



New CAMT Maintenance Services Curriculum

In a revision of the CAMT Maintenance Technician program, the National Apartment Association announces the redevelopment of course material, effective January 2004. The revisions were made in response to concerns from affiliates around the country and represent more concise, yet informative material in three key areas of the maintenance skill sets. Maintenance Warehouse/Home Depot sponsors the course. The three programs include:

Overview of Apartment Community Maintenance and Fair Housing ©

This 8-hour program includes training in make-ready and preventive maintenance, curb appeal, service requests, emergency maintenance, after-hours requests and utility shutoffs. It is complemented by an emphasis on fair housing within the duties of a maintenance service technician. The course identifies the fair housing implications in work situations, protected classes and the difference that good recordkeeping can make.

Personal and Property Safety ©

This 8-hour program discusses the variety of risks and protections in the maintenance technician's daily duties. The program exposes a variety of potential workplace hazards, OSHA compliance training, personal protective equipment, safety signs/symbols/colors, locks and tags, electrical safety, blood borne pathogens, chemical safety, accidents, injuries and emergencies.

Customer Service and Satisfaction ©

This 8-hour program focuses on the lasting impression a maintenance service technician can make in the performance of duties, in personal hygiene and appearance, in working well with other members of the team, and in responding to negative criticism from residents or supervisors. The course trains the technician on proper service request response, service etiquette, business manners and values

CAMT Maintenance Services Curriculum - Basic Skills

The basic skills portion of the Certified Apartment Maintenance Technician program was written by the National Apartment Association to provide basic training in the areas served by the onsite technician. The programs are geared toward maintenance service team members and management personnel. Maintenance Warehouse/Home Depot sponsors the curriculum. The four programs include:

Basic Electrical Repairs and Replacements ©

A 16-hour program whose topics include electrical systems for the apartment home, electrical safety, electrical circuits, electrical parts and basic wiring/electrical repairs.

Basic Plumbing Repairs and Preventive Maintenance ©

A 21-hour program whose topics include plumbing systems for apartment homes, plumbing safety, plumbing materials, lavatories, sinks, disposals, faucets, tubs/showers, toilets, drain cleaning and preventive maintenance for water heaters.

Basic Appliance Repairs and Preventive Maintenance ©

A 12-hour program whose topics include electric ranges, gas stoves, microwave ovens, range hoods/exhaust fans, refrigerators, icemakers, dishwashers, clothes washers and gas/electric clothes dryers.



Basic HVAC Repairs and Preventive Maintenance ©

A 12-hour program whose topics include baseboard heat, forced air heat, basic cooling systems, room air conditioners, split cooling systems, heat pumps, packaged outdoor systems and through-the-wall systems.

These courses are complemented by the three skills classes in Maintenance Overview and Fair Housing; Personal and Property Safety and Customer Service and Satisfaction to complete the Certified Apartment Maintenance Technician program
