

## **Habits that Lead to Great Outcomes**

### **“Good Enough” Is Not Enough**

- Demonstrate a clear understanding of what constitutes quality repairs and the need for repaired items to be fully functional.
- Demonstrate a clear understanding as to what actions are required in order to achieve quality results.
- Document through pictures and written descriptions that completed work is of high quality.
- Quality results should be evidenced through not receiving calls from tenants for the same task, reduced tenant complaints, and Owner’s communication of satisfaction with end results.

### **Identify and Avoid Waste of All Kinds**

- Purchasing the correct materials to complete a job.
- Utilize the correct amounts of materials for assigned tasks.
- Utilization of materials that are “On Hand” before making purchases for identical or similar materials.
- Use of proper material storage and cataloging to maintain an awareness of materials that are “On Hand”.
- Avoid multiple purchasing trips for the same tasks or for multiple tasks for the same property.

### **Responsibility for Company Credit Cards, Receipts, Invoices, Etc....**

- Turn in receipts with appropriate identifiers such as the address that the receipt is for and your initials.
- Use of credit cards for authorized purchases only, knowledge of your balances and awareness of your purchase history.
- Closing of tickets in a timely manner to facilitate timely invoicing.

### **Seek Out and Suggest Ways to Improve Efficiency**

- Identify and communicate methods for timely completion of tasks without sacrificing quality of work.
- Engage in two-way communication processes with management personnel and co-workers to problem solve tasks in a timely manner.

### **Combine Trips Whenever Possible**

- Make purchases for multiple tasks on the same trip.
- Group tasks by proximity whenever possible.

### **Daily Tenant Updates**

- Provide frequent updates for tenants to ensure communication and to demonstrate that tasks are being followed through to completion.

### **Focus on Billable Activity**

- Minimize utilization of internal time on the clock and maintain continuous engagement in Revenue Generating Activities (RGA's), as referenced in the Internal Time Policy for Maintenance Technicians.

### **Document everything**

- Utilize written documentation as a tool to demonstrate the process of task completion from beginning through the end.
- Take BEFORE pictures!
- Take DURING pictures!
- Take AFTER pictures!
- Whenever the functionality of an appliance is in question, be sure to document make, model, serial number, and part number (preferably with pictures).

### **Follow your Task Directions AND the Spirit of the Request**

- Demonstrate an understanding of the request that is being made, demonstrate a willingness to follow through, and ask for clarification when you are uncertain as to what is required.

### **Document Potential Habitability Problems and Safety Hazards**

- Observe properties and identify potential problems that could lead to safety hazards and cause the property to have habitability issues.
- Be sure to document with pictures whenever possible.

## **Operation of company owned vehicles and equipment.**

- Maintenance Technicians should demonstrate the ability to operate or be trained in the operation of vehicles such as dump trucks, snowplow trucks, and a diverse range of powered equipment.
- Maintenance Technicians must possess a valid driver's license on an ongoing basis.  
**\* Employees must notify EPIC PM of any changes to the status of your license or any traffic citations.**

## **Transportation**

- Maintenance Technicians must possess a vehicle with the capacity to transport tools and appliances.
- Maintenance Technicians must possess an up-to-date auto insurance policy.

## **Additional Items**

- Your shift begins when you are inside your first assigned property and ready to begin working.
- While you are working, you are not permitted to text or make phone calls for personal reasons.
  - o If you need to make a personal call or communication, clock out and take a break.
- It is okay to hold in-person conversations while on the clock if you are working efficiently and meeting EPIC PM's quality standards.
  - o Conversations that interfere with your ability to complete work to EPIC Property Management standards are not permitted.
- If you would like to hold a conversation that hinders your ability to perform your work tasks, you may take a break in accordance with EPIC PM's break policy.