



PROPERTY MANAGER'S GUIDE

CREATING AN EFFECTIVE BUILDING ENVELOPE MAINTENANCE PROGRAM



ADDRESSING SMALL ISSUES BEFORE THEY GROW DOESN'T JUST SAVE MONEY ...

IT SAVES MAJOR HEADACHES

When have you ever said, 'I wish I had waited to fix that'? An effective building envelope maintenance program does more than just make your property look good – it reduces risks, cuts down on energy bills, and increases your property's market value.

How is it that some buildings never seem to age year after year? It's not just luck – it's smart maintenance. This guide lays out a proven strategy tailored to our best recommendations.

We cover everything from window and glass care to façade cleaning, to exterior maintenance and more. Leverage our expertise to drive a positive return on your preventative maintenance investment, saving you money and preserving your property's value while keeping your building envelope looking great.





DEVELOPING YOUR PROPERTY'S PREVENTATIVE MAINTENANCE STRATEGY

Think of your building's envelope as its protective shell. This crucial barrier – comprising walls, roofs, windows, doors, and foundations – shields your building from the whims of weather and helps regulate the internal atmosphere. Your building envelope is your first defense against the elements, and maintaining it safeguards the structure and significantly boosts your building's charm and curb appeal.

WHY A PREVENTATIVE MAINTENANCE PROGRAM?

A solid preventative maintenance plan is more than just a checklist; it's a strategy to enhance your property's longevity and functionality. **Here's why it's essential:**

Cost Savings

Regular maintenance can prevent costly emergencies. Catching issues like leaks or cracks early can save a significant amount on repairs.

Curb Appeal

The exterior is often the first thing people notice. A well-kept façade makes a strong first impression, enhancing the attractiveness of your property for future tenants.

Tenant Satisfaction

A maintained building means fewer complaints and disruptions for tenants, leading to higher retention rates and potentially higher rental yields.

Energy Efficiency

A proactive approach to building envelope maintenance reduces energy waste, which means lower utility bills and a smaller carbon footprint.

Taking a proactive stance on property maintenance is more than a cost-saving measure; it's about nurturing your building's aesthetics and functionality while ensuring safety for everyone.



BUILDING YOUR MAINTENANCE PROGRAM

Creating an effective maintenance program involves understanding your building's specific needs and setting a schedule that prevents problems before they start. By addressing maintenance needs while they are manageable, you can mitigate the risk of encountering severe issues down the line.

Here's how you can keep your preventative maintenance strategy relevant and effective:

● **Assess**

Regularly assess your building to identify potential issues. Use a detailed checklist that covers all aspects of the building envelope.

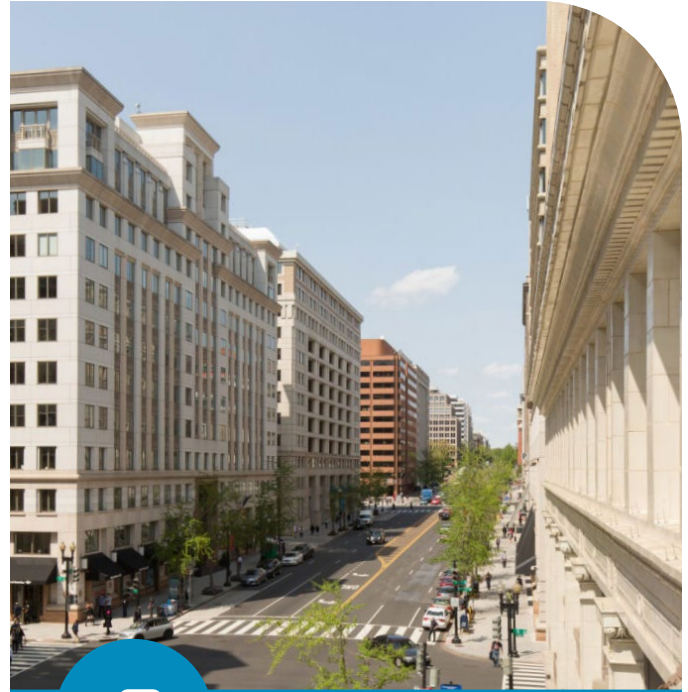
● **Schedule**

Based on your assessment, create a maintenance schedule. Organizing your maintenance tasks into a clear schedule helps allocate resources more effectively, preventing neglect and overlap. Prioritize tasks based on their urgency and the potential impact on your building.



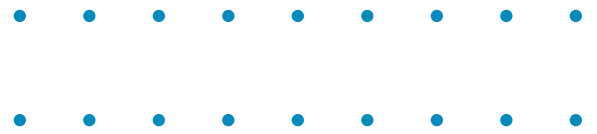
Bundle Services for Efficiency

Combining maintenance services can save you time and resources while providing value-added benefits. This prudent approach has been proven to reduce operational disruptions by limiting the frequency of external teams on-site.



Access our digital Building Envelope Maintenance Assessment here.





Document

Keep detailed records of all inspections, issues identified, and maintenance performed. This documentation can track your building's condition over time and facilitate future maintenance work and budget building.

Leverage Experts

Expertise and training play critical roles in efficiently maintaining your building's envelope. When you work with a building services team with a deep understanding of tasks, tools, and crucial safety protocols, you help ensure that every part of your building's maintenance is handled with precision and care.

Continuously Update

Like any good strategy, your maintenance plan will evolve with new technologies, materials, or changes in building usage.

There's real power in a preventative maintenance plan – it's not just about fixing issues; it's about stopping them before they start. Next, we'll break down exactly the "what, when, and how often" for property maintenance activities, giving you all the tools you need to keep your building looking great and functioning perfectly.



WINDOW AND GLASS CARE: ENHANCING CLARITY AND LONGEVITY

| EXTERIOR WINDOW CLEANING

Exterior window cleaning is critical to upkeep regularly as your first line of defense against grime and pollutants. For the greatest return on investment, we recommend **cleaning your exterior windows** three to four times per year. This cadence can scale up or down depending on environmental conditions.

While it may seem tempting to cut a corner and skip a regular window cleaning, it could cost you. In our experience, clients who go with the bare minimum of cleaning windows once or twice a year encounter costly scrubbing or stain removal services more frequently.

Recommended Frequency: 3-4 times per year

Other Considerations: Humid environments where mold grows faster or dry environments with heavy sand and dust may require more frequent cleaning.



| GLASS RESTORATION AND STAIN REMOVAL

Pollutants create staining, clouding, and etching over time. When regular cleaning can't return that sparkle, it's time for **glass restoration** or stain removal service. Proper glass restoration erases hard-to-remove marks – without the costly measure of glass replacement – and even reduces the likelihood of future staining and damage.

Glass restoration is a four-step process.

STEP 1

Pressure wash the facade to remove dirt and other pollutants. Consider applying sealant to protect the facade.

STEP 2

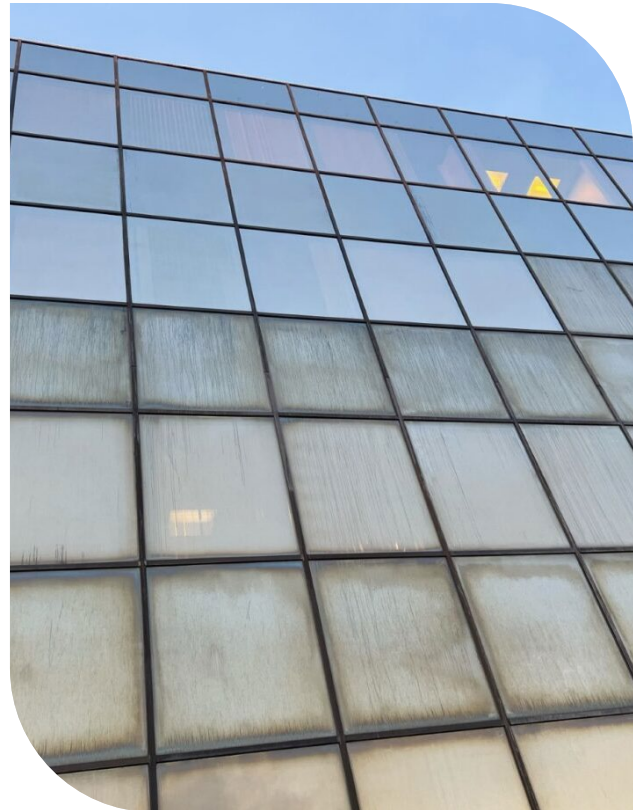
Apply, buff, and polish a restorative cleaning solution onto the glass to remove stains and deposits.

STEP 3

Deep clean the metal window frames by hand buffing.

STEP 4

Perform a final window cleaning and quality check to ensure windows meet specifications.





Glass restoration and stain removal are great ways to rejuvenate damaged windows and prolong their life.

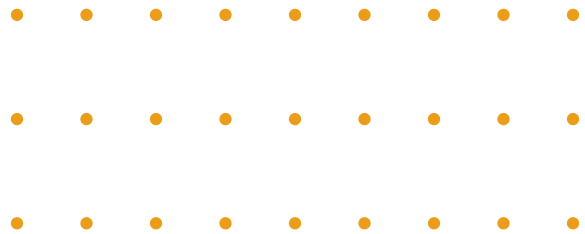
However, neglecting stains and warning signs will only cause the glass to worsen over time and could eventually require complete glass replacement.

Recommended Frequency:

Consider completing a glass restoration at the first sign of staining or if the windows appear cloudy or unclear after a regular window cleaning service.

Other Considerations:

If mineral deposit staining is left for too long, it can start to cause irreversible damage to your glass. Avoid irrigation overspray from hitting your first-floor windows as this can cause staining quickly.





PRESERVING METAL FEATURES

Metal plays a vital role in your property's aesthetics but requires attention to address common problems such as oxidation. When oxidation, staining, and excess debris are present on your building's metal features, like window frames and mullions, they may require a deep cleaning to prevent pitting.

Pitting refers to small pits or craters. It's typically more pervasive in areas with high levels of pollutants and coastal areas where salt accelerates corrosion. The quality, type of metal, and preventative measures, such as applying a protective coating, play a significant role in managing pitting. If left unchecked, in addition to affecting the aesthetic appearance, the elements will eventually weaken the structural integrity.

FRAME AND MULLION CLEANING

Aluminum, the most common metal used for window frames and mullions, is prone to oxidation and corrosion. For this reason, we recommend aligning your metal cleaning with your regular window cleaning schedule. This allows you to proactively monitor deterioration and reapply protective coatings should they fail.

There's also the safety aspect. The primary role of window frames and mullions is to hold in and support the windows. When either is compromised, there is the potential for water infiltration. In extreme cases, such as severe weather, **the glass can even become loose and fall below.**



Recommended Frequency: Clean metal frames and mullions 3-4 times annually to coincide with regular window cleaning.

Other Considerations: Polishing and sealing mullions can restore their luster and enhance further protection.



BUILDING BRAND AWARENESS WITH SIGNAGE

Signage, like curb appeal, is a first-impression moment. When done correctly, well-kept signage delivers value by enhancing your property's appearance and attracting tenants or customers. Stained or faded signage has the opposite effect – it tends to bring to light other neglected items that may otherwise go unnoticed. In addition, weather and pests making unwanted deposits can negatively affect the perception of your property.

Recommended Frequency: We recommend cleaning signage at least once per year for regular maintenance and upkeep.

Other Considerations: Proactive measures like bird proofing can reduce cleaning frequency and deter activity.





EFFECTIVE BUILDING FAÇADE UPKEEP

Façades are made of various materials, such as brick, concrete, stucco, or exterior insulation and finishing systems (EIFS), each requiring knowledge of how to clean and maintain them effectively. The building façade isn't just a pretty face. It is integral for providing insulation, moisture control, and structural support. The façade works in concert with the roof, walls, windows, and other components to shield the interior from external conditions.



CLEANING THE BUILDING FAÇADE

Pressure washing is the most effective method for façade cleaning. This method is powerful enough to tackle the toughest stains and gentle enough to clean delicate façade materials. In addition to revitalizing your building's appearance, pressure washing removes contaminants that can permeate your building's façade and lead to costly challenges. This is a vital step for applying or re-applying your façade's ultimate line of defense: sealant. Together, pressure washing and applying sealant proactively protect your building façade, enhancing its aesthetics and providing robust protection against the elements.

Recommended Frequency: For buildings that appear new or have a low level of debris, we recommend pressure washing every 3-5 years. Buildings with higher levels of debris, mold build-up, or staining need immediate attention. Like most building envelope components, deferring commercial cleaning services jeopardizes your building's structural integrity and leads to more costly restoration and repair efforts.

Careful Considerations: Pressure washers are incredibly versatile cleaning tools for your building façade, but they can cause extensive damage when misused.





ENHANCING PROPERTY INTEGRITY THROUGH COMPREHENSIVE EXTERIOR MAINTENANCE

Maintaining a property’s exterior elements – such as roofs, sidewalks, patios, and parking garages – is a critical component of preventative maintenance that enhances safety, efficiency, and longevity. Each part of a property’s exterior protects against environmental wear and tear, reducing hazards and preserving the building’s aesthetic and structural integrity.

Comprehensive maintenance is essential, from ensuring that white roofs reflect sunlight to maximize energy efficiency to regularly cleaning high-traffic areas like parking garages to prevent accidents and deter crime. This section will guide you through the best practices for maintaining these vital areas to contribute positively to your property’s overall health and appeal.

THERMOPLASTIC POLYOLEFIN (TPO) AND OTHER WHITE ROOFS

White roofs and TPOs can lose efficacy as they collect dirt and debris. When they can no longer reflect light properly, cooling your building is more difficult, resulting in higher energy costs.

Recommended Frequency: Pressure wash TPOs and other white roofs once per year to restore them to their brightest and most beneficial condition.

Removing Slip Hazards: White roofs are prone to slip hazards. Removing foreign substances like mold, mildew, and dirt reduces the risk of slips and falls, proactively improving **rooftop safety**.

| SIDEWALKS, STAIRS & PATIOS

High-traffic areas also present slip and trip hazards. In addition to mold and mildew buildup, sidewalks, stairs, and patios suffer wear and tear, resulting in cracking and spalling.

Recommended Frequency: Pressure wash walkways at least once per year. Humid areas where mold and mildew thrive may require monthly pressure washing services.

Protecting Walkways: A proactive approach to protecting your walkways is pressure washing immediately after using de-icing salts to prevent concrete damage.



| LOADING DOCKS & TRASH ENCLOSURES

The volume and nature of traffic in loading docks and trash enclosures make it challenging to keep them clean. For example, fluid leaks from material handling equipment and persistent challenges with trash collection lead to stubborn stains. These areas need the deluxe pressure washer treatment and, in some instances, degreasers or protective coatings

Recommended Frequency: Clean loading docks and trash enclosure sections twice per year using hot water pressure cleaning, cleaning agent, and degreaser as needed.

Proactive Impact: Consider applying a protective coating to the surfaces of the loading dock and trash enclosure to add traction and reduce slips.



| PARKING GARAGE CLEANING

Nowadays, parking garages are fairly hands-off, thanks to automated fee collection and security cameras. However, parking garages still require regular attention to discourage vandalism and improve safety. Parking garages are also one of the first areas visitors interact with, making it another critical first-impression moment. Regular cleaning keeps the area debris-free, signage and pipes visible, and allows you to address repairs promptly.

Recommended Frequency: Sweep, scrub, and pressure wash parking garage surfaces 1-2 times per year. Clean overhead pipes, mirrors, signage, and stairs as needed.

Proactive Partnership: You can address problems before they grow by leveraging a parking garage cleaning vendor to spot signs of trouble, such as water intrusion or concrete damage.

| BIRD PROOFING

An effective bird-deterrent system protects your façade from unsightly damage from our feathered friends. However, bird-proofing systems can break or lose effectiveness over time.

Recommended Frequency: Monitor your bird-proofing system and inspect spikes, wires, or devices during regular property inspections.

Tailored Approach: Bird control isn't a one-size-fits-all approach. Different species require different methods. Research to identify the type of birds on your property or work with a bird-proofing expert.





OPTIMIZE INTERIOR SPACES WITH COMMERCIAL CLEANING SERVICES

After taking care of the outside of your property, it's time to work on maintaining a lasting impression inside the four walls.

| ART & SCULPTURES

Art and sculptures allow building owners to differentiate their property while speaking to a specific clientele. Much like signage, keeping your property's art and sculptures looking as intended delivers a powerful message.

Recommended Frequency:

Depending on the material and the environment, art and sculptures might need cleaning as often as every week.

Careful Considerations:

Art and sculptures are often one-of-a-kind and irreplaceable, so you must employ cleaning methods and materials that will not cause damage.





CLEANING HIGH-TRAFFIC AND HARD-TO-REACH AREAS

Your property has a unique combination of low- and high-traffic areas along with hard-to-reach areas. Keeping all areas clean and free of build-up requires a tactical approach.

Recommended Frequency:

We recommend cleaning high-traffic areas in retail, lobbies, and storefronts monthly. For lower traffic areas, twice per year should suffice to remove dirt and mineral deposit build-up. Hard-to-reach pipes, beams, and rafters found in atriums, school gyms, or manufacturing plants require dusting once per year.

Other Considerations:

Some surfaces cannot be cleaned by janitorial due to liability insurance height restrictions. It's the building owner's responsibility to ensure workers are properly trained and have the proper fall protection equipment. Often, commercial window cleaners who are trained and insured to work at heights can service hard-to-reach areas inside your building.



RECOMMENDED FREQUENCY FOR PROPERTY AND BUILDING ENVELOPE MAINTENANCE

Maintenance Area	Recommended Frequency	Careful Considerations
Windows & Glass (Exterior)	3-4 times per year	Adjust the frequency based on environmental factors such as humidity and dust levels. Consider deep cleaning for heavily soiled windows.
Glass Restoration	As needed, at the first sign of staining	Prioritize areas with heavy exposure to pollutants and water run-off.
Metal Features	3-4 times per year, alongside window cleaning	Focus on oxidation and corrosion prevention; align cleaning with environmental exposure.
Signage	Annually	Regular cleaning enhances visibility and brand image; consider bird-proofing to reduce cleaning frequency.
Building Façade	Every 3-5 years, or as needed based on debris level	Use pressure washing carefully to avoid damage; sealant application is crucial for protection.
Roofs (TPO & White)	Annually	Ensure cleanliness to maintain reflectivity and energy efficiency; monitor for slip hazards.
Sidewalks, Stairs, & Patios	Annually, more frequently in humid climates	Pressure wash to prevent mold and remove de-icing salts promptly to prevent damage.
Loading Docks & Trash Enclosures	Twice per year with hot water pressure cleaning	Use degreasers as needed; protective coatings can enhance safety and longevity.
Parking Garages	1-2 times per year	Cleaning reduces safety hazards and discourages vandalism; includes detailed cleaning of functional and decorative elements.
Bird Proofing	Inspect regularly during property checks	Tailor bird-proofing methods to the specific bird species and building requirements.
Art & Sculptures	As often as weekly, depending on exposure	Use gentle cleaning methods to avoid damage; unique care is required for different materials.
High-Traffic Areas	Monthly	Scale up or down depending on traffic, conditions, and need.
Hard-to-Reach or High-Dusting	Annually	Dust off rafters, pipes, beams, and other hard-to-reach areas to maintain appearance.



PREVENTATIVE MAINTENANCE CUSTOM-BUILT FOR YOUR NEEDS WITH VALCOURT

Keeping an eye on your façade's condition and tackling maintenance promptly means small problems can be resolved before they turn into large, costly hassles. Issues like dirt and grime might start minor. However, left unchecked, they can lead to expensive repairs or full-scale restoration projects to bring your building back to its prime, as well as a negative perception from tenants and visitors.

At Valcourt, we can help you develop a preventative maintenance program tailored to your building's needs to increase longevity and avoid costly repairs. Partnering with Valcourt eliminates uncertainties and inefficiencies in your building envelope and property maintenance.

Leverage our **Building Envelope Maintenance Assessment** to determine your immediate building maintenance needs and help make strategic budgeting decisions. For help developing your custom building envelope maintenance plan, schedule a consultation.

[Schedule a Consultation](#)

valcourt.group

