

## **Policy for Housekeeping & Maintenance Standards**

In an effort to maintain the livability and conditions of the apartments owned and managed by The Norman Housing Authority, uniform standards for resident housekeeping have been developed for all resident families. The standards that follow will be applied fairly and uniformly to all residents. NHA will inspect each unit once a month during the scheduled extermination day, then again at the annual re-examination to determine compliance with the standards. Upon completion of an inspection, NHA will notify the resident in writing if he/she fails to comply with the standards. NHA will advise the resident of the specific correction(s) required for compliance. Within a reasonable period of time, NHA will schedule a second inspection. Failure of a second inspection will constitute a violation of the Lease terms.

The resident is to abide by the standards set forth below. Failure to abide by the Housekeeping Standards that result in the creation or maintenance of a threat to health or safety, as determine under the sole discretion of NHA, is a violation of the Lease terms and can result in immediate Lease termination.

### **General**

- Walls should be clean, free of excessive dirt, grease, and holes.
- Floors should be clean, clear, dry and free of hazards.
- Ceilings should be clean.
- Windows should be intact; sills should be clean and not nailed shut.
- Shades and blinds should be intact and clean.
- Woodwork and baseboards should be clean, free of dirt, gouges, or scratches.
- Doors should be clean.
- Doorjamb should be intact.
- Locks should work. Do not change or add locks without approval from management.
- Heating units should be uncluttered. Do NOT store anything near the furnace or water heater, nor any flammable items in the utility room, or chemicals.
- Trash should be disposed of properly and not left in the unit.
- Entire unit should be free of rodent or insect infestation.
- Entire unit should be free of clutter. Dirty laundry should be properly contained and stored and not scattered throughout the unit, nor stored on closet floors.
- Heating and cooling vents should be unobstructed and free of dust and grease.
- Smoke detectors should be properly mounted and installed and in working condition.
- Windows are not to be covered with foil, sheets, or newspapers.
- RRV blinds are provided on all windows and are not to be removed. If you are using curtains they need to hang in front of the blinds. This is to prevent anything but white blinds being seen from the parking lots and streets.

### **Kitchen**

- Stove should be clean and free of food and excessive grease build-up. Burners should be free of debris and burned on food.
- Ovens should be clean and free of burned on food.
- Refrigerator should be clean, with the door seals intact.
- Cabinets should be clean and neat. Cabinet surfaces and countertop should be clean, free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs.
- Exhaust fan should be free of heavy grease.
- Sink should be clean, free of grease and garbage.
- Food storage areas should be neat and clean without spilled food.
- Trash and garbage should be stored in a covered container until removed to the disposal area.

