

Special Thanks

The Office of Greek Affairs would like to thank and acknowledge **Georgia Tech Office of Greek Life** and Birmingham-Southern College for allowing University of Louisiana at Lafayette to utilize their House Manager Guide.

Special thanks to the **Massachusetts Institute of Technology** for sharing the *Fraternity, Sorority, and Living Group House Manager Manual*, to **UNC Chapel Hill** for sharing the *Fire Marshal Resources*, and to **Cornell University** for sharing the *Facility Operating Procedures*.

General Responsibilities

The House Manager's role in collegiate chapters

As a House Manager, you've taken on the task of managing your chapter facility, coordinating day-to-day maintenance, and working with chapter members and alumni to create processes to maintain your living environment. The care and safety of fraternity and sorority facilities relies heavily on the partnership between alumni, students, and University staff. While specific duties may vary depending on the group, some basic House Manager responsibilities may include:

- Serve as chapter liaison with house corporation board to address housing issues.
 - Develop internal means for chapter to report maintenance concerns
 - Develop internal procedure for reporting needed supplies
- Develop concrete plan for facility upkeep, involving all member participation, including:
 - Recycling practices
 - Weekly cleaning responsibilities for all members
 - General cleaning practices for all members
- Work with chapter officers to implement enforcement of: house rules & move-in/out procedures (for houses who have residents)
- Attend information sessions that address Greek housing issues.
- Work with Office of Greek Affairs for scheduled fire inspections.
- Provide continuous fire/facility safety information and training to residents
- Develop system of rewards for members who go above and beyond caring for chapter facility.
- Prepare annual member survey to identify chapter's highest priorities for housing needs.
- Work with house corporation board to ensure facility meets all health and fire codes.
- Post "to do" list outlining each member's obligation to help keep the facility clean.
- Ensure facility is closed properly for all vacations.
- Communicate and enforce facility, University, city, state, and federal rules and regulations.
- Train successor

Know Your Constituents

College, Community, and Alumni Connections

ALUMNI SUPPORT (Fill in your chapter's information below)

Name	Title/Position	Email Address	Cell Phone
	Chapter Advisor		
	Faculty/Staff Advisor		
	House Corporation Board Officer		
	House Corporation Board Officer		
	Headquarters Representative		
	Other		
	Other		

The Public Relations Approach

What do our homes communicate?

We can positively promote the UL experience through the maintenance and appearance of our facilities. When the campus and surrounding community see yards cluttered with cans, bottles, trash, and debris, a quick judgment is often made about the facility's residents and the Greek community in general. The Greek areas have a prominent location on campus, and, good or bad, the condition of our homes communicate a great deal to the campus and surrounding community.

Consider the following questions:

- Do our facilities communicate pride in our organizations?
- Do our facilities communicate that we are responsible neighbors in the UL community?
- Does our facility positively reflect on the Greek community and University?

OPERATION & CONDITION STANDARDS FOR CHAPTER HOUSING

Consider the following standards used by Pi Kappa Alpha and Delta Chi Headquarters:

Appearance of Vegetation Lawn, shrubs and trees are well groomed and watered, and unsightly weeds do not appear on the property.

Appearance of Yard Litter is not present on the property, including the parking lot, and interior furniture or other unattended personal property does not appear in the yard.

Exterior of the Building View from the street exhibits no visible need for new paint. No boarded up and/or broken windows, and no loose or missing rain gutters, downspouts or shutters.

General Maintenance

Prevention and repair

We often feel like we can fix anything, or that we have the knowledge to create a "quick fix".

Remember, though, that it is dangerous/illegal for unlicensed people to:

- Do electrical work
- Set or reset fire alarms or smoke detectors
- Perform plumbing and structural work
- Place obstructions or combustible material in hallway, stairway, or exit way.

The following offers general suggestions to maintain kitchen, laundry, and household operations/appliances, as well as suggestions for the maintenance of your facility's exterior and yard.

General Maintenance Suggestions

Washing Machines:

- Keep interior clean
- Check washer water fill hoses for cracks, blisters, corroded fittings, and leaks

Clothes Dryers:

- Clean lint after every load
- Periodically, clean exhaust hose that leads to exterior of house
- Periodically, clean lint and fabric sheets from behind dryers.
- Pick up clothes around laundry room

Dishwashers:

- Never wash anything other than dishes in your dishwasher.
- Dishwashers should be run at least once per week to keep seals moist.
- Periodically wipe area around seals to prevent soap scum buildup.

Microwaves:

- Check output efficiency annually (or when needed)
 - For 600 – 1000 watt microwave ovens, place an 8-ounce cup on water in the oven and operate the unit on high for 3 minutes. The water should be boiling.
- Don't attempt to repair microwave yourself
- Microwaves should be run on a separate electrical circuit to allow for most effective operating

Refrigerators and Freezers:

- Empty and clean drain pan (when cleaning condenser coils)
- Keep perimeter door gasket clean
- Keep food compartment between 34-40 degrees and freezer compartment at 0 degrees

Range/Oven:

- Keep range top and oven clean
- Periodically check oven-door gasket - should be soft/pliable
- In a gas range, inspect the pilot flame – flame should be sharp blue cone approximately 1/4 inch

Garbage Disposals:

- Clean disposal by putting ice cubes and ¼ cup of white vinegar into unit and operating it with no running

water. When it sounds like the ice cubes are gone, slowly run cold water.

- Keep cooking grease, coffee grounds, hair and soap scum out of the drain

Heating and Cooling Systems:

- Late summer and early fall are the ideal times to do an inspection and cleaning of these systems
- Change filters every three months
- Keep your pilot light burning during the summer to help keep the furnace dry and prevent corrosion
- Keep vents closed in unused rooms to save on heating/cooling costs
- Using heat generating appliances in the evening and reducing the number of lights on will help save on costs during the summer

Plumbing:

- If any of your appliances develop a leak, inspect your drain trap. A partially clogged drain can cause overflow. Use a plunger or a plumber's snake to unclog the drain.

Water Heater:

- Twice a year – drain and flush sediment, which reduces efficiency
- Check pressure relief valve to make sure this crucial safety device isn't clogged. If over pressurized, place a bucket beneath the copper overflow pipe where it hangs near the floor. Carefully push the relief valve at the top and a burst of hot water should spray out of the pipe. If not, the valve needs to be replaced

Doors, Doorknobs, and Locks:

- If door doesn't shut securely, check to see if hinges can be adjusted to allow for closing. Hinges can be bent to correct the swing angle of the door.
- Lubricate key lock periodically
- Adjusting strike plate can help door close securely

Yard/Trash:

- Keep yard landscaped and clear of trash
- Keep lid to trash container closed at all times
- Keep trash picked up from outside of trash container
- Clean gutters in spring and fall
- Check for damaged roofing and flashing materials
- Cut back trees and shrubs from house walls, roof and air conditioning system as needed
- Check bathtub and shower caulking monthly and improve promptly as needed

** General Maintenance Suggestions provided by the Massachusetts Institute of Technology and Cornell University*

Facility Self-Inspection Form

Prevention and repair

Work with your house corporation board and chapter advisor to complete this checklist once a semester. Add cells to this checklist to cover any additional items your chapter wants to address. This entire list may not pertain to your chapter house.

Smoke Detectors, Fire Alarm System, and Emergency Lights

- | | | |
|-----|----|--|
| YES | NO | Exit Lights are working |
| YES | NO | Emergency lights are all working properly |
| YES | NO | There is a functioning smoke detector in each room |

Fire Extinguishers

- | | | |
|-----|----|---|
| YES | NO | There is at least one extinguisher on each floor |
| YES | NO | There is at least one extinguisher in the kitchen |
| YES | NO | There is an extinguisher in the laundry room
If there is an actual room. |
| YES | NO | Extinguisher locations are accessible and clearly marked |
| Yes | No | All extinguishers are in their places, hung properly, and fully charged |
| YES | NO | A responsible person makes sure all extinguishers are inspected and serviced by an outside contractor yearly (tags are current) |

Housekeeping & Storage Areas

- | | | |
|-----|----|---|
| YES | NO | General interior and exterior housekeeping good |
| YES | NO | Storage rooms and work rooms neatly arranged with adequate access |
| YES | NO | Floors and wall clean throughout |
| YES | NO | Combustible trash removed from building |

Halls & Stairwells

- | | | |
|-----|----|--|
| YES | NO | All hallways and stairwells are free from obstruction |
| YES | NO | All halls and stairwells are well lighted |
| YES | NO | All stair steps and stair wells have secure banisters and railings |

Building Maintenance

- | | | |
|-----|----|---|
| YES | NO | Roof covering in good condition with no known leaks |
| YES | NO | All interior and exterior walls in good condition |
| YES | NO | All interior and exterior doors and windows in good condition |

- | | | |
|-----|----|---|
| YES | NO | All fire doors have properly functioning door closers and none are propped open |
| YES | NO | Fire escapes are free from obstructions |
| YES | NO | All windows and pathways leading to fire escapes are free of obstructions |

Kitchen and Cooking

- | | | |
|-----|----|---|
| YES | NO | There is an extinguishing system protecting all cooking areas/equipment |
| YES | NO | All cooking areas/equipment is located under a hood |
| YES | NO | Entire hood and ductwork system is cleaned twice a year by and outside contractor |
| YES | NO | Grease Trap has been cleaned |
| YES | NO | Kitchen surfaces are clean |
| YES | NO | Food is stored appropriately |
| YES | NO | Pesticides, bug killers, rodent bait, etc...is not stored near food |

Electrical System

- | | | |
|-----|----|--------------------------------------|
| YES | NO | No excessive use of extension cords |
| YES | NO | All covers in place with none broken |
| YES | NO | All lighting fixtures have bulbs |

Laundry Room

- | | | |
|-----|----|--|
| YES | NO | Clothes Dryer lint filters cleaned regularly |
| YES | NO | Areas behind dryers are free of lint and clothes |
| YES | NO | Dryer Exhaust vent cleaned regularly |

Plumbing System

- | | | |
|-----|----|--|
| YES | NO | Plumbing in good condition with no known leaks |
|-----|----|--|

Mechanical Room; Furnace & Hot Water Heaters

- | | | |
|-----|----|--|
| YES | NO | All doors to rooms closed completely |
| YES | NO | All rooms free of combustible materials |
| YES | NO | All covers to equipment in place |
| YES | NO | Equipment inspected within last year by contractor |

Fire Drills

- | | | |
|-----|----|--|
| YES | NO | There is a practice fire drill each year |
|-----|----|--|

Waste Management Guidelines

Dumpsters and trash

UNACCEPTABLE ITEMS FOR DUMPSTER

Any type of chemicals, paint, car batteries, hazardous waste, refrigerators, tires, used oil, propane tanks. These items should be disposed of according to label on the item.

AREA AROUND THE DUMPTSTER

- Keep the area tidy around the dumpster
- No one should park near the front of the dumpster. The truck needs a clear shot at the front of the container to get it on the trailer. If the truck comes and there is a car in the way they will leave. This delays the pick-up to another day.

General Safety Suggestions

Always keep safety in mind

Consider the following suggestions in mind as you work to lower the possibility of an accident in your house. Keep in mind that safety tips are only effective if they are shared with the members of your organization. *

- Educate **ALL** members about facility rules, policies, and safety procedures
- Post guidelines and tips in visible areas (by community phones, exits, bathrooms, kitchen, etc.)
- Verify safety systems (smoke detectors, alarms, fire extinguishers, exit signs, lighting) are checked on regular basis
- Make sure exit signs are visible and in place
- Make sure emergency lights and batteries are working and charged
- Keep stairways clear of debris and lighted at all times
- Close doors that open to a stairway at all times
- Keep exit ways to fire escapes free of debris and maintain access to exit windows.
- Do not allow candles of any kind in the house.
- Repair broken plaster immediately. Holes in walls aid the spread of fire.
- Never store gasoline or propane inside your house.
- Do not use the boiler room or other mechanical room for storage, especially anything combustible.
- Make sure combustion air inlet for boiler isn't blocked - could result in carbon monoxide poisoning
- Post the locations of all utility shutoffs in case of flood, electrical fire, etc.
- Do not hang anything from the sprinkler system as it will interfere with the spray pattern of the sprinkler head. Sprinkler may go off.
- Never run wires under a rug, through doorways, windows or any place a wire can get pinched and short circuit.
- Have fire extinguishers checked annually
- Have members refrain from using cooking, soldering equipment, irons, portable heaters etc. in their rooms.

* *Information provided by the Massachusetts Institute of Technology*

Fire Safety

Every year college and university students experience a growing number of fire related emergencies. In the majority of cases where fire fatalities occurred on college campuses, alcohol was a factor. The leading causes of fire injuries on college campuses are cooking, careless smoking, and candles. Some causes of Greek house fires include:

- Improper use of 911 notification systems delays emergency response.
- Student apathy. Many are unaware that fire is a risk or threat in the environment.
- Evacuation efforts are hindered since fire alarms are often ignored.
- Building evacuations are delayed due to lack of preparation and planning.
- Vandalized and improperly maintained smoke alarms and fire alarm systems inhibit early detection of fires.
- Misuse of cooking appliances, overloaded electrical circuits and extension cords increase the risk of fires.

Fire Safety Tips

Electrical Safety:

- Replace or repair electrical devices with loose cords
- Avoid running extension cords across doorways or under carpets.
- **DON'T OVERLOAD EXTENSION CORDS.**
- Be sure extension cords are properly rated and used only temporarily.
- Don't use an electrical outlet or switch if the protective cover is ajar, cracked, or missing.
- Place lamps on level surfaces, away from things that can burn. Avoid Halogen lamps.
- Use bulbs that match the lamp's recommended wattage.

Cooking:

- Cook only where rules allow.
- Keep the kitchen clean and uncluttered.
- Unplug unused electrical appliances
- Never leave cooking unattended.

Smoking:

- Smoke only where rules allow.
- Use large, deep, non-tip ashtrays.
- Don't smoke in bed.
- It is risky to smoke when you have been drinking or when you are drowsy.

Barbecue:

- When using grills on decks or patios, leave sufficient space from siding and eaves.
- Always supervise a grill in use.
- Have grills repaired by professionals and follow the manufacturer's instructions.

General Evacuation Procedures

Suggestions for safe evacuation

When evacuating your facility:

- Stay calm; do not rush and do not panic.
- Safely stop your work.
- Gather your personal belongings if it is safe to do so. (Reminder: take prescription medications out with you if at all possible; it may be hours before you are allowed back in the building.)
- Use the nearest safe stairs and proceed to the nearest exit. Do not use the elevator, Proceed to the designated Emergency Assembly Area (EAA) and report to your roll taker.
- Wait for any instructions from emergency responders.
- Do not re-enter the building until you have been instructed to do so by the emergency responders.

Kitchen Safety

Below are a few guidelines that will reduce your chances of having health and safety incidents in the kitchen.

- Wash your hands before working in the kitchen. Also, wash your hands at regular intervals as necessary while you work. Keep nails clean to prevent the spread of germs. Cover any cuts with waterproof dressings. Change the dressings when work in the kitchen is finished. Remove any jewelry that might get in the way and tie back hair.
- In the event of a power outage, foods stored in the refrigerator and freezer will stay fresh for a period of time if the doors are left closed. A full, tightly packed freezer will stay frozen for 48 hours if the door is closed. A partially filled freezer will last for 24 hours. Any cooked foods that thaw should be eaten immediately or thrown away. Uncooked food that still has ice crystals on it or is still cold (40 degrees F) can be safely refrozen.
- Keep foods either hot or cold. The bacteria that cause spoilage and food poisoning grow best when food is lukewarm. Be especially careful with raw poultry, seafood and foods with a base of eggs, such as mayonnaise or egg salad.
- Make sure the temperature in your refrigerator is 40 degrees or under.
- Never leave cooking unattended. If you must leave the kitchen for some reason, turn the heat off.
- If you spill something on the floor, clean it up. Keep a mop or such handy for this purpose.
- Clean any grease build-up from the stove, oven & exhaust fan regularly. Cooking grease & oil ignite easily & burn rapidly. Never use grills of any type in the house.
- Don't store volatiles such as cleaning fluids, gasoline, and kerosene near food.
- Pesticides such as bug killers, roach poison and rodent bait should be considered dangerous. Store carefully, and not in the kitchen.
- Drain cleaners, bleaches and strong acids can be dangerous.
- Properly clean dishes and utensils. The dishwasher hot water should be at least 180 degrees F.

Fire Inspection Information

Fire Safety Self-Inspection Guidelines

Are all exit routes clear of obstructions?

Do all exit routes have lighted exit signs?

Are all hallways and common areas illuminated?

Are all exit doors free of locking devices?

Emergency Signage/Lighting

Are exit signs working with no burned out light bulbs?

General House Condition

Have any holes in walls or ceilings been safely patched and/or fixed?

Are all ceiling tiles in place?

Has any missing trim around windows and doors been replaced?

Are hallways cleared of obstructions?

Is the area around the house, especially around back and/or side doors, generally clear of debris and obstructions?

Are all charcoal grills cleared to within 10 feet of combustibles (when in use)?

Storage

Are storage areas free of any flammable liquids (gasoline, paint thinner, etc.)?
This includes any items (weed eater, leaf blower) that may have gasoline in them!

Are storage areas generally neat and navigable?

Is storage in hot water heater room and mechanical rooms cleared completely?

Are heater closets free of combustible storage?

Alarm and Sprinkler Systems

Are the fire extinguishers in place and full?

Have fire extinguishers had their yearly service?

Is the fire alarm system operating, with no warning sounds or lights indicating problems with the system?

If the chapter has a working sprinkler system is it functioning?

Is the sprinkler control room free of stored materials and/or debris?

Is sprinkler piping free of attached materials?

Do all sprinkler heads have an 18" clearance from other objects mounted on the ceiling?

Is the kitchen hood system clean and the fan working properly?

Electrical Cords and Appliances

Are all electrical appliances in good working condition?

Are all electrical cords in good condition (no fraying or splices), and have all extension cords (except surge protectors) been removed? Note: attaching an extension cord to a surge protector is NOT acceptable.

Do all wall outlets and light switches have an unbroken cover faceplate?

Are all wall outlets and light switches operational?

Do outside outlets/switches have an all-weather cover?

Are all electrical appliances grounded?

Fire Hazards

Are there any flammable liquids stored in the house or at any storage locations? (This includes BUT IS NOT LIMITED TO gasoline and paint thinner.)

If smoking is allowed in or around the house, are there provisions made to dispose of cigarettes properly?

Is the laundry area kept clean and the dryer vents clear?

Are dryer vents properly attached to dryers?

Are fire extinguishers accessible?

Thank you to UNC Chapel Hill for this information. http://greeks.unc.edu/forms_policies/forms/self-inspection.html