

## SECTION IV

### HOUSEKEEPING STANDARDS

#### 1. HOUSEKEEPING STANDARDS

Keeping a house neat and clean is one of the Resident's most important responsibilities. That is why Housekeeping Standards has been made a separate section in this Resident Handbook. These housekeeping standards have been incorporated into the Lease by reference. This means that they have the same force as if they were written within the Lease itself.

In order to ensure that apartments owned and managed by the Authority are maintained in a safe and sanitary condition, uniform standards for Resident housekeeping have been developed for all Resident families.

- A. **AUTHORITY RESPONSIBILITY:** The standards that follow will be applied fairly and uniformly to all Residents. The Authority will inspect each apartment at least annually, to determine compliance with the standards. Each apartment will be given a housekeeping score based upon the criteria described below in Part 3 of this Section, Housekeeping Evaluation Standards. Upon completion of an inspection, the Authority will notify the Resident in writing if he/she fails to comply with the standards. The Authority will advise Resident of the specific correction(s) required to establish compliance, and indicate that training is available. Within a reasonable period of time (but in no event longer than 30 days), the Authority will schedule a second inspection. Failure of a second inspection will constitute a violation of the lease terms and may result in a termination of the Lease.
- B. **TENANT RESPONSIBILITY:** Resident is required to abide by the standards set forth below. Failure to abide by the Housekeeping Standards that results in the creation or maintenance of a threat to health or safety is a violation of the lease terms and can result in eviction.
- C. **HOUSEKEEPING STANDARDS: INSIDE THE APARTMENT**

#### GENERAL:

1. Walls: should be clean, free of dirt, grease, holes, cobwebs, and fingerprints.
2. Floors: should be clean, clear, dry and free of hazards
3. Ceilings: should be clean and free of cobwebs
4. Windows: should be clean and not nailed shut. Shades or blinds should be intact.
5. Woodwork: should be clean, free of dust, gouges, or scratches.
6. Doors: should be clean, free of grease and fingerprints. Doorstops should be present. Locks should work.
7. Heating units: should be dusted and access uncluttered. Furnace rooms are not to be used as storage areas. Storing combustible items near a furnace is dangerous.

8. Trash: shall be disposed of properly in outside garbage containers or dumpsters and not left lying around the apartment .
9. Entire unit should be free of rodent or insect infestation.

#### KITCHEN:

1. Stove: should be clean and free of old food and grease.
2. Refrigerator: should be clean. Freezer door should close properly and freezer have no more than one-half inch of ice.
3. Cabinets: should be clean and neat. Cabinet surfaces and countertops should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs. Do not store heavy pots and pans under the sink.
4. Exhaust Fan: 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 any spilled or spoiled food.
7. Trash/recycling materials: should be stored separately in a covered and leakproof container until removed to the disposal area.

#### BATHROOM:

1. Toilet and tank: should be clean and odor free.
2. Tub and shower: should be clean and free of mildew and mold. Where applicable, shower curtains should be in place and of adequate length to prevent water from getting out of the tub.
3. Lavatory: should be clean
4. Exhaust Fans: should be free of dust and grease
5. Floor should be clean and dry

#### STORAGE AREAS:

1. Linen closet: should be neat and clean
2. Other closets: should be neat and clean. No flammable materials may be stored in the apartment.
3. Other storage areas: should be clean, neat and free of hazards.

#### **D. HOUSEKEEPING STANDARDS: OUTSIDE THE APARTMENT**

The following standards apply to family and scattered site developments only; some standards apply only when the area noted is for the exclusive use of the Resident.

1. Yards: should be free of debris, trash, and abandoned appliances and cars. Exterior walls should be free of graffiti and other Resident caused damage;

2. Porches (front and rear): should be clean and free of hazards. Any items stored on the porch shall not impede access to the house;
3. Steps (front and rear): shall be clean and free of hazards;
4. Sidewalks: shall be clean and free of hazards;
5. Storm doors: shall be clean with windows and screens intact;
6. Parking Lot: shall be free of abandoned cars. Only minor emergency car repairs are permitted on Authority property;
7. Hallways: shall be clean and free of hazards;
8. Stairwells: shall be clean and uncluttered;
9. Laundry areas: shall be clean and neat. Remove lint from dryers after each use.
10. Utility Room: shall be free of debris, motor vehicle parts, and flammable materials

## 2. HOMEMAKING HINTS

Please refer to the Housing Authority's Housekeeping Standards for more information.

- A. CUPBOARDS: Clean with a damp cloth and dry immediately. Apply a coat of furniture or kitchen wax periodically.
- B. COUNTERTOPS: USE A CUTTING BOARD whenever you use a knife or any other sharp object which could puncture or damage the countertops. Use a protective pad under hot pans or dishes. A coat of wax will protect and beautify countertops.
- C. FLOORS: Floors should be cleaned with warm water and mild soap. Use a self-polishing wax periodically. Protection under the legs of heavy furniture will reduce the indentations of the floors. DO NOT USE RUBBER BACKED CARPET on tile floors. The rubber backing tends to permanently stain the tiles. DO NOT USE TACKS OR TACK STRIPS to install carpeting, as these will damage the tiles. If you wish to secure carpeting to the floor do so through the use of double-face tape. Under no circumstances may carpeting be glued to the flooring.
- D. WALLS: Walls should be dusted often and fingerprints and smudges wiped off as soon as possible. If you have pictures or other objects to hang on the walls, please contact your project manager for instructions on how these items are to be installed. Do not use paste up hangers, or large nails as these will damage the walls.
- E. FIXTURES: Chrome finished fixtures should be cleaned with a damp cloth. Never use metal polish as the finish could be destroyed.
- F. LAVATORY: Avoid cleansers in cleaning the wash bowl. Use only mild soap. Any other cleaning agents would permanently scratch and mar the finish of plastic vanity tops.

- G. REFRIGERATOR: Your food will keep better if the inside of the refrigerator is cleaned at least once a week. Wash the interior with warm water to which two tablespoons of household ammonia, or borax, or baking soda has been added for each quart of water. Wipe dry with a soft cloth. Clean the exterior with a damp cloth and wipe dry. Do not use gritty cleansers such as Ajax or Comet on the interior or exterior of the refrigerator. Always clean up spills in the refrigerator immediately after they happen.
- H. RANGES: Never wash the surface of the range while it is hot. Clean after each meal with a damp dish cloth. A build-up of grease on the range is a fire hazard and invites roach infestation and germs and bacteria. Never use oven cleaners anywhere on the range except in the oven. These cleaners contain harsh chemicals which will destroy the finish and trim on the exterior of the range. If you have an electric range, DO NOT use aluminum foil under the burners or to line your oven. If aluminum foil comes in contact with the electric elements they will be severely damaged. NEVER USE YOUR RANGE FOR HEATING THE APARTMENT.
- I. HOT WATER HEATER: If your home has been equipped with an individual hot water heater, you should not attempt to make any adjustments to the heater. If you feel an adjustment is necessary, notify your Regional Office. UNDER NO CIRCUMSTANCES SHOULD YOU ATTEMPT TO ADJUST THE HOT WATER HEATER.
- J. HEATING: You should keep your thermostat(s) set at the lowest comfortable setting. You can also reduce your heating costs by keeping radiators and heating ducts free from obstructions. If you have a problem at any time with your heat, please call your Regional Office. YOU SHOULD NEVER ATTEMPT TO ADJUST OR REPAIR YOUR HEATING SYSTEM as you could be very seriously injured.
- K. PLUMBING: NEVER, NEVER pour grease in drains. Place grease in cans for later disposal in the trash. Be sure that all faucets are shut off completely after each use. The toilet is cleaned best with soap and water and a long brush. Never pour hot water into your toilet, as this could crack the bowl. Please do not use any type of drain opener, such as Drano, in clogged plumbing lines. These products contain corrosive chemicals that damage plumbing fixtures and may cause injury to maintenance workers. If your drain is clogged, call the Regional Office and Authority maintenance personnel will open the drain for you. There will be a nominal charge for this service, which in most instances will be less expensive than what you would have paid for drain cleaners.
- L. BALCONIES: Balconies are provided at some buildings for the enjoyment of all residents. In no case should the balconies be used for storage or for shaking rugs or dust mops. Everyone on the floor should help keep the balconies on their floor clean.

### 3. HOUSEKEEPING EVALUATION STANDARDS

#### SCORE

#### STANDARDS

- A** Housekeeping is virtually immaculate. All areas of the house are neat and clean and can be described as "Spic and Span". The walls and windows are clean and free of marks and fingerprints. The floors are clean. Refrigerator is clean inside and outside and stove is grease-free around burners and in the oven. Dishes are washed and put away and the kitchen table is clean. Beds are made. Clothes and other household items are properly put away. All trash is put in proper receptacles. Everything is in order; there is no clutter. A non-family member would feel quite comfortable eating in this house.
- B** Housekeeping is very good. Nearly all areas of house are neat and clean. Walls and windows are generally very clean. Floors are clean, but not quite spotless. The refrigerator and stove are clean, but not spotless. The bathroom and kitchen are clean, but some parts of these rooms are not as clean as they could be. Most clothing and other household items have been put away properly, but there may be item or two of clothing on the floor. There may be a minimum amount of clutter. Trash is handled properly, but there may be an apple core or banana peel or some such thing still laying on the kitchen table. A non-family member would still eat in this house and feel quite comfortable.
- C** Housekeeping is barely satisfactory, but has many deficiencies. This would be an "average" unit. Walls, windows, and floors are not as clean as they should be having some marks and/or fingerprints. Some areas of the house are not neat and clean. The refrigerator may have some dirt on the exterior surface and an uncleaned spill on the inside. The kitchen counter and table are not as clean as they should be. Some dirty dishes are in the sink. The stove may have some grease on the top and the oven may not have been cleaned very well. There are some clothes and other items strewn about and there is a small amount of clutter. There is some trash around not in proper receptacles. A non-family member would not be inclined to accept an invitation for dinner or, if they accepted, would not feel entirely comfortable eating in this house.
- D** Housekeeping is unsatisfactory. Many areas of the house are dirty and clothing is strewn about. Walls, floors and windows are noticeably dirty. The refrigerator is dirty inside and outside. The stove has some layers of grease and the oven is not very clean. The kitchen countertop and table are dirty and the kitchen has not been cleaned to even a minimal level of acceptability. Many dirty dishes have not been placed in the kitchen sink. The bathroom is in such a state that one would not want to use it unless very desperate. Quite a bit of trash is laying around the house. There would be some unpleasant odor. A non-family member would definitely not want to eat in this house.
- F** Housekeeping is non-existent. There is no evidence of cleaning. All areas of the house including walls, floors, and windows are filthy. Clothes and other items are strewn about everywhere. There is a great deal of clutter. The kitchen is filthy, the refrigerator is dirty outside and uncleaned spills are evident inside. Food waste may be laying around on the kitchen table and elsewhere. The stove has several layers of grease and it appears that the oven has never been cleaned. The bathroom would not invite use even in the most desperate of situations. Given these conditions, there would probably be a strong unpleasant odor in this house as well. A person accustomed to clean conditions would not only not want to stay for dinner but would lose his or her appetite.