

# MAKE READY SERVICE TECHNICIAN

*Participant Guide*

## TURNING A HOME FOR A NEW RESIDENT

Liberty Military Housing has set a goal of 14 days to turn a home. Keep in mind, this goal does include weekends and recognizes the fact that some homes may take longer to complete while others can be done in less than 14 days. As an LMH Service Technician we have a vital role in helping ensure we achieve this goal, let's take a look at how we can do this.



### NOTES

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# TURN ETIQUETTE

## *Service Technician*

- Be mindful of neighbors
- Do not block driveways
- Do not use the restroom
- LMH Tech acquires Make Ready Packet from bin
- LMH Tech collects Primary & Secondary Parts
- LMH Tech assess the home using Touch & Feel Inspection
- LMH Tech develops systematic and efficient game plan to complete the home
- LMH Tech informs Supervisor of estimated completion time
- LMH Tech sets a goal based off what they saw during the Touch & Feel Inspection
- LMH Tech communicates additional items that may require vendor assistance or special parts
- LMH Tech performs annual maintenance tasks & addresses items found during initial inspection
- LMH Tech conducts a 2<sup>nd</sup> Touch & Feel Inspection to double check their work
- LMH Tech completes the Make Ready and Preventative Maintenance Checklist
- Each Make Ready must have a Make Ready Inspection Sheet
- Each section needs to be check whether it is repaired, good, replaced or N/A

## MARE READY PROCESS: *Pre-Make Ready Work*

M

**Maintain** an organized tool box with Primary Parts (*commonly used items*) & Secondary Parts (*limited use items*)

A

**Assess** the home by testing, touching, & inspecting maintenance items that need to be addressed during the turn process

K

**Know** what additional parts you will need to complete the home & document those items on the Make Ready and Preventative Maintenance Checklist

E

**Efficiently** develop your game plan to complete the home, set a realistic time-frame for completion, & inform your supervisor of your goal

### *Standard Parts*

#### Primary Parts

Door Stops • Hinge Door Stops • Door Bumpers • Screen Material • Screen Corners • Spline • Tabs • Face Plates  
• Switches • Outlets • Blind Slats • Pull Chains • Showerheads • Caulking • Silicone • Flapper • Light Bulbs •  
HVAC Filter • Sink Basket • Disposal Stop

#### Secondary Parts

Kitchen Faucet • Bathroom Faucet • Pop-Up Assembly • Passenger/Privacy Levers • Sliding Glass Door Hardware  
• Supply Lines (Kitchen/Bath) • Angle Stops • Knobs • Drawer Pulls • Flush Valves • Tub Shoe • Overflow • Tub  
Diverter • Shower Rod • Toilet Seat • Towel Bar • Toilet Paper Holder • Door Sweep

## MAKE READY PROCESS: *Post Make Ready Work*

R	<b>Review</b> items that require additional time & inform your supervisor
E	<b>Exit</b> the home after maintenance is done, spiff the unit, & re-walk the home to double check your work
A	<b>Assess</b> what was done in the home, fill out the Make Ready Checklist & Annual Inspection Form in their entirety
D	<b>DM</b> , MS, and/or SC will walk the home & create a QC punch list; address items found, if any
Y	<b>You</b> learn from your mistakes & apply what you have learned to the next Make Ready

## NOTES

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