

## Who Is HBM

Hines Building Maintenance is a well-established Facilities and Operations Management company who specializes in maintaining educational facilities.

## What We Do

HBM employs all staff from the facility manager to the nighttime janitors. We offer staffing solutions (Consultation, Facilities Services, and Staffing) to cover all aspects of facilities management so that our clients can focus on their line of business. Our in-house troubleshooting team offers optimal resolutions that save time and money.

## How We Can Help

HBM embraces school culture. We enable our customers to achieve their schools' objectives by delivering services and spaces that make your students and educational staff happy, healthy, and productive. We speak the language of both educators and tradesman. HBM works harmoniously between you, vendors, craftspeople, and the maintenance team. HBM manages the employees and facilities so you can concentrate on the educators, students, and families. We are always working in the best interest of the educational facilities we serve. We contribute to the best educational outcome for your students by making sure you get proper, well-trained staff and by following industry best practices for facility care.

## Typical Problems

- Underperforming Staff
- No Defined Standards
- No Inventory, Assessment, or Realization of the Current State of the Facilities
- Extensive Deferred Maintenance
- Events Management

## The HBM Advantage

- Countless Years of Experience in the Education Field
- We Know School Industry Standards and Local Government Expectations
- Expertise in Various Disciplines
- Staff Cross-Functionality (Our Employee Model)
- Advanced Technology - CMMS, Work Order System, CRM
- Proactive vs. Reactive Approach
- Core Competencies of a True FM

## Outsourcing your Facilities Service vs. an In-House Team

### • In-House

- Limited FM resources that are relevant to schools.
- People dependent - meaning your program will be strictly based on the FM professional's experience that you hire. If that professional leaves, likely, their institutional knowledge leaves with them.
- Harder to define success.
- No coverage when staff members take extended leaves of absence.
- Harder to bring in additional staff for summer projects.

### • Out-Source with HBM

- Proven programs and resources that are transferable should there be a staffing change.
- HBM's vendor partners provide the most reliable and competitive pricing in the area.
- Standard benchmarks and milestones to define a successful program.
- HBM's staffing resources provide coverage for employees with extended leave of absence and during project crunch time.
- Standard trades and administrative training to further employees' skills and career development.

# SERVICES PROVIDED

**Asset Management** - Real Property Inventory, initial Condition Assessment, predictive annual and capital replacement budgets, Preventative maintenance, routine inspection, and continual condition analysis.

**Soft Services (Operations)** - are any services that directly affect the security and well-being of people in the building. (i.e., cleaning, parking, pest control, waste disposal, space management, information systems, etc.)

**Hard Services (Maintenance)** - are part of the physical infrastructure of a building and cannot be removed. (i.e., HVAC, Energy and Water Management, security systems, life safety, Lighting, Gas, Landscape, Hardscape, Roofing, etc.)

**Safety & ORG/GOV (Risk Management)** - We keep up with current standards set by OSHA, ISSA, ISO, IFMA, APPA, NFMT, BOMA, EPA.

**Leadership & Strategy (Training)** - Our company is staff focused and relies heavily on continually training employees so they can be utilized for cross-functionality. Ensuring the employees have proper training includes tool usage, vehicle usage, correct physical labor skills, office administrative tasks and procedures, as well as managerial skills. Training and following proper procedures keeps our workforce safe and as efficient as possible.

## The Facility Five



## 1. Inspection Analysis

Documents, Meetings, Facility Condition Assessment (FCA), Inspection Reports, Reserve Study Coordination, Maintenance Plan (Budget & Schedule)

## 2. Condition Report

Develop a comprehensive picture of the physical conditions of the buildings. Includes thorough inspection of your buildings by a team of specialists. Investigating the current condition of assets and systems such as roofing, plumbing, lighting, and structure.

## 3. Consulting Solution Design

Scope of Work, Specifications, Maintenance Manual, Maintenance Task Lists (Daily, Weekly, Monthly, Quarterly, Annual), Request for Proposal (RFP) for Design, Meetings

## 4. Project Management

Bid Analysis, Vendor Approval Process, Vendor Recommendations, Contracts, Progress Schedule

## 5. Asset Preservation

Process Management Recommendations, Correspondence, Inspection Checklists, Inspection Report, Rework, Project Close, Maintenance Plan, Warranty

## Staffing Models

Our recommended staffing models and care programs are based on five decades of experience in solely educational facilities management and application of industry standard practices. School communities and their built environment are all unique. Knowing this, we have a customizable approach that we can tailor to any community.

## Pricing Transparency

We work collaboratively with our clients to set market rate compensation for facilities staff members.

## True Facility Management

There's a popular misconception about FM that Facilities Managers are the handymen and women running about the facilities to repair broken toilets and clean the dirty sinks. While repair, cleaning, and maintenance are integral parts of the FM function, it misrepresents what True FM is.

- **This misconception leads to the partial practice of True FM in educational facilities.**
  - True FM is a multi-faceted function covering all aspects of operating, planning, and maintaining current and future facilities.
    - Many FMs merely outsource all maintenance repair or replacement maintenance work. We work diligently to train our staff to self-perform most repair maintenance in-house.

By providing a specific FM who is trained for schools, you not only save cost, but also have the work performed by an in-house team member who takes pride in the facilities they care for.

# • Facility Management • Facilities Conditions Assessment • Maintenance • Custodial • Landscape & Hardscape

Hines Building Maintenance is a well-established facilities and operations management company. With an emphasis on schools and education facilities, we help a diverse range of school types maintain their values and atmosphere. HBM covers all aspects of employee and built environment management services. We are dedicated to client success, improving occupant well-being, and the professional development of our employees.



## OPERATIONS MANAGEMENT

The HBM operations service is a staffing solution. We come in and work with your existing staff and fill in the management holes and possible short comings of your schools' operations. We do this by adding additional employees where you see fit and providing ongoing training and education for the ones you already have.



TEAMWORK



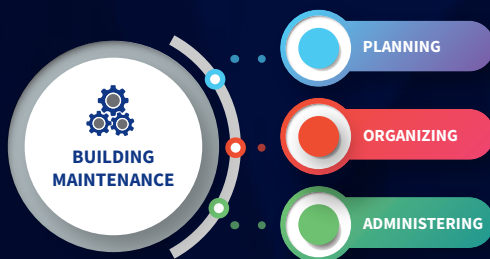
SERVICE



ACCOUNTABILITY

## BUILDING MAINTENANCE

HBM helps protect your investments by performing regular, preventative, and predictive maintenance. Caring for your assets in this way helps prevent them from breaking down and causing expensive emergency repairs, while simultaneously prolonging their useful lifespan.



## SOFT SERVICES

- Cleaning
- Security
- Parking
- Pest Control
- Waste Disposal & Recycling
- Furniture and Equipment
- Information Systems
- Document Management
- Reception Services
- Space Management
- Fleet Service

## HARD SERVICES

- HVAC
- Energy and Water Management
- Lighting
- Life Safety
- Plumbing and Drainage
- Building Renovation
- Roofing Services
- Gas Leak Detection
- Landscape and Hardscape
- Capital Asset Replacement