



SAHMA Excellence in Maintenance Program

The Southeastern Affordable Housing Management Association (SAHMA) is proud to sponsor 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. 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 be awarded during the SAHMA Leadership Affordable Housing 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: Maintenance 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)
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.

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



SAHMA Excellence in Maintenance Application

Form must be fully completed to be accepted

Name:

Email:

Property Name:

Mailing Address:

City/State/Zip:

Physical Address:

(if different than mailing address)

Property Phone:

Years in Property Management:

Years on this Property:

Number of Units:

Type of Property:

Management Company:

Management Co. Address:

Management Co. Phone:

Direct Supervisor:

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:

Principal Officer contact email or phone:

Payment:

☐ My check for \$50.00 is enclosed, check # _____

☐ Please charge my credit card \$50.00 (Circle 1: Visa MasterCard Amex Discover)

Name as it appears on card:

Credit Card #:

Exp Date:

Card Address:

City/State/Zip

Indicate email address for receipt:

Return application: excellenceprogram@sahma.org



Excellence in Maintenance

FILL IN POINTS FOR ALL ITEMS THAT ARE APPLICABLE

Section 1: Credentials

Credentials	Points
CAMT	
CAMTII	
EPA (designation/certification)	
HVAC (designation/certification)	
CMM	
Other (<i>specify credential and granting body</i>)	
** In Lieu of credentials, an applicant may certify years of experience and proficiency of skills by completing the addendum page and obtaining the required signature – 10 points	
SECTION 1: Credentials – TOTAL (<i>Min. 10 pts to qualify</i>)	

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

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

Check off all items that are applicable – each item is worth 4 points	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	
Inventory Procedure of Appliances	
Prepares Plans, Specs and bids for Capital Property Improvements	
Monitors all contractors on property	
Mold Prevention & Remediation Procedure	
Property Insurance Claims Reporting & Repairs	
State, Federal, OSHA Regulation Posters & Notices Displayed	
Grounds and Landscaping plan	
Material Safety Data Sheets (MSDS) Binder	
Chemical Spill Procedure	
Safety Training	
Freeze Prevention Notices & Snow Emergency Equipment Checked	
Preventative Maintenance Plan/Schedule	
List/File of Vendors who sell services or products to the project	
Energy Conservation Plan	
Other: Please list below (attach additional sheet if necessary)	

SECTION 2: Procedures - TOTAL (Min. 40 pts to qualify)	
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Section 3: SAHMA Involvement/Continuing Education

Volunteering with SAHMA is a great way to network with your colleagues and make new friends. **Worth 10 points**

Points

Have you volunteered with SAHMA in the past year?	
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Does your property participate in the **Communities of Quality (COQ)** National Recognition and Awards Program? **Worth 20 points**

Points

Yes, my property is recognized as a COQ	
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Does your property participate in the SAHMA/NAHMA **Drug Free Poster Contest**? If you do not already participate, contact SAHMA for more information. **Worth 20 points**

Points

Yes, my property participates in the Annual Drug Free Program	
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SAHMA Educational Classes and Conferences – 10 points each

List all SAHMA Affordable Housing Conferences, Add-On Courses and SAHMA Continuing Education classes you have attended in the last 12 months – please specify date.

Industry Education classes and meetings – 5 points each

List any industry education classes/meetings you have attending in the last 12 months. These include in-house and agency training/conferences, eLearning courses, etc. Please specify date. Other examples: Plumbing, Grounds Maintenance, Electrical, HVAC. Please specify date. Points

SECTION 3: SAHMA Involvement/Continuing Ed - TOTAL (Min 10 pts to qualify)

Section 4: Agency Partner Oversight

Most Recent Physical Inspection (REAC or other) Points

90 to 100 Score = 20 points	
80 to 89 Score = 15 points	
70 to 79 Score = 10 points	
60 to 69 Score = 5 points	
Physical inspection by tax credit/lender/3rd party entity: excellent or similar = 20 points	
Physical inspection by tax credit/lender/3rd party entity: pass/satisfactory = 10 points	

Other Inspections/Findings Points

Management review - superior = 10 points	
Management review - above average = 8 points	
Management review - satisfactory = 5 points	
State management/operations review superior/excellent = 10 points	
State management/operations review - pass/satisfactory = 5 points	
Mortgage company management/operations review superior/excellent = 10 points	
Mortgage company management/operations review pass/satisfactory = 5 points	
Tax credit monitoring agency mgmt/operations review superior/excellent = 10 points	
Tax credit monitoring agency mgmt/operations review pass/satisfactory = 5 points	

SECTION 4: Agency Oversight – TOTAL POINTS (Min. 15 pts to qualify)

TOTAL POINTS FROM ALL SECTIONS



Section 5: Essays - Both must be completed for 5 points
(Min. 5 pts to qualify)

Why do you want to join the SAHMA Excellence program? (50 word max)

**How have you contributed in a capacity above and beyond what is expected of you?
(50 word max)**

APPLICANT CERTIFICATION

Applicant Signature:

Date Submitted:

Addendum Page

I certify that the applicant _____ has ____ years' experience as a Maintenance professional.

The applicant possesses the skills necessary to perform maintenance duties at a high level of proficiency. These skills include a wide range of expertise that may include (but are not limited to) maintenance and repair of common areas, apartment units (general repairs, maintenance, appliances, plumbing), building mechanical services (HVAC, electrical, plumbing etc.) and building structural needs (roof, windows, exterior, grounds etc.).

Supervisor or Company Principal Officer Name:

Position Title:

Signature:

I certify that the applicant named above, possesses experience and skills that would qualify them to be accepted into the Excellence in Maintenance Program.