

- **What we will Discuss Today:**
  - Tips on Problem Solving
  - Being Proactive vs. Reactive
  - Appliances, HVAC and Water Heaters, oh my!
  - Q&A
- **A Long Time Ago in a Back Yard in Smyrna ...**
- **Definition**
  - Best Definition Of A Property Manager ...
- **Four Steps to Problem Solving**
  - Defining The Problem
  - Generating Alternatives
  - Evaluating And Selecting Alternatives
  - Implementing Solutions
- **Defining the Problem**
  - Gather The Facts Of The Real Problem – Not Just The Symptoms
- **Generating Alternatives**
  - Collect Alternatives BEFORE Evaluating Them
  - Doing Nothing Is A Valid Alternative
  - Do NOT Focus on Results We Want
- **Evaluating & Selecting**
- **Implementing**
- **A Long Time Ago in a Back Yard in Smyrna ...**
- **Being Proactive vs. Reactive**
  - Proactive
  - Reactive

- **Reactive Maintenance**
  
- **Proactive Maintenance**
  
- **Strategies**
  
- **Appliances**
  
- **HVAC**
  
- **Water Heaters**
  
- **Water Line Cut-Offs**
  
- **Questions ...**