

Managing the Maintenance Department

April 7 - 8, 2020, Ramada by Wyndham, Indiana, PA

The Maintenance Department is a critical part of every housing authority's operation. It can be an agency's biggest asset, or major deficiency.

This seminar, presented by NAHRO, is designed to help maintenance supervisors, managers and other key personnel make sure their maintenance operations are an asset. It addresses essential personnel management and leadership skills, as well as practical methods for handling everyday activities such as work standards, control, work orders, staffing levels, and equipment maintenance. *A complete seminar agenda is included on the reverse side of this page.*

The seminar will be led by NAHRO trainer Beth Turner who retired as the Executive Director of the Lycoming County Housing Authority after 17 years of service with the agency. During her tenure there, she managed a staff of 33 employees specializing in the maintenance and property management of 649 public and privately held housing units and 675 rental voucher units. Her agency was the recipient of several NAHRO Awards of Excellence and NAHRO Awards of Merit for innovation in the management of affordable housing.

Previous to her housing authority experience, her career included nearly 10 years of management in the operation of mortgage brokerage companies specializing in FHA/VA new construction. Her certifications include PHM and SPHM, and she served on the NAHRO National Housing Committee from 2000-2003.

Seminar Cost

WPHDA member: \$350/person

WPHDA non-member: \$380/person

These fees offers substantial savings from NAHRO's standard fee for this course!

(Fee includes course materials, breaks, and lunches.)

Hotel Reservation

Deadline: Monday, March 23

The newly renovated Ramada by Wyndham
1395 Wayne Drive
Indiana, PA 15701

Call 724-463-3561 and ask for the group rate for the WPA Housing Directors of \$89 per night plus tax.

(Tax-exempt agencies must present their certificates at check-in.)

Seminar Registration

Due: Monday, March 30

Return enclosed registration form with check payable to Western Pennsylvania Housing Directors Association.

Questions? Please contact Julie Kascal at 412.661.0591 or events@wphda.org.

Managing the Maintenance Department

April 7 - 8, 2020, Ramada by Wyndham, Indiana, PA

Registration first day: 8:00 a.m. Class times: 8:30 a.m. to 4:30 p.m.

(Lunch included with seminar: 12 to 1 p.m.)

COURSE AGENDA

Day One

Overview of good Maintenance Management

- What does a good maintenance program look like?
- Reviewing your current maintenance plan and deciding what to change
- Focus on preventative maintenance

Planning work

- Setting the example for excellent work standards
- Using your CAMP manual to keep a good maintenance system going
- Every day is REAC day and PHAS scores
- Having adequate number of staff and expertise of staff: how many staff do you need to effectively carry out regular, timely operations?
- Contracting or using your own crew?

Work orders and staff assignments

- Types of work orders, common time frames for completion
 - Resident vs. management requested
 - Routine maintenance
 - Cyclical maintenance
 - Emergency work orders
 - Inspections

Maintenance tools and vehicles

- Maintenance of assigned vehicles
- Accountability for tools and inventory

End of Day One

Day Two

Budget overview

- Materials and staff costs
- Equipment and inventory
- The affect turn-time has on budgets

Focus on customer service and delivery of services

- Who sets the customer service standard?
- Working relationships

Becoming the first-time supervisor

- The split from co-worker to boss
- Being fair and objective when measuring performance of staff

Personnel management

- Supervising field personnel and the opportunity to teach
- Conducting performance evaluations
- Give credit where credit is due—everyone likes a compliment
- Reward performance

When things don't go right

- Employees that can't vs. employees that won't
- Know when there was a mistake and how to correct it
- Liability

Common maintenance issues and resolutions

End of Seminar