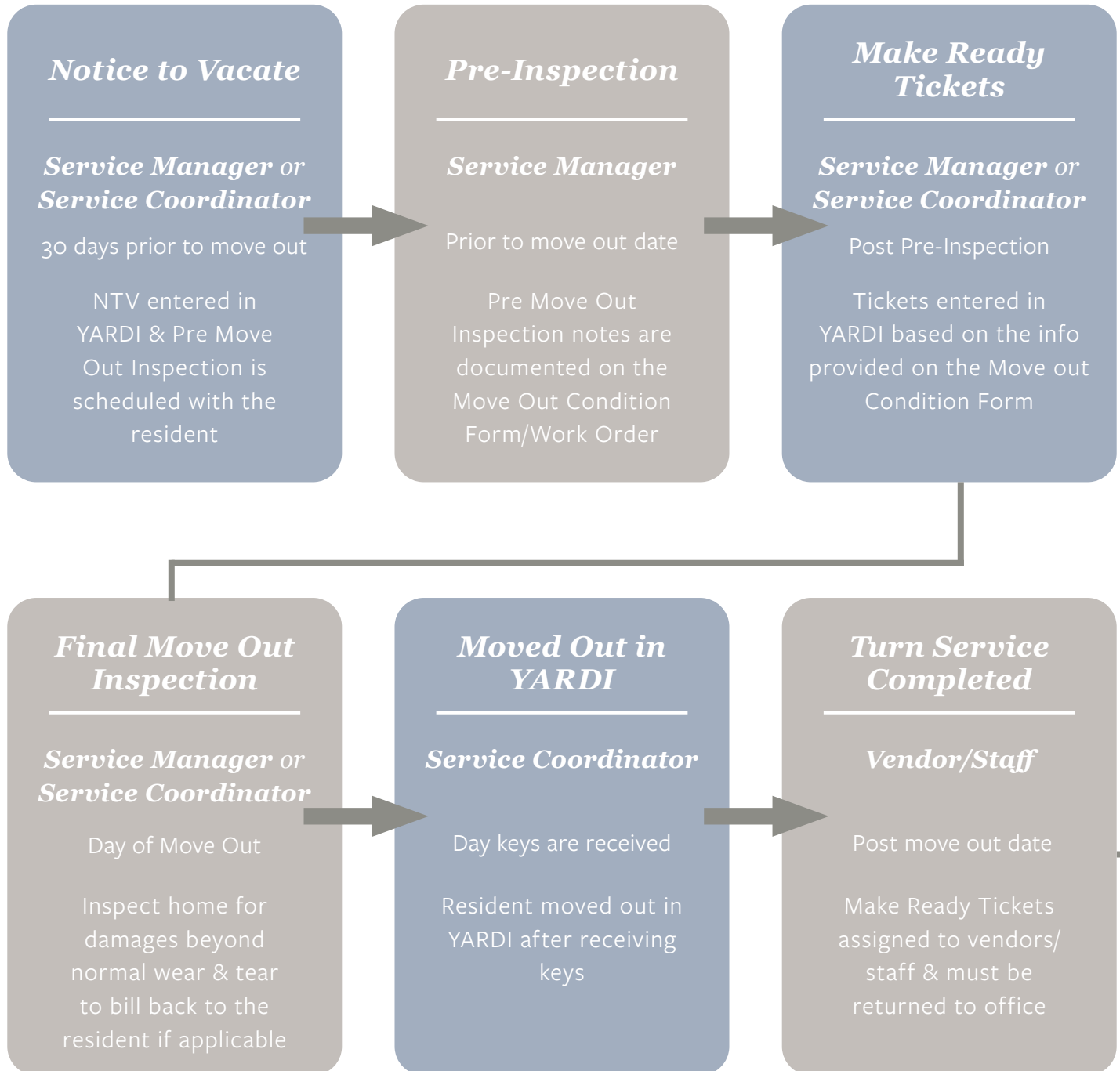


MAKE READY LIFE CYCLE

Participant Guide

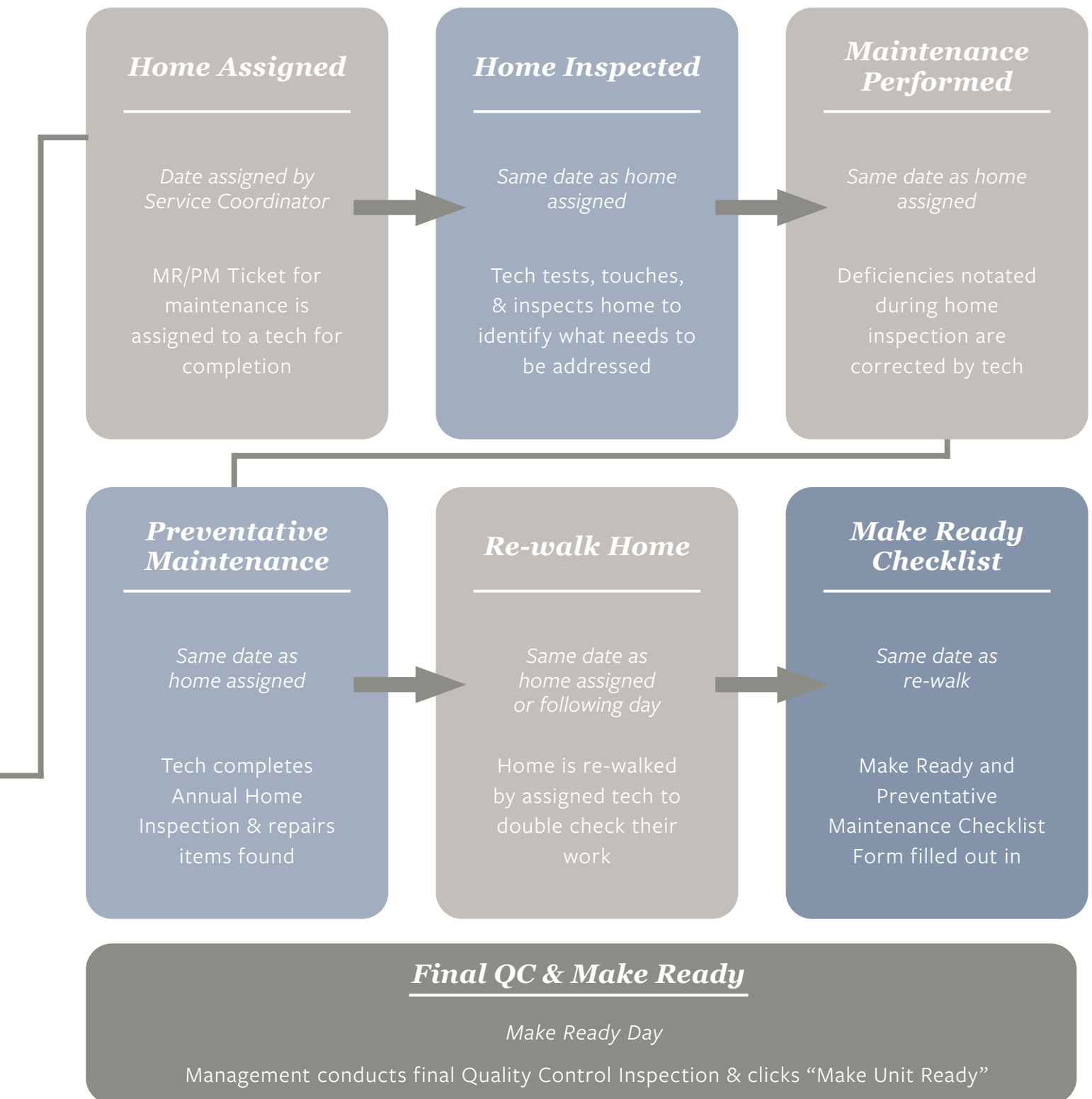
MAKE READY PROCESS

Follow the steps below to complete the Make Ready Process:



MAKE READY PROCESS: *Service Technician*

Follow the steps below to complete the Service Technician Make Ready Process:



PREVENTATIVE MAINTENANCE

Every home must be inspected and findings documented on the Make Ready and Preventative Maintenance Checklist. Annual Inspections are created using the Inspections role in YARDI and assigned to technicians through the YARDI Inspections App. This priority may only be used for Preventative Maintenance or RECP home energy inspections. Inspections completed at make ready must have an Annual MR step.

The Make Ready and Preventative Maintenance Checklist Form must be attached to the o9-QC Inspection Work Order in YARDI. This can be done by taking pictures of the completed form and attaching to the Work Order using YARDI Mobile. If a necessary repair is noticed during a PM inspection a Service Request must be created and classified as routine, urgent, or emergency, not o8-Inspections.

HVAC - AIR DISTRIBUTION	N/A	X				Comments
Check appropriate box for each item	REPAIR	SAT	REPLACE			
Inspect Air Filter Housing & Seal						
Replace Air Filter						
Inspect for Dirt Accumulation:						
Grilles						
Registers						
Diffusers						
Trunk Branch Balancing Dampers						
Clean Air Return Grille						
Inspect Duct Work for Moisture or Biological Growth						
HVAC - CONTROLS & SAFETY	N/A	X				Comments
Check appropriate box for each item	REPAIR	SAT	REPLACE			
Thermostat Tight/Level						
Heat Working						
A/C Working						
Fan Working						
Drain Pan Safety Switch Working						
HVAC - EVAPORATOR COIL	N/A	X				Comments
Check appropriate box for each item	REPAIR	SAT	REPLACE			
Inspect Cabinet, Fasteners, & Panels						
Inspect/Clean Condensate Drain						
Inspect Drain Line & Pan for Biological Growth						
Inspect Secondary Drain Line						
Inspect Secondary Drain Pan						
Inspect Overflow Protection Devices						
Inspect for Proper Drain Flow						
Inspect for Evidence of Water in Secondary Drain Pan						
Inspect/Clean Coil Fins						
Inspect Refrigerant Line						
Insulation						
HVAC - CONDENSING UNIT	N/A	X				Comments
Check appropriate box for each item	REPAIR	SAT	REPLACE			
Inspect Cabinet, Fasteners, & Panels						
Inspect for Required Clearance						
Around Cabinet						
Inspect Refrigerant Line						
Insulation						
Diffusers						
Inspect/Clean Coil Fins						
HVAC - FURNACE	N/A	X				Comments
Check appropriate box for each item	REPAIR	SAT	REPLACE			
Replace Filter						
Clean Air Return Grille						
Inspect Venting is Secured						
Remove Dust from Burners						
Clean Flame Sensor						
Check Blower Motor						
HVAC - GAS BOILER	N/A	X				Comments
Check appropriate box for each item	REPAIR	SAT	REPLACE			
Inspect Burners for Contamination						
Test Main Burner Ignition						
Test Burners						
Inspect Combustion Chamber						
Inspect Burner & Flue						
HVAC - HYDRONIC LOOP	N/A	X				Comments
Check appropriate box for each item	REPAIR	SAT	REPLACE			
Inspect Water Pump						
Inspect Condensate						
HVAC - GEOTHERMAL AIR SIDE COIL	N/A	X				Comments
Check appropriate box for each item	REPAIR	SAT	REPLACE			
Inspect Coil Fins						
HVAC - GEOTHERMAL CONDENSATE	N/A	X				Comments
Check appropriate box for each item	REPAIR	SAT	REPLACE			
Inspect for Condensate Blowing from Coil Into Cabinet						
Inspect for Condensate Blowing from Coil Into Air Distribution System						
Inspect Condensate Drain Piping for Proper Operation						
Inspect Condensate Drain Traps						
HVAC - GEOTHERMAL WATER LOOP	N/A	X				Comments
Check appropriate box for each item	REPAIR	SAT	REPLACE			
Inspect Water Pump						
WATER HEATER (Tank or Tankless, circle one)	N/A	X				Comments (Depress of Warranty)
Check appropriate box for each item	REPAIR	SAT	REPLACE			
Water Heater Free of Leaks						
Check Straps						
Check Flue/Hood/Vent Pipe						
Check TP Valve & Discharge Line						
Discharge Line is CPVC/Copper						
Pipe Insulation Present						
Check Drain Pan						
Check Sediment Trap						
Check Supply Lines (water & gas)						
Check Water Heater Stand						
Check Electrical Lines						
Check Water Heater for Grounding						
Water Temperature Degrees @ WH						
Check Water Temperature @ Faucet						

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Preventative Maintenance Quiz

1. It's time to complete the district's annual fire extinguisher inspections, can the o8-Inspections priority be used to create the Work Orders? _____
2. List some other examples of work that can be entered using o8-Inspections: _____

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

MAKE READY AND PREVENTATIVE MAINTENANCE CHECKLIST

Every home that is turned requires a Make Ready and Preventative Maintenance Checklist Form to be filled out documenting the conditions and corrective actions taken during the Make Ready Process. Each room is broken down into individual tasks and we must indicate whether those items have been repaired, replaced, in good condition, or not applicable. This Make Ready and Preventative Maintenance Checklist will help ensure we have inspected everything to verify the home is in neat, clean, and working order.

In addition, this document will also ensure we have specifically tested all life safety devices and performed our preventative maintenance which includes but not limited to, inspecting for water intrusions, cleaning HVAC systems, and ensuring there are no leaks.

Make Ready and Preventative Maintenance Checklist

KITCHEN	N/A	X	REPAIR	SAT	REPLACE	Comment	KITCHEN CONTINUED	N/A	X	REPAIR	SAT	REPLACE	Comment	BASEMENT/DEN/SUNROOM/LOFT	N/A	X	REPAIR	SAT	REPLACE	Comment
Check appropriate box for each item							Check appropriate box for each item							Check appropriate box for each item						
A/C Heat Vents Rust Free							Check Microwave Operation							Ceiling/Wall/Paint Condition						
Ceiling/Wall/Paint Condition							Check Microwave Filter							Check Outlets for Power						
Countertop Condition							Check Microwave Lights							Switch & Outlet Plate Condition						
Countertops Caulked							Check Range Hood							Check Lighting/Ceiling Fans						
Countertop Backsplash Caulked							Check Range Hood Filter							Leak/Mold Evidence						
Kitchen Doors							Check Range Hood lights							A/C-Heat Vents Rust Free						
Cabinet Drawers & Doors							Check Fire Sprinkler Heads							Check Blind/Wand Operation						
Cabinet Condition (Upper/Lower)							Caulk Kitchen/Pantry Floor							Windows Cracked/Fogged/Stickers						
Cabinet Liner Present							Vinyl/Tile Floor Condition							Check Smoke/CO Detectors						
Pantry Door Operation							Check for Water Intrusion/Moisture							Exterior Door Condition						
Lighting																				
GFCI							EXTERIOR	X						EXTERIOR (Continued)	X					
Outlets & Switches have Power							Check appropriate box for each item							Check appropriate box for each item						
Outlet & Switch Plate Condition							Check Siding Loose/Missing							Trash Bins Present and Condition						
Windows Operations & Safety Stickers							Check Stucco Condition							Check for proper drainage						
Windows Cracked &/or Fogged							Check Shutters Loose/Missing							Check meter boxes/valve cover						
Window Screens							Check Exterior Flashing							WASHER/DRYER ROOM	X					
Blinds/Wand Operations							Check for Missing Shingles							Check appropriate box for each item						
Sliding Glass Door Operation							Check Exterior Hand Rails							Ceiling/Wall/Paint Condition						
Sliding Glass Door Charlie Bar/Locks							Check Exterior Hand Rail Paint							Check Door/Locks/Door Stops						
Check Disposal for Operation/Leaks							Check Exterior Hose Bibb							Check Cabinets/Doors/Shelves						
Check Faucet for Leaks							Check Fence for Loose Boards							Check Outlets/Switches						
Check Faucet Spray							Check Gate Operation							Check Lighting						
Check Water Shutoff Valves							Check Condensing Unit							Baseboard Caulk/Paint Condition						
Refrigerator Level/Set on #1							Check Yard Condition							Check Washer Box/Drain						
Check Refrigerator Racks/Door Bars							Check Sidewalk Condition							Check Washer Operation						
Check Refrigerator Door Seal							Check All Concrete Condition							Check Washer Pan Condition						
Check Icemaker/Ice Tray							Check Exterior Stairs							Check Dryer Operation						
Clean Refrigerator Coil							Check Foundation							Check Dryer Duct/Hose						
Check Stove/Burner Operation							Check Roof							Check Dryer Vent Pipe						
Check Stove Door Gasket							Check Drainage Gutters							Check Dryer Gas Line						
Check Stove for Leveling							Check Downspouts													
Check Stove Anti-Tip Bracket							Check Exterior Vent Pipe													
Check Dishwasher Operation							Check Pressure Reducing Valve													
Check Dishwasher for Leaks							Check Hose Bib/Anti-Siphon Device													
Check Dishwasher Soap Dispenser																				

MAKE READY: *Checklist and Inspection Form*

MAKE READY AND PREVENTATIVE MAINTENANCE CHECKLIST			
Work Order # _____ Property _____ Unit Address _____ Beds/Bath _____ Service Technician _____	Move Out Date _____ Move In Date _____ Time In _____ Time Out _____ Inspected By _____	Date Started _____ Date Completed _____ Mgr Approval (signature) _____ Approved by (printed) _____ Approved Date _____	
ASBESTOS CONTAINING MATERIAL INSPECTION Known Locations of ACM: _____ Condition of Known ACM: _____ Manager/Director must be notified if an outside contractor is needed for remediation.	LEAD BASED PAINT INSPECTION Known Locations of LBP: _____ Condition of Known LBP: _____ Manager/Director must be notified if an outside contractor is needed for remediation.	CARBON MONOXIDE TEST RESULTS Test each floor listed with heat on & record below: Basement _____ 1st Level _____ 2nd Level _____ 3rd Level _____ 4th Level _____ SMOKE DETECTOR AND CARBON MONOXIDE DETECTOR CERTIFICATION By signing below, I certify that all smoke and carbon monoxide detectors are operational.	Signature _____ Printed Name _____
CORRECTIVE ACTIONS NEEDED/TAKEN In House? Yes Or No Outside Contractor? Yes Or No ***Work shall only be done in-house in the case where ACM material may be fixed without disturbing (such as cutting, scraping, sanding, drilling, removal) of the material	CORRECTIVE ACTIONS NEEDED/TAKEN In House? Yes Or No Outside Contractor? Yes Or No ***Work shall only be done in-house in the case where LBP material may be fixed without disturbing (such as cutting, scraping, sanding, drilling, removal) of the material	Fire Suppression System (if applicable) Annual system inspection by certified contractor up to date if required by local code? Yes Or No	Fire Suppression System (if applicable) Annual system inspection by certified contractor up to date if required by local code? Yes Or No

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MAKE READY: *Checklist and Inspection Form*

WATER INTRUSION CHECK		REMOVAL ACTION TAKEN		PEST CONTROL		CORDED BLINDS	
Locations:		In House?	Yes Or No	Is the home free of pests?	Yes Or No	Does the home have corded blinds?	Yes Or No
Miscellaneous Notes:		Outside Contractor?	Yes Or No			If Yes, is there a continuous loop?	Yes Or No
Manager/Director must be notified if an outside contractor is needed for remediation.						If Yes, continuous loop must be removed.	

FRONT DOOR/FOYER	Comments	REPAIR	SAT	REPLACE	Comments	PORCH/PATIO/DECK	REPAIR	SAT	REPLACE	Comments
Check appropriate box for each item						Check appropriate box for each item				
Screen Door						Patio Soffit Condition				
Door Bell/Push Button						Lighting/Globe/Lens Cover(s)				
Paint Condition						Electrical Outlet/GFCI				
Weather Strip & Door Sweep						Caulking @ Sliding Glass Door				
Threshold						Storage Door & Lock				
						Clean				
Locks Changed/Door Secures						Rails (secure, paint condition)				
Peep Hole						Porch/Decking Condition				
Door Numbers						Stair Condition				
Lighting						Sliding Glass Door/Screen Door				
Door Stops						Storage area attached/detached				
Flooring Condition (Vinyl, Tile, etc.)						Switches/Outlets Operable				
GARAGES/CARPORTS						Switch/outlet covers				
Check appropriate box for each item						Storage lighting/globe/lens cover				
						MECHANICAL EQUIP/ROOM				
Check Electric Door Operation						Check appropriate box for each item				
Check Electric Door Remotes										
Check Door Sensors						Room Clean				
Check Safety Reversal Switch						Area Free of Gas Leaks				
Check Exterior Lighting						Area Free of Mold				
Check Exterior Door Lock/Strike						Breaker Panel Labeled				
Check Interior Door Lock/Strike						Breaker Access Panel				
Check Interior Lighting/Switches						Breaker Dead Front Cover				
Check Garage Shelving						Breaker Conditions				
Check Garage Siding						Water Lines Marked				
Flooring Condition						Gas Lines Marked				
Check Doorbell						C/O Mitigation System				
Check outlets/covers						Radon System				
INTERIOR COMMON AREAS						Sprinkler System				
Check appropriate box for each item						Security System				
						Fire Sprinkler Heads				
Check Interior Stair Rails						Check appropriate box for each item				
Check Closet Doors/Hardware										
Check Closet Wall/Paint Condition						Check Fire Sprinkler Heads				
Check Hall Closet Shelves						Throughout Home for Proper Operation				
Check Hall Closet Light/Lens Cover										
Check Hall Outlets/Covers										

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MAKE READY: *Checklist and Inspection Form*

[illegible]

MAKE READY: *Checklist and Inspection Form*

KITCHEN	Comments	REPLACE	REPAIR	N/A	X	KITCHEN CONTINUED	Comments	REPLACE	REPAIR	N/A	X	BASEMENT/DEN/SUNROOM/LOFT	Comments	REPLACE	REPAIR	N/A	X	Comments
Check appropriate box for each item						Check appropriate box for each item						Check appropriate box for each item						
A/C Heat Vents Rust Free						Check Microwave Operation						Ceiling/Wall/Paint Condition						
Ceiling/Wall/Paint Condition						Check Microwave Filter						Check Outlets for Power						
Countertop Condition						Check Microwave Lights						Switch & Outlet Plate Condition						
Countertops Caulked						Check Range Hood						Check Lighting/Ceiling Fans						
Countertop Backsplash Caulked						Check Range Hood Filter						Leak/Mold Evidence						
Kitchen Doors						Check Range Hood Lights						A/C Heat Vents Rust Free						
Cabinet Drawers & Doors						Check Fire Sprinkler Heads						Check Blind/Wand Operation						
Cabinet Condition (Upper/Lower)						Caulk Kitchen/Pantry Floor						Windows Cracked/Fogged/Stickers						
Cabinet Liner Present						Vinyl/Tile Floor Condition						Check Smoke/CO Detectors						
Pantry Door Operation						Check for Water Intrusion/Moisture						Exterior Door Condition						
Lighting																		
GFCI						EXTERIOR						EXTERIOR (Continued)						
Outlets & Switches have Power						Check appropriate box for each item						Check appropriate box for each item						
Outlet & Switch Plate Condition						Check Siding Loose/Missing						Trash Bins Present and Condition						
Windows Operation & Safety Stickers						Check Stucco Condition						Check for proper drainage						
Windows Cracked &/or Fogged						Check Shutters Loose/Missing						Check meter boxes/valve cover						
Window Screens						Check Exterior Flashing						WASHER/DRYER ROOM						
Blinds/Wand Operations						Check for Missing Shingles						Check appropriate box for each item						
Sliding Glass Door Operation						Check Exterior Hand Rails						Ceiling/Wall/Paint Condition						
Sliding Glass Door Charlie Bar/Locks						Check Exterior Hand Rail Paint						Check Door/Locks/Door Stops						
Check Disposal for Operation/Leaks						Check Exterior Hose Bibb						Check Cabinets/Doors/Shelves						
Check Faucet for Leaks						Check Fence for Loose Boards						Check Outlets/Switches						
Check Faucet Spray						Check Gate Operation						Check Lighting						
Check Water Shutoff Valves						Check Condensing Unit						Baseboard Caulk/Paint Condition						
Refrigerator Level/Set on #1						Check Yard Condition						Check Washer Box/Drain						
Check Refrigerator Racks/Door Bars						Check Sidewalk Condition						Check Washer Operation						
Check Refrigerator Door Seal						Check All Concrete Condition						Check Washer Pan Condition						
Check Ice Maker/Ice Tray						Check Exterior Stairs						Check Dryer Operation						
Clean Refrigerator Coil						Check Foundation						Check Dryer Duct/Hose						
Check Stove/Burner Operation						Check Roof						Check Dryer Vent Pipe						
Check Stove Door Gasket						Check Drainage Gutters						Check Dryer Gas Line						
Check Stove for Leveling						Check Downspouts												
Check Stove Anti-Tip Bracket						Check Exterior Vent Pipe												
Check Dishwasher Operation						Check Pressure Reducing Valve												
Check Dishwasher for Leaks						Check Hose Bib/Anti-Siphon Device												
Check Dishwasher Soap Dispenser																		

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MAKE READY: *Checklist and Inspection Form*

LIVING ROOM		DINING ROOM		Bedroom 1				Bedroom 2				Bedroom 3				Bedroom 4				Bedroom 5			
Check appropriate box for each item		Check appropriate box for each item		N/A	REPAIR	SAT	REPLACE	Comments	N/A	REPAIR	SAT	REPLACE	Comments	N/A	REPAIR	SAT	REPLACE	Comments	N/A	REPAIR	SAT	REPLACE	Comments
Ceiling/Wall/Paint Condition		Ceiling/Wall/Paint Condition																					
Baseboard Caulk/Paint Condition		Baseboard Caulk/Paint Condition																					
Remove Hooks in Walls/Ceilings		Remove Hooks in Walls/Ceilings																					
Check Outlets/Switches for Power		Check Outlets/Switches for Power																					
Switch/Outlet Plate Condition		Switch & Outlet Plate Condition																					
Carpet/Vinyl Seam Condition		Carpet/Vinyl Seam Condition																					
Check Lighting & Ceiling Fans		Check Lighting & Ceiling Fans																					
Check Fire Sprinkler Heads		Check Fire Sprinkler Heads																					
Leak/Mold Evidence		Leak/Mold Evidence																					
A/C-Heat Vents Rust Free		A/C-Heat Vents Rust Free																					
Check Blind/Wand Operation		Check Blind/Wand Operation																					
Window/Screen (Crack/Fog/Stickers)		Window/Screen (Crack/Fog/Stickers)																					
Check Fireplace		Angel Locks on Windows <24"																					
Angel Locks on Windows <24"																							

BEDROOMS		Bedroom 1		Bedroom 2		Bedroom 3		Bedroom 4		Bedroom 5	
Check appropriate box for each item		N/A	REPAIR	SAT	REPLACE	Comments	N/A	REPAIR	SAT	REPLACE	Comments
Ceiling/Wall/Paint Condition											
Check Outlet Power/Plates											
Check Switch Operation/Plates											
Check Window Operation/Stickers											
Check Window Cracked/Fogged											
Check Blinds/Wand Operations											
Check Screens											
Check Door Stops/Locks/Strikes											
Check Ceiling Fan Operation											
Check Fire Sprinkler Heads											
Check Smoke/CO Detectors											
Check Closet Doors											
Check Closet Shelves											
Check Carpet/Transition Condition											
Angel Locks on Windows <24"											
A/C Heat Vents Rust Free											

MAKE READY: *Checklist and Inspection Form*

BATHROOMS	Bathroom 1				Bathroom 2				Bathroom 3						
	N/A	REPAIR	SAT	REPLACE	Comments	N/A	REPAIR	SAT	REPLACE	Comments	N/A	REPAIR	SAT	REPLACE	Comments
Check appropriate box for each item															
Caulk Tubs & Floor															
Check Tub Spout for Leaks															
Check Tub Stopper															
Caulk Shower/Shower Doors															
Check Shower/Tub Stall Surround															
Check Splash Guards/Door Seals															
Check Shower Head Operation															
Check Shower Door/Rod															
Check Faucet/Sink for Leaks															
Check for Loose Handles															
Check Sink Stopper Operation															
Check Toilet for Leaks															
Caulk Toilet Base															
Check Toilet Operation															
Check Flapper															
Check Toilet Seat															
Check Toilet Tank Water Level															
Check Ceiling/Wall/Paint Condition															
Check Medicine Cabinet & Catch															
Check Vanity Mirror															
Cabinet and Vanity Condition															
Check Vanity Drawers/Knobs/Pulls															
Caulk Countertops/Vanity															
Check Light Fixtures/Bulbs															
Check Bath Fan Operation															
Check Outlets/Switches for Power															
Check Outlets/GFCI															
Check Door Locks/Strikes															
Check Toilet Paper Holder															
Check Towel Bars															
Check ADA Bars in Tub/Bathroom															
Check Window/Screen Operation															
Linen Closet Doors & Shelves															
A/C Heat Vents Rust Free															
Check for Water Intrusion/Moisture															
Check Flooring Condition															

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NOTES

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

