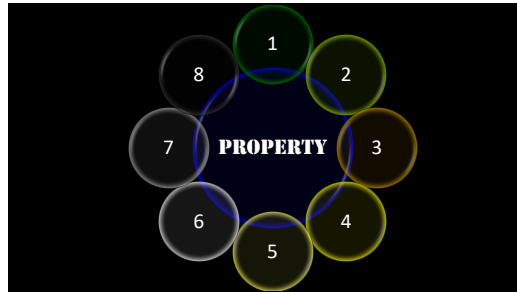


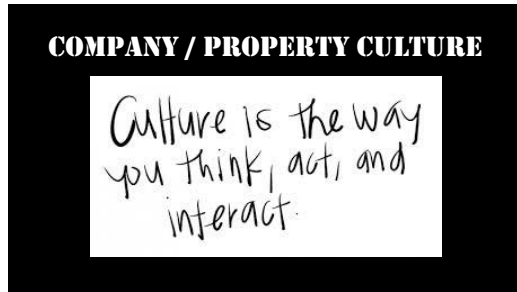
Slide 1



Slide 2



Slide 3

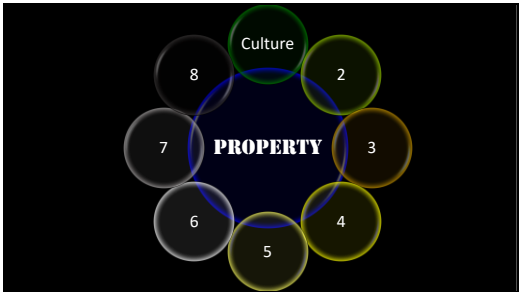


Slide 4

COMPANY / PROPERTY CULTURE

- Identity
- How do you go about it?
- Stick to it
- What if you don't have one???

Slide 5



Slide 6

COMMUNICATION

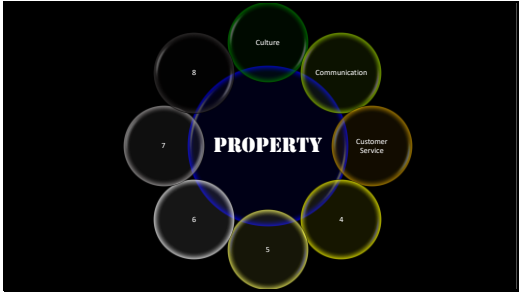
A white icon of a satellite dish with three curved lines above it representing signal waves, set against a black square background.

Slide 10

CUSTOMER SERVICE

- Are your service teams involved?
- How to get them involved?
- Why to get them involved?
- Renewal bonus programs

Slide 11



Slide 12

TECHNICAL TRAINING

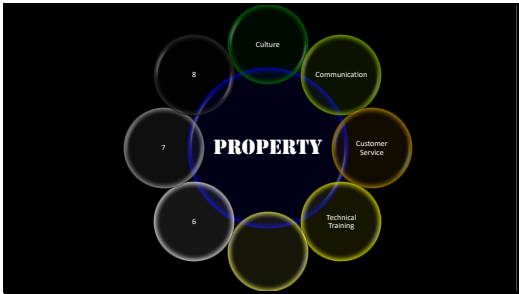
The image shows a silver adjustable wrench and a grey gear. The wrench is positioned diagonally, with its handle pointing towards the bottom-left and its head towards the top-right. The gear is located below the head of the wrench, partially overlapping it.

Slide 13

TECHNICAL TRAINING

- What does technical training help with?
 - Efficiency
 - Employee attitude
 - Resident retention

Slide 14



Slide 15



Slide 16

VENDOR AND SUPPLIER MANAGEMENT

- How to choose vendors
 - Interview process / bidding process
 - How many vendors do you have?
 - How many do you need?
 - What role do they play?

Slide 17

VENDOR AND SUPPLIER MANAGEMENT

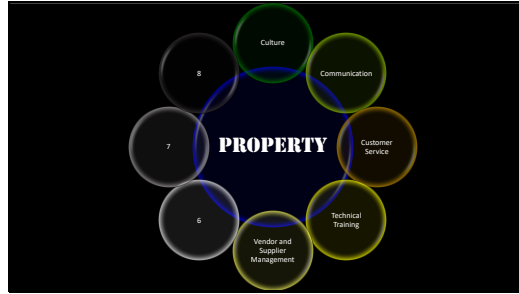
- When do you call a vendor?
 - Set limits on time and money
 - What is your protocol?

Slide 18

VENDOR AND SUPPLIER MANAGEMENT

- When scheduling vendor give them enough time
- Be flexible when possible
- Re-bid services at least once a year

Slide 19



Slide 20



Slide 21

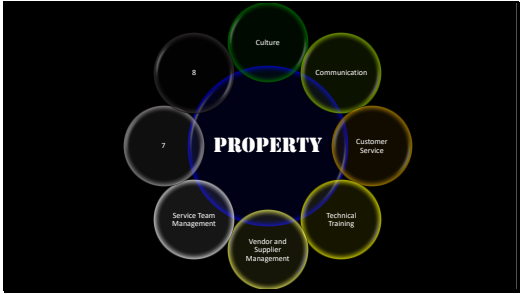
- SERVICE TEAM MANAGEMENT**
- Workflow or scheduling
 - Schedule 70% - 80% of their time
 - Check in times during the day

Slide 22

SERVICE TEAM MANAGEMENT

- Cross-Training
- Mentoring

Slide 23



Slide 24

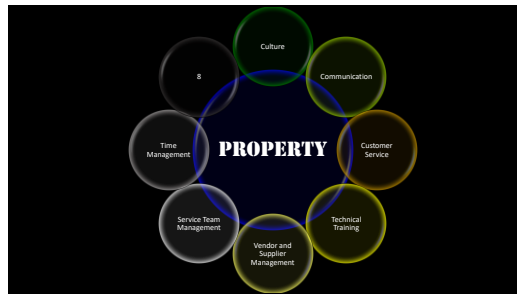
TIME MANAGEMENT

Slide 25

TIME MANAGEMENT

- Scheduling
 - Have a plan
 - Be flexible
 - Be realistic
 - Time to do and time to train
- Organization
 - Shop organization
 - Work orders
 - Take some time to save some time

Slide 26



Slide 27

BUDGET AWARENESS

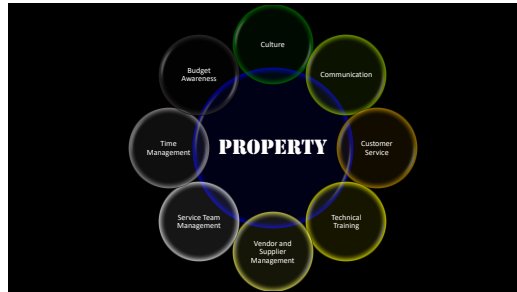
The image shows a close-up of a desk with financial tools. In the foreground, a silver calculator is partially visible. Next to it lies a black pen with a silver clip. Below these items is a printed spreadsheet or budget sheet with various columns and rows of data, some of which are highlighted in yellow. The background is a plain, light-colored surface, emphasizing the financial documents.

Slide 28

BUDGET AWARENESS

- Get your Maintenance Supervisors involved
- Keep your team up to date
- Set goals

Slide 29



Slide 30

QUESTIONS???



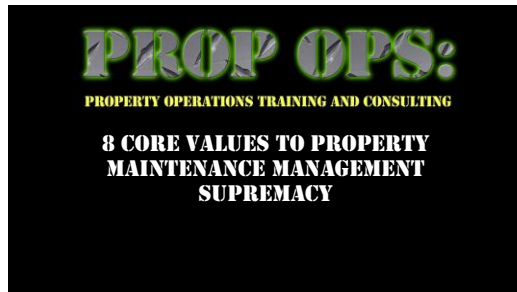
Slide 31



PROP OPS:
PROPERTY OPERATIONS TRAINING AND CONSULTING

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PROP OPS:
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**8 CORE VALUES TO PROPERTY
MAINTENANCE MANAGEMENT
SUPREMACY**
