

Certificate for Apartment Maintenance Technicians (CAMT)

Interior & Exterior Maintenance and Repair Course

Skill Check #1

You are Here: Make-ready Maintenance:

1. Why is it important to inspect the apartment before a resident moves out?
2. What are some of the uses for make-ready checklists?
3. Who inspects the apartment when a resident moves out?
4. Who inspects the apartment when it is ready for a new move-in?
5. What is the purpose of keeping track of the make-ready process?
6. How can we keep track of the make-ready process?

Caulking:

7. Why is it important to use masking tape when caulking with silicone?
8. Why is it important to wet your finger and/or sponge when taking off excess latex caulk?
9. What are some safety procedures to use when caulking?

Ceiling and Walls: Fixing a Dent or Gouge in Drywall:

10. What are some safety procedures to use when working on drywall repairs?
11. What are the steps to perform a drywall repair with paper tape?

Ceiling and Walls: Repairing Orange Peel Surfaces:

12. Which are the two most common ways to do texture repairs?

Re-keying a Door Lock:

13. Why do we re-key a lock during the make-ready process?
14. What is a vacant lock?

Tile: Cleaning Grout:

15. What are the steps to clean grout properly?

Curb Appeal and Exterior Inspections:

16. Why is curb appeal important?

17. What are some of the benefits of having attractive curb appeal?

18. Whose job is it for a community to have attractive curb appeal?

19. What are the uses of the curb appeal checklist?

Swimming Pool Area Safety:

20. Why are swimming pool safety measures important?

21. What is the ideal level of pH in a swimming pool according to NSPF?

Inspecting Building Exteriors:

22. How often should the exterior of a community be inspected?

23. What are the benefits of having a Building Exterior Checklist?

Electrical Maintenance and Repair Course

Skill Check #2

You Are Here: Electrical Maintenance and Repair

1. When is it acceptable to call an electrician?

Comparing Electricity and Plumbing:

2. What is the measurement for electrical pressure?
3. What is the purpose of having different size wires?

Electrical Terms:

4. What is Amperes (Amp)?
5. What is Ohms?
6. What is Wattage?

Electrical Safety:

7. What is the first thing you should do before working on an electrical device?
8. Describe the Lock-out/Tag-out procedure.

9. What is some of the personal protective equipment that is used in electrical work?

10. What is a GFCI Receptacle?

The Electrical System:

11. Where does power come from?

12. How does the power company measure the electricity we use?

13. What protects circuits from shorts and overloads?

14. What types of voltage are found in apartment homes?

Electrical Circuits:

15. What is the purpose of the black wire?

16. What is the purpose of the white wire?

17. What is the purpose of the green or bare wire?

Tools for Electrical Repairs:

18. What type of ladder is recommended for electrical work?
19. What type of tool is recommended to remove plastic insulation from wires?
20. What is the purpose of having well-insulated handles on electrical tools?
21. What is the purpose of using electrical test tools?
22. What are some of the functions of an electric testing meter?

Electrical Wires:

23. What size wire is recommended for 15 amps, 120 volt light fixtures and receptacles?
24. What size wire is recommended for 30 amps, 240 volts large appliances?

Main Service Panels, Fuses, and Circuit Breakers:

25. What makes a breaker trip?
26. What item does a breaker protect?
27. How do you reset a tripped breaker?

Wall Switches:

28. What could be the problem if the breaker trips when you turn a wall switch on?

29. What is a three-way switch?

Receptacles:

30. What is the small slot in an electrical receptacle?

31. What could be the problem in a receptacle that feels warm?

Fluorescent Light Fixtures:

32. What are the parts of a fluorescent light fixture?

33. What could be the problem in a fluorescent light fixture that is flickering?

Smoke Detectors and Carbon Monoxide Detectors:

34. What could be the problem in a smoke detector that does not sound when the button is pushed?

35. What should be used to test the full function of a smoke detector?

Plumbing Maintenance and Repair Course

Skill Check #3

You Are Here: Plumbing Maintenance and Repair:

1. What are some safety hazards to be aware of when working on plumbing?
2. When is it best to use a plumber for a repair?

Plumbing in an Apartment Building:

3. What are the three systems in plumbing?

Plumbing Safety:

4. How can accidents be prevented when doing plumbing repairs?
5. Describe the Lock-out/Tag-out Procedure:

Pipes and Fittings:

6. What are some of the types of pipes found in plumbing systems?
7. What is flux?

Faucets and Sinks:

8. Describe the most common types of faucets

Replacing a Faucet:

9. What are the steps to replacing a faucet?

Garbage Disposals:

10. What are some of the safety precautions when working with garbage disposals?
11. What are some things that should never be put in a garbage disposal?
12. What temperature should water be that is used while the disposal is operating?

Tubs and Showers:

13. What are some safety precautions to be used when working with tubs and showers?

14. What are the three main types of shower faucets?

Toilets:

15. What are some safety precautions to be used when working with toilets?

16. What is the principal of physics that causes a toilet to flush?

17. What are the steps to replace a toilet?

Drains and Clogs:

18. What is the best way to unclog a toilet?

19. What tools can be used to unclog a sink or tub?

Water Heaters:

20. What are some safety precautions to be used when working with water heaters?

21. What are the steps to replace a water heater?

22. What is the purpose of installing a temperature and pressure relief valve on a water heater?

23. How do you replace a thermocouple in a gas water heater?

Heating Systems Maintenance and Repair Course

Skill Check #4

You Are Here: Heating Maintenance and Repair

1. When is it acceptable to call a Heating Specialist?

Heating System Safety:

2. What are some of the safety precautions to be taken when working on heating systems?

Key Tools for Heating Repairs:

3. What tool can be used to test the heating element on an electric heater?
4. What tool is used to test presence of carbon monoxide?

Air Distribution:

5. What is the function of the blower in a heating system?
6. What is the function of the Fan Limit Control Switch?
7. What problems can a clogged air filter cause?

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8. What can cause blower motor to not start?
9. What are the different methods of heat transfer?
10. Which types of heating systems are found in apartments?

Electric Furnace Heating:

11. What is the function of the heating coil?
12. What is the function of the sequencer relay?
13. Which are the two safety devices that turn the heating element OFF in case of a malfunction in the heating system?
14. What can cause heat to not work?

Gas Furnace Heating:

15. Which are the three elements required to create combustion?
16. Which toxic gases are created when combustion is not fully achieved?

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17. What is the function of the gas valve?

18. What is the function of the ignition system?

19. What is the name of the safety device that ignition systems with standing pilots use?

20. What is the function of the flue pipe?

21. What can keep a pilot from staying ON?

22. What happens when there is not enough oxygen in the heating exchanger?

Hydronic Heating Systems:

23. How is heat created in a Hydronic System?

24. What is the function of an Aquastat?

25. What is a Circulator?

26. How can rusty water be removed from a hydronic system?

Air Conditioning Maintenance and Repair Course

Skill Check #5

You Are Here: Air Conditioning Maintenance and Repair

1. When is it acceptable to call an Air Conditioning Specialist?

Air Conditioning Safety:

2. What are some of the safety precautions to be taken when working on air conditioning equipment?

Key Tools for Air Conditioning Repairs:

3. Which tool is used to check voltage, Ohms, and amperage in an Air Conditioning System?
4. Which tool is used to check refrigerant pressure in an Air Conditioning System?
5. What are two ways to locate a refrigerant leak in an Air Conditioning System?
6. What is the equipment used to remove air and moisture from an Air Conditioning System?
7. What equipment would a technician use to remove refrigerants from a system for servicing?

Refrigerants and their Special Properties

8. What are refrigerants?
9. What are some examples of refrigerants found in Air Conditioning Systems?
10. What happens to the refrigerant pressure when the temperature rises?
11. What is refrigerant boiling point?

The Air Conditioning System:

12. What are the four main parts of an Air Conditioning System?
13. What is the Air Handler Unit?
14. Where is the Condenser Unit located?
15. What is the purpose of an Air Conditioning's cooling system?

The Refrigeration Cycle in an Air Conditioning System:

16. What is the stage of the refrigerant entering the compressor?
17. What is the state and pressure of the refrigerant leaving the compressor and entering the condenser coils?

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18. What is the state and pressure of the refrigerant leaving the condenser coils and entering the metering device?

19. What is the state and pressure of the refrigerant leaving the metering device and entering the evaporator?

20. What is the state and pressure of the refrigerant leaving the evaporator?

Key Parts of an Air Conditioning System:

21. What is the function of the compressor?

22. What is the function of the condenser?

23. What is the function of the metering device?

24. What is the function of the evaporator?

The Superheat Method:

25. What is superheat?

26. How many degrees of superheat are expected in a system properly charged?

The Sub-cooling Method:

27. What is sub-cooling?

28. How many degrees of sub-cooling are expected in a system properly charged?

Recovering Refrigerant:

29. What is recovering refrigerant?

30. What does it mean to recycle refrigerant?

31. Who can reclaim refrigerant?

Evacuating and Dehydrating the System:

32. What is evacuating the system?

Electrical System Repairs:

33. What types of circuit are used in Split System Air Conditioning units?

34. What type of device is used to check voltage in a system?

35. What is the proper way to check a thermostat?

Load Circuits: Compressors:

36. How many terminals are located in the compressor?

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37. What can cause compressor not to start?

Load Circuits: Fan Motors

38. What can cause the condenser fan motor not to start?

Air Distribution:

39. Which types of blower motors are used in air conditioning systems?

40. How can you check a blower motor?

Appliance Maintenance and Repair Course

Skill Check #6

You Are Here: Appliance Maintenance and Repair

1. When is it acceptable to call an Appliances Specialist?

Appliance Safety:

2. What are some of the safety precautions to be taken when working with appliances?

Key Tools for Appliance Repairs:

3. What tool will be needed to check an electrical problem on an appliance?
4. What tool will be needed to check temperature on an appliance?

Clothes Dryer Maintenance and Repair:

5. What are the three basic functions needed for a dryer to dry clothes?
6. What is the main function of the Exhaust Duct?
7. How is the temperature controlled inside the dryer?

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8. What could be the problem in a dryer that does not turn ON?
9. What could be the problem in a dryer that runs but produces NO heat?
10. What device stops the dryer when the dryer door is opened?
11. What can be the problem in a dryer that dries clothes too hot?

Clothes Washer Maintenance and Repair:

12. What are the three basic elements for a washer to clean clothes?
13. Which are the basic functions of a clothes washer?
14. What is the Agitator?
15. Which are the two types of motors in washers?
16. What is the function of the timer switch in a washer?
17. What could the problem be in a washer that does not turn ON?
18. What could be the problem in a washer that the agitator does not work?

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19. What could be the problem in a washer that does not fill up with water?
20. What could be the problem in a washer that shakes out of balance?
21. What are the steps to take when replacing an electrical component in a washer?

Cook-top and Oven Maintenance and Repair:

22. What is indicated if only $\frac{1}{2}$ of the burner ignites when lit?

Key Parts of an Electric Range:

23. Which devices are located in the range control panel?
24. What is the function of the burner switch?
25. What is the function of the oven thermostat?
26. What is the function of the indicator lights?
27. What is the function of the oven selector switch?

28. What could the problem be in a range that does not turn ON?

29. What could the problem be in a range where one burner does not work?

30. What could the problem be in a range where the burners work, but the oven does not work?

31. What could the problem be in a range where the oven is overheating?

32. What are the steps to take when replacing an electrical component in a range?

Common Gas Cook-Top Problems and Solutions:

33. What could be the problem with a pilot flame that does not stay ON?

34. What keeps burner flames from working properly?

35. What is an Igniter?

36. What is the proper way to check a thermostat on an oven?

Dishwasher Maintenance and Repair:

37. What are the basic cycles of a dishwasher to clean dishes?

Key Parts of a Dishwasher:

38. What are the functions of the timer in a dishwasher?

39. What are the functions of the pump in a dishwasher?

Common Dishwasher Problems and Solutions:

40. What could the problem be when a dishwasher does not come ON?

41. What are the steps when replacing an electrical component in a dishwasher?

42. What could the problem be when there is water standing inside the dishwasher?

43. What could cause water not to be hot enough in a dishwasher?

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- 44. What could the problem be when dishes have spots on them?
- 45. What could cause a dishwasher to leak water?
- 46. What could the problem be if NO water is going to the dishwasher?
- 47. What could cause dishes not to be dry enough?

Refrigerator Maintenance and Repair:

- 48. How does a refrigerator keep food cool?
- 49. What are the main components of a refrigerator?
- 50. What is the main function of the compressor?
- 51. What is the main function of the condenser coils?
- 52. What is the main function of the expansion device?
- 53. What is the main function of the evaporator?

Refrigerator Problems and Solutions:

54. What can cause refrigerator not to come ON?

55. What can the problem be when refrigerator is ON but does not cool?

56. What causes refrigerator door to sweat?

57. What is the problem in a refrigerator that is freezing up?

58. What causes water inside the bottom of the refrigerator?

59. What can be the problem when ice maker is not working?

60. What are the steps when replacing an electrical component in a refrigerator?

A Day in the Life of A Maintenance Technician

Skill Check #7

Please circle the correct answer.

1. When should you pick up trash around the property?
 - Every time you see trash, you should pick it up
 - When you first get to work
 - When you go to lunch
 - Just before you go home

2. Emergencies on a property are usually defined by maintenance technicians as:
 - Fire, Flood, Blood
 - Fire, No Power, Flood
 - Upset Resident, Safety Issues, Corporate Office Requests
 - Quick Move-in, Flood, Manager Request

3. When interacting with residents it is important to be:
 - Cooperative
 - Friendly
 - Professional
 - All of the above

4. Which of the following skills contributes to the best customer service experience for residents?
 - Professional certifications
 - Required licenses
 - Positive attitude
 - Prior maintenance experience

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5. Which set of terms best reflects proper usage in the apartment industry?
 - Units, Project, Residents
 - Tenants, Community, Units
 - Residents, Community, Apartment Home
 - Landlord, Tenants, Manager

6. Why is it very important to meet the needs of the resident?
 - There are fewer complaints, residents renew leases, residents refer their friends to live at the property
 - Residents bring you food, residents refer their friends, you get an extra day off
 - There are fewer complaints, the manager congratulates you, the leasing agent buys your lunch
 - Feeling of accomplishment, residents renew leases, you get a bonus

7. Who are your customers?
 - Residents
 - Prospective residents
 - Management team
 - All of the above

8. What techniques can you use to be a good listener?
 - Project confidence, put aside distractions, and let residents know immediately when they are wrong
 - Pay attention, ask questions, be respectful and calm
 - Maintain eye contact, always say yes because the customer is always right, take notes
 - Repeat back what you've heard for clarity, then tell the resident you will take care of everything that day

9. When going to an occupied apartment home, you should:
- Introduce yourself, call the resident by first name, and tell them why you are there
 - Announce that you are maintenance staff and go into the apartment
 - Introduce yourself and call the resident by name, then wait to be invited in
 - Just walk in when the resident answers since they know you are coming by
10. How many times should you knock on the door before determining that no one is home?
- Once, then open the door, announce yourself, and do the work
 - Twice, then open the door, announce yourself, and do the work
 - Three times, then enter announcing yourself through the entire apartment
 - There is no need to knock if you know the resident isn't at home
11. When working in an occupied apartment home and no one is home you should:
- Complete the repair(s), then look around to check for other problems
 - Complete the repair(s) and leave a note about what you did
 - Complete the repair(s), then inspect the apartment home for cleanliness
 - All of the above
12. What do you do if you see unsafe or otherwise reportable conditions in the home?
- Tell the resident what is wrong and ask them to fix it
 - Leave the resident a note that something is wrong
 - Report it to the manager
 - Call the police
13. When should you not enter a home to complete a service request?
- When minors are present alone or pets are unrestrained
 - When the resident is not home
 - When the bath tub is leaking into the residence below
 - When a service request is submitted in Spanish

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14. How do you respond to an upset customer?

- Don't apologize, but try to calm the resident down by offering a snack or drink
- Tell the resident to stop speaking so loudly
- Act professionally, remain calm, listen without interruption
- Immediately start work so the resident will calm down

15. What do you do when you cannot complete a repair?

- Tell the resident you need different parts and will come back whenever you get a chance
- Explain the situation to the resident and let her know what to expect
- Tell the resident you need to talk to the manager about the number of requests you've been getting
- Promise the resident that you will fix the problem the next day

16. Why is it almost always best to talk to the management team in person about a property issue?

- To be sure you have a clear understanding of a request
- To reduce the chance of a Fair Housing violation
- To provide privacy if a conversation moves into a confidential area
- All of the above

17. When do you submit a contractor's bill to be paid?

- Before the work has been inspected
- After all project corrections have been completed
- After the entire project is finished
- After all checklists have been approved and signed

18. While you are performing a service request, if a resident asks for additional work to be done, what is the proper response?

- Tell the resident to call the office and schedule the work with management
- Tell the resident you are really busy, but will send someone else to do the work
- If you have time, do the work and document the additional task
- Never do anything until you verify with management that it is OK to proceed

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19. How can you participate in leasing team safety?

- Have code words for management personnel to let you know there is a problem
- Tell the leasing agent which apartment you are working in so they can keep that unit unlocked
- Give the leasing agent a loud whistle to blow if they are in trouble
- Tell the leasing agent to just give you a call if they don't feel safe

20. A successful relationship between the management team and the property's maintenance technicians requires which of the following characteristics?

- Clear communication
- Follow-through on tasks
- Respect and politeness
- All of the above

21. Good documentation – documenting everything and keeping it organized – is important because:

- It saves the company money
- It demonstrates that the work was done properly
- It proves what was and was not done, in case of a lawsuit
- All of the above

22. What takes precedence for a maintenance technician on a given day?

- The list of make-ready units
- A long-term project to clean the tool storage area
- An unexpected emergency
- Ongoing service requests

23. Which resident should receive a response to his service request first?

- The resident who always smiles and says hello
- The resident who is grouchy and complaining
- The resident who submitted his request last week
- The resident who submitted his request this morning