

1. Essential Trade Skills

Performance Indicators

Key Activity 1.1

Performs electrical services and repairs correctly and in a timely fashion in order to ensure the safe operation of appliances and devices as well as satisfactory customer service

- Service documentation indicates consistent compliance with electric codes (NEC) and other regulatory requirements
- Service documentation indicates that services have correctly addressed the issue(s) and that return visits (to repair the same problem) are negligible
- Customer feedback indicates the timely delivery of services and that the customer's needs have been satisfactorily met
- Follow-up inspection of appliances and devices by supervisory staff or regulatory agencies confirms that repairs and/or services were properly performed

Key Activity 1.2

Performs plumbing services and repairs correctly and in a timely fashion in order to ensure the safe and proper operation of plumbing fixtures as well as satisfactory customer service

- Service documentation indicates consistent compliance with plumbing codes and other regulatory requirements
- Service documentation indicates that services have correctly addressed the issue(s)
- Customer feedback indicates the timely delivery of services and that the customer's needs have been satisfactorily met
- Follow-up inspection of plumbing systems by supervisory staff or regulatory agencies confirms that repairs and/or services were properly performed

Key Activity 1.3

Performs HVAC services and repairs correctly and in a timely fashion in order to ensure the safe and proper operation of HVAC units as well as satisfactory customer service

- Service documentation indicates consistent compliance with HVAC codes, EPA regulations, and other regulatory requirements
- Service documentation indicates that services have correctly addressed the issue(s)
- Customer feedback indicates the timely delivery of services and that the customer's needs have been satisfactorily met
- Follow-up inspection of HVAC systems by supervisory staff or regulatory agencies confirms that repairs and/or services were properly performed

Key Activity 1.4

Performs painting services correctly and in a timely fashion in order to ensure longevity and appearance of the asset (buildings and/or apartment units)

- Service documentation indicates consistent compliance with regulations regarding lead, mold, and asbestos
- Service documentation indicates that painting services, including surface preparation, have been properly performed
- Customer feedback indicates the timely delivery of services and that the customer's needs have been satisfactorily met
- Follow-up inspection of painted surfaces by supervisory staff confirms that painting services were properly performed

1. Essential Trade Skills (continued)

Performance Indicators

Key Activity 1.5

Performs construction services and repairs correctly and in a timely fashion in order to ensure safety as well as satisfactory customer service

- Service documentation indicates consistent compliance with building codes and other regulatory requirements
- Service documentation indicates that services have correctly addressed the issue(s)
- Customer feedback indicates the timely delivery of services and that the customer's needs have been satisfactorily met
- Follow-up inspection by supervisory staff or regulatory agencies confirms that repairs and/or services were properly performed

Key Activity 1.6

Performs mechanical services and repairs correctly and in a timely fashion in order to ensure the safe operation of appliances and devices as well as satisfactory customer service

- Service documentation indicates that services have correctly addressed the issue(s).
- Customer feedback indicates the timely delivery of services and that the customer's needs have been satisfactorily met.
- Follow-up evaluation of equipment by supervisory staff or regulatory agencies confirms that repairs and/or services were properly performed.

Key Activity 1.7

Performs appliance services and repairs correctly and in a timely fashion in order to ensure safe operation of appliances and devices as well as satisfactory customer service

- Service documentation indicates that services have correctly addressed the issue(s)
- Customer feedback indicates the timely delivery of services and that the customer's needs have been satisfactorily met
- Follow-up inspection of appliances by supervisory staff confirms that repairs and/or services were properly performed

Key Activity 1.8

Performs lock and key services and repairs correctly and in a timely fashion in order to ensure the safety of tenants and staff as well as the protection of property

- Service documentation indicates that services have correctly addressed the issue(s)
- Customer feedback indicates the timely delivery of services and that the customer's needs have been satisfactorily met
- Follow-up inspection of lock and key systems by supervisory staff confirms that repairs and/or services were properly performed

1. Essential Trade Skills (continued)

Performance Indicators

Key Activity 1.9

Processes work orders correctly and in a timely fashion in order to ensure their proper completion

- Service documentation summary reports indicate that services have been delivered on schedule
- Customer feedback indicates the customer's needs have been satisfactorily met
- Office staff members indicate that they have been adequately educated by the technician regarding the information they need to collect when taking a service request

Key Activity 1.10

Performs customer service tasks according to company policy and procedure in order to ensure satisfactory customer service as well as to accomplish the owner's goals and objectives

- Customer feedback indicates the customer's requests and/or needs have been clearly understood and that an appropriate action plan has been communicated to the customer
- Customer feedback indicates the timely delivery of services and that the customer's needs have been satisfactorily met

2. Compliance

Performance Indicators

Key Activity 2.1

Performs all maintenance activities in a safe and healthful manner in order to minimize damage to person and property

- Service documentation indicates consistent compliance with all regulatory requirements
- Service documentation indicates that services have correctly addressed the issue(s)
- Customer feedback indicates the timely delivery of services and that the customer's needs have been satisfactorily met
- Follow-up inspection confirms that repairs and/or services were properly performed
- Costs incurred due to maintenance-related noncompliance falls below allocated budget amount
- Inventory records indicate use and/or replacement of disposable Personal Protective Equipment at proper intervals or schedule

Key Activity 2.2

Performs all maintenance activities in accordance with company policy and procedure and in compliance with fair housing regulations in order to limit liability

- Review of service documentation indicates consistently and accurately recorded information
- Customer feedback indicates the customer's requests and/or needs have been clearly understood and that an appropriate action plan has been communicated to the customer
- Review of the personnel file documentation indicates adequate participation in fair housing related training

Key Activity 2.3

Maintains current knowledge of local, state, and national codes through continuous education and research in order to ensure that all maintenance activities conform to requirements

- Service documentation indicates consistent compliance with all regulatory requirements
- Follow-up inspection confirms that repairs and/or services were properly performed and in compliance with regulatory requirements
- Costs incurred due to maintenance-related compliance issues falls below allocated budget amount
- Personnel documentation indicates a sufficient number of professional development activities geared towards maintaining knowledge of regulatory requirements

2. Compliance (continued)

Performance Indicators

Key Activity 2.4

Perform all maintenance activities in an environmentally responsible manner in order to ensure compliance with local, state, and federal regulations

- Service documentation indicates consistent compliance with environmental regulatory requirements
- Follow-up inspection confirms that repairs and/or services were properly performed
- Costs incurred as a result of noncompliance with environmental regulations (on the part of the technician) are negligible

Key Activity 2.5

Uses established reporting procedures for documenting maintenance activities in accordance with company policy and local, state, and federal regulations in order to create a detailed record that can be used in the investigation of claims

- Review of service documentation indicates consistently and accurately recorded information
- Review of service documentation indicates compliance with company as well as regulatory agency reporting policies

3. Facilities Operations

Performance Indicators

Key Activity 3.1

Maintains curb appeal and mitigates loss by performing daily property inspections and executing daily maintenance activities in accordance with company procedure in order to address and correct identified concerns

- Service documentation indicates that daily maintenance activities are performed properly and on schedule
- Customer feedback indicates the timely performance of daily maintenance activities and that the customer's needs have been satisfactorily met
- Inspection of the property by supervisory staff confirms that daily maintenance activities are properly planned and performed

Key Activity 3.2

Prepares recreational facilities and common areas using established procedures in order to maintain all operational components and ensure safety and health

- Service documentation indicates that recreational facilities are properly prepared and maintained
- Customer feedback indicates recreational facilities and common areas are satisfactory
- Inspection of the property by supervisory staff confirms that recreational facilities and common areas are properly prepared

Key Activity 3.3

Helps plan and implement a preventive maintenance program including scheduled service activities and follow up inspections in order to ensure function and longevity and to minimize downtime and emergencies

- Review of community assets (real property, appliances, etc.) indicates that assets are lasting as long as or longer than expected
- Customer feedback indicates the timely delivery of services and that the customer's needs have been satisfactorily met
- Inspection of the property by supervisory staff confirms that all assets are being properly maintained

Key Activity 3.4

Helps diagnose whether products should be repaired or replaced in order to maximize net operating income

- Financial records indicate that the maintenance program is within budget and that repair order costs are below what replacement costs would have been
- Inspection of the diagnostic recommendations (repair versus replacement) by supervisory staff confirms that those recommendations are appropriate
- Service Documentation shows that appropriate troubleshooting and diagnostics were performed before condemning a particular appliance or piece of equipment

4. Professional Development and Collaboration

Performance Indicators

Key Activity 4.1

Acquires professional and technical skills in compliance with company policies and procedures as well as local, state, and federal laws and regulations in order to perform job duties competently

- Personnel documentation indicates a sufficient number of professional development activities necessary to maintain knowledge of best industry practices and regulatory requirements
- Service documentation indicates consistent compliance with all regulatory requirements
- Follow-up inspection confirms that repairs and/or services were properly performed

Key Activity 4.2

Adopts appropriate patterns of behavior, communication, and appearance in accordance with prevailing community standards in order to comply with fair housing and business requirements

- Customer feedback indicates the timely performance of services as well as professional customer service

Key Activity 4.3

Communicates with internal and external customers in accordance with company policy in order to achieve clear understanding, facilitate daily operations, and promote resident retention

- Customer feedback indicates the customer's requests and/or needs have been clearly understood and that an appropriate action plan has been communicated to the customer
- Customer feedback indicates the timely performance of services and that the customer's needs have been satisfactorily met
- Resident retention rates indicate the successful operation of the maintenance program

Key Activity 4.4

Communicates with management, team members, contractors and government agencies in a clear and respectful manner in order to ensure understanding, promote team work, foster a positive work environment, and present a professional image

- Customer feedback indicates the customer's requests and/or needs have been clearly understood and that an appropriate action plan has been communicated to the customer
- Customer feedback indicates the timely performance of services as well as professional customer service