



Retention, Risk & Results
Protecting Your Team & Property Your Property

Presented by: Ed Ware, CAMT, PCA Profiler

Let's Be Honest...

- How many of you have ever walked onto a property and thought, “Today’s going to be interesting...”?
- Raise your hand if you’ve ever received a call that started with “Don’t get mad, but...”

Why We're Here

- Reduce turnover
- Strengthen compliance
- Reduce risk
- Build stronger teams

Retention Starts With Leadership

- People stay where they feel valued
- Recognition costs little but means a lot
- Train, coach, and communicate consistently

The Hidden Cost of Turnover

- Lost experience
- Resident trust
- Team morale
- Time and money

Risk Starts Small

- One ignored leak
- One loose handrail
- One missing GFCI
- One delayed work order

What Would You Do?

- Present a real property scenario
- Let the audience answer first
- Then explain what actually happened

Compliance = Protecting People

- Documentation
- Inspection
- Follow-through
- Doing the right thing even when no one is watching

Protecting Your Team

- PPE
- Safe lifting
- Know when to stop
- Ask for help

Protecting Your Property

- Preventive maintenance
- Vendor accountability
- Communication
- Documentation

Three Questions I Always Ask

- Is it safe?
- Is it documented?
- Would I feel comfortable explaining this after an accident?

Five Things You Can Do Tomorrow

- Recognize an employee
- Walk your property
- Close the communication gap
- Document everything
- Never ignore the “small” issue

Takeaways – Words of Wisdom

- Sometimes you've got to go through something to know what to look for
- Every problem is either a lesson now...or a liability later
- Catch it small. Handle it right. Document it all.

Thank You!

Let's continue improving our industry together!

