

**2015 Spring Conference
April 7-9, 2015
City of Norman Chambers
201 W. Gray
Norman, OK 73069**



Agenda

Wednesday, April 8th (City Chambers at the City of Norman)

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| 7:45-8:00 a.m. | Registration |
| 8:00-8:30 a.m. | Business Meeting, Awards-Member of the Year and Commissioner of the Year |
| 8:30-5:00 p.m. | Training, lunch on your own |

Thursday, April 9th (City Chambers at the City of Norman)

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| 8:00-Noon | Training |
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IMPROVING VACANCY TURNAROUNDS:

The Complete Process

THIS TSA WORKSHOP IS DESIGNED FOR:

- **Maintenance Department & Management Staff who are involved in the process of turning vacant units over for new residents**
- **Housing & Property Managers who are responsible for efficient and cost effective unit turnovers.**

When a resident leaves an apartment or house that has to be occupied by a new family, many things need to be done to that unit. In most cases, the property has not been left in the same condition it was at move-in, and sometimes Maintenance staff must deal with heavy damages and vandalism. In the least, they must do substantial cleaning, preventive maintenance, painting, and a variety of repairs in order to make the unit ready for the next renters.

Out of a possible score of 100 in your PHA's yearly PHAS score, 16 of those points rely on your PHA having a high Occupancy Rate – and you cannot keep high occupancy in your units if turnaround times aren't excellent! Quick and quality unit turnover is the key to success in high PHAS scores, and are the bedrock of your organization's income stream!.

Workshop participants will learn how to perform a thorough, efficient, and complete turnover of a rental unit. They will learn how to assess the premises, determine the time needed to turn the unit, and the amount of labor needed to make it happen. They will also learn a variety of cleaning procedures, as well as the most common maintenance repairs encountered in vacated units.

This workshop has been designed to save time and money for housing organizations during the vacancy turnarounds process, while producing a quality environment for residents.

This training would be most effective if both housing/property managers and maintenance personnel attended together. A round table will be held at the end of the first day so that those attending can share their successes and frustrations. Each participant will use a detailed workbook throughout the training that explains procedural issues, as well as how to perform the cleaning and maintenance work included in the workshop. These will be theirs to keep, which they can later use on the job as reference. **TSA** certificates will be presented to everyone who attends.

AGENDA

First Day, 9:00 am - 5:30 pm ... Second Day, 8:00 am - noon

1. MANAGEMENT CONCERNS:
 - a. Defining Abandoned Property
 - b. Dealing with Furniture (if any)
 - c. Legal possession of the property -when the clock begins
 - d. Working with the leasing department
 - e. The tracking Process - Down time, Make Ready time, Leasing Time

2. SAFETY CONSIDERATIONS:
 - a. Personal Protective Equipment (PPE) for Maintenance Personnel
 - b. Identifying Slipping and Tripping Hazards
 - c. Lifting and Moving Heavy Objects
 - d. Using Chemicals and Reading Material Safety Data Sheets
 - e. Radios and the Buddy System

3. THE TURN-OVER: A Coordinated Effort
 - a. Inspections and Documentation
 - b. The Unit Turnover Status Board
 - c. Scheduling Cleaning, Maintenance, Painting, and Carpet Cleaning

 - d. Scheduling Outside Vendors
 - e. Dealing With Time and Budget Constraints
 - f. Having an Organized Stockroom

4. THE MOVE-OUT INSPECTION and LOCK CHANGES:
 - a. Documenting Damages and Discarded Items
 - b. The Maintenance Check List
 - c. The Cleaning and Carpet Evaluation
 - d. The Painting Evaluation
 - e. Documenting the Lock Changes

5. CLEANING THE VACANT UNIT:
 - a. Pre-Clean and Finish-Clean
 - b. Various chemicals for different jobs
 - c. Entry Ways and Building Exteriors
 - d. Windows and Doors
 - e. Walls, Ceilings, Vents, Light Fixtures, etc.
 - f. Floors (carpet, vinyl, tile)
 - g. Kitchens: stoves, ovens, refrigerators, cabinets, sinks
 - h. Bathrooms (toilets, tubs, showers, sinks, mold, mildew)
 - i. The Importance of Sanitation

6. MAINTENANCE IN THE VACANT UNIT:

- a. Doors and Windows
- b. Plumbing Fixtures
- c. Outlets, Switches, Lights, and Appliances
- d. Drywall repairs
- e. Prep Work and Painting
- f. Floor Repair / Replacement

7. DEALING WITH OUTSIDE VENDORS:

- a. Having a Preferred Vendor List
- b. Following the Procurement Policy
- c. Keys and contractors - Key Sign-out Sheets for Vendors and Staff
- d. Using a White-Lock System
- e. Scheduling and Inspecting the Vendor's work
- f. Developing an Emergency Vendor List

8. NON-ROUTINE IMPROVEMENTS & REPLACEMENTS:

- a. Walls – drywall, plaster, & painting
- b. Flooring
- c. Roofing & siding
- d. Mechanical – heating & water heaters
- e. Other

9. THE MOVE-IN, WALK-THROUGH INSPECTION:

- a. The Final Inspection and Lock Change
- b. Having a "Finish Kit" (paint, cleaners, tools, etc.)
- c. Educating the New Resident during the Walk-through