

6/28/18

How do you handle servicing of HVAC systems/ACs? In house? Contract? Any special way you handle the higher demand for service and repair in the summer months?

both, it depends on what's wrong with the system.

use local AC company

HVAC- we are lucky to have an excellent repairman on speed deal. He is at the property within a few hours because of the elderly residents we have. All the units use the same few parts so I keep those on hand. The coolant in our units was an issue a couple of years ago so we purchased new units that used the old freon with grant money. I can't remember the amount of savings involved but the move will save us having to replumb and change units inside and out.

In house. Employ someone with the experience. Or, send someone to local technical center program that is interested in HVAC for the basics. Any major issues should be completed by HVAC contractor.

We do repairs in house- have several maintenance staff that are licensed to work on HVACs. We just absorb into the maintenance workload.

Yes In house Contract help if demand exceeds our in house capabilities.

This is a small Rural area if you have been using one person the next company will not encroach upon their customers. As far as higher demand the company we use has been very good about responding in a timely manner. We keep several window units to utilize when it might be a couple of days before the contractor can get here or if he has to order parts etc.

Some we have maintenance service them and if it's too complicated that they can't do the job, we contract it out.

Our maintenance staff will service all the central air conditioner units in May before it gets hot. We do this in house, and the window units, he takes them out of the window and goes to the car wash and spray washes them also in May and early June. My

maintenance staff is certified in commercial units, but can service both residential and commercial. He has saved us so much money from not having to call an outside vendor. This process has assisted our agency from having very minimum service calls on AC calls in the summer. I hope this helps.

We contract out for a/c repairs and installation.

Contract unless something real simple.

Both in house (minor repairs) and local contractor (major repairs). We have window AC units that we can install if we have to wait on a part or a service call.

We handle most calls in house. We have a contract with a local repair company to handle larger fixes and after hours/holiday calls.

In-house. I have a certified HVAC/Licensed Electrician on staff.

Some in-house and some contract depending on what is needed. We don't do Freon.

Both. Requests are evaluated by maintenance and response is determined how we should proceed. All requests are concluded within two days.

Outside HVAC contract company

The Maintenance person is license in refrigeration so he can do most if its something he can not do it is contracted out.

Normal A/C issues are handled by certified a/c maintenance staff. When needed, a contractor is contacted for service. This is the process followed throughout the year.

Contract it out to local HVAC. On replacement, we take bids.

HVAC systems/AC are handled in house by HVAC certified HATT employee. The HATT HVAC employee has all routine services planned (filter changes, compressor servicing, etc. for each property, yearly) and non-routine repairs are handled during regular shift

and some during off-scheduled working hours during on-call. During the high demand of summer months, we hire one assistant for the HVAC person in order to get all repairs and services completed timely.

Our Maintenance initially checks them but normally we have 3 in town vendors and we rotate them out.

during the summer we have a first to serve rule for a/c- we get phone quotes and whomever can get to it first wins!

Our maintenance supervisor looks first to see if maybe he can take care of it, if not we have a local HVAC business, call out, usually fixed the same day.