

**READING VILLAGE**  
**OPERATION AND MAINTENANCE PLAN**

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## OPERATIONS

### Introduction: Responsibilities

The Management Company shall ensure Operations of the building are as smooth as possible with minimal impact on the residents, neighbors and Town.

All of these are critical to the health, safety, security, and sense of general well-being to the residents and neighborhood. Management Company needs to be aware of the Operations of the building and communicate priorities and outstanding needs clearly to everyone involved in the process.

Management Company is responsible for executing:

- Tenant Move-In Plan to ensure all tenant move-ins and move-outs take place at designated times and go smoothly with minimal disruption to the building and neighborhood
- Trash Removal Plan to ensure all trash is removed according to Plan during designated times
- Snow Removal Plan when needed to ensure all snow is removed to ensure the safety of residents and the surrounding neighborhood.

## **TENANT MOVE-IN PLAN**

The Management Companies responsibility to insure that all Tenant Move-In and Move-Out's are coordinated to have the least impact on it's residents, the neighborhood and the Town.

All Tenant Move-In's and Move Out's must be coordinated with the Management Company. No Move-In's are allowed without 72 hours notice. One elevator shall be designated as a Service Elevator for Tenant move-ins for a period of 3 hours. No more than 1 Move-In shall be scheduled during each 3 hour period (except during initial lease-up).

All Tenant Move-In and Move-Out's shall occur during the hours of 9:30am and 3:30pm Monday thru Friday and 9am to 5pm on Saturday.

All Moving Vehicles must use the areas designated as Service Zones in front of the building. Any Moving Vehicle not using the Service Zones are subject to towing.

## **TRASH REMOVAL PLAN**

The Management Companies responsibility to insure that the trash is removed in a proper manner. All chutes and trash rooms shall be maintained and cleaned in accordance Trash Chute and Room Maintenance Plan.

### **Trash Removal**

Management Company shall contract out trash removal with Private Trash contractor based on anticipated trash use. The initial contract shall provide at least twice a week pickup. The Trash Contract shall require the Trash Company to remove the trash containers from the trash room to the exterior of the building in accordance with the Trash Removal Plan. If needed Management Company may assume responsibility to move the trash containers from the trash room to the exterior of the building. In no event shall trash containers be left outside the buildings outside the hours of Trash Removal.

The Trash Contract shall provide that all Trash Removal shall occur between the hours of 10am to 3pm.

## **SNOW AND ICE STORM PLAN**

It is the Management Companies responsibility to insure that all pathways, stairs, and sidewalks are cleared appropriately, to hire additional shovelers if required, and to insure that the building has adequate supplies and snowblowers in good repair. Supplies should include rock salt and shovels. Extra shovels must be on hand in the event that additional shovelers need to be hired.

### **Priority Order of Shoveling/Plowing**

Management Company shall follow the following general order of shoveling to insure the safety of residents:

1. Emergency pathways and equipment (e.g. egress doors, fire hydrants)
2. Front entrance to street
3. Sidewalks
5. Path to dumpster
6. Uncovered Parking Areas
6. Drainage systems

Snow shall be removed to areas designated for Snow Storage on Snow Removal Plan. Following shoveling, Management Company shall spread adequate salt to insure melting of any remaining ice or snow, if required by low temperatures.

In the event of blocked gutters or other cause of icing/icicles, the Management Company Mechanic shall remove icicles as they form to prevent injury to residents.

Management Company is responsible for insuring that shoveling begins as early as possible and practical during a snowstorm. During an extended storm period, repeated passes must be made at priority snow removal areas to insure the safety of residents prior to removing snow from second priority areas.

In the event of significant snow accumulation that results in the Snow Storage areas unable to accommodate additional storage, the Management Company shall cause the stored snow to be moved and disposed of off-site.

## **MAINTENANCE**

### **Introduction: Responsibilities**

There are three essential elements to development maintenance.

- Custodial
- Preventive Maintenance and Service
- Repairs

Management Company is responsible for:

- Regular service on small equipment
- Annual service of fire extinguishers
- Obtaining quotes on all work to be contracted
- Weekly common area inspections
- Supervision of custodial work.
- Coordination of major maintenance projects
- Coordination of extermination
- Vacancy inspections
- Insuring appropriate snow removal
- Other work as required

## **CUSTODIAL**

Custodial work is directly under the supervision of the Management Company, and will be held accountable for maintaining the highest possible standards of cleanliness.

### **General Description of Tasks**

- Picking up trash, mowing, weeding and landscaping.
- Cleaning all common area floors, walls, windows & ceilings, including stripping, waxing buffing floors, cleaning elevators, and vacuuming rugs.
- Changing light bulbs.
- Cleaning common bathrooms.
- Disposing of trash and maintenance of trash rooms.
- Cleaning out vacancies following move-outs and housecleaning prior to move-ins.  
Removing snow from sidewalks, paths, steps, and parking areas.
- Responding to emergency situations including lockouts, fires, flooding, or other emergency.
- Regularly inspecting buildings and grounds to check for conditions requiring correction repair.
- Regularly checking boiler rooms to detect problems

### **Standards for Cleanliness**

The building must be maintained to the highest possible standards of cleanliness. Special attention should be paid to areas which may contribute to roach infestation (such as trash rooms and chutes and vacancies in which food may have been left.)

Attention to detail is critical to maintaining the highest standards. Edges of floors, areas behind doors, spot cleaning walls and glass, all make the difference between a clean building and a grimy one.

Management Company is responsible for setting up daily, weekly and monthly cleaning routines to insure that the highest standards can be maintained. Management Company needs to walk through buildings completely at least weekly to insure that standards are being met and to set new priorities as needed. An example of daily, weekly, and monthly cleaning routines follows:

### **Building daily checklist**

#### *Daily routines*

- Check grounds for litter
- Empty trash in offices
- Run compactor and remove trash to dumpster two times a day
- Clean and deodorize trash rooms
- Clean bathrooms
- Clean elevator floors and wipe surfaces
- Check community room for litter; empty trash; sweep and wash floors
- Sweep and wash lobby area floors; wipe doors and surfaces as required.
- Check whole building at end of each day to close windows and check for problems. Walk through all hallways and stairwells to check for litter and spills and clean as needed.

#### *Weekly Tasks*

- Check lights and replaces bulbs as needed.
- Buff lobby, community room and lobby room floors
- Sweep, wash, and buff all hallway floors
- Spot clean all hallway walls.
- Wash windows in lobby.
- Summer: cut grass; Fall: rake Replace ceiling tiles as needed Clean offices

#### *Monthly tasks*

- Clean all hallway windows
- Wipe all railings on all floors
- Sweep down and wash as needed all stairwells
- Thoroughly clean compactor room
- Remove and clean all light globes as needed
- Thoroughly clean common kitchen

#### *As-Needed Tasks*

- Vacancy cleanout - housekeeping
- Snow removal



### *Other Standards*

In addition to maintaining the highest possible cleaning standards, Management Company are responsible for:

- Maintaining adequate stock in an orderly manner in an appropriate storage area at all times.
- Not allowing furniture and other disposed of items to accumulate in stock and storage areas
- Attending to needed repairs and/or urgent and emergency conditions when they arise.
- Responding to emergencies at night and weekends.

### *Contracting for Certain Custodial Work*

It is necessary to supplement the work of Management Company by contracting out portions of the work. Management Company is responsible for writing specifications and obtaining quotes for this work. This work will vary depending on the features and size of each development.

- Bi-weekly mowing and weeding from April 15 - September 15.
- Annual or bi-annual floor stripping
- Annual carpet cleaning
- Outside window washing and inside window washing for 2-story windows.

## PREVENTIVE MAINTENANCE AND SERVICE:

### Equipment and Building Systems

A critical component to all maintenance delivery systems is preventive maintenance and regular service. Preventive maintenance runs the gamut from visual inspections, such as daily rounds and weekly rounds, to the annual breakdown, service and re-assembly of boiler completed by a qualified member of the Management Company.

### Preventive Maintenance for Equipment and Building Systems

The following building systems require preventive and/or regular service:

- Fire Protection Systems including alarm systems, extinguishers, magnetic door closers, sprinkler pumps and the fire jockey pumps.
- Heating, Ventilation and air condition including pumps, motors, fans, boilers, burners, temperature controls systems, and other components.
- Electrical systems including transformers, main breakers, generators and transfer switches.
- Intercoms and emergency pull systems.
- Elevators, including all control and hoistway systems.
- Domestic hot water systems, including pumps, tanks, and controls.

#### System Component

#### Responsible

Elevators

Intercoms/Emergency Pulls

Hot water (separate systems from heat)

Generators

Fire Extinguishers

Fire Alarms

Door Alarms

Ventilation Equipment

Heating System

Call

Heating Systems may have in-house or contractual services. In all cases contact the Maintenance Supervisor with problems or questions.

## SERVICE CONTRACTS

### Extermination

Combination of in-house and private contractor.

### Trash Chute Cleaning

The Management Company will enter in contract to have trash chutes cleaned on an annual basis.

### Routine Maintenance And Repairs

At this time, most routine maintenance repairs are handled by the Management Company. Some types of repairs must be handled by contractors including fence repair, major drain line cleanouts, roof work, specialty items such as roof hatches, specialty lock repairs, and so on. Management Company is responsible for obtaining quotes, with the assistance of the Management Company, for contracted work repairs.

### Priorities for Maintenance Work

The following list of priority workorders has been prepared to provide a guide to both managers and the maintenance staff. Circumstances at the development may push other items into more urgent categories, and this list should be treated as a guide in that event.

The Management Company is responsible for insuring that work in these categories is carried out as quickly as possible; in the event that contractors are required, the Management Company will obtain quotes. In the event that it can be handled by the in-house crew, the Management Company is responsible for notifying the crew as quickly as possible.

Be certain to follow the emergency notification procedures attached.

### Priorities

*Crisis Response: Fire - Flood - No Heat - No Hot Water - No Electricity*

Manager's role may include:

- Emergency relocation of tenants (fire, flood)
- Sending out regular information flyers
- Obtaining food/coffee in community room
- Other services to residents

### *Emergency Responses*

- To be handled as quickly as possible
- May require flyers to residents, extra security measures, other actions on part of management
- Contractors to be called if the emergency cannot be handled in-house

*Immediate Response 24-Hour Response*

Front door security breach Smoke detectors Intercoms  
Back ups/stoppages  
Generators No hot water Fire protection  
Leaks  
One elevator down Broken windows Graffiti removal  
Apartment door security Major tripping hazards Elevator failure (all elevators)

*48-Hour Response*

Rodents  
Appliance repair/replace

*Urgent [one/two-day response period] Contractors*

to be called if needed Graffiti removal  
Fence and wall repair  
Hand rail repair Step repair Tripping hazards  
Ceiling tiles Roaches  
Vacancies

**Maintenance Crew Repair Work**

The first step in each repair request is to call for a workorder. Tenants should continue to call Management Company. Apartment Inspection work requests should be sent to the Management Company at \_\_\_\_\_.

**Apartment Inspection Process**

All emergency items will be repaired or abated immediately if possible. Otherwise emergency items will be repaired or abated within 24 hours.

A schedule for apartment inspections by development is attached. All routine items will be sorted by classification by the Management Company and assigned to the appropriate tradesman for repair. This schedule indicates that apartment inspections for the assigned development need to be completed by Thursday of each week so that workorders are ready by Friday, and the Management Company can assign a crew of workers to that development on Monday of the following week. This system aids in streamlining the work to be done. Please get permission to enter when possible to insure swift completion of scheduled work.

When completing an inspection, it is important to check all possible work needed. Do not simply ask a tenant what is wrong (although this can sometimes turn up problems which are not easily seen) but check each apartment component yourself, including turning the radiators off and on, and running water in both sinks. Test the smoke detector. Following the inspection, immediately write up workorders and submit to the Maintenance Office for input. Apartment Inspection Form attached.

### **Tenant Requested Work**

Tenants will continue to call the Management Company to report problems in their unit requiring maintenance assistance.

### **Vacancy Procedures**

- Move-out: the Management Company cleans out. IMMEDIATE disposal of all food.
- Vacancy Inspection
- Maintenance Crew: Does its work as part of routine maintenance.
- Move-in Date Set:
- Staff will notify Manager of expected completion date.

Immediately upon a move-out, the apartment will be cleaned out by the Maintenance Mechanic. If the clean-out has to wait a few days, the Maintenance Mechanic is required to clean out all items of food immediately. Following the clean-out, the manager must inspect the unit and submit workorders using the apartment inspection form.

Management Company will schedule the apartment for painting and all other work.

As soon as the apartment is completed, or while the apartment is being cleaned after all repairs are made, the Management Company will reinspect and make sure that all necessary workorders are completed on the outstanding workorder list.

### **Contracted-Out Repair Work**

The following types of repairs may need to be contracted out:

- Fence repair/replacement
- Some ventilation equipment repairs
- Roofing/gutters/downspouts
- Common Area painting
- Common Area carpeting
- Chimney cleaning
- Tree removal
- Systems repair
- Major cleaning work
- Clearing and rodding drains
- Other work which exceeds available in-house resources

Management Company is responsible for writing scopes of work and obtaining quotes for all contracted work.

FORMS:

APARTMENT INSPECTION FORM  
BUILDING GROUNDS INSPECTION FORM  
APARTMENT INSPECTION SCHEDULE  
EMERGENCY NOTIFICATION  
APARTMENT INSPECTION FORM

## MAINTENANCE AND PREVENTIVE MAINTENANCE INTRODUCTION

This manual contains the policies and procedures for preventive maintenance for the building. Each of the sections provide information on the exact procedures, record keeping, activity cycles, and locus of responsibility for each building system or component covered by this policy.

### 1. Defining the Terms

Preventive maintenance is the term used to describe maintenance activities which, when performed consistently and correctly, help to prevent breakdowns and extend the life of building features, equipment and systems. These activities can be categorized as:

Inspection

Testing

Cleaning

Service

Repair

Replacement

#### **Inspection**

Inspection is an integral part of any preventive maintenance program. Inspection includes casual observation in the course of the day by Management Company and residents through which deficiencies can be reported and corrected as well as formal inspections on a regular basis of all building components and systems. Most of the inspections called for in this manual will be performed by Management Company (managers and resident custodians), which others will be performed by trained technical staff such as electricians, fire extinguisher contractors, and others. Inspections pick up obvious problems on a regular basis and report them for correction before they become larger problems.

#### **Cleaning**

While cleaning may not be considered a part of preventive maintenance, it is critical to the operation of many systems, and to the longevity of building surfaces. It includes regular cleaning of elevator tracks to prevent the buildup of debris, regular cleaning of carpets to prevent deterioration from dirt particles, regular cleaning, stripping and waxing of VCT flooring to lengthen the life of such surfaces, and regular wipe downs of all equipment after every use.

## Testing

In general, testing is performed as a method to determine whether or not an item is working, correctly. The most significant testing is performed by the fire alarm contractor who tests every "device" (smoke detectors, pull stations, sprinkler heads, etc) every year. Other testing includes checking testing boilers prior to the start of the heating system, and so forth.



**FIRE ALARM SYSTEM INSPECTION AND SERVICE PROCEDURE**

**OBJECTIVE:** To insure that the fire alarm system is operating properly and is maintained in accordance with applicable ordinances and codes.

**POLICIES AND PROCEDURES:**

Weekly/Daily

Responsibilities:

(1) Management Company shall check the master alarm panel regularly to determine that there is no trouble at the board, as indicated by a trouble light. The inspection person shall note any problems with the board or any fire alarm devices (i.e. smoke detectors and pull stations) and report them to the Management Company.

As Needed/Weekly

Responsibilities

(1) The Management Company shall report any problems with the fire alarm system immediately upon being informed of the problem to the Fire Alarm subcontractor. The Management Company shall also check all pull stations and the alarm panel during the regular weekly walk-through inspection.

Quarterly

(2) The Management Company shall coordinate all fire testing procedures through appropriate notification to residents by assisting the contractor by having the development mechanic available during testing to open apartment doors as needed.

(3) The Management Company shall report all resets to the Fire Alarm subcontractor immediately following each occurrence.

As Needed

(4) The Management Company shall maintain copies of all reports from the Fire Alarm Testing, Contractor in the Preventive Maintenance Service loose-leaf notebook.

Responsibilities:

(1) The Management Company shall be responsible for bidding a service contract once every two years, or at such annual intervals as may be determined to be necessary. The Management Company shall be responsible for maintaining central records of all service and testing, and for payment of all invoices. The Management Company shall be responsible for insuring that all maintenance over and above regular testing is necessary and for approving all expenditures of this type.

Contractor Responsibilities:

As-Needed (1) The contractor shall be responsible for re-setting the alarm system after every fire alarm. The contractor shall be notified by the Fire Department of each occurrence. Managers and maintenance personnel have authority to call the contractor in the event that the contractor does not report to reset the alarm after an alarm call.

Quarterly (2) The contractor is responsible for quarterly testing of the alarm system. At each quarterly visit, at least 1/4 of all alarm devices, including apartment smoke detectors, shall be tested, so that every device is tested at least once each year. The contractor shall be responsible for coordinating all testing with the Management Company

Quarterly/As needed (3) The contractor is responsible for completing the Quarterly Inspection Reports and submitting copies to the manager and to the Fire Department. The contractor is responsible for leaving service slips upon completion of any alarm reset or service visit with the Building Mechanic who will bring them to Roy George.

RECORD KEEPING (1) Records of all service visits, including- regular testing, alarm resets, and repair calls shall be maintained by Management Company, along with invoices.

(2) Copies of the records of all service visits shall be maintained by the Management Company in the Preventive Maintenance service looseleaf notebook in chronological order under fire alarm system

**FIRE ALARM SYSTEM SPECIFICATION SHEET  
AND CONTRACTOR INFORMATION**

Building:

Control Panel Type:

Location of Control Panel:

Number of Zones:

Annunciator Panel Type:

Location of Annunciator Panel:

Hallway Annunciator Panels? Yes  
or No/Number

Where are hallway panels located?

## FIRE EXTINGUISHER INSPECTION AND SERVICE PROCEDURES

**OBJECTIVE:** To insure that all required fire extinguishers are in place and serviced on a regular basis in accordance with applicable ordinances and codes.

### POLICIES AND PROCEDURES:

**Daily** Responsibilities:  
(1) The Management Company shall report any missing-fire extinguishers as soon as it is noticed to the manager.

**Weekly** Responsibilities  
(1) The Management Company shall inspect fire extinguishers during each weekly walk though and note/correct any problems.

**Annually** (2) The Management Company shall issue a purchase order on an annual basis to have all fire extinguishers inspected/serviced by an appropriate contractor. The Management Company shall insure that all such inspections include appropriate tagging of all extinguishers indicating the date of the inspection.

**Every five years:** (3) Every five years, the Management Company shall issue a purchase order to have all fire extinguishers replaced.

**RECORDKEEPING** All fire extinguishers shall be tagged by the contractor including the date inspected.

The Management Company shall maintain a record of all service visits and replacements of fire extinguishers in the Preventive Maintenance Service Record Loose Leaf under the Fire Extinguisher section.

The Management Company shall maintain a record of all fire extinguishers, their type, location within the building, and purchase date in this manual (see subsequent pages in this section).

## FIRE EXTINGUISHER CONTRACTOR PO RECORD

Building:

PO number and issue date:

Contractor Name:

Address

Phone

Contact Person

PO number and issue date:

Contractor Name:

Address

Phone

Contact Person

## SPRINKLER SYSTEM INSPECTION AND SERVICE PROCEDURE

**OBJECTIVE:** To insure the continuous, effective and efficient operation of the sprinkler system.

### POLICIES AND PROCEDURES:

- |                       |  |
|-----------------------|--|
| Daily                 | <u>Responsibilities:</u><br>(1) The Management Company shall report any missing or damaged sprinkler heads as it is noticed.   |
| Daily/As Needed       | <u>Responsibilities</u><br>(1) The Management Company is responsible for reporting any damage to or suspected malfunctioning of the sprinkler system or pumps as soon as a problem is detected.  |
| Annually              | (2) The Management Company is responsible for coordinating all sprinkler flow and pump testing with the contractor on an annual basis.   |
| Annually              | <u>Responsibilities</u><br>(1) The Management Company shall be responsible for obtaining quotes/bids on an annual basis and issuing a contract or purchase order for annual testing of the sprinkler system by an independent licensed sprinkler systems company. This testing shall include flow testing to insure that the fire alarms go off if the sprinkler system is activated and PUM testing for fire pump and/or jockey pump. The Management Company shall be responsible for insuring adequate oversight of the contract, issuing work orders or PO for follow up repair work, and paying bills. |
| <b>RECORD KEEPING</b> | Copies of all service slips associated with annual testing shall be maintained in the Preventive Maintenance Service Loose-leaf at each site and the originals shall be maintained by Management Company.  |

## SPRINKLER SYSTEM SPECIFICATION AND CONTRACTOR SHEET

Building:

Date system installed:

Dry type heads located (note areas of building)

Wet type sprinkler heads located

(note areas of building and apartments):

Fire Pump Data:

Fire Pump Location:

Comments:

Contractor Information

PO number and issue date:

Contractor Name:

Address

Phone

Contact Person

PO number and issue date:

Contractor Name:

Address

Phone

Contact Person

**BATTERY OPERATED SMOKE DETECTORS SERVICE POLICY**

**OBJECTIVE:** To insure that all battery operated smoke detectors are operational at all times.

**POLICIES AND PROCEDURES:**

Daily Responsibilities:  
(1) The Management Company shall note all missing or damaged battery operated smoke detectors during the course of day to day work and report any problems immediately. In the event that a battery needs replacing (as indicated by a "beep" from the unit) the Management Company shall immediately replace the battery.

Annually (2) Once every year the Management Company shall replace all batteries in all battery operated smoke detectors as a preventive maintenance measure.

Responsibilities  
As needed/Daily (1) The Management Company is responsible for issuing a work order and instructing the mechanic to replace all defective or missing battery smoke detectors immediately up learning of the problems.

Monthly (2) The Management Company is responsible for testing all battery operated smoke detectors on each monthly building and grounds inspection by using a broom handle to activate the test button. The Management Company shall be responsible for insuring that this is completed fully every month.

Monthly (3) The Management Company is responsible for keeping on hand adequate numbers of 9-volt batteries for the purposes noted above.

**RECORD KEEPING** The Management Company shall report all defective battery operated smoke detectors on the Building and Grounds Inspection, and shall maintain records of all work orders issued to correct deficiencies as part of the work order system.

Annually, the Management Company shall report on the attached checklist all batteries replaced during the annual replacement, and shall sign the checklist. This checklist shall be maintained in the Preventive Maintenance Service Loose- Leaf notebook.



## **ELEVATOR INSPECTION AND SERVICE PROCEDURE**

**OBJECTIVE:** To insure the continuous operation of all elevator systems and equipment, and to prolong the life of all equipment and components related to the elevator.

### **POLICIES**

#### **PROCEDURES:** Responsibility

- |           |  |
|-----------|--|
| Daily     | The Management Company shall maintain elevator floors and walls in a clean condition.  |
| Weekly    | (1) The Management Company is responsible for a weekly inspection of the elevator and performing the tasks detailed on the Elevator Weekly Service Activity Report (attached). The assigned person shall complete the report sign it and give it to the Management Company each week upon completion.  |
| Annually  | <p><u>Responsibility</u></p> <p>(1) The Management Company is responsible for obtaining quotes and issuing a purchase order on an annual basis to a qualified contractor for quarterly and annual service to the elevator and for insuring that the contractor completes all required activities on time. The Management Company is responsible for maintaining all records of inspections and service performed by the Management Company and the contractor.</p> |
| Annually  | (2) The Management Company is responsible for obtaining quotes and issuing a purchase order on an annual basis to a qualified contractor for annual service and testing of the Elevator and obtaining all necessary State inspections.   |
| Quarterly | <p><u>Service Contractor Responsibility</u></p> <p>(1) The service contractor shall be responsible for performing quarterly inspections and service as detailed on the attached Elevator Inspection and Service Report.</p>  |
| Annually  | (2) At one quarterly service visit each year, the contractor shall complete all of the annually required tasks as indicated on the Elevator Inspection and Service Report.   |

**REPORTING:** (1) "Elevator Weekly Service Activity Report" is to be completed by the Management Company. All copies shall be maintained in the annual "Preventive Maintenance Service Record" loose-leaf binder.

2) The "Elevator Inspection and Service Report" is completed by the contractor at the time of each inspection and is submitted to the Management Company upon completion of the servicing. If the

contractor chooses to provide and utilize its own report form, the Management Company must determine that the inspection and servicing satisfies the criteria set forth on the Management Company report form. These reports shall be signed by the contractors service representative and maintained in the loose-leaf binder as noted above.

**ELEVATOR SPECIFICATION SHEET AND  
CONTRACTOR INFORMATION**

Building:

Location of Elevator

Room: Installation

Date: Warranty? Yes

or no Manufacturer:

KW:

Contractor Information/ PO issue  
date and Number: Contractor

Name:

Address

Phone

Contact Person

Contractor Information/PO issue date and Number: Contractor Name:

Address

Phone

Contact Person

To be Performed by Elevator Service Contractor

LOCATION: \_\_\_\_\_ Day: \_\_\_\_\_ Time: \_\_\_\_\_

- |                       | ACTIVITY  | CHECK |
|-----------------------|---|-------|
| <b>1. Each Visit:</b> |   |       |
|                       | ○ Ride each elevator and observe performance, leveling, floor stops, door opening and closing operation and noise.  |       |
|                       | ○ Test safety edges, photo eyes, detectors, door open buttons, and alarm bell.  |       |
|                       | ○ Check for proper car and hall button operation and all indicator illuminations and lantern operations.  |       |
| <b>2. Monthly:</b>    |   |       |
|                       | ○ Clean and inspect machine, controller, selector, motor, motor generator/SCR and governor.   |       |
|                       | ○ Clean and inspect car top, operating switches, door operator and controls, car door hangers, gibs, detectors and/or photo eyes and safety edges. Lubricate and adjust door operator and door accessory equipment. |       |
|                       | ○ Clean and inspect hoistway door hangers, interlocks, linkage, pick up assembly, door gibs, non-vision wing and hoistway switches.   |       |
|                       | ○ Clean and inspect governor tension sheave, car and counterweight buffers, compensating sheave assembly. Clean pit and check safety plank and travel cable loops.  |       |
|                       | ○ Clean machine room, check commutators and brushes, clean and adjust controller and selector contacts and relays.  |       |
|                       | ○ Check car and hall fixture lamps, leveling and floor stops, alarm bell and emergency stop, inspect travel cable.  |       |
| <b>3. Quarterly:</b>  |   |       |
|                       | ○ Inspect rope shackles, car and counterweight guides, TM and Slow Down switches, adjust and lubricate as required, check emergency light.  |       |
|                       | ○ Check and adjust brake. Inspect and lubricate pivot pins.   |       |
|                       | ○ Clean and adjust controller and selector components including contacts, relays and timers. Check transformers and rectifiers. Vacuum or brush all controller and selector parts.                                  |       |

- Check out complete safety circuit.
- Check selector cables and/or tapes. Lubricate selector drive worm. Inspect selector drive.
- Clean, inspect and lubricate governor linkage.
- Inspect, rotate and equalize hoist cables. Inspect cable shackles and fastenings.
- Check adjustment of roller/slide car and counterweight guides. Check bearings/liners and fastenings.
- Inspect TM, slowdown, leveling and/or limit switches.
- Clean and inspect all car and hoistway door contacts and interlocks.
- Check door closing force. Check car and hoistway hangar rollers and adjust up thrusts.
- Inspect door operator bearings and cams.
- Clean and inspect governor tail sheave, compensating sheaves, compensation ropes and hitches and/or compensating chains, guides and hitches.
- Clean and inspect car and counterweight buffers. Check buffer oil level and operation.

#### **4. Semi Annual:**

- Check control and main line fuses, voltage readings, motor and motor generator wire connections, overloads, armature clearance and brake cores.
- Check motor overload devices, resistor and resistance connections.
- Check car safety mechanism and governor rope hitch.

#### **5. Annual:**

- Drop brake shoes, clean, lubricate and adjust. Flush and replace worm gear oil.
- Check all controller and selector terminals. Check and clean all fuse holders.
- Check car frame, overhead, car and counterweight sheaves, sills and pit.
- Annual lubrication of motor, motor generator and machine bearings, deflector, compound and compensating sheaves and governor tension sheave bearings. Check all fastenings.
- Annual car safety test. Clean, inspect and lubricate governor and safety

mechanisms. Check buffer oil level.

- Adjust motor control and perform logic systems operation check.
- Clean hoistway and hoistway equipment including guide rails, counter weights, hoistway door hangars, interlocks, closers, headers and related devices. Check all fastenings on guide rails, brackets and entrances. Check traveling cables.

**6. Five year:**

- Perform full load governor, safety and buffer test.

## HEATING MAINTENANCE

### Introduction

Maintenance of heating systems is among the most important maintenance performed. Heating systems require consistent and regular maintenance to serve out their useful life and provide the very basic service of heat and hot water to residents of the building.

It is the primary responsibility of the Management Company to perform daily monitoring and maintenance functions and the primary responsibility of the assigned Plumber Contractor to perform more complex maintenance tasks, inspect the work of and make recommendations for replacement and repair of various systems and components. The Management Company will be responsible for monitoring and managing work performed by outside contractors. The Management Company will retain overall responsibility for overseeing heating plant work.

Although preventive maintenance is not performed on electric heating systems (except as part of apartment and buildings and grounds inspections) we have included a short section on the maintenance of stock for electrically heated developments due to the extreme importance of having stock on hand for heating repairs in the event of an emergency.

It is extremely important that the material in this section be accurately completed and that the procedures and policies called for are strictly adhered to.

## CENTRAL HEATING SYSTEMS

**OBJECTIVE:** To insure the continuous operation of all heating systems and equipment, including domestic hot water systems, and to prolong the life of all equipment and components related to heat.

### POLICIES AND PROCEDURES

Daily

Responsibilities:

(1) The Management Company is responsible for performing daily inspections and service of all central heating systems. The specific duties to be performed at each visit are detailed on daily check lists specific to the particular plant being service (attached), including regular disposal of rubbish and periodic sweeping and washing of floors. The assigned person shall maintain a daily log of boiler room activities on a clipboard which shall be located inside the boiler room. This daily log shall be submitted weekly to the Management Company and contain a record of all activities performed.

As Needed

(3) The assigned person shall immediately report any problems to the Management Company, who shall relay them to the assigned Mechanic/Plumber.

Annually

Responsibilities

(1) The Management Company shall inspect the boiler room on at least a monthly basis as part of the Building and Grounds Inspection.

Weekly

Assigned Mechanic/ Plumber

(1) The assigned Mechanic/plumber shall perform no less than a weekly inspection of all boiler plants and shall perform additional maintenance at that time in accordance with the development maintenance checklist (attached).

Annually

(2) Each year the Management Company shall arrange to contract out or perform in-house boiler cleanings and arrange for insurance inspections. These boiler cleanings shall include all the work listed on the "Boiler Cleaning and Insurance Inspection Scope of Services" attached. All cleanings and inspections shall take place between the period of June 15 and August 31 of each year.

(3) Each year, the Management Company shall arrange in house burner Annually service and general preventive maintenance on all heating plant components. This service shall be performed in compliance with the "Burner Service Scope of Services" attached.



All service shall be completed each year between June 15 and September 15.

- (4) The Management Company shall develop a list of summer maintenance and replacement projects for heating plants and distribution system components, shall annually arrange to purchase appropriate stock, and shall plan and schedule the work to be performed by Management Company and the assigned Mechanic/Plumber. The Management Company shall coordinate all such projects, including apartment access for apartment work.
- (5) The Management Company shall insure that all work performed on all heating systems by the assigned Mechanic / Plumber is recorded on the development work order system.

As Needed Responsibilities:

- (1) The Management Company has overall responsibilities for supervising all heating plant maintenance and repair.
- (2) The Management Company shall make all decisions concerning major repairs to heating plants and systems and shall approve all purchase orders for stock, boiler cleanings, annual preventive maintenance service, and other service or repairs.
- (3) The Management Company shall determine priorities, select designers, develop designs and manage construction contracts for all major repair and replacement of heating systems and components.

- RECORDKEEPING
- (1) The daily check list shall be submitted weekly to the Management Company; the original maintained in the Preventive Maintenance Service loose-leaf.
  - (2) The Assigned Mechanic/Plumbers weekly inspection and service report will be submitted to the manager for filing in the Service Loose Leaf and a copy shall be submitted to the Management Company
  - (3) Copies of all records of service and repairs performed including annual boiler cleanings and preventive maintenance service as well as other contracted repairs shall be maintained in the development's service loose leaf and by the Management Company.
  - (3) Records of all repairs completed by the assigned Mechanic/Plumber shall be maintained on the development's work order system.

## **CENTRAL HEATING SYSTEMS SPECIFICATIONS AND STOCK INFORMATION**

Building:

Number of Furnaces:

Make/Model and Type of boilers: Make/model type of burners:

Fuel Source:

Date of installation of

Boilers/burner

DHW - make/model/type/date of installation/source of fuel Location of boilers:

Key supplementary heating plant components: List component/make/model/type and date of installation:

Comments:

## **ANNUAL PREVENTIVE MAINTENANCE AND START UP SERVICES GAS FIRED BOILER SYSTEMS**

Annual preventive maintenance and start up services shall be performed on all gas-fired boiler systems by a qualified Assigned Mechanic/Plumber in accordance with the scope of services below.

### Scope of Services

1. Report upon arrival to Management Company
2. Inspect and report on conditions of refractory and heat exchanges.
3. Drain and recharge expansion tanks
4. Inspect all controls and safeties
5. Inspect pilot thermocouples
6. Tighten electrical connections
7. Open and clean low water cutoffs
8. Test all boilers, adjust manifold pressure, adjust fuel-air ratio and check sequences of operations
9. Prove function of pilot starts, limits, flow switches and operating controls
10. Adjust and calibrate indoor/outdoor sequencing control
11. Remove gas manifold and gas header
12. Remove pilots and burners
13. Clean orifice opening, pilots and burners
14. Reassemble burner and manifolds (replace burner gaskets)
15. Perform and efficiency test on each boiler and provide a written report to Management Company of tests and tag with test results.
16. Submit report on boiler condition and any repair as required.

## FLAT ROOF INSPECTION PROCEDURES

**OBJECTIVE:** To identify necessary maintenance, repair and replacement of building roofs to minimize damage to facilities resulting from faulty roofing.

**POLICIES AND PROCEDURES:** Responsibility:  
 (1) Check roofs for obvious problems during all weekly walk through inspections, and carefully inspect roofs during the monthly Buildings and Grounds Inspections. Complete any clean up activities required, write work orders for any repairs needed, insure that work orders are completed. Report major problems for correction. At least once per quarter, this inspection should take place during or immediately following a rainstorm.

(2) Roof inspections shall include checking for:

- a. Clogged drains and/or standing water.
- b. Drain caps in place
- c. Strainers in place/unbroken
- d. Debris requiring removal
- e. Unauthorized equipment attached to the roof requiring removal
- f. Condition of penthouse doors and windows/hatch
- g. Problems with exhaust fans
- h. Sips of flashing disrepair
- i. Signs of parapet wall disrepair
- j. Any other obvious problem or defiance

**REPORTING AND RECORD KEEPING:** All roof inspection information shall be maintained on the walkthrough Inspection and Buildings and Grounds Inspection forms which are maintained in the B&G Loose-leaf notebook. Any records of work orders shall be maintained with the work order files. Records of any work completed by contractors shall be maintained with the work order files and Vendor Logs

## PITCHED ROOF INSPECTION PROCEDURES

**OBJECTIVE:** To identify necessary maintenance, repair and replacement of building roofs to minimize damage to facilities resulting from faulty roofing.

**POLICIES AND PROCEDURES:** Responsibility:  
 (1) Check roofs for obvious problems during all weekly walk through inspections, and carefully inspect roofs during the monthly Buildings and Grounds Inspections. Report major problems for correction. At least once per quarter, this inspection should take place during or immediately following a rainstorm.

(2) Pitched Roof inspections shall include checking for:

- a. Clogged or damaged gutters and downspouts
- b. Condition of the fascia board.
- c. Condition of roof tiles/roofing materials
- d. Unauthorized antennas
- e. Condition of flashing
- f. Attic ventilation grills

**REPORTING AND RECORD KEEPING:** All roof inspection information shall be maintained on the Walk through Inspection and Buildings and Grounds Inspection forms which are maintained in the B&G Loose-leaf notebook. Any records of work orders shall be maintained with the work order files. Records of any work completed by contractors shall be maintained with the work order files and Vendor Logs

## ROOF INFORMATION SHEET

Building:

Type of Roofing:

Date of installation/replacement:

Warranty - Yes or No?

If there is a warranty, indicate here the name, address and phone of the contractor

If there is a warranty, indicate here the name, address and phone of the manufacturer:

Date warranty expires:

Comments:

## SMALL EQUIPMENT MAINTENANCE

**OBJECTIVE:** To ensure the continuous operation of the developments small equipment; in particular, lawn mowers and snow blowers.

**POLICIES AND PROCEDURES:**

Daily

Responsibilities:

Management Company shall insure that the equipment is wiped down after each use and is stored in an appropriate dry location. They shall drain the equipment of excess gasoline in the event that the equipment is stored within a residential building. They shall insure that adequate oil is in the equipment before each use. They shall use all such equipment with care so as to preserve its useful life.

Annually

Responsibilities

The Management Company shall be responsible for issuing purchase orders to reputable small equipment service companies for annual service and tune-ups to all lawnmowers and snow blowers. All snow blowers are to be serviced between April and October each year and newly serviced snow blowers must be on site before November 15 of each year. Lawnmowers are to be serviced between November 1 and April 1 of each year, but no later than April 15.

As Needed

**RECORDKEEPING** The Management Company shall maintain records of all service to lawn mowers and snow blowers in the annual Preventive Maintenance Service Loose Leaf.

## SMALL EQUIPMENT INVENTORY AND CONTRACTOR INFORMATION

Building:

Lawnmower-  
Manufacturer/model &  
descriptive information:

Purchase Date:

Warranty yes or no?

If under warranty, indicate date  
purchase, where purchased, name  
and phone number, and end date  
of warranty:

Snowblower  
Manufacturer/model & descriptive  
information:

Purchase Date:

Warranty yes or no?

If under warranty, indicate date  
purchase, where purchased, name  
and phone number, and end date  
of warranty:



### SERVICE CONTRACTOR INFORMATION

Date and number of PO

Company

For service on (name equip)

Address

Phone

Contact Person

Date and number of PO

Company

For service on (name equip)

Address

Phone

Contact Person

\*Use additional pages if necessary for additional equipment and contractors.

## TRASH CHUTES AND TRASH ROOM

**OBJECTIVE:** To maintain trash chutes and compactors in as clean a manner as possible, discouraging pest infestation, and to maintain compactors in such a way as to prolong their life as much as possible.

**POLICIES AND PROCEDURES:**

Responsibilities:

Check trash rooms to insure that all trash is removed or put down the chute.

Daily

Maintain chute doors and trash room floors and walls in a clean condition.

Ensure compactor container not overflowing and replace with unfilled compactor container when necessary.

Bi-Weekly

Coordinate with Private Trash Contractor moving compactor containers outside for pickup. Before returning the container to the building, ensure container washed out completely by spraying disinfectant and hosing down.

Wipe down all surfaces daily with disinfectant. Sweep up and dispose of any trash or garbage that escapes from the chute.

In buildings where there is chute washing equipment in operable condition, the custodian shall wash down the chute on a weekly basis.

Weekly

The Management Company shall report any problems with the operation of the chute doors for correction.

As needed

Responsibilities:

The manager shall note the condition of trash rooms and the chutes at each weekly inspection. Any needed repairs shall be completed by a contractor upon issuance of a purchase order by the Management Company.

Weekly Once per year, the Management Company shall issue a purchase order to have the trash chutes steam cleaned by an appropriate contractor.

Annually  
RECORD KEEPING The Management Company shall maintain records of cleanliness and any problems noted on the weekly building inspection forms. Maintain a copy of the PO and receiving report for the annual pressure cleaning of the chute in the Preventive Maintenance Service Loose Leaf.

## TRASH COMPACTOR EQUIPMENT & CONTRACTOR INFORMATION

Building:

Number of Compactors:

Date of installation:

Warranty yes or no?

If warranty, note contractor,  
dates of warranty, and phone  
number:

Bag or Container Type?:

If bag, type, where is daily

trash bag stored?

If container type, what is the  
pick up schedule?

Contractor Information for Trouble Shooting Compactor

Company

Name

Address

Phone

Contact Person

Contractor Information for Pressure Cleaning Trash Chutes

Company

Name

Address

Phone

Contact Person

**Maintenance Staff**

(Includes manager's tasks, maintenance tasks, and mechanic tasks as well as work performed by contractors under the supervision and direction of the Management Company)

- Daily Boiler room Inspections
- Annual replacement of Whalen Unit filters
- Weekly walk through inspections
- Monthly Building and Grounds Inspections
- Monthly test of emergency lighting systems
- Weekly inspection of generator
- Quarterly and annual generator service
- Annual testing and servicing of fire extinguishers
- Annual replacement of batteries in battery operated smoke detectors
- Annual or more frequent preventive clearing of main drain systems
- Annual steam cleaning of trash chutes
- Annual replacement and/or cleaning of window A/C filters
- Monthly inspection of roof and roof fans
- Annual clearing of main vertical and horizontal drains
- Regular cleaning of gutters and down spouts
- Regular care of trash compactors
- Annual service on lawn mowers and snow blowers
- Regular cleaning of elevators and tracks Weekly
- Inspection and service of Boiler Rooms Annual
- cleaning and state inspections of boilers
- Annual service on burners and other boiler components
- Monthly elevator service
- Annual Elevator Inspections
- Quarterly testing of fire alarm systems
- Major repairs to boilers, elevators, generators and alarms

**PREVENTIVE MAINTENANCE MANUAL  
MASTER MANUAL**

1	Introduction	
2	Development Profile	<ul style="list-style-type: none"> <li>Photograph</li> <li>Physical Profile</li> <li>Site and floor plans</li> <li>Record of Capital Improvements</li> </ul>
3	Building and Grounds Inspection	<ul style="list-style-type: none"> <li>Policies and Procedures</li> <li>Standards and Expectations</li> <li>Instructions for use of Inspection Forms</li> <li>Weekly Walk through Form</li> </ul>
4	Electrical System	<ul style="list-style-type: none"> <li>Battery Pack Emergency Lighting System</li> <li>Intercoms</li> <li>Emergency Pulls</li> <li>Transformers and SwitchGear (reserved)</li> </ul>
5	Elevators	<ul style="list-style-type: none"> <li>Policies and Procedures</li> <li>Elevator Specification Sheet</li> </ul>
6	Fire Safety Systems	<ul style="list-style-type: none"> <li>Master Panel Alarm System</li> <li>Fire Extinguishers</li> <li>Sprinkler &amp; Fire Pump</li> <li>Battery Smoke Detectors</li> </ul>
7	Heating System	<ul style="list-style-type: none"> <li>Introduction</li> <li>Metrically Heated Developments</li> <li>Central Heating Plants</li> <li>Whalen Units</li> <li>Boiler Cleanings &amp; Inspections</li> <li>Gas Fired Systems/Annual PM</li> <li>Oil Fired Systems/Annual PM</li> <li>Development Checklists:</li> <li>Resident Custodians</li> <li>Heating Supervisors</li> </ul>
8	Plumbing Systems	<ul style="list-style-type: none"> <li>Vertical Drains</li> <li>Horizontal Drains</li> <li>Domestic Hotwater</li> <li>Back Flow Preventer</li> </ul>
9	Roof	<ul style="list-style-type: none"> <li>Flat Roof</li> <li>Pitched Roof/Gutters &amp; Downspouts</li> </ul>

10	Small Equipment	Lawn Mowers Snow Blowers
11	Trash Chutes & Compactors	Chute Bag Type Compactor Container Type Compactor
12	Ventilation & A/C	Window Air Conditioners Roof Top Exhaust Fans Hallway Air Handling Unit Split System A/C
13	Schedule of Preventive Maintenance Activity	Schedules Annual Preventive Maintenance Service Loose Leaf