

Addendum 2

HOUSEKEEPING REQUIREMENTS FRATERNITY & SORORITY HOUSES ON THE GRAHAM CRACKER AND FRATERNITY ROW

Please note new Infectious Disease Outbreak protocols on page 15-16

I. GENERAL REQUIREMENTS

Each chapter is responsible for insuring that the restrooms, kitchens, corridors, and other public areas are maintained, on a daily basis, in a clean and sanitary condition. Specifically, each chapter shall insure that the following minimum expectations related to housekeeping are maintained:

A. **Cleaning/Custodial Contract:** To assist in maintaining an acceptable level of cleaning and sanitation, each chapter is required to secure an outside cleaning/custodial contractor who is licensed and bonded, and carries all insurance including, but not limited to, Worker's Compensation. The contractor shall be assigned to complete the following general tasks a minimum of five days each week:

1. Damp mopping of dining room, corridor, bathroom, chapter room, and stairwell flooring and vinyl base mold.
2. Spot cleaning and vacuuming of all public area carpet.
3. Spot cleaning of all public area wall surfaces.
4. Cleaning and disinfecting of restroom surfaces and fixtures to include showers, toilets, sinks, toilet partitions, plumbing fixtures, floor surfaces and wall surfaces.
5. Once each week, all vinyl floor surfaces must be spray buffed, burnished or otherwise maintained with an acceptable floor maintenance product.
6. Emptying of public area trash containers and recycling containers.

A more detailed list of tasks to be completed by the cleaning/custodial contractor is attached for the chapter's use in securing a contractor. A copy of this list should be provided to the chapter's contractor and attached as part of the chapter's signed cleaning/custodial contract. The chapter shall provide Fraternity and Sorority Life with a copy of their signed contract and the attached "Confirmation of Understanding" by no later than **August 18** of the current contract year.

B. **After Hours and Emergency Service:** The chapter's cleaning/custodial contractor must have the resources and ability to respond to evening and weekend cleaning/custodial emergencies. The chapter's contract must clearly specify the availability of the contractor to respond, once notified within 2 hours to building emergencies (e.g., flood clean-up, sewage back-up, etc.) and provide a phone number, pager number and contact person for requesting emergency response. The contractor shall provide an hourly rate for services outside the scope of the normal daily requirements. The hourly rate shall include all overhead items, to include; materials and supervision. This requirement is for the entire twelve months of the lease term, regardless of whether the building is occupied. Failure or inability of the chapter's contractor to respond may result in University staff or contractors being engaged with the cost passed back to the chapter.

C. **Trash Removal:** All trash containers shall be emptied on a daily basis. All trash receptacles shall be lined with the appropriately sized liner. Bins for recyclable cans, bottles and plastic shall be lined with TINTED clear liners. For pest control reasons, recyclable materials shall not be stored in closets and must be removed from the building weekly. Individual bottles and cans shall be placed in the small green recycling collection units located in close proximity at the rear of the chapter house. Behind the houses are both brown and green (or decorated) standard dumpsters. The brown dumpsters are for all non-

recyclable trash and waste. The green (or decorated) dumpsters are for recyclables – paper, cardboard, glass, bottles and plastic.

- D. **Vinyl Floor Maintenance:** Vinyl composition floor tile has been installed in various areas of each chapter house and must be maintained by the chapter consistent with the manufacturer's stated maintenance requirements. The vinyl flooring should be damp mopped and never flooded with scrub water. Further, an adequate base (3-4 coats) of floor finish must be applied and maintained at all times to protect the tile and sub-flooring. Copies of the tile manufacturer's maintenance instructions may be obtained through Fraternity and Sorority Life.

Failure to maintain the vinyl flooring as described above may result in damage of the tile and separation of the tile from the sub-flooring. If this occurs, the chapter will be responsible for the cost of the needed floor repair or replacement.

- E. **Simulated Wood/Luxury Vinyl Flooring:** Luxury Vinyl Floors have been installed in houses 1, 2,3,4,6,7,8,9 and 14 on Fraternity Row. Twice a month cleaning (minimum) is required and consists of sweeping and vacuuming the area. Then damp mop the floor using a 1:10 dilution of Karndean Routine Cleaner and water. The floor does not need to be rinsed after cleaning. Karndean Stripper and Dim Glow Floor Protector should be applied according to the manufacturer's maintenance instructions prior to fall and spring occupancy and at any other time necessary based on use. Cleaning and Maintenance instructions are available at the Karndean product web site: <http://www.karndean.com/en/commercial-flooring/resources/cleaning-and-maintenance.aspx>

- F. **Annual Carpet and Vinyl Floor Maintenance:** All vinyl composition tile floor surfaces must be stripped and refinished on an annual basis. This includes vinyl floors in both public areas and bedrooms. Additionally, at a minimum all carpeted surfaces must be professionally cleaned and extracted at least one time each year. Carpeted areas or vinyl floors that are permanently damaged or stained will be replaced at the chapter's expense. Decisions to replace carpet will be made by the Associate Director of Greek Facilities in consultation with the corporation board and Residential Facilities.

- G. **Summer Thorough Cleaning:** Immediately following the end of the spring semester, all trash, discarded personal belongings, food and other discarded items shall be removed from all rooms/areas in the house. During the summer and prior to move-in for the fall semester, the chapter's cleaning/custodial contractor shall complete a thorough cleaning of the house as outlined in the Cleaning Tasks and Frequency List included in this document. Each chapter is responsible for scheduling the required cleaning and providing the planned dates of their summer cleaning to Fraternity and Sorority Life.

For chapters hosting summer residents or conference groups, the house must be completely cleaned according to Section V.1 through V.9 below.

- H. **Housekeeping Equipment:** To provide the equipment needed to respond to an unexpected custodial problem or cleanup following a social event, each chapter will purchase and maintain trash bag liners for public area trash containers, clear plastic trash bag liners for collection of bottles and cans for recycling, brooms, dust pans, mops, mop rigs, sponges, and an upright vacuum cleaner.

- I. **Supplies:** The Contractor shall furnish all supplies necessary for the work of this Contract to include all paper products, cleaning products, soaps, trash can liners and recycling container liners. The Contractor should use "Green" cleaning supplies according to the following requirements:

1. All products will be approved environmentally safe products (GS-37 compliant)

2. The following cleaning chemicals' use will be minimized:
 - a. Ammonia and quaternary ammonium compounds
 - b. Chlorine and chlorinated compounds such as bleach

3. The following procedures shall be followed when selecting and purchasing cleaning products:
 - a. Aerosol products should be avoided
 - b. No undiluted products should be used which contain chemicals known to be toxic to humans
 - c. No products that are combustible or corrosive shall be purchased
 - d. Primary packaging should be recyclable
 - e. No products containing harsh chemicals, alkalis, acids, or phosphates
 - f. No products containing ozone-depleting compounds
 - g. Products should be fully biodegradable
 - h. Products should be safe to use with other cleaning products

4. Additional requirements for supplies shall include but are not limited to providing the following:
 - a. Toilet paper shall be of 100% post consumer waste content, double ply such as Fort Howard or approved equivalent.
 - b. Paper towels shall be of 100% post consumer waste content, semi-bleached, multi-fold such as Fort Howard or approved equivalent.
 - c. Floor finish shall be consistent with industry standards with at least 20% solids content.
 - d. Roll paper towels, when used, in kitchens.
 - e. Hand Sanitizing Gel, and dispenser to be provided and utilized in the kitchen service area.
 - f. No supplies shall be used that the manufacturer prescribes will be harmful to the surfaces to which applied or to any other part of the buildings, their occupants, contents, or equipment. Prior to start of work, the contractor shall provide the chapter with Material Safety Data Sheets (MSDS) for all products to be used in performance of work.

Note: All supplies provided by the contractor shall be compatible with the existing dispensers at all locations.

II. OSHA GUIDELINE COMPLIANCE

- A. **Material Safety Data Sheets:** Contractor shall furnish to the chapter representative copies of Material Safety Data Sheets (MSDS), for all products used, prior to beginning service in any facility. Contractor must update copies of the MSDS on an annual basis. In addition, each time a new chemical or cleaning product is introduced into any facility, a copy of that product's MSDS must be provided to the chapter representative, prior to the product being used. Chapters shall provide copies of the Material Safety Data Sheets to DFSL.

The Material Safety Data Sheets must be in compliance with OSHA Regulation 1910.1200, paragraph g.

- B. **Labeling of Hazardous Materials:** Contractor shall comply with OSHA Regulation 1919.1200, paragraph f, concerning the labeling of all chemical containers. Unlabeled cleaning product containers shall not be used or stored in the chapter houses.

- C. **Caution Signs:** Contractor shall use caution signs as required by OSHA Regulation 1910.144 and 1910.145 at no cost. Caution signs shall be on-site at commencement of Contract.
- D. **OSHA Guidelines of Blood Pathogens:** Contractor shall comply with the OSHA Standard 29CFR1910.1030 Blood Borne Pathogens as it pertains to the training, safety and equipment needed for all employees engaged in performance of custodial service. Contractor shall be responsible for compliance on date of Contract acceptance and shall provide proof to the chapter representative with submission of the contract agreement.
- Due to the nature of custodial work, proof of compliance with OSHA regulation 1920.1200, Hazard Communication, shall also be provided to the chapter representative with submission of the contract agreement.
- E. **Slip Resistance:** The Contractor shall verify that all floor finishes, seals, spray buff solutions and other such chemicals applied to non-carpeted floors provide adequate protection against slippery floors. Any observed instances of slippery or slick floors shall be corrected immediately upon discovery.

III. PERSONNEL, EQUIPMENT AND CHEMICAL REQUIREMENTS

- A. **Labeling of Supplies/Chemicals:** The Contractor shall purchase and issue all chemicals in their original containers. Materials that require precautionary warnings shall have affixed to all containers such labels or markings as are prescribed by law or related regulatory agencies. Markings or labeling of materials containing hazardous or toxic substance or wastes shall be in accordance with all Federal, State and County laws, ordinances, rules and regulations.
- B. **Germicidal Properties:** The Contractor shall use only germicidal disinfectants that bear an Environmental Protection Agency (EPA) Registration Number.
- C. **Equipment:**
1. All necessary cleaning equipment including power driven floor scrubbing machines, vacuums, high dusting equipment, waxing and polishing machines, and industrial floor and upholstery vacuum cleaners, etc, needed for the performance of the work of this contract shall be furnished by the Contractor. Such equipment shall be of the size and type customarily used in work of this kind and no equipment shall be used which is harmful to the buildings or their contents. All equipment must be in good working condition at all times.
 2. Electrical power (110) volts will be furnished by the building at existing power outlets for the contractor's use to operate such equipment as is necessary in the conduct of his work. The Contractor shall be responsible for any damage caused to the electrical outlets and circuits caused by the improper connection or removal of electrical cords. Hot and cold water will also be made available as necessary for cleaning.

NOTE: Adequate paper supplies and hand soap shall be stored in locked housekeeping closets designated by the chapter. Designated employees will have keys to these closets in the event supplies become short during the day and need replenishment.

- D. **Supervisor(s):** The contractor shall provide necessary supervision with personnel who ARE NOT a part of the regular, on-site cleaning staff. The contractor's supervisors shall be literate and fluent in the English language, because of the necessity to interact with DFSL and chapter representatives, as well as, read chemical labels, job instructions, etc. The contractor shall provide documentation that the

supervisor has the necessary skills, and is paid at a higher rate than the custodians. The Contractor shall be required to provide the name and position within the company of the supervisor to the designated chapter representative and DFSL. DFSL will provide this contact information to 4-WORK.

The Contractor shall provide a telephone answering service for the use of the supervisor for work-related messages. The supervisors shall possess a cell phone in good working order provided at the contractor's expense. This cell phone number shall be provided to the chapter representative and DFSL with submission of the contract agreement. DFSL shall provide this contact information to 4-WORK.

E. Mandatory Qualifications for Contractor Personnel:

1. The buildings shall be fully staffed on the first day of work under the contract. All personnel shall receive close and continuing first-line supervision by the contractor.
2. Custodians shall be employees of the Contractor; day laborers are not acceptable.
3. Custodians employed by the Contractor shall be fully trained and skilled in safe and proper housekeeping techniques. With the contract agreement, the Contractor shall provide sufficient documentation to demonstrate adequate training has been provided and outlining their training program and method of verifying employee competency especially in the area of clean-up of blood and body fluids as stated in Section A (4).
4. Contractor shall supply the chapter representative with a current list of the names of all employees that will perform work at each chapter house. Each of these employees shall be adequately trained and have had criminal background checks.
5. All custodial staff shall be literate and conversant in the English language. This is critical due to the need for regular daily and immediate interaction with house residents and the live-in Resident Director.

F. Employee Identification and Building Access:

1. All employees shall wear uniforms that bear company name/logo. Uniforms shall be clean and in reasonable condition.
2. Identification badges shall be furnished by the contractor and shall be worn by all of the contractors' employees while on the university premises. The contractors' ID badge shall include: employee name and company name. A sample ID badge shall be submitted to the chapter representative prior to the start of the contract for approval.
3. The entrance doors at each of the chapter houses are equipped with electronic access control systems which require use of an electronic access card. The chapter representative is responsible for providing access cards to the contractor's employees or supervisor as appropriate.
4. Contractor shall require all employees performing under this contract to personally sign and be responsible for the issued electronic access card(s). The card is to be used only by the individual who has signed for the card. When the contractor no longer employs an individual, the card must be reassigned using the KEY/CARD request form provided. Lost cards must be reported immediately to the chapter representative so they can be deactivated.
5. Access Policy

When entering or exiting the Fraternity or Sorority house, contractor employees shall not permit anyone, except his or her co-workers, to enter through a door he or she has opened or unlocked. Contractor employees may not permit residents, strangers, or University staff to tailgate behind them. Contract employees are not allowed to bring friends or relatives into the fraternity or sorority at anytime.

Entrance doors must be kept secured at all times and may not be propped open, unlocked, unsecured, and unattended. Contractor employees may not prop doors open or tamper with or disable locks, sirens, or other door security equipment.

G. Staff Training Requirements:

1. Contractor and all relevant staff what review the University of Maryland Plan for “Green” Cleaning and Product Use.
2. Contractor and all relevant staff will be educated on the use of the products and procedures required above and referenced in the plan.
3. Contractor and all relevant staff shall be educated on current eco-friendly practices employed by the University of Maryland, College Park.
4. Training shall be provided on how to properly and safely use all “green” cleaning products.

IV. CLEANING ACTIVITY SPECIFICATIONS

These specifications are given as a general guideline to establish a minimum quality of service for each cleaning activity. The required cleaning activities and frequencies are defined in the Cleaning Task List (Section V.) outlining the level of service required for each building space.

A. **Receptacles:** All trash shall be removed and disposed of in the brown dumpster located at the rear of the chapter house. Recyclables shall be placed in the green or decorated dumpsters located behind the houses. Cardboard shall be flatted and placed in the green dumpsters as well.

1. **Receptacle Emptying and Cleaning:** All trash receptacles shall be emptied each work day. All receptacles shall be relined with clean, clear plastic liners. The designated chapter representative shall be notified when a trash receptacle requires repair or replacement. Receptacles shall be kept clean and odor free. Trash and paper shall not be allowed to accumulate in hallways or overflow receptacles.

Recycling containers shall be emptied at least once each week and relined with a TINTED clear plastic trash liner.

Dumpster sites shall be kept clean and orderly. Trash shall not be allowed to blow around grounds. Spills resulting from collection process shall be promptly cleaned. A 10 foot perimeter around the dumpster must be kept neat, clean and free from debris, glass, etc.

2. **Ash Trays and Urns Emptying and Cleaning:** Smoking is prohibited in the chapter houses. Exterior smoking urns shall be emptied no less than once each week. Urns containing sand or other extinguishing material shall have such material replaced when soiled or wet.

Where existing, exterior ashtrays shall be wiped clean, both inside and out and be free from dirt, ashes, spots, food, and beverage spoilage and debris. Sand or other extinguishing material shall be replaced when soiled or wet.

3. **Miscellaneous Trash and Paper Collection:** All trash and paper left in corridors or near trash receptacles and obviously intended as trash shall be collected and removed to the designated building dumpster. Staffs are to be trained specifically on disposal of items near and around trash receptacles.
 4. **Bottle/Can Recycling:** The Contractor will be required to move collected bottles/cans/plastic to the green exterior recycling units and/or placed in the green recycling dumpster in a TINTED clear plastic bag (also provided by contractor as part of their contract).
 5. **Receptacle Cleaning and Disinfecting:** Each work day, trash receptacles shall be thoroughly cleaned and disinfected, such cleaning to include any rigid liners within receptacles. Care shall be taken to thoroughly dry metal parts to prevent rust. Receptacles shall be free from dirt, food, or beverage spoilage and odors.
- B. **Restroom Cleaning and Servicing:** Restrooms shall be cleaned with proper dilutions of disinfectant/detergent cleaning products to control disease-causing organisms and to prevent odors. Servicing shall be accomplished often enough to assure adequacy of supplies and hygienic condition of restrooms.
1. **Fixture Cleaning and Disinfecting:** Fixtures including toilet bowls, hand basins and urinals shall be cleaned. Special care shall be paid to floor and wall mounting brackets and sealants so as not to allow accumulations of dirt, urine and other soils.

Fixtures shall present a clean shining appearance free from dust, spots, stains, rust, mildew, soap residues, mineral deposits, organic material, etc. Wall and floor brackets and other fixture junctures shall be free of accumulations of dirt and urine.
 2. **Stall Partition Cleaning:** Stall partitions and partitions between urinals shall be cleaned. Graffiti shall be scrubbed or wiped off as soon after detection as possible. Graffiti, which cannot be removed by normal cleaning procedures, shall be reported immediately to the chapter representative. Stall and urinal partitions shall present a clean appearance free from water streaks, stains, soil, or other unsightly omissions and free from dust on top edges.
 3. **Mirror and Chrome Cleaning:** Mirrors, chrome and other metal trim shall be cleaned and polished. Included shall be metal supply dispensers, metal door pushes, and metal light switches. Abrasive cleaners shall not be used. Mirrors, chrome, and other metal trim shall be free from water marks, streaks, soil, stains, graffiti, and shall present a high shine.
 4. **Tile De-scaling:** Tile floors, in restrooms shall be cleaned of all scale, mineral deposits and soap residues with an appropriate chemical cleaning solution. Extreme care shall be exercised to avoid damaging fixtures, metal pipes, chrome, etc. Tile floors, walls and shower stalls shall be cleaned of all scale, mineral deposits and soap residues and shall be thoroughly rinsed and dried to present a uniformly clean appearance.
 5. **Grout Cleaning:** Grouting and sealants shall be cleaned with an appropriate chemical cleaning agent. Care shall be exercised to prevent damage to tile and any loose or broken grouting shall

be reported to the chapter representative. Grout and other sealants shall be scrubbed clean and present a uniformly clean and hygienic appearance.

6. **Ceramic Tile Floor/ Wall Cleaning:** Ceramic tile floors and walls shall be thoroughly scrubbed with a heavy-duty disinfectant/detergent solution. Extreme care shall be exercised to avoid excessive flooding of area. Ceramic tile floors and walls shall be thoroughly cleaned, rinsed and dried to present a uniformly clean appearance.
7. **Restroom Servicing:** Restrooms shall be serviced each work day as necessary to assure sufficiency of supplies and hygienic conditions.

Extra supplies shall be left when necessary to assure sufficiency between cleaning and servicing. Hand towels, soap, toilet tissue, and deodorant air fresheners shall be stocked in appropriate dispensers, where existing, in quantities adequate to ensure sufficiency between cleaning or servicing.

C. Floor Maintenance

1. **Sweeping/Dust Mopping:** Floors shall be swept or dust mopped to present a clean and orderly appearance at all times. Sweeping compounds shall not be used on finished floors. Floors shall present a clean appearance with no loose dirt or debris in evidence including in corners, expansion joints, and other places accessible to the broom or dust mop.
2. **Removing Gum/Tar Etc.:** Surface accumulations of chewing gum, tar, hardened dirt and other spoilage that cannot be removed by other means such as mopping, sweeping, dust mopping, shall be scraped and then removed. Care shall be taken to avoid damage to floor tiles or finish. All gum, tar, and other soils shall be removed as soon as they are discovered.
3. **Spot Mopping:** As needed, spills, spots and stains shall be damp mopped to assure a uniformly clean appearance. Spilled materials such as alcohol or other chemicals may result in stains which penetrate floor finishes. In these instances, floors shall receive a light coat of finish to repair the damage and present a uniform appearance.
4. **Mopping:** Floors shall be damp or wet mopped to maintain a uniformly clean appearance. Care shall be taken to avoid splashing walls, baseboards, furnishings, etc. Disks of cardboard or plastic shall be placed under or around furniture legs to prevent rust stains. Mopped floors shall be free from streaks, spots, stains, smears, mop strands and other unsightly appearance.
5. **Spray Buffing:** This procedure shall be employed to ensure a high gloss, non-slippery finish on all floors, to repair and refinish worn areas of finish and to remove heel and scuff marks. Extreme care shall be exercised to prevent hitting or otherwise damaging walls, baseboards, and furnishings with the floor machine. Replace all furniture. Floors shall have a uniform high shine and be free of streaks, scuffmarks, and other unsightly appearance.
6. **Stripping and Refinishing:** This procedure shall be employed to remove accumulations of dirt, finish, discoloration's, stains, and rust spots from finished floors. Flooding of floors with stripping solution or rinse water shall be avoided at all times. Extreme caution shall be exercised to prevent splashing of walls, baseboards or furnishings. Any furnishings moved in order to accomplish the procedure shall be replaced to proper position when work is completed. Also, floors shall be re-waxed with a sealer and coats of slip-resisting floor finish. Floors shall be

clean and free from scuffmarks, stains, rust, dirt, gum, tar, old finish, etc. before finish is applied. Three to four coats of finish shall be applied with adequate time for drying allowed between coats. DRY STRIPPING PROCEDURES SHALL NOT BE USED.

Floors shall be stripped of layers of soiled finish, heel marks and scuffs, discolorations, and stains. After thorough rinsing, floors shall be ready for application of new or additional finish. Sealer and coats of finish shall be properly applied to floor. Finished or refinished floors shall present a uniform shine and shall not have buildups or finish along edges or in corners. Overlapping finish marks shall not be apparent and if visible shall be blended in with additional coatings to assure uniformity.

D. **Carpet Care:** Carpets shall be vacuumed, spot cleaned, and shampooed to remove accumulations of dust, dirt, stains, and soil. Carpets shall present a uniformly clean appearance at all times free from spots, stains, chewing gum, tar, grease, litter, etc. Any tears, rips, burns, or indelible stains shall be reported for repairs or replacement.

1. **Vacuuming:** Carpets shall be vacuumed daily. Close attention shall be paid to corners, edges and areas that are inaccessible to the machine. Appropriate hand tools shall be employed to assure that these areas are properly cleaned. Care shall be exercised to prevent hitting or otherwise damaging walls, baseboards, or furnishings with the vacuum or attachments. Walk-off mats shall also be vacuumed and any furniture moved or replaced. Vacuumed carpets shall present a uniformly clean appearance both in open spaces, under and around furnishings, in corners and along edges. Carpets shall be free from lint, dirt, debris, strings, loose carpet strands and the pile shall stand erect.

2. **Spot Cleaning:** Carpets shall be spot cleaned as necessary to remove gum, tar, grease, spills, spots, stains, etc. A solvent cleaner may be used provided that it is safe and does not cause fading or discoloration. Aerosol chewing gum remover may be used with a putty knife, but careful attention shall be paid to avoid damaging carpet fibers.

Carpets shall be kept free from chewing gum, candy spills, spots, grease, food and beverage stains, water-marks, etc. Indelible stains, which cannot be removed by spotting and shampooing procedures, shall be reported to the Chapter representative. Water leaks or beverage spills shall be cleaned up as soon as they are discovered. Gum and tar shall be removed as soon as they are discovered.

3. **Extraction:** This procedure shall be employed as needed to ensure a clean and uniform appearance and to prolong the life of the carpeting. This is complete carpet cleaning and involves the use of carpet extraction to thoroughly clean carpet. Care shall be taken to avoid damaging carpet fibers irrespective of the method of carpet cleaning employed. Carpets, which have been extracted, shall present a uniformly clean appearance with no evidence of surface damage or spotting, the pile shall stand erect and the color shall be bright.

E. **Horizontal Surface Cleaning:** Horizontal surface cleaning shall be interpreted to mean those surfaces and objects not high enough to require the use of a ladder (below 100" or about in height) that comprise the furnishings and structures of the chapter house including, but not limited to furniture (chairs seats, table tops), window sills, counter tops, ledges, rails, display cases and the tops of those cases, telephones, etc.

NOTE: Unless requested, objects (books, papers, files, etc.) on horizontal surfaces should not be moved to accomplish cleaning. High horizontal cleaning includes those areas that must be reached by a ladder or special long reach cleaning device.

1. **Spot Cleaning:** This procedure is a form of policing areas for dirt, smudges, smears, graffiti, fingerprints, spills, splashes, etc. It shall be accomplished as a matter of good housekeeping practice, on a continuing basis. Surfaces which have been spot cleaned shall be free from smudges, fingerprints, dirt, splashes, graffiti, smears, spills, etc. and shall present a uniformly clean appearance.
 2. **Dusting:** Care shall be exercised to avoid damaging painted or wooden surfaces. Appropriate cleaning agents, polishes, cloths, etc. shall be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to keep dust dispersion to a minimum. Dusted surfaces shall be free from dust, lint, paper shreds, grime, cobwebs, hair, and other unsightly omissions. If treated dust cloths are used, there shall be no oil streaks left on the surface.
 3. **Damp Wiping:** Appropriate cleaning agents shall be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to avoid damage to wood or painted surfaces. Surfaces that have been damp wiped shall be free from dirt, streaks, spots, stains, cobwebs, smudges, fingerprints, smears etc. and shall present a uniformly clean appearance. Water marks or spots shall be wiped clean and dry.
- F. **Vertical Surface Cleaning:** Vertical surface cleaning shall be interpreted to mean those surfaces not high enough to require the use of a ladder (below 100" or about in height) that comprise the furnishings and structure of the facility and shall include, but not limited to walls, doors, baseboards, table and desk legs and sides, frames, pictures, wall hangings, signs, ventilation louvers, etc.
1. **Spot Cleaning:** Procedure same as in E (1)
 2. **Dusting:** Procedure same as in E (2)
 3. **Damp Wiping:** Procedure same as in E (3)
 4. **Wall Scrubbing:** Appropriate cleaning agents shall be employed according to the type and composition of the wall. Disinfectant agents shall be used on restroom walls. Walls shall be totally cleaned and well rinsed and shall be free from graffiti, dirt, splashes, soap residues, fingerprints, etc. and shall present a uniformly clean appearance.
 5. **Baseboard Cleaning:** Baseboards shall be cleaned according to schedule and after all stripping, scrubbing, damp mopping, and refinishing procedures. Baseboards shall be free from splashes, dirt, cobwebs, finish buildups, streaks, crevice accumulations of dirt, etc.
- G. **Drinking Fountain Cleaning and Disinfecting:** Drinking fountains, if any, shall be cleaned daily. All surfaces shall be cleaned with an appropriate disinfectant/detergent solution, wiped thoroughly dry and polished. All trash and debris (gum wrappers, cigarette butts, etc.) shall be removed. Plumbing problems shall be reported to 4-WORK. Drinking fountains shall be free from trash and debris, dirt, fingerprints, smudges, streaks, spots and stains. Wall areas around the fountains shall be free from water spots and streaks.

- H. **High Dusting/Cleaning:** High surfaces shall be interpreted to mean those surfaces and objects high enough to require the use of a ladder (above 100" or about in height) which comprise the structure and furnishing of the facility and shall include, but are not limited to wall/ceiling junctures, light fixtures, ventilation louvers, overhead signs, sills, ledges, etc. High surfaces and objects shall be free from dirt lint, cobwebs, grease, grime, streaks, spots, stains, insects, etc. and shall present an overall clean appearance.
1. **Cleaning Vents, Grills, Etc.:** Ventilation louvers, grills, panels, etc. shall be cleaned according to schedule by damp wiping, dusting, washing, or vacuuming as appropriate and with appropriate cleaning agents.

Cleaned vents, grill, etc. shall be free from dirt, accumulated dust, cobwebs, and shall present an overall clean appearance.
 2. **Cleaning Light Filters:** Removable light filters (egg crates, diffusers, etc.) shall be taken down, and cleaned as needed and using appropriate cleaning agents. Care shall be taken to prevent cracking or breaking these sometimes delicate items.
- I. **Cleaning Venetian Blinds:** Blinds shall be cleaned according to schedule by any of the industry - accepted methods - dusting, damp wiping, vacuuming, hand washing or washing by use of an ultrasonic cleaning machine. Care shall be taken to prevent damages to either the slats or the tapes that support them. Cleaned Venetian blinds, especially the slats and tapes that support them, shall be free from dirt, accumulated dust, cobwebs, etc. and shall present an overall clean appearance.
- J. **Stairway Cleaning:** Stairways shall be cleaned to present a uniformly clean appearance.
1. **Riser and Treads:** Risers and treads shall be cleaned to remove all stains, dirt gum, tar, grease, trash and debris. Attention shall be paid to inaccessible areas such as corners and edges and appropriate tools shall be employed to clean these areas. If finish is used on stairway risers, there shall not be buildup of finish or accumulations of dirt in layers of finish.
 2. **Hand and Guard Rail Cleaning:** Hand rails of stairways shall be cleaned. Handrails, pickets and balusters shall be free from fingerprints, dirt, dust and smears.
- K. **Emergency Custodial Services:** Chapters are required to have 24 hours emergency service available to them. Emergency services may include, but are not limited to cleaning up spills, leaks, floods, sickness, animal wastes, breakage, etc. In the event an emergency situation is of such magnitude that regularly scheduled tasks cannot be accomplished, the chapter representative shall be so informed. Emergency services shall be judged according to the nature of the procedure (i.e. separate standards apply to each function) and on the responsiveness to the situation.
- L. **Special Jobs:** Any special cleaning activities shall be coordinated with the chapter representative. Special cleaning may include preparing for special functions, carpet shampooing, etc.
- M. **Exterior Cleaning**
Grounds and Sidewalks: The front porch and other building entrances shall be kept clean of dirt, trash and debris. The building entrances, ramps, stairs, landings and porches within ten feet of the building shall be clean and swept as needed. The horizontal surfaces (front deck, sidewalks, stairs, etc.) shall be kept clean of dirt, grime and the accumulation of any other contaminates. The vertical surfaces (front

door, portico and columns) shall be cleaned and scrubbed as necessary to maintain a clean and presentable appearance. No less than 2 times per contract period, all entryways shall be pressure washed within a 10 feet perimeter.

V. CLEANING TASK LIST AND FREQUENCIES:

The following list of tasks and frequencies was prepared to clarify expectations for the services to be provided by each chapter's cleaning/custodial contractor. Unless otherwise noted, the tasks presented are to be completed on each of the five days the contractor is scheduled to work each week.

Vinyl Floor Tile: Three to four coats of floor finish must be maintained at all times on the vinyl tile flooring. Vinyl flooring should never be flooded with scrub water or other liquids.

1. **Corridors**
 - a. Dust mop and damp mop vinyl tile floor surfaces.
 - b. Clean/wipe vinyl cove base.
 - c. Where present, wood flooring must be maintained according to the manufacturer's recommendations. Wax or other floor finishes should not be applied to the flooring. Information on the recommended wood floor maintenance procedures may be obtained through Fraternity and Sorority Life.
 - d. Spot clean walls, doors and trim.
 - e. Clean door vents.
 - f. Clean/disinfect exterior surfaces of corridor trash containers.
 - g. Empty trash and replace liner.
 - h. Apply finish and buff/burnish vinyl tile floor (one time per week).

2. **Foyer**
 - a. Dust mop and damp mop vinyl floor surface.
 - b. Clean/wipe vinyl cove base.
 - c. Where present, wood flooring must be maintained according to the manufacturer's recommendations. Wax or other floor finishes should not be applied to the flooring. Information on the recommended wood floor maintenance procedures may be obtained through Fraternity and Sorority Life.
 - d. Vacuum and spot clean walk-off mats. Shampoo/extract walk-off mats as needed.
 - e. Spot clean walls, doors, convector and trim.
 - f. Clean/disinfect campus phone.
 - g. Empty trash and replace liner. Clean/disinfect exterior surfaces of container.
 - h. Clean exterior surface of heating/air conditioning units.

3. **Stairwell**
 - a. Sweep and damp mop rubber stair treads and vinyl tile landings. Wipe/clean rubber stair risers.
 - b. Spot clean walls, door trim and heating units.
 - c. Wipe/clean all stair components to include banisters, rails and stringers.
 - d. Spot clean windows as needed and where accessible. Wipe windowsills.
 - e. Apply finish and buff/burnish vinyl tile floor surfaces at stair landings (one time per week).

NOTE: TRASH CANS ARE PROHIBITED IN STAIRWELLS. REFER TO FACILITIES MAINTENANCE REQUIREMENTS (Addendum 1) FOR ADDITIONAL DETAIL.

4. **Restrooms**
 - a. Police litter and sweep floor.
 - b. Vacuum and clean door vents and ceiling exhaust louvers.
 - c. Clean restroom mirrors. Spot clean restroom window and wipe windowsill.
 - d. Clean and disinfect restroom sinks to include the sink faucets and the interior and exterior of the china or Corian sinks.
 - e. Clean/disinfect the walls, doors and hardware of the toilet partitions.
 - f. Clean and disinfect toilet to include the flushometer, toilet seat and the inside, outside and base of the toilet.
 - g. Clean and disinfect urinals to include flushometer, and the inside and outside of the urinals.
 - h. Clean and disinfect shower floors, walls and fixtures to include the soap dish and shower curtain.
 - i. Empty trash and clean/disinfect outside surface of the trash container.
 - j. Spot clean walls, Corian wainscot, door and trim.
 - k. Damp mop and disinfect ceramic tile floors to include areas around toilets and under sinks.
 - l. Clean floor drain covers/screens.

5. **Dining Room and Chapter Room**
 - a. Dust mop and damp mop vinyl tile floor.
 - b. Clean/wipe Corian base and wall panels.
 - c. Clean windowsills and spot clean windows.
 - d. Spot clean walls, doors and trim.
 - e. Empty trash container and disinfect/clean exterior surfaces of the trash container.
 - f. Apply finish and buff/burnish vinyl floor tile (one time per week).
 - g. Important Note: Houses 1, 2, 8, 9, 10, 11, 12, 13 and 14 have porcelain floor tile in the basement dining and hall areas. The recommended routine cleaning procedure for this floor is as follows:
 - i. Sweep or vacuum floor of debris;
 - ii. Scrub or mop the floor using a recommended amount of general purpose neutral cleaner;
 - iii. Rinse floor with water and remove all excess water.
 - h. Sealers or floor finish should not be applied to the floor surface. Applying sealers or finish will only increase the maintenance requirements of the porcelain tile.
 - i. Clean exterior surfaces of heating/air conditioning units.
 - j. Wipe/clean fireplace hearth if existing.

6. **Living Room and Lounge**
 - a. Police litter and vacuum carpet.
 - b. Spot clean carpet to remove spots/stains. Extract carpet as needed.
 - c. Wipe/clean all horizontal surfaces to include windowsills, heating/air conditioning cabinets, and mantle tops.
 - d. Wipe/clean fireplace hearth.
 - e. Spot clean windows.
 - f. Empty trash and disinfect/clean exterior surfaces of the container.
 - g. Spot clean and vacuum upholstered furniture as needed.

7. **Laundry**
 - a. Police litter and sweep floor.
 - b. Damp mop vinyl or ceramic floor surface. Wipe cove base.
 - c. Wipe/clean the top, front and sides of the washers and dryers.

- d. Spot clean walls, door and trim.
8. **Building Entrances**
- a. Police litter at front entrance/porch and rear entrance stairwell.
 - b. Sweep porch, ramps, porch landings, stairwell landing and steps.
 - c. Scrub front porch to remove accumulated dirt and grime.
 - d. Scrub columns and doors with soap and water to remove stains and scuffs. Wipe dry.
9. **Summer Thorough Cleaning:** During the summer months and prior to fall re-occupancy, chapters must schedule the housekeeping contractor to do the following:
- a. Spot clean and extract all carpeted areas.
 - b. Strip, apply 3-4 coats of finish and buff/burnish all vinyl tile floor surfaces.
 - c. Thoroughly clean and disinfect all restroom surfaces. Mechanically scrub all ceramic floor surfaces.
 - d. Clean interior and exterior surfaces of windows and window blinds.
 - e. Mechanically scrub the porcelain tile in the basement areas (Houses 1, 2, 8, 9, 10, 11, 12, 13, and 14).
 - f. Thoroughly clean and disinfect all kitchen surfaces to include walls, floors, counters and appliances (stove, refrigerators, grease recovery unit).
 - g. Thoroughly clean all bedroom surfaces and furniture
 - h. Thoroughly clean all public areas and furniture.

NOTE: When chapters are hosting summer guests or conferences, all items in Section V.1 through V.8 above and Section V.9, a, c, g and h. must be accomplished before AND after the guests or conferees arrive.

10. **Unoccupied Periods:** During any extended period when the house is unoccupied (Winter break, Summer break), 24/7 emergency service must still be available. In addition, the external conditions of the property must be monitored and maintained as specified in this document.

Response to conditions beyond the scope of this document or normal expectations

Should the housekeeping contractor encounter conditions in the facility such as excessive trash or other refuse, unsanitary conditions, or other conditions that exceed the expected scope of work outlined in this document, it is the responsibility of the contractor to have made arrangements in advance with the contracting authority (the Alumni Corporation of the chapter) to address the problem and complete the needed clean-up. This may include but is not limited to, (1) contacting designated chapter officers to request assistance, (2) completing the needed clean-up and billing the contracting authority for the additional time and materials or (3) seeking assistance from the House Director or Resident Fellow. The Resident Fellow of each house will have the full authority to require any additional services from the contractor as is necessary to maintain the health and safety of the house and maintain it in the condition and manner specified in this document. It is up to the contractor to bill the contracting authority for any extra services. The contractor may contact the Department of Fraternity and Sorority Life for assistance in resolving any issues. Excessive or repeated occurrences may lead to the University taking action through fines or referral the Office of Student Conduct.

Cleaning Protocol During an Infectious Outbreak

When the Director of the University Health Center declares an emergency or infectious disease alert, all houses are required to add the following protocol to their daily cleaning routine. Please ensure that your housekeeper or housekeeping contractor is trained and aware of this requirement and prepared to enact it upon short notice.

The cleaning protocol during an outbreak of an infectious disease (Flu, Meningitis, Norovirus etc.), includes daily disinfection of all contact surfaces and high traffic areas using a hospital grade disinfectant in order to limit contamination. Below is a list of high contact surfaces within student housing. These high touch areas need to be disinfected daily. These include:

Common Lounge and Dining Areas/Day Kitchens

- Entrance door push pad, knob, handle (both sides)
- Hard surface wood furniture frames and arms
- Tabletops
- Chairs and seats
- Trash can fronts/flaps
- Sink counters
- Faucets
- Insta-hot water dispensers
- Sinks
- Ice Machine exterior surfaces
- Soda Machine
- Refrigerator door and pulls
- Blenders—buttons and panels
- Coffee Makers/ Keurig Machines—all exterior surfaces and controls
- Vending machine push buttons, product doors/chute
- Window A/C unit buttons and controls
- Wall mounted A/C and heating controller
- Microwave interior and exterior
- Toasters and Toaster ovens- knobs, doors, control settings

Hallway

- Water fountain surfaces
- Trash can fronts/flaps
- Exit door handles
- Stairwell railings

Foyer

- Stairwell railings and posts
- Entrance doors, fronts, handles, knobs, push pads
- Trash can fronts/flaps
- Interior door handles, knobs, push pads
- Hard surface furniture arms and frames
- Tabletops

Laundry

- Interior door handles, knobs, push pads
- Laundry machines, coin slides, door/lid pulls, machine top surfaces

- Laundry machine card reader, push buttons and dials
- Trash can fronts/flaps
- Lint filter handle
- Lint filter door/screen
- Folding table and furniture, laundry sink and faucets

Study Areas

- Common Use Computer Keyboards
- Keyboard tray
- Mouse
- Printer
- Chairs
- Desk
- Interior door handles

Supplemental

- Mail box fronts
- Interior stairwell railings
- Student room doors and door knobs (exterior only)
- Card readers

Confirmation of Understanding
2017-2018

By signing this document, the undersigned acknowledges that they have read and understand the preceding document, **“HOUSEKEEPING REQUIREMENTS: FRATERNITY & SORORITY HOUSES ON THE GRAHAM CRACKER AND FRATERNITY ROW,”** and has covered and included the scope and intent of this document in their contract with the House Corporation of the following houses (indicate house or street number): _____.

Company Name: _____

Signing on Companies Behalf: _____
Please Print Name

Signature: _____ Date: _____

NOTE: If Housekeeping is performed by an individual professional, employed directly by the House Corporation, an officer of the House Corporation may sign this document on their behalf.