

CAMT Training:

Interior & Exterior Maintenance and Repair Course



Caulking | Drywall | Plaster | Orange Peel | Popcorn Ceilings | Locks | Tile

INSTRUCTOR GUIDE



CAMT Online Training

Don't Forget...Take the Online Training for this CAMT Course!

To continue your education, you can also complete a brief online training course on Heating and Air Conditioning Maintenance and Repair.

The course will take approximately 30 minutes. You can access the course on your home computer, a computer in a public place such as a library, or a computer at work.

Here's how to do it:

1. Go to the following web site: <http://www.naahq.org/education/onlinelearning/pages/login.htm>
2. Type the ID and password you received at this CAMT training.
3. Once you are logged in, click on the blue **Designations** tab on the left side of the screen, next to "courses."
4. Change the **Designation Type** field to "Designations I am Pursuing" and click on **Refresh Page**.
5. Open each individual module by clicking on the + sign and expanding the course list.
6. Click on the **Start** button to launch a course.
7. Complete all of the courses under each module until you receive a 100% completion.

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CAMT

CERTIFICATE FOR APARTMENT
MAINTENANCE TECHNICIANS 

HDSUPPLYSM

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CAMT Training: Interior & Exterior Maintenance and Repair Course

The National Apartment Association Education Institute thanks you for your time, talent, and technical expertise in training and developing the next generation of Certificate for Apartment Maintenance Technicians.

Whether you're a subject matter expert or lay person...a seasoned instructor or a new teacher...this guide will help you become an even more engaging and effective trainer.

In this one-day course on interior and exterior maintenance and repair, you'll help maintenance technicians:

- Learn more about make-ready maintenance.
- Acquire new repair tips and tricks in key areas identified by expert apartment maintenance technicians.
- Perform the identified repairs with greater ability and confidence.
- Become even more valuable members of the apartment community.
- Pursue the Certificate for Apartment Maintenance Technicians (CAMT) designation.

Although this course is targeted at technicians with one year of on-the-job experience, it can also be used to teach those with more or less experience who would like to hone a few interior and exterior maintenance skills.

Guide Contents

- Course overview
- Preparation instructions
- Course schedule
- Instructor script
- Appendix

Fast Facts: The Interior & Exterior Maintenance and Repair Course

Course Type

- Instructor-led classroom training
- Uses short presentations, photos, videos, discussions, demonstrations, hands-on activities, and question and answer sessions to teach the course material

Course Materials

- This *Instructor Guide*
- The *Interior & Exterior Maintenance and Repair Participant Resource Guide* (also can be used as a reference when participants are back on the job)
- The *Interior & Exterior Maintenance and Repair DVD* (brief video clips of key interior repair and maintenance tasks; available on the NAAEI website so participants can view clips when needed)

Course Length

Approximately 7 1/2 hours of classroom time (and it goes by very quickly!)

Best Way to Schedule

1. One full-day session (include two 15 minute breaks and 60 minutes for lunch)

OR

2. Two 4-hour sessions (include a 15-minute break)

Course Location

Because this is a course with demonstrations and hands-on activities, the best place to teach it is in an apartment community. Use a vacant apartment and a meeting room (if available) as your primary classrooms. Even better, find a vacant apartment that may be in need of—or in the middle of—“make ready” maintenance.

Subject Matter Experts

Invite a subject matter expert—a dry wall person, a tile-layer, a carpenter—to volunteer her/his time to participate in the instruction. Experts are especially helpful in a “tips and tricks” class like this. They can answer participants’ questions, demonstrate techniques, and talk about industry trends. (Check with your affiliate if the expert requires compensation for helping with the course.)

Fast Facts: **The Interior & Exterior Maintenance and Repair Course** (continued)

Demonstrations and Hands-on Practice

Many of the topics in this course also include a brief demonstration or a suggested hands-on activity to let participants actually see or do the repair task.

If you can include these elements in your training, it will elevate and enrich the participants' experience. Hands-on practice is especially valuable, because participants will get a chance to try out the skills they've learned in a safe environment, where mistakes do not have potentially serious consequences.

However, both demonstrations and hands-on practice will require more planning and preparation on your part—and most likely, support from your NAA affiliate.

Training Kit

If you choose to conduct demonstration and hands-on practice, which is highly recommended, work with your NAA affiliate to put together a training kit of tools and materials you can use in the course. This kit will not be expensive, but it will take a little planning and time to complete.

See “Suggested Training Kit for this Course” in the appendix.

Online Training Scenarios

Participants will also get a chance to reinforce what they've learned in the classroom by completing 30 to 60 minutes of online training, either at home or back on the job. In this training, participants will rate how well technicians perform several interior and exterior maintenance activities. For more details on this training—and how to present it to participants—please see page 41 of this guide.

Preparing to Teach the Course

To give course participants a first-rate learning experience, plan to spend several hours preparing to teach this class.

When to Prepare

Depending on your experience with this course, begin preparing one to two weeks before the scheduled course date. That's enough time to absorb the material without feeling rushed.

How to Prepare

- **Read the instructor guide carefully.** Get familiar with the organization and flow of the course, as well as the content and the leader's instructions.
- **Look for ways to personalize the instruction.** Add your own stories, examples, and insights. Make the material come alive for the participants.
- **Mark up this guide.** Write notes throughout. Highlight passages you want to emphasize. Add prompts for your examples and explanations.
- **Practice.** Do a dry run of the material (or at least some of it) in front of willing colleagues or family members. Get their feedback. Find out: What are you doing well? What's one thing you could improve?

When It's Time to Teach the Course

- **Use this instructor guide.** Refer to it often to keep the class on track. Using notes will make you look natural, relaxed, and yes, even confident.
- **Approach the course as a conversation, not as a presentation.** Keep things open and easygoing. Pick yourself up if you make a "mistake." Answer the questions you can. Most important, avoid the temptation to be the expert—simply share what you've learned.
- **Keep participants actively involved.** Allow participants to ask questions, share ideas with one another, and get as much hands-on experience as possible. Remember: telling isn't training.
- **Be yourself.** Participants appreciate (and learn more from) instructors who are not only knowledgeable, but also approachable, personable, and dedicated.

Preparing the Classroom

To complete your final preparations, arrive at the training site at least one hour before class begins.

Find the Location of these Public Facilities or Services

- Rest rooms
- Kitchen facilities or vending machines
- Emergency exits

Prepare Materials

- *Interior & Exterior Maintenance and Repair Participant Resource Guide* for each participant
- *Interior & Exterior Maintenance and Repair Instructor Guide* (with all your preparation notes in it)
- *Interior & Exterior Maintenance and Repair DVD*
- Training kit (see the appendix; have the right tools, parts and demonstration equipment for this course)
- Sign-in form (to be turned in to the affiliate office after class)

Prepare and Test Equipment

- DVD player and TV monitor (or DVD-compatible computer with LCD projector)
- Flipchart with stand or whiteboard
- Markers
- Microphone or sound system (if needed)

Prepare a Learning-Friendly Classroom

- Arrange the tables and chairs in the room so that participants will be able to easily see and hear the DVD, take notes, and talk with one another.
- Make sure the room isn't too hot or cold.
- Ensure that there's adequate lighting.
- Write the day's training agenda on the flipchart or whiteboard.

Course Schedule-at-a Glance

The total classroom training time for the Interior & Exterior Maintenance and Repair course is 7½ hours. Here's how it breaks out:

Time Needed	Topic
30 minutes	Welcome and Introduction
60 minutes	Make-Ready Maintenance
30 minutes	Caulking
150 minutes (2½ hours)	Ceilings and Walls
40 minutes	Locks
50 minutes	Tile
45 minutes	Open Discussion: Interior Maintenance and Repair
30 minutes	Curb Appeal and Building Inspections
15 minutes	Key Takeaways, Action Plan, and Wrap-Up

If teaching a full-day session, include two 15-minute breaks and a one-hour lunch. If teaching a half-day session, include at least one 15-minute break.

Instructor Script: Welcome and Introduction (30 minutes)

In this brief opening section, you'll welcome participants, introduce yourself, and set the stage for the "Interior & Exterior Repair and Maintenance" course.

Leader's Instructions:

Welcome participants to the course. Introduce yourself to the class, then proceed with the script below.
Dive in...you're going to do just fine!

Welcome. My name is _____, and I'll be your instructor for this CAMT course on interior and exterior repair and maintenance.

Thanks to your energy, enthusiasm, and professionalism, hundreds of thousands of apartment dwellers have a place they're proud to call home. They see freshly painted and smooth walls. They walk on solid, quiet floors. They open doors and windows with ease.

But the activities of everyday life—and the settling of apartment buildings themselves—eventually take their toll. The ceiling begins to crack. Nails pop out of drywall. A tile falls out. A drawer knob goes missing. That window becomes drafty.

And when those things occur, you're the person residents depend on to restore their ceilings, walls, tile, drawers, and windows to that "just like new" condition.

Which brings us to this course. In the next several hours, you'll get a chance to learn more about interior and exterior maintenance and repair—and sharpen a few of your repair skills.

I'll have more to say about that in a minute, but right now, I'd like to get to know a little more about you.

Leader's Instructions:

Go around the room and do those beginning-of-the-course introductions. This activity has three parts:

1. Ask participants to share their name, the name and location of their employer, and their experience with interior and exterior maintenance and repair during their time as a technician. This will give you a sense of the depth and breadth of knowledge in the room.
2. Introduce any subject matter experts who may be participating in the class. Have the experts say a few words about themselves.
3. And finally, tell participants more about yourself. Talk about your experience in the apartment industry, with training, or with the maintenance world. And talk a little about your life away from work, too.

Thanks for doing that. It's nice to get to know all of you better.

Now, let's take a few minutes to look more closely at what you'll be learning today. If you've had a chance to take other courses in the Certificate for Apartment Maintenance Technicians (CAMT) series, you'll find that this course is a little different.

Rather than being a comprehensive course on all things related to interior and exterior maintenance—you know, walls, floors, ceilings, carpets, cabinets, floors, windows, and so on—this training focuses on a few key areas identified by expert maintenance technicians. Think of it as a "best of" or "tips and tricks" class where you'll be able to level set some key skills, learn new repair techniques, and even get a chance for some hands-on practice.

More important, however, is that this course depends on your participation—and your experience as a maintenance technician. You've probably done more make-readies than you can count. You've probably picked up a few things about patching a dry wall hole. After all, you've been "teching" for at least a year, right?

So today, **you'll be expected to share what you've learned.** Just think of all the ideas and practical advice you can give one another. And what you'll be able to take back and use on the job.

Instructor Script: Welcome and Introduction (continued)

Turn to page *Welcome i* in your *Resource Guide*, so we can take a look at how this entire course lays out and see what's on tap for today.

We'll start things off with a brief survey and discussion of make-ready maintenance, an important topic that most of you already have a lot of experience with.

Next, we'll proceed to the key interior maintenance areas our experts have identified:

- Caulking
- Ceiling and walls
- Locks
- And tile

Then, we'll discuss a few other interior maintenance issues—some identified by me, others, by you—where you'll get the chance to ask questions, as well as share your tips and tricks once again.

To wrap up the day, we'll take a brief look at exterior maintenance, specifically, curb appeal, general swimming pool area safety, and inspections of the building exterior.

And naturally, we'll have breaks and a lunch period along the way.

Throughout the course, you'll be doing a variety of things to help you learn, absorb, and hopefully enjoy the subject material. You'll be:

- Using your *Resource Guide*
- Watching in-class demonstrations and videos
- Having group discussions
- And completing a few hands-on activities

All I ask is that you participate fully. That means stay with us, both mentally and physically. Ask questions. Tell us about your experiences—the things that have worked well on the job, and the things that haven't. You'll only get out of this class what you put into it, so give it everything you can.

We're almost ready to dive into today's activities, but before we can do that, I need to cover a few housekeeping items, just to answer any logistical questions that may be lingering in your mind.

Leader's Instructions:

1. Cover any other remaining housekeeping items, such as the location of the rest rooms, emergency exits, and kitchen or vending machine facilities—as well as any registration or sign-in activities.
2. Ask for questions before moving on.

Make-ready Maintenance (60 minutes)

In this part of the training, you'll introduce a highly familiar and important interior maintenance and repair topic—make-ready maintenance. Then, you'll turn the show over to participants, who will perform a make-ready inspection in a vacant apartment (or other room), discuss that experience, and share their best make-ready tips.

Let's get the ball rolling with the first topic of the day, make-ready maintenance, also known as rent-ready, turnover, or punch-out maintenance.

Turn to page 1 in your *Resource Guide*.

You already know what this type of maintenance involves: preparing an apartment home for a future resident. You also know its goal: to make the apartment “as good as new.” To achieve this goal, however, you need more than just your hands, your tools, and a checklist. Indeed, you must learn how to see a just-vacated apartment through the eyes of the future resident, as well as those of your management team or owner. When a future resident walks into the apartment, he's thinking “home.” When your supervisor or owner walks into the apartment, she's thinking, “Does this apartment meet our community's move-in standards?”

In other words, make-readies demand your full attention and care whenever you do them. You're welcoming someone home—and helping to establish the reputation of your apartment community.

Now, let's take a make-ready tour with a maintenance pro, courtesy of a brief video.

Leader's Instructions:

1. Show the video: “Make-Ready Inspection Tips” on the *Interior/Exterior Maintenance DVD*.
2. Afterwards, ask these questions:
 - What's your reaction to this video?
 - What new things did you learn?
 - What things might you add or change?

What's more, effective make-ready maintenance can be measured on your company's financial statement.

Group Participation:

1. Ask participants: “Does anyone know what lost rent is?”
2. Allow participants a minute or so to come up with their answers, then see if anyone wants to speak up. Compliment responses that are in the ballpark, then if you need to, give the definition below.

Lost rent refers to the rent that is “lost” each day—and can never be collected—because an apartment is not leased. The longer it takes to make a vacant apartment ready for a future resident, the longer the leasing team has to wait to lease it, and the greater the lost rent on that apartment will be. For example, if an apartment rents for \$1000 a month and it takes ten days to turn it, it loses one-third of a month's rent, or \$333. But if it takes only five days to turn, then the apartment loses only one-sixth of a month's rent or \$166.

There's no question that well-executed make-ready maintenance—completed in as quick a timeframe as possible—can help minimize lost rent. If you can just do your part to get the apartment ready, you can then leave the rest to the leasing team.

Make-ready Checklists and Inspections

Group Participation:

1. Ask: "How about a quick show of hands...how many of you use checklists, wallboards, assignment sheets, or even computer-generated tools for make-ready maintenance?"
2. See how many hands go up, make a comment about it, then move on.

Most communities do use some sort of tool to keep track of the make-ready work that needs to be done. Turn to page 2 of your *Resource Guide* to see an example checklist.

Leader's Note:

The make-ready checklist that follows is the one that appears in the *Resource Guide*.

Make Ready Checklist			
<i>Date:</i> _____		<i>Unit:</i> _____	
Living Room	OK	Fix	Initials
Signage/Number			
Door Viewer			
Door Finish			
Lock Set			
Frame/Threshold			
Wall Switches			
Door Stop			
Walls			
Ceiling			
Receptacles			
Baseboards			
Windows			
Window Locks			
Lights			
Thermostat			
Vents			
Cable Connection			
Water Heaters			
Preventive Maint.			
Kitchen	OK	Fix	Initials
Walls			
Floors/Vinyl			
Ceiling			
Lights			
Receptacles			
GFCI			
Cabinets			
Drawers			
Counters			
Caulking			
Sink			
Faucet			
Disposal			
Plumbing			
Dishwasher			
Refrigerator			
Range			
Hood			
Microwave			
Vents			
Baseboard			
Ref. Coils, Clean			
Paint			
A/C			
Heating			
Vinyl			
Aerator			
Preventive Maint.			
Blinds	OK	Fix	Initials
Cords			
Guides			
Slats			
Screens			
Bathrooms	OK	Fix	Initials
Receptacles/GFCI			
Lights			
Walls			
Tile			
Ceiling			
Floor			
Toilet Mechanics			
Toilet Seat			
Shower Head			
Tub Spout			
Tub Stopper			
Mixer Valve			
Grout/Caulking			
Shower Doors			
Sink			
Aerator			
P-Trap			
TP Holder			
Towel Bar			
Faucet			
Exhaust Fan			
Mirror			
Medicine Cabinet			
Preventive Maint.			
Bedrooms	OK	Fix	Initials
Walls			
Ceiling			
Baseboard			
Receptacles			
Closet Doors			
Closet Shelves			
Window/Locks			
Doors/Handles			
Preventive Maint.			
Mandatory Items	OK	Fix	Initials
Entry Door Lock			
Window Locks			
Slider Lock			
Storage Lock			
Fire Alarm			
Fire Extinguisher			
Garage Door Opener			
A/C Filter			
Hood Filter			
Sub Panel			
Porch Lighting			
Preventive Maint.			

Note: Shaded tasks may be performed after move-in. Talk with your supervisor to see what your company allows.

Make-ready Checklists and Inspections (continued)

The most effective tracking tools list the items that must be inspected and allow people to approve and “sign off” on the make-ready work.

Group Participation:

1. Ask: How does your community handle make-ready inspections?
2. Get a few responses, and ask more detailed follow-up questions like:
 - How many inspections do you have?
 - Who does them?
 - Are you present when the inspection happens?

The idea is to give participants a sense of the inspection procedures different communities use to ensure excellence in make-ready maintenance.

Turn to page 3 in your *Resource Guide*.

Although practices vary from community to community, a good number of them conduct at least two inspections.

The first inspection identifies the overall condition of the apartment, any items the resident must be charged for, and the maintenance needed to make the apartment ready for a new resident. The community manager, maintenance service manager, or both will do this inspection. It's often performed with the current resident just before move-out—or immediately afterwards.

The second inspection verifies that the apartment is ready for its new residents. Again, the community manager, the maintenance service manager, or both may do this inspection.

During a make-ready, some managers leave a copy of the inspection checklist in the vacant apartment for make-ready team members to use. Team members read the list to see what they should do, and then check off the items as they're completed.

Other managers use the inspection checklist to compile make-ready assignment sheets that are regularly updated. Each team member gets a copy to keep track of his or her make-ready assignments in more than one apartment at a time.

Whichever practice is followed, most service teams also keep a make-ready wallboard in a central place—such as the service manager's office. The board shows the current status of all apartments that are scheduled for make-ready maintenance.

Make-Ready Board

The Make-Ready Board is a tool that maintenance technicians and office personnel use to keep track of the different tasks required to restore an apartment back to its original condition after a resident moves out.

This is a process known as the Make-Ready Process and requires that after a resident moves out maintenance technicians start by inspecting the apartment to make an assessment of the work needed to be done to get it ready for a new resident moving in. The Make-Ready Process continues with removing any trash from the apartment, changing the lock to a vacant lock, painting the apartment, followed by maintenance repairs, cleaning, and carpet cleaning or replacing, and finally inspecting the apartment to ensure the apartment is 100% ready for the new resident.

See a sample Make-Ready Board in the Appendix.

You Try It: Mini Make-ready Inspection

Leader's Instructions:

The following activity is most effective and realistic when participants can perform it in a vacant apartment, but they can also “inspect” a community room, a meeting room, or even the classroom you’re in.

The point of this activity is to not to do a make-ready inspection per se, but to help participants develop a careful eye as they inspect the current condition of an apartment or room. It should be fun—and eye opening—for them.

Now, you get a chance to try out your make-ready inspection skills. You’re going to team up with a partner, and for the next ten minutes, you’ll perform a mini make-ready inspection in _____.

During this brief activity, look at things as a future resident would. Inspect carefully. Focus on details.

Take notes on what you find on page 4 of your *Resource Guide*. You and your partner may also want to split up to cover more ground.

Remember: You have just ten minutes. When you’ve completed your inspection, we’ll discuss your findings.

Mini Make-ready Inspection (Continued)

Leader's Instructions:

1. Give each pair ten minutes to complete their mini-inspections.
2. Conduct a ten-minute debriefing discussion afterwards. Ask each pair to respond to questions like:
 - What maintenance issues did you find during your inspections?
 - Did the resident cause any damage to the apartment?
 - Is the resident going to be charged for any of these damages?
 - What things looked good?
 - What was easiest about this inspection?
 - What was hardest?
 - Why do think you did this activity?

Make-ready Ideas and Advice

Now that you've had a chance to try out your inspection skills, I'd like to let you share your best make-ready advice with your fellow participants.

Turn to page 6 in your *Resource Guide*.

I'm going to give you five minutes to write down your best make-ready maintenance tips, and then we'll discuss them as a larger group.

Leader's Instructions:

1. Give participants five minutes to write their best make-ready tips in their *Resource Guide*.
2. Conduct a ten minute discussion afterwards:
 - Ask participants for their ideas.
 - Write them on the flipchart.
 - Invite participants to take notes on page 6 of their guide.
 - Add your ideas, too.

Thanks to this lively discussion, you now have several new make-ready ideas you can suggest to your team—or even try out back on the job.

Let's wrap this topic up now. Turn to page 7 in your *Resource Guide*.

Key Takeaways

When it comes to make-ready maintenance, here are the key takeaways:

- Learn how to see a just-vacated apartment through the eyes of the future resident, as well as those of your management team or owner. Develop your “make-ready eye.”
- Complete make-readies as quickly as you can without compromising quality. This can help your apartment community minimize lost rent.
- Use your company’s tracking tools to keep on top of make-ready inspections, work, and schedules.
- Follow your company’s make-ready standards and procedures.
- Suggest ways to improve the speed and quality of make-ready maintenance at your apartment community.

Group Participation:

1. Ask: “Are there any other takeaways you’d like to add?”
2. Ask: “What other questions do you have about make-ready maintenance?”

Transition to Interior Repair “Tips and Tricks” Segment

At the beginning of the day, I mentioned that a good chunk of today’s course would be dedicated to a few key interior repair areas identified by expert maintenance technicians.

So over the next four hours, we’ll be exploring these areas, which relate to caulking, ceilings and walls, locks, and tile. The idea is to give you a chance to level-set some skills, learn some new repair techniques, and even practice a repair or two.

But much like raising your kids or training your dog, there’s no one “right” way to perform these repair techniques. That’s why we want you to chime in with your own ideas and advice.

Here’s how it will work. I’ll introduce the repair topic to you, and then we’ll go over the “how to” steps for it, which are in your *Resource Guide*. I may then demonstrate part of the technique, or show a brief video about it, but after I do that, it’ll be your turn to contribute. I’ll expect you to ask questions, answer questions, and share your own experiences with these repairs. The more you participate, the more you’ll learn—and the more you’ll help your fellow techs in this classroom.

My goal is have all of you walk out of here with at least ten new ideas for the identified interior repairs, as well as a boatload of increased confidence.

With that said, let’s turn to the “tips and tricks” for our first interior maintenance area, caulking.

Caulking (30 minutes)

We've all seen those *Do-It-Yourself* television programs that make caulking look easy, but getting a finished caulk job that's smooth, consistent, and professional-looking can be tricky. Until now.

Leader's Instructions:

1. Introduce the topic.
2. Cover the how-to information. (This information is also on pages 8 – 9 of the participants' *Resource Guide*.)
3. Demonstrate the technique, using blue painter's tape, a caulking gun, caulk, and a piece of scrap wood trim on a surface like scrap drywall. (Or, have a participant demonstrate the technique as you describe it.)
4. Ask for questions.
5. Have participants and invited subject matter experts share their best tips and tricks.
6. Transition to the next topic: "Now that you've picked up a few tips on caulking, let's move to the next topic our experts identified, ceilings and walls. In particular, we'll be looking at repairing drywall, as well as a few other surfaces."

Safety

- Wear eye protection and a mask.
- With silicone caulk, work in a well-ventilated area.

Tools and Materials Needed

- Caulk (correct type for the intended use)
- Caulk gun
- Retractable razor blade scraper
- Blue painter's tape
- Rubbing alcohol (if using silicone caulk)
- Several small cotton rags
- Vacuum

Choosing the Right Caulk

Acrylic Latex Caulk:

The general purpose workhorse. Fast drying. Can be painted. Can be cleaned up with water. Best for caulking around wood trim and thin joints in dry areas.

Vinyl Latex Caulk:

OK for wet areas. Adheres very well. Fast drying. Can be painted. Can be cleaned up with water.

Silicone Caulk:

The caulk of choice for showers, tubs, and other areas exposed to water. Outstanding adhesion. Long life. Mildew resistant and watertight. Won't yellow or discolor. Usually cannot be painted. Must use rubbing alcohol for clean-up. Also releases ammonia during curing; work with it in a ventilated area.

Butyl Rubber Caulk:

Primarily for outdoor use. Great sealant for storm windows and doors, downspout and gutter seams. Fills larger joints well when used with a caulking rod or backer rod.

Caulking (continued)

How-to Steps

For **Latex Caulk**, follow Steps: 1, 3, 4, and 5

For **Silicone Caulk**, follow Steps: 1, 2, 3, 4, and 5

Step 1: Remove the Old Caulk

1. Remove all the old caulk with a retractable razor blade scraper.
2. Vacuum up the open joint—and any debris. *If mold is present, clean and rinse thoroughly.

Step 2: Mask the Edges of the Joint (only if silicone caulking is used, not necessary if latex is used)

Masking is secret to getting a clean, sharp edge—and a professional-looking caulk job, especially with silicone caulk. Using tape to mask both edges of the joint allows you to set the width of the joint and protect the surrounding material from the caulk. It also prevents the caulk from smearing during smoothing.

1. Use blue painter's tape to mask off both surfaces where you want the edge of the caulk to stop. Use long sections of tape to do this, and keep the tape straight.
2. Press the edge of the tape along the caulk joint.

Tip: *The joint will look best if you tape it "thin," about 1/8" to 1/4" width.*

Step 3: Apply the Caulk

1. Open the caulk tube with as small an opening as possible for the joint opening and place it in the caulk gun.
2. Apply the caulk at a 45-degree angle. Squeeze hard enough to get the caulk fully into the joint.
 - **Tip:** *Work at a slow, consistent speed. The smoother you make the joint to start with, the easier the job will be.*

For latex caulk:

- use sponge to wet finger and tool the joint
- After using your finger, use the edge of a sponge to finish

For silicone caulk:

- Use plastic spoon to tool joint
- Allow extra caulk to stay on blue tape
- Remove tape as caulk starts to "skin."

Step 4: Smooth the Joint.

1. Smooth the caulk joint by working from one end to the other. Use firm pressure.
2. As your finger becomes covered with caulk, wipe it off with the dampened rag. Re-wet your finger.
3. Continue smoothing until the job is finished.

Step 5: Finish Up the Job

Remove the blue painter's tape used to mask the joint. Pull the tape away from the joint both slowly and at an angle.

Ceilings and Walls: Fixing a Dent or Gouge in Drywall (20 minutes)

Small drywall dents and gouges are easy to fix with a spackle knife and wallboard joint compound.

Leader's Instructions:

1. Introduce the topic.
2. Cover the how-to information below. (This information is also on page 10 of the participants' *Resource Guide*.)
3. Demonstrate the technique of spreading joint compound over a dented piece of scrap drywall. (Or, have a participant demonstrate the technique as you describe it.)
4. Ask for questions.
5. Have participants and invited subject matter experts share their best tips and tricks.
6. Transition to the next topic: "Now, let's take a look at fixing popped drywall nails or screws."

Safety

- Wear eye protection, as well as a mask.
- Be careful using a utility knife.

Tools and Materials Needed

- Utility knife
- Wallboard joint compound
- Metal bread pan or hawk (an aluminum square with a handle mounted on its underside)
- Spackle knife
- Fine-grit sandpaper
- Primer
- Paint

How-to Steps:

1. Trim away loose or frayed paper from the gouge with a utility knife.
2. Place an appropriate quantity of joint compound into a metal bread pan or onto a hawk.

Note: *Joint compound shrinks as it dries. For larger gouges, mesh tape may be needed so that less layers of joint compound are needed.*

3. Pick up a small quantity of compound on the corner of a spackle knife and spread it over the damaged area.
4. Hold the knife on the wall at a low angle and draw it across the compound horizontally, then wipe the knife clean on the edge of the pan and make a second pass vertically.
5. Let the compound dry.
6. Apply a second coat of compound, but this time, use more compound and extend it a little beyond the first coat.
7. When the patch is dry, sand lightly and apply primer over the repaired surface before applying a paint topcoat.



Ceilings and Walls:

Fixing a Popped Nail or Screw in Drywall (20 minutes)

Drywall nail pops occur when drywall screws or nails loosen over time. As a result, the drywall moves and the nail heads push through the surface, causing a blemish.

Leader's Instructions:

1. Introduce the topic.
2. Cover the how-to information below. (This information is also on page 11 of the participants' *Resource Guide*.)
3. Demonstrate the technique of dimpling, using a hammer and scrap drywall. (Or, have a participant demonstrate the technique as you describe it.)
4. Ask for questions.
5. Have participants and invited subject matter experts share their best tips and tricks.
6. Transition to the next topic: "Now, let's look at a simple and slick way to repair small drywall holes."

Safety

- Wear eye protection, as well as a mask.

Tools and Materials Needed

- Screwdriver
- Drywall screws
- Wallboard joint compound
- Wallboard taping knife
- Fine-grit sandpaper
- Cloth
- Primer
- Paint

How-to Steps:

1. Drive drywall screws through the drywall and into the framing about 3 inches from the nail pop, on both sides. Drive the heads far enough to sink them slightly below the surface, but don't break the paper.
2. Carefully "dimple" the popped nail using a hammer. Make a depression in the drywall that can be filled with joint compound at each nail pop.
3. Fill the dimples with joint compound.
4. Cover each drywall screw head and dimple with a thick coat of compound, then skim off the excess with a wallboard knife.
5. Allow the compound to dry.
6. Apply a second coat, if needed, and allow it to dry.
7. Sand the area with fine-grit sandpaper, feathering the edges into the surrounding wall.
8. Wipe the surface clean.
9. Prime and paint the area, blending in with the paint on the rest of the wall.

Ceilings and Walls:

Repair a Small Hole in Drywall (40 minutes)

Repairing small drywall holes (up to four inches) is relatively easy when you use a newer repair material—a self-adhesive mesh that holds a metal drywall patch.

Leader's Instructions:

1. Introduce the topic.
2. Cover the how-to information. (This information is also on pages 12 – 13 of the participants' *Resource Guide*.)
3. Demonstrate the patching and covering technique, using an adhesive metal/mesh patch, joint compound, a wallboard taping knife, and a piece of scrap drywall with a small hole in it.
4. Ask for questions.
5. Have participants and invited subject matter experts share their best tips and tricks.
6. Optional practice: Have participants work in teams of two to four. Have them practice the patching and covering technique described in #3 above.
7. Transition to the next topic: "But what if that drywall hole is lot bigger? Let's look at what to do then."

Safety

- Wear eye protection, as well as a mask.
- Be careful using a utility knife.

Tools and Materials Needed

- Utility knife
- Adhesive mesh/metal drywall patch
- Wallboard taping knife
- Wallboard joint compound
- Drywall sanding block or sanding screen
- Primer
- Paint
- Paint brush or roller

Ceilings and Walls:

Repair a Small Hole in Drywall (continued)

How-to Steps:

Step 1: Prepare the Area

1. Remove any loose drywall. Cut away any torn paper with a utility knife.
2. Measure the size of the drywall hole, then get the correct size adhesive mesh/metal drywall patch.

Step 2: Apply the Patch

Peel the backing from the patch, then stick it over the small hole.

Step 3: Apply Wallboard Joint Compound

1. Using a wallboard taping knife, trowel on two or three layers of wallboard joint compound over the wall patch.
2. Cover all the pores in the adhesive mesh. Extend and “feather” the compound past the patch by at least 6” so it will blend into the surrounding area.
3. Let the compound dry.
4. Use a sanding block or drywall sanding screen to sand the repaired area smooth.

Tip: Try not to use sandpaper and your hand. If you do, you won't get the sanding flat, and the patch will be obvious when it is painted. Sanding block or sponge will provide a smoother surface. Wet sand for No Dust.

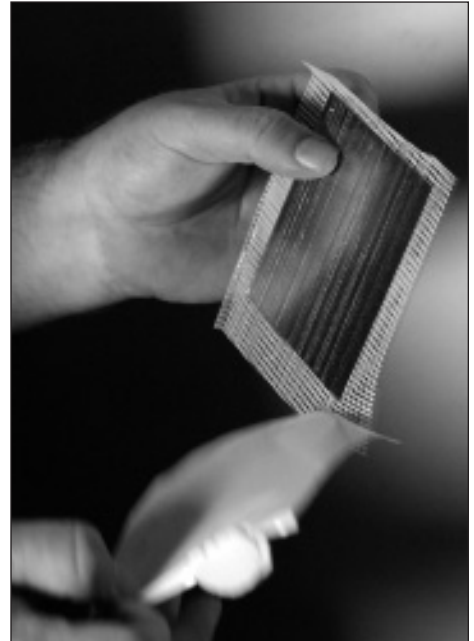
5. Look at the repair from side angles to see if it looks smooth. If you're happy with what you see, prime and paint. If not, repeat steps 1 to 4.

Step 4: Prime and Paint

1. Prime the repaired area with an appropriate primer for the type of paint you're using.

Tip: To help hide the patch, use a small roller with a medium nap. If you brush the primer on the wall, it will have a different texture to the surrounding wall paint.

2. Let the primer dry.
3. Paint the patch.



Ceilings and Walls: Patch a Larger Hole in Drywall (20 minutes)

When you patch a larger hole in drywall (up to about 24 inches square) you need to provide not only an actual drywall patch, but also the structural support for it.

Leader's Instructions:

Note: Because this repair requires structural support, you probably won't be able to demonstrate it. So just talk it through, and have participants and any invited subject matter experts add their insight.

1. Introduce the topic.
2. Cover the how-to information below. (This information is also on pages 14 – 15 of the participants' *Resource Guide*.)
3. Ask for questions.
4. Have participants and invited subject matter experts share their best tips and tricks.
5. Transition to the next topic: "Now, let's look at other ceiling and wall surfaces besides drywall."

Safety

- Wear eye protection and a mask.
- Be careful using a saw or utility knife.

How-to Steps:

Step 1: Prepare Opening

1. Using a straight edge (or preferably a framing square), mark off a square or rectangular section around the large drywall hole.
2. Cut through the paper surface on the marked lines using a wallboard saw, keyhole saw, or utility knife.

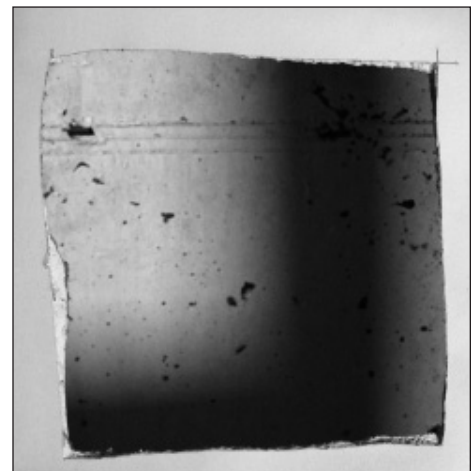
Step 2: Install Support Blocking

The patch will be supported and fastened to two of the sides of the opening with wood support blocking. Use 1x4 or a 2x4 scrap wood for the support.

1. Cut two lengths of wood 4" to 6" longer than the longest length of the opening.
2. Place one length of wood along the longest edge inside the hole so that half the width is over the opening and the other half is over the existing wallboard.
3. Position the blocking so you have equal overlap of the board at each end of the opening.
4. Hold the board in this position, then fasten it in place with 1" to 1-1/2" long drywall screws. Place screws at each end and also about 6" apart along the length of the opening.
5. Repeat steps 1 to 4 for the other side of the opening.

Tools and Materials Needed

- Framing square or straight edge
- Wallboard saw, keyhole saw, or utility knife
- Length of 1x4 or 2x4 wood
- Section of drywall wallboard larger than damaged area
- Coarse thread drywall screws 1" to 1-1/2" long
- Wallboard taping knife
- Wallboard joint compound
- Drywall sanding block or sanding screen
- Primer
- Paint



Ceilings and Walls:

Patch a Larger Hole in Drywall (continued)

Step 3: Install Drywall Wallboard Patch

Use the same thickness of wallboard for the patch.

1. Measure the opening.
2. Cut a piece of drywall to fit the opening.
3. Place the patch in the opening with the light-colored paper side facing out.
4. Fasten the patch to the blocking supports with drywall screws. Place screws in each corner and also about 6" apart along the lengths of the opening.

Step 4: Tape Joints of Drywall Patch

You could use paper drywall joint tape and drywall mud, but the repair is easier if you use a fiberglass mesh adhesive backed joint tape. This tape is stronger and does not require drywall mud bedding.

Cut lengths of the fiberglass mesh tape and adhere them to the joints of the patch. Cover each length of seam with its own continuous piece of tape, and overlap the corner joints.

Step 5: Apply Wallboard Joint Compound

Use wallboard joint compound, not spackle. Spackle is thicker and won't spread as easily—it will also make the finishing work more difficult.

1. Using a wallboard taping knife, trowel on two or three layers of wallboard joint compound over the wall patch.
2. Cover all the pores in the adhesive mesh. Extend and "feather" the compound past the patch by at least 6" so it will blend into the surrounding area.
3. Let the compound dry.
4. Use a sanding block or drywall sanding screen to sand the repaired area smooth.

Tip: Try not to use sandpaper and your hand. If you do, you won't get the sanding flat, and the patch will be obvious when it is painted.

5. Look at the repair from side angles to see if it looks smooth. If you're happy with what you see, prime and paint. If not, repeat steps 1 to 4.

Step 6: Prime and Paint

1. Prime the repaired area with an appropriate primer for the type of paint you're using.
 - **Tip:** To help hide the patch, use a small roller with a medium nap. If you brush the primer on the wall, it will have a different texture than the surrounding wall paint.
2. Let the primer dry.
3. Paint the patch.

Painting and wall coverings

Leader's Guide:

Lead a discussion based on common knowledge about Wall Coverings and Paint. Each section should at least include information on the following (add information as needed):

Surface Preparation:

1. Texture of the wall is important to the finished surface.
 - a. Roller is different from paint brush and spray can.
 - b. If the wall is too smooth or rough the patch will stand out, even if the paint matches.
 - c. Layers of paint will give a different surface texture as well.
2. Ensure that the surface is as smooth as possible before adding a texture. Once the wall is painted, it is difficult to sand the surface again.

Priming:

1. Needed to ensure that the wall paint is absorbed uniformly into the wall.
2. The use of primer provides for superior adhesion to surfaces that have a gloss or semi-gloss finish.
3. Spot Priming can show through a painted wall. In some instances, the wall must be primed to ceiling, corner to corner to ensure an even finish.

Paint Application:

1. Brush Care.
 - a. Maintain clean brushes.
 - b. Different brushes have differing quality and texture to work.
 - c. Thoroughly clean a brush after each use.
2. How to "Cut in a Wall"
 - a. Use a brush to outline the wall (a shield can be used for faster finish).
 - b. Roll the wall to the outlined part while the paint is still wet to blend the wall paint into the outlined portion. If they dry separately, you will see it.
3. Sheen
 - a. Flat – hides the most "flaws" not wipe-able clean.
 - b. Satin – will hide some "flaws" will handle a little scuffing, wipeable of some marks or stains.
 - c. Semi-gloss – good to use in moist environment (bathroom or kitchen.) Wipes clean, durable, cures slower than fat; faster than gloss paint.
 - d. Gloss – most durable, shows all "flaws"

Ceiling and Walls: Repairing Plaster (10 minutes)

Plaster walls and ceilings can develop small to large cracks from drying or ground movement. Here are some tips for repairing them.

Leader's Instructions:

Note: If your participants don't work with plaster, move to the next topic. But if you do need to cover it, you probably won't be able to demonstrate the repair techniques. Just hold a discussion instead.

1. Introduce the topic.
2. Cover the how-to information. (This information is also on pages 19 of the participants' *Resource Guide*.)
3. Ask for questions.
4. Have participants and invited subject matter experts share their best tips and tricks.
5. Transition to the next topic: "Textured wall surfaces—such as orange peel, knockdown, and sand—are also found in apartment communities. Let's look at two techniques for repairing perhaps the most common surface, orange peel."

Safety

- Wear eye protection and a mask.
- Be careful using a hammer and chisel.

Tools and Materials Needed

- Hammer
- Chisel
- Putty knife
- Soft bristle brush
- Plaster patch material
- A container to mix the plaster
- Fine and very fine-grit sandpapers
- Primer
- Paint

Ceiling and Walls: Repairing Plaster (continued)

How to Repair a Small Crack

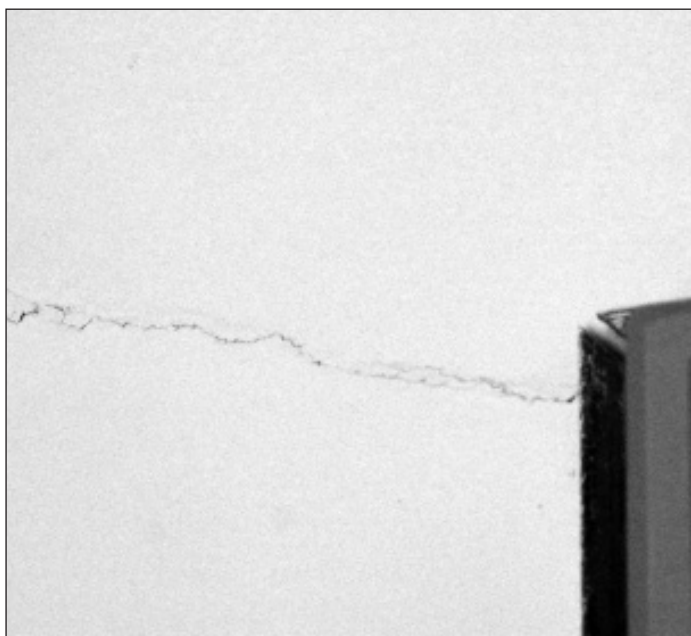
1. Widen the crack to about 1/8 inch using a hammer and chisel, then remove any loose plaster.
2. Fill the crack with the plaster patch material you've chosen, following the directions on the container.
3. Once the plaster is dry, sand smooth with progressively finer sandpaper.
4. Prime and paint.

How to Patch a Large Crack

1. Widen the surface of the crack using a hammer and chisel.
2. Remove debris with a small, soft-bristle brush.
3. Thoroughly wet the crack so it will absorb the plaster patch.
4. Use a putty knife to spread the plaster patch in the hole.
5. Allow the patch to dry for 24 hours, or as directed by the patch manufacturer.
6. Apply a second coat of plaster patch and allow it to dry before continuing.

Tip: *Instead of a second coat of plaster patch, apply a top coat of joint compound. It's easier to sand and finish.*

7. Sand the surface smooth.
8. Prime and paint.



Tips for Choosing Plaster Patch Materials

- You can patch a hole in plaster or drywall with joint compound, spackling compound, or patching plaster. Each has its advantages and disadvantages. Joint compound applies smoothly and sands easily, but it shrinks and takes 24 hours to dry. Spackling compound dries quickly and doesn't shrink much, but it's harder to sand smooth. Patching plaster dries in as little as two hours, doesn't shrink, and is durable, but it is difficult to sand.
- Use product that can handle the size of the hole or crack. Smaller cracks and holes in plaster can be patched using a plaster pencil or spackling compound. Larger areas of damage need a general patching substance or plaster product.
- Consider the ventilation needs for products and the safety recommendations for them.

Ceilings and Walls: Repairing Orange Peel Surfaces

Orange peel is also known as splatter or eggshell texture. Even though it's a popular and forgiving wall texture, it can be damaged by the activities of everyday life.

There are many ways to repair an orange peel surface, but two of the most common involve either a manual approach or a spray approach. Those are the techniques you'll learn here.

Leader's Instructions:

1. Introduce the topic.
2. Cover the how-to information. (This information is also on page 21 of the participants' *Resource Guide*.)
3. Ask for questions.
4. Have participants and invited subject matter experts share their best tips and tricks.
5. Transition from the previous topic: "Repairing Plaster."

Safety

- Wear eye protection and a mask.

Before You Begin with Any Technique

1. Repair any damaged drywall first. See pages 10 to 18 for these repair steps.
2. Practice your technique first. Use cardboard, scrap drywall, plywood, or any hard flat surface to do this.

Tools and Materials Needed

- Redi-mixed wallboard joint compound (manual technique)
- 3/8" nap roller (manual technique)
- Paint tray (manual technique)
- Fine sandpaper and sanding block (manual technique)
- Clean cloth (manual technique)
- Plastic dropcloth (spray technique)
- Spray texture patch (spray technique)
- Primer
- Paint

Ceilings and Walls: Repairing Orange Peel Surfaces (continued)

How-to Steps: Manual Technique

1. Mix enough thinned redi-mixed wallboard joint compound to fill the lower part of a paint tray. The consistency should be like pancake batter.
2. Apply the compound to the damaged area using a 3/8" nap roller.
3. As you move away from the repaired area into the original textured area, feather out the rolling using lighter rolling pressure.
4. Do a final roll in one direction.
5. Allow the repair to dry completely. The effect won't match yet—the repair will have peaks throughout.
6. Take a hand-sanding block with fine sandpaper and lightly sand the repaired area to level off the peaks and create the orange peel effect.
7. Take a clean cloth like an old T-shirt and rub the repaired area to soften the edges of the sanded orange peel repair.
8. Prime and paint to match the surrounding area.

How-to Steps: Aerosol Spray Technique

1. Place a plastic drop cloth on the floor below the repair area and on any surrounding furniture.
2. Read the instructions for using the spray. Shake and “warm” the can as directed.
3. Depending on the product used, hold the can between 12” to 24” from the wall surface.
4. Spray using a circular motion. Spray only about 50%-75% of the repair area with texture.
5. Let dry and then paint.

How-to Steps: Using a Pressure Sprayer

One of the newest ways to repair textured walls and ceilings is with a gravity fed, manually powered pressure sprayer. When you pull back the lever, the chamber sucks in the textured paint. When you pump, the lever pushes the paint out through the front plate. By adjusting the front plate and lever, you can control the sprayed textured pattern.

This sprayer can create orange peel, splatter, knockdown, and popcorn textures. Consider using this tool if you're repairing areas too big for a can or two of spray.

1. Place a plastic drop cloth on the floor below the repair area and on any surrounding furniture.
2. Stand 3 to 4 feet from the wall. Maintain this distance while you spray.
3. To spray, move the sprayer in a sweeping motion. Pull the handle back as required for the amount of spray and push the handle in, completely in, to complete the stroke.
4. Rinse and clean the gun.
5. Let dry and then paint.

Ceilings and Walls: Repairing Cracked Popcorn Ceilings (10 minutes)

If a popcorn ceiling has cracks, you can repair them with a patching compound designed for textured ceilings.

Leader's Instructions:

Note: You probably won't be able to demonstrate this repair. Just hold a discussion instead.

1. Introduce the topic.
2. Cover the how-to information below. (This information is also on page 22 of the participants' *Resource Guide*.)
3. Ask for questions.
4. Have participants and invited subject matter experts share their best tips and tricks.
5. Transition to the next topic: "That concludes the ceilings and walls part of this 'tips and tricks' training. Now, let's move to the next interior maintenance subject our experts identified, locks."

Safety

- Wear eye protection.
- Be careful using ladders and putty knives.

Tools and Materials Needed

- Putty knife
- Textured patching compound
- Paintbrush

How-to Steps

1. Scrape around the cracks with a putty knife.
2. Use a paintbrush to clean off any dust.
3. Apply the patching compound by dabbing it onto the ceiling with a small paintbrush or your finger. Use only a small amount of compound.



Tips

- In corners where the textured ceiling meets a smooth wall, wedge a large flat object (such as a broad knife) into the corner to prevent the patching compound from getting on the wall.
- Fix large cracks with joint compound before using the textured patching compound.
- If the ceiling has water damage, apply a coat of primer or sealer before using the patching compound.

Re-keying a Door Lock (20 minutes)

Re-keying a lock involves changing the pins inside the lock so that the old key doesn't work and a new key will work.

Leader's Instructions:

1. Introduce the topic.
2. Show the video: "Re-key a Lock."
3. Reinforce the steps in the video by covering the how-to information below. (This information is also on page 23 of the participants' *Resource Guide*.)
4. Ask for questions.
5. Have participants and invited subject matter experts share their best tips and tricks.
6. Transition to the next topic: "Now, let's look at a related procedure, changing out a lock."

Safety

Be careful using any sharp or pointed objects.

Tools and Materials Needed

- Screwdriver
- Tailpiece tool
- Follower tool
- Key gauge
- Pins

How-to Steps

Note: Tailpiece may be different. Instructions #4, 5, 7, and 9 are for Weiser or Schlage. Kwickset and others will disassemble differently.

1. Insert the tailpiece tool to remove the tailpiece.
2. Take out lock pin and spring.
3. Insert the pin.
4. Push the plug out of the cylinder using the follower tool. (Retain the top pins inside the cylinder.)
5. Take out the old bottom pins.
6. Use the key gauge to measure the depths of the cuts (notches) on the key to determine the size of pins needed for the lock.
7. Load the cylinder with the bottom pins of the proper sizes. To do this, insert the key and look for a flat surface across the top of the cylinder.
8. Verify that the pins are the correct sizes. To do this, insert the key and look for a flat surface across the top of the cylinder.
9. Use the cylinder to push the follower tool out of the plug.
10. Attach the tailpiece.
11. Use the tailpiece tool to reinsert and lock the tailpiece in place to hold the lock together. Do not overtighten.

Changing a Door Lock (20 minutes)

Changing a door lock is a fairly easy task to do and can usually be completed in about 15 minutes.

Leader's Instructions:

1. Introduce the topic.
2. Show the video: "Change Out a Lock."
3. Reinforce the steps in the video by covering the how-to information. (This information is also on pages 24 – 25 of the participants' *Resource Guide*.)
4. Ask for questions.
5. Have participants and invited subject matter experts share their best tips and tricks.
6. Transition to the next topic: "That wraps up our brief look at door locks and key. Now, let's move to the last interior maintenance subject our experts identified, ceramic tile."

Safety

Be careful using any sharp or pointed objects.

Tools and Materials Needed

- Screwdriver

Changing a Door Lock (continued)

Each property will have their own Policy to ensure that as residents move out, they no longer have access to the empty apartment. Let's discuss some common related topics.

1) Vacant Lock

- a. A Vacant Lock is one of a group of locks that are all keyed alike. These are used while the apartment is empty so that it has the same key as the other empty apartments.
- b. The benefits of these locks are that all employees can access to vacant units with the use of one key.
- c. This key can be used to have employees and contractors perform work in the units. Additionally, office employees can show vacant-ready units to prospects with the same key, making it very fast and efficient.
- d. When a vacant-ready unit is leased, the locks are changed from the Vacant Lock to a new lock (to that apartment) just before the new resident move in, ensuring that the new key has not been in the hands of anyone other than the new resident and the company's employee.

2) Key Security

- a. Keys should be kept in a locked cabinet inside a locked room or closet and should never be marked with the apartment number.
- b. There should be a process of checking keys out to employees and vendors to keep track of them. This policy may include the requirement that a vendor or contractor leave a form of ID or collateral to ensure the return of the key before they leave the property.
- c. Follow Property/Company policy to ensure that all keys are able to be located at all times.

3) Ensure no Duplicates

- a. Keep track of the cut depths of the keys to record and ensure that duplicates are not used anywhere on the property.
- b. Keep track of what lock is placed where to ensure that the same keys never work on the same apartment again. (the locks are not changed back to that apartment)
- c. This log sheet should be stored in a secure location.



Tile: Cleaning Grout (10 minutes)

If grout is dirty, you can make it sparkle and shine again by following the steps below.

Leader's Instructions:

Note: You probably won't be able to demonstrate any of the tile topics covered, due to the rather messy nature of the work. Just hold discussions instead—encourage participants and invited subject matter experts to share their insights.

1. Introduce the topic.
2. Cover the how-to information below. (This information is also on page 26 of the participants' *Resource Guide*.)
3. Ask for questions.
4. Have participants and invited subject matter experts share their best tips and tricks.
5. Transition to the next topic: "Now, let's look at our next tile topic, re-grouting."

Safety

- Wear eye and hand protection, as well as a mask.

Tools and Materials Needed

- Commercial grout cleaner
OR all-purpose bleach-based cleaning solution (use 1/4 cup of chlorine bleach in one quart of warm water)
- Stiff brush
- White towel or paper towels
- Grout sealer

How-to Steps

1. Spray on commercial grout cleaner or bleach-based solution.
2. Let cleaner soak into grout for several minutes.
3. Scrub grout with a stiff brush.
4. Rinse grout completely.
5. Dry grout with a clean white towel or paper towels.
6. Apply grout sealer to keep the grout clean for up to a year.



Tile: Re-grouting Tile (20 minutes)

Got chipped, cracked, or missing grout? It's no problem—just regrout.

Leader's Instructions:

1. Introduce the topic.
2. Cover the how-to information on the next page of this guide. (This information is also on pages 28 of the participants' *Resource Guide*.)
3. Ask for questions.
4. Have participants and invited subject matter experts share their best tips and tricks.
5. Transition to the next topic: "But what if a tile becomes chipped or cracked and you need to replace it? Let's look at how to do that now."

Safety

- Wear eye and hand protection, as well as a mask.
- Be careful using grout saws and putty knives.

Tools and Materials Needed

- Commercial grout cleaner
OR all-purpose bleach-based cleaning solution (use 1/4 cup of chlorine bleach in one quart of warm water)
- Stiff brush
- Toothbrush
- Grout saw or putty knife
- Tile grout
- Clean sponge
- Clean cloth
- Grout sealer
- Vacuum and Grout Float

Tile: Re-grouting Tile (continued)

How-to Steps

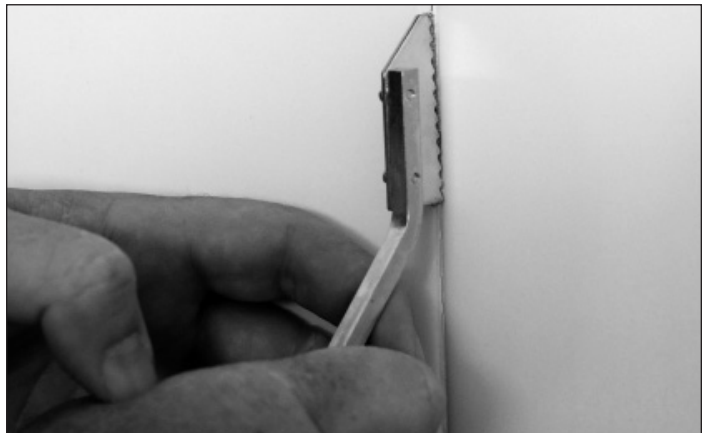
Step 1: Prepare the Area

1. Scrub the tile and grout thoroughly with a strong household cleaner.
 - If there is any mildew, scrub the tile joints with a toothbrush dipped in bleach and rinse thoroughly.
2. Remove any damaged grout with a grout saw, putty knife, or other sharp tool.
3. Vacuum up the mess.



Step 2: Apply Grout and Sealer

1. Mix grout according to the package instructions.
2. Scrub the area again, but this time, leave it damp.
3. Use a Grout Float to apply grout where needed, wiping firmly.
4. Smooth the new grout with a clean, damp sponge.
5. Apply more grout as needed and smooth again, until the tile joints are completely filled.
6. Apply more grout as needed and smooth again, until the tile joints are completely filled. A “haze” of dried grouting material will appear on the tile surface. Once this haze is dry (not shiny anymore), remove with a clean terry cloth towel. If this is done early you could save time on the clean up by being able to omit step 7.
7. Scrub the tile with a clean cloth to remove any dried grout.
8. Apply grout sealer.



Tile: Replacing Tile (20 minutes)

If tile is damaged, you can replace it without ruining the tiles around it.

Leader's Instructions:

1. Introduce the topic.
2. Cover the how-to information on the next page of this guide.. (This information is also on pages 30 of the participants' *Resource Guide*.)
3. Ask for questions.
4. Have participants and invited subject matter experts share their best tips and tricks.
5. Transition to the next topic: "That wraps up our discussion on tile—and on the key interior maintenance topics our experts identified. Now, we're going to open up the floor to you."

Safety

- Wear eye and hand protection, as well as a mask.
- Be careful using power tools, hammers, chisels, pry bars, and putty knives.

Tools and Materials Needed

- Drill
- Hammer
- Cold chisel
- Pry bar
- Putty knife
- Notched trowel
- Replacement tiles
- Block of wood
- Tile adhesive
- Tile grout
- Clean sponge
- Clean cloth
- Grout sealer

Tile: Replacing Tile (continued)

Before removing old tile, scarp the grout from in-between the tile(s) to be removed and the surrounding ones that will be kept to prevent damage to them while the original is removed.

How-to Steps

Step 1: Remove the Damaged Tile

1. Drill a row of holes and score a line with a hammer and cold chisel. Or, break up the tile with the hammer and cold chisel.
2. Use a pry bar along the chisel line to pull pieces of the old tile. (After the first old or broken piece of the tile comes out, the rest will come out like a snap.)
3. Scrape out the old adhesive, if possible, with a putty knife.

Step 2: Install the Replacement Tile

1. Spread new adhesive with a notched trowel.
2. Center a replacement tile in the patch area.
3. Place a block of wood over the new tile to protect its surface, then seat the tile evenly with the surrounding surface. (You may have to tap it gently with a hammer.)
4. Let the adhesive set according to package directions.

Step 3: Apply Grout

1. Mix a small batch of grout.
2. Use a clean, wet sponge to force grout into the seams, then wipe off the excess. Repeat until the joint is filled.
3. Scrub the tile with a clean cloth to remove any dried and excess grout.
4. Seal the grout with grout sealer.



Open Discussion: Interior Maintenance and Repair (45 Minutes)

The world of interior maintenance and repair is both wide-ranging and deep and has literally hundreds of topics a course could explore.

In this part of the training, you'll get a chance to expand and customize the content of this course by holding an open discussion on interior maintenance and repair.

Leader's Instructions:

You'll need to plan for this discussion well before the course begins:

1. Choose your discussion topics. We suggest you choose two to three beforehand, and then, allow participants to choose a topic at the time of the discussion. Potential topics include:
 - Carpet and floors
 - Painting
 - Cabinets and countertops
 - Doors
 - Windows
 - Kitchens and bathrooms
 - More in-depth exploration of the topics already presented in this course
2. Decide how you want to present the topics. For example you may want to:
 - Do a mini-presentation or brief demonstration. (Or have an invited subject matter expert do this.)
 - Ask participants to share their stories and experiences related to the topic.
 - Hold a question and answer session.
 - Ask participants to share their best ideas on the topic.

Then, when it's time to actually hold the discussion:

1. Introduce the discussion and explain how it will work. Have participants take notes on page 31 of their *Resource Guide*.
2. Watch your time. 45 minutes will go by very quickly.

Curb Appeal and Exterior Inspections (30 minutes)

In this part of the training, you'll move outside the building to talk about another highly familiar and important topic—curb appeal. You'll also introduce a tool for conducting semi-annual inspections of the exterior of an apartment building.

So far, we've spent this entire course inside the apartment building—now, we can finally move outside.

The truth is, many of the key activities associated with exterior maintenance and repair—roofing, landscaping, irrigation, painting and siding, swimming pools, spas—are often done by contractors.

But when it comes to a type of exterior maintenance called curb appeal, you have a key role.

Turn to page 32 in your *Resource Guide*.

You already know the goal of curb appeal: to make sure that the outside appearance of the apartment community—and its public areas inside—always look attractive to those who see it.

Much like the make-ready maintenance we discussed at the beginning of this class, you need to develop a careful eye for curb appeal. You need to see the grounds through the eyes of current residents, potential future residents, and those of your owner or management team.

You also need to guard against curb appeal maintenance becoming too routine, or just a bunch of items to check off on a list. You need to keep asking yourself:

- Is this a place residents can be proud to call home?
- Does our community present a positive first impression to passers-by and guests?
- Is our community's curb appeal a great advertisement for prospective residents?

Curb appeal is so important that everyone on the community team must participate in it. It's not just the responsibility of those assigned to clean common areas or maintain the grounds. It's the leasing consultant's job to pick up that empty soda pop can when she walks by it in the parking lot. It's the community manager's job to straighten up the office when he sees that clutter is getting out of control.

And it's your responsibility to do what it takes to keep the community looking in tip-top shape as you complete the day's work.

Curb Appeal Checklist

Many apartment communities use some sort of tool, like a checklist, to make sure that all curb appeal standards are being met.

Turn to page 33 of your *Resource Guide* to see an example checklist.

Leader's Note:

The curb appeal checklist that follows is the one that appears in the *Resource Guide*.

Curb Appeal and Exterior Inspections (continued)



Curb Appeal Checklist

Complete this checklist at least once a week, or as often as your company recommends.

Property Entrance	Yes	No
Adequate signs		
Signs in good condition		
Entrance well-landscaped		
Entrance free of trash and litter		
Roadway or street in good condition		
Entrance and signs well-lit		

Landscaping and Grounds	Yes	No
Trees, shrubs and lawns look healthy		
Dead or unsightly plants removed		
Seasonal plants in good condition		
Grounds free of trash and litter		

Building Exteriors	Yes	No
Building clean and appears structurally sound		
Doors and windows clean and in good condition		
Visible patios/balconies clean and uncluttered		
Dumpster area clean		
Dumpster and perimeter fencing in good condition		
Sidewalks in good condition and free of litter		
Areas well-lit		
Mail areas free of trash and litter		

Common Entryways, Hallways, Breezeways	Yes	No
Floors clean and free of litter		
Walls clean and undamaged		
Stairwells and railings clean, uncluttered, and in good condition		
Areas well-lit		

Parking Areas and Driveways	Yes	No
Parking lot well-striped		
Areas clean, free of trash and litter, and in good condition		
"No Parking Area" and "Fire Zone" well-marked		
Areas well-lit		

Office and Inside Common Use Areas	Yes	No
Adequate signs		
Signs in good condition		
Exit signs clearly visible		
Interior well-landscaped		
Walls and ceilings clean and in good condition		
Doors and windows clean and in good condition		
Blinds and drapes clean and in good condition		
Tile floors clean and in good condition		
Carpeted areas clean and in good condition		
Lights in working condition		
Areas free of trash and litter		
Bathrooms clean, fresh and free of litter		

Inside Recreational Areas	Yes	No
Rules posted, visible and in good condition		
Equipment clean and working properly		
Areas clean and free of litter		
Mirrors and windows clean and undamaged		
Lights in working condition		
Bathrooms clean, fresh and free of litter		

Outside Recreational Areas	Yes	No
Rules posted, visible and in good condition		
Equipment clean, undamaged and working properly		
Areas free of trash and litter		

Pool/Spa Areas	Yes	No
Rules posted, visible and in good condition		
Pool/spa clean and water clear		
Safety equipment in place		
Fence gates latch properly		
Furniture well arranged, clean and undamaged		
Areas well-landscaped		
Areas well-lit		
Areas free of trash and litter		

Laundry Rooms	Yes	No
Floors clean and free of litter		
Walls clean and undamaged		
Machines clean, undamaged and in working order		
Trash receptacles available and in good condition		
Lights in working condition		

These checklists can be used in many ways. The team members doing the day's curb maintenance may use the checklist to make sure they don't miss doing an important task. Supervisors—and yes, maybe you—may use them to inspect the work already done.

Now, I'm going to give you three minutes to read the sample checklist, and then we'll spend a few minutes discussing it.

Leader's Instructions:

1. Give participants three minutes to look over the sample curb appeal checklist.
2. Ask the following questions:
 - Does your community use a similar checklist?
 - How does your community use the checklist?
 - What items would you add to this sample checklist?
 - What items might you delete?

Curb Appeal and Exterior Inspections (continued)

Swimming Pool Area Safety

Turn to page 34 in your *Resource Guide*.

Let's take a couple of minutes to zero in on an important part of the sample Curb Appeal Checklist, the swimming pool and spa areas. Your apartment community must meet certain federal, state, and local safety requirements to keep these areas safe for residents and guests. These requirements include—but are not limited to—safety measures such as having:

- Visible depth markers around the pool.
- Self-closing and self-latching gates leading into the pool area.
- Life-saving equipment, such as shepherd's hooks and life rings.
- Adequate lighting in and around the pool area.
- A phone for emergencies.
- The proper signing.

To make sure your community is in full compliance with all federal, state, and local requirements, check with your management team.

As for the water in the pool or spa itself, you may be required to have special training and certification before you're permitted to work on improving or maintaining water quality. If you're interested in getting this training, talk with your supervisor.



Pool Equipment and Tools:

Pollution in pool water comes either from the environment or is carried into the water by swimmers. Environmental pollution includes dust, leaves, chemical wastes, pollen, spores, and bacteria and so on, that are blown into the water by the wind. Swimmers carry other pollutants into the water such as sweat, suntan oils, urine, bacteria, viruses, etc.

The basic components of a pool system are: Pump, backwash valve and filter.

The pool pump ensures that the pool water moves through the filter several times every day, thus removing unwanted pollutants and disinfected organic materials as quickly as possible.

Backwashing, via the backwash valve, sends water backwards through the filter and flushes the trapped dirt out and goes into the waste drain. The technician will know it is time to backwash when the filter pressure is over 10 psi higher than normal as read on the filter pressure gauge. After backwashing, you will notice an increase in return pressure to the pool.

Today, the most popular type of water filter for pools are sand filters, a type of filter that is much easier to maintain than previous models. When the filter has accumulated a large amount of dirt, the water cannot pass freely through the sand and the filter loses efficiency as the pressure increases.

Water Chemistry:

Every day, swimming pool water needs to be tested to ensure certain levels of pool chemicals. A balanced swimming pool needs to have the pH and chlorine levels checked and corrected on a regular basis, the other chemical values being measured less frequently.

The pH is one of the most important factors in pool water balance and it should be tested and corrected every day. pH is the measure of how acid/alkaline the swimming pool water is. A pH of 7.0 is neutral; below 7.0 is acidic and above 7.0 is alkaline. As a reference, the pH of our eyes is 7.5. According to the National Swimming Pool Foundation, the standard for acceptable pH level of a swimming pool is between 7.4 and 7.6

The desirable level of available chlorine in the pool is 1.0-3.0ppm, with 2.0ppm being the recommended ideal. Add chlorine according to the test results. For a spa or hot tub, the best sanitizing agent is Bromine since it works more effectively at higher temperature. As a rough guide, a pool needs about 600 grams of granular chlorine (2-3 cups) for each 50,000 liters of water twice a week during the hot swimming season.

As with any maintenance procedure, consult your state and local recommendations as it relates to the chemicals in swimming pool water.

Curb Appeal and Exterior Inspections (continued)

Curb Appeal Ideas and Advice

Throughout this course, you've become pretty used to sharing your best ideas and advice with your fellow participants. Now, you get to do that again, this time with curb appeal.

Turn to page 32 in your *Resource Guide*.

I'm going to give you three minutes to write down your best curb appeal tips, and then we'll discuss them as a larger group.

Leader's Instructions:

1. Give participants three minutes to write their best curb appeal tips in their *Resource Guide*.
2. Conduct a five minute discussion afterwards:
 - Ask participants for their ideas.
 - Write them on the flipchart.
 - Invite participants to take notes on page 32 of their guide.
 - Add your ideas, too.

Thank you for giving us some of your best ideas again. And now—feel free to applaud—it's time to present the last official training topic of the course, inspecting the exterior of apartment buildings.

Inspecting Building Exteriors

Even though you probably won't be repairing too many things on the outside of your community's buildings, I strongly recommend that you inspect the overall condition of the building exteriors at least twice a year.

A good inspection can identify potential problems before they become incredibly costly to repair—or potentially hazardous to residents and community team members.

If you turn to page 37 in your *Resource Guide*, you'll see a sample Building Exterior Checklist you can use to conduct these semi-annual inspections.

Leader's Instructions:

Spend about five minutes going over the items on the following checklist, clarifying any terminology and answering questions along the way.

Building Exterior Checklist			
Inspector: _____		Date: _____	
Complete this checklist at least twice a year—in spring and in fall—or as often as your company recommends.			
LAND GRADING	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Check for: Sink holes, low areas that hold water, trip hazards, needs regrading.			
Notes:			
RETAINING WALLS	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Check for: Leaning, deteriorating materials, wash outs.			
Notes:			
LANDSCAPING	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Check for: Plants with disease, insects interfering with the building or A/C units, traffic problems for pedestrians, overall look, missed areas.			
Notes:			
DRIVEWAY/WALKWAYS	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Check for: Potholes, trip hazards, striping and markings in good shape.			
Notes:			
GARAGE	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Check for: Proper ventilation, lighting, markings, signs, problem areas.			
Notes:			
DECKS/PATIOS	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Check for: Overall structural soundness, deteriorating materials, hand rails tight and secure, missing boards or slats, coatings in good shape.			
Notes:			
PORCHES	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Check for: Trip hazards, coatings, hand rails, lighting.			
Notes:			
ROOF	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Check for: Shingles curling or missing, tiles missing or cracking, storm damage, holds color, sagging roof.			
Notes:			
LEADERS/GUTTERS	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Check for: Gutters missing or leaning, debris in gutter; down spouts missing or plugged.			
Notes:			
CHIMNEY	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Check for: Damaged vent stacks, separated stacks, creosote build-up in vents, damaged vents and dampers, working dampers.			
Notes:			
SIDING	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Check for:			
<ul style="list-style-type: none"> • Wood: Rotten, splitting, missing siding. • Wood shingles: Rotten, weathered, thin, missing. • Aluminum: Damaged, missing, broken panels. • Vinyl: Missing, torn, split, damaged siding. • Stucco: Holes, broken spots/areas, leaking. • Stone: Missing, broken, holes. • Brick: Broken, missing, leaning bricks. • Asbestos Cement: Stay away unless asbestos trained. 			
Notes:			
TRIM	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Check for: Damaged or missing, misaligned.			
Notes:			
WINDOWS	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Check for: Damaged, broken, leaking, misaligned.			
Notes:			

Key Takeaways, Action Plan, and Wrap-up

(15 minutes)

Participants have just learned about interior and exterior maintenance. It's time for them to make the most of their newfound knowledge by taking action on what they have learned.

In this part of the training, participants will briefly review the key takeaways for this course, write a brief "Start/Stop/Continue" action plan, and then be introduced to the supplemental online training for this course.

Well, you've come a long way. In this course, we've covered these interior and exterior maintenance and repair topics:

- Make-ready maintenance
- Caulking
- Ceilings and walls
- Locks
- Tile
- (Talk about your interior maintenance discussion topics here)
- Curb appeal
- Swimming pool area safety
- And building exterior inspections

Now, to cross the finish line for this course, there are just three things remaining:

- Taking a look at the key takeaways for this course
- Having you write a simple action plan
- And introducing you to the supplemental online training for this course

Let's start with the key takeaways. Turn to page 39 in your *Resource Guide*.

Key Takeaways

It's not easy to sum up a course that has covered as much ground as this one has. But we've tried, by identifying eight key takeaways that you can use once you get back on the job:

1. Develop both a make-ready and curb appeal “eye.” Learn how to see a just-vacated apartment—or the apartment grounds and public areas—through the eyes of current and future residents, as well as those of your management team or owner.
2. Complete make-ready and curb appeal activities as quickly as you can without compromising quality.
3. Even though you may have hundreds of make-ready and curb appeal activities under your belt, resist the temptation to think of them as “just another kitchen to clean” or “one more checklist to get done.” Both activities demand your full attention and best effort.
4. Use the checklists and tracking tools your community provides for make-ready and curb appeal maintenance. If you don't have these tools, consider using the sample checklists in your *Resource Guide*.
5. Use the repair techniques you've learned today to improve the speed and quality of your work.
6. Do your best to keep up with the latest advances in tools, technology, and techniques as they relate to interior maintenance and repair.
7. Make sure your swimming pool and spa areas are in full compliance with all federal, state, and local safety requirements at all times.
8. Consider doing semi-annual inspections of building exteriors to identify issues before they become costly to repair or hazardous to the community.

With these takeaways in mind, let's now move on to having you write an action plan. Turn to the next page in your *Resource Guide*.

“Start/Stop/Continue” Action Plan

The point of an action plan is simple. It gets you thinking about what you’ve learned today, and then asks you to write down a few things you’ll do differently back on the job.

You’ll be doing a simple and realistic action plan today called “Start/Stop/Continue.” All you need to do is reflect on the things you’ve learned in this course, and based on that, write one thing you want to start doing, stop doing, and continue doing when you return to your apartment community.

Then, if you can work on these three things for the next month, you’ll most likely improve your on-the-job skills, feel more confident, and just enjoy your time as a maintenance technician even more.

I’m going to give you five minutes now to work on your “Start/Stop/Continue” plan, and remember, this plan is for you and you alone. You don’t need to share it with anyone, unless you’d like to.

Leader’s Instructions:

Give participants five minutes to work on their “Start/Stop/Continue” action plans, and answer any questions along the way.

Thank you for taking the time to work on your plan. I wish you all the best as you work on it over the next month.

Supplemental Online Training

Before we bring this course to its official close, I want to tell you about another way you can build on—and reinforce—what you’ve learned today.

As part of this course, you can also complete a brief online training course on Interior and Exterior Maintenance and Repair. The course will take approximately 30 minutes, and it will cost you nothing extra. You can access and take the course on your home computer, a computer in a public place like a library, or a computer at work, as long as you have your supervisor’s permission to do so.

You can find the instructions for accessing the course on the inside front cover your *Resource Guide*.

Closing

Thank you for being a part of today’s *Interior and Exterior Maintenance and Repair* course.

I wish you the best of luck as you pursue your CAMT designation, and all the best back on the job, too. It’s been my pleasure to be your instructor.

Leader’s Instructions:

If there are no further questions or comments, dismiss the participants.

On behalf of the NAA and your local affiliate, thank you for teaching the “Interior & Exterior Maintenance and Repair” course.

Appendix: Suggested Training Kit for this Course

If you choose to conduct demonstration and hands-on practice, which is highly recommended, work with your NAA affiliate to put together a training kit of tools and materials you can use in the course. This kit will not be expensive, but it will take a little planning and time to complete.

Tools and Materials Needed

For the Caulking Demonstration:

- Blue painter's tape
- Caulking gun
- Acrylic latex caulk
- Scrap drywall with a piece of scrap wood trim glued to it

For the Dented Drywall Demonstration:

- Joint compound
- Dented scrap drywall
- Spackle or wallboard taping knife

For the Popped Nail/Dimpling Demonstration:

- Hammer
- Scrap drywall

For the Small Hole in Drywall Demonstration and Hands-On Practice:

- Several pieces of scrap drywall with small holes in them
- Adhesive metal/mesh patches
- Joint compound
- Spackle or wallboard taping knives

For the Orange Peel Repair Demonstration and Practice

- Several pieces of scrap drywall or cardboard
- Joint compound (for manual technique)
- Paint trays (for manual technique)
- Small nap rollers (for manual technique)
- Spray texture patch (for spray technique)

Make Ready Checklist

Date: _____ **Unit:** _____

Living Room	OK	Fix	Initials
Signage/Number			
Door Viewer			
Door Finish			
Lock Set			
Frame/Threshold			
Wall Switches			
Door Stop			
Walls			
Ceiling			
Receptacles			
Baseboards			
Windows			
Window Locks			
Lights			
Thermostat			
Vents			
Cable Connection			
Water Heaters			
Preventive Maint.			

Kitchen	OK	Fix	Initials
Walls			
Floors/Vinyl			
Ceiling			
Lights			
Receptacles			
GFCI			
Cabinets			
Drawers			
Counters			
Caulking			
Sink			
Faucet			
Disposal			
Plumbing			
Dishwasher			
Refrigerator			
Range			
Hood			
Microwave			
Vents			
Baseboard			
Ref. Coils, Clean			
Paint			
A/C			
Heating			
Vinyl			
Aerator			
Preventive Maint.			

Blinds	OK	Fix	Initials
Cords			
Guides			
Slats			
Screens			

Bathrooms	OK	Fix	Initials
Receptacles/GFCI			
Lights			
Walls			
Tile			
Ceiling			
Floor			
Toilet Mechanics			
Toilet Seat			
Shower Head			
Tub Spout			
Tub Stopper			
Mixer Valve			
Grout/Caulking			
Shower Doors			
Sink			
Aerator			
P-Trap			
TP Holder			
Towel Bar			
Faucet			
Exhaust Fan			
Mirror			
Medicine Cabinet			
Preventive Maint.			

Bedrooms	OK	Fix	Initials
Walls			
Ceiling			
Baseboard			
Receptacles			
Closet Doors			
Closet Shelves			
Window/Locks			
Doors/Handles			
Preventive Maint.			

Mandatory Items	OK	Fix	Initials
Entry Door Lock			
Window Locks			
Slider Lock			
Storage Lock			
Fire Alarm			
Fire Extinguisher			
Garage Door Opener			
A/C Filter			
Hood Filter			
Sub Panel			
Porch Lighting			
Preventive Maint.			

Curb Appeal Checklist



Complete this checklist at least once a week, or as often as your company recommends.

Property Entrance	Yes	No
Adequate signs		
Signs in good condition		
Entrance well-landscaped		
Entrance free of trash and litter		
Roadway or street in good condition		
Entrance and signs well-lit		

Landscaping and Grounds	Yes	No
Trees, shrubs and lawns look healthy		
Dead or unsightly plants removed		
Seasonal plants in good condition		
Grounds free of trash and litter		

Building Exteriors	Yes	No
Building clean and appears structurally sound		
Doors and windows clean and in good condition		
Visible patios/balconies clean and uncluttered		
Dumpster area clean		
Dumpster and perimeter fencing in good condition		
Sidewalks in good condition and free of litter		
Areas well-lit		
Mail areas free of trash and litter		

Common Entryways, Hallways, Breezeways	Yes	No
Floors clean and free of litter		
Walls clean and undamaged		
Stairwells and railings clean, uncluttered, and in good condition		
Areas well-lit		

Parking Areas and Driveways	Yes	No
Parking lot well-stripped		
Areas clean, free of trash and litter, and in good condition		
"No Parking Area" and "Fire Zone" well-marked		
Areas well-lit		

Office and Inside Common Use Areas	Yes	No
Adequate signs		
Signs in good condition		
Exit signs clearly visible		
Interior well-landscaped		
Walls and ceilings clean and in good condition		
Doors and windows clean and in good condition		
Blinds and drapes clean and in good condition		
Tile floors clean and in good condition		
Carpeted areas clean and in good condition		
Lights in working condition		
Areas free of trash and litter		
Bathrooms clean, fresh and free of litter		

Inside Recreational Areas	Yes	No
Rules posted, visible and in good condition		
Equipment clean and working properly		
Areas clean and free of litter		
Mirrors and windows clean and undamaged		
Lights in working condition		
Bathrooms clean, fresh and free of litter		

Outside Recreational Areas	Yes	No
Rules posted, visible and in good condition		
Equipment clean, undamaged and working properly		
Areas free of trash and litter		

Pool/Spa Areas	Yes	No
Rules posted, visible and in good condition		
Pool/spa clean and water clear		
Safety equipment in place		
Fence gates latch properly		
Furniture well arranged, clean and undamaged		
Areas well-landscaped		
Areas well-lit		
Areas free of trash and litter		

Laundry Rooms	Yes	No
Floors clean and free of litter		
Walls clean and undamaged		
Machines clean, undamaged and in working order		
Trash receptacles available and in good condition		
Lights in working condition		

Building Exterior Checklist

Inspector: _____

Date: _____

Complete this checklist at least twice a year—in spring and in fall—or as often as your company recommends.

	Good	Fair	Poor
LAND GRADING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check for: Sink holes, low areas that hold water, trip hazards, needs regrading.			
Notes:			

	Good	Fair	Poor
RETAINING WALLS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check for: Leaning, deteriorating materials, wash outs.			
Notes:			

	Good	Fair	Poor
LANDSCAPING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check for: Plants with disease, insects interfering with the building or A/C units, traffic problems for pedestrians, overall look, missed areas.			
Notes:			

	Good	Fair	Poor
DRIVEWAY/WALKWAYS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check for: Potholes, striping and markings in good shape.			
Notes:			

	Good	Fair	Poor
GARAGE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check for: Proper ventilation, lighting, markings, signs, problem areas.			
Notes:			

	Good	Fair	Poor
DECKS/PATIOS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check for: Overall structural soundness, deteriorating materials, hand rails tight and secure, missing boards or slats, coatings in good shape.			
Notes:			

	Good	Fair	Poor
PORCHES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check for: Trip hazards, coatings, hand rails, lighting.			
Notes:			

	Good	Fair	Poor
ROOF	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check for: Shingles curling or missing, tiles missing or cracking, storm damage, holds color, sagging roof.			
Notes:			

	Good	Fair	Poor
LEADERS/GUTTERS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check for: Gutters missing or leaning, debris in gutter; down spouts missing or plugged.			
Notes:			

	Good	Fair	Poor
CHIMNEY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check for: Damaged vent stacks, separated stacks, creosote build-up in vents, damaged vents and dampers, working dampers.			
Notes:			

	Good	Fair	Poor
SIDING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check for:			
<ul style="list-style-type: none"> • Wood: Rotten, splitting, missing siding. • Wood shingles: Rotten, weathered, thin, missing. • Aluminum: Damaged, missing, broken panels. • Vinyl: Missing, torn, split, damaged siding. • Stucco: Holes, broken spots/areas, leaking. • Stone: Missing, broken, holes. • Brick: Broken, missing, leaning bricks. • Asbestos Cement: Stay away unless asbestos trained. 			
Notes:			

	Good	Fair	Poor
TRIM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check for: Damaged or missing, misaligned.			
Notes:			

	Good	Fair	Poor
WINDOWS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check for: Damaged, broken, leaking, misaligned.			
Notes:			

MAKE READY BOARD

Apt #	Floor Plan	Move-Out Date	Trash-Out	Paint	Make-Ready	Cleaning	Carpet	Final Inspection	Comments	Move-In Date

CAMT

CERTIFICATE FOR APARTMENT MAINTENANCE TECHNICIANS



NAAEI thanks you for taking this portion of the Certificate for Apartment Maintenance Technicians (CAMT) series.

Handouts from this course, including CAMT Skill Checks and other resources may be downloaded from the NAA Web site by visiting:

www.naaHQ.org/education/CandidatesOnly



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