

# Service Requests Made Easy



[www.serviceteamtraining.com](http://www.serviceteamtraining.com)

Courtesy of Plus One Consulting, Inc.

1-704-363-6236

## Receiving a Maintenance Request

1. **Telephone** Ask for the resident's name *Give a warm and sincere greeting.  
Use our resident's name, if and when possible*

**Walk in** *Stand, smile, and approach everyone who enters our clubhouse*

2. **Telephone #** so we may return their call or notify of progress

*Ask how we may be of further service*

3. **Nature of request -Get Details-** Time taken, floor plans, exactly which room. If repairs are needed behind furniture, will a roommate be home (sleeping)

*Anticipate and satisfy the resident's needs*

4. **Any pets?** If so, please secure in a room where service personnel will not have to enter.

5. **Appointments** for a specific time must have \_\_\_\_\_ advance notice; however, if the request is made before noon or after, we will do our best to comply but we do prioritize our work for the day.

6. **Sign the service request.** The person that received the request must sign the work order

7. **Emergency requests** – Notify service team immediately, if it is a request to repair one of the following; no hot water, no A/C, no electricity or anything that is considered an emergency repair or safety hazard.

## Water Heaters

- ❑ Know if the property has gas, electric, or both
- ❑ Please be specific
- ❑ Does the hot water last for less than five minutes?
- ❑ Can you take a full length lukewarm shower?
- ❑ Consider outside temperature. If it is very cold outside, the ground water is colder and it will take more time and hot water to heat the incoming ground water. The hot water supply will not last as long as it would during warm weather.

### Gas water heaters

- ❑ When the heater ignites you will hear a whoosh sound. It is the flame ignition. A slight popping noise may be heard while the water is heating
- ❑ Gas heaters do not have numerical temperature settings. The settings are Vacation, warm, hot, and very hot
- ❑ If they are in a storage room that is too full of belongings it may prevent a sufficient air supply

*If the resident wants the water temperature adjusted we can not set it below 120F or above \_\_\_F. We will measure the water temperature at the kitchen faucet and record it on a service request*

## No Power in Apartment or Partial Power

- ❑ Did they try to reset breaker?
- ❑ Where in Apt. is the power loss? Which rooms?

### Bathroom or Kitchen

- ❑ Did they reset or try to reset the GFCI outlet? (Some have a small light – when lit it is tripped)
- ❑ Many GFCI outlets have small indicator lights and when lighted they are tripped.
- ❑ Often more than one room such as bathrooms, kitchens, and patios are on the same GFCI.
- ❑ The outlet will have two buttons; One is **T** for test and the other is **R** for reset
- ❑ Try pushing the **R** button.
- ❑ If still no power check the breaker.

### Living room and bedrooms

- ❑ A light switch controls certain outlets. Usually, the switch next to the entrance will control the outlets.

### Living Room

- ❑ The switch by the entrance and patio/porch door may control the outlet.

### Bedrooms

- ❑ The switch will usually operate the outlet between the windows.

*Sometimes when a bulb burns out it may trip a breaker*

## Total power loss

- ❑ Did they transfer the power in their name?
- ❑ Did they submit the last payment on time?
- ❑ Check Main breaker. (Service Personnel Only)
- ❑ Look at the tag on the meter box.
  
- ❑ Gray tag means good. (usually)

Often if it is bent 90 degrees it means it was turned off due to non-payment and they did not have colored tags in the service truck.

- ❑ Green tag means off at the request of the person listed on the power bill.
- ❑ Red tag means off due to non-payment.

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T R A I N I N G

***We cannot pull meters to temporarily supply power. It is too dangerous!***

***Meters should never be worked on by company employees or service technicians.  
Only Utility company employees should work on electrical meters and panels.***

## Air Conditioning Calls

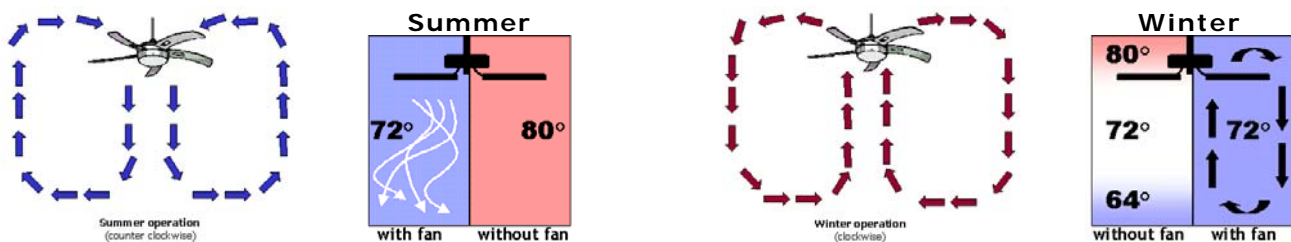
- An Air conditioner must remove humidity and lower temperature.
- At best it will cool the air going into the unit 15 – 20 degrees.

**Example:** If someone leaves the A/C off all day and it is 100F in their apartment when they return from work and then turn on the A/C system the coolest the air coming out of the vent can be is 80 - 85F. After it runs for a few hours the humidity will be lowered and then temperature will begin to feel cooler.

- **First ask them to turn the system off and leave it off** until the service team arrives. This will greatly speed up the repair process. Often times a resident will leave the system on until we arrive and if it is low on refrigerant we have to wait for the compressor to cool down. This usually takes several hours!!
- Get details
- Can you feel air coming out of the vents?
- If the unit is in the hall ask if it has ice on it or on the tubing?
- When was the last time the air filter was changed?
- Is there any furniture in front of the return grille? (common)
- Is it just one room that is warmer?
- **Please turn it off until we arrive.** It helps the service call get completed much faster.

*If the resident wants to save money the system will operate more efficiently if they just turn it up to 80F when they leave their home.*

*Ceiling fans do not cool a room they cool people by evaporation.*



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## Heating Calls

- ❑ The most common types of heating systems used in this industry are Electrical, Gas, Heat pumps, and Apollo.
- ❑ My property has a \_\_\_\_\_ heating system.
- ❑ When turned on for the first time in a season it is common to smell dust burning off of the coils/chamber. It will only last a few minutes and the system should heat.
- ❑ Air speeds are lower in the heat mode except for heat pumps they are full speed.
- ❑ **First** Ask if they can feel air coming from the vents. *It is very helpful for the service team to know if the fan is blowing air.*
- ❑ Is the air slightly warm or cold?
- ❑ If one room is cooler than the others we can adjust the vents or keeping that door open will greatly help. *If a room is last on the run of the ductwork it will likely have the least airflow.*
- ❑ Ask them to **turn the system off** and leave it off until the service team arrives. This will enable us to repair it more quickly.
- ❑ If there are ceiling fans they should spin so they draw air up during the winter
- ❑ **Heat Pumps:** The air coming out of a register is usually half the temperature of any other heat system but it comes out at twice the speed.

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## Stoves and Ovens

- ❑ No two ovens are alike. If this is a new oven for the resident it will not work like their previous oven.
- ❑ Get details.
- ❑ Is it too hot or never hot enough?
- ❑ What type of oven is on our property? \_\_\_\_\_

*For example: a Standard, Self-cleaning, Continuous-Cleaning, or Flattop glass.*

- ❑ Self Cleaning ovens reach approximately 1,000 degrees when in cleaning mode
- ❑ Continuous cleaning ovens have special coatings on the elements and require specific cleaning products. *Do not use oven cleaner on these ovens*
- ❑ Flattop ranges also have specific cleaning requirements and the cook top should be cleaned with a scraper.
- ❑ Some (most) Range hoods do not vent outside. The air is drawn through a filter and returned to the kitchen
- ❑ If the range hood is also a microwave, unplug it before the light bulb is changed. *Leaving it plugged in has been known to damage circuit boards on some models.*

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## Refrigerators

- ❑ Get details.
- ❑ Ask the resident to explain what it is doing or not doing.
- ❑ Does the freezer work?
- ❑ Does the fresh food compartment work?
- ❑ Is there any water dripping inside the refrigerator or outside on the floor?
- ❑ Can you hear the fan inside the freezer running?
- ❑ Does it make any strange or loud noises when running or shutting off?
- ❑ Turning the dials to the coldest setting is not a recommended solution. It may only temporarily disguise a problem, this solution should be avoided.
- ❑ Whenever the defrost cycle runs the interior of the refrigerator/freezer may reach 40 degrees for a few minutes (no more than 15) and then resume normal operation.

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## Dishwashers

- ❑ The name is misleading.
- ❑ Dishwashers don't really wash dishes they spray hot water and sanitize.
- ❑ The dishes need to be rinsed off before they are put in the dishwasher  
*They are not food removers even if it is in a commercial.*
- ❑ There is always a little water in the bottom of the dishwasher to prime the pump.
- ❑ Only Dishwasher detergent should be used.
- ❑ No Palmolive or dishwashing liquid soap should be used.  
(# 1 cause for flooding -- *Not even a drop!*)
- ❑ Ask the resident to **turn it off** and do not try to run the suds through a cycle.
- ❑ Dishwashers are designed to be used often; if they are not, the seal will get stuck and the dishwasher will just hum.
- ❑ Pouring a pot of hot water in the bottom and waiting a few minutes to turn it on usually works.

### Smoking Dishwasher

- ❑ Almost without exception something has come in contact with the heating element and has melted.

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## Courses Available

### Technical Courses

- CFC/HVAC Certification (EPA 608)
- R-410a Certification – New refrigerant
- CPO Certification (National 5 Year) 2 day
- CPO Certifications (local) 1 day
- HVAC Fundamentals and Troubleshooting
- HVAC Intermediate Troubleshooting
- HVAC Advanced Troubleshooting
- Electrical Fundamentals and Troubleshooting (basic)
- Electrical Intermediate Troubleshooting and Repairs
- Basic Plumbing Repairs
- Basic Appliance Repairs
- Advanced Appliance Repairs
- Advanced Troubleshooting – some experience is required
- Service Technician Development

### Other Courses for Leasing and Service Teams

- Leadership for Service Managers and Supervisors
- Leadership for Life
- Maintenance for Managers
- Maintenance for Leasing Agents
- Leasing for Service Teams
- Communication Performance
- What every Manager Needs to Know
- Train the Trainer Workshop ½ day
- Train the Trainer Workshop Full day
- Customer Service and Work order Management
- Creating Leverage and Vendor Management
- DIY - Start Saving Money Tomorrow – best practices, products, and services
- Personal Safety and Assault Prevention for Leasing Agents
  
- **Custom Courses are made upon request**
  
- **Other Courses are available**
  
- **Additional Instructors are available upon request**

## Testimonials

**Mark's delivery of the topic of "Leadership" was phenomenal!** He did a terrific job of incorporating the material to speak to both teams. Mark definitely has the gifted ability to be captivating, animated, and direct. Our associates (especially our service teams) raved about him! I would absolutely recommend Mark to speak at any event for your on-site management or service teams.

**GREYSTAR**

by **Tabitha Myers Greystar**

**"Mark,**

I am so impressed with your training style. Your approach appeals to maintenance level personnel and CEO's alike. The audience is engaged and attentive during your presentation; and each time I receive comments from the participants about how much they learned during the course. Not only is your class motivating; but you leave the participants with the aptitude and attitude to succeed. Thank you for your commitment to others; it is very helpful to have field representatives that are confident in their role."

by **Kimberly Krzemien, Regional Vice President, Harbor Group Management Company**

I have been in the field for over 10 years and this was one of the most informative, active, and fun training courses I have been to.

Thank for everything and regards,"

by **Rebecca DuBiel, Property Manager Dover Farms, NR Ohio**

**"Mark,**

I just wanted to take a minute to let you know how much our team enjoyed your training! I've never seen our Maintenance Team so enthusiastic about a training seminar or for that matter, a trainer! EPMI will definitely be back in touch with you as we continue our commitment to provide top-notch training to our maintenance staff. Thanks again for providing an interesting, educational and motivating day of training for our employees!"

by **Debra Weber Sobeck - President, Evans Property Management, Inc.**

**"Mark,**

"It's been a long time since we've had such a positive response to an outside speaker! Here are some of the comments from some of our site associates: Out of the 20 or so leadership/motivational speakers I have heard, he was one of the best. Mark gave us the tools to implement changes versus just telling us the same old thing. Mark was a great speaker with lot's of really good information to put to use. I thought Mark did a great job with what could be complicated material. Thank you for helping our team to develop their skills!!"

by **Mindy McCorkle, Operations Manager CAM, CAPS, Crosland, Inc.**

**Mark,**

As a member of the Appraisal Institute, I have had the opportunity and great fortune to attend some of the best classes and seminars on real estate offered in the world. I have met very few instructors that have your enthusiasm knowledge and energy. I was very impressed. Thanks!"

by **Marty McCauley**