

10 Things I Do Before 10 a.m.

1. Wake up. “I wake up at 5 a.m. every day and am at work by 6:30 a.m. I know not everyone can arrange their schedules like this, but my time in the Navy taught me that the early bird gets the worm.”

2. Clear the garbage. “When I arrive at Fieldstone Farm, the first thing I do is compact the trash and clear the trash area. My residents often comment that they appreciate how the trash area is always clean. I like to help make them proud of where they live.”

3. Set up. “I prepare the office by turning on the lights and radio in preparation for when the rest of the staff and prospective residents arrive. If the staff and a prospective resident arrive at the same time, I think it looks much more professional to have the office ‘ready to go’ instead of having a leasing consultant running around and turning on lights while he or she is trying to get out a brochure and sell our community.”

4. Manage work orders. “I review my pending work orders and prioritize them. Because we guarantee a 24-hour resolution to maintenance tickets, I need to make sure that I have the supplies needed to complete the job—or a contractor lined up if I need one.”

5. A case of the Mondays. “Every Monday morning, I do an inventory check and make sure that all maintenance supplies that came in the previous week are properly labeled and stocked. It drives me crazy when things are not where they should be because any delay in finding supplies means a delay in completing a maintenance ticket, and we can’t have that.”

6. Advise contractors. “I find that the fact I arrive at work so early in the morning helps when I’m dealing with painters and carpet and vinyl contractors. They tend to start early in the morning, so they like that they can get right to work instead of having to wait around until 9:30 a.m. for our office to open. I get work in the apartments taken care of sooner and the workers are finished early enough to get off early or to go and do another job. Everyone is happy!”

7. Cultivate curb appeal. “In the summer, I get the outside hoses going for landscape watering. Fieldstone has several areas of grass and flowers and they all need to be watered daily. A patch of brown grass is an


eyesore that can negatively affect the curb appeal of our community, so I try to keep everything as green as I’d like my own lawn to be. After all, a lot of people call Fieldstone home and I want them to love where they live.”

8. Fight the cold. “In the winter, snow and ice are my enemies. My groundskeeper and I tackle the elements early on so my residents don’t risk falling when they go out to their cars in the morning.”

9. Phone the vendors. “Early morning is the time to call my vendors, whether it be for maintenance supplies or for contracted work. The earlier I call, the earlier I get a call back. I also find that nagging is quite effective.”

10. Organizing the tickets. “By 8:30 a.m., I am ready to start my maintenance tickets. I don’t like to bother residents when they may be getting ready for work or school, so I do my turnover/punch-outs first. After I complete those, I start doing occupied-apartment repairs at 10 a.m. The key to staying on top of everything is being organized. That way, I get fewer surprises and get my work done in the allotted time. This keeps my residents happy, which makes my boss happy, which makes me very happy!” ■

If you would like to be considered for a future *End Points* column, please contact Kate Pierce at 703/797-0619 or kate@naahq.org.



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