



Chapter 2

MAINTENANCE RECORDS

Building Records

Store copies of the building records for each development to document important information on the history of the building. Keep records of the following documents:

- 1) Building specifications.
- 2) As-built drawings.
- 3) Contract documents.
- 4) Guarantees and warranties for contract work, equipment and appliances.
- 5) Building maintenance manuals.
- 6) Equipment maintenance manuals.
- 7) Equipment operating instructions.
- 8) Serial and model numbers of equipment and an equipment inventory.
- 9) An inventory of tools and supplies. (Minor supplies that are regularly replaced, such as floor wax and cleaners, don't require records.)
- 10) Site inspections, noting when maintenance work has been done, any observations, the cost, if applicable, and who performed the work.
- 11) Suite inspections and all work orders. (Refer to the next section on maintenance inventories for more information.)

You can obtain copies of the first eight documents from your architect, engineer and/or contractor.

Maintenance Inventory

Keep a maintenance inventory for each unit that lists information on:

- The make, model, colour and serial number of each appliance.
- Paint colour.
- Colour and type of drapes/blinds.
- Colour and type of floor coverings and/or carpet.
- Any purchases and replacements, such as new flooring, fridges, etc., with dates.



- All maintenance work and renovations, with dates:

Using a *Maintenance Request Form* is an easy way to record maintenance work in resident units without a lot of paperwork. Residents fill out and sign the form identifying work that needs to be done and giving you permission to enter the unit. Simply write 'completed' and the date, initial the form, and then put it in the resident's file so you have a maintenance record you can use to track repairs, identify problems, or show proof of repairs in arbitration, if necessary. You'll find a sample form on page 52 in the appendix.

Maintenance records provide a history of the maintenance performed on every product. For example, these records will show when a suite was last painted, when carpets were installed and cleaned, and when a refrigerator or stove was replaced or repaired.

When you perform suite or building inspections, update your maintenance inventory records. Use up-to-date inspection information to plan short and long-term maintenance projects in your budget. For example, list equipment such as the type of hot water tank or furnace, and rate its condition, using a code:

- 1) Requires immediate replacement.
- 2) Requires replacement within 3 years.
- 3) Requires replacement in 3-5 years.
- 4) Requires replacement in 5-10 years.

In addition, store information on materials and appliances in common areas, such as the lounge, lobby and laundry room, in a maintenance inventory file.

Also maintain records of regular inspections such as fire alarm, elevator and boiler servicing, because you need these records to obtain warranty repairs.

Property management software programs are designed to track and maintain inventory lists and work orders. If you do not have a computer tracking system, ensure your files contain paper records.

The BC Non-Profit Housing Association has researched a property management software program for non-profit societies. Contact the BCNPHA at 604-527-8859 or 1-800-494-8859 for more information.

Maintenance Specifications

Keep records of the product brands and specifications you use to match products and find replacement parts when repairs are needed.

A comprehensive list of BC Housing's current product specifications is available on our website at www.bchousing.org, for everything from the grade and colours of paint to carpets, roofs, linoleum and countertops. You can use these specifications as a guide for any work at the development. Just click on the *Housing Provider* section and select the *Resource Directory - Purchasing Documents*.