Introduction
These expectations are to help the Fraternity & Sorority Life properties be properly serviced by Facilities Housekeeping staff. This document outlines guidelines and requirements for cleaning your residences. If these guidelines/requirements are not met, the properties cannot be properly cleaned. Adhering to these guidelines will ensure full service delivery by the Housekeeping staff.

Routine Care and Maintenance - Cleaning of the common areas within the Property will be conducted once a week by GW Facilities Services Housekeeping. Common area cleaning is specifically outlined as follows: common area restrooms, stairwells, kitchen, elevators, basement, and trash removal. The occupants are responsible for ensuring the counter space is clear of dishes and food. Occupants are further responsible for ensuring the hallways are clear of excess clutter items, trash is consolidated into the kitchen, and personal items are removed from the restrooms.

During schedule cleanings, if Facilities Services Housekeeping staff encounters unprepared spaces due to social events or excessive waste or trash, the issue will be reported to FSL and Service Delivery & Property Management (SDPM) colleagues. Facilities Services Housekeeping staff will carry out cleaning of affected areas under the guidance of the Supplemental Cleaning process (see below).

If occupants ask housekeepers to leave for any reason, the housekeepers will leave the property and notify FSL and SDPM colleagues as to the nature of the requested postponement. In such instance(s), Facilities Services Housekeeping staff will not return until the next scheduled date. Opportunities may exist for organizations to schedule an alternate cleaning date if communicated to SDPM at least 48 hours in advance of standard scheduled date to FSL and SDPM coordinators, pending review of existing scheduled work.

Bikes
Bikes cannot be within hallways or stairwells - this blocks egress in cases of emergency. If a resident owns a bike, they must either use the designated bike racks outside of the building, or place the bike within their residential room. If a property has a Bike Room/Rack within the building, residents may use those.

Trash, Recycling, and Large Cardboard
Trash, and recycling, and large cardboard are picked up from a designated area 5 times per week (Monday through Friday), similar to other residence halls on campus. Any trash left in the building, not in the designated areas, will not be picked up by housekeeping and is the residents’ responsibility to bring to the designated area. Large cardboard should be broken down and neatly stacked in the designated area. If there is a bulk item(s) that needs removal from the house, a FixIt ticket needs to be placed on the facilities website. The designated areas for trash and recycling vary from house to house. The trash totes stored in the backyard/alley are the responsibility of the residents to bring out to the street for pick-up.
Fraternity & Sorority Life
Housekeeping Policies and Procedures

The chart below outlines what is needed for trash, recycling, and large cardboard for each property:

<table>
<thead>
<tr>
<th>Building</th>
<th>Trash</th>
<th>Recycling</th>
<th>Large Cardboard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small Townhouses</td>
<td>Trash Bins in front or behind the house</td>
<td>Recycling Bins in front or behind the house</td>
<td>Next to Trash and Recycling Bins</td>
</tr>
<tr>
<td>Strong Hall</td>
<td>Trash Bins in the basement</td>
<td>Recycling Bins in the basement</td>
<td>Brought down to the recycling room in basement</td>
</tr>
<tr>
<td>Townhouse Row</td>
<td>Trash Bins in the alley behind the row</td>
<td>Recycling Bins in the alley behind the row</td>
<td>In the alley behind the row</td>
</tr>
<tr>
<td>Building JJ</td>
<td>Trash Bins in each corridor</td>
<td>Trash Bins in each corridor</td>
<td>Next to Trash and Recycling Bins</td>
</tr>
</tbody>
</table>

Cleaning
Common areas are cleaned once weekly. **Personal belongings will not be touched, moved, or cleaned:** housekeeping will clean around personal belongings in common areas. Residents are required to clean up after themselves on a daily basis. The following areas will be cleaned by Facilities Services Housekeeping:

**Lobby/Foyer**
- Floors will be vacuumed/swept/mopped
- Walls will be spot cleaned
- Windows will be cleaned
- Horizontal surfaces, e.g., baseboards and window ledges, will be dusted

**Elevators**
- Floors will be vacuumed/swept and mopped
- Walls and Buttons will be wiped down
- Tracks will be cleaned

**Stairwells**
- Floors will be vacuumed/swept/mopped
- Walls will be spot cleaned
- Handrails will be wiped down
Hallways
- Floors will be vacuumed /swept /mopped
- Walls will be spot cleaned
- Horizontal surfaces, e.g., baseboards and window ledges, will be dusted

Kitchens/Dining Areas
- Floors will be vacuumed/swept/mopped
- Walls will be spot cleaned
- Windows will be spot cleaned
- Stove and Oven will be wiped down
- Outside of Fridge will be wiped down
- Countertops will be cleaned
- Sinks will be cleaned
- Outside of cabinets will be spot cleaned
- Pantry floor will be vacuumed/swept/mopped
- Tables will be wiped down
- Horizontal surfaces, e.g., baseboards and window ledges, will be dusted

Lounges
- Floors will be vacuumed/swept/mopped
- Walls will be spot cleaned
- Windows will be spot cleaned
- Horizontal surfaces, e.g., baseboards and window ledges, will be dusted
- University furniture will be vacuumed/dusted

Laundry Area
- Floors will be vacuumed/swept/mopped
- Walls will be spot cleaned
- Windows will be spot cleaned
- Horizontal surfaces, e.g., baseboards and window ledges, will be dusted
- Machines will be dusted/wiped (if accessible)

Common Restrooms
- Strong Hall: common restrooms on each floor
- Small Townhouses: restrooms on non residential floors
- Townhouse Row: ½ bath on lower level
- Floors will be swept/mopped
- Walls will be spot cleaned
- Windows will be spot cleaned
- Horizontal surfaces, e.g., baseboards and window ledges, will be dusted
- Fixtures, i.e., toilets, sinks, showers and bathtubs, will be cleaned
Cleaning Schedules

Weekly (as of 08/02/18):
- **Townhouse Row**
  - A & B - Mon.
  - C & D - Tue.
  - E & F - Wed.
  - G & H - Thurs.
- **Individual Townhouses**
  - 605 21st - TBD
  - 2121/2123/2206 F St. - TBD
  - 522/603/605/607/611 22nd St.- TBD
- **Large Building**
  - Strong Hall - TBD
  - Bldg JJ - TBD

Daily (as of 08/02/18):
- **Large Building**
  - Strong Hall
  - Bldg JJ

Supplemental Cleaning:
As previously mentioned, if Facilities Services Housekeeping staff encounters unprepared spaces due to social events or excessive waste and/or trash, the issue will be reported to FSL and SDPM colleagues.

The following circumstances may incur a fee, which the property/organization is financially responsible for. Repeat occurrences of issues will result in a referral to Student Rights & Responsibilities (SRR). The following table outlines the situation(s) and fee breakdown:

<table>
<thead>
<tr>
<th>Situation/Type</th>
<th>Service Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bodily Fluid(s) -</strong></td>
<td>$100 (minimum)</td>
</tr>
<tr>
<td>- vomit, feces, blood, etc</td>
<td></td>
</tr>
<tr>
<td><strong>Extensive Cleaning -</strong></td>
<td>$200 (minimum)</td>
</tr>
<tr>
<td>- space(s) not cleaned post-event,</td>
<td></td>
</tr>
<tr>
<td>- excessive build up of trash in common areas, etc</td>
<td></td>
</tr>
<tr>
<td><strong>Unprepared Space -</strong></td>
<td>$25 per instance</td>
</tr>
<tr>
<td>- organization seating/tables not broken down,</td>
<td>(minimum)</td>
</tr>
<tr>
<td>- laundry materials/clothes not removed</td>
<td></td>
</tr>
<tr>
<td>- cooking items not removed from counter/sink</td>
<td></td>
</tr>
<tr>
<td>- personal items not removed from common restrooms</td>
<td></td>
</tr>
<tr>
<td>- blocking entrances to storage spaces, maintenance closets, or housekeeping</td>
<td></td>
</tr>
<tr>
<td>- hallways, basements or stairwells blocking egress</td>
<td></td>
</tr>
</tbody>
</table>

These costs may vary by situation and are subject to change upon review of final cost analysis of the work done by FSL and SDPM coordinators.

It is recommended that damage is reported immediately to emergency FixIt at (202) 994-6706, Extension 2 to prevent permanent/further damage. The organization/property may be subject to pay for these extra/permanent damage(s).
Issues and Communication
Should any chapter experience any issues with their ongoing housekeeping service, House Managers are to first report the issue to Fraternity & Sorority Life staff and GW Housing providing details of the issue(s) along with photographs (if applicable)

All properties are required and expected to share/discuss the content of this document with the full membership of their organization and in particular every resident living within their property.

Once this information is shared and accepted by the organization/property, this form should be returned to Harry R. Knabe, within GW Housing at hknabe@gwu.edu, no later than September 12, 2018 (or hand-deliver at the September HM Meeting).

__________________________  ________________  ______________
Chapter President’s Name
(or designee)  Chapter President’s Signature
(or designee)  Today’s Date

__________________________  ________________  ______________
House Manager’s Name  House Manager’s Signature  Today’s Date