

House Maintenance Coordinator Handbook



contents:

- 2** Roles of MC(s) & MO
- 3** Things an HMC Must Be Aware Of
- 5** 3 Responsibilities of an HMC:
 - Monthly Checklist
 - Repairs
 - Coordination & Management
- 7** House Tool Library:
 - How to Curate
 - Contents
- 9** Delegation
- 10** How to Have a Work Day
- 12** Madison Fire Code
- 14** Hiring Contractors



It's not all on you!

The importance of sharing your job with others, plus how to have a Work Day

page **8**

Welcome to the HMC Handbook!

This handbook is to serve as a reference guide so that you can understand what your job as HMC entails. It is also to aid in transitions between resigning HMCs and newly elected maintenance gurus. There also should be a house maintenance journal to compliment this book with the specific what's been done to my house knowledge. If at any time you think that there

could be any additional information that would aid in our preservation of buildings, feel free to outline what you would like to add and give it to the Maintenance Officer (MO) or Maintenance Coordinator(s) (MCs) at a Maintenance Committee (MaintCo) meeting, or at the MCC office. This input would be greatly appreciated.

Things an HMC must be aware of

As Maintenance Coordinator for your co-op house, you should be receiving ample work job credit to do the following tasks, and probably have an assistant or two to help you out. One major role as HMC is to *delegate some of the work to others*, to give you the time that is needed to keep on top of your co-ops maintenance needs.

<p>1. You should watch your house with a careful eye.</p>	<p>You should look for things that need maintenance or repairs. Look for potential problems (drips, leaks, cracked windows, mold and mildew, etc.) and ask your housemates to report problems to you. A maintenance bulletin board can be helpful to collect info and to keep you housemates aware of important issues.</p>
<p>2. You should keep your house members aware of upcoming projects, policies, & procedures</p>	<p>that the Maintenance Committee are discussing, fire codes and fire safety, and just plain why and how we are to treat our house. Ask their opinions about how you are planning a special house project, and you should try to make a report at each and every house meeting.</p>
<p>3. You should keep on top of routine maintenance.</p>	<p>This includes tasks that need to be done at regular intervals to keep our houses and its equipment running efficiently and for a longer time. Most of these tasks can be delegated out, or included in other work jobs. Some of these routine tasks include filling the water softener with salt, caring for the water heater and boiler, replacing dysfunctional doorknobs, etc. Ask the MC(s), the Maintenance Coordinator(s) for MCC, for a complete list and schedule, if you don't have one.</p>
<p>4. You must be aware of fire safety procedures</p>	<p>and keep all house members aware of potential fire dangers and safety procedures. Our houses are inspected by city fire inspectors at a regular pace, and you should be a stickler for keeping fire doors closed, smoke detectors working, and clutter out of halls and stairs.</p>
<p>5. You are the initiator of scheduled special projects.</p>	<p>Often we plan major repairs and improvements, and we need you to contact contractors for bids, or for starting the job. Often, you will be working with the Maintenance Coordinator(s) and/or our own Worker Group. Before any major project is started, however, you should talk to the MC(s) or the MO to make sure we have the money available, which contractors should be called, and what special details you need to be aware of.</p>
<p>6. Annually, you must partake in a detailed maintenance inspection of your whole house</p>	<p>along with the Maintenance Coordinator(s) and the MO. This inspection usually takes 3 to 4 hours, and is the basis for planning the following year's budgets, both major and minor. These inspections usually occur between late October and January.</p>

<p>7. After the inspection, you must make a list of the projects you & your housemates would like to include in the budget.</p>	<p>Post a sheet for project suggestions, and compare them with the list the MC(s) and MO will put together. Then we will put all the co-ops' lists together, and try to prioritize and put a budget together.</p>
<p>8. In case of an emergency, you will need to use your judgment.</p>	<p>If you have the time to call either the MO or the MC(s), you should do it first. Usually we cannot guarantee that your house will be reimbursed for any emergency monies it spends unless one of these two people are contacted first. If it really can't wait, (burst pipes, boiler problems, leaking roof, or anything really endangering life and property) do what is ever necessary to remedy the situation. The MC(s) have more detailed procedures available concerning emergency situations.</p>
<p>9. We need your help in insuring your house members.</p>	<p>We are protecting all house members who do maintenance work in which there is a possibility of them getting hurt through a Worker's Compensation Insurance policy. But in order for members to be covered for the free labor they volunteer, we need all of them to record the number of hours they put in on a monthly basis. Make sure the sign up sheet is up, and remind people CONSTANTLY to sign up ALL hours that are included on that list.</p>
<p>10. You must ensure minor maintenance projects get done, & that members are participating in scheduled work parties.</p>	<p>A well-planned work party can get an amazing amount of work done. You should already have a list of maintenance needs on your maintenance bulletin board, and now you just have to coordinate all that labor you have. It's good to talk to other HMCs to find out what they have done to make these parties successful.</p>
<p>11. You must keep good records</p>	<p>including receipts, contractor bids & warranties, appliance manuals & warranties, minor & major maintenance projects that are upcoming, and even a log of what was done that month for future reference. Collaborate with your house treasurer to make sure you don't overspend your budget. Ensure that all your housemates complete room check-in / check-out forms upon moving in or out, and store these in a safe place!</p>
<p>12. As HMC, you must be the house contact with city building & fire inspectors.</p>	<p>They come through at the darnedest times, but it is important to have <i>one</i> person (you!) following up on building and fire violations and to see that the violations get taken care of. Co-ops have been fined in the past, and your house could be liable for paying fines if you as HMC don't fully address the violations.</p>



1. Monthly Checklist:

- ✓ **Water Softener:** Keep it filled with salt.
 - Does your house have a contract with Lindsay? 277-1858
- ✓ **Fire Extinguishers:** Make sure they're up-to-date.
 - Does your house contract with a recharge service?
 - Check the pressure gauge monthly & call the recharger service if the gauge is low.
- ✓ **Exit Lights*:** Make sure that they're up-to-date & that they work.
 - 7 watt fluorescent bulbs available at B&J Electrical.
- ✓ **Central Fire Alarm System:** Test it monthly.
 - Post the record of each test... it's legally required!
 - Use the key or remove the glass. Only do an in-house alarm, and let your co-op mates know you are only testing it.
- ✓ **Smoke Detectors*:** Maintain in all sleeping rooms & hallways.
 - Do not let housemates remove batteries so that they can smoke!
 - Test by pushing "test" button.
- ✓ **Boiler / Heating System:** Monitor the system & keep it clear of mud.
 - Turn low-level water safety valve until all mud is gone & water is relatively clear.
 - Communicate with other maintenance people in your house so that effort is not wasted checking it all the time.
- ✓ **Refrigerators & Freezers:** Clean the coils on the back.
 - These appliances can't be right up against a wall. This wastes *huge* amounts of energy.
- ✓ **Water Heaters:** Drain them once each month to clean out the minerals.

* The fire dept. conducts **SURPRISE** inspections of properties such as ours. They look at exit lights, smoke alarms in common areas, they check to make sure that fire doors are closed & that there is no junk around the gas meter, stove, & dryer, and they check to make sure all hallways are clear. They begin charging fines if inspection results aren't heeded.

2. Repairs:

If you ever need information on how to do the following things, your house should have a book on home maintenance. If this book doesn't have the type of info you need, then go to the public library. They have an extensive collection of repair manuals. Other options include asking the MO &/or MC(s).

- ✓ Leaky faucets & toilets
- ✓ Broken & missing windowpanes & storms
- ✓ Dysfunctional room locks & doorknobs
- ✓ Furniture
 - Keep clean & dust free. This way, it will need to be reupholstered less often.
- ✓ Appliances
 - Empty lint traps in dryers.
 - Periodically de-clog white plastic "exhaust pipes" on dryers or the dryer dies.
 - Replace vacuum cleaner bags or the vacuum dies.

3. Coordination & Management:

- ✓ Notify the MC(s) promptly about major problems (eg, big shower leaks).
- ✓ Participate in Maintenance Committee (MaintCo) meetings.
- ✓ Oversee general condition of your house & develop an opinion of what needs to be done. Share insights with MO and MC(s).
- ✓ Have all of your house members complete room check-in / check-out forms upon moving in or out.
- ✓ Keep the house tool room tidy. This gets to be a mess & discourages folks from working on the house. It is definitely worth cleaning up regularly.
- ✓ Maintain a fully stocked House Tool Library. Using the house tool library contents checklist as reference, purchase any tools that go missing or get damaged. This will ensure that the house always has a full set of basic tools available.
- ✓ Tell MO/MC(s) what workshops, training, or help is desired by your house members.
- ✓ Check with your House Treasurer or Supplies Buyer concerning what counts as maintenance expenses & what is supplies according to your house budget. You might want to have the following items on hand:
 - extra smoke detectors
 - thermocouple for water heater
 - salt for water softener
 - batteries for exit lights & smoke detectors
- ✓ Let your housemates know what is going on! Find out how much of your house maintenance budget has been spent, report on what repairs have been made in the house journal or at house meetings, etc.

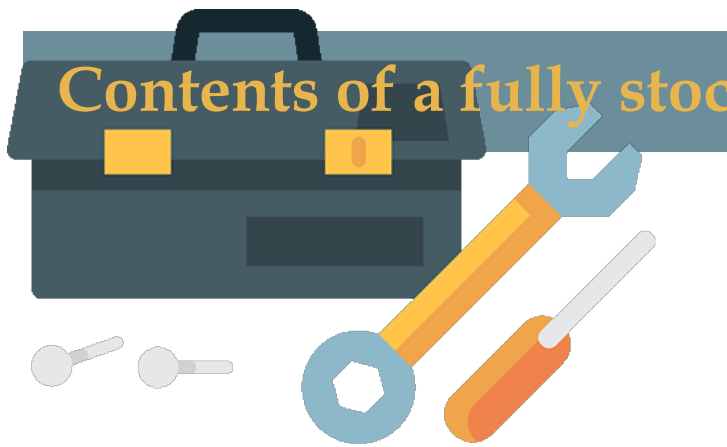


House Tool Library

It is important for each house to have a complete set of basic tools at all times. This empowers members of the house to fix their own things and to collaborate on maintenance projects. You as HMC are responsible for maintaining your House Tool Library in the following ways:

- * Completing **regular re-inventories** of your library, every few months or so. Use a dry erase marker and the laminated list of tools to do this.
- * **Keeping your library fully stocked.** This includes purchasing replacement tools for those that go missing or become damaged.
- * Joining the **MCC MC(s) on their annual walk-through** of your House and completing a re-inventory with them.
 - o Tools do not need to fit the exact specifications in the list of tools (eg, 8" #2 Philips head, 9" level) to meet the requirements for the MC(s)' annual re-inventory. If they do the same job, they count.
 - o If the library is fully stocked (excluding safety items), your House will receive **\$50 value of maintenance-related reward!**
 - o If it's *not* fully stocked (excluding safety items), MCC will order the replacement tools for you, deliver them to you, and bill them to your House.
- * (Optional, but recommended!) Devising a check-out system, a lock-&-key system, or any way of **keeping track of tools** that would best suit your House culture. Then, informing the House of whatever system you have come up with.

Contents of a fully stocked House Tool Library



HAMMERS (2)

- ❑ 16-oz. Hammer
- ❑ 16-oz. Hammer



PLIERS (5)

- ❑ 10" Groove Joint Pliers →
- ❑ 8" Standard Slip Joint Pliers →
- ❑ 8" Long-Nose Pliers →
- ❑ 7" Diagonal Pliers →
- ❑ Vise-Grips



KNIVES (2)

- ❑ Utility Knife
- ❑ 1-¼" Stiff Putty Knife



SAWS (2)

- ❑ Hacksaw
- ❑ Handsaw



SCREWDRIVERS (5)

- ❑ 8" #2 Philips Head
- ❑ 4" #2 Philips Head
- ❑ 8" 3/16" Flathead
- ❑ 4" 3/16" Flathead
- ❑ Multi-Bit



WRENCHES (2)

- ❑ 10" Adjustable Wrench
- ❑ 6" Adjustable Wrench



ELECTRICAL (2)

- ❑ Receptacle Tester (Circuit Tester)
- ❑ Non-Contact Voltage Detector



OTHER (11)

- ❑ Toolbox
- ❑ Magnetic Stud Finder
- ❑ Mill File (with handle)
- ❑ 25' Drain Snake
- ❑ 12" Pry Bar
- ❑ 25' Tape Measure
- ❑ 9" Torpedo Level
- ❑ Flashlight
- ❑ Caulking Gun
- ❑ 50' Heavy-Duty Extension Cord
- ❑ 6-gal. Wet/Dry Shopvac



← feat a VF4000 Qwik Lock filter



the importance of sharing your job with others

or why the word 'delegate' appears on almost every page of this manual

Being an HMC has two basic parts. First, there is the overseeing of your house's maintenance needs, aka minor maintenance. This is the constant sparring with the forces of decay. Secondly, there is the interaction with the central organization that is MCC. Without this interaction the initiation of large-scale house improvement, both structural & aesthetic, will not occur. These tasks individually are fairly large. It is the in-house duties that are addressed below.

When you read the Maintenance

Policies you should notice that delegation of your duties as HMC is stressed. The purpose is to keep burnout to a minimum. You probably have others working in maintenance along with you. These people should also get points for their position, so help them earn points by suggesting a general set of duties, such as blowing down the boiler & water heaters.

Practical maintenance is a great skill to have. People need it for the duration of their lives. It not only helps to repair basic problems, but the effort extended

gives the individual more pride in their work, house, & develops a sense of home. *How does it work?* turns into *I think I can do it...* turns into *I fixed it!*

Sharing maintenance knowledge is crucial to developing a culture of self-sufficiency. Find a mechanically minded individual in your house, pair them with a non-skilled person, and give them tasks together. This not only increases the amount of maintenance that gets done; it also changes the non-

skilled person into a skilled one that knows how things operate in their own home, and enables the skilled person to teach others about what they know. This process furthers house knowledge.

Another beneficial pairing is that of an experienced member and a new member. Even if the new member is a highly skilled person, the older member will know how some past problems were solved and therefore can possibly avoid creating a worse scenario. Maybe

a check and balance between an experienced member without many skills and a skilled new member would work as a mutual teaching situation.

However you decide to do it, delegation of duties is imperative. Not only to prevent your burnout as HMC, but to bring the house together and to empower your housemates. It is also useful in the fact that there is not as much brain drain if one person leaves.

HOW TO HAVE A **WORK** ← The logistics of sharing your job with others

1 Plan the Jobs

Gather input from house members and/or MC(s). What do they think needs to be repaired? Use your best judgment. Find out how to fix, clean, or repair the items. Find out when city trash day occur if a big cleaning out is happening. Leaves & yard waste are no longer picked up by the city. Branches only 1 time per month.

DAY

2 Announce Early

At a house meeting at least 1 week before the workday, announce & get responses to date, time, & potential projects. Allow people to add to the list of projects but have a clear priority of most important projects in mind.

3 Post Notice

Many people will not be at the house meeting. Post notice of the workday in several places, i.e., front & back doors, bathroom doors, bulletin boards. Include on notice: Date, Time, Workday Title, listing of tasks in order of priority, what tools & supplies are needed, & who will perform task. Leave several blanks & have several more tasks to be done than people sign up for.

4 Expect Help

Part of the responsibility of any co-op house member is to participate in house upkeep. Written into everyone's membership contract that every MCC member signs is:

"WORKJOBS. The Member agrees to perform all appropriate workjobs in accordance with MCC/House policy & agrees to participate in any special work parties & house meetings.

MCC/House may assess penalties or require compensatory payments for failure to perform a workjob." Approach individuals who haven't volunteered for a task with a suggestion of a job they might take on.

5 Gather Tools & Supplies

Nothing will kill the effectiveness of a workday quicker than having members have to go to the hardware store to buy the necessary tools & supplies before they can begin the work. If necessary delegate a person to go purchase supplies a day or two beforehand. Be aware of the amount of money your house sets aside for minor maintenance.

7 Provide Emotional Support

Give praise & encouragement to those proceeding through their work. An upbeat 'we can do it' attitude will motivate people more than a sour accusatory tone.

6 Provide Snacks

Have coffee, tea, muffins, etc. ready for workers to chomp into before & during the workday. The preparation of the gustatory perks itself can be one of the workjobs. Place a small sign on the snack table: Food for Workers!

8 Get Support for Yourself

Leading others can be emotionally draining. Come to Maintenance Committee meetings. Talk with your Maintenance Officer & Coordinator(s) about personal struggles & technical problems in keeping your house together. Good luck!

Madison Fire Code

This is the official Madison Fire code for smoke detectors. *The words that are in bolded italics are the simplified English version.* You as HMC are responsible for the adherence to these rules, so go out there & delegate this responsibility!

(13) Smoke detectors in hotels, motels and lodging houses. *A co-op is considered a lodging house*

- a. On or before March 1, 1981 each lodging house, hotel and motel shall have smoke detectors installed as hereinafter provided. (Am. by Ord. 7168, 12-17-80)
- b. Smoke detectors shall be capable of sensing visible or invisible particles of combustion other than heat and providing a suitable audible alarm when such particles are present.
- c. Location.
 1. Smoke detectors shall be provided in all lodging houses, hotels and motels in each room or suite of rooms used for sleeping purposes. In addition, smoke detectors shall be provided as required by Sec. 34.14(13)(c)3 of this ordinance. (Am. by Ord. 7168, 12-17-80) ***In every bedroom***
 2. All smoke detectors shall be located on the ceiling not less than six (6) inches from the wall or, if located on the wall, at a point between six (6) inches and twelve (12) inches from the ceiling.
 3. In all lodging houses, hotels and motels, smoke detectors shall be installed and maintained so as to provide at least one (1) detector at the head of every open stair ***Top floor in stairway*** and at the door leading to every enclosed stair on each floor level, ***Each floor of stair, if door on that floor*** including the basement. These detectors must be directly and permanently wired to a proper and unswitched circuit or operated in a plug in outlet which is fitted with a plug restrainer device, provided the outlet is not controlled by any other switch other than the main power supply. ***Detector can not be turned off with a switch*** Installation and the location of these detectors shall be in accordance with the applicable section(s) of N.F.P.A. No. 72

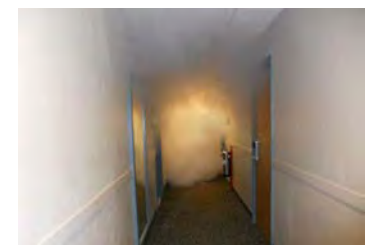
Smoke detectors at exit stairs or exit doors located more than fifty (50) feet distant on any one floor are considered inadequate and will require intermediate detectors. The intermediate detectors may be directly and permanently wired to a proper, unswitched circuit or powered by self-monitored battery. ***If more than 50' in hallways, another detector is needed between the two.*** (Cr. by Ord. 7168, 12-17-80)



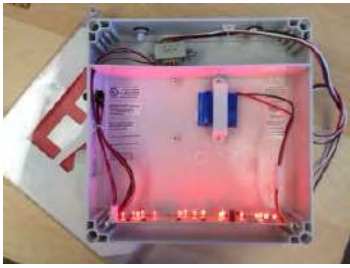
Smoke detectors must be on the ceiling of every bedroom, at the top of each stairwell, and on every level of a stairwell that has a door.



Smoke detectors cannot be turned off with a switch.



If smoke detectors are more than 50 feet apart, there must be another one between them.



Detectors can be wired to fire exit signs or fire alarms, or to unswitched hall light circuits.



Noncompliance can result in a \$200 fine per day of violation! ☹

d. Installation.

Except as provided in Subdivision (c), smoke detectors may be directly and permanently wired to a proper, unswitched circuit or powered by self monitored battery or operated in a plug-in outlet which is fitted with a plug restrainer device, provided the outlet is not controlled by any other switch other than the main power supply. ***Can be wired to fire exit signs or fire alarms, or unswitched hall light circuits*** (Am. by Ord. 7168, 12-17-80)

e. Standards.

Any smoke detection device which is installed under this ordinance must meet and be tested to Underwriters' Laboratories Test Standard #217 and be approved by Underwriters' Laboratories or other testing facility approved by the State of Wisconsin Department of Industry, Labor and Human Relations. It shall be the responsibility of the owner of such premises to maintain smoke detection systems in operable condition, installed as required pursuant to this ordinance.

f. Penalty.

No dwelling unit or premises may be occupied, used or rented which does not comply with this ordinance. Any person who violates any provision of this ordinance shall be subject to a maximum forfeiture of two hundred dollars (\$200) per day for each day of violation and each day of fraction thereof shall be a separate violation.

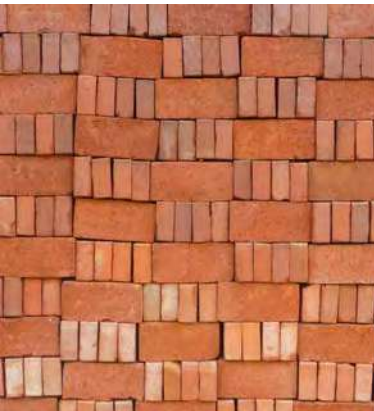
(Sec 34.14(13) Cr. by Ord. 6860, 12-21-79)

The Sneaky Smarmy Slimy World of Hiring Contractors



Picking them

- Discuss issue with your MC(s), your MO, &/or bring the issue to MaintCo before a contract can be approved & paid for by MCC. Any project that will cost more than \$15,000 must be approved by MaintCo then by the Board of Directors.
- Use recommendations from other co-ops or organizations similar to yours (i.e. other non-profits).
- Find a good professional & stick with them. This forms a good business relationship. Repeat business is the best kind for the professional contractor.
- Always get 3 bids for big projects, even if you are used to 1 contractor.
- Look for a good guarantee.



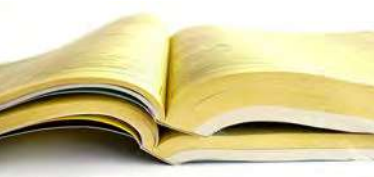
What to Expect

- Write a detailed specification sheet for large jobs, including:
 - Specify quality of materials to be used
 - Specify the disbursement dates/times for payment
 - Always withhold 25% until 2 or 3 weeks after the job is complete (might be illegal)
 - Always have a late completion fine clause
- Both parties sign spec. sheet
- Ensure both parties know what is expected of the work
- Allows more objective judgment of completed work
- **It is never too much to expect the job be done right the first time!**



Evaluating their Work

- Always thoroughly inspect completed work
 - If you don't, you may notice problems after it's too late
 - **Make sure the contract is fulfilled 100%**
- Don't be afraid to ask questions on things you don't understand
- Don't pay full price for work that doesn't meet specifications
- Pay attention to the quality of materials & workpersonship



Report their Quality of Work to MCC

- Update the MCC Maintenance Contractor Yellow Pages
 - New people / companies
 - Comments & experiences

roles of the Maintenance Coordinator(s) & Maintenance Officer

MCC Maintenance Coordinator (MC)

What does an MCC Maintenance Coordinator do?

A MCC Maintenance Coordinator is a hired staffer (not elected). They are responsible for implementing maintenance to houses. They are responsible for keeping track of projects brought to their attention by HMCs, for offering guidance if an HMC has questions, for managing major projects that require professionals, and for being available in case of emergencies.

They also direct & supervise the activities of Worker Group and ensure that maintenance expenses are within budget.

Why is an MC not at my house very often?

They are primarily involved in large maintenance projects which are often very time-consuming. Sometimes these involve hiring contractors, securing government permits, and coordinating large material deliveries and disposals. Smaller projects are expected to be completed by HMCs. Again, an MC is responsible for offering the HMCs any guidance they ask for.

If you feel your house needs more help or is being neglected by MCC Maintenance, do not hesitate to reach out to an MC or MO! To contact an MC, email either mc1@madisoncommunity.coop or mc2@madisoncommunity.coop

What does an MCC Maintenance Officer do?

The MCC Maintenance Officer position is elected by the MCC membership. They are responsible for overseeing programmatic functions of the MCC Maintenance program. They are primarily responsible for overseeing maintenance staff & contractors, and for overseeing books & records of the MCC Maintenance program.

They also chair Maintenance Committee (MaintCo), report on MaintCo at Board meetings, and collaborate with Education Officer(s) to organize maintenance-related education for MCC members.

If you have any specific requests for maintenance education events or workshops, pitch the idea to the MO. To contact the Maintenance Officer, email maintenanceofficer@madisoncommunity.coop

To contact the Maintenance Coordinator(s) AND the Maintenance Officer, email maintenance@madisoncommunity.coop

MCC Maintenance Officer (MO)