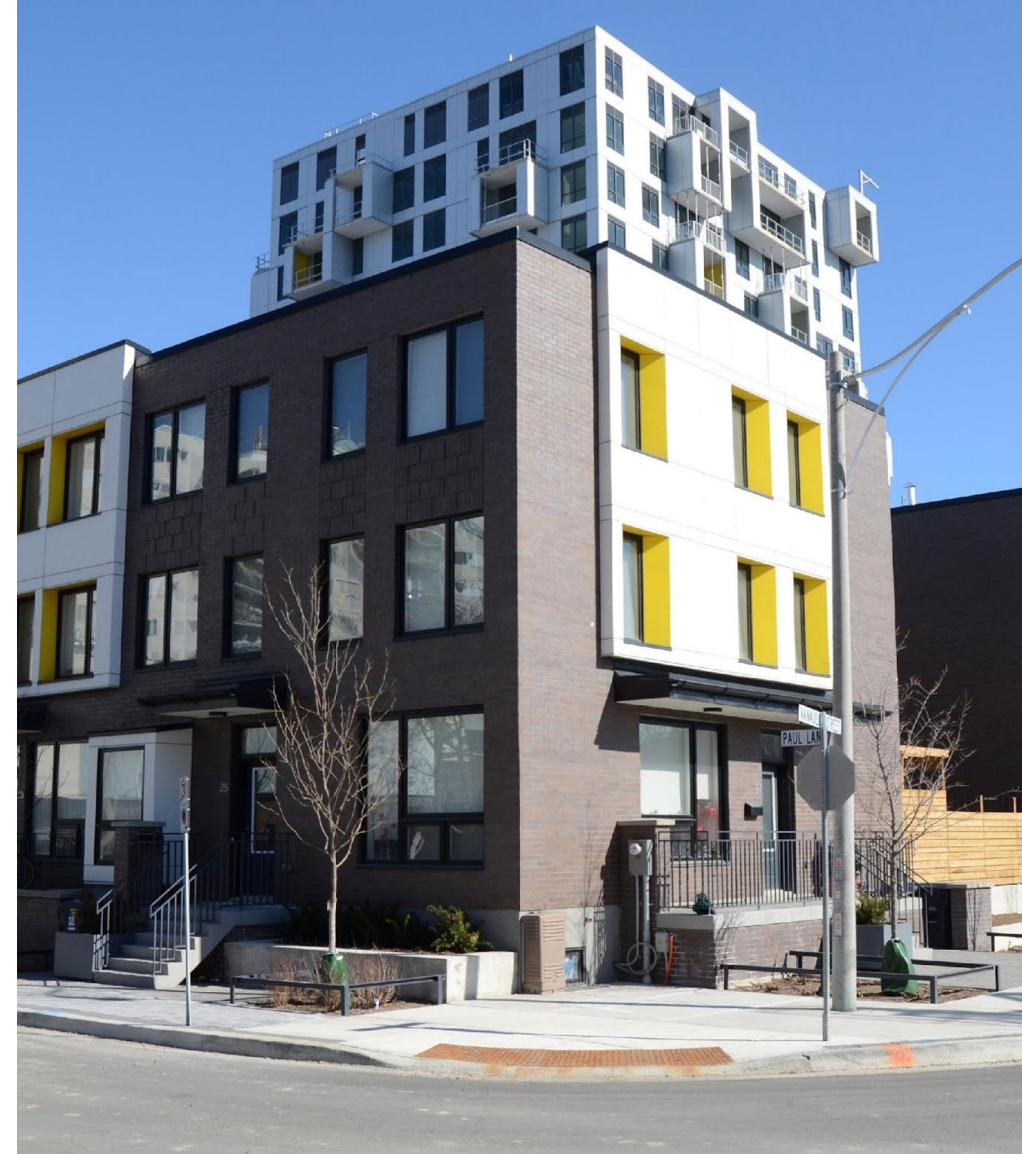


# Maintenance 101

Cheryl Alsop

*April 18, 2026*



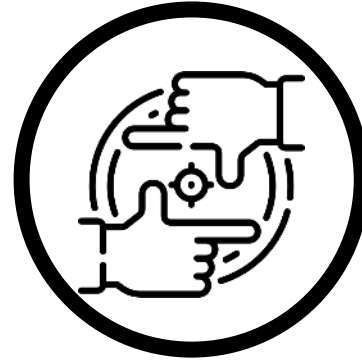
# GUIDELINES



Value others  
and their right  
to express  
ideas



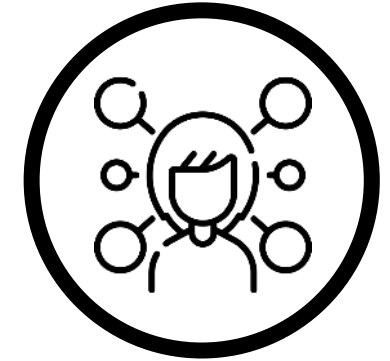
Encourage  
everyone to  
participate



Try to stick to  
the topic



Ask if you  
don't  
understand



Talk about  
issues and not  
about people



# Objectives

- Understand preventative maintenance and routine repairs needs.
- Learn tried and tested systems for making maintenance easy including using a maintenance calendar and work order tracking.
- Understand the importance of having clear maintenance policies
- Discuss what is the co-op's and what is the member's responsibility, including emergency access.

# WHY PREVENTATIVE MAINTENANCE?



- Scheduling work on an annual basis ensures the health of the building is assessed and maintains the integrity of the asset
- Decreases call out costs by addressing items before they become a larger problem
- Builds ongoing rapport with trusted tradespeople
- Provides consistent costs, which eases budgeting
- Essential to maintain a Building Envelope warranty

# WHY PREVENTATIVE MAINTENANCE?



- Calendar is co-op's commitment to maintaining building
- Provides guidelines for maintenance expenses/ budgeting
- Ensures warranty compliance (envelope, retrofit, roof, other)
- Tied to seasons and crossover with member vs co-op

WHY  
PREVENTATIVE  
MAINTENANCE?

Group  
Exercise



# Annual Inspections

- Snapshot in time of co-op condition (interior and exterior)
- Allows for common themes to be identified
- Identifies capital replacement schedule based on rating scale
- Schedule 6 months before the start of budget season
- Generate work orders



# Work Order Tracking

- Proper tracking allows for succession planning and shared knowledge
- Enables the co-op to track warranties and life span of materials purchased
- Allows for proper identification of patterns of issues (i.e. plumbing issues and building envelope concerns)



## Work Order Tracking

- Work orders form a part of the unit maintenance record
- Do you know the difference between the co-op's responsibility for repairs and the members' responsibility?

# Work Order Tracking

<i>WO</i>	<i>Date Issued</i>	<i>Unit #</i>	<i>Description of Service</i>	<i>Vendor</i>	<i>Invoice #</i>	<i>Cost</i>	<i>Status</i>	<i>Budget/ RR</i>
1	01/16/22	1-123 Co-op Street	Toilet loose at base, check seal. Wax seal replaced, toilet resealed- DONE	Happy Plumber	145736	\$275.00	COMPLETED	Plumbing
2	01/18/22	Common - 123 Co-op Street	Annual cleaning of interior of gutters- provide quote	Geraldine's Gutter Cleaning			Getting Quote	Gutter Cleaning
3	01/28/22	17-123 Co-op Street	Stove not working after power outage- Plug checked- stove has failed	Sam's Appliance Service	1856	\$140.00	COMPLETED	Appliance Repair
4	01/30/22	17-123 Co-op Street	Stove in need of replacement please supply and deliver a range YWFC310SEW	Coastal Appliance			ASSIGNED	RRF



**Time for a 5 minute break**

# Policies

- Consistent application of decision from committee to committee and board to board
- Smoother Move in Move out (MIMO) process and consistent application of charge-backs
- Prevents the perception of favoritism and increases transparency
- Defines expectations of members and co-op

# MEMBERS VS CO-OP RESPONSIBILITY

- Helps support and sustain a well maintained community
- Foster sense of joint responsibility
- Quick reference before submitting work orders
- Supports a smoother MIMO (Move in move out) process

# MEMBERS VS CO-OP RESPONSIBILITY

- When the member is a volunteer
- Aging in place and points of engagement
- If not member responsibility, it's the co-op's

**MEMBER  
VS  
CO-OP  
RESPONSIBILITY**

Group  
Exercise



# MEMBER VS. CO-OP POLICY

The following repair items are either a member or a coop responsibility:	Co-op	Member
Breakers – Overload		✓
Fan – Cleaning and Filters		✓
Safety Sensors (Heat/ Smoke) Inspection/ Operation	✓	
Sinks- Caulking and Seals	✓	
Humidity Locks and Keys- Sticky Locks and worn keys		✓
Venting- Cleaning dryer vents	✓	
Mildew/ Humidity Control - All Mildew repairs (and related damages)	✓	✓
Window- Cleaning of exterior panes	✓	
Carpet- Stains and burns, clean professionally once per year	✓	✓
Faucets/Showerheads- drips and leaks	✓	

# RIGHT TO ENTER

A white door with a brass handle and keyhole, set in a white wall with a dark wood floor. The door is slightly ajar, and the floor is highly reflective, showing a clear reflection of the door and the wall.

- Can be a part of regular maintenance
- Some co-ops are hesitant to exercise this right to enter

# WRAP-UP

What are your takeaways from today's session?

What is one thing you will apply at your co-op?