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New IREM publication focuses on managing maintenance programs

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Creating and implementing maintenance management programs is a responsibility that impacts every aspect of managing, operating, marketing and leasing a property. Having proactive plans in place for all types of maintenance programs not only enhances the appearance and value of properties, but also allows property managers to address vital maintenance issues such as expenses, contract agreements inspections and communication with building occupants and owners.

A new and insightful "how-to" guide from IREM, titled *Managing Your Maintenance Programs: A Guide to Implementing Cost-Effective Plans for Properties*, covers the development and operation of effective maintenance management programs, and offers strategies and solutions that managers can use to enhance their own plans. Written by five IREM Members who are seasoned industry practitioners, the publication is the latest in a series of offerings called IREM Key Reports, each of which provides an in-depth analysis of an issue of concern to real estate management professionals that has implications for the real estate industry at large.

Readers will come away with a better understanding of these and other critical subjects:

- * How maintenance management programs will enhance the cash flow and value of a building
- * How to establish good communication with residents or tenants regarding maintenance operations
- * How to develop operating and capital budgets for maintenance expenses
- * How to negotiate maintenance agreements with contractors
- * What steps must be taken to properly inspect properties
- * How to handle maintenance requests from tenants or residents.

As a special bonus, the publication is accompanied by a CD, featuring more than 50 maintenance-related forms.

IREM Key Report: *Managing Your Maintenance Programs: A Guide to Implementing Cost-Effective Plans for Properties* is \$39.95 for IREM Members and \$49.95 retail (plus shipping and applicable state sales tax). To order, contact the IREM Customer Relations Department at 430 N. Michigan Ave., Chicago, IL 60611, call toll-free at (800) 837-0706, ext. 4650, or e-mail custserv@irem.org. Internet users can order the publication online at www.irembooks.org.

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