

Housekeeping Policy
Lease Addendum No. 4
Stevens Point Housing Authority

Lease Agreement, Part II, XVI. Housekeeping Standards

In an effort to improve the livability and conditions of the apartments owned and managed by the Authority, uniform standards for resident housekeeping have been developed for all Tenant families.

- (a) Authority Responsibility: The standards described in the Housekeeping Policy (Addendum No. 4) will be applied fairly and uniformly to all Tenants. The Authority will inspect each unit at least annually, to determine compliance with the standards. Upon completion of an inspection, the Authority will notify Tenant in writing if he/she fails to comply with the standards. The Authority will advise Tenant of the specific correction(s) required to establish compliance. Within a reasonable period of time, the Authority will schedule a second inspection. Failure of a second inspection will constitute a violation of the Lease terms.
- (b) Tenant responsibility: Tenant is required to abide by the standards set forth. **Failure to abide by the Housekeeping Standards is a violation of the Lease terms and can result in eviction.**

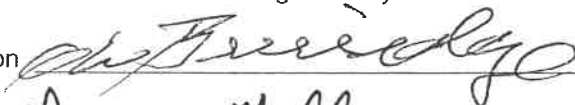
Other parts of the Lease that apply: Pest Control Policy, Lease Addendum No. 6, Pet Policy, Lease Addendum No. 5, Parking Policy, Lease Addendum No. 7, Hoarding Policy, Recycling Schedule, Making Service Requests/Emergency Maintenance Requests. This information is found in the Resident Handbook.

Maintaining a clean apartment and adjacent common grounds is the responsibility of the resident. Repairs are the responsibility of Management or the residents, depending upon the nature of the repair. It is always the responsibility of the resident to report all deficiencies, damages or breakage to the Management.

The Housekeeping Policy is divided into three parts: Housekeeping Standards, Apartment Cleaning and Apartment Repairs.

ADOPTED as Resolution 89-18 by the Stevens Point Housing Advisory Committee at the December 19, 1989 meeting. Revised by Committee action on September 21, 1999, Revised by Committee action on October 13, 2009, Revised by the Stevens Point Housing Authority Board of Commissioners on March 11, 2014.

Chairperson



Date

3-18-14

Secretary



Date

3/18/14

Housekeeping Standards

Housekeeping Standards Inside the Apartment Unit

General:

- 1) Walls: should be clean, free of dirt, grease, holes, cobwebs and fingerprints.
- 2) Floors, stairs, baseboards & corners: should be clean, clear, dry and free of hazards. Resident carpet should be clean and sanitary.
- 3) Ceilings: should be clean and free of cobwebs.
- 4) Lighting: fixtures should be clean, removing all dust and bugs. Switches and outlet plates clean.
- 5) Windows: should be clean and not nailed shut or obstructed, shades or blinds should be intact. Screens should be free of holes or tears. Window coverings should be clean and not in ragged condition. Bed sheets and blankets are not acceptable.
- 6) Woodwork: should be clean, free of dust, gouges or scratches.
- 7) Doors: should be clean, free of grease and fingerprints, no tape, tacks, nails, stickers or anything else on the surface. Doorstops should be present. Locks should work and be original to apartment unit.
- 8) Heating units. Should be dusted and access uncluttered. Register covers should be properly attached to the unit.
- 9) Trash and recyclables: should be disposed of properly and not left in the apartment unit.
- 10) Entire apartment unit should be free of rodent or insect infestation. Any infestation should be reported immediately. (See Pest Control Policy)
- 11) Damages: Must be reported to maintenance immediately.
- 12) There should be no excessive clutter in the apartment unit that would prevent residents from using the spaces; or impair daily functioning of residents living in unit. (See Hoarding Policy)

Kitchen:

- 1) Stove: should be clean and free of food and grease.
- 2) Refrigerator: should be clean. Doors should close properly.
- 3) Cabinets: should be clean and neat. Cabinet surfaces and countertop should be free of grease and spilled food. Cabinets should not be overstuffed. Storage under the sink should be limited to small or lightweight items to permit access for repairs. Heavy pots and pans should not be stored under sink.
- 4) Exhaust fan and hood: should be free of grease and dust.
- 5) Sink: should be clean, free of grease and garbage. Dirty dishes should be washed and put away in a timely manner.
- 6) Food storage areas: should be neat and clean without spilled food.
- 7) Trash/recyclables: should be stored in a covered container until removed for disposal.

Bathroom:

- 1) Toilet and tank: should be clean and odor free.
- 2) Tub/Shower: should be clean and free of excessive mildew and mold. Where applicable shower curtains should be in place and correct length.
- 3) Sink: should be clean and stopper in place. No hair in any drains.
- 4) Exhaust fans: should be free of dust.
- 5) Floor: should be clean and dry.
- 6) Mirror and medicine cabinet: should be clean.

- 7) Hand held shower wands must be installed with a vacuum breaker. Written permission from Management required before installation.

Storage Areas:

- 1) Closets: should be neat and clean. Doors clear to open and close freely. Shelves and/or closet rods in place.
- 2) No highly volatile or flammable materials should be stored in the apartment unit.

Basement:

- 1) Nothing shall be placed within 2 feet of the furnace, water heater, water meter, electrical box, access valves on ceiling pipes, or vent pipes. No loose dirt, litter or cobwebs. Clothes and possessions shall not be thrown all over the floor.
- 2) Laundry areas should be neat and clean. Remove and properly dispose of lint from dryer after use. Resident owned laundry equipment must be properly installed and vented.
- 3) Under NO circumstances shall resident allow any household member, guest or visitor to use the basement as a bedroom.

Housekeeping Standards Outside the Apartment Unit

The following standards apply to certain developments and not to others. Residents will be informed what areas outside of their apartment they are responsible for. This includes, grass, snow removal, walks, steps, parking lots, patios, balconies, decks, window wells, and other grounds as assigned to the dwelling.

- 1) Yards: should be free of debris, trash, and unregistered or non-operational cars.
- 2) Exterior walls should be free of graffiti and excessive dirt. Nothing may be attached to the exterior of the building.
- 3) Porches (front and rear): should be clean and free of hazards. Any items on the porch shall not impede access to the apartment unit.
- 4) Steps (front and rear): should be clean and free of hazards.
- 5) Sidewalks: should be clean and free of hazards.
- 6) Parking lot: Should be free of unregistered or non-operational cars. There should be no car repairs in the lots. (See Parking Policy)
- 7) Hallways/Common Areas: should be clean and free of hazards. Residents may not store personal possessions in the hallways or common areas.
- 8) Stairwells: should be clean and uncluttered.
- 9) Laundry areas: should be clean and neat. Remove lint from dryers after each use. Wipe up any spills on machines or floors.
- 10) Lawns: should be mowed, raked, and edged. Clippings, leaves and debris should be removed and disposed of in accordance with City Ordinance.
- 11) Areas next to the unit should be weeded and kept free of trash. Cigarette butts may not be thrown on the lawns.
- 12) Storage Sheds: should be kept free of too much clutter, doors kept closed, area around shed kept free of weeds.
- 13) Pets: See Pet Policy for housekeeping standards.
- 14) Trash/Recyclables: See Recycling Schedule contained in the Resident Handbook.
- 15) Snow removal as required by specific project and City Ordinance. This will be explained at move-in.

Apartment Cleaning	
Area:	Instructions:
Walls, ceilings	CARE: A damp cloth may take care of most soil. If walls are very dirty or greasy they should be scrubbed.
	HOW OFTEN: spot clean as needed and wash when very dirty.
Floors, stairways	CARE: Sweep floors frequently to pick-up sand, food particles, etc. Asphalt tile: thoroughly wash floors and apply several thin layers of wax. Ceramic tile: damp mop frequently. Wood floors: sweep and dust mop regularly. Do not use Murphy's Oil Soap on wood floors as it makes the floors sticky. Carpet: vacuum thoroughly, clean stains with spray carpet cleaner. Rent carpet cleaner for very soiled carpet.
	HOW OFTEN: Sweep frequently, damp mop weekly, Asphalt tile-wax at least twice per year.
Windows	CARE: Ammonia-based window cleaners will clean any grime or grease from windows. Vinegar also works well to clean windows and mirrors
	HOW OFTEN: As needed. A good cleaning once or twice a year (fall & spring) will usually take care of them.
Stove/oven	CARE: Wipe with damp cloth as soon as possible after use or spill is seen. Oven cleaners are available that work either in a cold or hot oven. Read the label and use caution. Some oven cleaners can damage the paint on the stove. Do not use oven cleaners on any appliance other than inside the oven!
	HOW OFTEN: As spills are seen.
Range hood/filter	CARE: Grease is the biggest problem here. Use a degreaser if necessary; but frequent wiping with soapy dishcloth should keep unit clean. Filter can be washed in soapy dish water. Soak until grease is gone, rinse and dry before reinstalling. Do not use fan or cook without filter in place.
	HOW OFTEN: Daily.
Refrigerator	CARE: Wipe out refrigerator with a damp soapy cloth. Wipe door gasket all the way around with damp soapy cloth.
	HOW OFTEN: Frequently as some spills are clear, but sticky and can tear gasket.
Kitchen cabinets, Cupboards, drawers Counter tops, pantry area, sink	CARE: Wipe up any crumbs, spills or standing water for all exterior surfaces. Most spills can be taken care of with a damp cloth, but a tougher cleaner may be needed for tougher stains or greasy surfaces. Use a degreasing product, but always read the label. Some products may not be applied to wood or painted surfaces without causing damage. Cupboards-use a damp cloth for light soil. Wood cleaners will preserve wood surface. Do not hang wet dishcloths on cabinet doors.
	HOW OFTEN: Daily
Toilet, sink, shower, exhaust fan	CARE: Do not use drop in bowl cleaners as they can plug the water outlet. Crystal or liquid bowl cleaners work well if used regularly. A new plunger is placed in each apartment at move-in. Please keep it handy and use it to handle minor clogs in sinks or toilets. Wipe tub/shower after each use to save scrubbing it later. Run bathroom fan during and after shower or bath to remove moisture and prevent mold. Use bathmat or rug to soak up any water that may splash on floor. Clean hair out of sink and tub. Use a store product made to remove mold if you see it developing.

Light fixtures	CARE: Unscrew the nut holding cover, remove cover, wipe out loose dirt, wash in warm soapy water, dry and re-install cover.
	HOW OFTEN: When dirt is seen in fixture.
Closets Interior doors, Trim	CARE: Do not over stuff closets, doors should work freely. Nothing should be attached or hung over any doors in the apartment that would damage them or the door casings. Any pen, crayon, marker on surface of doors must be cleaned. No tacks, nails, tape, stickers, etc. on any doors or woodwork. <u>Door handles and locks may not be changed.</u> Wipe with a damp cloth. Tough stains on wood doors-use only cleaning products meant for wood.
	HOW OFTEN: As needed.
Basement	CARE: Sweep floors, clean away any cobwebs, keep possessions in boxes and stacked away from furnace, water heater, water meter, electrical box. Be sure your personal laundry appliances are vented properly, no leak in washer hoses. Do not pour anything but water into the floor drain.
	HOW OFTEN: As needed.
Trash/recyclables	CARE: Follow the rules listed in the Resident Handbook, HOUSE RULES for your project. Keep trash/recyclables under control and disposed of on a regular basis.
	HOW OFTEN: Daily.
Exterior: yard	CARE: Keep yard and parking space clean and free of debris.
	HOW OFTEN: As needed.

Apartment Repairs

It is the responsibility of the resident to notify Maintenance when repairs; (including deficiencies, damages or breakage) are needed to the apartment.

As part of our mission to provide decent, safe and sanitary housing to low-income households the management provides maintenance staff to complete service repairs to the apartments we own. The residents' responsibility is to let maintenance know when something is broken, damaged, or lacking in some way.

Broken means that something in the apartment that you were able to use when you moved-in no longer works. Examples are: you can no longer cook on a burner on your stove, a light no longer works, your cupboard door is loose, and the toilet doesn't stop making noise after you flush it. These and any other non-working items in your apartment need to be called into maintenance.

Damaged means that something in the apartment has been broken through the actions of a household member, guest, or possibly vandalism. Examples are: holes in window screens or broken windows, knife cuts on the countertop, holes in the walls, doors. These damages need to be called into maintenance as well.

In both cases these repairs should be called in as soon as they are discovered. *Please do not wait.* No repair is too small to be called in, and you do not have to have a large number of repairs built up before you call-in. In fact, we prefer to take care of repairs as they occur and not have to spend two or more days at one apartment to do a large list of repairs.

There may be times that you may not be sure if something in your apartment is working properly. *Don't be afraid to call.* We would rather check it out; or talk with you about it than to let it go until it becomes an emergency situation.

Keeping your apartment clean and making sure all of your repairs are done as they occur will ensure that you will pass your apartment inspections.

To inform maintenance of needed repairs, residents must call in a Service Request to 715-341-9627 leaving their name, address, and specific repair needed.

See rules below taken from Lease Agreement, Resident Handbook, HOUSE RULES:

SERVICE REQUESTS

*It is the responsibility of the resident to notify Maintenance when repairs are needed to their apartment or the common areas. When repair service is required, residents must phone in Service Requests by calling **715-341-9627**. Follow the instructions on the answering machine to leave your request. All requests are recorded and handled on a priority basis. Office staff is available to help you if you are unable to call in the request.*

Making a service request gives us permission to enter and complete the work whether you are home or not.

It is not necessary that residents make their own repairs to their apartment, and in most cases residents may not do so without the written permission of the Maintenance Supervisor. Unless the repairs are necessary because of intentional neglect or damage it is our job to make repairs at no cost to you. Office staff is available to help you if you are unable to call in the request.

Making a service request gives us permission to enter and complete the work whether you are home or not.

Maintenance personnel are not required to work in filthy or unsafe conditions. If maintenance personnel encounter these conditions, you will be required to correct them before work is performed.

EMERGENCY SERVICE REQUESTS

Any emergency service requests should be made by calling the 24-hour emergency maintenance number. It is 715-204-9707. The on-call Maintenance Person will respond to these calls.

- *Water overflowing in a sink, tub or toilet that you cannot turn off.*
- *The smell of gas in the building.*
- *No heat in the winter.*
- *A plugged toilet that you tried plunging first.*

ONLY IN AN APARTMENT WITH ONE TOILET.

NOTE: Apartments with two toilets should use the other working toilet and call in a non-emergency Service Requests on the non-working toilet to 715-341-9627.

- *At Hi-Rise Manor, if no elevators are working.*

If you call the emergency number and get an answering machine. PLEASE leave the following information: your name, address, type of problem, and the phone number we can reach you at. The on-call person is required to check these machines regularly.

Do not call the Emergency number to make general service requests. Non-emergency calls placed to 715-204-9707 will usually result in charges to the resident.

