

CSI Maintenance



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CONSTRUCTION
SOLUTIONS, INC.

From construction through facilities, make it a clean sweep!

**Preferred Service
Program
(PSP)**

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Client Testimonials

“I have been with Gold’s Gym for over 8 years and have worked with many. He (technician) is by far one of the BEST I have worked with...I see him as a very valuable asset. Thank you!”

Store Manager
Austin, TX

“All technicians provided by CSI have been prompt, efficient, and professional.”

Store Manager
Dallas, TX

“Technician has done a great job assessing issues that needed to be fixed at the facility. He always gets them taken care of that day and communicates with managers on what needs to be done to resolve the issue.”

Store Manager,
San Antonio, TX

“I believe our technician is a great asset to our company...only negative is that we don’t get to see him enough.”

Store Manager
San Antonio, TX

At CSI Maintenance, our goal is to provide our client simple, yet comprehensive solutions for facility related services to maximize your return on protecting your facility investment, and maintain your properties pristine condition. One way we can accomplish this goal is by offering our clients our Preferred Service Program.



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Facility Program Overview

▪ POP Inspection – Initially & Quarterly

Facility specific site visit to determine and list all of the current facility related items that need to be addressed. This fresher perspective is usually performed independently of other maintenance services.

▪ POP Repair Visit – Semi-Annually

Facility specific visit to address and correct issues as determined in the initial POP Inspection visit.

▪ Preferred Service Program (PSP) – Bi-monthly

Ongoing facility specific service program that addresses 6 to 8 ticket repair items each visit, on a regular basis as determined by store manager (“tickets”) call-ins, facility line requests and/or regional management requests.

▪ High Level Dust Plan

Semi annual cleaning 14’ and above of open trusses, duct work, etc.

▪ Sparkle Shine Plan

Your selected location is going to be in a “photo opportunity” and really needs to shine.

The above service options can be utilized individually or in multiple combinations to achieve your best value for your facility dollars. When all these services are used in conjunction with each other; we can best facilitate your main goal, a REDUCTION in the number of TICKET REPAIR requests, resulting in a Ticket Reduction Program (TRP).



How Does PSP Work?

1. CSI technician will visit each location every other week or according to the schedule determined for each location.
2. The technician will first check in with the manager on duty to acknowledge that they are there to do the scheduled maintenance.
3. The manager will forward a copy of any service tickets for PSP to the technician and indicate if there are any specific areas that need to be addressed immediately. After the manager and technician have addressed the specific areas, the technician will then begin his scheduled work.
 - A. Technician walks the entire facility with the Maintenance Checklist and records a detailed description of what repairs are needed. (Photos Taken as needed for reference.)
 - B. Technician then reviews service tickets/work requests that need to be completed that day, as well as what is recorded on the checklist during inspection.
 - C. A list of materials to complete work will be established and the technician will then pick up what is needed from local suppliers.
 - D. Technician returns and completes the repairs.
 - E. All recorded information on the checklist is faxed to CSI and estimates are generated for any repairs that are necessary, which do not fall under the scope of work for PSP. These estimates are returned to the client for approval within 48 hours.

GOAL: Service technician to repair as many “1 Hour” repair tickets per visit, ultimately leading to TRP.



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PSP Services

Examples of PSP Services (client specific):

Plumbing Systems

- Inspect sinks and faucets for leaks-minor part replacements
- Inspect operation of toilets and urinals-minor part replacement
- Inspect hot water heaters for proper operation and temperature settings
- Inspect/Install restroom fixtures i.e., soap dispensers, toilet paper holders, paper towel holders, seat cover holders, grab bars, etc. — repair or replacement as required.

Interior and Exterior Lighting

- Inspect all lamps for proper wattage and operation — replace all burned out lamps below 16 feet.
- Inspect and clean fixtures — replacement of lens, diffuser, globe on fixtures below 16 feet.

Electrical Systems

- Inspect electrical outlets
- Inspect lighting control switches
- Inspect time clocks and photo cells
- Inspect cover plates replace as required.
- Inspect all appliances for proper operation

Doors

- Inspect all interior doors — repair or replacement of hardware and locks and minor adjustments for proper operation.
- Inspect all thresholds — repair or replacement as required.

Floor Covering

- Inspect carpet floors — minor seam repairs, replacement of carpet / carpet squares.
- Inspect tile floors — minor replacement of damaged tiles and grout.
- Inspect linoleum and vinyl floors — minor repairs.
- Inspect all base cove — repairs and replacements.

Signage Systems

- Inspect all electrical signs below 16 feet — replacement of lamps, ballast, tombstones, sockets, etc.
- Inspect all signs for integrity, adhesions, and visual appearance.

Additional Services

- Repair or replacement of furniture hardware, including drawer glides, lock replacement and small laminate repairs.
- Graffiti removal and general touch up painting
- Minor wall covering repairs and touch up painting
- T-bar ceiling repairs and adjustments under 16 feet. Includes ceiling tile replacement.
- Checking fire extinguisher expiration dates and coordinating annual service.
- Lock repairs for desks, file cabinets, etc.
- Clean air vents and fans under 16 feet.
- Repair and replacement of exhaust fans.
- Building and Installation of shelving and cabinets



Summary

With a PSP in place, everybody wins:

- The facility gets its own repair technician
- The facilities' repair tickets 'begin to reduce' (TRP)
- The Facility Manager's work load frees up due to fewer number of tickets
- The facility manager 'feels' like corporate is paying personal attention to them
- Your customer's experience improves as the facility starts to look better
- Later on, PSP techs participate in your small roll-out programs

