



## **New CAMT Maintenance Services Curriculum**

In a revision of the CAMT Maintenance Technician program, the National Apartment Association announces the redevelopment of course material, effective January 2004. The revisions were made in response to concerns from affiliates around the country and represent more concise, yet informative material in three key areas of the maintenance skill sets. Maintenance Warehouse/Home Depot sponsors the course. The three programs include:

### **Overview of Apartment Community Maintenance and Fair Housing ©**

This 8-hour program includes training in make-ready and preventive maintenance, curb appeal, service requests, emergency maintenance, after-hours requests and utility shutoffs. It is complemented by an emphasis on fair housing within the duties of a maintenance service technician. The course identifies the fair housing implications in work situations, protected classes and the difference that good recordkeeping can make.

### **Personal and Property Safety ©**

This 8-hour program discusses the variety of risks and protections in the maintenance technician's daily duties. The program exposes a variety of potential workplace hazards, OSHA compliance training, personal protective equipment, safety signs/symbols/colors, locks and tags, electrical safety, blood borne pathogens, chemical safety, accidents, injuries and emergencies.

### **Customer Service and Satisfaction ©**

This 8-hour program focuses on the lasting impression a maintenance service technician can make in the performance of duties, in personal hygiene and appearance, in working well with other members of the team, and in responding to negative criticism from residents or supervisors. The course trains the technician on proper service request response, service etiquette, business manners and values