



Standard Operating Procedure (SOP)

Title: Maintenance – Preventative Maintenance Schedule
Version: 1
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Purpose

To ensure the consistent and effective maintenance of resort facilities through regular inspections and servicing, thus preventing unexpected breakdowns and ensuring a high standard of safety and functionality.

Scope

This SOP applies to all maintenance staff responsible for HVAC systems, plumbing, electrical systems, pest control, and landscaping at the resort.

Responsibilities

- Maintenance Staff: Perform regular inspections and maintenance tasks according to the schedule.
- Maintenance Manager: Oversee the scheduling and completion of preventive maintenance tasks.
- Senior Management: Review and approve the preventive maintenance schedule and allocate necessary resources.

1. Regular Inspection and Servicing of HVAC Systems

A. Inspection Schedule

- Monthly: Visual inspection of HVAC units, checking filters, belts, and overall system condition.
- Quarterly: Comprehensive inspection including ductwork, thermostats, and electrical connections.
- Annually: Full system service including cleaning coils, inspecting refrigerant levels, and testing system performance.

B. Servicing Procedures

1. Monthly Inspection

- Check and replace filters if necessary.
- Inspect belts for wear and tension.
- Ensure vents and ductwork are free of obstructions.
- Document any issues and report to the manager.

2. Quarterly Inspection

- Inspect and clean ductwork.
- Test and calibrate thermostats.
- Check electrical connections for corrosion or damage.



- Document findings and perform necessary repairs.

3. Annual Service

- Clean evaporator and condenser coils.
- Check and replenish refrigerant levels.
- Test system performance and efficiency.
- Complete a detailed service report and submit to management.

2. Routine Checks of Plumbing Systems

A. Inspection Schedule

- Weekly: Visual inspection of all visible plumbing components.
- Monthly: Functional tests of faucets, showers, toilets, and drainage.
- Annually: Comprehensive inspection including hidden piping and water heaters.

B. Servicing Procedures

1. Weekly Inspection

- Check for leaks, drips, and visible signs of wear.
- Ensure all faucets and fixtures operate smoothly.
- Document any issues and take immediate action if necessary.

2. Monthly Functional Tests

- Test water pressure and flow in all guest rooms and common areas.
- Inspect drainage for slow or clogged pipes.
- Check water heaters for proper operation and temperature settings.
- Report and address any issues found during testing.

3. Annual Comprehensive Inspection

- Inspect hidden piping using appropriate tools (e.g., cameras for internal pipe inspection).
- Flush water heaters and check for sediment buildup.
- Inspect and test backflow prevention devices.
- Complete a detailed inspection report and submit to management.

3. Scheduled Maintenance for Electrical Systems

A. Inspection Schedule

- Monthly: Visual inspection of electrical panels, outlets, and lighting.
- Quarterly: Testing of emergency lighting and safety systems.
- Annually: Full system audit including wiring, grounding, and load testing.

B. Servicing Procedures

1. Monthly Inspection

- Check for visible damage or wear on electrical panels and outlets.
- Test lighting fixtures and replace bulbs or components as needed.
- Document findings and report any issues to the manager.

2. Quarterly Testing



- Test all emergency lighting and exit signs.
- Inspect and test safety systems such as smoke detectors and alarms.
- Document test results and address any failures immediately.

3. Annual System Audit

- Conduct a thorough inspection of all wiring and electrical connections.
- Test grounding systems and correct any deficiencies.
- Perform load testing on electrical panels and circuits.
- Complete a detailed audit report and submit to management.

4. Periodic Pest Control Measures

A. Inspection Schedule

- Monthly: Inspection for signs of pest activity and treatment as necessary.
- Quarterly: Preventive treatment around the property perimeter.
- Annually: Comprehensive pest control audit and treatment plan review.

B. Servicing Procedures

1. Monthly Inspection

- Check for signs of pests in common areas, guest rooms, and storage areas.
- Apply spot treatments as needed based on findings.
- Document inspection results and actions taken.

2. Quarterly Preventive Treatment

- Apply preventive treatments around the property perimeter.
- Inspect and treat high-risk areas such as kitchens and garbage disposal areas.
- Record treatment details and monitor effectiveness.

3. Annual Pest Control Audit

- Conduct a comprehensive audit of the property for pest control effectiveness.
- Review and update the pest control treatment plan based on audit findings.
- Complete an audit report and submit to management.

5. Landscaping and Groundskeeping Schedule

A. Inspection Schedule

- Weekly: General inspection and routine groundskeeping tasks.
- Monthly: Detailed inspection and seasonal planting or maintenance.
- Annually: Comprehensive review of landscaping plans and major projects.

B. Servicing Procedures

1. Weekly Groundskeeping

- Mow lawns, trim hedges, and water plants as needed.
- Remove debris and ensure walkways are clear.
- Inspect for any immediate issues and address them promptly.

2. Monthly Detailed Inspection

- Perform detailed inspections of all landscaping elements.



- Conduct seasonal planting, mulching, and pruning.
- Inspect irrigation systems and adjust settings as needed.
- Document inspection results and planned actions.

3. **Annual Landscaping Review**

- Review and update the landscaping plan for the property.
- Plan and execute major projects such as tree planting or garden redesigns.
- Complete a detailed review report and submit to management.

Documentation and Review

- Maintain detailed records of all preventive maintenance activities, including dates, findings, and actions taken.
- Review and update the preventive maintenance schedule annually or as needed based on operational changes or feedback.

Approval and Review

- This SOP is approved by the Maintenance Manager and Senior Management.
- It will be reviewed annually or as needed based on operational changes or feedback.