

## ***The WHY and HOW TO:*** <http://seattle.gov/housing/SeaGreen/default.htm>

*The goal of this Green Operations and Maintenance Plan Template is to help you develop a Green O&M Plan specific to each of your properties. Consider this notebook an “Executive Summary” that captures the essential components of your property and informs your staff on how to operate the property in a green and sustainable manner. Guiding principles include:*

- Operate building as designed—maintain green choices made at construction.*
- Protect the health of staff, residents, and the environment.*
- Promote energy and water conservation.*
- Provide clear, user-friendly information so that operations are efficient, cost-effective, and tasks are easy to accomplish.*
- Maintain property well now, so that future low-income households can benefit from healthy high-performing homes for many years to come.*

*When you create your own O&M Plan, we suggest that in your 3-ring binder, use colored card stock printed with property specific information to clearly indicate tabbed sections. Each tab in the O&M Plan designates a separate section and sub-sections of a tabbed section should be printed on colored paper so staff can quickly find the sub-sections. Organize information clearly and simply so that your binder is user-friendly. Insert information from the internet and/or other resources if helpful and informative for staff. This template is just an example of the components of a fictitious building. You will need to adjust for the specifics of your property.*

*Review this template with your Development Team, Architects, and Contractors so that they know what you need to complete your Green O&M Plan.*

Building: \_\_\_\_\_

Certificate of Occupancy: \_\_\_\_\_

**SAMPLE**

## **Green Operations and Maintenance Plan**

This Table of Contents and Overview outlines the Green O&M Plan components as well as some of the actions the owner will take for this property. Information specific to each component can be found in tabbed sections of the notebook. Some components will typically have an additional separate binder with detailed information and/or maintenance instructions from construction if available.

**Tab 1.**      **Maintenance Policies and Procedures.**

*What are the components of good maintenance policies and procedures? Repairs? Cleaning? Seasonal? Preventive? Performance Standards? Work Areas and Equipment? Hazardous Materials? Repair Request Forms?*

**Tab 2.**      **Routine Maintenance Schedule**—create a checklist. *What would you put in a checklist? What would your staff do with a checklist?*

**Tab 3.**      **Appliances**—create a matrix for Energy Star appliances installed in units. *What do you include in this checklist?*

**Tab 4.**      **Building Exterior**—*How do you tell your staff about your building's exterior?*

**Tab 5.**        **Cleaning**--Establish written green cleaning procedures for staff to follow, including safety instructions. *What might you tell your staff?*

**Tab 6.**        **Electrical** (see also separate binder for detailed information and maintenance instructions) *What might you tell your staff?*

**Tab 7.**        **Elevator** (see also separate binder for detailed information and maintenance instructions) *What might you tell your staff?*

**Tab 8.**        **Fire Protection** (see also separate binder for detailed information and maintenance instructions) *What might you tell your staff?*

**Tab 9.**        **Flooring**—give resources and care instructions. *What might you tell your staff?*

**Tab 10.**       **HVAC** (see also separate binder for detailed information and maintenance instructions) *What might you tell your staff?*

**Tab 11.**      **Landscaping and Grounds**—Give resources and plant information.  
*What might you tell your staff?*

**Tab 12.**      **Pest Control in Building**—Give resources. *What might you tell your staff?*

**Tab 13.**      **Plumbing** (see also separate binder for detailed information and maintenance instructions) *What basic plumbing system information does your staff need to operate building?*

**Tab 14.**      **Roof**—*What basic roof information does your staff need to operate building?*

**Tab 15.**      **Windows and Doors**—*What might you tell your staff?*

**Tab 16.**      **Green Unit Turnovers**—A Green Unit Turn poster is available at <http://seattle.gov/housing/GreenUnitTurn/Poster.pdf> for distribution to on-site staff. Detailed information can be found at the Green Unit Turn website <http://seattle.gov/housing/GreenUnitTurn/default.htm>

*OR YOU CAN CREATE YOUR OWN turnover protocol!*

**Tab 17.**      **Vendor List**—*What vendors do you want your staff to use?*