

## EXPERT EYE

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# Maintenance and your investment

Some of us have, quite unfortunately, experienced the horror of living in a poorly maintained building, with lifts breaking down, waterless swimming pools, dark hallways / corridors, broken gym equipment as well as inefficient air conditioning – things which could be avoided if a good maintenance program were in place.

A well-maintained building retains its value, attracts and retains tenants, and provides a good return-on-investment for the owner. Having a comprehensive planned preventative maintenance program (PPM) in place helps keep the building in the best possible condition.

### Maintenance Costs

There are plenty of facilities management companies, but remember to be wise in your selection. The cheapest is usually not the best. The adage “you get what you pay for” is especially true when it comes to maintenance. Owners have to realize that by paying a reasonable amount for building maintenance, they are actually saving themselves money in the long run. It’s much easier to adopt the planned preventative maintenance approach rather than leave equipment until it breaks down. Constantly carrying out emergency maintenance on deteriorating equipment is bothersome and not at all cost effective.

When selecting a facilities management company, check if they have maintained buildings similar to yours. Ask for a reference and follow it up.

### Who is responsible for maintenance?

Maintenance responsibilities should be clearly defined as part of your governing documents. Generally, everything outside the unit will be maintained under the association’s maintenance program. Owners have a responsibility to ensure that regular maintenance is carried out within their unit. This includes the regular servicing of their air conditioning units, checking for water leaks, ensuring drains remain unblocked as well as checking water heaters and any other equipment.