

- **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 ...**