

# ONAP TRAINING

## Property Management Maintenance



## VIRTUAL TRAINING AGENDA

July 27-28, 2021 | 9:00 am – 4:00 pm Mountain Time

### DAY 1: JULY 27, 2021

9:00 am – 12:00 pm

#### Maintenance Program Overview

- Component of good property management
- Indian housing programs maintenance requirements
- Maintenance polices & procedures
- Documents that guide policy development
- Key maintenance program components

12:00 pm – 1:00 pm

#### Lunch

1:00 pm – 4:00 pm

#### Planning & Budgeting

- Annual maintenance plan
- Recordkeeping
- Budgeting considerations
- Adequate staffing to achieve planned activities

#### Managing Materials & Supplies

- Procurement systems
- Procurement methods
- Inventory control
- Contractor services
- Disposition

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## Property Management Maintenance



## VIRTUAL TRAINING AGENDA *(continued)*

### DAY 2: JULY 28, 2021

9:00 am – 12:00 pm

#### Maintenance Categories & Priorities

- Preventive
- Routine
- Non-routine
- Emergency

#### Implementing Work Order Procedures

- Written process
- Assignment & Scheduling
- Tracking

#### Inspections

- Initial
- Periodic
- Risk management
- Warranty
- Move-in & move-out
- Special
- Quality standards

12:00 pm – 1:00 pm

#### Lunch

1:00 pm – 4:00 pm

#### Tenant & Homebuyer Relations

- Training
- Dealing with non-compliance
- Resident communications

#### Vacancy Turnaround

- Have a plan
- Timelines & procedures

#### Safety and Crime Prevention

- Training & programs
- Policies & procedures

4:00 pm

#### Adjourn