

MAINTENANCE & REPAIRS

Staying in Control & Maintaining Service Level Standards

presented by **ShaunLuyt** 

Your Partner in the "Business" of Residential Property Rentals

1

Poll: Inspection & Maintenance Software

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | [ShaunLuyt.co.za](https://shaunluyt.co.za)

ShaunLuyt 

2

Associated Webinars

<https://shaunluyt.co.za/residential-property-rentals-webinars-on-demand/>

- **WEBINAR #2: RENTAL DEPOSITS & DAMAGES – How to Avoid the Avoidable Disputes!**
- **WEBINAR #4: INGOING & OUTGOING INSPECTIONS – How to Protect Your Landlords Right to Recover the Cost of Repairing Damages!**

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | [ShaunLuyt.co.za](https://shaunluyt.co.za)

ShaunLuyt 

3

Maintenance & Repairs

Process Overview

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za ShaunLuyt

4

Maintenance Management Overvie

Report

Record

Get Quote/s

LL Approval

Instruct Service Provider

Sign-Off

Pay

Follow Up – Expedite - Update

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za ShaunLuyt

5

Maintenance & Repairs

Report

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za ShaunLuyt

6

Maintenance & Repairs: Reporting

- Two sources of maintenance & repair requests
 - Tenants
 - Inspections
 - Ingoing
 - Interim
 - Outgoing
- Do you have a reporting protocol for tenants?
 - e.g. maintenance email address

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt

7

Maintenance & Repairs

Record

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt

8

Maintenance & Repairs: Recording

- All maintenance requests need to be recorded formally
 - Preferably in a central 'register'
- Information to Record:
 - Contact Person & details (reporter)
 - Priority
 - High
 - Medium
 - Low
 - Photos (preferably)

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt

9

Maintenance & Repairs

Get Quotes

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt 

10

Maintenance & Repairs: Get Quotes

- Do you have a policy on when to get quotes?
- If so, what is your policy?

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt 

11

Maintenance & Repairs: Get Quotes

- Include a maintenance & repair policy in your mandate, including:
 - When you will get quotes, and
 - How many quotes you will get

WARNING: Requiring quotes for each & every maintenance / repair job seriously limits your income!

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt 

12

Maintenance & Repairs

Landlord Approval

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt 

13

Maintenance & Repairs: Landlord Approval

- Do you always require Landlord approval before instructing a contractor, or do you have a discretionary amount you can spend without Landlord Authority?
- If so, what is your discretionary amount?

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt 

14

Maintenance & Repairs: Landlord Approval

- Do you have a landlord 'maintenance savings fund' facility?

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt 

15

Maintenance & Repairs: Landlord Approval

- Important considerations for your mandate:
 - Discretionary maintenance amount
 - Landlord 'Maintenance Savings Fund'
- You having the authorise URGENT maintenance, i.e.
 - Risk to life, limb or property
 - Health & Safety
 - Security

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt 

16

Maintenance & Repairs

Instruct Service Provider

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt 

17

Maintenance & Repairs: Instruct Service Provider

- Provide as many details as possible, including:
 - Any photo's provided
 - An indication of urgency or required deadline date (refer Service Level Standards)
- Provide the contractor with the occupant/s details
 - Inform the tenant & get contact details of person with the best availability

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt 

18

Maintenance & Repairs

Sign-Off

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za ShaunLuyt

19

Maintenance & Repairs: Sign Off

- Get feedback from Tenant in the first instance
 - Including photo's
- If there are any problems, get involved & view personally
 - Combine with an interim inspection to make the most of your time & be efficient

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za ShaunLuyt

20

Maintenance & Repairs

Pay

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za ShaunLuyt

21

Maintenance & Repairs: Pay

- Only on satisfactory completion

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt 

22

Maintenance & Repairs

**Follow Up –Expedite -
Update**

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt 

23

Maintenance & Repairs: Follow-Up / Expedite / Update

- Follow up:
 - Daily, or
 - When the next due date is reached
- Regular Updates to all parties:
 - When there is an update
 - At least 2 – 3 times per week

Note any delays / problems one party experiences getting hold of the other party & intervene & expedite, if necessary

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt 

24

Maintenance & Repairs

Service Level Standards

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt

25

Maintenance & Repairs: Service Level Standards

- Deadlines for different categories:
 - Urgent: 1 – 2 business days
 - Normal: 1 week
 - Low Priority: ????

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt

26

Maintenance & Repairs

Maintenance Policy

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt

27

Maintenance Policy Template

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt

28

Maintenance & Repairs

Mangement Report

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt

29

Weekly Maintenance Management Report Template

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt

30

Maintenance & Repairs

Recap

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt 

31

Maintenance & Repairs: Recap

- Create a maintenance & repair reporting protocol for tenants that **EVERYONE** knows and can explain
Requiring quotes for each & every maintenance / repair job seriously limits your income!
- Mandates:
 - Ensure your mandate includes a maintenance policy, including criteria for getting quotes
 - Include a discretionary maintenance amount in your mandate
 - Ensure your mandate permits you to initiate **URGENT** maintenance & repairs if you can't get hold of the Landlord & define it

Shaun Luyt | Residential Property Rental Procedures, Training & Advice | ShaunLuyt.co.za

ShaunLuyt 

32
