

**Housekeeping Standards Policy**  
**New Boston Property Management**  
Adopted: Resolution 2011-01; January 25, 2011

**A. Inside Apartment**

**1. General**

- a. *Walls* should be clean, free of dirt, grease, holes, cobwebs, and fingerprints.
- b. *Floors* should be clean, clear, dry, and free of hazards.
- c. *Ceilings* should be clean and free of cobwebs.
- d. *Windows* should be clean. *Blinds* should be intact.
- e. *Woodwork* should be clean, free of dust, gouges, or scratches.
- f. *Doors* should be clean, free of grease and fingerprints. *Doorstops* should be present. *Door Hardware/Locks* should work.
- g. *Heating unit closets* should be dusted and access uncluttered.
- h. *Trash* shall be disposed of properly and not left in the apartment.
- i. Entire apartment should be *free of rodent or insect infestation*.
- j. *Hallways* should be clean and free of hazards.
- k. *Light fixtures* and ceiling fans should be clean and operable.

**2. Kitchen**

- a. *Range* should be clean and free of food and grease (inside and out).
- b. *Refrigerator* should be clean (inside and out). *Freezer* should not be overfilled. *Door gaskets* should be cleaned to prevent sticking.
- c. *Cabinets* should be clean and neat; cabinet surfaces and counter top should be free of grease and spilled food. *Storage under the sink* should be limited to small or lightweight items to permit access to repairs.
- d. Underneath range hood and *filter* should be free of grease and dust.
- e. *Sink* should be clean, free of grease and garbage. *Dirty dishes* should be washed and put away in a orderly manner.
- f. *Food storage areas* should be neat and clean without spilled food.

- g. *Trash/garbage* should be stored in a covered container until removed to the disposal area.

### **3. Bathroom**

- a. *Toilet and tank* should be clean, stain and odor free.
- b. *Tub and shower* should be clean and free of mildew and mold. Where applicable, *shower curtains* should be clean, in proper place and of adequate length.
- c. *Lavatory* should be clean and stopper in place.
- d. *Exhaust fans* should be free of dust.
- e. *Floor* should be clean and dry.

### **4. Storage Areas**

- a. *Linen closets* should be neat and clean.
- b. *Other closets* should be neat and clean; no highly flammable materials should be stored in the apartment.
- c. *Other storage areas* should be clean, neat and free of hazards.

### **5. Outside the Apartment**

- 1. *Yards* should be free of debris and trash. *Exterior walls* should be free of graffiti.
- 2. *Porches* (front and rear) should be clean and free of hazards. Any items stored on the porch shall not impede access to the apartment.
- 3. *Storm doors* should be clean, with glass, door closures and/or screens intact.
- 4. *Sidewalks* should be clean and free of hazards.
- 5. *Parking lot* should be free of abandoned vehicles. There should be *no repairs* in the lots. Each resident vehicle will have a *parking permit*.
- 6. *Laundry areas* should be clean and neat. Remove *all lint from dyers* after use. Dryer should have proper ventilation to outside the apartment.
- 7. *Utility room* should be free of debris, motor vehicle parts and flammable materials.

## C. Compliance Methods

If the housekeeping of an apartment shows at any time to be substandard, the following steps will be taken until compliance is maintained.

1. First Inspection Scheduled -- Notification is given to the Maintenance Director and a letter will be hand delivered to the resident and a meeting with the resident explaining how the apartment should be kept in compliance and a follow-up housekeeping inspection is scheduled.
  - a. If the First Housekeeping Inspection is satisfactory, a letter of maintaining compliance should be sent to the resident and placed in their file.
  - b. If the First Housekeeping Inspection is unsatisfactory, guidance is given to the resident as to how the apartment should be kept in compliance and a follow-up inspection is scheduled within one week.
- 2.. Second Housekeeping Inspection -- A follow-up Housekeeping Inspection shall be scheduled with proper notification to the resident.
  - a. If the Second Housekeeping Inspection is satisfactory, a follow-up household inspection will be scheduled in six (6) weeks and must be found satisfactory. If compliance is met, a return to routine inspections may be made.
  - b. If the Second Housekeeping Inspection is unsatisfactory, the resident is scheduled to view a housekeeping video and a follow-up inspection is scheduled within one week.
3. Third Housekeeping Inspection – a follow-up housekeeping inspection should be scheduled with proper notification to the resident.
  - a. If the Second Housekeeping Inspection is satisfactory, a follow-up household inspection will be scheduled in six (6) weeks and must be found satisfactory. If compliance is met, a return to routine inspections may be made.
  - b. If the Third Housekeeping Inspection is unsatisfactory, a thirty (30) day termination for non-compliance will be issued.
  - c. In the event of future household inspections being found unsatisfactory, the process begins – after the inspection finding the lease violation – at the Third Housekeeping Inspection.