

Slide 1



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Slide 2



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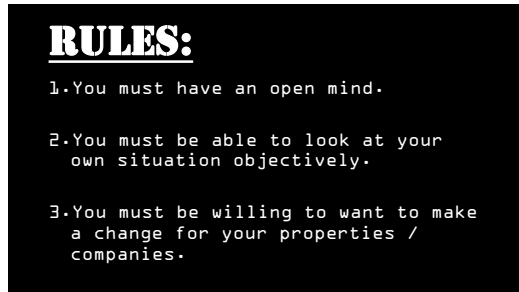
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Slide 3



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Slide 4

**POLL QUESTION #1**

#1. How much attention does your company pay to maintenance statistics outside of budgets?

- a. Very close attention
- b. They look at them every now and again
- c. Not much at all
- d. None



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Slide 5

What can statistics tell you about your properties?

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Slide 6

**TYPE OF STATISTICS:**

- 1.General
- 2.Preventative Maintenance
- 3.Service Request / Work Orders
- 4.Make Ready / Turnover

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Slide 7

**GENERAL STATISTICS:**

- Properties spend an average of 19 hours a week on scheduled Maintenance



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Slide 8

**GENERAL STATISTICS:**

87% of properties outsource part of their preventative maintenance



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Slide 9

**GENERAL STATISTICS:**

87% of properties outsource part of their preventative maintenance

Top 3 Reasons:

1. Lack of time / manpower
2. Specialized skill required
3. Current staff lacks skill

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Slide 10

**GENERAL STATISTICS:**

The Leading causes of unscheduled downtime are:

1. Aging equipment – 42%
2. Operator error – 19%
3. Lack of time to perform maintenance – 13%
4. Lack of maintenance – 11%
5. Poor design – 8%
6. Other – 7%

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Slide 11

**GENERAL STATISTICS:**

Feelings and attitude towards preventative maintenance:

1. Costs too much time / money – 41%
2. Is necessary to overall success – 37%
3. Needs to be designed / monitored – 16%
4. Other responses – 4%
5. Necessary evil – 2%

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Slide 12

**GENERAL STATISTICS:**

Top challenges to improve maintenance:

1. Lack of resources – 88%
2. Issues with technology – 67%
3. Lack of training – 53%
4. No management support – 38%
5. Planning Issues – 35%

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Slide 13



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Slide 14

**WHERE DOES THIS INFO COME FROM?**

The stats and information used in this presentation were compiled by me. All examples and numbers are from real life, first hand experience.

The sample size is comprised of 385 multifamily properties totaling over 73,000 apartment homes of various types, sizes and conditions.

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Slide 15

**PREVENTATIVE MAINTENANCE**

What type of impacts can be expected after implementing a comprehensive PM plan?



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Slide 16

**POLL QUESTION #2**

#2. How would you describe your current preventative maintenance plan?

- a. Everything is covered
- b. It hits the major items
- c. It helps some, but could be better
- d. You can't remember the last time any preventative maintenance was done



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Slide 17

**PREVENTATIVE MAINTENANCE**

After 1 year of implementation the results were:

- Service request totals dropped by 13.4%
- R&M expenses dropped by 8.8%
- Average time to complete a service request improved by 17.1%

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Slide 18

**PREVENTATIVE MAINTENANCE**

Specific case study  
Request type – A/C

Results:  
- A/C calls were reduced by 26%

Consisting of one 244 unit property in west Texas

- Average time to complete the A/C work orders improved by 60%

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Slide 19

**PREVENTATIVE MAINTENANCE**

Specific case study  
Request type – A/C

What PM went in to get these results?

- Clean coils inside and out
- All condenser unit panels are on and tight
- All refrigerant caps are on and tight
- Air handler filters are changed every 6 months

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Slide 20

**PREVENTATIVE MAINTENANCE**

Things to consider:

- Standardize whenever possible
- Remember each property is unique and needs it's own plan
- Remember to budget money and time
- Track your progress

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Slide 21

**POLL QUESTION #3**

#3. What do you feel is an adequate amount of time to complete a service request?

- a. 24 hours or less
- b. 2 - 3 days
- c. 3 - 5 days
- d. 5+ days



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Slide 22

**SERVICE REQUESTS / WORK ORDERS**

How long should it take to complete a service request or work order?



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Slide 23

**SERVICE REQUESTS / WORK ORDERS**

**Case Study:**  
44 properties all in the same metropolitan area went to a big box store 538 times in one month with an average purchase price of \$48.63 per trip.  
What does this mean?

- At 1 hour per trip, that equals 67.25 days
- If you average 12 work orders completed in one day that equals 807 workorders not done
- A lot of time, money and production lost

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Slide 24

**SERVICE REQUESTS / WORK ORDERS**

After 1 year of implementation the results were:

- Parts on order service request statuses were reduced by 90%
- Trips to the "Big Box" stores were reduced by 85%

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Slide 25

**SERVICE REQUESTS / WORK ORDERS**

How to reduce your completion time:

- Establish a service request process
- Organize shops and inventory
- Reduce trips to the big box stores
- Update service requests at least once a day

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Slide 26

**MAKE READIES / TURNS**

Things to consider:

- Number of total turns
- General conditions of units
- What is the make ready process?
- What is your goal?



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Slide 27

**POLL QUESTION #4**

#4. What do you feel is an acceptable time frame to complete a make ready?

- a. 1 day
- b. 2 - 3 days
- c. 4 - 5 days
- d. More than 7 days



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Slide 28

**MAKE READIES / TURNS - PROCESS**

- Pre-move out Inspections
- Ordering parts and supplies
- Scheduling vendors
- Scheduling employees
- Completion



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Slide 29

**MAKE READIES / TURNS - PROCESS**

<u>Before:</u>	<u>After:</u>
18,778 units turned	17,368 units turned
20.97 average days not ready	6.48 average days not ready
393,774 total days not ready	112,545 total days not ready

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Slide 30

**MAKE READIES / TURNS - PROCESS**



That is a  
69.1%  
improvement!

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Slide 31

**WHAT DO YOU DO FIRST???**

Get some baseline stats

Formulate a plan / strategy

Have a talk with your manager / regional



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Slide 32

**QUESTIONS???**



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Slide 33

Know your stats.  
Make a plan.  
Know your property.  
Make a change.  
Repeat.

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Slide 34



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Slide 35



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