

HC Salon Holdings Handyman Information

Hello Gentleman, we have recently taken on HC Salon Holdings. They include:

- Hair Cuttery - Bubbles - Salon Cielo - Salon Plaza – Cibu

We are going to do a Preventative Maintenance Program with the Salon. **Develop relationships as you will more than likely keep going to the same store ever Quarter.** We will have visits scheduled Quarterly and the Service would be performed in:

- February
- May
- August
- November

The expectations for on-site would be:

- Check-In:** IVR → 855-312-3564 → IFM WEB #
- 1 Hour to complete Visual Inspection
- Make repairs if materials are available and time allows
- Take pictures and job notes for fixes
- Quote Work
- Check-Out:** IVR → 855-312-3564 → IFM WEB #

Expectations and Checklist when arriving On-Site:

- ✓ Tech meets ETA and is on site based on Priority Window
- ✓ Tech checks in via the IVR System
- ✓ Tech notifies **Requesting Contact/Manager-on-Duty** of arrival
- ✓ Tech presents copy of work order (digital or paper)
- ✓ Tech knows what they are supposed to repair
- ✓ Tech has the tools and materials to repair the issue
- ✓ Tech obtains signature from **Requesting Contact/Manager-on-Duty**
- ✓ Tech checks out via IVR system
- ✓ Tech escorted into vault for vault work orders

Ceiling Tiles	
White (2' x 4') USG™ Radar™ 2310	
White (2' x 2') USG™ Radar™ 2120 Shadowline Tapered	
Thermostats	
Lightstat TME-POI	
Lightstat TME-LCS - *Florida only	
Hand Dryer	
ASI 20199-2 Semi-Recessed Hand Dryer	
Utility Sink	
Sink - Tabco SS Tabco FE-1-1812-X (23" x 23 3/4")	
Faucet - Tabco - K101 8" Swing Spout	
Water Heaters - "HC Salon Holdings, Inc." Account - AO Smith Natl Accts: 800-447-1953	
Gas - BT 80	
Electric - DRE80 18KW	
Shampoo Bowl	
Description	Item #
#1701 Catch-All Hair Trap	466
Drain Kit	906
915-VB Vacuum Breaker and 918 Jumper Hose	915
Black Jumper Hose	918
Ecohead Shower Head	ECOHEA D
Hose for Ecohead	ECOHOS E
Model #934 Faucet w/o VB	934
Lighting - Villa Lighting - Steve Demarais: 508-878-0027; steve@villalighting.com	
Replacement lamps for 2x4 troffers GE Current 35K LED - 15ET8/G/4/835 = \$6.25	
They also have all our lighting needs so can be contacted for any other lighting as needed	
Open Sign - *Client is open to either option	
Granger Mystiglo LED Model VH-01-RL	
Office Depot - Royal Sovereign LED - RSIRSB1340E	
Entry Mat	
Black 3x4 or 3x5	

Quarterly inspection procedures:

1. Check in with store / location manager
2. IVR check-in and check-out
3. Visually inspect following: *See Below*
4. Take pictures of any site issues and report them to CBRE | FacilitySource
5. Clean all diffusers throughout
6. Clean hair traps at bowls
7. Clean clothes dryer vent and cleanout

General Checklist & Overall Condition

- Lighting
- Emergency Lights
- Exit Lights
- Ceiling Tiles
- Exhaust Fans
- Sprinkler Heads
- Walls
- Cove Base
- Flooring
- Doors

Restroom

- Toilets
- Lighting
- Sinks
- Fans
- Toilet / Paper Towel Holder
- Door Closer
- Hand Dryer
- Floor Drains
- Switch / Sensors

Reception Desk

- Drawers / Doors

- Knobs / Hardware

Breaker Panels

- Express Heat
- Exposed Wiring
- Disconnects
- Clock / Timers

Water Heater

- Pipes / Valves
- Gas Pipes
- Fans / B-vent
- Burner
- Electric / Elements

- Wire

- Connections
- Disconnects

Washer

- Hoses / Valves
- Outlet / Cord
- Level
- Dryer
- Hose / Lint Trap
- Outlet / Cord
- Dispensary
- Sink
- Shelving
- Traps / Floor Drains

Shampoo Area

- Traps & Pipes
- Shampoo Bowl(s)
- Faucets / Hoses
- Doors / Casework
- Hardware

Styling Station

- Knobs / Hardware
- Drawers / Hardware
- Station Mounting
- Mirrors

Exterior / Sign

- Lighted
- Condition
- Time Clock / Photocell
- Open Sign
- Rare Door Overhead Light

Replacement of Ceiling Tile & Lights will be handled as Work Found on PM if replacement exceeds the 1-hour allotment. Work will require onsite DNE increase approval before proceeding.

If you receive a work order for washers / dryers, PLEASE DO NOT REJECT.

We understand that not all General Repair providers are equipped to troubleshoot appliances, so we ask that your technicians follow the below procedures:

Attempt to fix the issue:

- Could be a result of minor electrical issues, clogged dryer vent, etc.

If technician is unable to troubleshoot within 30 mins. – 1 hr., technician is to call Service Operations team and provide quote for replacement and installation.