

HOAMCO – *Best Practices*



Maintenance Programs

With the varying degrees of maintenance needs for and within each of the communities HOAMCO serves, it is recommended that a maintenance program be established that is measurable, timely and manageable. Below are five basic maintenance programs to consider:

1. **Routine maintenance:** This is the regular, recurring upkeep that must be done (for example - cleaning, cutting grass). Typically, the job description for a maintenance employee or a service contract is used to define the routine maintenance that is expected.
2. **Preventive maintenance:** This is periodic maintenance to avoid disruptive breakdowns and to prolong the useful life of the physical asset in question. (Examples include rebuilding pool pumps with life expectancy of eight years every five years.) Inventory the equipment in your community and determine which items, if any, are good candidates for establishing a preventive maintenance program.
3. **Emergency services maintenance:** This is the ability to respond to unpredictable problems. HOAMCO has an established emergency services procedure. Please make sure that your emergency contacts are up-to-date and work as a team by being proactive in anticipating emergency possibilities (snow, freezing temperatures, excessive rain, etc.).
4. **Requested or corrective maintenance.** This is maintenance requested by an owner, a tenant, the board, or identified during routine inspection of the property. HOAMCO requests that all corrective maintenance requests be handled via the Work Order module of TOPS.
5. **Scheduled replacement:** This consists of replacing physical assets as they wear out or break.