CAMT Training:
Interior & Exterior Maintenance and Repair Course

Caulking | Drywall | Plaster | Orange Peel | Popcorn Ceilings | Locks | Tile

PARTICIPANT RESOURCE GUIDE

NAA National Apartment Association
Education Institute

CAMT Online Training

Don't Forget…Take the Online Training for this CAMT Course!

To continue your education, you can also complete a brief online training course on Heating and Air Conditioning Maintenance and Repair.

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Here's how to do it:

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2. Type the ID and password you received at this CAMT trai[illegible]T.
3. Once you are logged in, click on the blue **Designations** tab [illegible]he left side of the screen, next to "courses."
4. Change the **Designation Type** field to "Desig[illegible]tions I am [illegible]ursuing [illegible]lick on **Refresh Page.**
5. Open each individual module by clicking o[illegible]e + sign a[illegible] expanding [illegible]he course list.
6. Click on the **Start** button to launch a course.
7. Complete all of the courses under ea[illegible]odule [illegible] you receive a 100% completion.

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ACKNOWLEDGMENTS

SUBJECT MATTER EXPERTS

The NAA Education Institute wishes to thank the following apartment industry professionals for contributing their time and expertise to the rewrite of the Certificate for Apartment Maintenance Technicians:

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NAAEI would also like to thank the following individuals for their time and expertise in creating the job task analysis:

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Jim Dorr
Lori Halstead
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CAMT

CERTIFICATE FOR APARTMENT MAINTENANCE TECHNICIANS

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Welcome!

The National Apartment Association Education Institute thanks you for attending today's Certificate for Apartment Maintenance Technicians (CAMT) course on Interior & Exterior Maintenance and Repair.

Course Topics

- Make-ready maintenance
- Caulking
- Ceilings and walls
- Locks
- Tile
- Other interior maintenance topics identified during discussions
- Curb appeal
- Swimming pool area safety
- Inspections of building exteriors

What You'll Be Doing

- Using your Participant Resource Guide
- Watching in-class demonstrations and videos
- Having group discussions
- Completing a few hands-on activities

Ground Rules

- Participate fully.
- Stay with us, both mentally and physically.
- Ask questions.
- Share ideas.
- Tell us about your experience.

You'll only get out of this class what you put into it, so give everything you can.

Make-ready Maintenance

You already know what make-ready maintenance is: preparing an apartment home for a future resident. You also know its goal: to make the apartment "as good as new."

To achieve this goal, you need more than just your hands, your tools, and a checklist. You must learn how to see a just-vacated apartment through the eyes of the future resident, as well as those of your management team or owner:

- When a future resident walks into the apartment, he's thinking "home."
- When your supervisor or owner walks into the apartment, she's thinking, "Does this apartment meet our community's move-in standards?"

In other words, make-readies demand your full attention and care, no matter how many times you've done them. You're welcoming someone home—and helping to establish the reputation of your apartment community.

What's more, effective and timely make-ready maintenance can be measured on your company's financial statement. It can help minimize something called ***lost rent***.

Notes:

Make-ready Checklists

Most apartment communities use some sort of tool to keep track of the make-ready work and inspections that need to be done.

Sample Checklist

Make Ready Checklist

Date: _____ ***Unit:*** _____

Living Room	OK	Fix	Initials
Signage/Number			
Door Viewer			
Door Finish			
Lock Set			
Frame/Threshold			
Wall Switches			
Door Stop			
Walls			
Ceiling			
Receptacles			
Baseboards			
Windows			
Window Locks			
Lights			
Thermostat			
Vents			
Cable Connection			
Water Heaters			
Preventive Maint.			

Kitchen	OK	Fix	Initials
Walls			
Floors/Vinyl			
Ceiling			
Lights			
Receptacles			
GFCI			
Cabinets			
Drawers			
Counters			
Caulking			
Sink			
Faucet			
Disposal			
Plumbing			
Dishwasher			
Refrigerator			
Range			
Hood			
Microwave			
Vents			
Baseboard			
Ref. Coils, Clean			
Paint			
A/C			
Heating			
Vinyl			
Aerator			
Preventive Maint.			

Blinds	OK	Fix	Initials
Cords			
Guides			
Slats			
Screens			

Bathrooms	OK	Fix	Initials
Receptacles/GFCI			
Lights			
Walls			
Tile			
Ceiling			
Floor			
Toilet Mechanics			
Toilet Seat			
Shower Head			
Tub Spout			
Tub Stopper			
Mixer Valve			
Grout/Caulking			
Shower Doors			
Sink			
Aerator			
Drain			
Towel Holder			
Towel Bar			
Faucet			
Exhaust Fan			
Mirror			
Medicine Cabinet			
Preventive Maint.			

Bedrooms	OK	Fix	Initials
Walls			
Ceiling			
Baseboard			
Receptacles			
Closet Doors			
Closet Shelves			
Window/Locks			
Doors/Handles			
Preventive Maint.			

Mandatory Items	OK	Fix	Initials
Entry Door Lock			
Window Locks			
Slider Lock			
Storage Lock			
Fire Alarm			
Fire Extinguisher			
Garage Door Opener			
A/C Filter			
Hood Filter			
Sub Panel			
Porch Lighting			
Preventive Maint.			

Note: *Shaded tasks may be performed after move-in. Talk with your supervisor to see what your company allows.*

Make-ready Checklists (continued)

Make-ready Inspections

Most apartment communities conduct at least two make-ready inspections.

The first inspection is performed with the current resident just before move-out—or immediately afterwards. It identifies:

- The overall condition of the apartment
- Any items that the resident must be charged for
- The maintenance needed to make the apartment ready for a new resident

The second inspection verifies that the apartment is ready for its new residents.

The community or maintenance service manager is mostly likely to do these inspections.

During a make-ready, some managers leave a copy of the inspection checklist in the vacant apartment for make-ready team members to use. Team members read the list to see what they should do, and then check off the items as they're completed.

Other managers use the inspection checklist to compile make-ready assignment sheets that are regularly updated. Each team member gets a copy to keep track of his or her make-ready assignments in more than one apartment at a time.

The Make-Ready Board

The Make-Ready Board is a tool that maintenance technicians and office personnel use to keep track of the different tasks required to restore an apartment back to its original condition after a resident moves out.

This is a process known as the Make-Ready Process and requires that after a resident moves out maintenance technicians start by inspecting the apartment to make an assessment of the work needed to be done to get it ready for a new resident moving in. The Make-Ready Process continues by removing any trash from the apartment, changing the lock to a vacant lock, painting the apartment, following by maintenance repairs, cleaning, and carpet cleaning or replacing, and finally inspecting the apartment to ensure that apartment is 100% ready for the new resident.

See a sample Make-Ready Board in the Appendix.

You Try It:
Mini Make-ready Inspection

Now, you get a chance to try out your make-ready inspection skills. You're going to team up with a partner, and for the next ten minutes, you'll perform a mini make-ready inspection.

Check Out These Areas and Take Notes:

Ceilings:

Walls:

Floors or carpet:

Doors and windows:

Baseboards, tri[illegible]:

Other:

Also Check Out These Areas and Take Notes:

Kitchen:

Master Bedroom:

Master Bath:

Living Room:

Other:

Group Discussion: Make-ready Ideas and Advice

Here's a chance for you to share your best make-ready ideas, as well as get the best advice of others.

My Best Make-Ready Ideas and Advice:

Ideas and Advice from Others:

Key Takeaways: Make-ready Maintenance

Here are the key takeaways related to make-ready maintenance:

- Learn how to see a just-vacated apartment through the eyes of the future resident, as well as those of your management team or owner. Develop your "make-ready eye."
- Complete make-readies as quickly as you can without compromising quality. This can help your apartment community minimize lost rent.
- Use your company's tracking tools to keep on top of make-ready inspections, work, and schedules.
- Follow your company's make-ready standards and procedures.
- Suggest ways to improve the speed and quality of make-ready maintenance at your apartment community.

Notes:

Caulking

We've all seen those Do-It-Yourself television programs that make caulking look easy, but getting a finished caulk job that's smooth, consistent, and professional-looking can be tricky. Until now

Safety

- Wear eye protection and a mask.
- With silicone caulk, work in a well-ventilated area.

Tools and Materials Needed

- Caulk (correct typ for the intende se)
- Caulk gun
- Retractable razo blade scraper
- Blue painter's tape
- Rubbing alcohol (if using silicone caulk)
- Several small cotton gs
- Vacuum

Choosing the Right Caulk

Acrylic Latex Caulk:
The general purpose workhorse. Fast drying. Can be paint Can be eaned up with water. Best for caulking around wood trim and thin joints in dry areas.

Vinyl Latex Caulk:
OK for wet areas. Adheres very well. Fast drying. Can e pa ed. Ca cleaned up with water.

Silicone Caulk:
The caulk of choice for showers, tubs, an ther s ex sed to water. Outstanding adhesion. Long life. Mildew resistant and watertight. Won't yellow or disc r. Usua not be painted. Must use rubbing alcohol for clean-up. Also releases ammonia durin ing; work with a ventilated area.

Butyl Rubber Caulk:
Primarily for outdoor use. Great alant stor indows and doors, downspout and gutter seams. Fills larger joints well when used wi caulking ro backer rod.

Notes:

Caulking (continued)

How-to Steps

*For **Latex Caulk,** follow Steps: 1, 3, 4, and 5*
*For **Silicone Caulk,** follow Steps: 1, 2, 3, 4, and 5*

Step 1: Remove the Old Caulk

1. Remove all the old caulk with a retractable razor blade scraper.
2. Vacuum up the open joint—and any debris. *If mold is present, clean and rinse thorough

Step 2: Mask the Edges of the Joint **(only if silicone caulking is used, n necessa if latex is used)**

Masking is secret to getting a clean, sharp edge—and a professional-looking caulk job, p ally with si one caulk. Using tape to mask both edges of the joint allows you to set the width of the joint and pro t the sur nding material from the caulk. It also prevents the caulk from smearing during smoothi g.

1. Use blue painter's tape to mask off both surfaces where you want the ed of the caulk to stop. Use long sections of tape to do this, and keep the tape straight.
2. Press the edge of the tape along the caulk joint.

***Tip:** The joint will look best if you tape it "thin," about 1/8" t 4" width.*

Step 3: Apply the Caulk

1. Open the caulk tube with as small an opening as po si for the j t opening and place it in the caulk gun.
2. Apply the caulk at a 45-degree angle. Squeeze hard ough to get th caulk fully into the joint.
   - ***Tip:** Work at a slow, consistent spe The smooth you h e the joint to start with, the easier the job will be.*

For latex caulk:
- use sponge to wet finger a tool the joint
- After using your finger, use e of a sponge finish

For silicone caulk:
- Use plastic sp ool joint
- Allow extra ulk to stay on blue e
- Remove t e as caul to "si "

Step 4: Smooth the Joint

1. Smooth the caulk j nt by king from one end to the other. Use firm pressure.
2. As your finger becomes covered with caulk, wipe it off with the dampened rag. Re-wet your finger.
3. Continue smoothing until the job is finished.

Step 5: Finish Up the Job

Remove the blue painter's tape used to mask the joint. Pull the tape away from the joint both slowly and at an angle.

Ceilings and Walls: Fixing a Dent or Gouge in Drywall

Small drywall dents and gouges are easy to fix with a spackle knife and wallboard joint compound.

Safety

- Wear eye protection, as well as a mask.
- Be careful using a utility knife.

Tools and Materials Needed

- Utility knife
- Wallboard joint compound
- Metal hawk pan or hawk (an aluminum square with a handle mounted on its underside)
- Spackle knife
- Fine-grit sandpaper
- Primer
- Paint

How-to Steps:

1. Trim away loose or frayed paper from the gouge with a utility knife.
2. Place an appropriate quantity of joint compound into a metal hawk pan or onto a hawk.

***Note:** Joint compound shrinks as it dries. For large gouges, mesh tape may be needed so that less layers of joint compound are needed.*

3. Pick up a small quantity of compound on the corner of a spackle knife and spread it over the damaged area.
4. Hold the knife on the wall at a low angle and draw it across the compound horizontally, then wipe the knife clean on the edge of the pan and make a second pass vertically.
5. Let the compound dry.
6. Apply a second coat of compound, but this time, use more compound and extend it a little beyond the first coat.
7. When the patch is dry, sand lightly and apply primer over the repaired surface before applying a paint topcoat.

Notes:

***Can use spackle for repair in one coat. Wet knife to finish. (can NOT sand) – Faster repair**

Ceilings and Walls:
Fixing a Popped Nail or Screw in Drywall

Drywall nail pops occur when drywall screws or nails loosen over time. As a result, the drywall moves and the nail heads push through the surface, causing a blemish.

Safety

- Wear eye protection, as well as a mask.

Tools and Materials Needed

- Screwdriver
- Drywall screws
- Wallboard joint compound
- Wallboard taping knife
- Fine-grit sandpaper
- Cloth
- Primer
- Paint

How-to Steps:

1. Drive drywall screws through the drywall and into the framing about 3 inches from the nail pop, on both sides. Drive the heads far enough to sink them slightly below the surface, but don't break the paper.
2. Remove the existing nail, the one that is "popped," then carefully "dimple" the popped nail using a hammer. Make a depression in the drywall that can be filled with joint compound around each nail pop.
3. Fill the dimples with joint compound.
4. Cover each drywall screw head and dimple with a thick coat of compound, then skim off the excess with a wallboard knife.
5. Allow the compound to dry.
6. Apply a second coat, if needed, and allow it to dry.
7. Sand the area with fine-grit sandpaper, feathering the edges into the surrounding wall.
8. Wipe the surface clean.
9. Prime and paint the area, blending in with the paint on the rest of the wall.

TIP: *Wet sanding with sponge = (No Dust)*

Notes:

Ceilings and Walls: Repair a Small Hole in Drywall

Repairing small drywall holes (up to four inches) is relatively easy when you use a newer repair material—a self-adhesive mesh that holds a metal drywall patch.

Safety

- Wear eye protection, as well as a mask.
- Be careful using a utility knife.

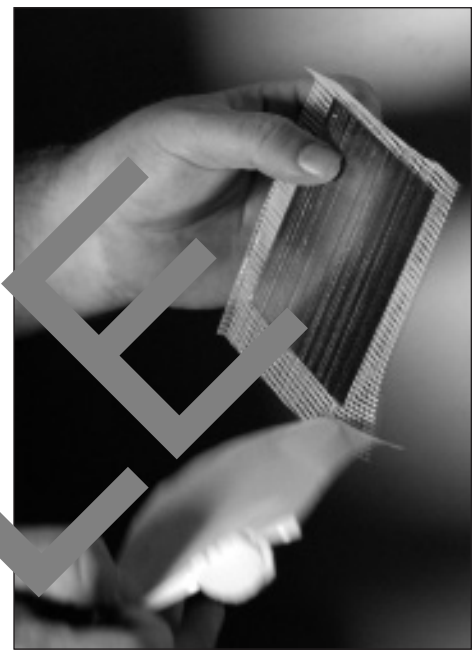
Tools and Materials Needed

- Utility knife
- Adhesive mesh/metal drywall patch
- Wallboard taping knife
- Wallboard joint compound
- Drywall sanding block or sanding screen
- Primer
- Paint
- Paint brush or roller

Notes:

Ceilings and Walls:
Repair a Small Hole in Drywall (continued)

How-to Steps:



Step 1: Prepare the Area

1. Remove any loose drywall. Cut away any torn paper with a utility knife.
2. Measure the size of the drywall hole, then get the correct size adhesive mesh/ metal drywall patch.

Step 2: Apply the Patch

Peel the backing from the patch, then stick it over the small hole.

Step 3: Apply Wallboard Joint Compound

1. Using a wallboard taping knife, trowel on two or three layers of wallboard joint compound over the wall patch.
2. Cover all the pores in the adhesive mesh. Extend and "feather" the compound past the patch by at least 6" so it will blend into the surrounding area.
3. Let the compound dry.
4. Use a sanding block or drywall sanding screen to sand the repaired area smooth.

   Tip: *Try not to use sandpaper and your hand. If you do, you won't get the sanding flat, and the patch will be obvious when it is painted. Sanding block or sponge will provide a smooth surface. Wet sand for No Dust.*

5. Look at the repair from side angles to see if it looks smooth. If you're happy with what you see, prime and paint. If not, repeat steps 1 to 4.

Step 4: Prime and Paint

1. Prime the repaired area with the appropriate primer for the type of paint you're using.

   Tip: *To help hide the patch, use a small roller with a medium nap. If you brush the primer on, it will have a different texture to the surrounding wall paint.*

2. Let the primer dry.
3. Paint the patch.

Ceilings and Walls: Patch a Larger Hole in Drywall

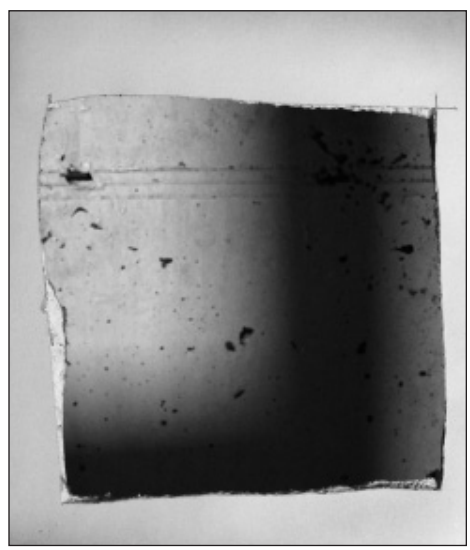
When you patch a larger hole in drywall (up to about 24 inches square) you need to provide not only an actual drywall patch, but also the structural support for it.

Safety

- Wear eye protection and a mask.
- Be careful using a saw or utility knife.

Tools and Materials Needed

- Framing square or straight edge
- Wallboard saw, keyhole saw, or utility knife
- Length of 1x4 or 2x4 wood
- Piece of drywall or wallboard larger than damaged area
- Coarse thread drywall screws 1" to 1-1/2" long
- Wallboard taping knife
- Wallboard joint compound
- Drywall sanding block or sanding screen
- Primer
- Paint



How-to Steps:

Step 1: Prepare Opening

1. Using a straight edge (or preferably a framing square), mark off a square or rectangular section around the damaged drywall hole.
2. Cut through the paper surface on the marked lines using a wallboard saw, keyhole saw, or utility knife.

Step 2: Install Support Blocking

The patch will be supported and fastened to two of the sides of the opening with wood support blocking. Use 1x4 or a 2x4 scrap wood for the support.

1. Cut two lengths of wood 4" to 6" longer than the longest length of the opening.
2. Place one length of wood along the longest edge inside the hole so that half the width is over the opening and the other half is over the existing wallboard.
3. Position the blocking so you have equal overlap of the board at each end of the opening.
4. Hold the board in this position, then fasten it in place with 1" to 1-1/2" long drywall screws. Place screws at each end and also about 6" apart along the length of the opening.
5. Repeat steps 1 to 4 for the other side of the opening.

Ceilings and Walls:
Patch a Larger Hole in Drywall (continued)

Step 3: Install Drywall Wallboard Patch

Use the same thickness of wallboard for the patch.

1. Measure the opening.
2. Cut a piece of drywall to fit the opening.
3. Place the patch in the opening with the light-colored paper side facing out.
4. Fasten the patch to the blocking supports with drywall screws. Place screws in each corner and also about 6" apart along the lengths of the opening.

Step 4: Tape Joints of Drywall Patch

You could use paper drywall joint tape and drywall mud, but the repair is easier if you use a fiberglass mesh adhesive backed joint tape. This tape is stronger and does not require drywall mud bedding.

Cut lengths of the fiberglass mesh tape and adhere them to the joints of the patch. Cover each length of seam with its own continuous piece of tape, and overlap the corner joints.

Step 5: Apply Wallboard Joint Compound

Use wallboard joint compound, not spackle. Spackle is thicker and doesn't spread as easily—it will also make the finishing work more difficult.

1. Using a wallboard taping knife, trowel on two or three layers of wallboard joint compound over the wall patch.
2. Cover all the pores in the adhesive mesh tape and "feather" the compound past the patch by at least 6" so it will blend into the surrounding area.
3. Let the compound dry.
4. Use a sanding block or drywall sanding screen to sand the repaired area smooth.

   Tip: Try not to use sandpaper and your hand. If you do, you won't get the sanding flat, and the patch will be obvious when it is painted.
5. Look at the repaired area from side angles to see if it looks smooth. If you're happy with what you see, prime and paint. If not, repeat steps 1 to 4.

Step 6: Prime and Paint

1. Prime the repaired area with the appropriate primer for the type of paint you're using.
   - ***Tip:*** *To help hide the patch, use a small roller with a medium nap. If you brush the primer on the wall, it will have a different texture to the surrounding wall paint.*
2. Let the primer dry.
3. Paint the patch.

Notes:

Group Discussion: Painting and Wall Coverings

Surface Preparation:

Priming:

Paint Application:

Notes:

Ceiling and Walls: Repairing Plaster

Plaster walls and ceilings can develop small to large cracks from drying or ground movement. Here are some tips for repairing them.

Safety

- Wear eye protection and a mask.
- Be careful using a hammer and chisel.

Tools and Materials Needed

- Hammer
- Chisel
- Putty knife
- Soft bristle brush
- Plaster patch material
- Container to mix the plaster
- Fine and very fine-grit sandpaper
- Primer
- Paint

Notes:

Ceiling and Walls: Repairing Plaster (continued)

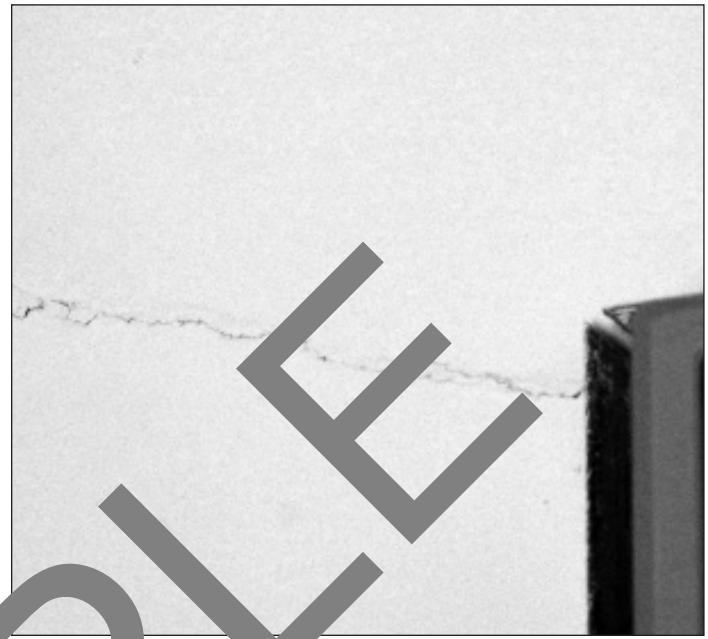
How to Repair a Small Crack

1. Widen the crack to about 1/8 inch using a hammer and chisel, then remove any loose plaster.
2. Fill the crack with the plaster patch material you've chosen, following the directions on the container.
3. Once the plaster is dry, sand smooth with progressively finer sandpaper.
4. Prime and paint.

How to Patch a Large Crack

1. Widen the surface of the crack using a hammer and chisel.
2. Remove debris with a small, soft-bristle brush.
3. Thoroughly wet the crack so it will absorb the plaster patch.
4. Use a putty knife to spread the plaster patch in the hole.
5. Allow the patch to dry for 24 hours, or as directed by the patch manufacturer.
6. Apply a second coat of plaster patch and allow it to dry before continuing.

   Tip: *Instead of a second coat of plaster patch, apply a top coat of joint compound. It's easier to sand and will finish*
7. Sand the surface smooth.
8. Prime and paint.



ps for Choosing Plaster Patch Materials

- u can patch a hole in plaster or drywall with joint compound, spackling compound, or patching plaster. Each has its advantages and disadvantages. Joint compound applies smoothly and sands easily, but it shrinks and takes 24 hours to dry. Spackling compound dries quickly and doesn't shrink much, but it's harder to sand smooth. Patching plaster dries in as little as two hours, doesn't shrink, and is durable, but it is difficult to sand.
- Use product that can handle the size of the hole or crack. Smaller cracks and holes in plaster can be patched using a plaster pencil or spackling compound. Larger areas of damage need a general patching substance or plaster product.
- Consider the ventilation needs for products and the safety recommendations for them.

Ceilings and Walls: Repairing Orange Peel Surfaces

Orange peel is also known as splatter or eggshell texture. Even though it's a popular and forgiving wall texture, it can be damaged by the activities of everyday life.

There are many ways to repair an orange peel surface, but two of the most common involve either a manual approach or a spray approach. Those are the techniques you'll learn here.

Safety

- Wear eye protection and a mask.

Before You Begin with Any Technique

1. Repair any damaged drywall first. See pages 10 to 18 for the repair steps.
2. Practice your technique first. Use cardboard, scrap drywall, plywood, or any hard flat surface to do this.

Tools and Materials Needed

- Redi-mix wallboard joint compound (manual technique)
- 3/8" nap roller (manual technique)
- Paint tray (manual technique)
- Fine sandpaper and sanding block (manual technique)
- Clean cloth (manual technique)
- Plastic dropcloth (spray technique)
- Spray texture patch (spray technique)
- Primer
- Paint

Notes:

Ceilings and Walls: Repairing Orange Peel Surfaces (continued)

How-to Steps: Manual Technique

1. Mix enough thinned redi-mixed wallboard joint compound to fill the lower part of a paint tray. The consistency should be like pancake batter.
2. Apply the compound to the damaged area using a 3/8" nap roller.
3. As you move away from the repaired area into the original textured area, feather out the rolling using lighter rolling pressure.
4. Do a final roll in one direction.
5. Allow the repair to dry completely. The effect won't match yet—the repair will have peaks throughout.
6. Take a hand-sanding block with fine sandpaper and lightly sand the repaired area to level the peaks and create the orange peel effect.
7. Take a clean cloth like an old T-shirt and rub the repaired area to soften the edges of the sanded orange peel repair.
8. Prime and paint to match the surrounding area.

How-to Steps: Aerosol Spray Technique

1. Place a plastic drop cloth on the floor below the repair area and on any surrounding furniture.
2. Read the instructions for using the spray. Shake and warm the can as directed.
3. Depending on the product used, hold the can between 12" to 24" from the wall surface.
4. Spray using a circular motion. Spray only about 50% to 75% of the repair area with texture.
5. Let dry and then paint.

How-to Steps: Using a Pressure Sprayer

One of the newer ways to repair textured walls and ceilings is with a gravity fed, manually powered pressure sprayer. When you pull back the lever, the sprayer sucks in the textured paint. When you pump, the lever pushes the paint out through the front plate. By adjusting the front plate and lever, you can control the sprayed textured pattern.

This sprayer can create orange peel, splatter, knockdown, and popcorn textures. Consider using this tool if you're repairing areas too big for a can of texture spray.

1. Place a plastic drop cloth on the floor below the repair area and on any surrounding furniture.
2. Stand 3 to 4 feet from the wall. Maintain this distance while you spray.
3. To spray, move the sprayer in a sweeping motion. Pull the handle back as required for the amount of spray and push the handle in completely to complete the stroke (release handle before end of stroke).
4. Rinse and clean the gun.
5. Let dry and then paint.

Ceilings and Walls:
Repairing Cracked Popcorn Ceilings

If a popcorn ceiling has cracks, you can repair them with a patching compound designed for textured ceilings.

Safety

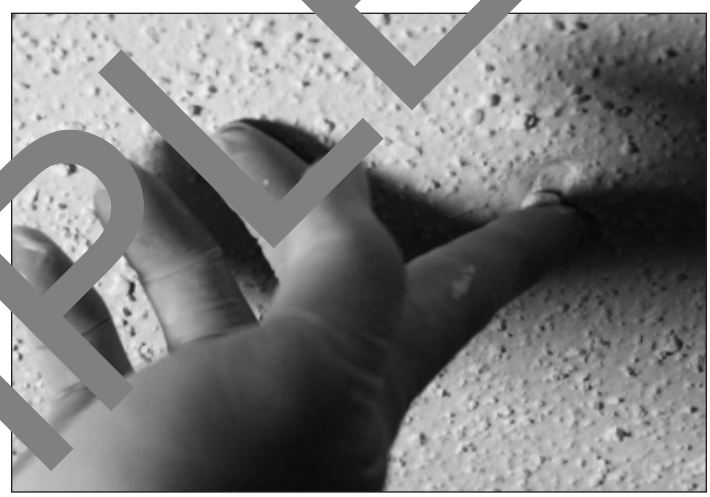
- Wear eye protection.
- Be careful using ladders and putty knives.

Tools and Materials Needed

- Putty knife
- Textured patching compound
- Paintbrush

How-to Steps

1. Scrape around the cracks with a putty knife.
2. Use a paintbrush to clean off any dust.
3. Apply the patching compound by dabbing it onto the ceiling with a small paintbrush or your finger. Use only a small amount of compound.



Tips

- In corners where the textured ceiling meets a smooth wall, wedge a large flat object (such as a broad knife) into the corner to prevent patching compound from getting on the wall.
- Fix large cracks with joint compound before using the textured patching compound.
- If the ceiling has water damage, apply a coat of primer or sealer before using the patching compound.

Notes:

Re-keying a Door Lock

Re-keying a lock involves changing the pins inside the lock so that the old key doesn't work and a new key will work.

Safety

Be careful using any sharp or pointed objects.

Tools and Materials Needed

- Screwdriver
- Tailpiece tool
- Follower tool
- Key gauge
- Pins

How-to Steps

Note: Tailpiece may be different. Instructions #4, 5, 7, and 9 are for Weiser or Schlage. Kwikset and others will disassemble differently.

1. Insert the tailpiece tool to remove the tailpiece.
2. Take out lock pin and spring.
3. Insert the pin.
4. Push the plug out of the cylinder using the follower tool. (Retain the top pins inside the cylinder.)
5. Take out the old bottom pins.
6. Use the key gauge to measure the depths of the cuts (notches) on the key to determine the size of pins needed for the lock.
7. Load the cylinder with the bottom pins of proper sizes. To do this, insert the key and look for a flat surface across the top of the cylinder.
8. Verify that the pins are the correct sizes. To do this, insert the key and look for a flat surface across the top of the cylinder.
9. Use the cylinder to push the follower out of the plug.
10. Attach the tailpiece.
11. Use the tailpiece tool to reinsert and lock the tailpiece in place to hold the lock together. Do not overtighten.

Notes:

Changing a Door Lock

Changing a door lock is a fairly easy task to do and can usually be completed in about 15 minutes.

Safety

Be careful using any sharp or pointed objects.

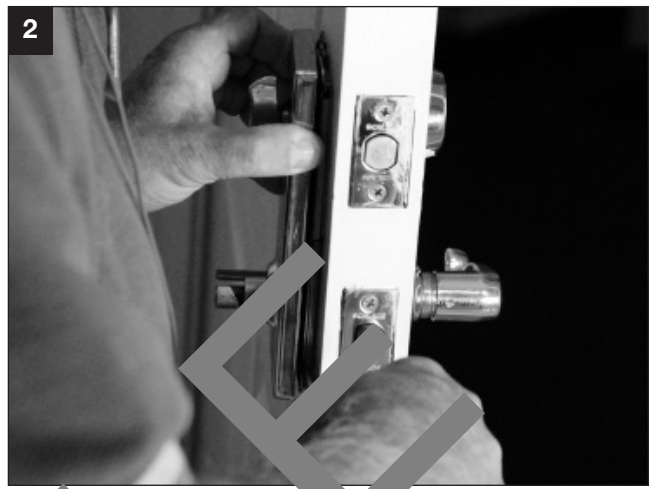
Tools and Materials Needed

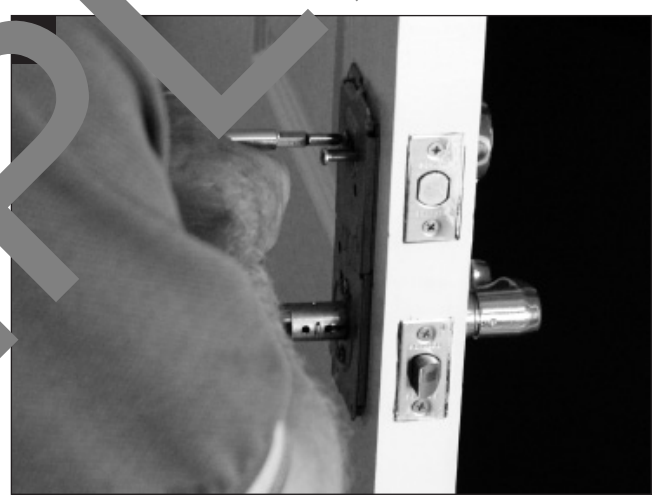
- Screwdriver

Notes:

Changing a Door Lock (continued)

Each property will have their own Policy to ensure that as residents move out, they no longer have access to the empty apartment. Let's discuss some common related topics.





1) Vacant Lock

a. A Vacant Lock is one of a group of locks that are all keyed alike. These are used while the apartment is empty so that it has the same key as the other empty apartments.
b. The benefits of these locks are that all employees can access to vacant units with the use of one key.
c. This key can be used to have employees and contractors perform work in the units. Additionally, office employees can show vacant-ready units to prospects with the same key, making it very fast and efficient.
d. When a vacant-ready unit is leased, the locks are cha ed from the Vacant Lock to a new lock (to that apartment) j before the new resident move in, ensuring that ew key has not been in the hands of anyone other than resident and the company's employee.

2) Key Security

a. Keys should be kept in a locked cabi insi locke room or closet and should never be mar with th apartment number.
b. There should be a proces f ch g keys ou employees and vendors to ep trac m. This policy may include the requirement at endor or contractor leave a form collateral nsure the return of the key befor ey leave the prope
c. Follow P berty/Co licy ensure that all keys are able to be at all time

3) Ensure no Duplicates

a. Keep track of th ths of the keys to record and ensure that duplicates are not used anywhere on the property.
b. Keep track of what lock is placed where to ensure that the same keys never work on the same apartment again. (the locks are not changed back to that apartment)
c. This log sheet should be stored in a secure location.

Tile: Cleaning Grout

If grout is dirty, you can make it sparkle and shine again by following the steps below.

Safety

- Wear eye and hand protection, as well as a mask.

Tools and Materials Needed

- Commercial grout cleaner OR all-purpose bleach-based cleaning solution (use 1/4 cup of chlorine bleach in one quart of warm water)
- Stiff brush
- White towel or paper towels
- Grout sealer

How-to Steps

1. Spray on commercial grout cleaner or bleach-based solution.
2. Let cleaner soak into grout for several minutes.
3. Scrub grout with a stiff brush.
4. Rinse grout completely.
5. Dry grout with a clean white towel or paper towels.
6. Apply grout sealer to keep the grout clean for up to a year.

Notes:

Tile: Re-grouting Tile

Got chipped, cracked, or missing grout? It's no problem—just regrout.

Safety

- Wear eye and hand protection, as well as a mask.
- Be careful using grout saws and putty knives.

Tools and Materials Needed

- Commercial grout cleaner OR all-purpose bleach-based cleaning solution (use 1/4 cup of chlorine bleach in one quart of warm water)
- Stiff brush
- Toothbrush
- Grout saw or putty knife
- Tile grout
- Cleaning sponge
- Clean cloth
- Grout sealer
- Vacuum and Grout Float

Notes:

Tile: Re-grouting Tile (continued)

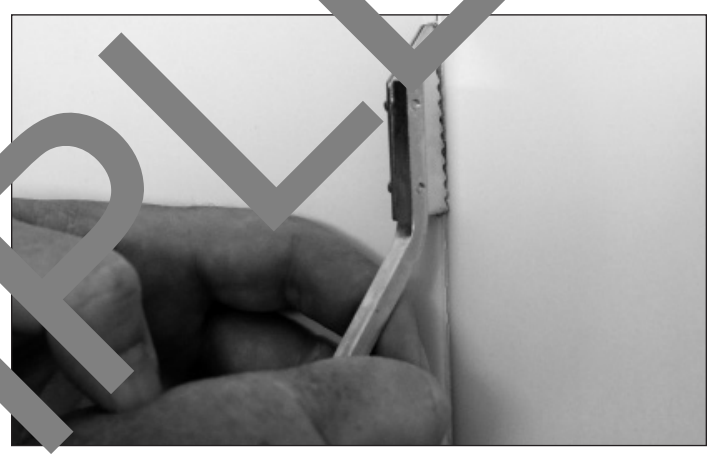
How-to Steps

Step 1: Prepare the Area

1. Scrub the tile and grout thoroughly with a strong household cleaner.
   - If there is any mildew, scrub the tile joints with a toothbrush dipped in bleach and rinse thoroughly.
2. Remove any damaged grout with a grout saw, putty knife, or other sharp tool.
3. Vacuum up the mess.

Step 2: Apply Grout and Sealer

1. Mix grout according to the package instructions.
2. Scrub the area again, but this time, leave it damp.
3. Use a Grout Float to apply grout where needed, wiping firmly.
4. Smooth the new grout with a clean, damp sponge.
5. Apply more grout as needed and smooth again, until the tile joints are completely filled.
6. Apply more grout as needed and smooth again, until the tile joints are completely filled. A "haze" of dried grouting material will appear on the tile surface. Once this haze is dry (not shiny anymore), remove with a clean terry cloth towel. If this is done early you could save time on your clean up by being able to omit step 7.
7. Scrub the tile with a clean cloth to remove any dried grout.
8. Apply grout sealer.



Tile: Replacing Tile

If tile is damaged, you can replace it without ruining the tiles around it.

Safety

- Wear eye and hand protection, as well as a mask.
- Be careful using power tools, hammers, chisels, pry bars, and putty knives.

Tools and Materials Needed

- Drill
- Hammer
- Cold chisel
- Pry bar
- Putty knife
- Notched trowel
- Replacement tiles
- Block of wood
- Tile adhesive
- Tile grout
- Clean sponge
- Clean cloth
- Grout sealer

Notes:

Tile: Replacing Tile (continued)

Before removing old tile, scarpe the grout from in-between the tile(s) to be removed and the surrounding ones that will be kept to prevent damage to them while the original is removed.

How-to Steps

Step 1: Remove the Damaged Tile

1. Drill a row of holes and score a line with a hammer and cold chisel. Or, break up the tile with the hammer and cold chisel.
2. Use a pry bar along the chisel line to pull pieces of the old tile. (After the first old or broken piece of the tile comes out, the rest will come out like a snap.)
3. Scrape out the old adhesive, if possible, with a putty knife.

Step 2: Install the Replacement Tile

1. Spread new adhesive with a notched trowel.
2. Center a replacement tile in the patch area.
3. Place a block of wood over the new tile to protect its surface, then seat the tile evenly with the surrounding surface. (You may have to tap it gently with a hammer.)
4. Let the adhesive set according to package directions.

Step 3: Apply Grout

1. Mix a small batch of grout.
2. Use a clean, wet sponge to force grout into the seams, then wipe off the excess grout until the joint is filled.
3. Scrub the tile with a clean cloth to remove any dried and excess grout.
4. Seal the grout with grout sealer.

Notes:
Interior Maintenance and Repair Discussion

In this part of the training, you'll get a chance to discuss other interior maintenance and repair topics.

Curb Appeal and Exterior Inspections

You already know the goal of curb appeal: to make sure that the outside appearance of the apartment community—and its public areas inside—always look attractive to those who see them.

Much like make-ready maintenance, you need to develop a careful eye for curb appeal. Learn to see the grounds through the eyes of current residents, potential future residents, and those of your owner or management team.

You also need to guard against curb appeal maintenance becoming too routine, or just a bu[illegible] of items to check off on a list. You need to keep asking yourself:

- Is this a place residents can be proud to call home?
- Does our community present a positive first impression to passers-by and guests?
- Is our community's curb appeal a great advertisement for prospective residents?

Curb appeal is so important that everyone on the community team must parti[illegible]ate in it. And it's your responsibility to do what it takes to keep the community looking in tip-top shape as y[illegible]ete th[illegible]ay's work.

Notes:

Curb Appeal and Exterior Inspections (continued)

Curb Appeal Checklist

Many apartment communities use some sort of tool, like a checklist, to make sure that all curb appeal standards are being met.

Curb Appeal Checklist

Complete this checklist at least once a week, or as often as your company recommends.

Property Entrance	Yes	No
Adequate signs		
Signs in good condition		
Entrance well-landscaped		
Entrance free of trash and litter		
Roadway or street in good condition		
Entrance and signs well-lit		

Landscaping and Grounds	Yes	No
Trees, shrubs and lawns look healthy		
Dead or unsightly plants removed		
Seasonal plants in good condition		
Grounds free of trash and litter		

Building Exteriors	Yes	No
Building clean and appears structurally sound		
Doors and windows clean and in good condition		
Visible patios/balconies clean and uncluttered		
Dumpster area clean		
Dumpster and perimeter fencing in good condition		
Sidewalks in good condition and free of litter		
Areas well-lit		
Mail areas free of trash and litter		

Common Entryways, Hallways, Br	Yes	No
Floors clean and free of litter		
Walls clean and undamaged		
Stairwells and railings clean, uncluttered, and		
Areas well-lit		

Parking Areas and D	Yes	No
Parking lot well-stripe		
Areas clean, free of t and litter, and in good cond		
"No Parking Area" a "Fire Zone" w		
Areas well-lit		

Office and Inside Comm Use Areas	Yes	No
Adequate signs		
Signs in good condition		
Exit signs clearly visible		
Interior well-landscaped		
Walls and ceilings clean and in good con		
Doors and w dows clean and in good con		
Blinds and d clean and in good condition		
Tile floors clea in good condition		
Carpeted areas c nd in good condition		
Li king co n		
s free sh and		
athrooms , fresh a e of		

Inside Re ational Area	Yes	No
Rules po visible and in good condition		
uip clean and working properly		
an and free of litter		
M and windows clean and undamaged		
Light orking condition		
Bathro lean, fresh and free of litter		

tside Recreational Areas	Yes	No
posted, visible and in good condition		
Eq ent clean, undamaged and working properly		
Areas free of trash and litter		

Pool/Spa Areas	Yes	No
Rules posted, visible and in good condition		
Pool/spa clean and water clear		
Safety equipment in place		
Fence gates latch properly		
Furniture well arranged, clean and undamaged		
Areas well-landscaped		
Areas well-lit		
Areas free of trash and litter		

Laundry Rooms	Yes	No
Floors clean and free of litter		
Walls clean and undamaged		
Machines clean, undamaged and in working order		
Trash receptacles available and in good condition		
Lights in working condition		

Possible Uses

- Team members doing the day's curb maintenance may use the checklist to make sure they don't miss doing an important task.
- Supervisors—and yes, maybe you—may use them to inspect the work already done.

Curb Appeal and Exterior Inspections (continued)

Swimming Pool Area Safety

Your apartment community must meet certain federal, state, and local safety requirements to keep these areas safe for residents and guests. These requirements include—but are not limited to—safety measures such as having:

- Visible depth markers around the pool
- Self-closing and self-latching gates leading into the pool area
- Life-saving equipment, such as shepherd's hooks and life rings
- Adequate lighting in and around the pool area
- A phone for emergencies
- Proper signing

To make sure your community is in full compliance with all federal, state, and local requirements, check with your management team.

As for the water in the pool or spa itself, you may be required to have special training and certification before you're permitted to work on improving or maintaining water quality. If you're interested in getting this training, talk with your supervisor.

Pool Equipment and Tools:

Pollution in pool water comes either from the environment or is carried into the water by swimmers. Environmental pollution includes dust, leaves, chemical wastes, pollen, spores, and bacteria and so on, that are blown into the water by the wind. Swimmers carry other pollutants into the water such as sweat, suntan oils, urine, bacteria, viruses, etc.

The basic components of a pool system are: Pump, backwash valve and filter.

The pool pump ensures that the pool water moves through the filter several times every day, thus removing unwanted pollutants and disinfected organic materials as quickly as possible.

Backwashing, via the backwash valve, sends water backwards through the filter and flushes the trapped dirt out and goes into the waste drain. The technician will know it is time to backwash when the filter pressure is over 10 psi higher than normal as read on the filter pressure gauge. After backwashing, you will notice an increase in return pressure to the pool.

Today, the most popular type of water filter for pools are sand filters, a type of filter that is much easier to maintain than previous models. When the filter has accumulated a large amount of dirt, the water cannot pass freely through the sand and the filter loses efficiency as the pressure increases.

Water Chemistry:

Every day, swimming pool water needs to be tested to ensure certain levels of pool chemicals. A balanced swimming pool needs to have the pH and chlorine levels checked and corrected on a regular basis, the other chemical values being measured less frequently.

The pH is one of the most important factors in pool water balance and should be tested and corrected every day. pH is the measure of how acid/ alkaline the swimming pool water is. A pH of 7.0 is neutral; below 7.0 is acidic and above 7.0 is alkaline. As a reference, the pH of our eyes is 7.5. According to the National Swimming Pool Foundation, the standard for acceptable pH level of a swimming pool is between 7.4 and 7.6.

The desirable level of available chlorine in pool is 1.0-3.0ppm, with 2.0ppm being the recommended ideal. Add chlorine according to the test results. For a spa or hot tub, the best sanitizing agent is Bromine since it works more effectively at higher temperature. As a rough guide, a pool needs about 600 g of granular chlorine (2-3 cups) for each 50,000 liters of water twice a week during the hot swimming season.

As with any maintenance procedure, consult your state and local recommendations as it relates to the chemicals in swimming pool water.

Group Discussion: Curb Appeal Ideas and Advice

Here's a chance for you to share your best curb appeal ideas, as well as get the best advice of others.

My Best Curb Appeal Ideas and Advice:

Ideas and Advice from Others

Inspecting Building Exteriors

A semi-annual inspection of building exteriors can identify potential problems before they become incredibly costly to repair—or potentially hazardous to residents and community team members.

Building Exterior Checklist

Inspector: _____ ***Date:*** _____

Complete this checklist at least twice a year—in spring and in fall—or as often as your company recommends.

	Good	Fair	Poor
LAND GRADING	❑	❑	❑
Check for: *Sink holes, low areas that hold water, trip hazards, needs regrading.*			
Notes:			

	Good	Fair	Poor
RETAINING WALLS	❑	❑	❑
Check for: *Leaning, deteriorating materials, wash outs.*			
Notes:			

	Good	Fair	Poor
LANDSCAPING	❑	❑	❑
Check for: *Plants with disease, insects interfering with the building or A/C units, traffic problems for pedestrians, overall look, missed areas.*			
Notes:			

	Good	Fair	Poor
DRIVEWAY/WALKWAYS	❑	❑	❑
Check for: *Potholes, striping and markings in good shape.*			
Notes:			

	Good	Fair	Poor
GARAGE	❑	❑	❑
Check for: *Painting, markings, signs, problem areas.*			
Notes:			

	Good	Fair	Poor
DECKS/PATIOS	❑	❑	❑
Check for: *Overall structural soundness, deteriorating materials, hand rails tight and secure, missing boards or slats, coatings in good shape.*			
Notes:			

	Good	Fair	Poor
PORCHES	❑	❑	❑
Check for: *Trip hazards, coatings, hand rails, lighting.*			
Notes:			

	Good	Fair	Poor
ROOF	❑	❑	❑
Check for: *Shingles curling, missing, tiles tiles missing or cracking, storm damage, hail, color, sagging.*			
Notes:			

	Good	Fair	Poor
LEADERS/GUTTERS	❑	❑	❑
Check for: *Gutters missing or leaning, debris in gutter; down spouts missing, clogged.*			
Notes:			

	Good	Fair	Poor
CHIMNEY	❑	❑	❑
Check for: *Damaged vent stacks, separated stacks, creosote build-up in vents, damaged vents and damper working dampers.*			
Notes:			

	Good	Fair	Poor
SIDING	❑	❑	❑
Check for:			
• *Wood: Rotten, splitting, missing siding.*			
• *Wood shingles: Rotten, weathered, thin, missing.*			
• *Aluminum: Damaged, missing, broken panels.*			
• *Vinyl: Missing, torn, split, damaged siding.*			
• *Stucco: Holes, broken spots/areas, leaking.*			
• *Stone: Missing, broken, holes.*			
• *Brick: Broken, missing, leaning bricks.*			
• *Asbestos Cement: Stay away unless asbestos trained.*			
Notes:			

	Good	Fair	Poor
TRIM	❑	❑	❑
Check for: *Damaged or missing, misaligned.*			
Notes:			

	Good	Fair	Poor
WINDOWS	❑	❑	❑
Check for: *Damaged, broken, leaking, misaligned.*			
Notes:			

Notes:

Key Takeaways

It's not easy to sum up a course that has covered as much ground as this one has. But we've tried, by identifying eight key takeaways that you can use once you get back on the job:

1. Develop both a make-ready and curb appeal "eye." Learn how to see a just-vacated apartment—or the apartment grounds and public areas—through the eyes of current and future residents, as well as those of your management team or owner.
2. Complete make-ready and curb appeal activities as quickly as you can without compromising quality.
3. Even though you may have hundreds of make-ready and curb appeal activities under your belt, resist the temptation to think of them as "just another kitchen to clean" or "one more checklist to get done." Both activities demand your full attention and best effort.
4. Use the checklists and tracking tools your community provides for make-ready and curb appeal maintenance. If you don't have these tools, consider using the sample checklists in your *Resource Guide*.
5. Use the repair techniques you've learned today to improve the speed and quality of your work.
6. Do your best to keep up with the latest advances in tools, technology, and techniques as they relate to interior maintenance and repair.
7. Make sure your swimming pool and spa areas are in full compliance with all federal, state, and local safety requirements at all times.
8. Consider doing semi-annual inspections of building exteriors to identify issues before they become costly to repair or hazardous to the community.

Action Plan

Based on what you've learned today, write down one thing you want to start, stop, and continue doing when you return to your apartment community.

One Thing I Want to Start Doing:

One Thing I Want to Stop Doing:

One Thing I Want to Continue Doing:

Work on these three things for the next month. You'll most likely improve your on-the-job skills, feel more confident, and enjoy your time as a maintenance technician even more.

Notes:

Notes:

Make Ready Checklist

Date: _____ ***Unit:*** _____

Living Room	OK	Fix	Initials
Signage/Number			
Door Viewer			
Door Finish			
Lock Set			
Frame/Threshold			
Wall Switches			
Door Stop			
Walls			
Ceiling			
Receptacles			
Baseboards			
Windows			
Window Locks			
Lights			
Thermostat			
Vents			
Cable Connection			
Water Heaters			
Preventive Maint.			

Kitchen	OK	Fix	Initials
Walls			
Floors/Vinyl			
Ceiling			
Lights			
Receptacles			
GFCI			
Cabinets			
Drawers			
Counters			
Caulking			
Sink			
Faucet			
Disposal			
Plumbing			
Dishwasher			
Refrigerator			
Range			
Hood			
Microwave			
Vents			
Baseboard			
Ref. Coils, Clean			
Paint			
A/C			
Heating			
Vinyl			
Aerator			
Preventive Maint.			

Blinds	OK	Fix	Initials
Cords			
Guides			
Slats			
Screens			

Bathrooms	OK	Fix	Initials
Receptacles/GFCI			
Lights			
Walls			
Tile			
Ceiling			
Floor			
Toilet Mechanics			
Toilet Seat			
Shower Head			
Tub Spout			
Tub Stopper			
Mixer Valve			
Grout/Caulking			
Shower Doors			
Sink			
Aerator			
TP Holder			
Towel Bar			
Faucet			
Exhaust Fan			
Mirror			
Medicine Cabinet			
Preventive Maint.			

Bedrooms	OK	Fix	Initials
Walls			
Ceiling			
Baseboard			
Receptacles			
Closet Doors			
Closet Shelves			
Window/Locks			
Doors/Handles			
Preventive Maint.			

Mandatory Items	OK	Fix	Initials
Entry Door Lock			
Window Locks			
Slider Lock			
Storage Lock			
Fire Alarm			
Fire Extinguisher			
Garage Door Opener			
A/C Filter			
Hood Filter			
Sub Panel			
Porch Lighting			
Preventive Maint.			

Curb Appeal Checklist

Complete this checklist at least once a week, or as often as your company recommends.

Property Entrance	Yes	No
Adequate signs		
Signs in good condition		
Entrance well-landscaped		
Entrance free of trash and litter		
Roadway or street in good condition		
Entrance and signs well-lit		

Landscaping and Grounds	Yes	No
Trees, shrubs and lawns look healthy		
Dead or unsightly plants removed		
Seasonal plants in good condition		
Grounds free of trash and litter		

Building Exteriors	Yes	No
Building clean and appears structurally sound		
Doors and windows clean and in good condition		
Visible patios/balconies clean and uncluttered		
Dumpster area clean		
Dumpster and perimeter fencing in good condition		
Sidewalks in good condition and free of litter		
Areas well-lit		
Mail areas free of trash and litter		

Common Entryways, Hallways, Breezeways	Yes	No
Floors clean and free of litter		
Walls clean and undamaged		
Stairwells and railings clean, uncluttered, and in good condition		
Areas well-lit		

Parking Areas and Driveways	Yes	No
Parking lot well-striped		
Areas clean, free of trash and litter, and in good condition		
“No Parking Area” and “Fire Zone” well-marked		
Areas well-lit		

Office and Inside Common Use Areas	Yes	No
Adequate signs		
Signs in good condition		
Exit signs clearly visible		
Interior well-landscaped		
Walls and ceilings clean and in good condition		
Doors and windows clean and in good condition		
Blinds and drapes clean and in good condition		
Tile floors clean and in good condition		
Carpeted areas clean and in good condition		
Lights in working condition		
Areas free of trash and litter		
Bathrooms clean, fresh and free of litter		

Inside Recreational Areas	Yes	No
Rules posted, visible and in good condition		
Equipment clean and working properly		
Areas clean and free of litter		
Mir[illegible] windows clean and undamaged		
[illegible] working condition		
Ba[illegible]ooms cl[illegible], fresh and free of litter		

Outsid[illegible]ecrea[illegible]onal Areas	Yes	No
Rules [illegible]ted, visible [illegible]d in good condition		
Eq[illegible]me[illegible]clean, und[illegible]aged and working properly		
[illegible]as free [illegible]rash a[illegible]tter		

Pool/Spa Areas	Yes	No
Rules posted, visible a[illegible]n good condition		
Pool/spa clean and [illegible]er clear		
Safety equipmen[illegible]place		
Fence gates la[illegible]properly		
Furniture well ar[illegible]ed, clean and un[illegible]aged		
Areas well-landscap[illegible]		
Areas well-lit		
Areas free of trash and litter		

Laundry Rooms	Yes	No
Floors clean and free of litter		
Walls clean and undamaged		
Machines clean, undamaged and in working order		
Trash receptacles available and in good condition		
Lights in working condition		

Building Exterior Checklist

Inspector: _____ ***Date:*** _____

Complete this checklist at least twice a year—in spring and in fall—or as often as your company recommends.

	Good	Fair	Poor
LAND GRADING	❑	❑	❑
Check for: *Sink holes, low areas that hold water, trip hazards, needs regrading.*			
Notes:			

	Good	Fair	Poor
RETAINING WALLS	❑	❑	❑
Check for: *Leaning, deteriorating materials, wash outs.*			
Notes:			

	Good	Fair	Poor
LANDSCAPING	❑	❑	❑
Check for: *Plants with disease, insects interfering with the building or A/C units, traffic problems for pedestrians, overall look, missed areas.*			
Notes:			

	Good	Fair	Poor
DRIVEWAY/WALKWAYS	❑	❑	❑
Check for: *Potholes, striping and marking in good shape.*			
Notes:			

	Good	Fair	Poor
GARAGE	❑	❑	❑
Check for: *Proper ventilation, lighting, markings, signs, problem areas*			
Notes:			

	Good	Fair	Poor
DECKS/PATIOS	❑	❑	❑
Check for: *Overall structural soundness, deteriorating materials, hand rails tight and secure, missing boards or slats, coatings in good shape.*			
Notes:			

	Good	Fair	Poor
PORCHES	❑	❑	❑
Check for: *Trip hazards, coatings, hand rails, lighting.*			
Notes:			

	Good	Fair	Poor
ROOF	❑	❑	❑
Check for: *Shingles curling or missing, tiles tiles missing or cracking, storm damage, holds color, sagging roof.*			
Notes:			

	Good	Fair	Poor
LEADERS/GUTTERS	❑	❑	❑
Check for: *Gutters missing or leaning, debris in gutter; down spouts missing or plugged.*			
Notes:			

	Good	Fair	Poor
CHIMNEY	❑	❑	❑
Check for: *Damaged vent stacks, separated stacks, creosote build-up in vents, damaged vents and damper working dampers.*			
Notes:			

	Good	Fair	Poor
SIDING	❑	❑	❑
Check for:			
• *Wood: Rotten, splitting, missing siding.*			
• *Wood shingles: Rotten, weathered, thin, missing.*			
• *Aluminum: Damaged, missing, broken panels.*			
• *Vinyl: Missing, torn, split, damaged siding.*			
• *Stucco: Holes, broken spots/areas, leaking.*			
• *Stone: Missing, broken, holes.*			
• *Brick: Broken, missing, leaning bricks.*			
• *Asbestos Cement: Stay away unless asbestos trained.*			
Notes:			

	Good	Fair	Poor
TRIM	❑	❑	❑
Check for: *Damaged or missing, misaligned.*			
Notes:			

	Good	Fair	Poor
WINDOWS	❑	❑	❑
Check for: *Damaged, broken, leaking, misaligned.*			
Notes:			

MAKE READY BOARD

Apt #	Floor Plan	Move-Out Date	Trash-Out	Paint	Make-Ready	Cleaning	Carpet	Final Inspection	Comments	Move-In Date

CAMT

CERTIFICATE FOR APARTMENT MAINTENANCE TECHNICIANS

NAAEI thanks you for taking this portion of the Certificate for Apartment Maintenance Technicians (CAMT) series.

Handouts from this course, including CAMT Skill Checks and other resources may be downloaded from the NAA Website by visiting:

www.naahq.org/education/CandidatesOnly

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