

## **Annie Maxim House Standards of Cleanliness Policy**

AMH seeks to maintain a high level of cleanliness in common areas and the apartments in order to ensure the health and well-being of all residents. Each resident is expected to maintain his/her apartment in a clean and sanitary manner. If need be, residents have the option of requesting Housekeeping Services to help maintain apartment cleanliness (Please refer to the Housekeeping Policy in the Resident Handbook).

AMH apartments are to be kept clean and adequately maintained, bearing in mind the following Standards of Cleanliness:

- **Kitchen Area:**

The refrigerator must be kept clean. Food must be safe with respect to storage (spoiled food should be promptly discarded). Countertops should be clean with all food properly stored and sealed so as to avoid the attraction of vermin (rodents, insects, etc.). The stove and kitchen sink should be kept clean. Prompt removal of trash will minimize odors and ensure a sanitary environment.

- **Bathroom:**

The shower/bathtub, sink and toilet must be kept clean.

**Bedroom:**

- It is recommended that bed linens be changed weekly or more often if necessary, in order to maintain a healthy sleeping environment.

**Safety:**

- **Inside of apartment:** The resident must have an unobstructed fire escape route with clutter and debris kept to a minimum, especially around points of exit.
- **Outside the apartment (corridor):** Residents are asked to keep the area in the corridor outside their apartment tidy and clear of clutter. Personal belongings in the corridor should be kept within the "nook" area under the kitchen window.

*In the event that these standards are not upheld, AMH reserves the right to order apartment housekeeping services as needed per the discretion of the Executive Director. AMH also reserves the right to terminate residency in the event issues related to cleanliness become so great as to pose a serious threat to the health or safety of other residents.*

## HOUSEKEEPING POLICY

Annie Maxim House offers residents the opportunity to elect certain Housekeeping Services in order to maintain a high level of cleanliness and health in the apartments and common areas. In order to obtain such services, residents must request service by writing to the Executive Director, and a mutually agreeable plan will be developed.

When service needs are agreed upon, an order form is completed that states which chores are to be performed and the frequency of service. **(See the Housekeeping Service Form on page 33, of the form section.) Housekeeping will be provided no more frequently than bi-weekly, unless there are extenuating circumstances in which case the Executive Director will have discretion.** The Executive Director and the Resident sign this order form.

All annual chore service tasks are provided to all apartments. The tasks involved in this service are listed on the Annual Chore Service Form. **(See the Annual Chore Service Form on page 34, of the form section.)** The Housekeeper fills out this form and leaves a copy of the Chore Service Form with the Resident after the chores are completed.

Washers and dryers are provided for Resident use. Laundry assistance may be provided. Any resident desiring laundry service shall make that request in writing to the Executive Director, who will then meet with the resident to develop a mutually agreeable laundry schedule. Annie Maxim House will not be liable for any damage incurred as a result of its laundry service. Laundry Service Plans are normally for a one-year term, and are updated on an annual basis, or more frequently at the resident's written request. No laundry services will be provided unless a current order form is on file with the Executive Director. Such order forms must be updated by the resident on at least a yearly basis.

Please note that per the Standards of Cleanliness Policy, AMH reserves the right to order apartment housekeeping services, per the discretion of the Executive Director, in the event issues related to cleanliness become so great as to pose a serious threat to the health and safety of other residents.