

MAINTENANCE PERSONNEL JOB DESCRIPTION

Above all, a Maintenance Personnel owes a fiduciary duty to the property and to the owner of the property. This means that all decisions and actions by Maintenance Personnel will be made with the property's and the owner's best interest in mind. Each property is an independent business entity. It is illegal and against policy and procedure to comingle funds or materials of any one property with another. Each property will maintain its own accounting. Maintenance Personnel will act in a manner that provides the property and the owner total trust, good faith, and honesty. No decision or action will be taken on the property that would or could be perceived as self-dealing or create a conflict of interest. Maintenance Personnel is held to a higher standard of conduct and trust than any other individual. And by accepting this position and signing this job description you are accepting this duty.

Maintenance Personnel's general duties will include prompt attention to grounds upkeep, work orders, emergency repairs and preparing units for renting and any paperwork associated with such duties. Maintenance Personnel are to have a familiarity with the rules and regulations of the property, the Management Company and any government agency working with your property; and overseeing proper maintenance of buildings and grounds, as well as following all other policies and procedures mandated by the property and/or the Management Company and/or this job description.

Maintenance Personnel will abide by all Fair Housing Laws and any other local, state or federal law.

Continuing education is a priority and attendance at training meetings presented by the property or Regional Manager, Management Company or relevant governmental agencies is, in most cases, mandatory.

The following further describes a Maintenance Personnel's duties and responsibilities.

1. **APPEARANCE:** In order to present a professional appearance to the public, Maintenance Personnel will be dressed and groomed neatly while working. Acceptable attire must be worn. Shorts are never to be worn. Appearance, language and behavior are a direct reflection on you, the property, and the Management Company. Maintenance Personnel should wear a nametag, pin or some article of clothing that clearly distinguishes them as property personnel.

2. **OFFICE HOURS:** Office hours are to be established with the guidance and approval of the Regional Manager. The Regional Manager will approve any change in office hours. If you must be off the property during assigned office hours, notify your Rental Manager. Emergency numbers, the company TDD number, and the current office hours (including lunch hours) are to be posted conspicuously on the office door at all times. All information should be legible, neat, and professional in appearance. An emergency contact number is to be posted. It may be necessary for the Rental Manager and/or Maintenance Personnel to be called to the property after office hours. This may happen if there is a maintenance emergency, fire, natural disaster, police request, etc. Rental Managers and Maintenance Personnel are expected to be present on the property for such events. Rental Managers are considered the leader of their property; their presence at such events is necessary. At the direction of the Rental Manager, Maintenance Personnel are to work with emergency workers, government officials, insurance representatives, residents, their family members, etc. in an effort to secure services, coordinate clean up efforts, etc. Maintenance Personnel are to inform their Rental Manager immediately of any emergency event. Rental Managers are to inform their Regional Manager immediately of any emergency event.

Maintenance Personnel are to act promptly to all emergencies. Maintenance Personnel will work with their Rental Managers to organize and schedule clean up and repair of emergencies. Some emergencies will require the input of the Central Office Insurance Coordinator. All property damage and liability emergencies are to be reported by the Rental Manager to the Central Office Insurance Coordinator immediately. In an emergency in which there is a fire, severe storm damage, severe natural disaster or bodily injury, 911 should be contacted first and immediately by either the Rental Manager or Maintenance Personnel, whomever is first aware of the emergency event.

Maintenance Personnel will address and greet all applicants, residents, vendors, contractors, property visitors, etc. in a positive and helpful manner. Maintenance Personnel are to be available for after-hour appointments when reasonably requested by their Rental Manager or Regional Manager

Personal appointments for site personnel, i.e. doctor, dentist, are to be scheduled outside office hours. Do not be away from your property during normal office hours for any reason, business or otherwise, without the knowledge and prior approval of the Rental Manager. Maintenance Personnel will supply their Rental Manager with a doctor's appointment note after every doctor visit. Any Maintenance Personnel missing three days of work without contact with their Rental Manager will be considered to have given notice and their employment will be terminated. When Maintenance Personnel wants to terminate their employment they must give a two-week written notice to their Rental Manager and to the Regional Manager. Sick and/or vacation time cannot be used for notice.

Time worked must be recorded on a daily basis, and each employee must sign a time sheet bi-weekly, which reflects the correct number of hours worked. No overtime will be granted unless the Regional Manager approves it in advance and in writing. Emergency events can cause overtime to be accumulated without prior Regional Manager approval. In this case overtime can be worked without prior approval. It is against company policy to accumulate "comp time" and discovery of this practice will result in employment termination. Employees are to be paid the time they work. Abuse of the overtime policy will be grounds for dismissal.

If Maintenance Personnel are ill and unable to work, the employee must notify their Rental Manager no later than the normal starting time for that day. If an employee is ill or injured, they should not report for work. Maintenance Personnel who fail to notify their Rental Manager of their intended absence promptly are subject to dismissal. A doctor's return to work note is necessary for the following reasons: if an employee misses three consecutive days of work due to illness, or if an employee is injured. Abuse of the leave policy, chronic absenteeism, or consistent tardiness are all considered grounds for dismissal.

Observed Holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day.

3. **PROFESSIONAL CONDUCT:** Maintenance Personnel should maintain professionalism at all times. This includes, but is not limited to, attire, hygiene, punctuality, dependability, and confidentiality of personal information. Confidentiality includes, but is not limited to, non-disclosure of personal, resident, or employee information of any nature to any other party. Discussing personal/private information or gossiping will not be tolerated and is grounds for dismissal. The rental office and maintenance shop are a place for business, loitering or congregation for non-business purposes is prohibited. There is absolutely no smoking in the rental office, maintenance shop or in any vacant or occupied apartment. Smoking while walking the property is prohibited.

Maintenance Personnel will not steal, lie or commit fraudulent acts during their employment. They will not borrow money from applicants or residents or co-workers or solicit any such transaction. They will not lend money to applicants or residents or co-workers or solicit any such transaction. They will not accept cash at any time for any reason. They will not accept money or any other commodity in exchange for an apartment, better position on the waiting list, to have a work order completed, to have a work order be given priority over other work orders or any other action that would better an applicant's, resident's or co-worker's situation over another. Petty cash is not to be used for personal use. Maintenance Personnel will not profit from the sale or replacement of property appliances or materials. Maintenance Personnel will not receive any special gifts, compensation or goods, etc. from a vendor or contractor. If Maintenance Personnel become aware of any described activity and/or any fraudulent activity they will report this to their Rental Manager and/or Regional Manager and/or Regional Manager's Supervisor immediately.

Maintenance Personnel's actions will be such that they protect the best interest of the property and the owner. Maintenance Personnel will conduct themselves with the upmost honesty and candor when working with their Supervisors or any other Central Office staff. All documents, policy, procedures and forms are the sole property of the property itself or the Management Company and are not to be shared with anyone. Discussion of the property or the Management Company, or their employees, residents, guest, applicants, etc. to non-property or non-management personnel is prohibited unless is it required by regulation.

Maintenance Personnel will not participate in social media in that they will not post any comments, pictures, or status related to the property they manage, any other property, or the Management Company. They will not comment on any remarks or pictures posted by residents or any other person as it relates to the property where they are employed, any other property, or the Management Company. All inquiries, questions or comments by any media will be directed to the Regional Manager. Personal calls whether on the office phone or on a personal phone will be kept to a minimum and will not interfere with job duties.

Maintenance Personnel will maintain a professional relationship with all people they come into contact with during the course of their employment. Dating of applicants, residents or co-workers is prohibited. Dating of a contractor or vendor could be perceived as a conflict of interest and is prohibited. Professional behavior is expected at all times. This includes business like conversation and avoidance of cursing or loud and/or harsh tone or language.

Maintenance Personnel will adhere to the lease and house rules as well as all other policy and procedures established for the property, the Management Company and/or regulatory agency. Maintenance Personnel will conduct themselves in a manner that does not conflict with the lease and house rules or with any other policy or procedure established for the property, Management Company and/or regulatory agency.

All complaints are to be handled in a prompt and professional manner. All complaints will be directed to the Rental Manager who will address the complaint in a timely manner. All unresolved complaints will be directed to the Regional Manager who will address the complaint in a timely manner. Any applicant or resident wanting the telephone or fax number to the Central Office should be directed to the Rental Manager who will give the telephone or fax number to the Central Office to the requesting party.

4. **LEASING:** Maintenance Personnel are responsible for preparing vacant apartments by following the property's Unit Preparation Guidelines. This document is provided to all Maintenance Personnel to read and agree to the procedure. Emergencies, upkeep of the property, and preparation of vacancies are to be given priority status in the workday.

5. **PAPERWORK:** All paperwork relating to grounds upkeep, work orders, emergency repairs and preparing units for renting is to be prepared and completed in a timely manner. It is the responsibility of Maintenance Personnel to stay as current as possible on company and agency procedure and to seek instruction or clarification from their Rental Managers should they have questions. A resident will never be moved into an apartment before the apartment is made ready following the Unit Preparation Guidelines and all paperwork is complete. Maintenance Personnel family members will not be moved onto the property or recertified without the Regional Manager auditing the paperwork for that move in or recertification. Any request for expense or mileage expense with original receipts attached must be submitted to the Rental Manager no less than once per month.

6. **SUPERVISION OF MAINTENANCE:** Rental Managers are responsible for the hiring, firing and supervision of all on-site Maintenance Personnel. Rental Managers are to set both a priority work schedule and a preventive maintenance work schedule. Daily staff meetings are to be held to discuss scheduling of work orders, make readies, grounds upkeep, etc. Rental Managers must ensure the proper maintenance of the property, providing supervision and guidance to the Maintenance Personnel and assisting in any way and at any time necessary. Each Maintenance Work Order Request must be processed and the Work Order system maintained by either the Rental Manager, or at the determination of the Regional Manager, a properly trained Maintenance Personnel. This is to be done on an on-going basis with all records kept current.

Rental Managers will be responsible for maintaining an Inventory Control Log, which is applicable to both the office and the maintenance shop. This will be done with the assistance of the Maintenance Personnel.

Maintenance Personnel will maintain all areas of the apartment community in as spotless a condition as possible. The entire property should be clean and free of trash at all times. The maintenance shop should also be clean, orderly and free of clutter with the grounds and landscaping well maintained.

The Rental Manager is also responsible for insuring that all Maintenance Personnel are neatly and professionally dressed in attire that distinguishes them as company personnel.

The Rental Manager is to conduct regularly scheduled unit inspections and will have Maintenance Personnel present each time an occupied unit is entered. The primary focus of these inspections should be to monitor maintenance items needing attention, as well as resident housekeeping. Action to correct any deficiency found will be taken immediately.

A Rental Manager will not hire a family member for the property in which they will have direct supervision. If a family member is being considered for employment at another property this is to be done with full disclosure and approval by the Regional Manager prior to an offer of employment.

Maintenance is a key and primary function of the Maintenance Personnel. Proper maintenance is necessary for a property to be considered successful.

7. **INJURIES:** All on-site related injuries must be reported to the Rental Manager immediately. The Rental Manager will notify the Central Office Insurance Coordinator and Regional Property Manager immediately. This will include any incident/injury involving employees, residents, or any visitor to the property. Photos of the area in which the injury occurred are to be taken and sent to the Central Office Insurance Coordinator as quickly as possible.

If this injury is work related it must be reported to the Rental Manager immediately. The Rental Manager will report the injury to the Central Office Workman's Compensation Insurance Coordinator and Regional Manager immediately. When seeking medical treatment for a workplace injury a drug test kit must be taken to the treating facility and the drug test administered at the treating facility. Drugs and alcohol are not permitted to be used or consumed while working or while on call. Such use or consumption is grounds for dismissal. Failure to follow drug-testing procedure is grounds for dismissal. Testing positive for drugs or alcohol is grounds for dismissal.

8. **TRANSPORTATION:** It is mandatory that the Maintenance Personnel have at their immediate and continuous disposal a dependable, properly licensed, and insured vehicle. Maintenance Personnel must have the physical and mental ability and the legal authority to operate that vehicle. Travel and expense reports with receipts attached must be submitted to the Rental Manager no less than once per month.

9. **WORK PLACE POLICIES:** All employees must follow all company policies and work rules. In addition to the Maintenance Personnel Job Description, all employees must read, sign and adhere to the Safety Rules for On-Site Personnel, What is Sexual Harassment?, the Fair Housing Policy, the Unit Preparation Guidelines and complete any additional employee paperwork. Regional Managers will monitor, review and investigate any concerns and/or complaints regarding on-site staff. They will implement any disciplinary action necessary to address and/or correct the event exposed in a concern and/or complaint. Regional Managers will remain in contact with Central Office staff to monitor and review work performed by on-site staff. Regional Managers will act quickly to address and/or correct any negative event exposed in a Central Office staff concern and/or complaint.

Maintenance Personnel is required to do anything deemed necessary, within reason, by their Supervisor, the Rental Manager and the Regional Manager, in order to facilitate the successful operation of the property.

Violation of any of the above noted items, as well as any other policy or direction of Franklin Asset Management Company personnel, or employees of any properties in which it has been contracted to manage, will be grounds for disciplinary action up to and including termination of employment.

WE ARE ALWAYS:

MANAGING WITH PRIDE AND SETTING THE STANDARD IN HOUSING

EXEMPLIFYING A POSITIVE AND HELPFUL ATTITUDE

MAINTENANCE PERSONNEL JOB DESCRIPTION ACKNOWLEDGEMENT & AGREEMENT

I do hereby acknowledge, agree and accept the Maintenance Personnel Job Description as part of my employment with:

_____ Apartments.

Any previous edition of the Maintenance Personnel Job Description is considered obsolete.

Printed Name

Maintenance Personnel's Signature

Date

Rental Manager's Signature

Date

Regional Manager's Signature

Date

NON-MAINTENANCE PERSONNEL ACKNOWLEDGEMENT

I hereby acknowledge having read the above Maintenance Personnel Job Description and understand the duties and responsibilities of Maintenance Personnel.

Rental Manager's Signature

Date

Regional Manager's Signature

Date