

# **BED BUG POLICY**

Bed bugs are a growing problem nationally in retail, hospitality industries and multi-family as well as single family homes. These hitchhiking pests have proven especially challenging to eradicate once a property experiences an infestation. Education, preparation, and planning are important as management tools in dealing with Resident issues with bed bugs.

## **STAFF TRAINING**

All employees should become bed bug experts. Hold staff meetings so that all members can keep a diligent eye on signs before the problems escalate.

- Request training from your pest control contractor.
- Be familiar with recognizing what a bed bug looks like and how to recognize other signs of infestation.
- Be competent to address Resident questions and reports of potential infestations.
- Be aware the entering an infected apartment requires treatment of both clothing and personal hygiene of the employee to protect the office, your home and vehicle from becoming infested.
- Do not remove affected Resident furniture for the Resident and do not place in the property dumpsters.

## **EDUCATE YOUR RESIDENTS**

Residents are required to sign the Blue Moon Bed bug addendum (or The Company Bed bug addendum if Blue Moon is not available in your state) at move in and renewal.

Other helpful items in increasing community awareness to reduce the spread of bed bugs:

- Keep literature with color photos of bed bugs, and other evidence of infestation for Residents to review when they report a potential problem or bites.
- Post signs near the dumpster warning Residents about the possibility of acquiring bed bugs from discarded furniture.
- Encourage Residents to report bed bug infestations immediately. Residents have sometimes delayed complaining due to worries about being held responsible for payment which has resulted in the spread of the infestation to other units. Unless a unit was certified bed bug free before a Resident moved in, most court case history has not supported

charging the Resident in any case.

- Do inform Residents that timely compliance with treatment preparation is mandatory. Also, access to neighboring units for inspection and treatment if necessary is also mandatory.
- If a Resident becomes infested, review the treatment plan line by line personally with them and give them a written copy. Attempt to obtain a copy in their native language. Use Babelfish online (<http://babelfish.yahoo.com>) if translating is an issue as communication is crucial in treatment.
- Bed bugs may become more obvious the first 24 hours after treatment because they are sick and wandering around in the open. Within the next two days after that, the bugs should die in large numbers.
- Place signs in common laundry rooms not to place bed bug infested trash bags in laundry trash cans or clothing on tables until laundered at the proper temperatures.

## **INFESTATION IS REPORTED**

Time is of the essence in treating bed bugs as not only are surrounding units susceptible, but also common areas, breezeways, etc which can spread these hitchhiking pests anywhere within the community quickly.

- Contact your pest control contractor to schedule an inspection urgently.
- Confirm the appointment with the Resident. Access cannot be denied.
- Contact your Regional Manager that you when you have confirmed an infestation.
- Provide Resident with a copy of the treatment plan and required preparations in advance of the treatment appointment. Be sure the Resident is aware the preparations will require time to comply; however, treatment scheduling needs are urgent. Obtain a signature from the Resident to show proof that they have received these instructions.
- Do not delay treatment if the Resident cannot come physically to sign, but has received the instructions and understands what is expected of them.
- Treatment preparations are necessary for the pest control company to have access to base boards, cracks and crevices and isolate bugs/eggs that may be in their clothing and bedding.

## **TREATMENT**

The first treatment should be intensive. Two subsequent inspections/

treatments should be made at two week intervals to treat any nymphs that may have hatched. If no further evidence or bites have occurred after the second follow-up treatment, the infestation will most likely consider being remedied. If however, the Resident continues to see evidence or experience bites, treatment should continue until there are no more reports.

Clarify with the pest control company what work is guaranteed and the cost of each phase of the program in advance. Add a PO for the treatment plan.

Often, multiple treatment methods are recommended. Potential treatment methods may include:

- Mattress encasements
- ClimbUp™ devices\*
- Steam
- Vacuuming
- Desiccant dusts
- Liquid insecticide formulations
- Aerosol insecticides
- Insecticidal dusts

ClimbUp Insect interceptors™ are placed under the legs of the bed and other furniture. A list of potential providers of these devices can be found at <http://insect-interceptor.com/distributors.shtml>.

## **ADJACENT UNITS**

An inspection of each unit sharing walls or ceilings with the unit reporting the issue should be conducted after an infestation has been confirmed. The reporting unit may not be the source. In addition, if surrounding units have already started to become infected, but signs are not completely evident to the Residents, a much higher likelihood of containment to a fixed area can be obtained with prompt treatment.

Inspections should continue at two week intervals as the affected unit receives treatment. ClimbUp™ is a useful device for infestations too small to observe in a visual inspection. The presence or absence of bed bugs in the ClimbUp™ at the two week inspection intervals is a good indicator as to whether the adjacent units have bed bugs or not.

## **VACANT UNITS**

Unfortunately, you cannot guarantee a vacant unit is bed bug free. Bed bugs

become inactive when there is no host present and may not contact insecticide treated surfaces. There is no reliable bed bug monitoring device to use when a host is not present. Bed bugs may also move to adjacent units looking for food.

If a Resident infested with bed bugs moves during or before treatment, your pest management company can drill the wall voids and remove the baseboards and crown molding to treat these locations with dust. They can also apply a thorough treatment of insecticides to crack and crevices.

Another option becoming available is heating units. The unit is treated by raising the ambient temperature to 135°F. This temperature will not damage the Resident's belongings but the heated air will penetrate all cracks and crevices where bed bugs live causing them to reach their thermal death point (114-115°F). While heat treatment is usually 100% effective, building construction features sometimes create heat sinks that provide refuge for bed bugs. So it is recommended that heat treatment be supplemented with a single insecticide application to harborage locations. Heat can also be used to treat the Residents' belongings in a chamber. However, unlike chemical fumigation, heat does not have to be applied by a certified pest management professional. Heat chambers and even apartment heating packages can be purchased by the apartment management company and applied by trained employees in their buildings.

For more information see <http://www.thermal-remediation.com/bed-bugs/equipment-packages.aspx>.

## **RECORD KEEPING**

The Bed Bug Treatment Checklist should be completed to document all reports, investigations, and treatments of bed bugs. A completed form should be kept in a notebook or file organized by building. Documentation is critical to defending any claims Residents may have of improper response/treatment.

# **CONTRACT SERVICES**

For contract services, other than the vendors used for routine apartment cleaning, carpet repair/cleaning, and painting, you must first outline the scope of work details.

Included should be the following:

- Detailed description of the work that is to be performed
- Detailed description of all necessary materials that will be used to complete the work
- List of subcontractors the contractor will be using to assist the contractor in completing the work
- Exact location on the property where the work will be performed.
- Timeframe from beginning to end to complete the work
- Insurance that will be required
- Terms of payment

All contracts require a minimum of (3) written bids. Construction Services must approve all work over \$1,000.00.

All bids should include the following:

- Scope of work (as defined above)
- Duration of work
- Storage of materials and contractor responsibility (if materials are stored on site)
- Fee for services
- Method of payment
- Insurance coverage/proof of insurance
- Warranty
- Reference List
- Release of Lien

Each reference provided by each contractor must be verified either by or in person. If the location of the reference is nearby, it is recommended that a visit be made to physically inspect the work completed by the contractor.

Forward a copy of the three bids attached to your Regional Manager. In addition, make your recommendation. It is critical that you follow-up with your supervisor. Never let time pass without communication.

Regardless of who is to sign the contract with the contractor, you are responsible for preparing the contract.

Make sure that the entire contract is completed. If there are any changes, both parties must initial the changes.

If a contractor's contract is used, we must make sure the contract includes the following:

- Property's name. (Remember to sign all contracts as agent for owner.)
- Description of work and quantities of materials applicable.
- Assignment at owner's option. (Owner may assign the benefits and legal warranty responsibilities of the contract to a new owner upon sale of the property.)
- Default or cancellation clause in the contract with a notification period of no more than (7) days. The cancellation clause should allow cancellation for any reason. It should not limit cancellation to non-compliance or unacceptable work issues.
- Warranty clause or guarantee for work performed.
- Indemnification clause to protect the owners and the property from actions or claims resulting from loss to property or person.

Fair Housing issues also apply to all people who perform work at your property. Contract services such as pest control, lawn care and carpet cleaning should comply with The Fair Housing Act. Inform all contractors and vendors about the fair housing policy.

Contractor has been informed of the following:

- Deadline Date for Bids
- Scope of Work
- Specifications
- Drawings or sketches
- Property Map (if applicable)
- Insurance Requirements
- Reference Requirements

## **Contractor has submitted the following:**

- Proposal/Bid
- References
- Warranty Provisions
- Insurance Schedule (with property owner & management company named as additional insured)
- Time Schedule

## **INSURANCE REQUIREMENTS**

**Prior to commencement of any contractual work, the contractor must provide evidence of the following current insurance coverage:**

- General Liability - Broad form coverage \$500,000 minimum
- Automobile Liability (If a vehicle(s) is driven onto the premises)
- Worker's Compensation (W.C.) - \$100,000 per occurrence
- Property Damage

Copies of the insurance certificates must be maintained and **must be current at all times and sent to the Corporate Office**. If a contract is renewed, current proof of insurance must be obtained. The property should be listed as “additionally insured” on the certificate.

Limits of insurance may vary depending on the size of the contracting company, the magnitude of the work performed, and the potential damage that could be incurred. Review amounts carried with your supervisor prior to awarding a contract

Sometimes it is necessary to make several interim payments for specific work contracts. For example, the paint contractor repainting the exterior buildings of your property requires payment upon the completion of each building. The contractor must sign a Waiver of Lien each time a check is released.

The Waiver of Lien may be used in two ways. The first and most common use is when specific work is contracted and requires only one payment. Parking lot striping is an example of contract work requiring only one payment. The Final Release and Waiver of Lien must be signed by the contractor and submitted with the invoice for payment.

The second use for the Waiver of Lien is when specific work contracts require interim payments and a final payment. The Waiver of Lien form is required for the interim

payments and the Contractor's Receipt of Final Payment/Final Release and Waiver of Lien is required for the final payment. Submit the signed waiver with the invoice and keep a copy for your records.

New bids for maintenance contracts should be obtained every year. The contracts include but are not limited to landscape, pest control, patrol services and pool maintenance. Bids for long-term contracts such as trash removal and cable service should be obtained prior to the expiration date.

When it is time to renew a contract, the same procedures should be followed as for negotiating contracts (obtaining bids, obtaining current proof of insurance, examining work performed, etc.).

Know when contracts expire. Some contracts have clauses that allow for automatic renewal or extensions unless the contractor is notified by a certain date prior to the expiration of the contract.

For long-term contracts that are renewed each year, please refer them to your Regional Manager. It is recommended that you place a copy of each contract in a "tickler file" in calendar order to track the expiration/renewal of the contracts in time to obtain three new bids for the coming renewal period.

Always review and monitor the contractor's service to ensure that the contractor is meeting contract requirements.

## **PEST CONTROL**

Pest control chemicals cannot be applied in an occupied apartment by on-site staff. A "licensed pest control provider" must apply them. Resident's may be given a fogger to release at their convenience, but the fogger *cannot* be released by on-site staff. Requests for de-fleeing pet owner apartments are performed at the resident's expense.

## **VACANT UNITS**

Vacant units may be treated with foggers or other over-the-counter pest control agents.

## **GROUNDS**

Grounds must be inspected regularly for ant beds. Treatment is available through your pest control provider or may be purchased at your local hardware store.

## **COMMON PESTS**

## TERMITES

Termite inspections should be performed annually by the pest control provider at **no** additional expense.

Evidence of termite activity must be reported to the District Manager immediately.

Once a termite treatment contract has been awarded annual renewal warranties must be kept current on the property.

Termite prevention starts by controlling termite access into the buildings.

A common cause of termite infestation in buildings is through landscape beds that rise above the slab line and/or the weep holes in the brick wall. Landscape beds should be inspected annually to ensure that the dirt or mulch does not rise above three inches from the slab line.

## RODENTS

The pest control provider must address reports of rodents in an apartment immediately. The apartment interior, exterior, and attic area must be inspected to determine where the rodent is gaining access. Rodents can enter through a one-quarter inch (1/4") opening and they typically enter through the same opening. Holes found should be plugged with "steel wool" and repaired. Attic areas may need screen nets placed over the roof vents or turbine openings. The dryer vents should have louvered covers as shown below.

## PIGEONS

Pigeon infestations can be difficult to deal with. *Certain city and state restrictions may apply – so it's best to check with a qualified local pest control provider.* Control measures must be approved by the Director of Operations.

The following pigeon infestation control standards are listed in order of most expensive to least expensive:

1. **Electrified Tracks:** Electrical tracks are placed underneath roosting areas. The voltage is set low enough to make the birds uncomfortable without killing them.
2. **Monofilament Netting:** Monofilament netting material is stretched over the bird's entrance to their roosting nest. Since the birds cannot enter their nests they move on.
3. **Low Profile Steel Devices:** Devices such as spikes, porcupine wire, and spiral wire are constructed in the roosting areas to prevent the birds from infesting the area.

4. **Avitrol:** Avitrol is a poison designed to kill birds. It is fed to the birds via a poisoned whole kernel corn and kills the birds quickly. However, this process takes a while because you must feed bird's non-baited food before they will trust eating the baited food, then switch to bait. It is best to bait during the weekdays so that the birds can be removed during working hours.
5. **Tactical Gel:** A "goo" gel or grease is placed on roosting areas that make birds uncomfortable.
6. **Live Trapping:** Traps are filled with enticing bait. Once inside, the trap-door springs closed trapping the bird inside. The birds are either destroyed or must be taken at least 35 miles away and released. If the birds are not taken at least 35 miles away, they will return. Pigeons have homing instincts, so once they decide to move in - they are difficult to move out.

# **EMERGENCY PREPAREDNESS**

All associates must be versed in emergency procedures and know where to find information during an emergency. Assign every team member the role that they may fulfill during an emergency. **Make sure that you have a camera and/or video camera and plenty of film/tapes available if applicable.**

Emergency management requires the cooperation of all team members. If the Property Manager or Lead Service Technician is not available, the Assistant Manager or Service Technician must be prepared to assume a leadership role.

General responsibilities in a fire, flood or natural disaster resulting in property damage:

<b>First Associate at scene</b>	Call appropriate authorities (police, fire department, etc.)
	Call Property Manager
	Call other available associates
	Begin informing affected residents by going door to door or by phone
<b>Property Manager</b>	Visit scene and assess the situation
	Inform your Regional Manager
	Complete Incident Report and email to Risk Management and your Regional Manager
	Take and submit photos/videos to Risk Management
	Start a chronological action/communication log of events including names and times.
	Obtain names, phone numbers, and comments from witnesses
	Document any information that might be useful for insurance or liability purposes
	Deal with media if necessary (See Media Relations in this Section.)
<b>Lead Service Technician</b>	Make sure residents are evacuated to designated assembly areas
	Take inventory of needed supplies
	Call contractors as needed to secure the property
	Secure the property when police or fire department releases control of the area
	Begin clean up

**To respond to emergencies, it is important that the company be prepared.**

- 1) Emergency phone numbers will be posted and will include numbers for medical emergency, fire, police, and ambulance service.
- 2) The emergency response plan will be reviewed by management on a periodic basis to make certain that it is current and that it reflects current operations.
- 3) Upon the evacuation of the location, all personnel must be accounted for.
- 4) If a response to particular emergency requires the shutting down of equipment, then specific individuals will be assigned to carry out the required shutdown task (electricity, water main, gas).
- 5) If the location has any individuals that are handicapped, then an employee will be assigned to the task of assisting the handicapped person(s) in evacuating the location.
- 6) Each location will strive to have at least one first aid qualified individual as part of the work staff. The individual will have a valid multimedia first aid card and be certified in CPR.
- 7) The property will be equipped with an approved first aid kit that is highly visible, and that is inspected and replenished on a regular basis.
- 8) Where chemical hazards exist, eye/face wash stations or eye wash bottles will be available. The eye/face wash stations will be inspected on a monthly basis. Units which contain water have a short useful shelf life and require replacement on a periodic basis. There is generally an expiration date on the container. Make sure the water is replaced on a regular basis.
- 9) All injuries, no matter how slight, will be immediately reported to risk management and the property manager.
- 10) Employees should familiarize themselves with the closest identified exit and utilize these exits in case of an emergency that warrants exit from any building or area they may be working in.
- 11) In order to account for all persons in case of an emergency, it is imperative that all personnel notify their Supervisor when leaving the property for any reason. Each supervisor is to notify all persons they are responsible to assemble at a designated area. The Property Manager, or a designee, will conduct a roll call to ensure all persons are successfully evacuated. Supervisors should check all restrooms and isolated areas of their responsibility before proceeding to the designated area.

- 12) No employees should remain in the facility if evacuation is ordered. If necessary, supervisors will shut off the main power supplies on the way out of the property.
- 13) In situations requiring evacuation, employees should exit the building or area by the designated routes and proceed to the designated locations.
- 14) The property First Responders should be notified to stand by at the incident command center to provide first aid as necessary.

**Risk Management should be notified as soon as possible (Contacting 911 takes precedence)**

## **EMERGENCY PLAN**

**Emergency situations covered by this plan include, but are not limited to:**

On-site medical emergency	Power Outage
Blizzard / Severe Ice or Hail Storm	Tornado, Hurricane
Fire / Explosion	Flood
Other natural disasters	Bomb Threat
Earthquake	Workplace Violence

An Emergency plan must be developed for each property. The Emergency Evacuation and Fire Prevention Plan for the facility must cover the following elements:

1. Emergency escape procedures and assignments, including exit routes, and relocation sites outside the building or inside safe areas for tornado or severe weather.
2. Critical property operations and procedures, and the means to shut down or isolate any equipment or processes prior to evacuation.
3. Means of accounting for employees that have evacuated the building or relocated to the inside safe areas.
4. Rescue and medical duty assignments and the identification of the employees responsible for carrying out these duties.
5. Fire and emergency reporting procedures, and the means of notifying employees of an evacuation or relocation.
6. Names of persons within the organization that can be contacted for further information, such as Risk Management, Human Resources Manager, Property Manager, or Maintenance Supervisor.
7. Types of expected emergencies and the desired response plan for each.
8. Alarm systems and means of activating the system.
9. Training Program on at least an annual basis, to assure employees and supervisors understand the program and the specific areas of responsibility.

## ANIMAL-RELATED EMERGENCIES

Cities, counties, and states all have various laws regarding animals. It is unlawful to keep some animals as pets. Most municipalities will have registration requirements and leash laws. By law, all dogs and cats must be vaccinated against rabies (except in Hawaii where strict quarantines exist). Again, the required time period and age for vaccination will depend on the state law. State and local laws will also dictate the procedures required if an animal injures a person. Most areas will require that any injury to a person by an animal (vaccinated or not) should be reported to the local animal control authority.

All animals have the potential to bite and/or cause injury including: dogs, cats, birds, and rabbits- regardless of their size. Any person injured by an animal should be referred to a physician immediately. **Severe injuries may require calling emergency medical assistance (911).** Even small scratches can lead to severe infections. The mouth and nails of animals can harbor bacteria and other diseases. Please refer to the leasing section for the Company's pet policy and breed restrictions.

**NEVER attempt to restrain, control, or handle an aggressive pet.**

Remember – any pet has the potential to cause injury. The dog breeds with the highest reported incidents of biting humans are:

- ☞ Pitt bull terriers (Staffordshire terrier)
- ☞ Rottweilers
- ☞ Doberman pinscher
- ☞ Chows
- ☞ Spitz

**When a human injury occurs from an animal:**

- ☞ Advise or assist the person to seek immediate medical attention.
- ☞ Do not attempt to restrain, control, or move an aggressive animal.
- ☞ Call the animal control authority in your area.

**Remember...**

- ☑ Take photographs.
- ☑ Keep action log.
- ☑ Begin Incident Report.
- ☑ Do not admit liability or any responsibility for the incident.

Maintenance should use personal discretion when entering an apartment with pets. If you feel threatened due to the presence of a pet, do not enter. Contact the Property Manager to reschedule the work to be preformed when animal is restrained.

## **DROUGHT**

Droughts are abnormal among disasters. While most emergencies occur suddenly, often without warning, droughts work slowly and insidiously. Also, while most disasters result from something happening, drought is a result of something not happening.

The most serious concern during a drought is the increased risk of fire due to the dry condition of the brush, grass, etc. In addition to the increased risk of fire due to dry conditions, actual fire fighting may be difficult, due to lack of water or low water pressure.

Obviously, a drought cannot be prevented. However, there are certain steps you can take to mitigate the effects of a drought. These steps may include water rationing and water conservation. During a drought, residents may need to adjust their daily routines to reduce the amount of water consumption.

Monitor irrigation systems, repair leaks and avoid waste of water.

## **IMMEDIATE ACTION DURING A DROUGHT**

- ☞ Review ongoing water conservation measures. Obey all municipal requests regarding the use and rationing of water.
- ☞ Be aware of increased fire hazards and respond accordingly to minimize them.
- ☞ When applicable and following municipal watering rationing request watering foundations can prevent foundation cracking.

## **TORNADO**

**Tornado Watch** - Severe thunderstorms are near by

**Tornado Warning** - Tornado activity has been spotted on the weather radar

### **Procedure:**

- 1) The Property Managers or designee will monitor the severe weather as it occurs.
- 2) If it is determined that a tornado is approaching our facility, the Property Manager will notify the staff and direct the employees to go to their designated shelters immediately.

In the absence of designated tornado shelters any centrally located room without any windows, (i.e. bathroom, closet, etc) are designated as potential safe relocation sites within the property.

- 3) The Property Manager will determine when the severe conditions are over and communicate a return to work message to the employees.
- 4) If the facility is hit by a tornado, a command post will be setup to coordinate the rescue efforts for emergency personnel.

- 5) As soon as possible, after assuring that employees and property are not in danger, the Property Manager shall follow the emergency notification procedure for the company.

## **HURRICANES**

A hurricane is one of nature's most destructive forces, and is characterized by high winds and flooding during and after the storm. Modern meteorological equipment can now track the development and movement of a hurricane, which makes it possible to implement the emergency plan.

Apartment properties are of particular concern during hurricanes, because businesses, schools, etc., will usually be closed and the properties will be heavily occupied. Residents may voluntarily leave for safer areas. This action should be strongly encouraged.

**The following information is in agreement with Hurricane Safety guidelines prepared by the Federal Emergency Management Agency (FEMA).**

### **BEFORE A HURRICANE STRIKES**

- Obtain a supply of maps showing all evacuation routes should authorities order an evacuation.
- If a hurricane or tropical storm warning is issued for your area, prepare and send out letters to your residents. This letter should include instructions to remove all objects from their patios, balconies and/or stairwells. Also include locations and telephone numbers of local shelters in your area.
- Keep radio or TV tuned to the local weather station.
- If winds begin to pick up, all pool furniture should be placed in your swimming pool and any items that could be affected by the winds should be removed and stored in the maintenance shop or other storage areas.
- Make two back-up copies of your current data on your on-site computer. Mail one copy to your home office and keep one copy with you. After making these back-up copies, disconnect your computer and move it to a safe place. Do not store it on a floor.

## **TORNADO/SEVERE WINDSTORM AND HURRICANE PROCEDURE FOR STAFF**

In the event of a severe tropical storm or hurricane please follow the guidelines listed below:

### **BEFORE THE STORM**

1. Notify all residents of current weather conditions
2. Should there be severe damage or power outages, we will have people at remote locations that can keep them updated through the property website and emails.
3. Instruct Residents to:
  - Tune in to local emergency broadcasts.
  - Secure all belongings and remove anything from breezeways, patios and balconies.
  - Provide contact information including work, cell phone and family contacts.
  - Take their small valuables with them if they evacuate. Should substantial damage occur to their home, we may have contractors in their apartment immediately in effort to mitigate damages to their personal belongs and the property. If this should happen, our staff will have an overwhelming work load and will most likely have limited resources to supervise and/or escort contractors performing emergency repairs/clean-up. Remind them not to leave valuables in plain view.
  - Raise as many of their electronics and good furniture off the floor as possible. This can be done by purchasing Styrofoam board and cutting it into blocks to use as raisers. Water penetration caused from rising ground water, blowing rains or roof damages are often more damaging than the actual wind.
  - If time allows, empty perishables from refrigerator and haul trash off. In the event of a power outage (which is very likely in a hurricane) items left in the refrigerator will quickly spoil and may spoil before streets are opened for their return home.
  - Take ample supply of medicines as the roads back home may be closed for some time after the storm and prescription refills are difficult to access.
  - Keep an ample supply of cash on their person in the event automatic teller machines are out of commission.
4. Seek out and store or secure outdoor objects that might blow away or do damage to a structure. This includes all pool furniture, umbrellas, pool equipment, trash receptacles, mail pavilion, bulletin board, and planters. The pool furniture may be placed (gently) in the pool.

5. Lower pool water level 1-2 feet. DO NOT lower the level more than 2 feet. This may cause pool to collapse, or cause displacement.
6. Turn off all fountains.
7. Have garbage dumpsters emptied before the storm. Make sure dumpster fence gates are securely closed and not allowed to blow freely with the winds.
8. Inspect all storms sewers, gutters and catch basis to ensure drainage. Make sure all surface drain grates are free of debris.
9. Run trash compactor and make sure hopper area is empty and clean. Close and secure doors/lids on recycling containers.
10. Shut down and cover office computer, remove from the floor. Place data disks in locking fire proof office box. Get all files and other paperwork up off the floor level to avoid damage from possible flood.
11. Make sure first aid kits area fully stocked and ready.
12. Evacuate the area if so directed by emergency personnel. Prior to leaving please post emergency numbers and instructions on the office door and notify your Regional Manager.

## **DURING THE STORM:**

### **1. Instruct Residents to:**

- a. Remain indoors. Do not be fooled by the calmness associated with the eye of the storm.
- b. Stay turned to local emergency management announcements & instructions.
- c. Conserve energy, water & food.

### **2. Employees should:**

- a. Remain indoors.
- b. Go to designated shelters.
- c. Do not be fooled by the eye of the hurricane. If it passes directly overhead, there will be a lull in the wind for some time (several minutes up to one half hour or more).
- d. Wear a hard hat, if available.
- e. Have emergency team members guide residents, associates, and others to safety.

## **AFTER THE STORM:**

1. Care for injured persons. Contact emergency agencies as necessary.
2. Be extremely careful in moving around the property. Watch for electrical wires, shattered glass, splintered wood, etc.
3. Inspect property and assess damage. Document as well as possible, including photographs and videotape if possible.
4. Appoint clean-up crews and begin clean up.
5. Contact your Regional Manager to report injuries and damage. The Regional Manager will contact the President and insurance adjuster.
6. Make temporary repairs to prevent further damage or loss.
7. Open clogged storm sewer, gutters and catch basins.

8. Contact repair contractors and get them to the site as soon as possible to provide estimates. Make sure contractors have proper licensing and insurance.
9. Replenish emergency supplies.

## **INSPECTING UTILITIES**

- Check for gas leaks. If you smell gas or hear a blowing or hissing noise, open a window and quickly leave the building. Turn off gas at the outside main valve if you can. Call the gas company. If you turn off the gas for any reason, it must be turned back on by a professional.
- Look for electrical system damage. If you see sparks or broken or frayed wires, or if you smell hot insulation, turn off the electricity at the main fuse box or circuit breaker. If you have to step in water to get to the fuse box or circuit breaker, call an electrician first for advice. Do not touch the circuit breaker panel while standing in water!
- Check for sewage and water line damage. If you suspect sewage lines are damaged, avoid using the toilets and call a plumber. If water pipes are damaged, contact the water company and avoid the water from the tap. You can obtain safe water by melting ice cubes.

### **Remember...**

- Take photographs.
- Keep action log.
- Begin Incident Report.
- Do not admit liability or any responsibility for the incident.

## HURRICANE CHECKLIST

- Baby Food
- Baby Formula
- Batteries for radios, flashlights and lanterns
- Books, magazines, cards and games
- Bottled Water
- Can Openers
- Candles
- Disposable Diapers
- First Aid Supplies
- Flashlights
- Ice Chest and Ice
- Masking Tape
- Matches
- Non-electric Clock
- Prescription Medicine
- Stereo
- Toiletries
- Water Containers
- Fuel Can
- Fuel
- Lanterns
- Lamp Oil
- Portable Radio
- Plastic Drop Cloth
- Window Protection
- Cash
- Electronics relocated off floor
- Jewelry and valuables well stored
- Contact numbers and information exchanged
- Trash removed
- Refrigerator emptied

### **Non-Perishable Foods:**

- Canned Meats and Fish
- Canned Fruit and Vegetables
- Canned Powder or Shelf Pack Milk
- Dried Fruit
- Powdered or Individually Packaged Drinks
- Cereal, Cookies, Crackers, and Snacks
- Condiments
- Peanut Butter and Jelly
- Coffee and Tea

Box up all current resident files and other current records and place in safe place, either in management office or maintenance shop. Make sure records are stored in high area and not on floors.

- If you have residents with disabilities or homebound, you may want to keep a list of these residents for use by disaster or emergency officials in case of an evacuation.
- If your community is gated, make sure that all gates are open in case power to your community is interrupted.
- Have an adequate number of flashlights, batteries and masking tape available in both management office and maintenance shop. Use the masking tape to tape windows in management office and offer tape to residents to tape their apartment home windows. While the taping will not stop the windows from breaking, it will reduce the shattering of glass.
- Keep a current list of home, cell and pager numbers for all personnel (this list should include on-site personnel, your regional property management and other home office management personnel.)
- Assign specific duties to each associate. If a major storm hits, damage could be substantial and local authorities may not allow residents to return to their apartment homes until the area has been secured. Make sure each of your associates has proper identification in order that you may return to your property after the storm. Have hats or shirts, which indicate that you are part of the property team, and belong on your property. **DO NOT ALLOW ANY RESIDENT BACK ON PROPERTY UNTIL LOCAL AUTHORITIES HAVE GIVEN YOU PERMISSION TO DO SO.** It may be necessary to contract with a private security company to make sure that only authorized persons are allowed onto your property following the storm.
- While it is not recommended that gas cans be kept in your maintenance shop, you should have at least one five gallon can of gas on hand for use of power chain saws or other equipment that will be used after the storm has passed.
- Be prepared and have a plan. Your residents will be looking to you for guidance during and after a storm.
- Keep a supply of fresh, bottled water on hand in case the storm contaminates or damages the city's water system. Store additional drinking water in clean bathtubs, jugs, bottles and cooking utensils.
- Have temporary repair materials available. These include tools, hardware, plywood, sawhorses, and barricades.
- Check First Aid Kit.
- Make sure that you have adequate petty cash.
- Fuel vehicles.

## **FLOOD**

Most floods are due to melting snow, broken water lines, frozen or broken pipes and prolonged heavy rainfall. In the case of natural flooding, listen to flood forecasts and warnings to determine the possibility of a flood, the expected severity of the flood, and when and where flooding may begin.

### **IMMEDIATE ACTION DURING A FLOOD:**

- If notified in advance of the condition, follow directions of local authorities for evacuation if necessary. Follow directions about travel routes. Shut off utilities, if told to do so by authorities. Stay tuned to the radio and television for information on emergency shelter. If you are unsure about what to do, contact the fire department.
- All outdoor items that may be carried away or damaged by floodwaters should be moved indoors.
- If possible, move furniture or other valuable contents from lower level and ground floors to upper floors.
- Disconnect electrical appliances or equipment that cannot be moved. **DO NOT TOUCH THEM IF THEY ARE ALREADY WET OR IF THEY ARE STANDING IN WATER.**
- Do not use open flames. There may be escaping gas from ruptured main lines.
- Watch for and avoid all live electrical wires.

### **AFTER THE FLOOD**

#### **EXTERIOR:**

- Make sure gas and electrical lines are not exposed or damaged
- Inspect the community to determine the loss
- Secure or rope-off dangerous areas
- Pump out flooded areas
- Clean up area after water has subsided or broken lines are repaired

## **INTERIOR:**

- Follow Mold Policy
- If there is too much water to extract with a water vacuum, remove carpeting and pad and properly dispose.
- Properly dry the interior of the apartment to avoid unhealthy conditions. Bacteria, mold, and mildew are serious culprits in air-conditioning ductwork.
- In the case of water flowing through the ceilings, punch a small hole to allow drainage and make sure the water is being captured.
- Do not turn on any electrical or gas appliances until an authorized contractor or technician has checked your system and advised that it is safe to activate.
- Clean the area and make needed repairs.

## FREEZE

Freezing weather and its effect on apartment communities are unpredictable. We have an obligation to both the residents and the company to take zealous precautions to prevent damage.

Supplies	Function
FREEZE ALERT signs	Posted at all exits/entrances to inform residents
FREEZE ALERT flyers	Distributed to all residents and placed at mailboxes
Sand/De-icing materials <i>(only if required by law)</i>	Spread in front of office, all resident walk areas, and at mail areas. Other areas are covered by resident request only
Site plan with marked water cut-offs	Used in the event of broken pipes—plywood used to cover open holes in the ground or walls
Rope/Safety flags/Caution tape	Used to cordon off open holes
Clamps/G-Couplings	Used for “temporary” emergency pipe repair
Laundry room locks/Heat sources	Used if laundries are in danger of broken pipes
Water shut-off notices	Distributed if necessary
List of out-of-town residents	Used to prepare empty apartments in the event of a freeze
Camera/Film/Flashbulbs	For photos of damage
Insulation/Spigot covers	To protect exterior faucets
Styrofoam or life ring	Thrown in the pool in the event of a hard freeze to prevent tile damage

Vendor list

For emergency repairs

Letters to Residents

Distributed in early December to remind residents to let the office know when they are out of town

## **IN SEVERE WEATHER CLIMATE AREAS**

### **Every fall, winterize the following:**

- Ground-based sprinkler system (shut off water; blow system dry with compressed air)
- HVAC system (winterize equipment; drain cooling tower)
- All other equipment that needs protection from freezing (drain or install heat tape)
- Winterize swimming pool pump and filter
- Replenish snow control supplies (e.g., ice melt, sand, snow shovels)
- Prepare contracts for winter snow removal. Be sure the contract includes time of day, frequency, and weather conditions under which plowing or snow control should be done, as well as contact person
- Schedule Service Technicians to be on call if a storm threatens

## **WHEN FREEZING WEATHER IS ANTICIPATED**

- Consult your Regional Manager. Some communities, due to age, construction or location may take precautions sooner than others. In general, begin precautions when the temperature is sustained at less than 30° for more than 12 hours
- Place a FREEZE ALERT sign at each exit and entrance
- Distribute FREEZE ALERT flyers
- Walk every vacancy. Set the heat at 55°, drip all the faucets (both hot and cold), and open all closet and cabinet doors. If the apartments have laundry connections on exterior walls, discuss precautions with your Regional Manager. Take the same precautions in the office, models, clubrooms, shops, etc.

- Protect the exterior spigots. Install faucet covers
- If the roadways and driveways are icy, open the controlled access gates
- Shut down and drain off the irrigation system. Discuss this procedure with your landscape contractor
- Follow interior fire sprinkler procedure (if applicable)
- Make sure the pool and spa pumps are working properly or are properly winterized. The circulating water will prevent freeze damage during a mild freeze.

### **IF WATER LOSS IS REPORTED DURING EXTREMELY COLD WEATHER (FROZEN PIPES)**

- **Check with other residents to determine if the problem is building-wide or an isolated incident.**
  - If building-wide, check with neighboring buildings to determine the extent of the problem.
  - If neighboring buildings have water, the problem may be a frozen pipe or meter.
- **Examine the water meter.**
  - Check for leaks.
  - Is the frost plate (bottom portion of the meter) cracked? If so, the meter is probably frozen.
- **DO NOT ATTEMPT TO THAW THE WATER METER**
  - Contact the water department/authority to report the frozen water meter and seek instructions.
  - In some instances, you may be instructed to remove the meter. If the lead maintenance technician knows how to disconnect the meter from the water line, you may take it to the water department/authority for replacement.
- If the meter is not frozen, proceed to check for a frozen water pipe around the building perimeter, in the basement or crawl space.
- Exercise great caution – frozen pipes may already be cracked, but not yet leaking because the water inside is frozen solid.
- Before applying heat to the pipe, open the valve or faucet nearest to the frozen section. This will allow the water to flow freely as the ice melts

- **NEVER USE AN OPEN FLAME!**
  - Use a hair dryer, heat lamp, electric heat tape, or exhaust from a vacuum to thaw a pipe.
  - Use only heavy-duty extension cords with grounded plugs. Make sure that the cord and the appliance are protected from the water.
- **CAUTION:** If the pipe bursts or is leaking, your electrical appliance could become wet and pose additional dangers.
- Use your hands to locate the coldest section of pipe. This is usually where the ice can be found.
- Start warming the pipe at the end nearest the faucet or valve and work backward toward the frozen section.
- Keep the heat source moving. Never concentrate on one spot.

**IF FREEZING WEATHER IS SEVERE, ICY, OR EXTENDED:**

- If your laundry room does not have heat, shut down the laundry room, lock doors, post signs and drain the water lines.
- Re-check all vacancies and out-of-town residents' apartments. Leave notice in occupied apartments.
- Throw Styrofoam or life ring in the pool to prevent tile cracking.
- Check steps and sidewalks for ice. Spread sand or remove ice on request.

## OUT OF TOWN LETTER

To be distributed:

- At the beginning of your city's winter season
- Prior to the Thanksgiving and Christmas holidays

Date: \_\_\_\_\_

Dear Residents:

With winter approaching, we are taking steps to prevent freeze damage in our community.

If you will be leaving town, please review and follow the attached Emergency Freeze Alert guidelines.

We strongly encourage you to purchase renter's insurance to protect you against any loss to your belongings.

Thank you for your cooperation.

Sincerely,

Property Manager

## EMERGENCY FREEZE ALERT:

### EMERGENCY FREEZE ALERT

Date: \_\_\_\_\_

Dear Residents:

Because of the severe freezing weather, water pipes in our community may freeze and burst if all of us do not take immediate action. Please take the following precautions as soon as you read this notice.

1. Please drip all the faucets in your apartment. Drip both the HOT and COLD water. Please leave the faucets dripping until we remove the FEEZE ALERT signs at the entrances to our community.
2. Turn on the heat and leave it at the 55° minimum mark. Open your closet and cabinet doors to expose plumbing fixtures so that these spaces will remain ventilated with warm air.
3. If residents are gone, we will be entering the apartments to take these same precautions. (Please remember to notify the office).

These precautions are essential in order to avoid substantial damage to your apartment from broken pipes.

If you have negligently failed to take these precautions, you may be liable for damages to your neighbor's apartment. This is especially important if you do not have insurance to cover this damage.

We strongly recommend that you purchase renter's insurance to cover unexpected damage from water, fire, windstorm, etc., to your personal belongings. The community owner and management company assume no liability for personal loss.

Thank you for your prompt and continuous cooperation regarding this serious problem.

Sincerely,

Property Manager

## WATER PIPE BREAK LETTER (SAMPLE)

Date: \_\_\_\_\_

Dear Residents:

Due to the severe weather, we have experienced a water pipe break affecting your building.

In order to repair this break, we must temporarily shut off the water to your building. Please be assured that we are working on the problem as quickly as possible.

Thank you for your cooperation.

Sincerely,

Property Manager

## **AS SOON AS THE FREEZE ALERT IS OVER**

- Remove the freeze alert signs
- Restore the laundry rooms
- Walk the vacancies and the out-of-town apartments and turn off the heat, close the faucets, doors, and cabinets. Leave an appropriate note in the occupied apartments
- Reactivate the controlled access gates
- Check your supplies - Do they need replenishing?

## **IF THE COMMUNITY EXPERIENCES FREEZE DAMAGE**

Freeze damage includes broken pipes, damaged landscaping and any other property damage.

- Contact your Regional Manager
- Begin the Incident Report and an action log. Keep detailed notes on the specifics and location(s) of the damage
- Take photos
- Mark a site plan with damage location(s)
- Inform the residents of water cut-off, etc
- Keep a log of vendors called, services performed and associate time.

**Keep a photocopy of all appropriate invoices and time sheets for the final insurance claim.**

# EARTHQUAKES

Education, planning and preparedness are the best means minimize earthquake losses, injuries, and death. **The following guidelines are in agreement with guidelines prepared by the federal emergency management agency.**

## BEFORE AN EARTHQUAKE

Structural damage includes slabs, foundations, beams, roofing, walls, etc. Nonstructural damage, the greatest hazard to individuals, includes ceiling light fixtures and fans, windows, furniture, files and all types of equipment.

Search your community for earthquake hazards and secure as many areas as possible. Below are example items that should be secured by using latches, hooks, clamps, bolts, wire, two-by-fours, or tape. Your list should include, but is not limited to the following:

- Top-heavy items
- File cabinets, storage cabinets
- Light fixtures
- Wall decorations
- Hanging plants
- Computers and other office equipment
- HVAC equipment
- Pipes
- Mirrors
- Kitchen appliances, microwave ovens
- Water heaters
- Heavy items on shelves

If the community is in an earthquake zone, always maintain 2 or 3 gallons of drinking water.

Equipment to have on hand and secured in a marked footlocker:

- Yellow caution tape
- Large first aid kit

- Sets of work gloves
- Water purifying system for purifying swimming pool water
- Fluorescent lanterns
- Tarpaulins
- 2-way radio
- Footlocker for storing equipment
- Spade (shovel), pick and axe
- Flashlight with spare batteries
- Gas chain saws
- Crow bar
- Pulley and hoist
- Safety helmets with lights
- Camper grill with propane canisters
- Large pots
- Dehydrated soups, etc.
- Emergency shutoff map
- A wrench to shut off the main gas feed line to your community

## **DURING AN EARTHQUAKE**

- **Stay CALM!**
- Stay indoors. Hide under a sturdy table or desk. Move it from windows or exterior walls. An inside wall is best. If the furniture moves, move with it. Cover your head with your hands and tuck your head between your knees. Watch for falling debris.
- If you are outside, stay away from chimneys, buildings, trees, and power lines.
- If evacuation is necessary, use stairways not elevators to exit upper floors.

## **AFTER AN EARTHQUAKE**

The associates should report to work after they have made certain their families are safe... then, they should report to the clubhouse or the community manger's apartment on smaller communities. Telephone service may not be available, so an assumption

should be made that you must return to work immediately.

- Expect aftershocks
- Turn off utilities if necessary
- Shut off natural gas at gas main line (refer to emergency shutoff map)
- Notify residents to remain in their apartments unless they are volunteering to work on your work team
- Conduct a systematic search, building by building, starting with the lowest numbered building and unit number of your community to determine if residents are safe. Take a status report to show vacancies...to save time. Take all keys on large key rings
- Tag by wrapping a length of yellow caution tape around the doorknobs of each unit checked with no injured person inside
- Check for injuries, provide first-aid, as possible to those that are injured and notify appropriate authorities
- Put all telephone receivers on hooks
- Do not light matches - Make safety inspections with flashlights only
- Check for fires gas leaks and water leaks
- Extinguish any fires as possible
- Call 911 to report fires, injuries, or severe damage
- Call up the “chain of command” to any off-site Regional Manager
- Check storage areas for chemical spills and clean them up
- Listen to radio for emergency information
- Clear elevators so no one can be caught inside
- Clear driveways to permit emergency vehicles access your community

## **CLEAN UP AND REPAIR**

- Check structures for damage and secure areas of instability
- Begin clean-up process
- Secure buildings against looting.
- Check sewer mains
- Work closely with your regional property manager to develop a detailed clean-up and repair checklist.

## **BOMB THREAT PROCEDURES**

Even though a bomb threat may be nothing more than a prank call, it is important that it be taken seriously. Your initial reactions should be based on the threat of imminent danger to human life and property loss.

### **THREAT BY PHONE CALLS**

Follow these written instructions and use the attached checklist to obtain and document the call.

- Do not assume the call is a hoax
- If possible inconspicuously notify another associate of the bomb threat
- Do not put the caller on the hold or transfer their call
- Delay the caller as long as possible attempting to gain more information as to location and time of detonation
- In all cases do not panic those around you
- Remain calm and provide conversational leads, the caller may tell you more about themselves and their problems
- Encourage the caller to be as informative as possible. Repeat slowly and record everything that is said
- Do not antagonize the caller. Remain calm and do not argue
- Make sure the caller understands that saving lives is the most important point
- Begin taking notes immediately. Try to remember every word the caller says

- Always ask the caller
  - What time is the bomb set to go off?
  - Where is the bomb located?
  - What does it look like?
- If the caller has demands or directions for you explain that you are taking careful notes. Repeat his or her instructions back to the caller to verify the information
- Report the call and surrender all information to the authorities, Regional Manager, and Risk Management
- Do not discuss this with anyone other than proper authorities, and **do not panic!**

### **THREAT BY NOTE/WRITING**

- Deliver immediately to the office of the Regional Manager, Risk Management and local authorities

## THREAT IN PERSON

- Employees should not make an attempt to detain the individual
- Try to dial 911 without the individual taking notice
- Pay attention to details to be able to describe person later (e.g. height, weight, eye color, hair color, etc.)

## BOMB THREAT TELEPHONE LOG SHEET

Call received by:	Time of Call	AM PM	Date
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**Attempt to keep the caller talking. Remain calm and do not panic those around you.**

**Attempt to probe for the following information:**

1) When will device go off?

2) Where is it planted?

3) What does it look like?

4) What floor is it on?

5) Why are you doing this?

6) Who are you?

**Record distinguishing characteristics about caller's voice and background sounds:**

Description of Caller	Male	Female	Adult	Juvenile	Approximate Age:
<b>Voice Characteristics</b>		<b>Speech</b>		<b>Language</b>	
Loud	Soft	Fast	Slow	Excellent	Good
High Pitched	Deep	Distinct	Distorted	Fair	Poor
Raspy	Pleasant	Stutter	Nasal	Foul	Other:
Intoxicated	Other:	Slurred	Precise		
Did voice sound familiar?		Other:			
<b>Accent</b>		<b>Manner</b>		<b>Background Noises</b>	
Local	Not Local	Calm	Angry	Office	Street/Traffic
Foreign	Regional	Rational	Irrational	Factory	Airplanes
Race	Other:	Coherent	Incoherent	Bedlam	Trains
Explain:		Deliberate	Emotional	Animals	Voices
		Righteous	Laughing	Quiet	Music
		Explain:		Mixed	Party
				Other:	

Record the exact words of caller below:

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## BOMB THREAT SEARCH PROCEDURES

The search team will be the local Law Enforcement or Bomb Squad, **not employees.**

- The most common location for the bomber to attack is the exterior perimeter of the building. Most bomb attacks on a private facility are not intended to hurt people; they are directed at the establishment. The exterior of the building provides the easiest access to the property with the lowest possibility of being caught.
- The most likely containers for a bomb to be hidden include: briefcases, paper bags, boxes, metal pipes, thermos bottles, lunch boxes, and trash containers.
- During the search, all lavatories, power supplies, trash containers, lockers, cabinets, and anything else that could conceal an explosive device should be searched.
- Areas should be systematically searched. Starting with the center of the room or area, and moving to each end and then followed by a wall search to the opposite ends. Searchers should not appear obvious in their actions, DO NOT rush around, or otherwise cause panic.
- Any suspicious object found in any of the search areas that was not there prior to the call could be an explosive device and SHOULD NOT BE TOUCHED.
- The most likely places to hide an explosive device inside a building are: power panel boxes, lunch areas, reception area, toilets, and trash containers.
- REMEMBER, NOT ALL BOMB'S "TICK".
- If a suspicious object or package is located, all personnel must be kept out of the area. Management will review the object's general description and location to try to identify the object. (Under no circumstances should the suspicious object be approached, touched, or deactivated, except by Bomb Squad personnel.) After all efforts to identify the suspicious object have failed, management will notify the local law enforcement agency for assistance and trained disposal personnel to remove the object.

## **CRIME**

### **CRIME AWARENESS**

In an effort to decrease your community's exposure to criminal activity, the following steps should be followed:

- Conduct the COMMUNITY ASSESSMENT SURVEY every May and/or upon property acquisition. Keep one copy on site for your files and send the original to the Regional Manager.
- Prepare service requests and ensure necessary repairs are noted on the survey.
- Establish a working relationship with local law enforcement
- Establish a working relationship with the crime prevention officer in your area.
- Obtain crime activity reports or statistics for your area from local authorities. In some areas these statistics are available on the internet.
- You are encouraged to establish a neighborhood watch program for your community. Contact your Regional Manager for further instructions.
- Community exterior and interior lighting should be clean and in working order at ALL times.

### **CRIME NOTIFICATION FOR EXISTING RESIDENTS**

Failure to notify residents of unsolved serious crimes may, under some circumstances, be considered grounds for holding the owner or management company liable for crime against residents, occupants, or guests.

Contact your Regional Manager to advise you when it is appropriate to send written notification to every resident. Make sure you verify the crime with local authorities.

The procedure below must be followed:

- Prepare crime alert letter
- Have the Regional Manager approve the letter
- Distribute by attaching the letter to the outside of each resident's door or mailing via regular mail, as well as posting letters in common areas
- Place a copy of the letter in the crime awareness notebook. Prior to distributing a crime alert letter print a current rent roll verifying that all occupied apartments will receive the Crime alert letter
- Make sure the distribution process is conducted door-to-door with a witness

If two or more incidents occur, it is also recommended a crime watch meeting be held for residents within your community, in conjunction with neighboring communities if possible.

Invite a representative from your local police and your drive-through courtesy service, and encourage residents to get to know each other. If possible, buy, rent or borrow an engraver to loan to residents to mark their belongings.

Be sure you emphasize that the Company cannot guarantee the safety of the resident or their personal belongings, and advise residents to contact their insurance company to insure their items.

## **INCIDENT REPORT NOTEBOOK**

The Company requires every community to prepare an Incident Report Notebook to include crime awareness.

When clients or residents ask about criminal activity at your community or in your neighborhood, you should be able to provide an informed response.

Crime statistics are available through your local police department and the internet in some areas.

These should be obtained and reviewed at least quarterly.

Never attempt to ad lib, lie, or cover up the truth on this subject when asked a direct or specific question. Make the Crime Awareness Notebook available to **ANYONE** who inquires.

The Incident Notebook must contain the following:

- List of security questions and answers
- The Company crime steps and policies
- Courtesy officer/patrol services
- Quarterly crime statistic reports provided by the police department and in some areas available on the internet
- Sample crime notice letters
- One copy of each crime alert letter sent to residents. Prior to distributing a crime alert letter print a current rent roll verifying that all occupied apartments will receive the crime alert letter
- Attendance records from neighborhood watch meetings. Ensure completed attendance records of the crime watch meetings are not available for public

viewing – ONLY INCLUDE NUMBER OF ATTENDEES AND DATE OF MEETING!

- Additional information available from apartment associations and police department

**This notebook should be made available to any client or resident requesting crime information.**



## **WORKING WITH LAW ENFORCEMENT**

### **IDENTIFYING SUSPICIOUS BEHAVIOR**

Anything that seems unusual or “out of place” could be criminal activity. Working as a partner with police, the community manager and resident have a responsibility to report any suspicious behavior. Do not think that you are bothering the police. Consider the results if a crime is in progress and you do not act!

Leave any confrontations to the police. This includes anyone that you see on the property from neighboring communities, non-residents in the pool, solicitors, etc. Please do not attempt to approach these individuals yourself in order to question them or ask them to leave the community. Leave this for the police to handle. Your role is to communicate information. Allow the police to perform the job they are trained to do.

Not every stranger who enters your community is a criminal, but criminals do take advantage of activity on apartment properties by pretending to be legitimately involved in sales, repair, and service.

#### **If you see a stranger that appears to be suspicious DO NOT:**

- Introduce yourself.
- Give them our business card.
- Ask them if they are a guest visiting someone.
- Offer your assistance in locating a specific apartment.

BE ALERT!!!! If you observe **any** suspicious activities, call 911.

### **REQUESTING POLICE SERVICE**

#### **Emergencies Only:**

- Dial 911 for police, ambulance, or fire department assistance.
- When calling, have the following information ready:
  - Type of incident
  - Whether or not the crime is still in progress
  - Location (your community name and address with any appropriate building, apartment number or access gate information)
  - Number of suspects, if any, and whether they are armed
  - Suspect(s) description(s)

- Vehicle description, if any

### **The differences between 911(emergency) calls and routine calls to police:**

- Always call 911 if it is an emergency or you suspect that criminal activity may be taking place at your community
- Make sure you have the administrative police listing at your desk for calls to crime prevention officers and other officers you may need to contact on a regular basis
- Do not use 911 to call the police if you are calling about crime prevention questions
- Check with your crime prevention officers at the local police department for a non-emergency police telephone number
- If a resident rushes into your office and asks you to call 911, allow them to do so immediately. Do not screen the call. Assume it is an emergency!

### **IF A SERIOUS ACCIDENT OR CRIME OCCURS AT THE COMMUNITY:**

- Dial 911
- Notify your regional manager.
- Protect the scene. DO NOT TOUCH ANYTHING!!! Keep residents away to keep important evidence from being contaminated. If residents have handled or altered evidence, immediately record that information.
- Begin preparing incident report.
- Begin preparing an action log. This chronological list of action and/or communication regarding the incident may become important litigation documentation.
- Immediately take photos of the accident or crime scene. These photos (or a video, if available) will provide valuable information needed if a lawsuit is filed. Photograph anything that may be disputed or called into question later such as locks, latches, pin locks, windows, pool gates, fences, light fixtures, shrubbery, exterior, interior, parking lots, perimeter lighting, damaged items, and any affected area. Do not count on someone else to photograph important evidence.
- Interview the victim or the injured party about the incident. Tape record the conversation if possible.
- If an accident occurs after regular business hours, notify the answering service to save all written or audio records covering the time period in question.
- Complete the incident report and attach all appropriate documentation to your regional property manager immediately and fax it to your insurance administrator. Keep copies of everything for your files on site.

- Notify residents: use the crime alert letter in this section.
- Handle the media in accordance with the procedures described in this section of the manual under “media relations”

After the police provide approval, depart the scene, and release control of the area:

- Secure the apartment or area
- Begin immediate plans to repair the damage
- Re-key and/or install new security devices (if applicable)
- Test everything that could be or is involved in the incident. Make sure to have this test witnessed by one or two people. Test locks, latches, gates, lights, alarm systems, etc.-EVERYTHING that someone could claim later was not working.
- Document and have witnesses sign what areas were tested and the results of those tests
- Immediately secure all on-site records involving the victim or injured party

**Remember...**

- Take photographs.
- Keep action log.
- Begin Incident Report.
- Do not admit liability or any responsibility for the incident.

Resident may be released from their lease upon request, with Regional Manager approval, and upon signing the consent to termination of lease form. Legal counsel may be necessary.

# **FIRE PROTECTION SYSTEM**

## **BUILDING SPRINKLER SYSTEMS**

A **fire sprinkler system** is an active fire protection measure, consisting of a water supply system, providing adequate pressure and flowrate to a water distribution piping system, onto which fire sprinklers are connected.

When properly installed and maintained, automatic fire sprinkler systems have proven to be the most effective means for protecting life and property against fire. A lot is riding, therefore, on a sprinkler system's ability to operate and function properly. The fire sprinkler systems must be maintained in an operative condition at all times and be repaired or replaced immediately when defective.

In order to follow the requirements of maintaining the fire sprinkler system, it's important to have a good understanding of what's meant by "inspection", "testing" and "maintenance". Those terms are defined as:

- **Inspection** - A visual examination of a system or portion thereof to verify that it appears to be in operating condition and is free of physical damage.
- **Testing** - A procedure used to determine the status of a system as intended by conducting periodic physical checks such as waterflow tests, fire pump tests, alarm tests, and trip tests of dry-pipe valves. These tests are performed by the sprinkler and alarm companies.
- **Maintenance** - Work performed to keep equipment operable or to make repairs. This is also performed by the sprinkler and alarm companies.
- **QUARTERLY AND ANNUAL SPRINKLER SYSTEM INSPECTIONS AND TESTS**
  - The Property Manager is responsible for educating themselves and ensuring that the Company complies with all Local, State and Federal inspections and permits.
  - Contact the local sprinkler servicing and alarm companies to set up a schedule for inspecting and testing the sprinkler systems at the property.
  - Obtain all inspection reports and test results from these companies and maintain copies of the reports in the leasing office.
  - Contact your supervisor for approval if repairs are necessary.

## **FIRE EXTINGUISHERS**

The purpose of this section is to ensure the availability and effective use of portable fire extinguishers.

- All portable fire extinguishers must be inspected annually by a fire extinguishing service company.
- Each fire extinguisher must have a tag or label securely attached that indicates the month and year the maintenance was performed and that identifies the person performing the inspection. If The Company finds that a fire extinguisher is inoperable during their preventative maintenance inspection, they must replace it immediately and not wait for the annual inspection by the fire extinguishing service company.
- The National Fire Protection Association (NFPA) categorizes fires into four classes: A, B, C, and D.
  - Class A fires involve solid hydrocarbon materials such as plastics, wood, paper or cloth.
  - Class B fires involve burning hydrocarbon liquids, such as oil, paint or solvent.
  - Class C fires involve energized electrical equipment.
  - Class D fires involve burning metal.
  - Portable fire extinguishers at The Company properties must be of the A-B-C type.
- Fire extinguishers must be:
  - Within easy reach of storage areas for flammables
  - Throughout buildings, located so that a person does not have to travel more than 75 feet to reach one
  - Fire extinguishers must be conspicuously located, readily accessible, and immediately available in the event of fire.
  - At The Company properties, each property must maintain, at a minimum, fire extinguishers in each of these locations:
    - Maintenance Shop
    - Storage Rooms/Garages
    - Office – Easily accessible to each employee
    - Clubhouse – In each area where there is a kitchen
    - Laundry Rooms (each)
    - Boiler Rooms (each)
    - Employee Apartments (each)

## **FLAMMABLE AND COMBUSTIBLE LIQUIDS**

All flammable materials should be stored in approved industrial fire cabinets. Combustible materials can be stored on open shelving, but must be kept away from

ignition sources. There should be fire extinguishers strategically placed throughout all facilities to prevent or contain an emergency situation. The amount of compressed gases held on site shall be for no more than one day's usage. Smoking is allowed only in designated areas.

- Locate at least one fire extinguisher with a minimum rating of 20B not more than 10 feet from the door into any room used for storage of flammable or combustible liquids.
- All flammable and combustible liquids should be stored in approved containers with caps in place. The containers should not be stored near any heat source. If stored in the maintenance shop, store in the provided metal cabinet.
- All combustible material (wood, paper, liquids) will be kept at least ten 10 feet away from gas-fired heaters/ boilers unless the heater is in an enclosed area.

## **HOT WORK**

This section is to establish procedures defining a system of control that will allow work involving possible sources of ignition to be carried out safely, eliminating the danger of fire to surrounding areas.

Hot work is any activity that requires the use of a flame, or sufficient heat or sparks might be generated to serve as a source of ignition, or internal combustion engine powered equipment (i.e. welding machine, air compressor, etc.)

Safety Precautions when conducting Hot Work:

- A fire watch is required for all Hot Work activities covered by this policy. The Fire Watch must have an operable fire extinguisher ready and must be familiar with the facility, procedures for sounding an alarm in the event of a fire and turning in such an alarm immediately when necessary. The Fire Watch remains in the Hot Work area for at least 60 minutes following Hot Work completion and carefully inspects work and adjacent areas for smoldering fires.
- Hot work should never be performed where:
  - Areas where flammable vapors may be present within a minimum 50' radius.
  - The immediate vicinity of any pipe line, valve, fitting, vessel, or equipment that contains or has contained a flammable or combustible liquid or gas. Use a pipe cutter or a hacksaw instead.

- Whenever possible, all hot work must be done outdoors.
- If Hot Work is performed on walls, ceilings or floors, precautions shall be taken to prevent materials on the other side from igniting.
- Hot Work shall not be attempted on any partition, wall, ceiling, or roof that has a combustible covering or insulation, or on walls or partitions of combustible sandwich-type panel construction.
- Hot Work that is performed on pipes or other metal that is in contact with combustible walls, partitions, ceilings, roofs or other combustibles shall not be undertaken if the work is close enough to cause ignition by conduction. Other controls may be employed such as products designed to dissipate the heat transferred.
- All flammable or combustible material must be removed from the immediate area. What cannot be removed must be covered with fire blankets.
- In areas where heavy dust may be present, the dust accumulation must be cleaned prior to the start of work.
- Floor openings or drains must be adequately covered to prevent slag or sparks from falling to the area below or entering drains. In the case of the **work** being performed in an elevated area, the area below shall be barricaded.
- Extension cords for electrical or spark-producing equipment shall not be plugged in areas that require explosion-proof equipment.

## **AFTER A FIRE**

- Secure the area and notify your Regional Manager immediately.
- Notify Residents who were not at the scene immediately.
- If their apartment is now uninhabitable, even if only temporarily, encourage them to stay with friends or relatives or recommend a nearby, inexpensive hotel. **DO NOT offer to pay for anything and DO NOT admit any liability!**
- If several apartments were affected by the fire, the Red Cross will usually be available at the scene to assist fire victims.
- Media journalists from the local television stations or newspapers may also show up at the scene and you should follow the Company Media Procedures.
- Begin the Incident Report and collecting reports from the Fire Department, Residents, associates and witnesses, take photographs, and work closely with your Regional Manager for any additional instructions.
- Reset all fire protection system devices.

## **FIRE SAFETY-RELATED WORK PRACTICES**

- All employees must be trained annually in fire safety as per the Safety Policy & Procedures.
- Instruct employees not to remove or tamper with fire-fighting equipment and to report any missing or inoperable equipment to the supervisor immediately.
- Never place tools, equipment, etc. on or near fire extinguishers or fire hoses.
- Wash tools and materials only in approved solvents - never use gasoline!
- Fire extinguishers and fire hoses are intended for use on small fires only in their beginning stages. Never attempt to fight a large fire that is out of control! Stop any fire fighting activity and leave the area at the first sign of danger.
- Report any use of a fire extinguisher or other fire fighting equipment to a supervisor as soon as possible. Replace a discharged fire extinguisher immediately.

# **HAZARDOUS MATERIALS**

This Hazardous Materials Policy will help to inform The Company employees and vendors of:

- The proper location for storing hazardous materials in the workplace.
- Proper procedures to prevent hazards in the workplace.
- Proper procedures for contractors who may be exposed to hazardous materials, as well as how to inform The Company of any hazardous materials that a contractor might be bringing onto the property.
- The Property Manager and Maintenance Supervisor are responsible for maintaining the Hazard Materials for their property.

## **Bloodborne Pathogens**

The purposes of this section is to reduce the risk of occupational exposure to bloodborne pathogens, and/or other potentially infectious materials, in compliance with federal and state regulations.

**"Bloodborne Pathogens"** means pathogenic microorganisms that are present in human blood and can cause disease in humans. These pathogens include, but are not limited to:

- Hepatitis B virus (HBV)
- Hepatitis C Virus (HCV)
- Human immunodeficiency virus (HIV)

Bloodborne pathogens are not expected during the course of normal job duties and responsibilities, however, minor accidents such as skin abrasions, minor cuts, etc. could mean there is a possibility of coming in contact with contaminated surfaces, tools or materials.

Bloodborne pathogens can lead to illness or death, and may be present in any of the following:

- Blood, bodily fluids, or feces at an accident scene, crime scene, some garbage spills, and raw sewage.
- If a Company employee enters an apartment that involves a serious bio-hazard situation, such as a suicide or murder, DO NOT attempt to clean it up! Only a professional contracted service should be used.

## **Material Safety Data Sheets (MSDS)**

The purpose of this section is to inform all Company employees of proper procedures for chemical identification requirements and about Material Safety Data Sheets (MSDS).

The MSDS Binder is a requirement of OSHA, the Occupational Safety and Hazard Administration, and should be located in the Property Manager's office.

Although the primary responsibility for maintaining the MSDS binder belongs to the Property Manager, all individuals who order/purchase, or that sign to accept or receive any chemicals considered by OSHA to be hazardous, should also make sure that they acquire an MSDS sheet for those items at that time and give them to their Property Manager to include in the MSDS Binder.

In addition to the MSDS binder and training records, Human Resources will keep a record of any employee who has been accidentally exposed to a hazardous chemical.

Information and training on hazardous chemicals in our properties will be provided at the time of the employee's initial assignment, annually, and whenever a new hazard is introduced into their work area or a process change occurs.

The Company requires that all contractors be responsible for training their employees, supplying and updating all MSDS Sheets for all hazardous materials they bring onto the property, and ensure that of each substance is properly labeled as per OSHA requirements.

## **Storage Hazardous Chemicals**

All employees must ensure that containers in the workplace are labeled, tagged, or marked.

Flammable chemicals (such as paint thinner, gasoline, etc.) must be stored away from any source of flame, heat, sparks, etc.

Products containing bleaches, ammonia or Freon should not be stored near drain cleaners.

Pool chemicals must be stored in a well-vented area and that area must be locked when not in use.

## **Handling Hazardous Chemicals**

Always check the MSDS sheet for any chemical prior to handling it.

All employees are expected to follow all posted requirements for use of personal protective equipment, including earplugs, safety glasses or goggles, safety belts and respiratory protective equipment.

Block off any area that may have potential infectious conditions until clean up can begin.

Small spills can be safely cleaned by properly trained representatives using personal protective equipment such as latex gloves, eye protection and bleach.

Hire professional contractors for all larger scale spills, clean ups, or restoration efforts.

Precautions that should be taken when handling hazardous chemicals:

- Wear puncture resistant latex gloves inside leather gloves when handling trash, around any hazardous chemicals.
- When working on any sewer lines or around sewage waste, employees must wear latex gloves AND goggles or a face shield and protective clothing.
- When handling trash be careful due to the possibility of sharp instruments or needles. If any hypodermic needles are found, handle with extreme caution and dispose in a hard sided container.
- Wipe up blood or bodily fluid spills immediately and completely disinfect the area with a mixture of one part household bleach diluted with 10 parts water.
- Wash hands after you remove your latex gloves and as soon as possible after contact with blood or bodily fluids.
- Place soiled towels or other items used to clean up blood or other bodily fluids in a prescribed red trash (bio-hazard) bag and container and dispose of them promptly and properly. Discard latex gloves after each use.
- Report any exposure to your supervisor immediately.

# **HVAC REPLACEMENT PROCEDURE**

The current company procedure for AC condenser/ air handler replacement is as follows:

1. If an outside condenser is bad and the air handler in the unit will accommodate R410A Freon, (either with the addition of an expansion valve or because the unit is universal to R-22 Freon and R410 Freon), then follow the R-22 “flushing procedures” and replace the bad condenser with the new R410A equipment.

Check with your local A/C equipment sales representative to be sure the A/C copper line sets do not have to be upsized.

“GENERALLY SPEAKING”, if a new R410A condenser is being installed in conjunction with an R-22 air handler, and the air handler unit is no higher than two stories, and the new R410A unit is no bigger than 2-tons, then the old R-22 copper line sets will work. The new condensing unit will lose some efficiency but the A/C system will operate properly.

2. If an outside condenser is bad and the air handler in the unit will not accommodate R410A Freon, then attempt to acquire an R-22 condenser to use as a replacement.
3. If an outside condenser is bad and the air handler will not accommodate R410A, and R-22 equipment is not available, then replace both units (condenser and air handler) with R410A equipment. “SAVE” the old R-22 air handler, as it can be used in a later repair and/or replacement. Also save any parts off of the R-22 condenser that can be used later.
4. If a condenser is operating properly but the air handler in the unit is bad, then replace the air handler with a “universal” air handler. i.e.: the replacement air handler should be able to function with both R-22 Freon and R410A Freon.
5. For those properties that have heat pumps and a condenser goes bad, we are attempting to replace the heat pump with a “split-system” condenser.

If the maintenance staff is unsure of this process then contact your local A/C equipment representative and have them send a tech out to walk your staff through the process. Chadwell has provided this service previously to our maintenance staff.

The Company is in the process of organizing classes for our maintenance team to attend: to cover the new R410A equipment and installation process.

If you have any questions concerning the A/C Replacement Procedures, please contact the Corporate office.

# **KEY CONTROL**

This key control policy is designed to:

- Establish control of the apartment keying system, including key duplication and distribution.
- Establish a recorded chain of accountability for all keys issued.
- Restore physical security in a timely manner whenever key control has been compromised.
- Cover all keys and access devices to the property.

All Company employees and Residents are responsible for keys and access devices assigned to them and must strictly adhere to established key control policies.

**Under no circumstances should there ever be a master key to all of the apartments!**

All keys must be returned when work is completed, or at the end of each day, and the check-in time noted on the Key Check-Out Log. Keys to vacant apartments may not be kept overnight!

## **KEY CABINETS**

The key cabinet is to be kept in the management office and must remain locked, or at least access to the location of the key cabinet must remain locked, when not in use.

Keys must be coded using a random code system and should not be stored in building or apartment order.

The key codes must be stored in a secure location as per the On-Site Standardization Policy.

## **HANDY TRACK / KEY TRACK (if applicable)**

Some properties use Handy Track / Key Track as an alternate system of monitoring key usage, for all keys - apartments, garages, mailboxes, storage, office, amenities, maintenance shops, etc.

All keys must remain in the Handy Track / Key Track system at all times, with the exception of when they are checked out and should NEVER be marked in a way that identifies an apartment or location address.

At close of business each day, the outstanding **key** report should be pulled to **audit** and account for any outstanding keys. All outstanding keys should be tracked down and returned or locks changed. Please refer to the Handy Track / Key Track Manual or website for specific instructions or contact your Regional Manager.

If your area experiences a power outage, then refer to the instructions regarding the Manual Key Check Out policy for your Handy Track / Key Track System, until power is restored.

## **ISSUING KEYS, ACCESS CARDS, AND REMOTES**

When a new Resident moves in, each adult occupant should be issued:

- An apartment key, a key card (if applicable), a mailbox key, and a remote. For all remotes, a \$25 Deposit and a \$25 Fee should be collected prior to issuing these and a Remote Control Addendum must be completed and signed by the Resident.

The office should always maintain at least (2) two keys to each apartment--one for office use and one in case the Resident needs to come in and get another key.

When a Resident moves out:

- All keys must be returned to the office
- The # and type of keys, remotes, access cards, etc. should be noted on the Resident's Move-In/Move-Out Inspection sheet. If no keys, remotes, or access cards are returned, a fee will be charged for re-keying expense and replacement of access cards or remotes.
- All access cards and remotes should be deleted from the gate access system (if applicable) during the move-out process.

## **RELEASE OF KEYS TO CURRENT RESIDENTS**

A Resident may only be given a key for their apartment during regular business hours. A Company employee must verify that the person requesting the key is a Resident listed on the Lease Agreement by comparing the signature on their government-issued photo I.D. with the signature on the Lease Agreement. Once they have been verified, the Company employee will hold the I.D. until the Resident returns the key. We do not charge for this service.

Any time a key is released to a Resident, the release should be documented on the Key Check-Out Log and the log should be kept in a binder adjacent to the key cabinet.

In the event that a minor locks him/herself out of the apartment, every attempt should be made to contact the Leaseholder in order to verify that the child is on the Lease Agreement and to obtain authorization for the minor to enter the apartment. Once authorization is received, accompany the minor and let them into their apartment.

If a Resident wishes to grant access to their apartment to another party (vendor, contractor, family, friends, or other guests, etc.), they must complete a Key Release Authorization To Enter Form and submit it to the rental office. This form must be kept in the Resident's file. The other party will be required to show a government-issued photo I.D. to verify their identity.

## **LOCKOUTS**

The Company does not provide lock out service to Residents after office hours. Residents are responsible for calling a lock smith at their own expense to change the lock. A copy of the key must be given to the office for emergencies and performing routine maintenance.

All on call employees should be given a list of at least three local locksmiths that will service apartment communities and offer this information to locked-out residents without promoting any particular locksmith.

## **LOCK CHANGE REQUESTS**

If a Resident requests to have their locks changed, all leaseholders must sign the **Resident Lock Change Request**. This request may be accepted via fax, email or in person. The only exception to this policy is if the Resident is a victim of domestic abuse and brings a valid court order to the office that excludes someone who is also on the Lease Agreement from entering the apartment, we must change the locks and CAN NOT give copies of the new keys to the Resident that is excluded from the apartment. Under these circumstances, the excluded Resident does NOT have to sign the Resident Lock Change Request.

Resident Lock Change Requests can be accepted either in person at the office, or via fax or email and must be completed the same day. A re-keying fee will be assessed for this service.

Mailbox lock changes, storage lock changes, garage lock changes may also be requested and a separate fee may be assessed for each of those types of lock changes.

The Resident may purchase their own lock, as long as they provide the office with a key to gain access.

If a Resident wishes to install additional locks, this must be approved in advance and in writing by the Property Manager. These locks become a fixture and are then the permanent property of the apartment. Property Management must also provide the office with any keys to additional locks that have been installed in the apartment.

## **VACANTS**

To better facilitate the completion of make-ready apartments, the following steps should be taken:

- Immediately upon move-out replace the lock with a "vendor lock" and this is the only key that should be provided to maintenance employees and vendors.
- The vendor lock is then replaced with a regular lock once Manager accepts the apartment from Maintenance.

## **OFFICE/SHOP KEYS**

The office, shop, models and amenity areas should have non-mastered locks.

All maintenance shops and storage areas must be kept locked at all times.

Whenever there is a change in staff, all shop, office, model and any other amenity area locks should be re-keyed. The new keys and alarm codes should then be distributed to each staff member, depending on their level of access allowed to certain areas.

## **GATED COMMUNITIES**

A digital access keypad and pedestrian combination lock are provided to gain access in the event of a remote control malfunction.

The access code is to be changed immediately after construction has moved off premises at a new lease-up community and as often as is necessary thereafter. If an employee is no longer employed by The Company, the Property Manager must immediately change the access code(s).

Ensure police, fire departments and other emergency services personnel have access to the gates.

Residents must be notified of changes in the access codes at least (7) days prior to code change date.

- A Limited Access Gate Addendum must be signed by all Resident(s) upon move-in and placed in their lease file.

- If the access gates become inoperable for more than forty-eight (48) hours, a letter explaining the circumstances and providing an estimated timeframe until the gates will be operational again should be posted in all common areas and offices.

# **LOCKOUT/TAGOUT PROGRAM**

The OSHA regulation 1910.147 was enacted on January 2, 1990. All machinery or equipment built or rebuilt after this date must accommodate a Lockout/Tagout device. All Company employees must comply with this OSHA standard.

The lockout/tagout program is designed to protect Company employees from the hazards and injuries that occur as the result of the unexpected release of a hazardous energy source during the performance of maintenance operations. It is the process in which a worker cuts the supply of energy from machinery or equipment as it is being serviced, and displays a tag depicting who and where the work is being performed.

All equipment or machinery utilizing electricity and gas utilities must be locked out or tagged out prior to making repairs. This also applies to gas boilers and dryers.

Any trash compactor that operates with hydraulics must also be locked out or tagged out and the stored energy must be drained, prior to any repairs or maintenance being done on them.

Do not attempt to operate any switch, valve, or other energy isolating device when it is locked out or tagged out!

## **THE LOCKOUT/TAGOUT PROCESS**

Only trained, authorized employees can lockout/tagout.

All affected and other employees working in or entering work areas where lockout/tagout is performed must be trained.

Determine all energy isolating devices requiring lockout/tagout to ensure effective control of hazardous energy.

Determine the type and magnitude of the energy and required controls.

Notify all affected employees of the plans to lockout/tagout.

Shutdown the equipment/process by normal procedures.

Locate the necessary energy isolating device(s) to equipment/process and operate them to isolate energy sources and affix lockout/tagout devices.

Relieve all stored or residual energy and take appropriate measures to ensure it does not re-accumulate. Affix lockout/tagout device as necessary.

Verify energy isolation and relief of stored energy after ensuring employees are not exposed and before beginning work. After start buttons are activated, press the stop button.

Perform the servicing and maintenance.

To safely restore machines, equipment or process to normal production operations, replace all guards and safety devices, remove all personnel, remove all tools and equipment.

Notify affected employees.

Remove lockout/tagout devices (by authorized employee installing lockout/tagout devices).

## **LOCKOUT / TAGOUT EXAMPLES**

### **Appliances – Unplug**

Washers/dryers, refrigerators,

### **Appliances - Breaker**

Ranges, dishwashers, garbage disposal

### **HVAC – Breaker**

Heating unit, air conditioners, hot water heater

### **Electrical – Breaker**

Light switches, light fixtures, smoke detectors, exterior lights.

# **MAINTENANCE**

## **GENERAL MAINTENANCE PROCEDURES**

### **RESPONSIBILITY**

The manager is responsible for the state of maintenance within their apartment community. The manager shall oversee the maintenance program, the ordering of supplies, and scheduling make readies, repairs and contractors with the assistance of the lead maintenance person.

### **MANAGER PROCEDURES**

In addition to responsibilities outlined in their job description, the manager will ensure the following procedures are accomplished:

1. Establish reasonable quality standards to judge the work performed by maintenance personnel.
2. If the manager or their representative cannot immediately inspect completed maintenance, instruct the maintenance personnel to continue their normal duties and conduct the inspection at the earliest opportunity.
3. Oversee staff entry of work orders into the computer and give to maintenance personnel for all work to be performed. This is the only sure means of control that the manager has over the people performing the work within the community. If you don't put it in writing, it won't get done.
4. Conduct regular and frequent maintenance inspections. Look for indicators that maintenance is or will soon be required. Keep notes on what you see and execute work orders to ensure the maintenance is accomplished.
5. Correct minor maintenance as soon as you are aware of a maintenance need. Early repairs of a minor nature will save the cost of major repairs at a later date.
6. Develop an overall community maintenance plan. Carefully determine each maintenance need and how it fits into the overall maintenance program.

### **APARTMENT COMMUNITY MAINTENANCE PERSONNEL**

Maintenance personnel include porters, make-ready and housekeeping personnel. Maintenance personnel assigned to an apartment community are responsible for all phases of maintenance within the project. Work standards, including quality and quantity of work, are to be established by the manager. When it becomes necessary for maintenance personnel from one community to assist in the maintenance effort of

another community they will follow the direction and guidance of the supported manager.

### **MAINTENANCE SAFETY**

Maintenance personnel are expected to adhere to all safety guidelines and must wear safety equipment as designated. Maintenance personnel are expected to know Company procedures including but not limited to: safety, record keeping, uniforms and payroll/benefits.

### **MAINTENANCE IDENTIFICATION**

Maintenance personnel are expected to come to work in proper attire / uniform. Uniforms must be kept neat, clean and professional. Maintenance personnel are expected to wear their name badges at all time when on property.

### **MAINTENANCE ATTIRE**

Uniformed employees include maintenance, housekeeping, and porter personnel.

It is the manager's responsibility to make sure the employees are dressed in their proper uniforms every day. An employee arriving at work not in uniform should be sent home without pay and change into proper attire before returning to work.

Appropriate maintenance attire during working hours should include:

- Order uniforms after (3) three days of employment. See "Personnel Section" for more details and for uniform ordering instructions.
- Five (5) sets are provided twice per year for each employee. Additional uniforms can be purchased at the employee's expense.
- Uniformed employees are required to wear pictured identification name badges while at work.
- Clean and neatly pressed, gray polo shirts are to be worn, and are ordered through the Assistant Regional.
- A belt should be worn with clean neatly pressed black pants or black walking shorts. Pants and shorts can be purchased at local department store.

- Flip flops and open toed shoes are not allowed.
- Visible Piercing, other than a limit of one per ear, are not permitted.
- Painter's overalls may be purchased and left on property to wear over uniform clothes when painting.
- Overalls are not to be worn when performing resident service requests.

Discussing a person's attire is always a difficult issue to address - let's not make it an issue that has to be addressed with you singularly.

## **NOTICE OF SERVICE PENDING**

When inside a resident's apartment, notice that maintenance is inside must be posted to the resident's door. This is to prevent a possibly uncomfortable and potentially dangerous situation should the resident arrive home to find someone inside their home. Maintenance Door Hangers will state "Maintenance is currently inside your home working" and will be ordered by the corporate office. Each property should have at least two of these door hangers on hand or one door hanger per maintenance employee, whichever is greater.

***Door hanger is to be placed on the primary entry door while working inside to alert the resident that service personnel are in their home.***

## **ROUTINE MAINTENANCE REQUESTS**

Requests for routine maintenance shall be accomplished during normal daily working hours. ***Company expects to complete 85% of all work requests within 48 hours.*** Properties may need to staff at least half days on weekends for maintenance "that cannot wait until Monday" and manicuring the community for the weekend.

## **PROCESSING THE WORK ORDER**

1. Work orders should be posted to the computer for all work requests including emergency calls completed after hours, make readies, housekeeping and exterior repairs.
  - Routine Repairs
  - Emergency Repairs
  - Contract Repairs

- Carpet Cleaning
  - Painting
  - Interior cleaning
  - Make Ready
  - Preventative Maintenance
  - Inspections
  - Exterior Repairs
  - Notice Deliveries
  - Safety Items noted during property inspections
2. The printed work order will be placed in the work order wall trays. Work order wall trays are located in the maintenance room if attached to the office or a suitable location in the office easily accessible by all staff. The wall trays are labeled as follows:
    - EMERGENCY WORK ORDERS
    - GENERAL WORK ORDERS
    - MAKE READY WORK ORDERS
    - ON HOLD STATUS/CONTRACTOR WORK ORDERS
    - COMPLETED WORK ORDERS
  3. Anytime management/maintenance enter an apartment, written notice of our entry **must** be left in the resident's apartment. Staff will never enter a resident's home for any reason without leaving notice.
  4. Maintenance personnel will complete the "Work Order" forms noting the work performed and/or follow-up needed. One copy of the form will be left in the resident's apartment. The other copy is then returned to the office.
  5. The completed work order will be posted in the computer. If parts were ordered rendering the repair incomplete, this will be noted in the computer and the work order will remain as "On Hold Status" until the parts are received.

6. If a repair is requested due to a roof leak, a flooded unit, or other similar request, a work order is processed as noted above. However, an additional work order must be issued to repair / texture the sheetrock or shampoo and re-lay the carpet until the repair is 100% complete.
7. Once work is final, the original copy shall be returned to the office. The appropriate dates and times should be shown for completion on all attachments. The original copy shall be filed in numerical order by apartment number in a file cabinet for "Work Orders" or in a separate folder behind the lease folders. **Do not file in Lease folders.**
8. Work Orders not completed within 48 hours of requested service, must receive a courtesy call and an update from the management office. The call should state, "*We did not want you to think we forgot about your work request, our maintenance team is currently back logged with work, would it be acceptable if we made this repair on \_\_\_\_\_*". If the resident agrees to the reschedule, the work must be completed on that day without fail. **If management promises to meet the re-scheduled date, it must happen.**

## WRITING A WORK ORDER

It is useful to train the office staff to efficiently write a work order. This allows the maintenance person to address the work request better prepared with the proper tools and/or parts before entering the apartment. Below are some examples of how to more effectively write a work order.

DO NOT WRITE:	INSTEAD, WRITE:
Toilet not working	Toilet is stopped up
Toilet not working	Toilet runs continuously
Door will not stay closed	Master bathroom door will not secure in closed position
A/C not cooling	A/C blows hot air
A/C not cooling	A/C does not kick on at all
A/C not cooling	A/C not blowing properly and makes squeaking noise.
Smoke detector not working	Smoke detector beeps
Stove not working	Stove right burner does not work
Oven not working	Oven gets too hot and burns food prior to cook time

## **WORK ORDER RECORDS**

The proper and careful completion of a work order form is vital to our present and future maintenance program, controlling liability and evaluating performances.

The computer system should be updated thoroughly; specific information should be included such as maintenance work required, work performed, time required to complete work, supplies used, etc.

Maintenance reports should be reviewed periodically to reveal repeat problems, supply needs to keep in stock and completion time-lines; overtime back up and time management goals.

## **HOUSEKEEPING**

All chemical cleaning agents used require a MSDS report.

All chemical agents that are shipped as a concentrate but require diluting must be mixed or diluted to the manufacturer's recommendation – stronger is not always better.

These should be stored according to the manufacturer's recommendation located on the MSDS sheet provided with the solvents (usually in a dry, cool and well-ventilated area).

Products should always be stored in their original container and tightly closed when not in use.

## **WATER EXTRACTION PROCEDURES FOR WATER DAMAGED UNITS**

Below is the procedure for handling water leaks that result in water-soaked apartments:

- Property should purchase, keep available, and in good working condition:
  - One (1) shop vacuum to extract water
  - Two (2) blower cage style fans
  - One (1) indoor room dehumidifier
- A small hole should be punched in the ceiling for water entering an apartment due to a roof or upstairs unit water leak. The small hole will allow the water to flow out in a controlled manner into a container placed directly below the hole.

In addition to preventing additional water from flowing onto the carpet, creating a small drain hole will also help prevent the sheetrock ceiling from collapsing due to water pooling and saturating the sheetrock above.

- If the unit is occupied, the resident's furniture must be removed or placed on Styrofoam pads to prevent additional water damage. The resident's items should be handled gently and with careful consideration. Items should be arranged neatly and in such a manner as to create the least amount of inconvenience to our resident as possible under the circumstances.
- If the resident is not home at the time, the resident must be contacted immediately (at work, on cell phone, etc...). If all attempts have failed and resident contact cannot be made, a note must be left inside the apartment with an after hours contact phone number so that we can explain to the resident what has happened and what is being done. Remember - communication is **very** important during these difficult times. Be sure to follow-up on your promises.
- A shop vacuum should be used to extract water from soaked carpets. In many cases a professional water extractor or carpet shampoo contractor should be called. They are able to more thoroughly extract water from carpet since professional machines are far more powerful than shop vacuums. In any event, maintenance should begin using the shop vacuum until the contractor arrives in order to prevent further water damage.
- If an outside contractor is called to work in an occupied apartment, the contractor must be escorted and supervised by a staff employee at all times while the contractor is inside the resident's apartment.
- Immediately remove the pad, extract the water, and then place blocks under the carpet to keep the carpet lifted off the slab. Place blower fans around the room in such a way as to ensure the air will blow under the carpet and over the top of the carpet. Move the blocks and fan around periodically to ensure that all areas of the carpet get exposure to the fresh air blowing in.
- Treat the slab with a fungicide and a micro-bacteria product such as "Tilex" or "Clorox".
- Alternate the thermostat between air conditioning and heat at one-hour intervals. This will pull a large amount of moisture out of the air to prevent mold and mildew problems.
- Set up an air dehumidifier to pull additional air from the room. It is imperative that the water be drained from the dehumidifier as needed.

- In most cases where the water penetration is extensive, the base boards and, or sheetrock may need to be removed to allow water inside the walls to drain thoroughly and to prevent mold.

**It is imperative that water damaged items (walls, carpet, furniture, etc...) be dried completely within 48 hours to prevent mold and mildew problems.**

## **LOCK PROCEDURE**

The following are general guidelines based on state laws within The Company portfolio, however, the property manager is responsible for ensuring compliance.

## **SECURITY DEVICE**

1. Have all security devices working properly when residents move in.
2. Promptly replace or repair a security device that you or your employees at any time discover missing or not working - even if the resident has not asked you to do so.
3. Re-key all locks before new resident moves in.
4. If required by state law, a keyless deadbolt must be installed on each exterior door, including any door from garage into dwelling.
5. Have a keyed deadbolt on all exterior doors.
6. Have a door viewer, a clear glass pane or one-way mirror in each exterior door.
7. Install pin locks or charlie bar on each sliding glass door.
8. Have a window latch on each window.
9. Install bolts and locks required for any French doors.
10. Respond promptly to legitimate resident requests for re-keying, repairing, installing, or replacing - within 24 hours after receiving the resident's request.
11. Be fair in billing residents for any re-keying, repairs, and installations for which they are liable. If possible, avoid requiring payment in advance.

## **UTILITY CONTROLS**

### **CAUSES FOR HIGH UTILITY CONSUMPTION**

The cost for utilities is one of our major expenditures and is an expense item that is often overlooked. Utility expenditures can be reduced if every employee continually monitors and corrects situations that cause excessive utility consumption.

#### **ELECTRICITY**

- Employees not turning off lights and A/C in vacant apartments.
- Photocells that are defective, dirty or they are not extended to obtain sunlight.
- Pool or hot water circulating pumps that are in poor condition or undersized.
- Vacant unit electric bills over the established maximum allowance of \$35 per unit must be explained by the manager and/or maintenance supervisor. This explanation should be on the bill itself or the vacant unit utility log.

#### **WATER AND SEWER**

- Leaking faucets, inside and outside of apartments.
- Excessive landscape watering.
- Over filling swimming pools or having leaks in pools or lines.

#### **GAS**

- Overheating hot water.
- Not insulating hot water lines completely.
- Not cleaning boilers or water heaters regularly.
- Gas line leaks.

The Property Manager will maintain a record on each meter's monthly billings and compare consumption of the current year to the previous year. It is important that whenever there is an increase in utility consumption, immediate action is taken to correct the problem.

## **EQUIPMENT**

### **PRESSURE WASHER**

Each property should keep and maintain a pressure washer on-site for use in keeping the property sidewalks and siding clean of dirt and mildew.

The pressure washer should be gas powered with a minimum of 2500 PSI. Accessory devices for adding chemicals, extension hoses and goggles should be included.

The property name must be permanently and boldly printed on the machine.

Care should be given in keeping the hoses properly stored to increase their life.

### **FREON CONTAINING EQUIPMENT REPAIRS**

Any maintenance employee who is involved in the recovery and/or recycling of Freon must be certified with at least a Level Two Certification. Certification classes are available from local apartment associations and HVAC vendors.

Any time Freon recapture/recycle equipment is used, it must be documented on the Freon Recovery/Recycling Form. This form documents the amount of Freon recaptured, recycled and added to HVAC equipment at your property. This form must be filed and maintained for 7 years. Government regulations require that recycled Freon can only be used at the property where it was recaptured.

### **ACCIDENTAL RELEASE**

Any accidental release of Freon should be documented by using the Accidental Freon Release Form. Maintain a copy of this form with the Freon Recovery/Recycling form.

### **DISPOSAL OF FREON CONTAINING EQUIPMENT**

Before disposing of appliances and equipment that contain Freon, the Freon must be depleted. If you sell the appliance or equipment, document that your property is no longer responsible for maintaining Freon in the sold appliance. Some waste removal companies will remove appliances and Freon.

### **TRACKING REFRIGERANT USE**

Accurate records must be maintained for all Freon used. Document use on the applicable forms.

**Notice: The Environmental Protection Agency conducts field inspections and issues citations. Depending on the severity of the offense, violators may face a fine of up to \$25,000 per day per violation and a maximum jail sentence of two years.**

## **GROUNDS MAINTENANCE**

### **BROWN PATCH**

“Brown Patch” is fungus that is seen as an area of browning sod. It occurs very quickly. It is likely to be found during seasons of increased rain and thus, ground moisture. Since it is often hard to treat during the growing season, once spotted, Brown Patch should be treated immediately. Prompt and on-going follow-up with turf inspections and a fungicide is important until it is cured. Fungicides can be purchased from Preferred vendor in granular or liquid form.

### **CHINCH BUGS**

Opposite from “Brown Patch” yet looking much the same are “Chinch Bugs”. Chinch Bugs typically occur when the ground is very dry and hot. Insecticides targeted to Chinch Bugs can be purchased from Preferred vendor and must be applied quickly.

### **IRRIGATION SYSTEMS**

TEST ALL ZONES, VALVE BOXES, TIMERS, HEADS AND CLOCKS YEARLY  
INSPECT AND SERVICE MOTORS AND PUMPS. REPAIR AS NEEDED.

### **LANDSCAPING AND GROUNDS MAINTENANCE**

To ensure consistency either by maintenance staff or a landscape contractor, the following Standard Guidelines should be followed.

- All debris will be removed and deposited off site. No debris should be dumped on site unless approved by the management office.
- All lawn areas (especially around curbing and lawn areas where snow was stored) must be swept free of sand either by hand or with mechanical sweepers.
- All Spring cleanup work, including parking lot sweeping and mulching, should be completed by April 15th, weather permitting.
- Any resident garden areas must be thoroughly cleaned of all debris (both organic and inorganic).
- Blow and/or sweep all walkways and entrances to all buildings and hard surface areas including site perimeters, and the sidewalk and street curbing surrounding the property.
- Thoroughly clean all raised planters of debris and weeds.
- Hand edge all tree and shrubbery beds, removing disturbed soil from beds. No soil from edging operations is to be left in the beds and covered-over with mulch.
- Rake out all lawn areas, shrubbery beds and areas under tree groupings of all

paper, leaves, weeds, debris and broken limbs.

- Remove all dead, broken or snow damaged branches from all shrubbery and ornamental trees less than 8' in height.
- Remove all debris and weeds from foundation plant areas.

## **FLOWER PLANTING GUIDELINES**

Flower planting guidelines are as follows:

- All flowers are to be planted within the same day as their arrival.
- Inspect and count the number of flats and compare to flowerbed design.
- All flowers should be hand watered twice that same day.
- All debris, pots, etc. should be cleaned up and disposed of off site.
- Contractor is to return the next day after planting to hand water all flowers.
- Seven to ten days after the original flower planting, contractor should return and apply a side dressing of 5-10-5 fertilizer to all summer flowers.
- Certificates for all chemicals to be used by the lawn care contractor must be provided to the manager upon acceptance of the contract.
- Never apply lawn chemical on Fridays or Saturdays.
- Lawn care contractor response time for service calls must be within 72 hours.
- The lawn care company is required to visit the community once within 21 days after each application to assess the effectiveness of the application and to spot treat problem areas.
- The manager should be notified at least seven days prior to each scheduled application.
- Two emergency phone numbers of lawn care company representatives must be left with manager. (injuries, accidents, etc.)

## **WEED CONTROL**

Flowerbeds will be weeded every week during the growing season.

## **IRRIGATION SYSTEM (IF APPLICABLE)**

- Make adjustments and settings of automatic controllers to establish frequency and length of watering periods.
- Check systems to ensure continuous trouble-free-operation.
- Adjust all heads to maintain proper coverage.
- Repair and replace any equipment damaged as a result of above maintenance at Contractor's expense.

## **MAINTENANCE INVENTORY**

An inventory of tools and equipment must be completed as part of the maintenance program.

### **An inventory should be taken when:**

- There are changes to the maintenance staff,
- Prior to termination of a maintenance employee,
- On a quarterly basis.

All properties should have an Operations and Maintenance Plan for Mold and Moisture. All Company policies and procedures are outlined in the O & M Manual; please refer to it for details.

All properties built prior to 1978 should have an Operations and Maintenance Plan for Lead-Based Paint. All policies and procedures are outlined in the O & M Manual; please refer to it for details.

All properties built prior to 1981 should have an Operations and Maintenance Plan for Asbestos Building Materials. All policies and procedures are outlined in the O & M Manual; please refer to it for details.

# **MAINTENANCE AFTER-HOURS** **POLICY**

Maintenance After-Hours is any maintenance call that comes in to an office from a resident after normal business hours.

- The maintenance employee on call is required to carry a company-provided pager at all times while on call. When a call comes through to the emergency pager, the employee is required to make a return phone call back to the resident within 15 minutes or less from the time in which the resident placed the call to our answering service. If the resident call requires a visit from the on call maintenance employee, that employee must arrive no later than 45 minutes from the time in which the resident placed the call to the answering service.
- The resident does not have to be present in the event of an emergency, however, documentation is needed for the residents file if they will not be at home. Under no circumstances, will service be refused in the event of a true maintenance emergency, and work **SHOULD NOT** be delayed while waiting on a written request if the work is an emergency item.
  - ✓ The resident should be asked if they will be at home. If the resident will be at home, no other work order is necessary.
  - ✓ If the resident will not be at home, the employee should request that the resident leave something in writing requesting the emergency work order request. They can do this in any one of the following ways:
    - Leave written and signed request in the apartment
    - Fax or email written and signed work request to the leasing office
    - Drop off a written and signed work order request by the leasing office.
- Resident Lock Outs are not performed by employees after hours. The resident should be offered a locksmith name and number if this request should arise. If this request arises during regular business hours, the resident should be directed to the leasing office.
- Below is a list of what is considered an emergency work order.

## ***MAINTENANCE EMERGENCY SITUATION LIST***

The following problems should be considered emergency situations:

- No heat if outside temperature is below 55 degrees.
- No air conditioning if outside temperature is greater than 78 degrees.
- Electrical or gas failure of any nature.
- Overflowing commode.
- Stopped-up commode if only one is available.
- No hot water. If call comes in after 8:00pm, the call must wait until the following day at 9:00am.
- Water problems (severe plumbing leaks, broken pipes, roof leaks, or other water leaks).
- Malfunction of an essential appliance.
- No water throughout the apartment.
- Any unsecured entry.
- Malfunctioning controlled access gates.
- Malfunctioning smoke detectors are considered a maintenance emergency if the resident has completed all trouble shooting and the alarm sounding cannot be discontinued without the assistance of the on-call maintenance team member.
- All exterior lighting out on an entire building.
- Any threatening situation that may result in the loss of life or personal property, i.e.:

- ❑ Fire – Call 911, then call management
- ❑ Flood
- ❑ Severe Weather (i.e. repairing weather-related damage to windows, locks, doors, etc.) then call management.
- ❑ Police Action – Call 911, then call management
- ❑ Protecting a crime scene (i.e. repairing broken windows, locks, doors, etc.)

# **PURCHASING**

Maintenance purchases require a PO (Purchase Order) and manager's approval. Routine supplies should be ordered once a month, keeping a one-month supply on hand. The maintenance supervisor is expected to plan ahead for basic parts so unnecessary, frequent purchases at the local hardware store may be avoided.

The maintenance supervisor is responsible for inventory control of supplies and making sure that supplies are used only for the benefit of the property. Supplies are not to be used for personal use under any circumstances.

Maintenance supplies should be purchased from Chadwell/ Maintenance Supply: (where applicable). The Company receives rebates and incentives from this vendor. Below is an outline of benefits negotiated with Chadwell/ Maintenance Supply:

## **SHOP PROGRAM**

Chadwell/ Maintenance Supply will help you keep your shop organized free of charge by providing organizing bins. Each bar-coded bin label provides a detailed description, part number and picture for a more efficient and error free re-ordering system.

## **MATERIAL SAFETY DATA SHEETS**

To meet OSHA standards, we must keep "MSDS" sheets available for all chemical products used on site. These are available from Chadwell/ Maintenance Supply.

## **BID SPECIFICATIONS**

### **BID SPECIFICATIONS FOR CARPET REPLACEMENT**

It is very difficult to compare apples-to-apples when considering carpet types. Therefore the Company has established approved carpet specifications for replacements. Each property must use required vendors for their area. Deviations from these specifications require the Regional Manager's written approval.

Padding rarely should be replaced unless there are signs of water or pet damages. Inspect potential carpet replacements to determine if only damaged rooms can be replaced by using smart floors in the doorways. Smart Floors are room dividers made of wood/vinyl tile strips in doorways so that room replacements do not show carpet dye variations in the rooms replaced.

# **MAKE-READY**

The Company understands that a Resident's first impression can have a huge impact on if they will be happy and continue to live in our communities.

The Property Manager is responsible for properly tracking upcoming move-outs and making sure that all vacant apartments are made "ready" in a timely manner and to the highest possible standard.

## **MAKE-READY SCHEDULE**

At the time of a move-out, a walk-thru inspection of the apartment is completed and any damages or cleaning charges are notated on the Move-In/Move-Out Inspection form.

- Move Outs – The Property Manager & Maintenance Supervisor should the walk the units together so the Supervisor will be able to determine what is needed in each apartment.
- Move Ins – All make-readies should be scheduled according to their move-in date. In most cases it takes approximately (7) working days to "turn" an apartment.

The following schedule should be followed to properly turn a vacant apartment:

- Change lock to a vendor lock upon move out.
- Trash Out - This should be done within (24) hours of move-out to avoid excessive damages caused by food going bad and attracting bugs.
- Maintenance - The Make-Ready Maintenance Checklist should be completed and turned in to the Property Manager.
- Painting – The Make-Ready Painting Checklist should be completed and turned in to the Property Manager. (Painting can be done before the maintenance check, if sheetrock or texture is not needed.)
- Cleaning – The Make-Ready Cleaning Checklist should be completed and turned in to the Property Manager.
- Clean or replace floor covering.
- Final inspection by the Property Manager before changing the status to "Ready".
- After Property Manager has completed the final inspection and accepted the apartment from Maintenance, then change the lock.

# ***POOL/SPA MAINTENANCE***

## **POOLS/SPAS**

- Each pool/spa should be cared for according to size, shape, location, etc.
- The person(s) taking care of the pool/spa **MUST** be certified in pool / spa chemicals.
- If required by State and/or local laws, display the certification of your contracted pool service company in the management office
- All swimming pools/spa areas **MUST** have the following safety equipment:
  - Pool drains must be covered with the VGB Drain Cover certified anti-entrapment device (must be stamped VGB 2008) to prevent anyone from accidentally being trapped by the suction.
    - If there is only (1) drain, then there must be a properly installed suction vacuum release system (SVRS).
  - A ring buoy with attached throwing rope. The rope must be at least (10) feet longer than the widest point of the pool.
  - A first aid kit.
  - Shepherd's crook or body hook mounted on a light, strong fiberglass pole that is at least (16) feet long.
  - A 911 Phone must be directly accessible in the pool area and must be tested daily.
  - All pools must have a depth marker on the vertical wall of the pool, coping and the deck.
  - Pool signs stating the pool policies.
  - A "NO LIFEGUARD ON DUTY" sign.
  - All pool fences must be in good working order at all times and be of the self-locking/self closing gates (lock should be on the inside of the gate) as required by local or state law.

## **POOL/SPA CLEANING PROCEDURE**

- Proper chemical balances must be tested (3) times daily with a pool/spa chemical testing kit during the open season and tested weekly in the off-season.
  - The chemicals must be maintained as specified by the equipment manufacturer in order to kill disease-carrying bacteria and algae. You should be able to see the bottom of the pool/spa and drains if the water is cleaned to the proper requirements.
  - The Pool Log must be maintained daily and copies retained for at least (2) years. Local and State health inspection departments must be given access to these logs upon request.
  - Chemicals must be stored in a well-ventilated, locked area to avoid anyone being exposed to toxic fumes. Appropriate safety equipment must be worn when handling and using pool chemicals.
- Manually skim the pool's surface at daily, and as often during the day as necessary, with a leaf skimmer.
- Brush down walls with a wall brush.
- Brush down the tiles with a stiff-bristled tile brush.
- Clean out all of the skimmer baskets.
- Vacuum the pool.
- Clean the pool pump filters. If the pump filters are dirty and the pressure has fallen below normal, then backwash the filter. Always make sure that you turn off the pool pump motor prior to backwashing the system!
- Clean the deck and any outdoor kitchen/grilling areas around the pool.
- Pool furniture should be cleaned and arranged neatly in the pool area. If any pool furniture is damaged, then it should be repaired or removed immediately for the safety of our Residents.
- Notify your immediate supervisor immediately of any potential major damages. If the pool must be closed for any reason, then also notify your Regional Manager.

# **PREVENTATIVE MAINTENANCE**

The primary goal of preventive maintenance is to prevent the failure of equipment before it actually occurs.

It is designed to preserve and enhance equipment reliability by replacing worn components before they actually fail.

The ideal preventive maintenance program would prevent all equipment failure before it occurs.

The Property Manager and Maintenance Supervisor are responsible for ensuring that all preventative maintenance is completed according to the Preventative Maintenance Program.

Below is a list of some of the items that should be included in a good preventative maintenance program:

- HVAC – Changing out A/C filters at least quarterly, cleaning interior and exterior coils, etc.
- Water Heaters – Inspecting for any signs of corroding tanks, leaks, etc.
- Lighting – Inspecting all exterior and interior lighting for common areas.
- Buildings – Inspecting the building exteriors for any signs of water damage, paint wear and tear, missing shingles on roofs, damages to railings, stairs, etc.
- Fitness Centers – Inspecting equipment to ensure safe and proper working condition.
- Playgrounds – Inspecting equipment to ensure safe and proper working condition.
- Irrigation – Inspecting sprinkler systems for any leaks or non-working sprinkler heads.
- Pools – Inspecting for any damages, leaks, non-working or faulty lights, etc.

# **RISK MANAGEMENT**

The Company and all employees are expected to observe and adhere to all rules and regulations that have been enacted for the purpose of maintaining a safe work place.

## **PREVENTION**

Life/safety hazards identified in the workplace **MUST** be addressed and resolved immediately.

This includes, but is not limited to, the following areas:

- Smoke, Sparks or Fire from ANY electrical wiring in electrical boxes (interior or exterior), HVAC units (Inside or outside unit), water heaters, appliances, lighting fixtures and/or outlets.
- Fire Safety Items – smoke detectors, fire extinguishers (in apartments and/or common areas), range hood extinguishers, chimneys, dryer vents, fire hazards in a unit (overloaded outlets and/or extension cords – particularly around the holidays), GFI outlets, etc.
- Improper storage of any hazardous materials – either in a Resident’s apartment, garage, storage room, etc. or in the maintenance shop/garage/shed, or any common areas on the property.
- Any area that has unattended chemicals that are not properly stored and locked.
- Holes in pavement, sidewalks, man-hole covers missing, drainage covers missing, etc.
- Trip hazards – Uneven sidewalks, items left on stairways, drawers left open, etc.
- Broken equipment in: Fitness center, tanning room, play rooms, basketball/racquetball, etc.
- Sharp or uneven edges, glass, nails, etc. on building exteriors, interiors, or in any common area on the property.
- Non operational exterior lighting
- Non operational locks on windows and/or doors
- Unsecure handrails, railings, stairs, balconies, patios, etc.
- Slippery surfaces
- Non operational self-latching pool gates/locks.
- Areas where wood rot presents a clear & present structural danger.

Documentation should be kept of any hazardous conditions that are found:

- Date and time that the hazardous condition was 1<sup>st</sup> reported or identified
- Name and contact information for the person reporting or identifying the

hazardous condition

- Documentation of what actions were taken, including any protective measures taken until the work is completed.
- Date and time that work was completed and the hazardous condition resolved.

# **SERVICE REQUESTS**

The Company's goal is to maintain the best possible condition of the assets to better strengthen the trust and relationship with their Residents. To accomplish this goal, The Company has set forth these specific requirements for completing service requests:

- All routine service requests must be responded to and completed within (48) hours from the initial submission of the service request.
- All Emergency service requests must be responded to and completed as soon as possible.
- Any service requests that cannot be complete within the designated timeframes above, usually due to parts not being in stock or requiring extra days ordering time, or for major items that must be contracted to an outside vendor, must be reviewed and followed-up on diligently until they have been completed and closed.
- All service requests must be submitted in writing to the office and may be submitted by:
  - Completing a service request form in the office.
  - Submitting a written request to the office in the Resident's own writing.
  - Emailing a service request to the office.
  - If a Resident calls the office to submit a service request, then they must be politely asked to submit a written service request by one of the methods listed above.
- The service request is then input into the Property Management software on the computer.
- The service request is given to Maintenance.
  - If the Resident is not at home when Maintenance tries to complete the service request, they must leave sign stating "Attention—Maintenance Is Inside Of Your Apartment" door hanger on the outside door knob.
  - Employees must never enter to complete a Service Request in any apartment if the only person in the apartment is a minor child without an adult present!
  - A copy of the Service Request should be left in the apartment to inform the Resident that the work was performed.

- Once the service request is completed, Maintenance submits the work order to the office to be entered and closed out in the Property Management Software.
- The office then calls and follows-up on all service requests with the Resident and puts the follow-up notes/documentation on the service request. Then the service request is filed in the Resident's folder.
- Maintenance should check their in-box frequently (at least three times) during the day for new Service Requests.