



*Excellence*  
*In*  
*Maintenance Program*

25 YEARS OF EXCELLENCE IN AFFORDABLE HOUSING

**SAHMA**  
**1982-2007**

5570-J Tulane Drive  
Atlanta, GA 30336  
800-745-4088 phone  
800-743-8278 fax  
info@sahma.org  
www.sahma.org



## SAHMA Excellence in Maintenance Program

The Southeastern Affordable Housing Management Association (SAHMA) is proud to announce the SAHMA Excellence in Maintenance Program to honor the on-site maintenance staff that is an integral part of every management company team.

Why wait to honor the exceptional maintenance professionals and limit it to once a year? The Excellence in Maintenance Program is designed to encourage the on-site staff to take the initiative to complete a comprehensive yet easy application process. No binders, copies of paperwork or photos. This is an opportunity for the on-site staff to accumulate points for the many things that are done on a daily basis to run an excellent affordable housing community. On-site staff work hard to make sure we are providing more than decent and safe housing, we sustain communities of quality while offering care and a sense of community to our residents.

Once an application has been completed it should be signed by a direct supervisor and a management company principal officer.

Submit the application, along with a nominal fee of \$50 per application, to SAHMA as soon as it is completed. Applications are accepted anytime! The fee will cover processing of the application and a certificate and pin will be issued to each applicant who scores a minimum of 80 points. Applications that score 90 points or more will be automatically entered into a regional contest from which a panel of judges will select one winner. Enter all points that apply – the higher the score the better your chance of impressing the judges. A \$1000 prize will awarded during the SAHMA Regional Conference in August of each year. The winner will be proclaimed the SAHMA On-Site Maintenance Person of the Year.

Submissions must attain a minimum score on the following basis:

Section 1: Credentials	10 Points (Minimum)
Section 2: Maint. Procedures, Preventative, Service & Safety	40 Points (Minimum)
Section 3: SAHMA Involvement/Continuing Education	10 Points (Minimum)
Section 4: Agency Partner Oversight	15 Points (Minimum)
Section 5: Essay	5 Points (Minimum)
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Total Minimum Points	80 Points (Minimum)

Applicants must be currently employed at an affordable housing community, owned and/or managed by a current SAHMA member.

There is no restriction on the number of applications submitted from one management company. We encourage applications from each and every property owned and/or managed by a SAHMA member. All applicants accepted in the "Excellence" program will be recognized at each state meeting.

Renewal will be required annually. This process will be quick and easy with an update form required to keep the file current and/or update the total number of points.

**To be eligible for consideration for the 2008 prize you MUST return a completed application to SAHMA by June 27, 2008. Mail with a check/money order or email with credit card information to [contessa.paige@sahma.org](mailto:contessa.paige@sahma.org)**



# SAHMA Excellence in Maintenance APPLICATION

Form must be fully completed to be accepted

Name: \_\_\_\_\_

Property Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Physical Address: \_\_\_\_\_  
(If different than mailing address)

Years in Property Maintenance: \_\_\_\_\_ Years on this Property: \_\_\_\_\_

Property Phone: \_\_\_\_\_ Property Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Number of Units: \_\_\_\_\_ Type of Property: \_\_\_\_\_

Management Company Name: \_\_\_\_\_

Management Company Address: \_\_\_\_\_

Mgmt Co Phone: \_\_\_\_\_ Mgmt Co Fax: \_\_\_\_\_

Direct Supervisor Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

(I certify that the information contained in this application is true and correct and that I have verified the claims to be accurate).

Management Co. Principal Officer Name: \_\_\_\_\_

Principal Officer Signature: \_\_\_\_\_

(I certify that the person named above has represented the information contained in this application to be true and correct to the best of my knowledge).

## **PAYMENT:**

*Please Return to: SAHMA \* 5570-J Tulane Drive \* Atlanta, GA 30336 \* Phone: 800-745-4088 \* Fax: 800-743-8278*

My Check for \$50.00 is enclosed, Check # \_\_\_\_\_

Please Charge My Credit Card: \$50.00       MasterCard     Visa     American Express

Credit Card #: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Name as it appears on Credit Card: \_\_\_\_\_



## Excellence in Maintenance

Fill in points for all items that are applicable

### Section 1: Credentials

Each credential in this category is worth 10 points Points

CAMT	
CAMTII	
EPA – Designation/Certification	
HVAC – Designation/Certification	
CMM	
<i>Other (specify credential and granting body)</i>	
<b>Credential total points (Min. 10 pts to qualify)</b>	

### Section 2: Maintenance Procedures, Preventative, Customer Service & Safety

Fill in points for all items that are applicable

(Use this section to tell us what you do/or have available on your property and use it as a helpful guide for new ideas)

Items in this category are worth 4 point each Points

Move-In & Move-Out Procedures	
Service Request completed in 24 hours or less	
Emergency Service 24-Hours per day available	
Quarterly Unit Furnace Filter Change & Smoke Alarm Check	
Annual Uniform Physical Condition Unit Inspection	
Balcony Inspection 2 times per year	
Dryer Vents Cleaned Common Laundry rooms & units 2 times per year	
Unit Exhaust Fans cleaned at least 1 time per year	
Common Area Fire Alarm Systems check 2 timers per year	
Fire Extinguishers Check Annually and tags updated	
Firewalls have been inspected	
Gutters Cleaned and checked 2-times per year	
Water Heater silcocks drained and checked	
Common area interior & exterior lighting checked on regular basis	
Furnaces cleaned and inspected	
Air Conditioning coils cleaned annually	
Splash blocks & downspouts checked for proper drainage	
Roof Flashing checked annually	
Privacy & common area fencing checked and repaired	
Playground equipment repaired and checked for safety	
All window caulking checked interior & exterior annually	
Fire Hydrants flushed & greased	
Roof Inspections – at least annually	
Inventory Procedure of Equipment	





### Continuing Educational Classes (CEU)

Please list any education classes you have attended in the last 12 months

List each event you attended (please specify date and who sponsored it)

Each one is worth 5 points

Points

Plumbing	
Grounds Maintenance	
Electrical/Wiring	
Electric/Gas Furnace Maintenance HVAC	
Appliance Repair	
<i>Other: Please indicate below</i>	
<b>SAHMA Involvement and/or CEU class/event total pts (Min. 10 pts to qualify)</b>	

### Section 4: Agency Partner Oversight

#### Most Recent Physical Inspection (REAC or other)

Points

90 to 100 Score = <b>20 points</b>	
80 to 89 Score = <b>15 points</b>	
70 to 79 Score = <b>10 points</b>	
60 to 69 Score = <b>5 points</b>	
Physical inspection by tax credit/lender or other third party entity with a finding of excellent or similar = <b>20 points</b>	
Physical inspection by tax credit/lender or other third party entity with a finding of pass/satisfactory = <b>10 points</b>	

#### Inspections/Findings

Points

Management review - superior = <b>10 points</b>	
Management review - above average = <b>8 points</b>	
Management review - satisfactory = <b>5 points</b>	
State management/operations review superior/excellent = <b>10 points</b>	
State management/operations review - pass/satisfactory = <b>5 points</b>	
Mortgage company management/operations review superior/excellent = <b>10 points</b>	
Mortgage company management/operations review pass/satisfactory = <b>5 points</b>	
Tax credit monitoring agency management/operations review superior/excellent = <b>10 points</b>	
Tax credit monitoring agency management/operations review pass/satisfactory = <b>5 points</b>	
<b>Agency Oversight total points (Min. 15 pts to qualify)</b>	



**Section 5: Essay(s) total of 5 points (*Min. 5 pts to qualify*)**

**Why do you want to join the SAHMA Excellence program? (50 words or less)**

**How have you contributed in a capacity above and beyond what is expected of you? (50 words or less)**

**Applicant Certification:**

**Name:** \_\_\_\_\_ **Date submitted:** \_\_\_\_\_