



# 11 QUESTIONS

## TO ASSESS THE HEALTH OF YOUR HOA MAINTENANCE PLAN

Bring this guide to your next HOA meeting to find out how your management company approaches maintenance. Write their responses in the blanks below and read the tips to see what you should be looking for. For additional insights, read the full article, **11 Maintenance Questions to Ask Your HOA Management Company**.

**1. Do we have a preventative maintenance (PM) program?**

---

---

---



*If the answer is no or you're not sure, that's a red flag. Whether they have one or not, ask the following questions.*

**2. Is our PM program documented?**

---

---

---



*Get it in writing. A written plan ensures that everyone is kept up to date on your association's maintenance plan.*

**3. Does our reserve study complement our PM program?**

---

---

---



*A timely review of your reserve study helps mitigate surprise costs and save money.*

**4. Has a specialist evaluated our equipment and facilities?**

---

---

---



*Having a dedicated engineer's insight can lead to better informed solutions and cost savings.*

**5. What tests do you use to assess our equipment's condition?**

---

---

---



*Examples include vibration analysis, thermal imaging, plumbing stack inspection and sound testing.*

6. How often are facilities and equipment inspected?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



*It varies, but make sure you have a schedule in place to keep equipment in excellent shape.*

7. How do you extend useful life of components?

\_\_\_\_\_  
\_\_\_\_\_



*Continued maintenance and replacing parts with more efficient or higher-quality materials can help extend useful life.*

8. What types of vendors do you work with? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_



*They should work with preferred, well-vetted vendors and obtain multiple quotes.*

9. What technology do you use to track projects?

\_\_\_\_\_  
\_\_\_\_\_



*A Computerized Maintenance Management System (CMMS) automates all of your schedule's processes and tracks maintenance projects.*

10. How do you handle emergency maintenance issues?

\_\_\_\_\_  
\_\_\_\_\_



*Examples include documented staff training, equipment preparation, exit strategy and emergency protocol review.*

11. Do our projects require the guidance of a project manager? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_



*A project manager handles specialized tasks like assistance with budget and guidance during the bidding process.*



A solid preventative maintenance plan can mitigate surprise costs and position your HOA for success. To learn more, read the full article, **11 Maintenance Questions to Ask Your HOA Management Company.**

**Let's chat. Contact us today:**  
Paul Schwartz  
480.551.4562  
Paul.Schwartz@fsresidential.com

