



P R E S E N T S

# IMPROVING VACANCY TURNAROUNDS: The Complete Process

**April 18 & 19, 2018**

**Hosted by the Huntsville Housing Authority in Alabama**

THIS **TSA** WORKSHOP IS DESIGNED FOR:

- Maintenance Department & Management Staff who are involved in the process of turning vacant units over for new residents
- Housing & Property Managers who are responsible for efficient and cost effective unit turnovers

When a resident leaves an apartment or house that has to be occupied by a new family, many things need to be done to that unit. In most cases, the property has not been left in the same condition it was at move-in, and sometimes the Maintenance staff must deal with heavy damages and vandalism. In the least, they must do substantial cleaning, regular & preventive maintenance, painting, and a variety of repairs in order to make the unit ready for the next renters.

Workshop participants will learn how to perform a thorough, efficient, and complete turnover of a rental unit. They will learn how to assess the premises, determine the time needed to turn the unit, and the amount of labor needed to make it happen. They will also learn a variety of cleaning procedures, as well as the most common maintenance repairs encountered in vacated units.

**This workshop has been designed to save time and money for housing organizations during the vacancy turnaround process, while producing a quality environment for residents.**

This training would be most effective if both housing/property managers and maintenance personnel attended together. A round table will be held at the end of the first day so that those attending can share their successes and frustrations. Each participant will use a detailed workbook throughout the training that explains procedural issues, as well as how to perform the cleaning and maintenance work included in the workshop. These will be theirs to keep, which they can later use on the job as a reference. **TSA** certificates will be presented to everyone who attends.

## A G E N D A

**First Day, 8:00 am - 4:30 pm ... Second Day, 8:00 am - noon**

1. **MANAGEMENT CONCERNS:**
  - a. Defining Abandoned Property
  - b. Dealing with Furniture (if any)
  - c. Legal possession of the property -when the clock begins
  - d. Working with the leasing department
  - e. The tracking Process - Down time, Make Ready time, Leasing Time
2. **SAFETY CONSIDERATIONS:**
  - a. Personal Protective Equipment (PPE) for Maintenance Personnel
  - b. Identifying Slipping and Tripping Hazards
  - c. Lifting and Moving Heavy Objects
  - d. Using Chemicals and Reading Material Safety Data Sheets
  - e. Radios and the Buddy System
3. **THE TURN-OVER: A Coordinated Effort**
  - a. Inspections and Documentation
  - b. The Unit Turnover Status Board
  - c. Scheduling Cleaning, Maintenance, Painting, and Carpet Cleaning
  - d. Scheduling Outside Vendors
  - e. Dealing With Time and Budget Constraints
  - f. Having an Organized Stockroom
4. **THE MOVE-OUT INSPECTION and LOCK CHANGES:**
  - a. Documenting Damages and Discarded Items
  - b. The Maintenance Check List
  - c. The Cleaning and Carpet Evaluation
  - d. The Painting Evaluation
  - e. Documenting the Lock Changes
5. **CLEANING THE VACANT UNIT:**
  - a. Pre-Clean and Finish-Clean

- b. Various chemicals for different jobs
  - c. Entry Ways and Building Exteriors
  - d. Windows and Doors
  - e. Walls, Ceilings, Vents, Light Fixtures, etc.
  - f. Floors (carpet, vinyl, tile)
  - g. Kitchens: stoves, ovens, refrigerators, cabinets, sinks
  - h. Bathrooms (toilets, tubs, showers, sinks, mold, mildew)
  - i. The Importance of Sanitation
6. MAINTENANCE IN THE VACANT UNIT:
- a. Doors and Windows
  - b. Plumbing Fixtures
  - c. Outlets, Switches, Lights, and Appliances
  - d. Drywall repairs
  - e. Prep Work and Painting
  - f. Floor Repair / Replacement
7. DEALING WITH OUTSIDE VENDORS:
- a. Having a Preferred Vendor List
  - b. Following the Procurement Policy
  - c. Keys and contractors - Key Sign-out Sheets for Vendors and Staff
  - d. Using a White-Lock System
  - e. Scheduling and Inspecting the Vendor's work
  - f. Developing an Emergency Vendor List
8. NON-ROUTINE IMPROVEMENTS & REPLACEMENTS:
- a. Walls – drywall, plaster, & painting
  - b. Flooring
  - c. Roofing & siding
  - d. Mechanical – heating & water heaters
  - e. Other
9. THE MOVE-IN, WALK-THROUGH INSPECTION:
- a. The Final Inspection and Lock Change
  - b. Having a "Finish Kit" (paint, cleaners, tools, etc.)
  - c. Educating the New Resident during the Walk-through

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## REGISTRATION FORM

**TSA WORKSHOP: IMPROVING VACANCY TURNAROUNDS: The Complete Process**

**DATES:** April 18 & 19, 2018

**COST:** \$345./person

**AMOUNT ENCLOSED:** \$ \_\_\_\_\_

**PLACE:** Huntsville Housing Authority – Oscar Mason Community Center  
149 Mason Court  
Huntsville, AL 35805

**PHONE:** 256-532-5677 (Call for directions, if needed)

**NAME & ADDRESS of ORGANIZATION:** \_\_\_\_\_

\_\_\_\_\_ zip \_\_\_\_\_

**NAME(s) & POSITION(s) of THOSE ATTENDING:** \_\_\_\_\_

**PHONE:** (\_\_\_\_) \_\_\_\_\_ **FAX:** (\_\_\_\_) \_\_\_\_\_ **EMAIL:** \_\_\_\_\_

- Please make your own arrangements for travel, hotel, and meals. Suggested hotel is Homewood Suites Downtown (256-539-1445) or Springhill Suites Downtown (256-512-0188). Please ask for the government room rate.
- Please mail this registration form with your payment to **Training Services Association**, 1959 Cassim Ln., Tucson, AZ 85704. Please do not hand carry checks or cash to the workshop. **Questions?** Contact Bill Cogley, **TSA Director:** Phone, 520-297-3868 ... Fax, 520-297-2322 ... Email, [tsa@trainingservicesassoc.com](mailto:tsa@trainingservicesassoc.com)
- To better ensure that your registration is processed in time for the workshop, please also FAX a copy of this registration form to **TSA**, 520-297-2322 ... Thanks!
- In the event of the UNLIKELY cancellation of this workshop, non-refundable airline tickets should be purchased at your own risk. Full refunds will be provided if cancellations are made by March 28th.

**Training Services Association, LLC**  
1959 Cassim Ln.  
Tucson, AZ 85704

*Return Service Requested*