

Residential Building Maintenance Course



Module 2 Building Maintenance Service Excellence

COURSE HOURS: 30

Course Description

This course provides building maintenance technicians and related workers with awareness and skills in providing valuable and respectful service in the conduct of their work in general and preventative maintenance. The course focuses on taking responsibility and pride in the work to ensure quality and to maintain a strong reputation for the property owners. It provides various best practices and general principles that will present a professional image of the property owner's organization while ensuring safe and comfortable living conditions for residents.

Learning Outcome(s)

Learners are required to successfully complete each course outcome. In keeping with NSCC's approach to portfolio learning, learners will have demonstrated the ability to:

1. Conduct inspection and observation of resident spaces to contribute to safe, clean and comfortable living conditions for residents
Objective(s)
 - a. Identify and report possible incursions of household pests (insect, rodents, etc.)
 - b. Identify and report possible environmental and health conditions (dust, mold, rot, etc.)
 - c. Identify and report signs of wear and damage to property and facilities
 - d. Identify and undertake basic ground and landscape maintenance (snow and ice removal, grass cutting, landscape site lines, etc.)
2. Take reasonable precautions to ensure health and safety of other workers, residents, and others in the workplace.

Conduct respectful and effective relationships in the process of conducting basic maintenance work

Objective(s)

- a. Observe all regulations and laws relating to access and interaction with residents and contractors on site
 - b. Interact effectively and respectfully with residents, contractors, and onsite managers
 - c. Manage task priorities and time on task for efficiency and productivity.
3. Identify and report residential conditions that may present dangerous or wasteful usage. Maintain professional standards and documentation in the process of general and preventative property maintenance

Objective(s)

- a. Request necessary materials, supplies, parts and tools required for maintenance and ensure effective storage and use.
 - b. Maintain effective work records in accordance with employer expectations and procedures.
 - c. Ensure effective use, security and storage of equipment and materials (ladders, scaffolding, tools, etc.)
4. Interpret, process, and close work records, requests and tickets
Identify, inspect and monitor building systems and processes
- a. Identify and explain fire evacuation and fire safety procedures
 - b. Identify and explain basic building alarms and security systems
 - c. Identify and explain functioning of central systems (HVAC, air exchange, central water, electrical control panels, etc.)

Course Cost

Members: TBD

Non-Members: TBD

For more information contact:

Kevin Russell

Executive Director

E: kevin@ipoans.ca

T: (902) 425-3572

