



2026

# CHADWELL UNIVERSITY

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## Course Catalog

*Empowering Technicians & Managers with Expert Training*

[ChadwellSupply.com/University](https://ChadwellSupply.com/University)



# WELCOME

Chadwell Supply is excited to announce that we are elevating our Chadwell University training program and expanding our course catalog to better serve our customers.

**Program Highlights:**

- **Courses by Subject Area:** Grouped for convenience and relevance
- **Virtual Options:** Flexible delivery to fit your team’s schedule across locations

Whether your focus is maintenance skills, compliance, professional development, or technical expertise, Chadwell University offers practical, instructor-led courses to build knowledge and confidence for your team to perform at their best.

We look forward to working with you to create engaging, valuable training experience that delivers real value for your property and people.

Please reach out with questions, to inquire about pricing, or to start scheduling your next training event.

**Email:** [ChadwellUniversity@ChadwellSupply.com](mailto:ChadwellUniversity@ChadwellSupply.com)

**Online:** [ChadwellSupply.com/University](https://ChadwellSupply.com/University)

Don’t see the course you need? Let us know—we can help build a session that fits your team’s goals.

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## **APPLIANCES: The Fix It Files: Essential Appliance Skills**

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Each Session 60 minutes

### **Session 1**

#### **Power Within: How Appliances Use Electricity**

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##### **Topic: Appliance Components & Electrical Behavior**

###### **Covered in this Session:**

- Appliance motors: shaded pole, PSC, ECM
- Heating elements, solenoids, and drain troughs
- Start/run capacitors and relay types
- Resistance ranges for appliance parts
- Amperage drop

### **Session 2**

#### **From Hot to Not: Inside the Refrigerator's Inner Workings**

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##### **Topic: Refrigeration Fundamentals**

###### **Covered in this Session:**

- Thermodynamics & airflow
- Heat transfer through coils (front & rear)
- Refrigerant cycle: compressor, condenser, evaporator
- Cold control (analog and digital) and defrost systems (timers, heaters, terminators)

### **Session 3**

#### **Cool Under Pressure: Cracking Failures to Find the Cold Hard Truth**

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##### **Topic: Diagnosing Problems and Repair Strategy**

###### **Covered in this Session:**

- Common failures: evaporator fan motors, compressors, control boards
- Inverter compressors and 3-phase DC logic
- Gasket replacement best practices
- Drain clogs and defrost-related leaks
- Understanding schematics and using amp probes

### **Session 4**

#### **Ice, Ice, Maybe: Breaking the Ice on Ice Makers**

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##### **Topic: Understanding Ice Maker Systems**

###### **Covered in this Session:**

- Harvest cycle, water valve, and thermostat functions
- Module head vs gear-drive logic
- Timed fill and thermistor controls
- Modern trends and troubleshooting

**Session 5****Scrub, Spin, and Shred: When the Dishwasher and Disposal Stop Working**

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**Topic: Dishwasher and Disposal Errors****Covered in this Session:**

- Main components and sequence of operation for dishwashers
- Issues related to draining, filling, heating, and control logic
- Sensor types, float switches, and safety mechanisms
- Schematics and meters to test solenoids, heaters, and pumps
- Mechanical and electrical components of garbage disposal
- Jams, leaks, and resetting issues safely
- Proper installation, drain alignment, and best practices

**Session 6****Cooked to Perfection: Mastering the Heat Without Getting Burned**

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**Topic: Diagnosing Ranges and Ovens****Covered in this Session:**

- Operation of both gas and electric ranges
- Common failures in burners, ignitors, elements, and thermostats
- Continuity and amperage testing on oven and cooktop circuits
- Safety mechanisms (anti-tip brackets, gas shut off valves)

**Session 7****Cycle Sense: Fundamentals to Keep Laundry Appliances Running Strong**

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**Topic: Troubleshooting Washers and Dryers****Covered in this Session:**

- Common washer and dryer types used in multifamily housing (top-load, front-load, stackable, gas/electric)
- The operational cycles and component functions of washers and dryers
- Basic troubleshooting for common issues (leaks, not spinning, not heating, excessive vibration)
- Preventive maintenance tasks to extend appliance life and reduce resident complaints
- Red flags that require escalation to advanced repair or replacement
- Basic safety protocols when working with water, electrical, and gas appliances

**Session 8****Hot Water Know-How: Diagnosing Drips, Bangs, and Cold Showers**

---

**Topic: Water Heater Troubleshooting Essentials****Covered in this Session:**

- Overview of common multifamily water heater types (tank, tankless)
- Key components and functions (thermostats, elements, T&P valves)
- Heat pump water heaters
- Basic troubleshooting: no hot water, leaks, unusual sounds
- Preventive maintenance best practices
- Repair vs. replace

## **ELECTRICAL: Powering Properties from Panel to Plug**

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Each Session 60 minutes

### **Session 1**

#### **Stay Grounded: Electricity Basics and Safety First**

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##### **Topic: Electrical Safety & the Flow of Electricity**

###### **Covered in this Session:**

- OSHA Electrical Safety Basics & Lockout/Tagout
- PPE, proper tools, and jobsite hazards
- How electricity moves (voltage, amperage, resistance)
- AC vs DC and why it matters
- Introduction to multimeters, clamps, and testing tools

### **Session 2**

#### **Flip the Switch: Demystifying Panels, Power & Protection**

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##### **Topic: Circuits, Breakers & Grounding**

###### **Covered in this Session:**

- Breakers: standard, GFCI, AFCI, tandem
- GFCI breakers vs outlet GFCIs – where and why they are used
- AFCI breakers – purpose, code compliance, and troubleshooting tips
- Voltage: 120V vs 240V and when they are used
- Ground vs neutral – differences, color codes, safety concerns

### **Session 3**

#### **Wired Right: Building Safe, Smart Connections**

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##### **Topic: Wiring & Boxes – Building the Circuit**

###### **Covered in this Session:**

- Wire types, gauges, solid vs stranded
- Wire color standards and labeling
- Outlet and switch boxes (new work, old work, fan-rated)
- Types of connections: wire nuts, crimp, terminal blocks, alumiconn
- Voltage drops and overloaded circuits

### **Session 4**

#### **In Control: Mastering Switches, Outlets, and Wiring Logic**

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##### **Topic: Switches, Outlets & Control Points**

###### **Covered in this Session:**

- Single-pole (1-way), three-way (2-location), four-way (3+ location) switch setups
- How to wire outlets: line vs load, daisy chaining, split receptacles
- Switched outlets and tab removals
- GFCI outlet installation (line/load logic) and troubleshooting
- Wiring logic for multiple control points (e.g., stairwell or hallway lighting)

**Session 5****Power Within: How Appliances Use Electricity**

---

**Topic: Appliance Components & Electrical Behavior****Covered in this Session:**

- Appliance motors: shaded pole, PSC, ECM
- Heating elements, solenoids, and drain troughs
- Start/run capacitors and relay types
- Resistance ranges for appliance parts

**Session 6****No Power? No Problem: Real-World Troubleshooting Tactics**

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**Topic: Troubleshooting Techniques & Power Loss****Covered in this Session:**

- Short circuits vs open circuits
- Sources of power loss
- Voltage, ohm, and continuity settings
- Outlet, switch, or load failure diagnostics

**Session 7****Command Central: Understanding Relays & System Controls**

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**Topic: Relays, Contactors & Control Boards****Covered in this Session:**

- Relays and contactors (types, function, voltage)
- System control boards and transformer basics
- Low-voltage vs high-voltage control systems
- Safety switches, firestats, and overflow protection

**Session 8****The Final Circuit: Lab Challenges & Skill Builder Review**

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**Topic: Capstone Review & Troubleshooting Lab****Covered in this Session:**

- Recap of key safety, wiring, and diagnostic methods
- Open troubleshooting challenge (rotating stations or scenarios)
- Session wrap-up and assessment quiz

**Session 9 HANDS ON****Behind the Thermostat: What Happens When the Temp Turns Down**

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**Topic: Low Voltage Guide for Apartment Technicians – HANDS ON ONLY****Covered in this Session:**

- Voltage, current, resistance and how they apply to HVAC systems
- Proper use of a multimeter for voltage, amperage, and resistance readings
- Low-voltage control components (transformers, relays, sequencers, contactors, & safety switches)
- Lockout/Tagout (LOTO) procedures to prevent electrical hazards during service
- Common HVAC wiring schematics and control logic for both cooling and heating applications

## **HVAC: Pressure & Performance**

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Each Session 60 minutes

### **Session 1**

#### **Cool to the Core: Understanding HVAC Fundamentals**

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##### **Topic: HVAC Basics & Refrigeration Principles**

###### **Covered in this Session:**

- Refrigeration cycle (evaporation, compression, condensation, expansion)
- Major HVAC system components and their functions
- Refrigerant behavior using pressure-temperature relationships

### **Session 2**

#### **Double Duty: Cooling and Heating with Heat Pumps**

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##### **Topic: Heat Pumps & Reversing Valve Operation**

###### **Covered in this Session:**

- Heat pump function and cycle reversal
- The role of the reversing valve and defrost controls
- Common heat pump issues in multifamily settings

### **Session 3**

#### **Precision Charging: Superheat, Subcool & Why It Matters**

---

##### **Topic: Superheat, Subcooling & System Charging**

###### **Covered in this Session:**

- Superheat and subcooling measurement
- Superheat/subcool data - refrigerant charge accuracy
- Symptoms of undercharge and overcharge

### **Session 4**

#### **Next Gen Refrigerants: What Techs Need to Know About A2L**

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##### **Topic: A2L Refrigerants & Safety Updates**

###### **Covered in this Session:**

- A2L refrigerants
- Safe handling, labeling, and recovery requirements
- Equipment changes and tools needed for A2L systems

### **Session 5**

#### **Seal the System: Brazing, Leaks & Long-Term Performance**

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##### **Topic: Brazing, Leak Detection & System Sealing**

###### **Covered in this Session:**

- Safe and effective brazing using nitrogen purge
- Refrigerant leaks - using multiple methods
- The importance of vacuum and system integrity

**Session 6****Smarter Systems: Inverter Compressors & ECM Motor Logic**

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**Topic: Inverter & ECM Technology in HVAC****Covered in this Session:**

- Inverter compressor function and variable speed control
- ECM motor features and wiring methods
- Basic inverter and ECM issues

**Session 7****Powered Up: Electrical Troubleshooting for Techs**

---

**Topic: Electrical & Control Circuits in HVAC****Covered in this Session:**

- HVAC control components: contactors, capacitors, transformers, boards
- Proper use of a multimeter to test for voltage, continuity, and resistance
- Common electrical failures in air handlers and condensers

**Session 8****Go with the Flow: Diagnosing Airside Issues**

---

**Topic: Airflow, Filtration & System Performance****Covered in this Session:**

- Duct sizing, static pressure, and airflow balance
- Filter, blower, and coil-related airflow issues
- Simple tools for airflow (anemometer, manometer)

**Session 9 HANDS ON****Behind the Thermostat: What Happens When You Turn Down the Temp**

---

**Topic: Low Voltage Guide for Apartment Technicians - HANDS ON ONLY****Covered in this Session:**

- Voltage, current, resistance, and how they apply to HVAC systems
- Proper use of a multimeter for voltage, amperage, and resistance readings
- Low-voltage HVAC control components (transformers, relays, sequencers, contactors, & safety switches)
- Lockout/Tagout (LOTO) procedures to prevent electrical hazards during service

Common HVAC wiring schematics and control logic for both cooling and heating applications

## **PLUMBING: Practical Plumbing for Techs**

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Each Session 60 minutes

### **Session 1**

#### **Know the Flow: How Multifamily Plumbing Systems Work**

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##### **Topic: Plumbing System Overview & Safety**

###### **Covered in this Session:**

- Key components of supply, drain, and vent systems
- Function of main plumbing parts (PRVs, traps, stacks, vents)
- Safe practices when working in or around plumbing systems

### **Session 2**

#### **Stop the Drip: Diagnosing & Fixing Supply Leaks**

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##### **Topic: Sinks, Faucets & Supply Lines**

###### **Covered in this Session:**

- Faucet components and their functions (handle, cartridge, aerator)
- Supply lines and angle stops operate
- Faucet and supply line failures
- Key pipe types and fittings (copper, PVC/CPVC) and appropriate joining methods

### **Session 3**

#### **Toilet Tune-Ups: From Running Tanks to Full Replacements**

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##### **Topic: Toilets – Repair, Reset & Replace**

###### **Covered in this Session:**

- Toilet tank and bowl components and their functions
- Tank-related failures (running, not filling, slow flush)
- Toilet reset or replacement
- Safe lifting procedures when handling toilets and heavy plumbing fixtures

### **Session 4**

#### **Go with the Flow: Clearing Clogs & Preventing Backups**

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##### **Topic: Drain Systems & Clogs**

###### **Covered in this Session:**

- Drain Waste and Vent (DWV) components and their purpose (P-traps, cleanouts, stacks)
- Common sources and locations of clogs
- Safe and effective clearing techniques

### **Session 5**

#### **Hot Water, No Hassle: Tub, Shower & Valve Repairs**

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##### **Topic: Tub & Shower Maintenance**

###### **Covered in this Session:**

- Tub and shower valve systems and their functions
- Temperature limit devices
- Stem types and maintenance

- Diverter, cartridge, and water flow issues
- Leak and water intrusion prevention

**Session 6****Hot Water Know-How: Diagnosing Drips, Bangs, and Cold Showers**

---

**Topic: Water Heater Troubleshooting Essentials****Covered in this Session:**

- Overview of common multifamily water heater types (tank, tankless)
- Key components and functions (thermostats, elements, T&P valves)
- Heat pump water heaters
- Basic troubleshooting: no hot water, leaks, unusual sounds
- Preventive maintenance best practices
- Repair vs. replace

## MAINTENANCE ESSENTIALS: Kickstart for Multifamily Maintenance

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Each Session 60 minutes

### Session 1

#### Turn It Right: The Make-Ready Process for New Techs

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##### Topic: Make Ready Basics

###### Covered in this Session:

- The make-ready process and technician responsibilities
- Key areas of inspection and repair during turns
- Timelines and communication with office teams

### Session 2

#### Patch, Prime, Paint: Maintenance Painting Essentials

---

##### Topic: Painting & Surface Prep

###### Covered in this Session:

- Paint types, finishes, and common usage
- Basic brush, roll, and cut-in techniques
- Minor sheetrock repair
- Surface prep for painting and clean touch-ups

### Session 3

#### Secure It: Keys, Cores & Lock Safety for Techs

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##### Topic: Keys & Locks

###### Covered in this Session:

- Types of locks and keys used in multifamily housing
- Rekeying and key system maintenance
- Best practices for key control and safety compliance

### Session 4

#### Fair & Aware: Compliance on the Job for Maintenance Techs

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##### Topic: Fair Housing for Maintenance

###### Covered in this Session:

- How Fair Housing laws apply to maintenance tasks
- Potential violations during unit entry or service
- Interactions with all residents

### Session 5

#### More Than Maintenance: Delivering 5-Star Service

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##### Topic: Customer Service for Maintenance

###### Covered in this Session:

- Professional, courteous communication with residents
- Empathy and active listening to handle difficult situations
- Positive representation while working in homes

**Session 6****From Call to Completion: Managing Work Orders Effectively**

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**Topic: Work Order Management****Covered in this Session:**

- The full lifecycle of a work order
- Prioritization of tasks based on urgency and policy
- Communication with the office team for efficient scheduling

**Session 7****Document It Right: Writing Work Orders That Protect You**

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**Topic: How to Complete a Work Order Ticket****Covered in this Session:**

- Accurate documentation in property management software
- Required info: times, parts, notes, resident interaction
- The legal and operational value of clean documentation

## **MAINTENANCE ESSENTIALS: Season Shield with Preventive Maintenance**

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**Protect Property. Preserve Comfort. Prevent Calls.**

Each Session 60 minutes

### **Session 1**

#### **Spring Forward: Reset Your Property for the Season**

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**Topic: Spring Prep – Rebound & Reset**

**Covered in this Session:**

- How to inspect and reset property systems after winter conditions
- Landscaping, irrigation, and common areas for increased resident activity
- Preventive maintenance to reduce summer breakdowns

### **Session 2**

#### **Summer Strong: Systems, Safety & Sun Readiness**

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**Topic: Summer Prep – Cool & Compliant**

**Covered in this Session:**

- Air conditioning systems are operating efficiently
- Heat-related risks in common areas and units
- How to prepare for high resident usage of amenities and systems

### **Session 3**

#### **Fall Fix-Up: Seal It, Service It, Schedule It**

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**Topic: Fall Prep – Seal & Service**

**Covered in this Session:**

- How to inspect and seal the building envelope to reduce heating costs
- How to prepare heating systems and appliances before the first cold snap
- Leaf and drainage hazards before seasonal storms

### **Session 4**

#### **Winter Ready: Freeze Protection & Emergency Readiness**

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**Topic: Winter Prep – Protect & Prevent**

**Covered in this Session:**

- Protect systems from freezing and storm-related damage
- Inspect safety systems and ensure emergency supplies are stocked

Minimize cold-weather service calls and prevent resident discomfort

## **SAFETY ESSENTIALS: Real Risks. Real Solutions. Real Awareness.**

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Each Session 60 minutes

### **Session 1**

#### **Know What You're Working With**

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**Topic: Hazard Communication & Chemical Safety/Electrical Safety & Lockout/Tagout**

**Covered in this Session:**

- OSHA's Hazard Communication Standard (29 CFR 1910 1200)
- Label requirements and SDS components
- Safe practices when using chemicals in occupied units and shops
- Electrical hazards and OSHA requirements (1910 303–335)
- Lockout / Tagout (LOTO) procedures for electrical work
- When to escalate to licensed contractors

### **Session 2**

#### **Gear Up: PPE for the Work You Actually Do**

---

**Topic: Personal Protective Equipment (PPE)**

**Covered in this Session:**

- Job-specific PPE for maintenance tasks (painting, plumbing, electrical, HVAC, etc.)
- Employer/employee responsibilities per OSHA 29 CFR 1910 Subpart I
- The correct usage, maintenance, and replacement of PPE

### **Session 3**

#### **Don't Fall for It: Working Safely from Heights**

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**Topic: Ladder & Fall Prevention Safety**

**Covered in this Session:**

- Ladder types and safe usage per 29 CFR 1910 23
- Fall prevention basics and jobsite best practices
- Common multifamily trouble spots

### **Session 4**

#### **Tight Spots & Tough Conditions: Staying Safe in Extremes**

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**Topic: Confined Spaces & Heat/Cold Stress**

**Covered in this Session:**

- Potential confined spaces in multifamily settings (crawlspaces, attics, vaults)
- Symptoms and prevention for heat/cold stress
- Best practices to protect yourself in harsh working conditions

### **Session 5**

#### **Safe Sites Start with You: Housekeeping & Daily Habits**

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**Topic: General Safety & Housekeeping Standards**

**Covered in this Session:**

- General workplace safety standards (1910 22) and common violations
- Best practices to avoid injuries and citations
- Daily habits that support a safe and efficient worksite

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**SAFETY ESSENTIALS: Code Red: Know the Fire Code. Protect the Property.**

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Each Session 60 minutes

**Session 1**

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**Know the Code: Fire Prevention Starts with You**

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**Topic: Fire Codes & Building Responsibilities****Covered in this Session:**

- Key NFPA codes that apply to multifamily properties
- Roles of maintenance staff in daily fire prevention
- What fire inspectors look for during walk-throughs

**Session 2**

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**Seal the Spread: Understanding Firestops in Multifamily**

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**Topic: Firestopping & Compartmentation****Covered in this Session:**

- The purpose of firestops and rated assemblies
- Fire-rated walls, floors, and penetrations
- How to inspect and report breaches in fire barriers

**Session 3**

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**Sprinkler Savvy: Understanding Fire Suppression Systems**

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**Topic: Sprinkler Systems & Required Inspections****Covered in this Session:**

- The components and functions of sprinkler systems
- Required monthly, quarterly, and annual inspections
- How to respond to accidental discharges and deficiencies

**Session 4**

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**Stay Ahead of the Smoke: Detector Compliance & Best Practices**

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**Topic: Smoke Detectors, CO Detectors & UL Updates****Covered in this Session:**

- Smoke and carbon monoxide detector types and code requirements
- When to replace vs. test and clean detectors
- UL 217 & UL 268 updates and compliance deadlines

**Session 5**

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**Sound the Alarm: Fire Panels, Alarms & Readiness**

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**Topic: Fire Alarm Systems & Emergency Equipment****Covered in this Session:**

- The components of a fire alarm system and how they work together
- The inspection schedule per NFPA 72
- How to report and escalate panel alerts or trouble signals

## **ENVIRONMENTAL: Safe Spaces: Know What's in the Walls**

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Each Session 60 minutes

### **Session 1**

#### **Stop the Flow: Managing Moisture Before It Becomes Mold**

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##### **Topic: Moisture Intrusion & Prevention**

###### **Covered in this Session:**

- Common sources of water intrusion in apartment homes
- The role of moisture in structural damage and mold growth
- Best practices to prevent, report, and control moisture issues

### **Session 2**

#### **What's Growing in the Corner? Mold Awareness for Maintenance**

---

##### **Topic: Mold Identification & Response**

###### **Covered in this Session:**

- What mold is, why it forms, and health implications
- Signs of mold growth and conditions that promote it
- How to document, report, and contain suspected mold before remediation

### **Session 3**

#### **Contain, Clean, Correct: Mold Remediation Basics**

---

##### **Topic: Mold Remediation Protocols**

###### **Covered in this Session:**

- When mold remediation must be outsourced vs. done in-house
- Containment, PPE, and cross-contamination prevention
- Basic procedures for minor mold clean-up with proper safety

### **Session 4**

#### **Soaked to Safe: Water Extraction & Structural Drying**

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##### **Topic: Water Extraction & Dry Out**

###### **Covered in this Session:**

- Water Intrusion Response
- Proper Equipment
- Water Damage and Repair

### **Session 5**

#### **Breathe Easy: IAQ Basics for Apartment Techs**

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##### **Topic: Indoor Air Quality (IAQ) Awareness**

###### **Covered in this Session:**

- Indoor air quality factors affecting residents and staff
- HVAC's role in IAQ, including filters and ventilation
- IAQ monitoring and improvement through routine maintenance tasks

**Session 6****What You Don't Disturb Won't Hurt You: Asbestos Basics**

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**Topic: Asbestos Awareness****Covered in this Session:**

- Where asbestos may be found in older multifamily properties
- Tasks that could disturb asbestos and require special handling
- OSHA asbestos awareness guidelines and reporting procedures

**Session 7****Lead the Safe Way: Awareness & Compliance for Maintenance**

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**Topic: Lead-Based Paint Awareness****Covered in this Session:**

- Where lead-based paint may be found in pre-1978 units
- The health risks regarding exposure
- EPA's RRP rule for safe practices and proper notification

## PROFESSIONAL DEVELOPMENT: Beyond the Toolbox

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### Grow Your Mindset. Build Your Impact.

Each Session 60 minutes

#### Session 1

### The Priority Shift: Focus on What Matters Most

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#### Topic: Managing Priorities, Not Time

##### Covered in this Session:

- Understand the difference between time management and priority management
- Identify the most critical daily tasks based on urgency and impact
- Apply simple tools to delegate, escalate, and stay focused

#### Session 2

### Parts with a Purpose: Maintenance Inventory Made Easy

---

#### Topic: Managing Inventory in the Maintenance Shop

##### Covered in this Session:

- Implement basic inventory controls to avoid shortages and overstock
- Use simple systems to track usage and plan orders
- Reduce waste and shrinkage through accountability and consistency

#### Session 3

### Place with a Purpose: Designing the Maintenance Shop

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#### Topic: Shop Organization for Speed & Safety

##### Covered in this Session:

- Design a clean, efficient, and safe shop layout
- Visual organization for easy tools and part access
- Expectations for cleanliness and accountability

#### Session 4

### The Servant Supervisor: Leading Without the Title

---

#### Topic: Leading from the Field

##### Covered in this Session:

- Leadership is influence, not authority
- Behavior, communication, and professionalism for peers
- Common tech frustrations with empathy and action

#### Session 5

### Shift Leadership: Managing People, Not Just Problems

---

#### Topic: Managing a Maintenance Team

##### Covered in this Session:

- Proven tactics to motivate, train, and hold a team accountable
- How to run efficient morning meetings and build team culture
- How to coach through mistakes and recognize high performers

## PROFESSIONAL DEVELOPMENT: Bridging Office and Maintenance Teams

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**Mind the Gap: Stronger Communication. Better Outcomes.**

Each Session 60 minutes

### Session 1

#### Inside the Toolbox: Understanding Your Maintenance Team

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**Topic: Maintenance 101 – Systems, Schedules & Terminology**

**Covered in this Session:**

- Key systems and components in an apartment community
- The structure and scope of the maintenance team's responsibilities
- How to speak the same language as your service team

### Session 2

#### Work the Order: From Call to Completion

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**Topic: Work Orders, Emergencies & Communication**

**Covered in this Session:**

- The work order lifecycle and how to ensure quality completions
- Routine, urgent, and emergency work
- Communication with your service team and residents

### Session 3

#### Ready on Time: Partnering on Successful Unit Turns

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**Topic: Make-Ready Process & Turn Management**

**Covered in this Session:**

- The steps of the make ready process and your role in it
- Effective collaboration to meet deadlines
- Quality control practices to ensure a rent-ready finish

### Session 4

#### Nuts, Bolts & Budgets: Understanding Maintenance Spending

---

**Topic: Budgeting & Vendor Oversight for Maintenance**

**Covered in this Session:**

- Typical maintenance budget categories and expenses
- How to read invoices, track spending, and avoid overages
- When to contact a vendor, how to verify work, and ensure compliance

### Session 5

#### Safe & Sound: Manager's Role in Maintenance Compliance

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**Topic: Safety, Compliance & Your Role in Risk Prevention**

**Covered in this Session:**

- Your responsibilities in OSHA awareness, fire safety, and inspections
- How to support your team in reporting, documenting, and correcting hazards
- How to stay ready and aware of environmental risks (mold, asbestos, lead, etc.)

## EMERGENCY PREPAREDNESS: Calm in the Chaos

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### Emergency Prep for Maintenance & Management

90-minute session

#### Equip. Respond. Recover.

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#### Topic: Emergency Prep for Maintenance and Management

##### Covered in this Session:

- Common crisis types that impact multifamily housing operations
- The stages of emergency response: prepare, act, and recover
- Property-specific plans for storm prep, pandemics, and fire incidents
- Resident and vendor communication before, during, and after a crisis
- The roles and responsibilities of maintenance vs. management during emergencies

## EMERGENCY PREPAREDNESS: Hurricane Prep

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### Emergency Prep for Maintenance & Management

90-minute session

#### Equip. Respond. Recover.

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#### Topic: Hurricane Prep for Maintenance and Management

##### Covered in this Session:

- The stages of hurricane prep: prepare, act, and recover
- Property-specific plans for storm prep
- Resident and vendor communication before, during, and after a storm
- The roles and responsibilities of maintenance vs management during emergencies

## COMPLIANCE: Understanding HUD's Alphabet Soup

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### REAC & NSPIRE Inspection Prep

90-minute session

#### Be Prepared. Stay Compliant. Protect Your Score.

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#### Topic: How to Prepare, What to Prioritize, and Why it Matters

##### Covered in this Session:

- The purpose and process of HUD REAC and NSPIRE inspections
- The differences between REAC and NSPIRE scoring systems
- Self-inspections using HUD criteria and common checklists
- Common violations using real property photos
- Preparation of units, grounds, and documentation in advance of the inspector's visit

## **CERTIFICATION: EPA 608 Refrigerant Handling**

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### **Beginner Level**

1.5-days in-person / 3-days virtual with (1) 4-hour session daily

**Objective:** Equip HVAC professionals with the foundational knowledge and legal compliance required to handle and work with refrigerants in accordance with EPA Section 608 standards.

### **Covered In Sessions**

- Session 1: Core principles and Type I systems
- Session 2: Type II (High-pressure) and Type III (Low-pressure) systems
- Session 3: Comprehensive review and exam prep

**Includes:** Study guide, materials, and proctored certification exam (online)

## **CERTIFICATION: Chadwell Supply A/C Essentials**

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### **Beginner Level**

1.5-days in-person / 3-days virtual with (1) 4-hour session daily

**Objective:** Develop a solid understanding of A/C system operations, component function, and refrigerant behavior to enable safe and effective maintenance and diagnosis.

### **Covered In Sessions**

- Session 1: Temperature and pressure relationships, heat transfer concepts, refrigeration cycle overview
- Session 2: Properties of refrigerants and oils, system retrofitting basics
- Session 3: Detailed review of evaporators, condensers, compressors, and metering device

**Includes:** Study guide, materials, and certification exam through HVACR Excellence

## **CERTIFICATION: Certified Pool Operator (CPO)**

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### **Intermediate Level**

**5-Year Certification (varies by state)**

2-days in-person / 2-days virtual

**Objective:** Certify professionals responsible for pool and spa maintenance in water chemistry, filtration, and regulatory compliance.

### **Covered In Sessions**

- Water testing and treatment methods
- Filtration and circulation systems
- Pool equipment overview
- Automatic feed equipment
- Government regulations and safety codes
- Proctored open-book exam

**Includes:** Printed materials and certification exam

## **CERTIFICATION: Low GWP Refrigerant Safety & Certification**

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### **Advanced Level**

### **5-Year Certification (varies by state)**

1-days in-person / 2-days virtual with (1) 4-hour session daily

**Objective:** Prepare HVAC professionals for the transition to Low Global Warming Potential (GWP) refrigerants, including safe handling, retrofitting, and regulatory protocols.

### **Covered In Sessions**

- Refrigerant classifications (A2L, A3)
- Refrigerant detection systems and mitigation strategies
- Safe transportation and storage protocols
- Equipment matching and retrofitting best practices
- Compatible tools and installation safety

**Includes:** Intensive study guide review and certification exam