

Why have we hired a supervisor for the handymen?

In the past the Villas has operated with an individual property manager and one handyman. The PM assigned maintenance tasks to the handyman and there was no supervision of his work. During 2020, the former PM also hired ALC Maintenance at a rate of \$65 per hour to oversee contractors doing work in the Villas.

We now have RPM managing our property. The usual management model for PM's is to hire contractors who bid jobs for whatever work or project needs to be done. This comes in as a set fee or bid. The contractor supervises the work of his people, and submits an invoice when the work is completed.

The Villas now has 3 handymen doing a variety of projects. Some tasks are new to them, and these tasks require supervision. The advantage of using handymen is mainly financial. Contractors charge \$45 per hour and usually more for each worker they place on a job. We pay our handymen from \$20 to \$22.50 per hour. We recently had a contractor bid on painting sunrooms. That bid came in at \$786.50 per unit for labor only. We are paying our new handyman, Brandon Brown, about \$60 per unit for labor only. For the 88 units that need to be painted, the difference is \$69,212 versus \$5300 for labor only. A savings of \$63,900.

This is why the current board has chosen to keep the "handyman with supervisor model" instead of going to the "contractor only model." Our new supervisor, Ed Johnson, lives in the Villas and has significant knowledge about the types of projects and maintenance needs we have. Ed is paid a stipend of \$15 per hour to oversee our handymen. He will work an average of 20 hours per week overseeing projects to insure we receive the wanted outcomes.

Why can't Ed do this as a volunteer? RPM suggested we make the supervisor position a paid one. The job requires more than a few hours per week from a volunteer. Ed's responsibilities mirror those of a contractor which include hiring, firing, training, supervising, estimating, billing, coding time sheets, and having a broad knowledge-base of maintenance projects. In the short and long term, using the handyman with supervision model will save the Villas residents considerable money.

Our property manager still handles bidding and oversight of projects done by contractors. The Villas uses many contractors for lawn care, snow removal, building painting, roof work, electrical work, plumbing work, HVAC, pool maintenance, driveway sealing and repairs, road paving, concrete replacement, pond maintenance, sprinkler systems, lift station, etc. The additional responsibility of daily on-site supervision of 3 handymen working on a wide variety of projects and work orders is beyond the scope of our management agreement with RPM.

We are a complicated community and have many infrastructure projects that have not been addressed over the years. We are addressing these now and getting them done using handymen. The cost savings is significant. We will use this model as long as it is manageable and supports our goals to complete needed maintenance in a timely and cost-efficient manner to the benefit of the Villas co-owners.