



HOUSEKEEPING STANDARDS

Introduction

Maintaining a clean apartment is the responsibility of the resident. It is always the responsibility of the resident to report all deficiencies to the Park Towers office. Park Towers' management fully expects normal wear and tear over time, however, if it is tenant damage, you will be charged.

If you are unable to clean your apartment, you should make arrangements for assistance.

The following pages describe required housekeeping standards for each room in your apartment. The standards are established to assure the continued good quality of your apartment and to avoid any health and safety risks to you or your neighbors.

The Park Towers' Housekeeping Standards are divided into two parts: CLEANING/REPAIRS and A DEFINITIONS section at the end explains some words used in the Standards.

CLEANING

Cleaning is the responsibility of the resident.

A. ALL ROOMS

1. Walls and Ceilings:
Surfaces shall be free from dirt, cobwebs, marks, mold, adhesives and grime. Borders and wallpaper are not allowed.
2. Floor, baseboards and corners:
Floors, baseboards, and corners shall be free from the accumulation of dirt, stains, and grease. Carpet shall be kept clean and sanitary and free of the accumulation of dirt, litters, paint and stains.

Please follow these guidelines for cleaning the floors:

- A. If you have VCT tile it is recommended to use Dawn dish soap and warm water or warm water and vinegar to clean your floor. If you want to wax your floor, we recommend Zep floor polish. **Do NOT use Mop 'n Glo or the Swiffer Wet Jet, these products can stain your floor.** Clean around the edges and corners where the wall meets the floor.

If you choose not to use the products we recommend and the floor gets damaged, you will be charged for the repairs.

- B. The carpet should be vacuumed frequently, at least weekly. If a spill occurs, blot the excess liquid up immediately and then rinse with cold water.
- C. If you have the vinyl planking, do NOT use a Swiffer, spray floor with vinegar and water solution and use a microfiber cloth.

3. Windows and screens:

Inside glass shall be free from the accumulation of dust, dirt and smudges. The window frame and sills shall be free from dust, dirt and mold. Window tracks shall be free from dust, dirt and debris so those windows open and close smoothly. All window coverings such as curtains, drapes, blinds, etc., shall be clean and not in a ragged condition. Do NOT remove your screens from your windows. Please report if your windows do not easily close and lock or if you have holes in your screen.

4. Doors, hardware, grab bars and room trim:

Doors, hardware, handrails and room trim shall be free from accumulation of dust, dirt and grease. Sliding door tracks shall be free from dust and debris so that they slide smoothly.

5. Electrical fixtures, outlets and coverplates:

Shall be free from paint, dust, grease and grime. If cracked notify the office so they can be replaced. Apartments have GFI outlets in the kitchen and the bathroom. If the outlet is not working press the red button to reset for the power to resume to the outlet.

6. Heat vents:

Shall be free of visible dust, dirt, debris, food, grease and grime. Heat vents shall be cleaned before the heating season.

7. Air Condition Filter:

Filters should be removed and cleaned monthly in warm water. If you have a pet, you should check your filter weekly and clean if necessary.

B. KITCHEN (Also includes all items in Section A.)

1. Cabinets, cupboards, drawers, counter tops and pantry areas:

Shall be free of grease, grime, sticky substances, dust, paint, food spills and splatters. Do not put contact paper in the cabinets. Please do not use your counter tops as cutting boards. Please report if your cabinetry needs to be varnished. You need to make sure there is a clean space available for food preparation. Dishes should be done on a regular basis and not allowed to accumulate in the sink. Do NOT hang wet dishrags or towels over the cupboard doors as that may result in damage and you will be charged.

Please follow this guideline for cleaning the cabinets:

- A. Wipe off cabinets inside and out with Murphy's soap to remove the dirt and grease.
- B. Follow with an oil protect such as Howard's Feed 'N Wax available at Menard's to protect and preserve the cabinets.

2. Stove:

The entire outside and inside of the range and oven including the knobs, drip pans, burners, grates, trim rings, the area under drip pans, inside oven, racks and broiler pan shall be free from grease, dust, dirt, food spills and burnt-on substances.

Please follow these guidelines for cleaning the stove:

- A. For general cleaning, use hot soapy water and a cloth.
- B. Follow the owner's guide or check with the office. If you do not have an owner's guide, please contact the office and we will get you one.
- C. Do **NOT** store items in the oven or on top of your stove.

3. Refrigerator:

The entire outside and inside surfaces including the racks, trays, shelves, gaskets, etc., shall be free from food spills, sticky substance, and spoiled foods.

Please follow these guidelines for cleaning the refrigerator:

- A. Wash the inside surfaces of the refrigerator and freezer with a solution of 2 tablespoons baking soda in 1-quart warm water.
- B. Otherwise follow the owner's guide or check with the office.

4. Plumbing Fixtures:

A. Shall be free from dirt, grease and grime. If you have a slow kitchen drain, try plunging (we have a plunger specific for the kitchen), if that does not work try vinegar and baking soda. If after trying that, the drain is still clogged, then contact the office for a work order.

B. Do NOT put food, grease or coffee grounds down your sink.

C. BATHROOM: (Also includes all items in Section A.)

1. Shower walls, floor, tub, sink, medicine cabinet, etc.:
Shall be free from mold, dirt, grime, paint splatter or other residue.

Please follow this guideline for cleaning the shower and/or bathroom sink:

- A. Clean using Dawn dish soap and a mesh sponge. If you have soap scum build up, spray with vinegar and then sprinkle baking soda and let sit before cleaning with soap and water.
- B. If you have a slow bathroom sink or shower drain, pour down vinegar and baking soda. After trying that, if the drain is still clogged, then contact the office for a work order.

Please follow this guideline for cleaning the cabinets:

- A. Wipe off cabinets inside and out with Murphy's soap to remove the dirt and grease.
- B. Follow with an oil protect such as Howard's Feed 'N Wax available at Menard's to protect and preserve the cabinets.

When taking a shower, make sure your shower curtain is pulled close against the wall so that water does not damage the sheetrock. Also, you may want to leave your door slightly ajar so that the moisture can escape and not damage the ceiling. Do NOT hang a wet towel over the door as that may result in damage and you will be charged.

2. Toilet:
Inside and outside of toilet bowl, tank and seat shall be free from stains, dirt, grime and odors. This includes cleaning around the toilet hinges and around the base of the toilet. If you use a toilet bowl cleaner, make sure that it does not spill or splash onto the tile as this can stain the tile. If this happens, it is considered tenant damage and you will be charged for replacement.
3. Accessories:
Towel bars, grab bars, shower seats, faucets, etc., shall be free from mold, dirt, grime, paint or other residue.

D. STORAGE

1. Combustibles including but not limited to, excess papers, cardboard, plastic bags, excess garbage, shall not be stored in the apartment. Flammables including gasoline, propane, and lighter fluid are not allowed in your apartment.
2. Perishable foods shall be properly refrigerated. Bulk foods are not to be stored in their original cloth or paper based containers; these items must be stored in insect and rodent

proof containers. All refrigerated or frozen foods shall be stored in containers or properly wrapped in aluminum foil, plastic wrap, freezer wrap, etc.

3. All personal property shall be stored in a manner to allow proper air circulation and swift exit in case of emergency and in a manner that will not attract pests or create a health or fire hazard. Items must be neatly stacked on shelves or in boxes and placed to allow for a safe traffic flow. All items must be six (6) inches from the registers.

E. TRASH AND GARBAGE

All trash and garbage shall be stored in appropriate rodent and leak proof containers. Plastic liners are recommended; however, paper bags may be used. All discarded food and wet garbage must be wrapped and disposed of every day, if paper bags are used instead of plastic liners. All grease and food spills shall be washed from both the inside and outside of the trash and garbage container. All trash and garbage must be sealed in bags or wrapped up before being put down the trash chute. Bring items that are too large to fit down the chute to the first floor trash room.

F. INSPECTIONS

REPAIRS

It is the responsibility of the resident to notify the Park Towers office when Park Towers' equipment doesn't work right or when repairs that are not the responsibility of the tenant are needed to your apartment.

A. WALLS, CEILINGS, DOORS AND ROOM TRIM:

There shall be no holes or other marks made on walls, wood cabinets, doors or trim. Residents are responsible for any needed repairs to these areas. Do NOT use nails to hang something on the inside of your apartment door.

The side of your door which faces the hallway is considered to be part of the common area. Decorations placed on the outside of your door must not be offensive and must be in accordance with socially accepted norms and building standards. No nails or tape should be used.

B. FLOOR:

Broken or missing tile gouges, holes, burns, etc., in flooring shall be reported to the Park Towers office.

C. WINDOWS AND SCREENS

Windows shall be free from open cracks, chips, holes or missing glass. Corner cracks under 4" long running between adjacent window edges are acceptable as long as the two (2) pieces of glass are flush and tight. Windows should open and close easily. Please report if your windows do not easily close and lock.

Screens shall have no holes large enough for insects to penetrate or tears longer than one inch and shall fit tightly to the frame. There shall be no damage to the security screen.

D. ELECTRICAL AND PLUMBING FIXTURES:

Shall be in good working condition and intact. There shall be only one surge power strip per outlet. Multiple extension cords cannot be connected and cannot be used as a permanent electrical source. Power strips should have fuses. The City Rental Registration Inspectors require a power strips a UL rating of 1363.

E. CABINETS, COUNTERTOPS AND SHELVES:

Burns, gouges and breakage shall be reported to PHA management. Hardware shall be in good working condition.

F. APPLIANCES:

Shall be intact and in good working condition.

G. SMOKE DETECTORS:

No covering, disconnecting or other tampering with smoke detectors is allowed.

H. OTHER ITEMS:

Grates, grilles, vents, radiators, thermostats, etc., shall be intact and in good working condition. Do not cover up any vents.

EXCESSIVE PROPERTY

Residents will not store or keep excessive amounts of personal property or any other materials in their apartment, according to the rental registration code and the uniform inspection checklist (see attached).

If a contractor enters your apartment to do maintenance, they may report any housekeeping or code violations to the office. If the office receives a report, Management will follow up with an inspection. Management reserves the right to take photographs of any items not in compliance with the housekeeping standards.

Definitions

accumulation	a heap, pile or collection.
adhesive	a substance such as glue, cement or tape.
baseboard	board or covering at bottom of the wall.

bulk food	large quantity of food sold in paper, plastic or cloth bags; foods that are not packaged.
burn	marks caused by a hot item such as a hot pan, cigarette, iron, etc., being placed or dropped on a surface.
burnt-on food	food on surfaces of stove that has been burned or baked on (black or brown in appearance).
clutter	items not in an orderly condition such as clothes lying around.
cobwebs	webs caused by spiders or dust.
combustible	material capable of burning and easily ignited.
cuts	made by a sharp object, such as a knife, that penetrates the surface.
debris	the scattered remains of something broken or destroyed.
dirt	a filthy or soiling substance, such as mud, dust or grime.
dust	light, fine, dry particles of dirt.
flammable	capable of being easily ignited and burning or exploding very quickly, such as gasoline, kerosene, propane, etc.
flush	fitting tightly together, no movement between parts.
food spill	food that has been dropped on surfaces.
free from	nothing there, such as no grease, dirt , grime etc.
garbage	discarded remains of food.
gouges	grooves or holes in floor, counter tops, etc.
grease/greasy	oily in appearance or slippery to touch.
grime	soot, dirt, embedded in a surface.
intact	all in one piece, not damaged, not broken or cracked.
mark	to make or leave a mark on surfaces, such as fingerprints, pencil or ink on walls, refrigerators, windows, etc.
mold	fungus caused by dampness or decaying food.

perishables	food that will spoil unless properly stored.
ragged condition	torn or worn to tatters, having an irregular edge or outline.
residue	something that remains on a surface, such as a film or scum from soap, dirt, etc.
rubbish	trash or garbage.
scratch	a mark that does not penetrate the surface.
smudge	a blurry spot or streak.
splatter	drop of food, paint, etc., on surfaces.
stain	a soiled or discolored spot.
sticky substance	glue, food, grease, honey, sugar, etc.
trash	worthless or discarded nonfood items.
wax build-up	several layers of wax on the floor or base-board.