
MAINTENANCE POLICY & PROCEDURE

DOCUMENT NO.	REVISION NO.	EFFECTIVE DATE
P&P #1600	3	3/19/2026

“Have Another Day Tomorrow - By Being Safe Today!”

1.0 Introduction:

This Policy & Procedure document is required when an asbestos inspection reveals the presence of friable asbestos-containing material (ACM) in a building, and the ACM is in good condition. Although the plan may be appropriate and sufficient for managing asbestos in place and assuring compliance with construction and exposure regulations, in some cases the Plan is not enough, and abatement will be necessary.

2.0 Purpose:

The primary objective of this O&M plan is to control building occupant and employee exposure to asbestos fibers. In addition, the procedures in this plan attempt to minimize any potential hazard posed by ACM/presumed ACM (PACM) during cleaning, maintenance, and general operation activities.

This plan applies to employees, tenants, other building occupants, and contractors.

3.0 Scope:

This policy covers all aspects of dealing with asbestos, including handling, record keeping, managing, etc. This is one of multiple policies that make up the company Safety Program.

4.0 Reasons for this Revision

	Change	Item # on previous revision	Item # on this revision
1	Initial Release	N/A	All
2			
3			
4			
5			
6			
7			
8			

5.0 Definitions:

- 5.1 RPMA is short for “Real Property Management Absolute” and is used to save space
- 5.2 The words “The Company” will refer to Real Property Management Absolute
- 5.3 Asbestos. Includes chrysotile, amosite, crocidolite, tremolite asbestos, anthophyllite asbestos, actinolite asbestos, and any of these minerals that have been chemically treated or altered.
- 5.4 Asbestos Containing Material (ACM). Any material or product that contains more than 1% asbestos.
- 5.5 Category I Non-friable ACM. Material such as packing, gaskets, resilient floor covering, and asphalt roofing products contain more than 1% asbestos.
- 5.6 Category II Non-friable ACM. Any material containing more than 1% asbestos that is not a category I non-friable ACM, and that, when dry, cannot be crumbled, pulverized, or reduced to powder by hand pressure. Category II ACM includes, but is not limited to:
 - 5.6.1 Asbestos cement siding and shingles,
 - 5.6.2 Transited panel boards, and
 - 5.6.3 Asbestos cement pipe (asbestos cement pipe may not be limited to buildings).
- 5.7 Friable ACM. Any material containing more than 1% asbestos that, when dry, may be crumbled, pulverized, or reduced to powder by hand pressure.
- 5.8 High-Efficiency Particulate Air (HEPA) Filter. A filter capable of trapping and retaining at least 99.97% of monodispersed particles of 0.3 micrometers or larger in diameter.
- 5.9 Presumed Asbestos Containing Material (PACM). Thermal System Insulation (TSI) and surfacing material found in buildings constructed before 1981 and floor tile installed in buildings through 1981 may contain asbestos. However, it is unlikely that some flooring installed after 1981 may contain asbestos. Until sampling demonstrates that the material has 1% or less asbestos, we consider these materials PACM.
- 5.10 Regulated Asbestos Containing Material (RACM). RACM includes:
 - 5.10.1 Friable asbestos material;
 - 5.10.2 Category I non-friable ACM that has become friable, or has been subjected to sanding, grinding, cutting, or abrading; and
 - 5.10.3 Category II non-friable ACM that has a high probability of becoming crumbled, pulverized, or reduced to powder during demolition or renovation operations.
- 5.11 Vinyl Asbestos Floor Tile. When vinyl floor tile, and in some cases its mastic, contains more than 1% asbestos, it must be handled as ACM.

6.0 Distribution

6.1 The table below defines the distribution for this policy and ALL other Safety related policies contained in the Safety Policy Manual

	RPMA Master Safety Policy & Procedure Binder	Employee File	Every Employee	File Server under R:\RPMA\Corporate Info\Policies\
Printed Master copy of Policy	X			
Digital copies				X
Signed Signature		X		

Pages				
Copy of Policy online	N/A	N/A	N/A	N/A

7.0 Vendors

7.1 W-9

7.1.1 RPMA requires all vendors to supply the following to RPMA

7.1.1.1 W-9

7.1.1.1.1 When: at time of setup in AppFolio to ensure we use the correct vendor name in AppFolio so that the annual 1099 we send them is accurate

7.1.1.1.2 Ensure the address we put into AppFolio under the vendor's name is where they want their 1099 mailed to them

8.0 Insurance Requirements Policy

Purpose

To protect our residents, property owners, vendors, and management team, all vendors performing work for Real Property Management Absolute must maintain current insurance coverage and provide documentation upon request.

8.1 Legal Company Name/DBA (Doing Business As...)

* Real Property Management Absolute operates as a DBA of our parent company listed below. All insurance documents must reference our parent company exactly as follows:

P&S Realty, LLC dba Real Property Management Absolute
 18 Swallow Dr
 Hollis, NH 03049
 Contact: Scott Law, President
 Phone: 603-889-1755
 Email: scott.law@rpmabsolute.com

8.2 Required Insurance Coverage

A. General Liability Insurance

- Minimum recommended coverage: **\$1,000,000 per occurrence**
- RPMA's parent company must be listed as an Additional Insured like this
- COI must include policy limits and expiration dates

B. Workers' Compensation Insurance

- Required for all vendors with employees
- Sole proprietors or exempt entities must provide a signed statement confirming no employees

C. Auto Liability Insurance

- Required for any vendor using vehicles for work (plowing, landscaping, maintenance, deliveries, etc.)

8.3 Vendors Required to List RPM Absolute as Additional Insured

The following vendor types **must** include Real Property Management Absolute's parent company (see above) as an **Additional Insured** on their General Liability policy:

- Snow plowing & snow removal
- Landscaping & lawn care
- Handymen & general contractors
- Electricians
- Plumbers
- HVAC technicians
- Roofers & exterior contractors
- Pest control
- Cleaning companies (turnovers, deep cleans)
- Appliance repair vendors

Any vendor performing physical work on or around a property must provide this coverage.

8.4 Certificate of Insurance (COI) Requirements

All COIs must:

- Be current and unexpired
- List **Real Property Management Absolute** as Certificate Holder
- Include **Additional Insured** endorsement (for applicable vendors)
- Be updated annually or upon policy renewal
- Be emailed to: **[your email]**

8.5 Non-Compliance

Vendors who cannot provide required insurance documentation:

- Will not be assigned work
- May be removed from our approved vendor list
- May not perform work on any managed property until compliance is met

8.6 COI's (Certificate of Insurance)

8.6.1 All vendor COI's must be up to date and not expired

8.6.2 All COI's must be kept under the vendor's AppFolio page in the File section

8.6.3 All COI's must also be updated under the under the vendor's AppFolio page in the "Compliance" section

8.6.4 RPMA Management will run the AppFolio Report called “Vendor Directory” at least once a quarter to show all COI’s that are expired

8.6.4.1 For any Vendor’s with expired COI’s a Work Order will be created

8.6.4.1.1 The work order property is assigned to RPMA

8.6.4.1.2 The “Vendor Instructions” section of the work order will have the following wording inserted...

**** COI EXPIRED ****

Dear Vendor,

Thank you for your continued partnership and the quality work you provide — we truly appreciate you being an important part of our team.

Our records show that your Certificate of Insurance has expired or is missing from our records.

When you have a moment, please send over the following:

	Insurance Type	Expiration Date
x	Liability Insurance	1/7/2026
x	Worker’s Comp Insurance <i>* If you do not employ workers please provide a state-issued Workers’ Compensation Exemption Certificate or a notarized “No Employees / Sole Proprietor” affidavit</i>	?
x	Auto Insurance	?

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- Handymen & general contractors
- Electricians
- Plumbers
- HVAC technicians
- Roofers & exterior contractors
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- Cleaning companies (turnovers, deep cleans)
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P&S Realty, LLC dba Real Property Management Absolute

18 Swallow Dr
Hollis, NH 03049
Contact: Scott Law, President
Phone: 603-889-1755
Email: scott.law@rpmabsolute.com

We appreciate your effort so that we are able to continue to utilize your services and to pay you in a timely fashion.

You may upload your updated documents to our vendor Portal or email them to scott.law@rpmabsolute.com.

Let us know if you have any questions.

Scott Law, President
Real Property Management Absolute
2 Wellman Ave, Suite 250
Nashua, NH 03064
Direct: 603-889-1755 | Office: 603-242-2727
scott.law@rpmabsolute.com | www.rpmabsolute.com

9.0 Work Orders

- Work Orders
- Maintenance requests in these stages

1. Triage stage
 - Determine Priority
 - Emergency (call 911?)
 - Urgent/Immediate
 - Normal
 - Low
 - Triage options
 - Virtual Administrator
 - Justin from VixFix
 - AppFolio “Maintenance” services(better than avg reviews from RPM franchises)
 - “VendorRoo” services (better than avg reviews from RPM franchises)
 - “Calvary” services (50/50 on the RPM franchise reviews)
 - “Abodio” services (50/50 on the RPM franchise reviews)
2. Work Order stage
 - Create WO
 - Vendor assigned & contacted
 - Via email
 - Via call
 - Scheduled
 - Ready to Bill stage
 - Completed stage (invoice processed)
3. Review Work Order Report
 - Daily
 -

- **Virtual Assistant Maintenance Call Handling Process**
- **Preparation:**
 - **Ensure all necessary software and hardware are functioning properly.**
 - **Have access to a script or guidelines for common maintenance issues.**
 - **Keep the property management system and contact information for maintenance staff handy.**
- **Greeting:**
 - **Answer the call promptly, ideally within the first three rings.**
 - **Use a friendly and professional tone.**
 - **Example Script: “Good [morning/afternoon], thank you for calling [Property Management Company]. This is [Your Name], how may I assist you today?”**
- **Identify the Maintenance Issue:**
 - **Listen actively to the tenant's request or issue.**
 - **Take detailed notes to ensure accurate information is captured.**
 - **Ask clarifying questions if the tenant's issue is unclear.**
 - **Example Questions:**
 - **“Can you please describe the issue in detail?”**
 - **“When did you first notice the problem?”**
 - **“Is it affecting your daily living or safety?”**
- **Urgency Assessment:**
 - **Determine the urgency of the maintenance request.**
 - **Categorize the issue as an emergency, urgent, or routine based on the tenant's description.**
 - **Example Script: “Thank you for the information. Based on what you've described, this sounds like [an emergency/an urgent issue/a routine maintenance request].”**
- **Inform the Tenant:**
 - **Provide the tenant with an estimated response time.**
 - **Assure the tenant that their request is being handled.**
 - **Example Script: “We will prioritize this and have someone address it [immediately/within the next few hours/as soon as possible].”**
- **Logging the Request:**
 - **Enter the maintenance request into the property management system.**
 - **Include all relevant details and any photos or videos provided by the tenant.**
 - **Assign the request to the appropriate maintenance staff or contractor.**
- **Follow-Up Confirmation:**
 - **Confirm the details of the maintenance request with the tenant.**
 - **Provide them with a reference number or follow-up contact information.**
 - **Example Script: “I have logged your request, and a technician will be in touch shortly. If you need further assistance, please reference this request number [XXXX].”**
 -
- **Coordination with Maintenance Staff:**
 - **Notify the maintenance staff or contractor about the request.**
 - **Ensure they have all the necessary details and contact information.**
- **Coordination with Tenant**

- Request the Vendor coordinate directly with the tenant as a representative of our company
- Tenant Contact attempts
 1. Vendor makes 1 of 2 attempt
 2. Vendor makes 2 of 2 attempts
 - Notifies RPMA Administrator
 3. Administrator
 - Makes 1-contact attempt
 - Notifying tenant they may be in violation of their lease if they do not respond to our, or our vendor's request for contact
 - If no contact Administrator notifies RPMA VP & Pres
 4. VP or Pres
 - Sends tenant formal "Violation of Lease Notice"
- **Tenant No Shows**
 - Tenants are charged a fee as defined in their lease for any no shows
- **Updating the Tenant:**
 - **Keep the tenant informed about the status of their request.**
 - **Notify them when a technician is scheduled to arrive.**
 - **Example Script: "Our technician is scheduled to visit your unit on [date] between [time]. Please let us know if this time works for you."**
- **Resolution and Feedback:**
 - **Confirm with the tenant once the maintenance issue has been resolved.**
 - **Ask for feedback on the service to ensure continuous improvement.**
 - **Example Script: "We have completed the maintenance. Can you please confirm if the issue is resolved to your satisfaction? Is there anything else we can assist you with?"**
- **Additional Tips:**
 - **Maintain Professionalism: Stay calm and courteous, especially in emergency situations.**
 - **Active Listening: Show empathy and understanding by repeating back key points to the tenant.**
 - **Timely Follow-Up: Ensure all maintenance requests are followed up on promptly and efficiently.**
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- **Must have written "Privacy Policy"**
 - **NH Data Protection Act RSA 358a Eff 1/1/2025**
 - **Info must be on website**
 1. **Must have appeals process**
 - **How is data protected**
 - **What do we do with the data?**
 - **What data is protected**
 1. **Sensitive data**
 2. **Types: Geolocation data, child, credit card, SS #, address, etc**
 - **How consumers file a claim**

- 1. **Company must reply to requests for our privacy notices within 45 days**
- **List in P&P the NH statute**
- **Data protection assessments**
 - 1. **Done by company itself or a 3rd party**
 - 2. **When: when something changes, like hiring a new credit card transaction company, every 3-years**

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10.0 Responsibility:

10.1 As an employee it is your responsibility to know and operate in compliance with all federal state laws and regulations, to report unsafe conditions, work smart, and safe.

10.2 As an employee it is your responsibility to report unsafe conditions, work smart, and safely carry out your duties.

10.3 The table below represents the Maintenance Responsibilities for this policy & all other Safety related policies contained in the Safety Policy Manual:

ROLE(S):	Author of Policy & revisions	Filing & Record keeping of Masters	Filing of signature pages in employee files	Read & Sign Signature page
President	X	X		
Vice President			X	
Safety Coordinator				
Safety Committee				
All Employees				X

10.4 General Safety Responsibilities

ROLE(S):	Report Unsafe Conditions	Discipline	Perform & Manage Training Program	Attend Safety Training	Maintain proper Records	Develop & Manage Safety Program	Coordinate Safety Inspections
President		X	X	X	X	X	X
Vice President		X		X	X		X
Safety Coordinator							
Safety Committee							
All Employees	X			X	X		



HEAT/AIR CONDITIONING PROCEDURES ADDENDUM

11.0 Freeze-Protection Protocol for Vacant Units:

11.1 Initial Assessment

- 11.1.1 Confirm the unit is **vacant** and primary heating is **non-functional**
- 11.1.2 Identify **critical plumbing areas**: basement, kitchens, bathrooms, and any pipes along exterior walls.
- 11.1.3 Document the situation in the work order for owner records.

11.2 Furnace out of Oil

- 11.2.1 **Great — let's walk through the safest, most property-manager-friendly way to add diesel and restart the boiler. I'll keep it clear, structured, and aligned with how you operate at Real Property Management Absolute.**
- 11.2.2 _____
- 11.2.3  **Step-by-Step: Safely Add Diesel + Restart the Boiler**
- 11.2.4 **1. Bring the Right Amount**
- 11.2.5 **Buy 5 gallons of diesel (No. 2 diesel = same burn characteristics as heating oil).**
- 11.2.6 **If temps are below ~10°F, add anti-gel (optional but helpful).**
- 11.2.7 _____
- 11.2.8 **2. Add Diesel to the Tank**
- 11.2.9 **Pour it directly into the fill pipe outside.**
- 11.2.10 **Give it 2–3 minutes to settle so the pickup line isn't sucking air.**
- 11.2.11 _____
- 11.2.12  **3. Try a Simple Restart First (No Bleeding Yet)**
- 11.2.13 **Most modern burners will self-prime if there's enough fuel.**
- 11.2.14 **Go to the burner.**

11.2.15 Press the reset button ONCE.

11.2.16 Listen:

11.2.17 Burner starts, runs smoothly → you're done.

11.2.18 Burner starts, sputters, then shuts off → you likely need to bleed the line.

11.2.19 Burner doesn't start at all → proceed to bleeding.

11.2.20 Important: Never press the reset button more than once before bleeding.
Multiple resets can flood the chamber with unburned fuel.

11.2.21

11.2.22  4. Bleed the Fuel Line (If Needed)

11.2.23 This is the part most property managers hesitate on, but it's straightforward if done carefully.

11.2.24 What you need:

11.2.25 7/16" wrench (most bleeder screws)

11.2.26 A small container

11.2.27 Paper towels

11.2.28 Steps:

11.2.29 Locate the bleeder valve on the fuel pump (usually on the side of the burner).

11.2.30 Place the container under the valve.

11.2.31 Loosen the bleeder ¼ turn.

11.2.32 Press the reset button again.

11.2.33 Fuel will start coming out:

11.2.34 At first: air + spurts

11.2.35 Then: steady stream of fuel

11.2.36 Once the stream is steady with no bubbles, tighten the bleeder.

11.2.37 Burner should now run smoothly.

11.2.38 If it runs for 30–60 seconds without shutting off, you're good until Monday.

11.2.39

11.2.40  5. Confirm Heat Is Circulating

11.2.41 Because this is a vacant unit, you want to be absolutely sure the hydronic loops are warming.

11.2.42 Check:


11.2.43 Baseboards warming up

11.2.44 Boiler temp rising

11.2.45 Circulator pump running

11.2.46 If all three are happening, you've successfully protected the property.

11.2.47 _____

11.2.48  When to Stop and Pivot to Space Heaters

11.2.49 Use space heaters only if:

11.2.50 The burner won't stay running after bleeding

11.2.51 The filter is clogged

11.2.52 The pump won't prime

11.2.53 You hear grinding or abnormal noises

11.2.54 In that case:

11.2.55 Place oil-filled radiators on each floor

11.2.56 Keep interior doors open

11.2.57 Set them to high

11.2.58 Return periodically to confirm temps stay above 50°F

11.2.59 This is a *temporary* freeze-protection measure, not a real heating solution.

11.2.60 _____

11.2.61  Bottom Line

11.2.62 You're absolutely making the right call by trying diesel + restart first. It's the only method that protects the hydronic system and minimizes freeze liability.

11.2.63 If you want, I can also help you:

11.2.64 Draft a quick internal note for your team

11.2.65 Create a freeze-protection checklist for vacant oil-heated units

11.2.66 Build a standard operating procedure for “out-of-oil emergencies”

11.2.67 Just tell me what you want next.

11.2.68

11.3 Heater Deployment

11.3.1 Place **1500W** portable electric heaters in:

11.3.1.1 Basement near exposed plumbing and main water lines

11.3.1.2 Kitchens and bathrooms on each floor

11.3.1.3 Any unheated rooms with plumbing along exterior walls

11.3.1.4 Set heaters to **low/medium continuous operation** (target ambient temp $\geq 40^{\circ}\text{F}$)

11.3.1.5 Ensure heaters are **UL-listed** with tip-over and overheat protection.

11.3.1.6 Safety checks:

11.3.1.6.1 Plug directly into wall outlets (no extension cords)

11.3.1.6.2 Keep 3 feet clear of combustibles

11.3.1.6.3 Distribute heaters across circuits to avoid overload.

11.4 Faucet Dripping

- Open faucets to a **slow drip** (pencil-lead thickness) in:
 - Kitchens and bathrooms on exterior walls.
 - The faucet **farthest from the water source** (often upstairs) to keep water moving through the system.
- Focus on **cold water taps** — hot water lines are less vulnerable.

11.5 Open sink cabinet doors

11.6 Water Shutoff & Drain (if vacancy > 48 hours or extreme cold)

- Shut off the **main water supply**.
- Drain water lines by opening all faucets until flow stops.

- Flush toilets and pour RV antifreeze into traps if long-term vacancy is expected.
 - Document shutoff and draining in the work order.
-

5. Monitoring & Documentation

- Place **thermometers or smart sensors** near vulnerable pipes.
 - Check unit daily (or remotely if sensors are installed).
 - Record heater placement, faucet drip status, and water shutoff in the property log.
 - Notify owner of actions taken and estimated costs.
-

6. Long-Term Solutions

- Schedule **permanent heating repair** immediately.
 - Consider **pipe insulation, heat tape, or backup systems** (baseboard heaters, ductless mini-splits) for older properties.
 - Review **insurance requirements** for freeze damage prevention.
-

SIGNATURE PAGE

12.0 Signature Page:

12.1 Sign below and return this page to management for filing in your employee file

12.2 Maintain your copy of the policy for your records

I understand it is my responsibility to follow all safety policies and procedures and that violation of these safety policies & procedures could endanger myself or others, and could result in disciplinary action up to and including termination.

I acknowledge that I have read, understand, and agree to this policy and procedure.

Employee Name

Signature

Date signed