

# **House Manager** **Handbook**



**University of Denver**  
**Denver, Colorado**

## QUICK REFERENCE

### WALK THROUGH DATES(tentative):

- **Life Safety Walk Throughs**
  - 1<sup>st</sup> Quarter = **Fri., Oct. 2, 1-3pm**
  - 2<sup>nd</sup> Quarter = **Fri., Jan. 22, 1-3pm**
  - 3<sup>rd</sup> Quarter = **Fri., April 9, 1-3pm**
  
- **Facilities Inspection**
  - Delta Zeta & Delta Delta Delta
    - 10:00 a.m. on the 1<sup>st</sup> Tuesday of each month, starting October 6. ***October 6, November 3, December 1, January 5, February 2, March 2, April 6, May 4.***
  
  - Lambda Chi Alpha & Kappa Sigma
    - 10:00 a.m. on the 1<sup>st</sup> Wednesday of each month, starting October 7. ***October 7, November 4, December 2, January 6, February 3, March 3, April 7, May 5.***
  
  - Zeta Beta Tau & Phi Kappa Sigma
    - 10:00 a.m. on the 1<sup>st</sup> Thursday of each month, starting October 1. ***October 1, November 5, December 3, January 7, February 4, March 4, April 8, May 6.***
  
  - Gamma Phi Beta
    - 10:00 a.m. on the 2<sup>nd</sup> Wednesday of each month, starting October 14. ***October 14, November 11, December 9, January 13, February 10, March 10, April 14, May 12.***
  
  - Sigma Alpha Epsilon
    - 10:00 a.m. on the 2<sup>nd</sup> Thursday of each month, starting October 15. ***October 15, November 12, December 10, January 14, February 11, March 11, April 15, May 13.***

### IMPORTANT CONTACTS:

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## **SAFETY/SECURITY**

**H1N1 (see attached postcard):**

*If you think you have the flu:*

- **Stay at home**, except to seek medical care. Do NOT go to class or work.
- **Avoid close contact** with others for at least 24 hours after your fever is gone.

*Everyone should:*

- **Cover your mouth and nose** with a tissue when you cough or sneeze.
- **Wash your hands often** with soap and water or use an alcohol-based hand gel.
- **Avoid touching your eyes, nose or mouth.**
- **Avoid contact with ill persons.**

# **H1N1 FLU ALERT**

## **LOOK FOR THESE SYMPTOMS >>>**

**COUGH**

**SORE THROAT**

**RUNNY/STUFFY NOSE**

**FEVER AND:**

**BODY ACHES**

**HEADACHE**

**FATIGUE**

**CHILLS**

**DIARRHEA**

**VOMITING**



## EVACUATION AND FIRE DRILL PROCEDURES:

- ❖ The purpose of the emergency FIRE ALERT system in a building is to:
  1. Warn occupants of a fire
  2. Prompt immediate action
  3. Initiate evacuation movement
  4. Allow sufficient time to escape
- ❖ The emergency FIRE ALERT system can deliver signals through such devices as bells, horns, chimes or voice warnings. These devices can emit either a continuous, pulsating, slow whoop or voice instruction. You will notice that most building FIRE ALERT systems will emit a continuous horn sound.
- ❖ When you hear a continuous FIRE ALERT signal (i.e. horn or voice instructions), you are required to evacuate the premises immediately. Failure to evacuate when there is an audible fire alarm in a building is against the law and University of Denver policy.
- ❖ If you discover or suspect a fire do the following:
  - Pull the building fire alarm system. If the alarm fails to operate, warn other occupants to evacuate the building by shouting the warning.
  - Even if the alarm sounds, call the DCS emergency number **(303) 871-3000** and provide as much information as possible about the alarm. Don't assume someone else has called or that the fire signal notified Campus Safety.
  - Evacuate the building immediately and move at least 50 feet away from the building to a safe location.
- ❖ Any attempt to fight a fire should be limited to the discharge of one hand held fire extinguisher. In order to use a fire extinguisher you must have the appropriate fire extinguisher training.

### **Fire Procedure**

Your floor safety representatives' names and evacuation route are posted in the middle of each floor. Familiarize yourself with your evacuation route and the name of your floor safety representative.

- REMAIN CALM
- Immediately leave your area, closing all doors and windows (if appropriate) behind you using the designated EXIT ROUTE.
- Do not use the Elevator
- Immediately call **911** and Campus Safety at **(303) 871-3000** and follow local procedures. Report the following information:
  - Street address
  - Nearest cross street
  - Floor level
  - Suite/room number
  - Any other pertinent information about the fire emergency

Any attempt to fight a fire should be limited to the discharge of one appropriate hand held fire extinguisher, if properly trained.

### **Guidelines for Emergency Evacuation of Persons with Disabilities**

Persons with disabilities may need assistance during an emergency evacuation. Evacuation procedures should include provisions not only for people using wheelchairs or other mobility assistive devices, such as walkers, crutches, etc., but also for those who are deaf/ hearing impaired, blind/visually impaired, and those who may have chronic health conditions that may preclude safe evacuation (an example may be someone using portable oxygen).

- **NEVER** attempt to carry someone down stairs unless there is imminent threat of injury or death. The use of improper carrying techniques can result in injury to persons involved.
- If a building has an accessible ground level floor (36” wide door with a flat surface or a compliant\* ramp to the outdoors), the accessible entrance shall be used to evacuate persons who are on the ground floor when the emergency occurs.
- On floors that are not connected to the outdoors by a 36” wide door and a flat surface or ramp, **the person is to remain in place and wait for rescue assistance from the Fire Department. Do not attempt to carry the person down the stairs or. Notify emergency personnel of the whereabouts of the person in the building (i.e. suite and room number) immediately.** It is imperative that there be two-way communication available for the person to be in contact with emergency personnel until the rescue is accomplished.

### **Other considerations to include as part of your evacuation plan for persons with disabilities:**

- *Persons who are profoundly deaf cannot hear alarms, nor are they always within viewing distance of the flashing (strobe) light. If deaf persons are known to be in a specific area of a building, and no sign language interpreter is with them, write on a piece of paper “**FIRE DRILL OR FIRE – follow me**”. Do not expect them to “lip read”. Fire officials will “sweep” the building including restrooms where persons who are deaf may be located. If there is probability that there is a deaf person in the building whose whereabouts is unknown, notify the Campus Safety Officer and other emergency personnel at once.*
- *Assistance dogs (for the blind, deaf, or mobility limited) may become disoriented or panic during an emergency evacuation, especially if it is dark or smoky. Note that these animals have been trained to cope with similar situations, but fear may over-ride training. Be aware that both the person and the animal may need help, but always volunteer assistance rather than taking over immediately. If there is imminent danger of serious injury or death, the person is the primary concern. Do not attempt to evacuate an uncontrollable animal. **Remember time is of essence – don’t spend allot of time attempting to get the animal to comply.** If possible, leave the animal in a room and close the door. Let the Fire or Safety Department officials know the whereabouts of the animal, so they can initiate rescue efforts.*

- *If someone experiences a sudden, acute medical condition that causes immobilization, such as a seizure, heart attack, etc. during an evacuation, notify officials at once. Assistance may be given by person(s) at the scene unless there is imminent danger of injury or death to the persons providing assistance. Once Safety or Fire officials reach the immobilized person, the “assistant(s)” should evacuate the building immediately.*
- There is an emergency evacuation procedure in effect for students with disabilities who live in residence halls.

**How to use a Fire Extinguisher:**

Fire spreads fast and there is not a second to waste. You must act now. There are 4 guidelines/procedures for use of a fire extinguisher:

Know how to report a fire:

1. Call 911
2. Call DCS Emergency line at 303-871-3000 (1-3000)

Choose the right extinguisher

1. Size up the fire
  2. Assess the immediate danger
  3. Warn others
  4. Call for Help
- A – Class fires - burn materials such as wood, paper, cloth & many plastics
  - B – Class fires – burn gases, liquid, grease, and items contained in a barrel
  - C – Class fires – involve live current from electrical equipment
  - D – Class fires – involves combustible metals, such as magnesium, sodium & potassium.

Please note that all ratings are contained on the face plate of the fire extinguisher. **If you decide to use a fire extinguisher, always start the evacuation first by pulling the fire alarm.**

Please follow the following guidelines developed by the National Fire Protection Association (NFPA):

Use the **PASS** technique. **PASS** stands for:

- P – Pull
  - A – Aim
  - S – Squeeze
  - S – Sweep
- Pull out the pin and remove the plastic locking ring
  - Aim at the base of the fire
  - Squeeze the handle to release the substance
  - Sweep starting at base of the fire and then up.

1. Be prepared - know where your fire extinguisher is located and make sure you can pick up the fire extinguisher.
2. Know what to expect - make sure that your fire extinguisher is fully charged.
3. Know when to get out - if you have fully discharged the extinguisher, GET OUT.

### **BE PREPARED**

- Your own common sense is the finest safety device ever developed. Above all, remember to use your head!
- Residents should familiarize themselves with the alarm alert system. The alert system is distinctive and might include a steady horn blast or a combination of horn and voice activation.
- Determine in advance where the nearest fire alarm pull stations are located. Note fire alarm pull stations are typically located at the building exits. In the event of a fire, pull the fire alarm pull station as you exit the floor.
- Determine in advance the nearest exit to your work location and the route you will follow to reach that exit in the event of an emergency. Also establish an alternate route to be used in the event your first route is blocked or unsafe to use. (Check the evacuation drawing.)
- This tip will be very helpful in the event you encounter heavy smoke. Remember, if you encounter heavy smoke, often the smoke may camouflage the exit signs above the doors. If you know in advance how many doors you will have to pass, you can then crawl or crouch low with your head below the smoke (watching the base of the wall) and count the doors you pass so you will know when you reach the exit door.
- If your clothing catches fire...**STOP...DROP...ROLL**

# University of Denver

## EVACUATION PROCEDURES

Name of Greek House: \_\_\_\_\_

Address: \_\_\_\_\_

Coordinator: \_\_\_\_\_ Telephone #: \_\_\_\_\_

Alternate: \_\_\_\_\_ Telephone #: \_\_\_\_\_

**Purpose:** To provide guidelines and procedures to evacuate in the event of an emergency.

- **Post evacuation plan**

- **Train residents**

- **Schedule and perform evacuation drill**

- **Create special plan for disabled persons**

**A. Fire**

1. Pull fire alarm
2. Call **911**, then Campus Safety 303-871-3000
3. Close doors, windows as you exit
4. Evacuate the building
4. Do not use elevator

**B. Tornado**

1. Go to basement or interior room
2. Move away from windows
3. Do not exit building until warning siren stops

**C. Bomb Threats**

1. Call **911**, then Campus Safety 303-871-3000
2. Close all doors and windows as you **evacuate** the bldg.
2. Coordinate with Campus Safety to search premises
3. Complete bomb threat report

**D. Gas leak/chemical release**

1. Call **911**, then Campus Safety 303-871-3000
2. Evacuate the building

**E. Hailstorm**

1. Do not leave building
2. Move away from windows
3. Go to basement or an interior room
4. If outside, look for cove

**F. Earthquake**

1. Take cover under table/desk
2. Move with table, hold legs
3. If outdoors, stay in open space

**G. Work Place Violence**

1. Call Campus Safety 871-3000
2. Locate 'safe' area
3. Warn other occupants
4. Stay calm - Do not confront aggressor

# University of Denver

## Greek Life Protocol

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If there is an alleged sexual assault that affects one of your members or friends:

1. Get them to a safe place and call Campus Safety 303-871-3000 or 911
2. Call Greek Life 303-871-3280 or Megan Pendley Pickett's cell 303-916-0667
3. Respect the alleged victims right to privacy and the right to make their own decisions

If there is a fire:

1. Call Campus Safety 303-871-3000 or 911
2. Account for all members of your house
3. Call Greek Life 303-871-3280 or Megan Pendley Pickett's cell 303-916-0667
4. Notify House Corporation members

If there is an assault, vandalism, or other altercation:

1. Call Campus Safety 303-871-3000 or 911
2. Obtain factual information and document the situation
3. Call Greek Life 303-871-3280 or Megan Pendley Pickett's cell 303-916-0667

If a member goes to the hospital, the Police come to the house, or someone is arrested:

1. Call Campus Safety 303-871-3000 or 911
2. Obtain factual information and document the situation

# WALK THROUGHS

## **WALK THROUGH PROCEDURE:**

1. A required follow-up to outstanding issues by the houses;
2. Campus Activities will be responsible for submitting work orders, collecting the inspections from the houses, ensuring they have responded to outstanding issues, and then forwarding them back to Core Life Safety.

## **Process:**

### **Who:**

- Core Life Safety is composed of Campus Safety, Risk Management, Campus Activities, and Facilities. For purposes of this inspection it includes Ty Mills, Jennifer Kogovsek, Alex Rowland, and David Martin.

### **Procedure:**

- Campus Safety and Risk Management will complete the reports within **2** business days of inspection and forward them to the Director of Campus Activities. Campus Activities will then generate a work order for the **major life safety violations** and forward the inspections to the houses.
- The houses will have **10** business days from the date of the inspection to review and fix the **other life safety inspection items** requiring action. This will give them an opportunity to fix the items on their own.
- After the 10 business days, the same group who initially completed the inspections will re-visit the houses that had issues and ensure they are resolved. If the outstanding items are not repaired, Campus Activities will generate a work order for the remaining items and charge back the houses for the outstanding items.
- Campus Activities will monitor the open work orders and work with Facilities to ensure all items are resolved. The completed reports will then be forwarded to Core Life Safety.
- In addition, issues such as fire extinguisher tampering/removal will be considered vandalism and the house will be charged accordingly.

## **HOUSE MANAGERS GUIDE TO WALK THROUGHS: What the Team Will be Looking For**

### **1. CLEANLINESS:**

Please have your house clean and neat. The individuals walking through are not members of Greek organizations and you are trying to make an impression on them. If your house is dirty and gross, what kind of impression are you making? Also, for many of the fraternities, the university is considering renovations and rebuilds. If you are not taking care of your property, it will be documented and can potentially delay your renovations.

### **2. FIRE ALARMS/SMOKE DETECTORS/FIRE EXTINGUISHERS:**

Make sure your alarms and detectors have batteries in them. This is a very simple thing to check before we check it for you. Make sure the fire extinguishers are not expired (Check the tag on them as to when they expire). If they are expired, get a new one.

### **3. FLAMMABLE MATERIALS:**

Check the labels of any cleaning supplies, paint, etc. to see if the contents are flammable. If they are, they must be stored OUTSIDE of the house in a metal, locked container. Old refrigerators, secured with a padlock, make great lockers.

### **4. WINDOWS:**

Make sure they are not broken...

### **5. DOORS:**

Make sure doors can be easily opened and closed. Exit doors should be equipped with a push bar for easy exiting.

### **6. PAPERS/SHELVING UNITS:**

Please do not have piles and piles of papers or flammable paper goods (paper bags, plates, flyers, etc.) stashed in a closet because this is a fire hazard. Also, if items are stored on a shelving unit, make sure that there is at least 24in. clearance from the ceiling to where the items begin.

### **7. FIREPLACES:**

If you have a fireplace in your house, even if you do not ever use it, have a fireplace gate (goes around the front) in place. It is a danger not to have one.

### **8. PRIVACY:**

If you have a chapter room that non-members cannot go into, please lock this room. It is very important, however, that you take it upon yourself to make sure that this room is safe. Check any fire alarms, smoke detectors, and extinguishers in there.

**ALL OF THESE PRECAUTIONS ARE FOR YOUR SAFETY. PLEASE BE PREPARED WHEN WE WALK-THROUGH YOUR HOUSE. YOU WILL RECEIVE A COPY OF WHAT NEEDS TO BE FIXED IN YOUR HOUSE AFTER THE WALK-THROUGHS. ANY QUESTIONS, AFTER THE WALK-THROUGH CAN BE DIRECTED TO THE OFFICE OF GREEK LIFE.**

## Core Life Safety Inspections Guide

Below are the items that the Core Life Safety Committee will inspect during our quarterly inspections of your house. Please use this as a pre-inspection checklist to ensure a successful inspection.

<b>Life Safety Inspection Items</b>	<b>What to inspect</b>
Smoke Detectors	<input type="checkbox"/> Ensure all smoke detectors are in good working order and installed properly.
Emergency Lights	<input type="checkbox"/> Check to ensure all emergency lights are working properly. There is a test button on the battery operated lights to ensure they are working properly.
Fire Extinguishers	<input type="checkbox"/> All fire extinguishers should be hung securely <input type="checkbox"/> All fire extinguishers should have a current inspection tag, the inspection is good for one year from the date marked on the tag.
Hazardous Materials (chemicals, grease, etc.)	<input type="checkbox"/> Any flammable items should not be stored in the house, this includes oil based paints, stains, charcoal lighter, and most aerosol products.
Exit Signs	<input type="checkbox"/> All exit lights should be illuminated. If not replace the light bulb in the sign.
Fire Alarm System	<input type="checkbox"/> Ensure the fire alarm system is working properly and there are not any trouble indicators. If you see a trouble alarm contact Campus Safety.
Fire Doors	<input type="checkbox"/> Fire doors should not be propped open and should close tightly and automatically.
Laundry room	<input type="checkbox"/> Dryer lint should be removed from dryers and disposed of regularly. <input type="checkbox"/> Large quantities of lint are not acceptable. <input type="checkbox"/> Inspect the external venting to ensure it is installed properly and that lint is not building up behind the dryers.
Mechanical Room	<input type="checkbox"/> Mechanical rooms should be clear of debris and storage.
Exit corridors	<input type="checkbox"/> Exit corridors should be clear of debris to ensure easy and safe egress. Items should not be stored in hallways.
Storage Areas	Items to consider in storage rooms/closets <b>Areas without sprinklers</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Should not have items stored within 24" of the ceiling</li> <li><input type="checkbox"/> Storage should be organized</li> <li><input type="checkbox"/> Items should be stored to avoid tipping</li> <li><input type="checkbox"/> A clear pathway through the storage room should allow for easy egress.</li> <li><input type="checkbox"/> Never store flammable materials indoors.</li> </ul> <b>Hazards to Avoid With Sprinklers</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Stacking materials closer than 18 inches below the sprinkler</li> <li><input type="checkbox"/> Blocking the full coverage of the sprinkler</li> <li><input type="checkbox"/> Surrounding the sprinkler with furniture or stacked materials that block its effective range; creating small openings around sprinklers is not an acceptable solution if the materials are still closer than 18 inches below a sprinkler head.</li> </ul>
Perimeter Security (i.e. windows, doors, locks, lighting)	<input type="checkbox"/> Outside doors should be locked <input type="checkbox"/> Broken windows repaired immediately, etc.

## Core Life Safety Inspections Guide

General Maintenance of facility	Items included in general maintenance include: <ul style="list-style-type: none"><li><input type="checkbox"/> Holes in the walls/drywall are not allowed as they present a fire hazard</li><li><input type="checkbox"/> Internal doors should be in good condition</li><li><input type="checkbox"/> Plumbing is working properly</li><li><input type="checkbox"/> No roof leaks are present</li></ul>
General Electrical Issues-panels, extension cords, etc	<ul style="list-style-type: none"><li><input type="checkbox"/> Electrical panels should have clear access and nothing can be stored within three feet of the panel</li><li><input type="checkbox"/> Excessive extension cords present a fire and electrical hazard</li><li><input type="checkbox"/> Covers should be over all electrical outlets.</li></ul>
General House Keeping	Items included in general house keeping include: <ul style="list-style-type: none"><li><input type="checkbox"/> Overall cleanliness of the house</li><li><input type="checkbox"/> The kitchen should be clean</li><li><input type="checkbox"/> Garbage should be contained and emptied regularly</li></ul>

# MAINTENANCE

**GREEK FACILITY GUIDE (see attached Greek Building Service Guide):**

## **THE PROCESS FOR NEEDED REPAIRS:**

Depends on the house. We have two different processes.

1. Repairs are automatic (work orders are generated as a result of the inspection), and the houses are billed: Delta Zeta, Tri Delts, Lambda Chi, Kappa Sigma & ZBT
2. A list of needed repairs is created and sent to the chapter, with a 10-day window in which repairs are to be **properly** accomplished. If not, then we generate work orders and make the repairs, and then bill the house: Phi Kappa Sigma, Gamma Phi Beta & SAE. By properly, I mean that the repairs are to be done to University standard of workmanship.

## **WAYS TO ORGANIZE YOUR CHAPTER'S CLEANING EFFORTS:**

### **1. Designate duties to be accomplished in advance**

- a. Possible duties include:
  - i. Taking out garbage from kitchen, bathrooms, bar rooms
  - ii. Sweeping kitchen, bathrooms
  - iii. Mopping kitchen, bathrooms, bar rooms and other tiled floors
  - iv. Vacuum carpeted areas in living room and hallways
  - v. Cleaning kitchen: wiping down counters, tables, sinks, stove, inside of microwave, etc.
  - vi. Grease removal-place in old (empty) containers before being thrown away-cost if done improperly to be charged back
  - vii. Use scoops in ice machine
  - viii. Dusting coffee tables, fireplace mantles, etc in living rooms
- b. Rather than designate specific duties, designate particular rooms. Examples:
  - i. Living Room: Vacuum, sweep, or mop as needed, clean and dust coffee tables, etc
  - ii. Bar room: Clean up stains and spills, sweep, mop floor, take out trash

### **2. Choose a specific time and frequency for cleaning to occur**

- a. For example:
  - i. One hour immediately following dinner every night
  - ii. 90 minutes immediately following weekly chapter meetings

### **3. Organize your chapter into groups that will perform one duty per frequency of cleaning**

- a. For example:
  - i. Group 1 will dust, Group 2 will sweep, Group 3 will mop, etc. The next week, each group rotates to a different duty for the week.

#### **National Examples:**

- “Designated areas are cleaned three times a week. All live-in members have a specific weekly task and all chapter members participate in once-a-month cleanups.”
- “Every Saturday morning from 10-noon is the designated time for “work party”, during which all 30 of us perform general cleaning, such as sweeping, mopping, and cleaning the bathrooms, as well as larger maintenance and restoration projects.”  
[http://www.rpi.edu/dept/union/ifc/pi\\_kappa\\_phi/public\\_html/tour/](http://www.rpi.edu/dept/union/ifc/pi_kappa_phi/public_html/tour/)
- “We take pride in the appearance of our house and property. To maintain a comfortable living environment we hold biweekly cleaning sessions. During these cleaning sessions everyone is assigned a task, and by working together we keep the house clean and in a presentable condition. These tasks usually take around 20 minutes, and you can complete your assignment at your convenience.” <http://www.stuorg.iastate.edu/tc/Students.asp>

### **4. Possible ways to hold brothers accountable:**

- a. Reward or take away room points based on regular performance of duties
- b. Add or restrict social privileges
- c. Internally charge a fine

## **DO IT RIGHT THE FIRST TIME...CLEANING TIPS:**

**Even if you use a lot of soap, a floor cleaned with a dirty bucket and mop, will still be dirty!**

### **1. Basic Cleaning Supplies to Stock:**

- a. Buckets, mops, rags, brooms, scrub brushes, paper towels, sponges, etc
- b. Garbage bags
- c. Windex
- d. Liquid dish soap
- e. Disinfectant spray
- f. Toilet bowl cleanser
- g. All purpose cleaner
- h. Mr. Clean wipe-ups
- i. Murphy's Oil Cleaner for woodwork, etc
- j. Swiffer broom

### **2. How to Clean:**

- a. Tile or wood floors: Always sweep before you mop. Use fresh water and soap, clean buckets, and clean mops.
- b. Woodwork: Dust and wash tops of door trim work and tops of doors.
- c. Carpet: Vacuum thoroughly. Start your vacuum cleaner out with a fresh bag. Pre-spot stains before you begin carpet cleaning.
- d. Stove top cleaning: Wash exterior surfaces with detergent after they have cooled with detergent and warm to hot water. A paste of water and baking soda can be used on difficult spots. Rinse and wipe dry.
- e. Garbage cans and wastebaskets: Wash out waste baskets with disinfectant and deodorizer. This prevents mold and bacteria. Outside garbage cans can be hosed out then sanitized. Line waste containers with plastic liners.
- f. Walls: Always wash from the bottom up. Streaks come from clean water running down the dirty walls.
- g. Concrete floors: Clean your concrete floors by sweeping with a broom then vacuum. If they still need more cleaning then I would recommend using a concrete cleaner.
- h. Alcoholic Beverage Stains on Hard Floor Surfaces: Rub with a cloth dampened in a solution of detergent and warm water.
- i. Pet urine: Dab area with toweling, wash with suds of liquid dish detergent. Lay towels or paper towels over the spot and weight down to absorb excess moisture.

### **3. Recommended Cleaning Frequencies:**

Common areas: Dining Rooms, living rooms, stairways, hallways & foyers

Daily-Sweep floors

Three times per week-Vacuum

Weekly-Dust all surfaces

## **FRATERNITY CLEANING FACTS SHEET:**

- **Required Cleaning** was interpreted by Residential Services and Facilities Services to apply only to bathrooms. Semester closing cleaning would be all common space.
- **Spaces exempt from professional cleaning:** Party rooms, game rooms, rec rooms, bars, kitchens, laundry rooms, pantries, TV rooms, bedrooms, study rooms, computer rooms, chapter rooms, closets, storage rooms, mechanical rooms, and bathrooms in bedrooms or kitchens.
- Color coded floor plans were prepared for each house, indicating all areas included in semester closing cleaning and areas to be cleaned professionally during each semester. Individual houses were given the option to include spaces in addition to bathrooms to be cleaned professionally.
- Competitive bids were obtained for each house, as a part of the University's overall cleaning contract. This contract also includes academic buildings and residence halls.
- The specification for cleaning is a performance based contract. This means the term clean is defined in the specification and the contractor establishes the task and frequency required to meet the definition.
- Regular monthly inspections monitor the performance of the contractor and provides feedback to improve performance.
- Inspections are done by a third party, contracted by the University, to provide objective measures and reports. Each random inspection evaluates items within a space and determines the absence or presence of any of the eight most common cleaning defects. The "score" is determined by comparing the items with no defects to the total number of items inspected, to produce a percentage of defect free items.
- The target for fraternities is to be 50% defect free for each inspection. This target is applied to all areas designated for cleaning, either being done by the house or the professional service.
- A monthly report indicates the areas that were inspected, the problems found and the score for each area, as well as an overall score for the house cleaned areas, professional cleaned areas and the combination of the two.
- Professional costs are for 36 weeks of semester cleaning and Fall and Spring closing. Additional costs are for 3<sup>rd</sup> party inspections and report services.

## **JANITORIAL CLEANLINESS QUALITY: - A Definition**

### **Cleanliness Quality means:**

An entirely “like-new” appearance, or...

- The absence of litter or undesirable debris which can be eliminated by the appropriate policing techniques.
- The absence of unbounded dust build-up on any surface of any item subject to appropriate dusting techniques.
- The complete, comprehensive and thorough cleaning of any item subject to cleaning, including: corners, inside, outside, top, bottom, under and over all surfaces.
- The absence of any surface marks, spills or other undesirable bonded surface residue that can be eliminated by appropriate damp or wet cleaning techniques.
- The absence of any soil, wax or other undesirable bonded build-up that can be eliminated by appropriate heavy duty, cycle or project cleaning techniques.
- The presence of appropriate surface gloss, protection, or reflective capacity in line with “like new” or designated gloss levels.
- The absence of minor spots, marks, or other limited surface soil that can be eliminated by appropriate spot cleaning techniques.
- The absence of dust, lint, and other in-fiber accumulation in fabric and carpeted areas that can be eliminated by appropriate vacuum cleaning techniques.
- The issuance of maintenance and other work requests to eliminate or correct problems with damaged, non-functioning, repair, or replacement oriented items that cannot be corrected through appropriate cleaning techniques.