## Section 9 – Inspections

### 9.1 General

Inspection is the real cornerstone of Property Management as it provides the Community Manager the opportunity to manage well. Proper performance of the inspection function provides the Community Manager with important, first-hand knowledge of the following:

A. Overall appearance of the community
B. Condition of the premises including grounds, recreational common areas of buildings, laundry rooms, storage rooms maintenance shops, and individual apartments
C. Construction and repair needs
D. Life safety or hazardous conditions requiring immediate action
E. Performance and adequacy of certain subcontractors (trash removal, painters, contract cleaners and landscapers)
F. Performance and adequacy of each member of the Community Manager's staff

The inspection function must be used for more than identifying deficiencies. It requires follow-through to ensure that deficiencies are corrected.

### 9.2 Community Manager's Daily Inspection

**A. Community Manager's Personal Responsibility –** This must be performed daily, Monday through Friday without exception, by the Community Manager personally. This responsibility may not be delegated.

**B. Daily Inspection Time –** The community should be inspected prior to the opening of the office.

**C. Coverage of the Daily Inspection –**This depends on the size of the community and number of buildings. In very small communities, it will be possible for the Community Manager to inspect the entire premises and each building each day. In larger communities, total coverage may be somewhat less depending on the size. However large the community, the Community Manager must completely and personally inspect the entire community no less than once a week.

**D. Method of Inspection –** Bearing in mind the various purposes of the Daily Inspection, it is desirable that the Community Manager varies the order of inspections; for example, starting at different locations on the premises, rather than following a particular set routine.

**E. Inspection Scheduling –** Community Managers must provide their Regional Property Manager with a written schedule of their Daily Inspection. For example, assuming a large community of thirty buildings, the schedule might call for daily inspection of the building where the model apartments are located and a group of five other buildings each day. This schedule must also reflect the Community Manager's timing and frequency of inspection of the Communities "other "facilities: Maintenance Shop, Grounds Shop, Utility Rooms, Pool House, etc.

**F. GMI Inspection Report –** This form is to be completed daily. Each Monday, a copy must be forwarded to the Main Office. All Maintenance items should be inputted into Onesite to serve as a permanent reference. Where action is not completed (e.g., exterior of building needs painting badly)' Maintenance Superintendent will note "Action Not Authorized" ("ANA"). Even though such a major item may be noted and a decision is made not to act by the Regional Property Manager,

the Community Manager must continue to note the need. Otherwise, the integrity of the Inspection System is lost, especially in cases of personnel change. With prior approval from the Regional Property Manager, legal pads may be used in lieu of the Inspection Form.

WE ALL MUST KEEP IN MIND THE FACT THAT THE ONLY WAY TO MANAGE WELL IS THROUGH CONSTANT COMMUNITY INSPECTION AND FOLLOW THROUGH.

**G. Distribution of Forms –** A copy will be forwarded to the Regional Property Manager. Another copy will be filed in the community inspection file drawer or in Inspect and Cloud app. Whenever the cost of an item prohibits corrective action, the Community Manager must indicate " ANA" next to that item on the inspection form; e.g., exterior painting , resurfacing of a parking lot. Once an item is recorded as "ANA", it is to be also recorded on the "ANA" Item Log.

**H. Community Inspection File –** Each community will use one file cabinet drawer to house their inspection copies. This drawer will contain the following information:

1. One folder in which the inspection forms for every week of the year will be filed. Upon completion, all clipped together;

2. One folder containing all inspections on which work is in progress;

3. One folder containing all operational and spot inspections;

4. One folder containing boiler inspections on communities where they apply;

5. One folder containing any inspections conducted by insurance companies or government agencies;

6. "ANA" Item Log (listing of all items on which action has not been authorized). In addition, this file should contain references to future items that will be recommended for inclusion in the following year's budget. Planned changes or renovations to the Office, Models or exteriors must be approved by the Vice President.

## 9.3 Regional Property Manager's Monthly and Quarterly Inspection

A. Responsibility- this must be accomplished by the Regional Property Manager on an agreed scheduled monthly basis and without exception. The GMI Inspection Report and GMI Quarterly Inspection Report form on the Inspect and Cloud app. will be used. Quarterly inspections will be completed during the following months; January, April, July, and October. During the quarterly inspection months a monthly inspection will not be required.

B. Distribution of Copies- Community Manager; Vice President; Rental Division Secretary and one copy is retained for use as an action paper by Regional Property Manager. Please send these in electronically and retain the original copy at the property.

C. Follow-up Action – This is the Regional Property Manager's responsibility and the follow-up action taken must be recorded on the Regional Property Manager's copy for permanent filing. Regional Property Managers can enter Work Order Tickets in OneSite as needed. Frequently, such inspection will support the need for significant expenditures. It is the responsibility of the

Regional Property Manager to follow through with the Vice President, or if so directed, with Owners on such matters after determining general cost information.

D. Monthly Review – These inspection reports will be reviewed monthly by the Regional Property Manager and the Vice President.

E. To verify the Community Manager is in compliance with this Manual Section, the Regional Property Manager must review the Community Manager's inspection schedule and progress with this crucial procedure. To verify this procedure, the Regional Property Manager must initial and date the Rental Office copy of the GMI Community Inspection forms.

## 9.4 Main Office Inspection

Individuals from the GMI Main Office will conduct Operational Inspections and Spot Inspections of every community at a minimum of twice a year. Regional Property Manager's will receive copies of the inspection for appropriate action. All communities will be rated on their compliance with the procedures set forth in this Section of the Manual.