

A person is holding a brown tool bag filled with various tools, including pliers, a wrench, and a screwdriver. The bag is suspended by a strap. The person is wearing a blue jacket and light-colored pants. The entire image is overlaid with a semi-transparent blue filter.

WEEK-BY-WEEK **TRAINING**

WEEK-BY-WEEK TRAINING OUTLINE

WEEK 01

Getting to know
your Company &
Property



WEEK 02

Safety
Procedure



WEEK 03

Painting &
Make Ready



WEEK 04

Common Area
Maintenance



WEEK 05

Pool
Maintenance



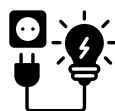
WEEK 06

Plumbing



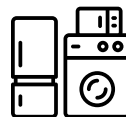
WEEK 07

Electrical



WEEK 08

Appliances



WEEK 09

HVAC



WEEK 10

Evaluation &
Review



GETTING TO KNOW YOUR COMPANY & PROPERTY

This will focus on company onboarding and familiarizing the apprentice with the property. It involves:



- Walking the property and understanding its layout.
- Meeting with all members of the onsite team.
- Sharing contact information for team members.
- Shadowing the maintenance team.



At the end of the week, conduct a review to assess observed strengths and identify areas for improvement.

- Share apps and other technology related to work orders.
- Learning about company values and culture.
- Review of employee handbook/procedures
- Meeting with the mentor if a part of program.

SAFETY PROCEDURES

Safety is of the utmost importance in maintenance work. This week's training covers:



Emergency procedures and policies including the emergency evaluation plan.

Familiarizing the apprentice with emergency contact list/vendors/who to contact in case of emergency.

Watching training and safety education videos from company or other sources.

At the end of the week, conduct a review to assess observed strengths and identify areas for improvement.

Demonstrating the proper use of personal protective equipment (PPE) and safety equipment.

Assessing the apprentice's base knowledge of safety protocols and reinforcing any unclear aspects.


Discuss any permits or licenses to be aware of.

PAINTING/ MAKE READY

This week concentrates on preparing apartments for new residents and basic painting skills. The training includes:



- Walking the apprentice through a vacant unit to identify what needs to be done for turnover. (Teaching them to walk right to left.)**
- Time management for make-ready tasks.**
- Introducing painting techniques, types of brushes, rollers, paints, and sheens.**
- Introduction to Smart Home Technology (if applicable to the property).**

 **At the end of the week,** conduct a review to assess observed strengths and identify areas for improvement.

- Teaching the apprentice how to touch up paint and use paint sprayers. This includes talking about the specific PPE for using sprayers and related OSHA requirements.**
- Practicing caulking and discussing its importance.**
- Allowing the apprentice to paint a unit and make necessary repairs to assess their skills.**

COMMON AREA MAINTENANCE

This week's focus is on maintaining and inspecting common areas throughout the property, such as fitness centers, garages, business centers, clubhouses, car and dog wash areas, dog parks, and elevators. The training involves:

Walking through all common area spaces and identifying maintenance requirements.

Understanding the maintenance requirements of a dog or car wash area:

- Knowing water shut off locations.
- Cleaning filtration systems on vacuums and schedules for cleaning.
- Inspecting drains and hose systems and learning how to make repairs.

Sprinkler Closets

- Teaching the importance of keeping the heaters operational and the closets clean and dry

At the end of the week, conduct a review to assess observed strengths and identify areas for improvement.

Proper maintenance for golf carts:

- Keeping distilled water in the batteries and that the terminals are clean and that the brakes, lights, and horns work.

Learning RTU's (if applicable):

- Sharing their functions, areas of service, locations of thermostats, filters, and compressors.
- Testing the system.

Reviewing importance of inspecting elevators (if applicable).

- Inspecting the track for debris
- Inspecting the cab for damages and for proper operation
- Testing the emergency phone, bell and alarm.
- Checking the elevator machine room for oil leaks, HVAC functionality, lights are operating, or any abnormal sounds or metal shavings on the floor.
- Sharing contact information in case of an emergency.

POOL MAINTENANCE

WEEK 05 

Week 5 is dedicated to pool maintenance which requires knowledge and attention to pool chemistry. This training includes:



- Explaining the pool filtration process and the significance of water chemistry.
- Demonstrating water testing and its importance for safety reasons. Discussing pH, chlorine, calcium hardness and alkalinity.
- Teaching the apprentice how to maintain and repair pool pumps and other pool equipment including:
 - Maintaining the pool pump, pump strainer, filter, chlorinator, skimmer basket, and heater.
 - Using cleaning tools such as the vacuum, dolphin self-cleaning tool, and brushes.



At the end of the week, conduct a review to assess observed strengths and identify areas for improvement.



Share certification and advancement opportunities: **Certified Pool Operator**

- Identify PPE equipment such as face shields, gloves, and aprons and outline the importance of always utilizing them.
- Discussing suction entrapment and how to protect against it.
- Explaining VGBS 2008 and compliance.
- Testing all pool gates and other related safety items related to the pool.

This week is all about plumbing fundamentals. The training should include:



Review plumbing specific safety items.

Introducing plumbing systems in the property and their components.

- Describing how water travels through the building and into the apartment.
- Showing shut off locations for the unit and the entire building and discussing what to do in an emergency.

Demonstrating how to replace angle stops and compression fittings.



At the end of the week, conduct a review to assess observed strengths and identify areas for improvement.

Explaining the setup of bathroom sinks and kitchen sinks with garbage disposal.

- Taking apart a bathroom sink to reassemble the drain and p-trap, discussing the importance of proper flow away from the sink to get adequate drainage.
- Teaching how to install garbage disposal as well as the pipes and p-traps.

Discussing shower valves, diverters, shower cartridges and CPVC and copper pipes.

Familiarizing the apprentice with water heaters and their basic functions and safety related issues.

Electrical knowledge is essential for maintenance work. This week focuses on basic electrical concepts, safety protocols and hands-on practice. This training includes:



At the end of the week, conduct a review to assess observed strengths and identify areas for improvement.




- Discuss electrical specific safety items.
- Review Outlining the basics of electrical circuits, multimeters, and breaker panels.
- Walking through the lockout tag out kit and showing them how to use it.

- Demonstrating how to test receptacles and work with GFCI (Ground Fault Circuit Interrupter) receptacles.
- Teaching the apprentice how to wire receptacles and troubleshoot electrical issues.
- Allowing the apprentice to perform electrical repairs under supervision. Including if they have some experience, how to wire up a light fixture or ceiling fan.

APPLIANCES

This week centers around major household appliances commonly found in rental properties. The training includes:

- Review specific safety items and how to safely move appliances.
- Discuss refrigerators and their components, including the refrigerant cycle, defrost cycle and the evaporator
- Cleaning the condenser coils on the bottom or backside of the fridge.
- Teaching microwave repairs, understanding components and cost-effective solutions.
- Covering dishwasher motor, solenoid, and pump motor repairs. Make sure to show how to hook up to the drain on the kitchen sink and the hot water supply line.

 **At the end of the week,** conduct a review to assess observed strengths and identify areas for improvement.

- Explaining the components of repairs of ranges, stoves, ovens.**
 - How to pull out and repair an electric coil, as well as the burner on a gas stove.
 - Opening the oven and demonstrating the thermostat's location and electric heating elements. For a gas stove, walk through the glow ignitor and the burner.
 - Discussing checking the gas orifices.
- Explaining the components on a washer and dryer.**
 - Showing the timer and lid switch, as well as the motor, float, transmission, and pump.
 - Opening the dryer and discussing the limit switches and heating elements as well as the importance of ensuring the dryer vent is clean and clear.

HVAC systems are crucial in maintaining a comfortable living environment. This week's training includes:



Introducing HVAC systems and how they work.

- Review basic safety related to HVAC
- Describing the refrigeration cycle and a very basic overview of thermodynamics.

Discussing the components of HVAC systems and their functions

Outlining the importance of proper and preventative maintenance including cleaning coils and changing air filters.



At the end of the week, conduct a review to assess observed strengths and identify areas for improvement.



Share certification and advancement opportunities: **EPA 608 Certification**

Discuss the electrical components of an HVAC system.

Walking through some troubleshooting tips, such as taking temperature readings and discussing the 20-degree split.

Working through super heat and subcooling with and without the utilization of digital gauges, if the tech has basic knowledge and experience.



REVIEW

This week the apprentice will demonstrate to the Maintenance Supervisor what they have learned by walking through the community and the vacant units, **identifying different components of HVAC systems and common area mechanical equipment, and through a series of tests in the maintenance shop.** This demonstration may also include soldering pipes, constructing PVC drainpipes under a spare sink, installing garbage disposal, and installing a compression angle stop on a piece of pipe. During this review period, **any items that were unclear to the apprentice should be re-tested**, and additional training may be necessary. Depending on the nature of the additional training, the apprentice may need to complete this work in the shop, a vacant apartment, or a service request.



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