



## **Store Maintenance Guide**

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## Safety

The safety of our teams and guests is paramount. If any situation is observed that could potentially be unsafe for any reason, please call a member of Sales Leadership and follow up with email [sales.leadership@leadersfurniture.com](mailto:sales.leadership@leadersfurniture.com)

## Interior

### Cleaning

The interior of every Showroom should be cleaned by the dedicated cleaning company every other week. If the cleaning service did not cover all items on the check list or you are not satisfied with their job, please share with them what you would like them to do in a polite way. The company will not get paid if you do not sign off. Your store's team is responsible for the quality of the job performed.

### Lighting (Interior)

It is important to have a well-lit store. Interior lighting is evaluated on all store visits and on the Store Evaluation.

### Air Conditioning

Before calling an air conditioning service provider, please review the basics of the concern.

- ✓ Is the thermostat on?
- ✓ Is the thermostat set to a temperature that is lower than the air temperature?
- ✓ Are all units on in the building?

HVAC Systems work by taking in warm air and letting out cooler air. The difference in the temperature of the air going in and the air coming out is called the differential. The air coming out of the a/c vent should be between 14 to 20 degrees cooler than the air going into the air return.

### Windows

The interior windows of the showroom windows should be cleaned twice a year. Please use the check list that can be found here: **(R:\8 About Store Procedures\2.0 General Store Procedure\8.25 Windows Check List).**

## Plumbing

### Emergency

If water is leaking uncontrollably, the situation is a risk to safety, or it has rendered the restrooms inoperable, call a Sales Leadership team member and find a highly rated local service provider. Please see "Finding a Local Service Provider" later in this procedure.

### Non-Emergency

For all other non-emergencies, like plunging or a leaky flapper, the store team should attempt to remediate the concern in a safe way. If the store team does not have the skill or knowledge, please submit a Maintenance Request.

## Exterior

The “curb appeal” of every location day and night is extremely important. All locations should be clean, and all lighting should be in full working order at all times.

### Windows

The exterior side of the showroom windows should be cleaned once a month at every location and the interior side of the windows twice a year. please use the check list that can be found here

**(R:\8 About Store Procedures\2.0 General Store Procedure\8.25 Windows Check List).**

If the window cleaning service did not cover all items on the check list or you are not satisfied with their job, please share with them what you would like them to do in a polite way. The company will not get paid if you do not sign off. Your store’s team is responsible for the quality of the job performed.

### Roof Leaks

It is important to address roof leaks immediately. If roof leaks are allowed to persist, they can cause extensive damage and attract pests. For minor leaks please submit a Maintenance Request.

If water is leaking uncontrollably, the situation is a risk to safety, call first, then send a regular email to a member of the Sales Leadership team (no email template is required for emergency situations). We will address the concern immediately after receiving your call, however we also need to keep a digital record of each emergency and non- emergency repair request (email).

### Lighting

Most store lighting is controlled by timers. For the outline of how to use the timers and when to set the lights to go on and off review. **(R:\8 About Store Procedures \3.19 Exterior Lighting Procedure).**

#### Building Sign Letters

Please submit a Maintenance Request for any letters that need to be repaired.

#### Pylon Sign

Please submit a Maintenance Request for any pylon repairs. **(R:\14 Templates, Forms and Reference\EmailTemplates\Maintenance Request)**

#### Parking Lot Lights

Some locations have parking lot lights. It is expected that all parking lot lights be in good working order at all times for safety and to prevent vandalism. If a bulb needs to be replaced, please submit a Maintenance Request. All parking lot light lights should be set and synchronized to the exterior signs. **(R:\8 About Store Procedures\3.0 Store Management\3.19 Exterior Lighting Procedure).**

## Landscaping and Curb Appeal

Leaders uses a single company statewide and you no longer need to provide a sign-off for each visit. Lawns should be consistently mowed, parking lots, garden beds and sidewalks should all be weed-free, and all shrubs should be trimmed.

If the lawn service did not cover all items on the checklist or you are not satisfied with their job, please report your concern to Tim Newton at [timnewton@leadersfurniture.com](mailto:timnewton@leadersfurniture.com). Your store’s team is responsible for the quality of the job performed.

## Sprinklers

Some locations have sprinklers. Sprinkler timers must be set properly, and systems must be checked periodically for proper operation. If your system needs repair, first, check with your lawn company to see if they work on sprinkler systems. If you have concerns with your sprinklers please report them to your territory leader.

## Monthly maintenance check lists

Vendors are contracted to help maintain your showroom. A check list should be filled out each time a contractor visits and the check list should be forwarded to Accounts Payable each month.

Please do not sign off on incomplete or inferior work. You have the right to ask the contractor to correct the concern.

Accounts Payable: [a-p@leadersfurniture.com](mailto:a-p@leadersfurniture.com).

Path: R:\8 About Store Procedures

- ✓ 8.22 Cleaning Company Check List
- ✓ 8.24 Landscaping and Curb Appeal Check List
- ✓ 8.25 Window Check List

## Finding a local service provider

To find highly rated local service providers in your area.

1. Go to [www.google.com](http://www.google.com) and type in your stores' address.
2. Click on the map.
3. In the search box on the top left of your screen,
  - a. Delete the address.
  - b. Type in the type of service you are looking for and press <Enter>.
4. Nearby service providers will populate.
5. Review the reputation of each on the right side of the screen. Call the highest rated providers to come out and give an estimate.