

PETER GRECH, ARM®

BUILDING OPERATIONS

CONSULTANT

∞

*“Most people don’t understand that problem identification and analysis is the first step to real problem solving”*

Lets’ face it; time is a commodity that very few professionals have to spare. Managing agents as well as board members either:

- Don’t have the time
- Don’t have 28 years of building operation knowledge and experience
- Are too close to be objective

### **Area of Expertise:**

- Building Operations & Maintenance.
- Staff Development.
- Property Inspections



### **Building Operations:**

While no two building are identical there are “Core Competencies” which can be identified and are necessary to operate a building efficiently. If there is staff in the building, the superintendents’ role is more then just fixing and cleaning. Yet many superintendents lack one or more of the following competencies:

- Communications
- Effective leadership & motivation
- Understanding budgets
- Problem solving
- Administration
- Understanding residents concerns
- Record keeping and log book entrees
- Supervision and training of staff

My profession is to identify the problem and produce options that will cure the problem/s. Basically I locate and breech the gap between what is happening and what could or should be happening. However finding solutions is not enough. As a member of your team I implement cures and see them through, making adjustments when needed. I also do a follow up reports as needed to monitor progress.

### **Building Maintenance:**

Building maintenance encompasses:

- Preventive maintenance
- Routine repairs and maintenance
- Tracking and logging
- Forecasting
- Scheduling & communications
- Technical skills and knowledge

Does the term “Jack of all trades” sound familiar?

A superintendent needs to know the aforementioned substance, for with out it, the building can not run effectively or efficiently.

Throw in changes in technology, local laws, and increases in property values and law suites, a superintendent must also remain current.

Once again it’s my profession to identify the problems or short comings in building maintenance program and design a course of action/s to ensure that maintenance is a team effort. The superintendent and the building maintenance staff need to be trained to maintain a building to its fullest effectiveness as well and prolonging the life of the building systems and appearance.

## Staff Development:

Repairing equipment that fails is simple enough. If a pump fails, you call a pump repair company and they will repair the pump if possible or spec out what is needed to be replaced.

What happens when people fail? The solution is not as simple as the pump repair.

In most cases building staff fail not due to fault of their own, but rather due to:

- Poor or no training, skills & knowledge
- Deficiencies in the work environment
- Lack of motivation and self worth
- Poor leadership.



So what is the solution, terminate the employee? Who has the time to assess the problem? Who has the skill to do so and set a course to cure the problem? Well that's my profession. Remember my function is to work with the staff and not against them. To coach and train them to be better at what they do.

## Property Inspections:

Managing agents do a reasonable job inspecting the build. However, the best inspections are done by an independent person who is qualified to do so and is objective as well as impartial.



Owners and board members are surprised when they receive an eight page or more inspection report listing deficiencies, violations and poor or no maintenance program in their building. The report also includes options for cure, if asked estimates for the repairs and a stated course of action. Keep in mind the spirit of the report is not to replace an engineer's report. The inspection report is what I like to call "a state of the building report". Finally the report is bold enough to state who was derelict in their duties. Not to put the blame on someone but rather to show where the problem lies.

## In Conclusion:

If you have gotten this far, it is safe to say that you have some of the problems or suspect problems in your building. Perhaps you are curious about the "of the building". In any event call me or email me so we may discuss my qualifications and if my services can help your building.

I will attend the first board meeting at no cost to discuss my services, qualifications, references and how I may be able to better your building and its staff as well as increase your quality of living.

Peter Grech

[Pgrech4214@aol.com](mailto:Pgrech4214@aol.com)

212 353 0794