<table>
<thead>
<tr>
<th>Key Activity</th>
<th>Performance Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Key Activity 1.1</strong>&lt;br&gt;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</td>
<td>• Service documentation indicates consistent compliance with electric codes (NEC) and other regulatory requirements  &lt;br&gt;• Service documentation indicates that services have correctly addressed the issue(s) and that return visits (to repair the same problem) are negligible  &lt;br&gt;• Customer feedback indicates the timely delivery of services and that the customer’s needs have been satisfactorily met  &lt;br&gt;• Follow-up inspection of appliances and devices by supervisory staff or regulatory agencies confirms that repairs and/or services were properly performed</td>
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<tr>
<td><strong>Key Activity 1.2</strong>&lt;br&gt;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</td>
<td>• Service documentation indicates consistent compliance with plumbing codes and other regulatory requirements  &lt;br&gt;• Service documentation indicates that services have correctly addressed the issue(s)  &lt;br&gt;• Customer feedback indicates the timely delivery of services and that the customer’s needs have been satisfactorily met  &lt;br&gt;• Follow-up inspection of plumbing systems by supervisory staff or regulatory agencies confirms that repairs and/or services were properly performed</td>
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<tr>
<td><strong>Key Activity 1.3</strong>&lt;br&gt;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</td>
<td>• Service documentation indicates consistent compliance with HVAC codes, EPA regulations, and other regulatory requirements  &lt;br&gt;• Service documentation indicates that services have correctly addressed the issue(s)  &lt;br&gt;• Customer feedback indicates the timely delivery of services and that the customer’s needs have been satisfactorily met  &lt;br&gt;• Follow-up inspection of HVAC systems by supervisory staff or regulatory agencies confirms that repairs and/or services were properly performed</td>
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<tr>
<td><strong>Key Activity 1.4</strong>&lt;br&gt;Performs painting services correctly and in a timely fashion in order to ensure longevity and appearance of the asset (buildings and/or apartment units)</td>
<td>• Service documentation indicates consistent compliance with regulations regarding lead, mold, and asbestos  &lt;br&gt;• Service documentation indicates that painting services, including surface preparation, have been properly performed  &lt;br&gt;• Customer feedback indicates the timely delivery of services and that the customer’s needs have been satisfactorily met  &lt;br&gt;• Follow-up inspection of painted surfaces by supervisory staff confirms that painting services were properly performed</td>
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<tr>
<td>Key Activity</td>
<td>Description</td>
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</table>
| 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. |
| 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. |
| 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. |
| 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)

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<tr>
<th>Key Activity 1.9</th>
<th>Performance Indicators</th>
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</table>
| 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 |

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<thead>
<tr>
<th>Key Activity 1.10</th>
<th>Performance Indicators</th>
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</table>
| 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)

**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
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<thead>
<tr>
<th>3. Facilities Operations</th>
<th>Performance Indicators</th>
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<tbody>
<tr>
<td><strong>Key Activity 3.1</strong></td>
<td>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</td>
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<td></td>
<td>• Service documentation indicates that daily maintenance activities are performed properly and on schedule</td>
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<td>• Customer feedback indicates the timely performance of daily maintenance activities and that the customer’s needs have been satisfactorily met</td>
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<td></td>
<td>• Inspection of the property by supervisory staff confirms that daily maintenance activities are properly planned and performed</td>
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<td><strong>Key Activity 3.2</strong></td>
<td>Prepares recreational facilities and common areas using established procedures in order to maintain all operational components and ensure safety and health</td>
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<td>• Service documentation indicates that recreational facilities are properly prepared and maintained</td>
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<td></td>
<td>• Customer feedback indicates recreational facilities and common areas are satisfactory</td>
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<tr>
<td></td>
<td>• Inspection of the property by supervisory staff confirms that recreational facilities and common areas are properly prepared</td>
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<tr>
<td><strong>Key Activity 3.3</strong></td>
<td>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</td>
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<td>• Review of community assets (real property, appliances, etc.) indicates that assets are lasting as long as or longer than expected</td>
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<td></td>
<td>• Customer feedback indicates the timely delivery of services and that the customer’s needs have been satisfactorily met</td>
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<td></td>
<td>• Inspection of the property by supervisory staff confirms that all assets are being properly maintained</td>
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<td><strong>Key Activity 3.4</strong></td>
<td>Helps diagnose whether products should be repaired or replaced in order to maximize net operating income</td>
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<td>• Financial records indicate that the maintenance program is within budget and that repair order costs are below what replacement costs would have been</td>
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<td>• Inspection of the diagnostic recommendations (repair versus replacement) by supervisory staff confirms that those recommendations are appropriate</td>
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<td></td>
<td>• Service Documentation shows that appropriate troubleshooting and diagnostics were performed before condemning a particular appliance or piece of equipment</td>
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### 4. Professional Development and Collaboration

**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

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**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

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**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

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**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