bottle, box, can, cylinder, drum, pipe, reaction vessel, storage tank, or the like that contains a hazardous chemical.

CORROSIVE – A substance that, according to the DOT, causes visible destruction or permanent changes in human skin tissue at the site of contact. Or, a liquid that has a severe corrosion rate on steel.

DECOMPOSITION – The breakdown of a chemical or substance into different parts or simpler compounds. Decomposition can occur due to heat, chemical reaction, decay, etc.

DEFATTING – The removal of natural oils from the skin by fat-dissolving solvent.

DERMATITIS – An inflammation of the skin.

DISTRIBUTOR – A business, other than a chemical manufacturer or importer, which supplies hazardous chemicals to other distributors or to employers.

D.O.T. – The U.S. Department of Transportation (DOT) regulates the transportation of materials.

EMULSION – A stable mixture of two or more immiscible liquids held in suspension by small percentages of substances called emulsifiers.

EVAPORATION RATE – The rate at which a material is converted to vapor (evaporates) at a given temperature and pressure when compared to the evaporation rate of a given substance. Fast evaporating substances show numbers greater than 3.

EXPLOSIVE – A chemical that causes a sudden, almost instantaneous release of pressure, gas and heat when subjected to sudden shock, pressure or high temperature.

EXPOSURE – Subjection to a hazardous chemical through any route of entry (inhalation, ingestion, skin contact or absorption, etc.) Also includes potential exposure.

FLAME EXTENSION – The distance a flame will travel from the aerosol container when exposed to an ignition source.

FLAMMABLE – A material that is easily ignited and burns very rapidly.
   a. Aerosol, flammable – An aerosol that, when tested, yields a flame projection or a flashback (a flame extending back to the valve) at any degree of valve opening
   b. Gas, flammable – A gas that, at ambient temperature and pressure, forms a flammable mixture with air at a concentration of 13% volume or less; or a gas that, at ambient temperature and pressure, forms a range of flammable mixtures with air wider than 12% by volume, regardless of the lower limit
c. Liquid, flammable – Any liquid having a flashpoint below 100°F (37.8°C) or higher, the total of which make up 99% or more of the total volume of the mixture.
d. Solid, flammable – A solid, other than a blasting agent or explosive that is liable to cause fire through friction, absorption of moisture, spontaneous chemical change, or retained heat from manufacturing or processing, or which can be ignited readily and when ignited burns so vigorously and persistently as to create a serious hazard. A chemical is considered a flammable solid, if when tested, it ignites and burns with a self-sustained flame at a rate greater than 1/10 of an inch per second along its major axis.

**FLAMMABLE LIQUID** – As defined by OSHA, any liquid with a flash point below 100°F.

**FLASH POINT** – The temperature at which a liquid will give off enough flammable vapor to ignite in the presence of an ignition source.

**FORESEEABLE EMERGENCY** – Any potential occurrence such as equipment failure, rupture of containers, or failure to control equipment which could result in an uncontrolled release of a hazardous chemical.

**HAZARD WARNING** – Any words, pictures, symbol or combination on a label which convey the hazard(s) of the chemical(s) in the container(s).

**HAZARDOUS CHEMICAL** – Any chemical that is a physical or health hazard.

**HEALTH HAZARD** – A chemical for which there is statistically significant evidence (based on at least one study conducted in accordance with established scientific principles) that acute or chronic health effects may occur in exposed employees.

**IDENTITY** – Any chemical or common name which is indicated on the Material Safety Data Sheet (MSDS) for the chemical.

**IGNITABLE** – A solid, liquid or compressed gas that has a flash point of less than 140°F; capable of being set on fire.

**IMMEDIATE USE** – The hazardous chemical will be under the control of and used only by the person who transfers it from a labeled container and only within the work shift in which it is transferred.

**IMPORTER** – The first business with employees within the Customs Territory of the United States which receives hazardous chemicals produced in other countries for the purpose of supplying them to distributors or employers within the United States.

**INCOMPATIBLE** – The term used for two substances to indicate that one material cannot be mixed with the other without the possibility of a dangerous reaction.

**INGESTION** – Taking a substance into the body through the mouth.

**INHALATION** – Breathing an airborne substance into the body (lungs), though the nose, mouth and breathing passages. May be in the form of a gas, vapor, fume, mist or dust.

**INHIBITOR** – A substance that is added to another to prevent or slow down an unwanted reaction or change.

**IRRITANT** – A substance that produces an irritating effect when it contacts the skin, eyes, nose or respiratory system.
LABEL – Any written, printed or graphic material displayed on or affixed to containers of hazardous chemicals.

LEL – Lower Explosive Limit. The lowest concentration of a substance that will produce a fire or flash when an ignition source is present. It is expressed as a percent of vapor or gas in the air by volume. At concentrations below the LEL, the mixture is too "lean" to burn. See UEL.

MATERIAL SAFETY DATA SHEETS (MSDS) – Written or printed material concerning a hazardous chemical.

MELTING POINT – The temperature at which a solid substance changes to a liquid.

Mg/m³ – Milligrams per Cubic Meter. Units used to measure air concentrations of dusts, gases, mists and fumes.

MIXTURE – Any combination of two or more chemicals if the combination is not, in whole or in part, the result of a chemical reaction.

mmHG – Millimeters of mercury. A unit of measure for pressure or partial vacuum that is equal to the height of a column of mercury that this atmosphere will support.

MUTAGEN – A substance or agent capable of changing the genetic material of a living cell.

N/A – An abbreviation for Not Applicable.

NARCOSIS – Stupor or unconsciousness caused by exposure to a chemical.

NIOSH – The National Institute for Occupational Safety and Health is a federal agency that trains occupational health and safety professionals, conducts research and tests, certifies respirators, etc.

ORGANIC PEROXIDE – An organic compound that contains the bivalent -0-0- structure and which may be considered to be a structural derivative of hydrogen peroxide where one or both of the hydrogen atoms has been replaced by an organic radical.

OSHA – The Occupational Safety and Health Administration is a federal agency that publishes and enforces health and safety regulations for most businesses and industries.

OXIDIZER – A chemical that initiates or promotes combustion in other materials, thereby causing fire itself or through the release of oxygen or other gases.

PEL – Permissible Exposure Limit. An exposure limit established by OSHA as a legal standard. May be a time-weighted average (TWA) limit or a minimum concentration exposure limit.

pH – Value that represents the acidity or alkalinity of an aqueous (water-based) solution. Values from 0 to 7 indicate acidity; values from 7 to 14 indicate alkalinity; 7 is neutral.

PHYSICAL HAZARD – A chemical for which there is scientifically valid evidence that it is a combustible liquid, a compressed gas, explosive, flammable, an organic peroxide, an oxidizer, pyrophoric, unstable or water-reactive.

PPM – Parts per million. A unit for measuring the concentration of a gas or vapor in contaminated air. Also used to indicate the concentration of a particular substance in a liquid or solid.
POLYMERIZATION – A chemical reaction in which one or more small molecules combine to form larger molecules. A hazardous polymerization is a reaction that takes place at a rate that releases large amounts of energy.

PYROPHORIC – A chemical that will ignite spontaneously in air at a temperature of 130°F (54.4°C) or below.

REACTIVITY – A substance’s tendency to undergo a chemical reaction or change that may result in dangerous side effects, such as explosion, burning, and corrosive or toxic emissions.

RESPIRATOR – A device that is designed to protect the wearer from inhaling harmful contaminants.


SENSITIZER – A substance that may cause no reaction in a person during initial exposure, but to which further exposure will cause an allergic response.

SOLUBILITY – The percentage of a material (by weight) that will dissolve in water at a specified temperature.

SPECIFIC CHEMICAL IDENTITY – The chemical name, Chemical Abstracts Service (CAS) Registry Number, or any other information that reveals the precise chemical designation of the substance.

SPECIFIC GRAVITY – The weight of a material compared to the weight of an equal volume of water; an expression of the density (or heaviness) of the material. Insoluble materials with specific gravity less than 1 will float, an important consideration for fire suppression and spill cleanup.

TERATOGEN – A substance or agent to which exposure of a pregnant female can cause malformations in the fetus.

TLV – Threshold Limit Value. A term used to express the airborne concentration of a material to which nearly all persons can be exposed day after day without adverse effects.

TOXIN – A substance that is poisonous to varying degrees.

TOXICITY – The potential of a substance to have a harmful effect and a description of the effect and the conditions or concentration under which the effect takes place.

UEL – Upper Explosive Limit. The highest concentration of a substance that will burn or explode when an ignition source is present; expressed in percent of vapor or gas in the air by volume. See LEL.

UNSTABLE – A chemical that in the pure state, will vigorously polymerize, decompose, condense or become self-reactive under conditions of shock, pressure or temperature.

USE – To package, handle, react or transfer.

VAPOR – The gaseous form of substances that are usually liquid or solid.

VAPOR DENSITY – The weight of a vapor or gas compared to the weight of an equal volume of air. An expression of density of the vapor or gas. Materials lighter than air have vapor densities less than 1. Lighter materials tend to rise and dissipate. Heavier vapors are likely to concentrate in low places where they may create fire or health hazards.
**VAPOUR PRESSURE** – The pressure exerted by a saturated vapor above its own liquid in a closed container. Vapor pressure is usually expressed as pounds per square inch, but on MSDS is in millimeters of mercury (mmHG) at 68°F. The lower the boiling point of a substance, the higher its vapor pressure.

**VISCOITY** – A fluid’s internal resistance to flow.

**VOLATILE** – The tendency or ability of a liquid to vaporize. Liquids such as alcohol or gasoline are volatile because they have a tendency to evaporate quickly.

**WATER-REACTIVE** – A chemical that reacts with water to release a gas that either is flammable or presents a health hazard.

**WORK AREA** – A room or defined space in a work place where hazardous chemicals are produced or used and where employees are present.

**WORK PLACE** – An establishment, job site, or project, at one geographical location containing one or more work areas.
SAMPLE FORMS

All forms in this manual are samples only. Please refer to the SunRidge Forms webpage or the SunRidge Resources webpage of the SunRidge website for the latest approved version of all the SunRidge forms. **DO NOT PHOTOCOPY THE FORMS IN THIS MANUAL.**
APARTMENT CLEANING SPECIFICATIONS

Vendor is to supply all equipment and supplies necessary to clean apartments to these specifications. Manager may request the use of different equipment or supplies if those used by Vendor are unsatisfactory in the Manager’s opinion.

Vendor must take special precautions to prevent damage to carpet, cabinets, hardware, porcelain, appliances and all surfaces from cleaning materials. If items mentioned above (or others) become damaged while in the Vendor’s care, Vendor agrees to rectify the damage immediately or pay for replacement of damaged items. Payment may take the form of deduction from invoice for cleaning services.

Vendor agrees not to dispose of cleaning materials on the grounds of the property.

The keys to the vacant apartment will be issued by the Manager to the Vendor who agrees to take precautions to keep the apartment secure from unauthorized entry while the key is in their possession. The key will be returned promptly when the job is completed and the Manager will inspect the work at that time.

Vendor agrees to act with diligence to complete the work in each assigned apartment within 1 day. Vendor will submit invoice for payment to the Manager at the time work is complete.

**KITCHEN**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refrigerator</td>
<td>Defrost (if necessary), clean, wash and disinfect all surfaces. Turn refrigerator and freezer to the warmest setting. Pull out and clean behind and underneath.</td>
</tr>
<tr>
<td>Range</td>
<td>Clean all surfaces to remove grease and burned-on particles. Thoroughly clean knobs and polish chrome surfaces. Pull out and clean behind and underneath.</td>
</tr>
<tr>
<td>Vent Hood</td>
<td>Clean all surfaces to remove grease and burned-on particles. Remove, clean and reinstall filter.</td>
</tr>
<tr>
<td>Dishwasher</td>
<td>Clean debris out of dishwasher. Clean and polish front including knobs.</td>
</tr>
<tr>
<td>Cabinets &amp; Drawers</td>
<td>Remove all lining material. Wash and disinfect all shelves and interior surfaces. Use wood cleaner and polisher on cabinet and drawer fronts. Clean and shine countertops.</td>
</tr>
<tr>
<td>Sink</td>
<td>Scrub and clean sink with appropriate cleanser. Clean garbage disposal insert or gasket cover and sink strainer. Polish faucet set.</td>
</tr>
<tr>
<td>Floor</td>
<td>Sweep, scrub, strip, wash and polish using non-yellowing chemical.</td>
</tr>
<tr>
<td>Other</td>
<td>Thoroughly clean light fixture covers, electrical outlet covers and switch plate covers. Clean areas between appliances and walls and cabinets as directed by the Manager.</td>
</tr>
</tbody>
</table>

**BATHROOM**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bath/Shower</td>
<td>Thoroughly clean tile and porcelain surfaces. Polish faucet sets and chrome.</td>
</tr>
<tr>
<td>Commode</td>
<td>Remove disinfectant devices in the tank. Clean and disinfect all surfaces. Clean water cut-off valve and pipe behind commode on wall.</td>
</tr>
<tr>
<td>Sink</td>
<td>Clean and scour sink. Polish faucet set.</td>
</tr>
<tr>
<td>Floor</td>
<td>Sweep, clean and disinfect.</td>
</tr>
</tbody>
</table>

Feb. 2009

SR - Apartment Cleaning Specifications
APARTMENT CLEANING SPECIFICATIONS

Other: Clean mirror, cabinets, drawers and medicine cabinet. Remove all lining material. Wash and disinfect all shelves and interior surfaces. Use wood cleaner and polish on all cabinet and drawer fronts. Clean and shine countertop.

GENERAL
- Clean all light switches
- Clean all ceiling fan blades. If fan has a light fixture, take off globe(s) and clean.
- Clean all window and sliding glass door tracks
- Clean windows, interior and exterior on ground floor. Clean exterior on second floor if they can be cleaned from the patio or landing.
- Clean the front door and exterior light fixture(s).
- Sweep patio and entry. Sweep cobwebs from around sliding glass door and other areas. Clean patio fixtures. Clean sliding glass door.
- Vacuum carpet.
- Clean doorknobs and cabinet pulls.
- Clean washer/dryer hook-ups.
- Remove debris from fireplaces and thoroughly clean ashes from fireplace interior surface.
- Depending on the condition of the mini blinds, they should be dusted while still installed. If very dirty, remove from the brackets and wash.
- Manager may specify other items to be cleaned as necessary.

1 Bedroom/1 Bath Price: ____________________  2 Bedroom/1 Bath Price: ____________________
2 Bedroom/2 Bath Price: ____________________  3 Bedroom/2 Bath Price: ____________________

Manager ____________________ Date ____________________

Name of Apartment Community ____________________ Vendor Name ____________________

Feb. 2009  SR - Apartment Cleaning Specifications  2 of 2
APARTMENT PAINTING
SPECIFICATIONS AND ACKNOWLEDGEMENT

Vendor must take careful precautions to prevent damage to flooring, cabinets, hardware and other surfaces from paint materials. The Vendor agrees to rectify damage immediately upon notification from the Manager or be responsible for payment for replacement of damaged items. Payment may take the form of deduction from invoice for paint services. If a paint contractor gets any paint on any fire sprinkler heads, they will be responsible for the replacement or each painted head.

Vendor agrees to be financially liable for all expenses related to the replacement and/or repair of any sprinkler head(s) that may have been painted or damaged in any way, while working on the property listed below. This includes but is not limited to sprinkler head(s) in common areas and hallways as well as the sprinkler head(s) located in the units themselves.

Vendor agrees to remove debris generated by painters or the painting process from the apartment (paint cans, soda cans, drop cloths, etc.). Vendor also agrees to use common sense when disposing of leftover paint material. This material must not be disposed of in property toilets, garbage disposals or on the grounds of the property. Also, there is no smoking allowed inside the apartment at any time.

The keys to the vacant apartment will be issued by the Manager to the Vendor who agrees to take precautions to keep the apartment secure from unauthorized entry while the key is in their possession. The key will be returned promptly when the job is completed and the Manager will inspect the work at that time.

Vendor agrees to act with diligence to complete the work in each assigned apartment. Vendor will submit invoice for payment to the Manager at the time of completion.

Walls
Remove all nails, hooks, staples, tacks, etc. and fill in with appropriate material. Paint all currently painted surfaces including closets, close rods or touch-up paint if directed by Manager.

Woodwork
Paint all currently painted surfaces including baseboards, doors, doorjambs and window ledges as directed by Manager.

Ceilings
Remove all hooks or other items from ceiling and fill holes as needed. Ceilings are to be painted only when specified by Manager.

Paint
Paint inside bath and kitchen cabinets, shelves and wall surfaces.

Other
Manager may specify other items to be painted as deemed necessary.

Price without ceilings: ____________  Price without cabinets: ____________

Price with ceilings: ____________  Price with cabinets: ____________

Name of Apartment Community

Vendor Company Name

Manager Signature

Vendor Signature

Manager Printed Name

Vendor Printed Name

Date

Date

Jan. 2010

SR - Apartment Painting Specifications and Acknowledgement
CONTRACTOR STATEMENT

Per an agreement between __________________________ (Contractor) and this community managed by SunRidge Management Group (Company) in which Contractor has agreed to perform certain work on Company’s property __________________________ (Name of Property) for an agreed fee or rate, Contractor acknowledges that Company uses and/or produces various substances which may be classified as hazardous substances under OSHA’s Hazard Communication Standard. Contractor recognizes this use of hazardous substances by Company and acknowledges that Company has provided Contractor with a description of such substances which may be present in the areas of Company’s facility to which Contractor and its employees may have access during the performance of the job as agreed. Contractor further acknowledges that Company has also provided suggestions for appropriate protective measures which should be observed when Contractor’s employees are in the area of the hazardous substances.

It is Contractor’s sole responsibility to inform its employees of the described hazardous substances and protective measures suggested by Company. It is Contractor’s further sole responsibility to ensure that Contractor’s employees observe protective measures during the performance of their duties which are at least as stringent as the protective measures suggested by Company.

Contractor agrees that, in the event that it shall be required to bring any hazardous substances onto Company’s property during the performance of its job, it shall notify Company in advance and suggest to Company appropriate protective measures to be observed by Company’s employees.

Company specifically reserves the right to interrupt or terminate Contractor’s work if Contractor should fail in whole or in part to comply with these terms and Contractor shall be prohibited from renewing such work in progress until all applicable safety and health procedures are implemented.

Agreed this __________ day of ________________________, 20__________.

Contractor Company Name __________________________

Phone Number __________________________

Contractor Representative Name __________________________

Title __________________________

Contractor Street Address __________________________

City, State Zip __________________________

SunRidge Management Group Representative __________________________

Title __________________________

Feb. 2009 SR – Contractor Statement 1 of 1
HOUSEKEEPERS CHECKLIST

Property Name: ___________________________ Apartment Numbers: __________

Note: Place a check beside everything you inspect and/or clean.

Front Door/Entry:
- Clean entry area
- Clean cobwebs from corners
- Clean light globe
- Clean threshold
- Wipe down door & door jamb

Light Fixtures (Whole Apartment):
- Remove covers, grilles, etc.
- Dust bulbs, fans, vent openings, etc.
- Dust light fixtures
- Wash covers, grilles, etc.
- Clean receptacle & switch plates/switches, etc.

Kitchen Walls:
- Wipe down walls or wallpaper screens, etc.

Vent Hood:
- Remove & clean filters
- Clean fan blades, light bulbs & fixtures
- Clean underneath hood surfaces
- Clean all outside surfaces
- Wipe dry

Kitchen Cabinets:
- Remove all items left behind
- Clean shelves, top & bottom
- Clean inside doors & door jams
- Remove items left in drawers
- Clean entire outside surface of cabinets (up & down)
- Wipe with lemon oil or furniture polish
- Replace drawers

Countertops:
- Clean all sides
- Wipe w/ Lemon Oil or furniture polish

Ranges:
- Pull range out of cabinet space
- Remove racks, broiler pans
- Clean oven
- Remove drip pans & surface elements (if possible)
- Remove oven drawer
- LFR range top, clean underneath
- Remove surface switch & oven control knobs
- Clean entire outside surface sides, top, behind knobs, front
- Clean & replace all parts removed
- Clean floor & wall where range fits
- Replace range in cabinet space

Refrigerator:
- Pull refrigerator out of cabinet space
- Remove racks, crispr drawer, covers, etc.
- Clean inside freezer
- Clean freezer door liner, jamb & gasket
- Clean inside fresh food section
- Clean door liner, jamb & gasket/clean outside top, sides, doors & kick plate
- Clean & replace all parts removed/clean floor & wall where refrigerator fits
- Replace refrigerator in cabinet space

Dishwasher:
- Clean entire outside surface
- Clean door & door jamb
- Remove objects from racks & bottom of tub
- Clean inside

Microwave:
- Remove racks, shelves
- Clean inside
- Clean & replace racks
- Clean outside & underneath

Sinks/Faucets:
- Clean faucet
- Pull spray attachment all the way out, clean hose and sprayer
- Clean sink(s)
- Remove trash from garbage disposal (make sure it is turned off first!)
- Clean underneath sink(s) & wipe garbage disposal and pipes
- Wipe dry all fixtures, etc.
- Polish all fixtures & sink

Bathrooms 1-2:
1. Clean mirrors & medicine cabinets
2. Clean lavatory sink & faucet
3. Clean vanity drawers & underneath sink
4. Wipe dry faucets, etc.
5. Wipe dry cabinet fronts and doors
6. Wipe cabinet work with Lemon Oil or furniture polish
7. Polish chrome

Bedrooms 1-2-3:
- Clean closet shelves, poles, etc.

Feb. 2009
SR – Housekeepers Checklist
# Housekeepers Checklist

**Electrical Panels:**
- Dust panel inside & out (USE NO WATER)

**Air Conditioner/Heater/Water Heater Closet:**
- Dust unit (NO WATER)
- Sweep closet shelves
- Sweep closet floor
- Wash & rinse drip pan

**Washer/Dryer Room:**
- Clean shelves-top & bottom
- Clean faucet connections/electrical outlets (NO WATER)
- Clean dryer vent pipe/opening
- Clean washer inside & out
- Clean dryer inside & out
- Clean lint screen
- Wipe dry

**Fireplace:**
- Sweep inside
- Clean fire grates, etc.
- Clean spark screen
- Clean mantel board
- Clean floor around fireplace

**Outside Utility Room:**
- Clean shelves-top & bottom
- Sweep floors
- Wipe down door & walls if they won’t be painted

**Patio or Balcony:**
- Sweep down walls/corners, if necessary
- Clean light globe/fixture
- Sweep floor

**Sliding Glass Door/Porch Room:**
- Clean track and/or threshold
- Clean frame
- Clean glass-inside/out

**Tile/Floor Covering:**
- Mop
- Strip Wax (if waxed)
- Wax

**Windows/Draperies/Blinds:**
- Dust drape rod/hardware
- Clean windows-inside/out
- Clean window sill
- Clean blinds

**Carpet:**
- Vacuum before shampoo
- Vacuum & rake after replacement

**Dining Room:**
- Dust chandelier or light fixture
- Clean shelves-top & bottom

---

**Company Name**

**Date**

**Housekeeper’s Name (Print)**

**Housekeeper’s Signature**

---

Feb. 2009

SR – Housekeepers Checklist

2 of 2
### KEY CHECK OUT LOG

<table>
<thead>
<tr>
<th>Date</th>
<th>Name</th>
<th>Company</th>
<th>Apt #</th>
<th>Key #</th>
<th>Check Out Time</th>
<th>Check In Time</th>
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<tbody>
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</table>

Feb. 2007  
SR – Key Check Out Log  
1 of 1
LIGHTS OFF AGREEMENT

Vendor Name: _________________________________ Date: ______________

Notice to All Vendors:

We are making a special effort to save our properties from the high cost of wasted electricity. To do this, please be careful with regard to energy conservation by turning off all lights when you finish servicing an apartment. Failing to do this can result in higher property bills and general electric waste for our communities.

We want to provide the best use of our budget for the benefit of our residents and owners. Therefore we ask all of our vendors to make a special effort to see that we are all working to be energy efficient and ask that each sign this agreement.

I agree to make sure that all lights and breakers, except for the refrigerator, are turned off prior to leaving an apartment. Failure to do this may result in being held liable for that electric bill.

Vendor’s Representative Signature _________________________________ Date ______________

Manager’s Signature _________________________________ Date ______________

April 2009 SR – Lights Off Agreement 1 of 1
MAKE READY AIR CONDITIONING CHECKLIST

Property Name: ___________________________ Property Number: ____________

Apartment Number: ________________________ Date: ______________

_____ Check Freon
_____ Inspect condensing coils; clean if needed
_____ Inspect compressor amperage
_____ Inspect contactor
_____ Tighten loose electrical connections:
_____ Check evaporator coils; clean if necessary
_____ Inspect blower wheel; clean if necessary
_____ Oil blower motor and check amperage
_____ Oil fan motor and check amperage
_____ Check drain pan and blow out drain with pressure
_____ Calibrate thermostat if needed
_____ Replace filter

COMMENTS:

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________

Maintenance Signature _____________________ Date ______________

Feb. 2009

SR – Make Ready Air Conditioning Checklist 1 of 1
MAKE READY CHECKLIST

Property Name: ___________________________  Apartment Number: ___________________________

Notes: Checklist will be left in unit when move-out inspection completed. Removed by Manager on final walk-through and placed in unit file. Place a check mark beside the items that are OK. Write in what needs to be done beside the items that need repair.

Front Door:
- Closer property
- Weather stripping
- Locks Changed
- 2 keys for door locks
- Doorknob

Dishwasher:
- Silverware Basket
- Door aligned
- Door runs through one cycle of operation
- Seals clean & in good repair

Disposal:
- Clear & free
- Reset not tripped
- Stopper is place
- Switch works
- Splash guard-clean or new
- Check operation

Stove:
- Vent hood works, all speeds & light
- Burners work
- Oven elements work
- Drip pans installed
- Oven racks
- Indicator lights

Bathrooms:
1-2
- Toilet seats
- Toilet working
- Sink stopper working
- Leaky pipes under sink
- Tub stopper works
- Hot/cold water in sink
- Hot/cold water in tub
- Toilet paper holder
- Towel bar(s)
- Lights & fixtures
- Gaskets/drawers work
- Shower rods & ends
- Doorknobs
- Medicine cabinet
- Mirror(s)
- Caulking-new
- Shower walls grouted-clean

Refrigerator:
- Condenser
- Door alignment & gaskets
- Temperature level
- Racks & 1 ice trays
- Bins for door
- Light

Kitchen Plumbing:
- Leaking faucets
- Aerator missing/stopped up
- Stoppers & pop-ups
- Leaking drains
- Caulking

Kitchen Cabinets/Drawer Fronts:
- Broken/sagging shelves
- Drawers slide easily
- Water damaged shelving under sink

Electrical Panel:
- Check/tighten all connections

Heating & Cooling Systems:
- Change filter & check evaporator/drain
- Check electrical connections
- Blower wheel alignment & tightness
- Clean condenser
- Check for condenser freedom/tightness
- Tightness of all rows
- Thermostat loose/broken
- Heat works
- Cooling works

Bedrooms:
1-2-3
- Lights & fixtures
- Screen
- Closet poles
- Closet shelves
- Verticals/mini blinds
- Window locks
- Gauze windows
- Water spots
- Windows clean

Other:
- Mail Box Keys/Locks
- Smoke Detector Batteries/Test
- __________________________________________________________
- __________________________________________________________
- __________________________________________________________
- __________________________________________________________
- __________________________________________________________

Feb. 2009  SR – Make Ready Checklist  1 of 1
# Monthly Mileage Log

**Employee:**

**Property:**

**Property Number:**

**Mileage Reported Thru:**

<table>
<thead>
<tr>
<th>DATE</th>
<th>MILES-START</th>
<th>ORIGIN/DESTINATION</th>
<th>PURPOSE OF TRIP</th>
<th>MILES-END</th>
<th>MILEAGE</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

**Note:** You can fill-in this document in Excel and it will calculate your totals. Use Tab to navigate this form.

**Reimbursement Rate:**

**TOTAL DUE EMPLOYEE:** $0.00

**Employee's Signature:**

**Manager's Signature:**

**Date:**

April 2008

[Original: Corporate - Copy: Employee - Copy: Property]

SR - Mileage Log

Revised 02/09/2010

Maintenance Handbook: Sample Forms

13 of 13
NON-DISCRIMINATORY OPERATING POLICIES ACKNOWLEDGEMENT

Federal law prohibits discrimination on the basis of race, color, national origin, sex, religion, familial status or handicap.

All personnel are expected to follow this policy in the hiring, job promotion and termination of all personnel.

Regarding the Leasing of apartments, all persons involved in the leasing process are expected to comply with federal fair housing laws, specifically understanding that discrimination based on any factor(s) in paragraph (1) above is both a violation of federal fair housing laws and company operating policies.

As an employee of SunRidge Management Group, I understand that I must not discriminate based on the above factors and will personally comply with the federal fair housing laws as stated above. Furthermore, I understand that non-compliance with federal fair housing laws will result in my immediate termination.

Signature

Date

Original: Personnel  Copy: Employee  Copy: Property
PAINTERS CHECKLIST

Property Name:  

Apartment Number:  

Note: Place a check mark beside each item you clean/paint. Also, let Manager know if sheetrock, doors, or wallpaper need repairs BEFORE you start painting.

Kitchen:

- Remove wall plates, light globes, etc.
- Paint ceiling
- Paint walls
- Paint doors
- Paint pantry shelves-top & bottom
- Paint cabinets (if painted)
- Paint baseboards
- Clean paint from wallpaper, cabinet work, countertops, light fixtures/outlets switches, door hardware, tile or vinyl floor, sinks
- Replace wall plates, light globes, etc.

Walls/Ceilings:

- Remove light globes, wall plates, etc.
- Paint walls/paint ceilings (if Manager says so)
- Cut in around A/C vents (unless told to paint them)
- Replace light globes, wall plates, etc.
- Clean paint from windows, drape/blinds/ hardware, etc.

All Other Doors/Shelves/Baseboards:

- Drop cloth where needed
- Paint shelves-top/bottom
- Paint baseboards
- Paint doors (both faces, sides, top, bottom)
- Clean paint from door hinges, etc.

Outside Utility Room:

- Paint walls
- Dust & paint shelves
- Paint door

General:

- Wipe down & paint outside face of front door (if Manager says so)
- Paint fireplace & mantel (if Manager says so)
- Do not paint electric panels or other metal surfaces unless directed by the Manager
- Do not use paint directly in sinks, tubs, commodes
- Clean all paint drips from carpet, appliances, etc., throughout apartment

Company Name

Date

Painter’s Name (Print)

Painter’s Signature

Feb. 2009  

SR – Painters Checklist  
1 of 1
### PERSONAL PROPERTY INVENTORY - MAINTENANCE

<table>
<thead>
<tr>
<th>Owned Personal Property Description</th>
<th>Brand Name</th>
<th>Serial Number</th>
<th>Current Value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Leased Property Description</th>
<th>Brand Name</th>
<th>Serial Number</th>
<th>Current Value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

Manager's Signature: ___________________________ Date: ____________

Maintenance's Signature: ___________________________ Date: ____________

Feb. 2009

SR - Personal Property Inventory - Maintenance 1 of 1
# PERSONAL PROPERTY INVENTORY - POOL & SPA

<table>
<thead>
<tr>
<th>Owned Personal Property Description</th>
<th>Brand Name</th>
<th>Serial Number</th>
<th>Current Value</th>
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</thead>
<tbody>
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</tbody>
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<table>
<thead>
<tr>
<th>Leased Property Description</th>
<th>Brand Name</th>
<th>Serial Number</th>
<th>Current Value</th>
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<tbody>
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</tbody>
</table>

Manager's Signature: ___________________________  Date: __________

Maintenance's Signature: ________________________  Date: __________

Feb. 2009  SR - Personal Property Inventory - Pool Spa
## Pool Service Log

<table>
<thead>
<tr>
<th>Date</th>
<th>Name</th>
<th>G/F</th>
<th>G/F P</th>
<th>P/A</th>
<th>P/A P</th>
<th>P/A P</th>
<th>P/A P</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

### Project Name: [Project Name]

### Property Name: [Property Name]

### Pool: [Pool Name]

### G/F: [G/F]

### G/F P: [G/F P]

### P/A P: [P/A P]

### P/A: [P/A]

### P/A P: [P/A P]

### Maintenance Log:

- Date: [Date]
- Name: [Name]
- G/F: [G/F]
- G/F P: [G/F P]
- P/A: [P/A]
- P/A P: [P/A P]

### Notes:

- [Notes]

---

*Sample forms*
# Preventative Maintenance Checklist

**Property Name:**

<table>
<thead>
<tr>
<th>EXTERIORS</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sidewalks and stairs clear, clean and in good repair</td>
<td></td>
</tr>
<tr>
<td>Stair handrails properly secured</td>
<td></td>
</tr>
<tr>
<td>Parking lots free of potholes</td>
<td></td>
</tr>
<tr>
<td>All exterior lighting in service</td>
<td></td>
</tr>
<tr>
<td>Pool gates latch automatically and fence is secured</td>
<td></td>
</tr>
<tr>
<td>Controlled access gates inspected and working properly</td>
<td></td>
</tr>
<tr>
<td>Pool safety equipment, pumps, chlorinator, spa heaters in good repair</td>
<td></td>
</tr>
<tr>
<td>Flagpoles and flags in good repair</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INTERIORS</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laundry dryers free of lint</td>
<td></td>
</tr>
<tr>
<td>No cracked glass or broken windows</td>
<td></td>
</tr>
<tr>
<td>Fitness Center equipment in good repair</td>
<td></td>
</tr>
<tr>
<td>Air filters changed in the office, clubroom and fitness center</td>
<td></td>
</tr>
<tr>
<td>Bathroom fan vents in the office and clubroom clean</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SAFETY</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSDS Book and Quick Reference Chart updated</td>
<td></td>
</tr>
<tr>
<td>Fire extinguishers present and in service</td>
<td></td>
</tr>
<tr>
<td>Monthly Safety meeting conducted</td>
<td></td>
</tr>
<tr>
<td>Fire system inspected / applicable preventative maintenance performed</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>APARTMENT INTERIORS</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smoke detectors physically tested in 1/3 of the apartments</td>
<td></td>
</tr>
<tr>
<td>Air filters changed in 1/3 of the apartments</td>
<td></td>
</tr>
<tr>
<td>Drain hot water heaters in 1/3 of the apartments</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>State inspections current and posted</td>
<td></td>
</tr>
<tr>
<td>Flush tank style heaters</td>
<td></td>
</tr>
<tr>
<td>Equipment rooms free of debris and floors swept</td>
<td></td>
</tr>
<tr>
<td>Check circulating pumps for leaks and/or corrosion – Oil if applicable</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SPECIAL FOCUS – MAINTENANCE SHOP</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete and attach the Tool &amp; Equipment Inventory form</td>
<td></td>
</tr>
<tr>
<td>UL listed cans for flammable liquids (especially gasoline)</td>
<td></td>
</tr>
<tr>
<td>Metal cabinets for aerosol (more than 12 cans)</td>
<td></td>
</tr>
<tr>
<td>Interior clean and shelves organized</td>
<td></td>
</tr>
<tr>
<td>Electrical cords in good condition</td>
<td></td>
</tr>
<tr>
<td>Safety equipment present in the maintenance shop</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OTHER</th>
<th>CODE</th>
</tr>
</thead>
</table>

Checklist Completed By: __________________________ Date: ____________

Maintenance Performed By: ________________________ Date: ____________
# Preventative Maintenance Checklist

**Property Name:**

**February:**

<table>
<thead>
<tr>
<th>CODE</th>
<th>C/A = Completed/Acceptable</th>
<th>MR = Maintenance Required</th>
<th>N/A = Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

### Exteriors

- Sidewalks and stairs clear, clean and in good repair
- Stair handrails properly secured
- Parking lots free of potholes
- All exterior lighting in service
- Pool gates latch automatically and fence is secured
- Controlled access gates inspected and working properly
- Pool safety equipment, pumps, chlorinator, spa heaters in good repair
- Flagpoles and flags in good repair

### Interiors

- Laundry dryers free of lint
- No cracked glass or broken windows
- Fitness Center equipment in good repair
- Air filters changed in the office, clubhouse and fitness center
- Bathroom fan vents in the office and/or clubhouse clean

### Safety

- MSDS Book and Quick Reference Chart updated
- Fire extinguishers present and in service
- Monthly Safety meeting conducted
- Fire system inspected / applicable preventative maintenance performed

### Apartment Interiors

- Smoke detectors physically tested in 1/3 of the apartments
- Air filters changed in 1/3 of the apartments
- Drain hot water heaters in 1/3 of the apartments

### Equipment

- State inspections current and posted
- Flush tank style heaters
- Equipment rooms free of debris and floors swept
- Check circulating pumps for leaks and/or corrosion – N/A if applicable

### Special Focus – Crime Prevention

- Walk community and complete a Property Assessment Survey

### Other

- Checklist Completed By: ___________________________ Date: __________
- Maintenance Performed By: ___________________________ Date: __________

---

April 2009  SR – Preventative Maintenance Checklist - February 1 of 1
# Preventative Maintenance Checklist

**Property Name:**

<table>
<thead>
<tr>
<th>CODE</th>
<th>EXTERIORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>C/A</td>
<td>Sidewalks and stairs clear, clean and in good repair</td>
</tr>
<tr>
<td>C/A</td>
<td>Stair handrails properly secured</td>
</tr>
<tr>
<td>C/A</td>
<td>Parking lots free of potholes</td>
</tr>
<tr>
<td>C/A</td>
<td>All exterior lighting in service</td>
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<tr>
<td>C/A</td>
<td>Pool gates latch automatically and fence is secured</td>
</tr>
<tr>
<td>C/A</td>
<td>Controlled access gates inspected and working properly</td>
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<tr>
<td>C/A</td>
<td>Pool safety equipment, pumps, chlorinator, spa heaters in good repair</td>
</tr>
<tr>
<td>C/A</td>
<td>Fagpoles and flags in good repair</td>
</tr>
</tbody>
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<tr>
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<td>C/A</td>
<td>Air filters changed in the office, clubroom and fitness center</td>
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<tr>
<td>C/A</td>
<td>Bathroom fan vents in the office and/or clubroom clean</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>CODE</th>
<th>SAFETY</th>
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</thead>
<tbody>
<tr>
<td>C/A</td>
<td>MSDS Book and Quick Reference Chart updated</td>
</tr>
<tr>
<td>C/A</td>
<td>Fire extinguishers present and in service</td>
</tr>
<tr>
<td>C/A</td>
<td>Monthly Safety meeting conducted</td>
</tr>
<tr>
<td>C/A</td>
<td>Fire system inspected / applicable preventative maintenance and quarterly tests performed</td>
</tr>
</tbody>
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<th>APARTMENT INTERIORS</th>
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<td>C/A</td>
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<tr>
<th>CODE</th>
<th>EQUIPMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>C/A</td>
<td>State inspections current and posted</td>
</tr>
<tr>
<td>C/A</td>
<td>Tank style heaters</td>
</tr>
<tr>
<td>C/A</td>
<td>Equipment rooms free of debris and floors swept</td>
</tr>
<tr>
<td>C/A</td>
<td>Check circulating pumps for leaks and/or corrosion – Oil if applicable</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CODE</th>
<th>SPECIAL FOCUS – AIR CONDITIONING PREVENTATIVE MAINTENANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>C/A</td>
<td>Clean coils on exterior A/C units</td>
</tr>
<tr>
<td>C/A</td>
<td>Make sure office, clubroom and model(s) A/C units are working properly</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>CODE</th>
<th>OTHER</th>
</tr>
</thead>
</table>

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**Checklist Completed By:** __________  
**Date:** __________

**Maintenance Performed By:** __________  
**Date:** __________
# Preventative Maintenance Checklist

**Property Name:**

<table>
<thead>
<tr>
<th>CODE</th>
<th>Exteriors</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td>Pool safety equipment, pumps, chlorinator, spa heaters in good repair</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Flagpoles and flags in good repair</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CODE</th>
<th>Interiors</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Laundry dryers free of lint</td>
<td></td>
</tr>
<tr>
<td></td>
<td>No cracked glass or broken windows</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fitness Center equipment in good repair</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Air filters changed in the office, clubroom and fitness center</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bathroom fan vents in the office and/or clubroom clean</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CODE</th>
<th>Safety</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>MSDS Book and Quick Reference Chart updated</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fire extinguishers present and in service</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Monthly Safety meeting conducted</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fire system inspected / applicable preventative maintenance performed</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CODE</th>
<th>Apartment Interiors</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Smoke detectors physically tested in 1/3 of the apartments</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Air filters changed in 1/3 of the apartments</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CODE</th>
<th>Equipment</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>State inspections current and posted</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Flush tank style heaters</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Equipment rooms free of debris and floors swept</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Check circulating pumps for leaks and/or corrosion – Oil if applicable</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CODE</th>
<th>Special Focus – Swimming Pool Preparation</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All applicable pool rules and signs posted per local/state law</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pool furniture scrubbed clean and in good repair</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pool pump room clean and properly secured</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Safety equipmentwithin and ready for use</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pool, equipment, deck, ladders, fences, gates, in good repair</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OTHER</th>
<th>Code</th>
</tr>
</thead>
</table>

---

Checklist Completed By: ___________________________  Date: __________

Maintenance Performed By: ___________________________  Date: __________

---

April 2009  
SR – Preventative Maintenance Checklist - April  
1 of 1
## Preventative Maintenance Checklist

### Property Name: ___________  May: ___________

<table>
<thead>
<tr>
<th>CODE: C/A = Completed/Acceptable</th>
<th>MR = Maintenance Required</th>
<th>N/A = Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Exteriors</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sidewalks and stairs clear, clean and in good repair</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stair handrails properly secured</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parking lots free of potholes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All exterior lighting in service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pool gates latch automatically and fence is secured</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Controlled access gates inspected and working properly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pool safety equipment, pumps, chlorinators, spa heaters in good repair</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flagpoles and flags in good repair</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Interiors</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Laundry dryers free of lint</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No cracked glass or broken windows</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fitness Center equipment in good repair</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Air filters changed in the office, clubroom and fitness center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bathroom fan vents in the office and/or clubroom clean</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Safety</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MSDS Book and Quick Reference Chart updated</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire extinguishers present and in service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monthly Safety meeting conducted</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire system inspected / applicable preventative maintenance performed</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Apartment Interiors</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Smoke detectors physically tested in 1/3 of the apartments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Air filters changed in 1/3 of the apartments</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Equipment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State Inspections current and posted</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flush tank style heaters</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equipment rooms free of debris and floors swept</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Check circulating pumps for leaks and/or corrosion – Oil if applicable</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Special Focus – Exterior Landscaping</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office helium tanks are being used and stored properly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inspect landscape sprinkler system – Make necessary repairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Check all exterior faucets for drips and/or leaks</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Checklist Completed By: ________________________________ Date: ___________

Maintenance Performed By: ________________________________ Date: ___________

April 2009

SR – Preventative Maintenance Checklist - May

1 of 1
# Preventative Maintenance Checklist

**Property Name:** __________  __________  __________  __________

**June:** __________

**CODE:**  
- **C/A** = Completed/Acceptable  
- **MR** = Maintenance Required  
- **N/A** = Not Applicable

## Exteriors

<table>
<thead>
<tr>
<th>Item</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sidewalks and stairs clear, clean and in good repair</td>
<td></td>
</tr>
<tr>
<td>Stair handrails property secured</td>
<td></td>
</tr>
<tr>
<td>Parking lots free of potholes</td>
<td></td>
</tr>
<tr>
<td>All exterior lighting in service</td>
<td></td>
</tr>
<tr>
<td>Pool gates latch automatically and fence is secured</td>
<td></td>
</tr>
<tr>
<td>Controlled access gates inspected and working properly</td>
<td></td>
</tr>
<tr>
<td>Pool safety equipment, pumps, chlorinator, spa heaters in good repair</td>
<td></td>
</tr>
<tr>
<td>Flagpoles and flags in good repair</td>
<td></td>
</tr>
</tbody>
</table>

## Interiors

<table>
<thead>
<tr>
<th>Item</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laundry dryers free of lint</td>
<td></td>
</tr>
<tr>
<td>No cracked glass or broken windows</td>
<td></td>
</tr>
<tr>
<td>Fitness Center equipment in good repair</td>
<td></td>
</tr>
<tr>
<td>Air filter changed in the office, clubroom and fitness center</td>
<td></td>
</tr>
<tr>
<td>Bathroom fan vents in the office and/or clubroom clean</td>
<td></td>
</tr>
</tbody>
</table>

## Safety

<table>
<thead>
<tr>
<th>Item</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSDS Book and Quick Reference Chart updated</td>
<td></td>
</tr>
<tr>
<td>Fire extinguishers present and in service</td>
<td></td>
</tr>
<tr>
<td>Monthly Safety meeting conducted</td>
<td></td>
</tr>
<tr>
<td>Fire system inspected / applicable preventative maintenance performed</td>
<td></td>
</tr>
</tbody>
</table>

## Apartment Interiors

<table>
<thead>
<tr>
<th>Item</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smoke detectors physically tested in 1/3 of the apartments</td>
<td></td>
</tr>
<tr>
<td>Air filters changed in 1/3 of the apartments</td>
<td></td>
</tr>
</tbody>
</table>

## Equipment

<table>
<thead>
<tr>
<th>Item</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>State inspections current and posted</td>
<td></td>
</tr>
<tr>
<td>Hot water / electric heater</td>
<td></td>
</tr>
<tr>
<td>Equipment rooms free of debris and floors swept</td>
<td></td>
</tr>
<tr>
<td>Check circulating pumps for leaks and/or corrosion – Oil if applicable</td>
<td></td>
</tr>
</tbody>
</table>

## Special Focus – Roofs, Gutters and Downspouts

<table>
<thead>
<tr>
<th>Item</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspect all roofs for signs of water and/or wind damage</td>
<td></td>
</tr>
<tr>
<td>Check and clean gutters</td>
<td></td>
</tr>
<tr>
<td>Tighten loose downspout straps</td>
<td></td>
</tr>
</tbody>
</table>

## Other

<table>
<thead>
<tr>
<th>Item</th>
<th>CODE</th>
</tr>
</thead>
</table>

---

**Checklist Completed By:** __________  __________  __________  __________

**Date:** __________

**Maintenance Performed By:** __________  __________  __________  __________

**Date:** __________
# Preventative Maintenance Checklist

**Property Name:**

**July:**

<table>
<thead>
<tr>
<th>CODE</th>
<th>EXTERIORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>C/A</td>
<td>Sidewalks and stairs clear, clean and in good repair</td>
</tr>
<tr>
<td></td>
<td>Stair handrails properly secured</td>
</tr>
<tr>
<td></td>
<td>Parking lots free of potholes</td>
</tr>
<tr>
<td></td>
<td>All exterior lighting in service</td>
</tr>
<tr>
<td></td>
<td>Pool gates latch automatically and fence is secured</td>
</tr>
<tr>
<td></td>
<td>Controlled access gates inspected and working properly</td>
</tr>
<tr>
<td></td>
<td>Pool safety equipment, pumps, chlorinators, spa heaters in good repair</td>
</tr>
<tr>
<td></td>
<td>Flagpoles and flags in good repair</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CODE</th>
<th>INTERIORS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Laundry dryers free of lint</td>
</tr>
<tr>
<td></td>
<td>No cracked glass or broken windows</td>
</tr>
<tr>
<td></td>
<td>Fitness Center equipment in good repair</td>
</tr>
<tr>
<td></td>
<td>Air filters changed in the office, clubhouse and fitness center</td>
</tr>
<tr>
<td></td>
<td>Bathroom fan vents in the office and/or clubhouse clean</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CODE</th>
<th>SAFETY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>MSDS Book and Quick Reference Chart updated</td>
</tr>
<tr>
<td></td>
<td>Fire extinguishers present and in service</td>
</tr>
<tr>
<td></td>
<td>Monthly Safety meeting conducted</td>
</tr>
<tr>
<td></td>
<td>Fire system inspected / applicable preventative maintenance performed</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CODE</th>
<th>APARTMENT INTERIORS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Smoke detectors physically tested in 1/3 of the apartments</td>
</tr>
<tr>
<td></td>
<td>Air filters changed in 1/3 of the apartments</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CODE</th>
<th>EQUIPMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>State inspections current and posted</td>
</tr>
<tr>
<td></td>
<td>Trash can style heaters</td>
</tr>
<tr>
<td></td>
<td>Equipment rooms free of debris and floors swept</td>
</tr>
<tr>
<td></td>
<td>Check circulating pumps for leaks and/or corrosion – Oil if applicable</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CODE</th>
<th>SPECIAL FOCUS – SIGNS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Office hours and emergency numbers posted outside the office door</td>
</tr>
<tr>
<td></td>
<td>Directional and Bandit signs in good repair</td>
</tr>
<tr>
<td></td>
<td>Traffic and entry signs posted and in good repair</td>
</tr>
<tr>
<td></td>
<td>Handicap parking and future resident parking clearly marked</td>
</tr>
<tr>
<td></td>
<td>Fire lanes and vehicle towing signs visible and in good repair</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CODE</th>
<th>OTHER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Checklist Completed By: __________________________ Date: __________</td>
</tr>
<tr>
<td></td>
<td>Maintenance Performed By: __________________________ Date: __________</td>
</tr>
</tbody>
</table>

April 2009

SR – Preventative Maintenance Checklist - July
# Preventative Maintenance Checklist

**Property Name:**

**August:**

<table>
<thead>
<tr>
<th>CODE</th>
<th>EXTERIORS</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>C/A</td>
<td>Sidewalks and stairs clear, clean and in good repair</td>
<td></td>
</tr>
<tr>
<td>C/A</td>
<td>Stair handrails properly secured</td>
<td></td>
</tr>
<tr>
<td>C/A</td>
<td>Parking lots free of potholes</td>
<td></td>
</tr>
<tr>
<td>C/A</td>
<td>All exterior lighting in service</td>
<td></td>
</tr>
<tr>
<td>C/A</td>
<td>Pool gates latch automatically and fence is secured</td>
<td></td>
</tr>
<tr>
<td>C/A</td>
<td>Controlled access gates inspected and working properly</td>
<td></td>
</tr>
<tr>
<td>C/A</td>
<td>Pool safety equipment, pumps, chlorinator, spa heaters in good repair</td>
<td></td>
</tr>
<tr>
<td>C/A</td>
<td>Flagpoles and flags in good repair</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INDOORS</th>
<th>Laundry dryers free of lint</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>C/A</td>
<td>No cracked glass or broken windows</td>
<td></td>
</tr>
<tr>
<td>C/A</td>
<td>Fitness Center equipment in good repair</td>
<td></td>
</tr>
<tr>
<td>C/A</td>
<td>Air filters changed in the office, clubroom and fitness center</td>
<td></td>
</tr>
<tr>
<td>C/A</td>
<td>Bathroom fan vents in the office and/or clubroom clean</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SAFETY</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>C/A</td>
<td>MSDS Book and Quick Reference Chart updated</td>
</tr>
<tr>
<td>C/A</td>
<td>Fire extinguishers present and in service</td>
</tr>
<tr>
<td>C/A</td>
<td>Monthly Safety meeting conducted</td>
</tr>
<tr>
<td>N/A</td>
<td>Fire system inspected / applicable preventative maintenance performed</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>APARTMENT INTERIORS</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>C/A</td>
<td>Smoke detectors physically tested in 1/3 of the apartments</td>
</tr>
<tr>
<td>C/A</td>
<td>Air filters changed in 1/3 of the apartments</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>C/A</td>
<td>State inspections current and posted</td>
</tr>
<tr>
<td>C/A</td>
<td>Flush tank style heaters</td>
</tr>
<tr>
<td>C/A</td>
<td>Equipment rooms free of debris and floors swept</td>
</tr>
<tr>
<td>C/A</td>
<td>Check circulating pumps for leaks and/or corrosion – Oil if applicable</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SPECIAL FOCUS – SAFETY TRAINING</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>C/A</td>
<td>All service employees trained in lifting within the past 12 months</td>
</tr>
<tr>
<td>C/A</td>
<td>All employees who use or are exposed to chemicals have Haz Com training</td>
</tr>
<tr>
<td>C/A</td>
<td>Perform annual audits of required safety programs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OTHER</th>
<th>CODE</th>
</tr>
</thead>
</table>

Checklist Completed By: __________________________ Date: ____________

Maintenance Performed By: __________________________ Date: ____________

April 2009

SR – Preventative Maintenance Checklist - August
# Preventative Maintenance Checklist

**Property Name:**

**September:**

<table>
<thead>
<tr>
<th>CODE</th>
<th>EXTERIORS</th>
<th>CODE</th>
<th>INTERIORS</th>
<th>CODE</th>
<th>SAFETY</th>
<th>CODE</th>
<th>APARTMENT INTERIORS</th>
<th>CODE</th>
<th>EQUIPMENT</th>
<th>CODE</th>
<th>SPECIAL FOCUS – RAILINGS &amp; SLIDING GLASS DOORS</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>C/A</td>
<td>Sidewalks and stairs clear, clean and in good repair</td>
<td></td>
<td>Laundry dryers free of lint</td>
<td></td>
<td>MSDS Book and Quick Reference Chart updated</td>
<td></td>
<td>Smoke detectors physically tested in 1/3 of the apartments</td>
<td></td>
<td>State inspections current and posted</td>
<td></td>
<td>All balcony and stair railing examined visually and tested to withstand 200lbs. of force in any direction</td>
<td></td>
</tr>
<tr>
<td>MR</td>
<td></td>
<td></td>
<td>No cracked glass or broken windows</td>
<td></td>
<td>Fire extinguishers present and in service</td>
<td></td>
<td></td>
<td></td>
<td>Flush tank style heaters</td>
<td></td>
<td>Railings are at least 42 inches high</td>
<td></td>
</tr>
<tr>
<td>N/A</td>
<td></td>
<td></td>
<td>Fitness Center equipment in good repair</td>
<td></td>
<td>Monthly Safety meeting conducted</td>
<td></td>
<td></td>
<td></td>
<td>Equipment rooms free of debris and floors swept</td>
<td></td>
<td>Sliding glass doors have security bars and/or pin locks</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Air filters changed in the office, clubhouse and fitness center</td>
<td></td>
<td>Fire system inspected / applicable preventative maintenance and quarterly tests performed</td>
<td></td>
<td></td>
<td></td>
<td>Check circulating pumps for leaks and/or corrosion – Oil if applicable</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
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Checklist Completed By: ___________________________  Date: ___________________________

Maintenance Performed By: ___________________________  Date: ___________________________

April 2009  
SR - Preventative Maintenance Checklist - September  
1 of 1
# Preventative Maintenance Checklist

**Property Name:** ____________________________  **October:** ____________________________

**CODE:**
- C/A = Completed/Acceptable
- MR = Maintenance Required
- N/A = Not Applicable

## EXTERIORS

- Sidewalks and stairs clear, clean and in good repair
- Stair handrails property secured
- Parking lots free of potholes
- All exterior lighting in service
- Pool gates latch automatically and fence is secured
- Controlled access gates inspected and working properly
- Pool safety equipment, pumps, chlorinator, spa heaters in good repair
- Flagpoles and flags in good repair

## INTERIORS

- Laundry dryers free of lint
- No cracked glass or broken windows
- Fitness Center equipment in good repair
- Air filters changed in the office, clubhouse and fitness center
- Bathroom fan vents in the office and/or clubhouse clean

## SAFETY

- MSDS Book and Quick Reference Chart updated
- Fire extinguishers present and in service
- Monthly Safety meeting conducted
- Fire system inspected / applicable preventative maintenance performed

## APARTMENT INTERIORS

- Smoke detectors physically tested in 1/3 of the apartments
- Air filters changed in 1/3 of the apartments

## EQUIPMENT

- State inspections current and posted
- Flush tank style heaters
- Equipment rooms free of debris and floors swept
- Check circulating pumps for leaks and/or corrosion – Oil if applicable

## SPECIAL FOCUS – WINTER PREPARATION

- Snow and ice removal plans in place
- Supplies for severe freeze, snow and ice removal are in stock
- Exterior faucets are protected from freezing
- Freeze alert signs are ready

## OTHER

**Checklist Completed By:** ____________________________  **Date:** ____________________________

**Maintenance Performed By:** ____________________________  **Date:** ____________________________

---

*April 2009  SR – Preventative Maintenance Checklist - October  1 of 1*
# Preventative Maintenance Checklist

Property Name: ____________________________  November: __________

<table>
<thead>
<tr>
<th>CODE</th>
<th>EXTERIORS</th>
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<tbody>
<tr>
<td>C/A</td>
<td>Sidewalks and stairs clear, clean and in good repair</td>
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<tr>
<th>CODE</th>
<th>SAFETY</th>
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<tbody>
<tr>
<td></td>
<td>MSDS Book and Quick Reference Chart updated</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fire extinguishers present and in service</td>
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<tr>
<td></td>
<td>Monthly Safety meeting conducted</td>
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<tr>
<td></td>
<td>Fire system inspected / applicable preventative maintenance performed</td>
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<tbody>
<tr>
<td></td>
<td>State inspections current and posted</td>
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<tr>
<td></td>
<td>Flush tank style heaters</td>
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<tr>
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<td>Equipment rooms free of debris and floors swept</td>
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<td></td>
<td>Check circulating pumps for leaks and/or corrosion – Oil if applicable</td>
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<thead>
<tr>
<th>CODE</th>
<th>SPECIAL FOCUS – FIRE PREVENTION</th>
<th>CODE</th>
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<tbody>
<tr>
<td></td>
<td>Flammable liquids are properly stored</td>
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<td></td>
<td>All fire extinguishers services within the 12 months</td>
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<td>Fire lines are marked and clear</td>
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<tr>
<td></td>
<td>Fire hydrants are not obstructed</td>
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<tr>
<td></td>
<td>Chimneys inspected</td>
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<table>
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<tr>
<th>CODE</th>
<th>OTHER</th>
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Checklist Completed By: ____________________________  Date: __________

Maintenance Performed By: ____________________________  Date: __________

April 2009  SR – Preventative Maintenance Checklist – November  1 of 1
## PREVENTATIVE MAINTENANCE CHECKLIST

**Property Name:**

**December:**

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<td>C/A</td>
<td>Monthly Safety meeting conducted</td>
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<tr>
<td>C/A</td>
<td>Fire system inspected / applicable preventative maintenance and quarterly tests performed</td>
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<thead>
<tr>
<th>CODE</th>
<th>SPECIAL FOCUS – AMENITY AREAS</th>
</tr>
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<tbody>
<tr>
<td>C/A</td>
<td>Check all Amenity areas for paint needs – Office, Clubroom, Restrooms and Common Areas</td>
</tr>
<tr>
<td>C/A</td>
<td>Check all Amenity areas for paint needs – Fitness Center and Business Center</td>
</tr>
<tr>
<td>C/A</td>
<td>Check all Amenity areas for paint needs – Mail Room(s) and Laundry Room(s)</td>
</tr>
<tr>
<td>C/A</td>
<td>Clean all light fixtures in Amenity areas</td>
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</tbody>
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<th>CODE</th>
<th>OTHER</th>
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**Checklist Completed By:**

**Date:**

**Maintenance Performed By:**

**Date:**

April 2009

SR - Preventative Maintenance Checklist - December

1 of 1
RENTAL QUALIFICATION GUIDELINES

In an effort to promote equal treatment of all Residents and Applicants, there will be no exceptions to the following rental qualifying criteria. If you do not meet any of the selection criteria, or if you provide inaccurate or incomplete information, your application may be rejected, and your application fee will not be refunded. Your signature acknowledges that you have reviewed these rental qualification criteria.

Income Requirements
Income must be no less than three (3) times the amount of the monthly rent. If more than one applicant, the income may be combined to meet the requirement.

Credit Requirements
At least 50% of current accounts must be in good standing. No credit history will be considered good credit history. An additional deposit may be accepted. Bankruptcies that have not been discharged may result in denial. Negative rental profile may result in denial.

Rental Requirements
All applicants must have six (6) months of verifiable rental history or mortgage history. An additional deposit may be accepted. Outstanding debts to landlords may result in denial. Negative rental profile may result in denial.

Employment History
All applicants must have six (6) months of verifiable employment history with current employer. All applicants must provide a copy of applicant's two (2) most recent paycheck stubs. Application may be denied if employment history is unsatisfactory. An additional deposit may be accepted.

Special Requirements
Applicants under the age of eighteen (18) will be listed as occupants only and cannot be considered Leasesholders.

Each applicant must provide government issued identification.

Statewide criminal searches will be conducted on each applicant and any occupant over the age of eighteen (18) years old.

A conviction for sexual crimes will result in denial of that applicant or occupant.

Criminal conviction history for violent crimes, crimes against persons or property, or drug-related crimes may result in denial.

Lease Guarantor
A Lease Guarantor will be allowed for first time renters, recent college graduates or renters with insufficient income.

Lease Guarantors must:
  • make at least six (6) times the amount of the monthly rent and meet all qualifying criteria
  • complete and sign a separate Lease Guaranty form

Occupancy Guidelines
Familial Status is defined by HUD as children under eighteen (18) years of age domiciled with parent(s) with legal custody or children domiciled with designee of the parent(s) with custody (written permission) and any person who is pregnant or in the process of attaining legal custody of a child under eighteen (18). Maximum occupancy limits are defined as two (2) people per bedroom plus one (1) additional person in the apartment. Persons are counted as occupants at birth. Maximum occupancy is as follows:
  1 bedroom: 3 persons
  2 bedroom: 5 persons
  3 bedroom: 7 persons

Privacy Policy
The SunRidge Management Group privacy policy can be viewed at any of our property management offices, online at www.sunridgedmanagement.com or by requesting a copy from a representative of SunRidge Management Group.

Applicant's Signature                      Date                      Applicant's Signature                      Date

Applicant's Signature                      Date                      SunRidge Representative's Signature            Date
# SUPPLY REQUEST FORM

Vendor Name: ________________________________

<table>
<thead>
<tr>
<th>Date</th>
<th>Item</th>
<th>G/L Account</th>
<th>Apt. # / Stock</th>
<th>Amount</th>
<th>Qty</th>
<th>Total Amount</th>
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**SUBTOTAL**

**TAX**

**TOTAL**

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<th>This Expense</th>
<th>Budget Remaining</th>
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**Form Tracking**

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<th>Approved By</th>
<th>Logged On BCL By</th>
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Feb. 2009

SR - Supply Request Form

1 of 1
SWIMMING POOL RULES & REGULATIONS

No lifeguard is on duty. Persons using the pool facilities do so at their own risk. Management assumes no responsibility for accident or injury. Management reserves the right to suspend pool privileges if Resident and/or their guests violate the pool rules/policies.

The pool may be used by Residents and their guests only. Pool rules and use of the pool are subject to change.

- Pool hours are: __________ to __________.
- Glass containers are not allowed in the pool area.
- No electrical equipment of any kind may be used in the pool or pool area without Management approval.
- Alcoholic beverages are not allowed in the pool or pool area.
- Grills are not allowed in the pool area unless provided by Community.
- Pets are not allowed in the pool or pool area.
- No person who is ill may use the pool.
- Diving is not allowed and is strictly prohibited.
- Proper swimsuit attire is required when using the pool. T-back (thong) swimsuits, cut-offs, jeans and sweats are not allowed in the pool.
- No horseplay, fighting, dangerous conduct or noise which disturbs others is allowed in the pool or pool area.

Residents are requested to immediately notify Management if any of the rules are violated. The residents, occupants, and their guests agree to observe all signs posted in the pool area. These rules apply to all individuals using the pool.

Pool Maintenance: It is necessary at times to close the pool for maintenance. During this time the pool may contain hazardous levels of chemicals and will be closed. Pool gates will be locked and signage posted at all entrances. Residents or their guests may not ignore signage and enter the pool or pool area at that time. Violators will have their pool privileges revoked.

Age Limitations: No persons under the age of sixteen (16) will be allowed in the pool area, unless accompanied by a parent, guardian or adult who has been given written authority by the parent or guardian to supervise the child and has assumed responsibility for such supervision. Parents, guardians or custodians of persons sixteen (16) years of age or younger are totally responsible for his/her compliance of the pool rules. Residents and their guests must be especially careful in supervising and watching persons under the age of sixteen (16) in the pool area.

Equipment: The pool gates may not be propped open or otherwise rendered inoperable, even if temporarily. Safety equipment is to be used only in case of an emergency.

Guests: No more than two (2) guests per apartment may use the pool at any time. Resident must accompany guests and be responsible for that guest at all times. It is the responsibility of Resident to educate their guests on all pool rules and conduct.

April 2009  SR – Swimming Pool Rules & Regulations  1 of 1
IT'S YOUR RESPONSIBILITY UPON LEAVING TO TURN OFF ALL BREAKERS EXCEPT FOR THE REFRIGERATOR

THANK YOU!
<table>
<thead>
<tr>
<th>UNIT NUMBER</th>
<th>Tiled Quality</th>
<th>CARPET</th>
<th>WATER LEAKS</th>
<th>PETS</th>
<th>BLINDS</th>
<th>FLOORING</th>
<th>APPLIANCES</th>
<th>OTHER</th>
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<thead>
<tr>
<th>Property Name:</th>
<th>Date:</th>
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</table>

GOOD = CAN BE RELEASED AS IS
FAIR = 50% CHANCE IT MIGHT REQUIRE REPLACEMENT
POOR = DEFINITELY REQUIRES REPLACEMENT

April 2009
SR - Unit By Unit Inspection 1 of 1
# WEEKLY EXTERIOR CHECKLIST

**Property Name:** ___________________________  **Week Of:** ___________________________

**Check Daily:**
- Pool gates are self-closing and latch automatically*
- Pool lights installed properly and anchored in place
- Main drain at bottom of pool visible at all times
- Pool rules posted in English and Spanish
* If any non-functional pool gate cannot be repaired immediately it must be locked shut.

<table>
<thead>
<tr>
<th>DAY</th>
<th>TIME</th>
<th>INITIALS</th>
<th>CONDITIONS</th>
</tr>
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<tbody>
<tr>
<td>Sunday</td>
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**Check Daily:**
- Pool chemicals are maintained and locked in storage
- Pool cleaning chemicals are maintained and locked in storage
- Pool storage area is secure, clean and with no leaking equipment

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**Check Daily:**
- Access gates are working
- Key pads are working
- Phone systems are working
- Pedestrian gates self-close*
* If pedestrian gates do not self-close and latch they should be locked shut.

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Jan. 2010  
SR – Weekly Exterior Checklist  
1 of 2
# WEEKLY EXTERIOR CHECKLIST

**Check Daily:**  
- [ ] Check that all maintenance employees are wearing back belts.

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## REPAIRS MADE THIS WEEK

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**Weekly A = Acceptable I = Immediate Attention R = Repairs Made**

- Check all common areas for slip & fall conditions
- Check common areas for fire hazards
- Check stairs for hazards or repairs
- Check mailbox areas for unlocked/broken boxes & numbers
- Check playground for hazards or repairs
- Check picnic areas for hazards or repairs
- Check all chemical storage areas
- Check all storage, shops, electrical boxes, etc. (All should be closed, free of debris and locked properly)

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**Inspected By:**

- [ ] Manager: _______________ Date: _______________
- [ ] Maintenance: _______________ Date: _______________

Jan. 2010  
SR - Weekly Exterior Checklist  
2 of 2