



# *Alpha Epsilon Pi*

*The International Jewish Fraternity*

## *House Manager*

*Maintaining Your Chapter House*

Updated - March, 2011

# **A E Π I**

הִנֵּה מַה-טוֹב וּמַה-נֶּעִים שָׁבֶת אֶחָיִם יַם-יָח

*"Behold, how good and how pleasant it is for brothers to be together in unity" Psalms 133:1*

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# Who is the House Manager?

## **DEFINITION OF A HOUSE MANAGER**

*Although a chapter of AEPi should never be defined by their house or be reliant on their house for recruitment or a sense of brotherhood, a fraternity house is often the most prominent representation of your local chapter. Every day people drive or walk by AEPi houses and draw conclusions about the national fraternity and the local chapter based on the appearances of these buildings. For those chapters that are lucky enough to own or rent a building with the AEPi letters attached, a proper system of management is a requirement that must not be ignored.*

Every chapter with a house should have an appointed/elected House Manager and should consider establishing a housing committee. The House Manager and his housing committee are responsible for the general upkeep of the chapter house, setting and enforcing house rules and regulations, and managing day-to-day house duties and projects.

## **ROLE OF THE HOUSE MANGER**

The role of the House Manager and his committee should be thoroughly explained to the membership.

The House Manager shall work with the House Corporation or the landlord in order to maximize the quality of the chapter house living environment for the benefit of the tenants. To do this, the House Manager will be required to fulfill a wide variety of responsibilities in a creative and effective manner. While specific duties may vary depending on the group, some basic responsibilities that you will need to fulfill may include:

- Regular communication with the landlord and/or appropriate members of the House Corporation
- Educating members and new members of chapter's housing rules and regulations
- Consistent enforcement of housing rules and regulations
- Handling repairs/maintenance on the house, furnishings, and equipment in a timely manner
- To establish and coordinate a routine cleaning and maintenance program for the chapter facility and to regularly conduct a self-inspection of the facility
- Maintaining an organized and properly stocked cleaning/maintenance room
- Coordinating fire drills and education programs regarding life safety issues
- Arranging regular member/tenant work details like improvement projects and landscaping work
- Scheduling work with outside contractors
- Recommending needed improvements to the House Corporation
- Preparing the house for regular insurance and fire inspections
- Representing the House Corporation during insurance and fire inspections
- Overseeing the room selection/lottery process

- Assisting the House Corporation with housing agreement distribution and collection
- Assisting the House Corporation with rent collection
- Opening and closing the chapter house before and after breaks
- Overseeing the room check in and out process and to distribute and collect keys
- Assessing damages and holding the responsible parties accountable
- Scheduling and overseeing parent or alumni work days
- Work with the House Corporation to schedule and oversee the summer maintenance program

The most important rule of thumb for a house manager is to leave the house in better condition by the end of your tenure than it was in at the beginning of your term.

### **SAMPLE HOUSING COMMITTEE**

A House Manager has an extremely large job which is often difficult and too time consuming for one person to handle. A committee of dependable brothers should be formed in order to spread responsibility and allow a great attention to detail. The House Manager should lead and oversee the committee and should be directly responsible for timely and accurate completion of all work to be performed. Listed below are a few examples of how to structure a housing committee:

#### EXAMPLE 1

##### House Manager

- Leads the committee

##### Inspection Chair

- Check tenants into property at beginning of year and out of property at end of year.
- Coordinate house opening and closing during break periods
- Ensure that exterior lighting and locks are in working order
- Ensure that fire and safety devices are in working order
- Coordinate inspections of the facility for health, fire, and maintenance
- Conduct cleaning inspections
- Conduct regularly-scheduled self-inspections of the property and report results to committee

##### Planning and Projects

- Locate contractors and develop relationships with them
- Plan and receive bids for improvement or repair projects
- Coordinate maintenance, repair and improvement projects with contractors
- Procure services and materials as necessary for maintenance, safety, and improvements
- Communicate repair or improvement needs to landlord or house corporation
- Be familiar with building codes and requirements

##### Futures Chair

- Develop plans for long-term deferred maintenance projects
- Develop plans for long-term housing options
- Communicate regularly with college/university regarding housing options or direction
- Coordinate fundraising projects for chapter housing

## EXAMPLE 2

- The House Manager will be the head of the committee. He shall:
  - have the power to appoint brothers to the committee
  - have final say over how the committee decides to spend its budget
  - be the liaison with the housing corporation
  - be responsible for all duties of the committee
  - be responsible for organizing all cleaning of the house
  - have the power to appoint brothers to manage specific projects and add them to the committee.
  - shall assume the responsibilities temporarily if any of the positions are not filled
- Assistant House manager will assist the House Manager. He shall:
  - assist with repairs and maintenance of the facility
  - be responsible for house improvement projects
- Past House Managers will serve on the committee in an advisory role and shall be responsible for the completion of projects which they began.
- The Steward will be responsible for the food plan and the kitchen. He shall:
  - be the primary liaison to the chef or meal service
  - present the brotherhood with menus
  - be responsible for assigning dish duty
- The Sentinel shall be a member of the house committee. He shall:
  - ensure that the house remains up to code
  - assist the House Manager with the building and fire inspections.
- The Post Master General shall be part of the house committee. He shall:
  - be responsible for all mail
  - be responsible for all deliveries to the house
  - be responsible for ensuring that the house does not run out of supplies

# AEPi Condition Standards

## Condition Standards

The condition of your chapter house should be kept at a very high standard. It is one of the only visual representations of the health of your chapter. A high-level of detail-oriented planning and chapter participation is needed to ensure that the chapter facility is maintained and improved during the school year.

AEPi's condition standards are as follows:

### *Appearance of Vegetation*

- *Lawn, shrubs, and trees are well groomed and watered. Unsightly weeds do not appear on property.*

### *Appearance of Grounds*

- *Litter is not present on property, including the parking lot, all porches, patios and decks. Interior furniture or other unattended personal property does not appear in the yard.*

### *Exterior of Building*

- *View from street exhibits no visible need for new paint. No boarded up or broken windows or doors. No loose or missing gutters or down spouts. No missing or rotted wood.*

### *Condition of Bathroom*

- *Bathrooms are clean with all plumbing fixtures working. Tile and grout are in good condition. All drains drain properly. Bathroom ventilation works properly where applicable. There is no evidence of mold or water damage.*

### *Appearance of Kitchen*

- *Kitchen and its appliances are clean. All appliances function properly. All plumbing and electrical systems function properly.*
- *All fire systems are properly maintained and tagged.*

### *Appearance of Interior Common Areas*

- *The entryways, living areas, dining room, hallways, and all other common areas are free of litter, well swept or vacuumed. No holes or stains are on the walls, ceiling, floor, or carpeting. All fixtures are in good shape and function properly. Doors and windows are in good shape and close and lock properly.*

### *Condition of Furnishings*

- *Furniture looks clean and unbroken. Anything upholstered is not ripped or visibly stained or worn out.*

The condition of the chapter house should be regularly monitored and all maintenance needs are to be met in a timely manner to ensure a clean, safe, and pleasant living environment.

# Repairs and Maintenance

## *Maintenance and Chapter Responsibility*

Proper maintenance means a sanitary, structurally sound, regularly inspected, safe facility. In addition, a properly maintained facility is one that continues to improve and expand rather than degrade over time.

The chapter and the House Corporation/landlord share responsibility for proper house maintenance. The chapter should be responsible for house cleanliness, regular property inspections, and communicating and coordinating needed repairs with the proper parties in a prompt manner.

## *AEPi Maintenance Policy*

*(For houses owned or managed by an AEPi house corporation)*

All regular repair and maintenance projects should be scheduled within a reasonable time frame. In most cases this will be a simple and inexpensive repair that can be handled internally or by calling a trusted handyman or general contractor. In other cases, the project may be more expensive and more complicated. Please notify the House Corporation when the cost of repair is expected to exceed \$200. Please remember that it is very nice to save money by personally making a repair, but it is better to hire a contractor if you are not confident that you can make the repair properly.

When a larger and more complicated repair is needed, it will be important to identify a reputable vendor or contractor and to minimize the cost of repair (Please see the “Choosing a Professional and the Importance of Competing Bids” section of this manual). Please work with the appropriate House Corporation representative while planning and completing this type of project. All projects should be managed closely to ensure a timely and effective completion.

In the case of an emergency or a health and safety condition, a solution should be found immediately. If you are not able to create an immediate solution internally then the appropriate individual from your “Suppliers, Vendors, and Tradesmen file” (*Appendix A*) should be contacted. After the emergency situation has been addressed it will be important to notify the appropriate House Corporation representative right away. Any maintenance or repair issues that remain as a result of the emergency should be started within 24 hours.

## *Communication with the Housing Corporation*

Communication between the House Manager and the appropriate House Corporation representative is essential to the smooth operation of the chapter house. Preferred means of communication should be established. Regular reporting from the House Manager to

the House Corporation as outlined in this manual will allow for proper preparation and decisions. Any maintenance needs that require a contractor should always be discussed, and the House Corporation should review all bids if they are not able to be directly involved in the bid process.

### **Choosing a Professional and the Importance of Competing Bids**

Choosing the proper supplier, vendor or tradesmen will be essential to ensuring that your maintenance project is completed professionally and at a reasonable price. You should be very selective when making your choice.

Obtaining multiple bids for a project allows you the opportunity to both obtain competitive pricing and gives you the opportunity to get to know the contractor and his habits. It should be your goal to obtain three competing bids for any non-emergency project that is expected to cost more than \$500.

Other than the Yellow Pages, there are several resources to consider when looking for a contractor or other professional services.

- ***Personal Recommendations***  
Alumni, friends, neighbors, and relatives may all offer an opinion you trust. Be sure to consider those with previous experience hiring a contractor.
- ***Trade Association***  
The National Association of Home Builders or the Home Remodeler's Association may be a good contact. Membership in these organizations or in the local Chamber of Commerce is usually an indicator of reliability and honesty.
- ***University Housing and Greek Community***  
The college/university housing department may also have listings of contractors. Such a list tends to have quality professionals from which to choose.
- ***Dealers and Supply Stores***  
These companies know all the local contractors and will sometimes be willing to make recommendations. Each dealer will naturally favor his own customers, so compare recommendations from different dealers, and select a name that is mentioned several times.
- ***Better Business Bureau***  
The organization usually will not make recommendations, but it can tell you whether or not the names under consideration have any complaints listed against them.
- ***Current Contractors***  
If there are contractors with other areas of expertise that you have developed a working relationship with, they are probably familiar with the local service industry and know other contractors. They should be a good source of information and have a vested interest in pointing you in the right direction.

### **Bids & Contracts**

When the chapter facility requires the work of a professional contractor, you should always make sure to get a detailed written estimate from each contractor. A contractor



should be prepared to provide you with this information if he/she expects to be offered the job. Consider estimates that detail the costs of the project clearly since all estimates form the basis of a written contract and written timeline. Once you have chosen a professional, the following factors should be outlined in a contract signed by both parties.

- **Plans & Specifications** should be attached to and become part of the contract.
- **Brands and Models** should be predetermined and specified
- **Subcontractors** are the responsibility of the contractor. If there are subcontractors to be hired, make the general contractor responsible for hiring them, paying them, and coordinating their work. Have all this spelled out in the contract.
- **Dates/Timeline** should be included as a basis for reasonable expectation of completion. The housing corporation and chapter will need to allow for unavoidable delays, but a completion date gives you something to fall back on if the contractor is deliberately stalling or leaving for another job before the current job is finished.
- **Insurance Coverage** should be obtained by the contractors before he starts. You should request proof of this coverage from all contractors and their sub-contractors. This insurance coverage will save your chapter and the house corporation from being held liable if a worker injures himself while working on the property. Liability insurance should also cover damage to the property.
- **Cleanliness and Debris Removal** and who will do it should also be clearly defined in the contract. It should also clarify just what “cleaning up” means.
- **Changes** requested by the chapter or the House Corporation, suggested by the contractor or additions to the original contract should be written down and signed by both parties. This is often the most frequent cause of disagreement between contractors and homeowners

### **Maintenance Room or Closet**

A well-organized maintenance room or closet should be established. This area should remain locked. Only the House Manager and appropriate chapter representatives should have access. The chapter should have a modest inventory of basic tools and accessories that allows them to properly maintain their property. There should be a small portion of the budget allocated to the House Manager each semester that will allow him to establish and keep up with this inventory. These items, unless acquired personally, should remain the property of the chapter and part of the maintenance inventory. It is not suggested that these items be allowed to be loaned out for use, as they tend to disappear as a result of carelessness and neglect. Some basic items that should be stocked are listed below:

#### **Cleaning supplies**

Mop and bucket  
Broom and dust pan  
Vacuum cleaner  
Sponges  
Rags  
Furniture polish  
Floor cleaning solution  
All purpose cleaner  
Bleach  
Glass Cleaner  
Duster

#### **Tools**

Hammer and nails  
Screw drivers  
Adjustable Wrench  
Measuring tape  
Drill and drill bits  
Utility knife  
Step stool or small ladder

#### **Other Items**

Light bulbs  
Extension cords  
Garbage bags

## **SNOW AND ICE REMOVAL**

The chapter is responsible for timely snow and ice removal. Failure to remove snow and ice from driveways, walkways, and entryways in a timely manner creates a safety risk and in many cases is a violation of city code.

The House Manager should make sure that the chapter house is equipped with the items needed for proper removal of snow and ice. Snow blowers, multiple snow shovels, and salt should all be kept on hand and restocked prior to being needed. Snow and ice should be removed immediately following a snowfall. The House Manager should devise a plan such as appointing rotating groups that are responsible for the removal of snow and ice. In some cases, chapters may choose to use an outside contractor for snow removal. This is a good plan as long as the proper budget is prepared. Where appropriate, houses should consider contracting a plow company seasonally to take care of removing snow and ice from the property.

## **CLEANING**

The regular completion of house duties ensures that a chapter house is maintained in a clean and orderly fashion. This not only creates a pleasant and desirable living environment but also provides the members with a sense of ownership and pride. It is fair and reasonable to ask a member—live in or live out, active or pledge—to dedicate 20 to 30 minutes per week to maintaining a clean chapter house. A house duty structure should be created that properly uses the resources of your membership and suits the needs of your chapter.

House duties should be completed twice weekly. All members are required to participate equally. How often each member is required to participate is determined by the size of the chapter and the specific cleaning needs of the chapter house. It may be necessary for members to participate twice weekly in smaller chapters. House duties should be split in such a way that allows for an individual completion time of 20 to 30 minutes. Keep this in mind when creating your house duty list.

In the areas that require more time to complete the duties, you should specifically divide these areas between two or three members. For example:

### Stairwells

Duty 1	Pick up debris Sweep and mop tiled areas Sweep rubber covered stairs
Duty 2	Wipe down walls removing smudges and black marks Clean all windows and wipe down window sills Review all light fixtures, bulbs, and safety equipment for repair/replacement Note any damage or needed repair to the House Manager

Duties should be posted by the House Manager in a central location weekly and should be assigned at random. It is each member's responsibility to check the posting and be responsible for their own duties.

All completed duties must be reviewed for proper completion and signed off on by an executive board member or the House Manager. There should be a penalty for a house duty that is not completed on time. A \$25.00 fine is reasonable. These fines would be added to the House Manager's budget. Members are placed on social probation until the fine has been paid in full. Members receiving three fines in a semester are placed on social probation until the end of that semester.

Accountability is the key to success. It does not take long for this to become standard culture at your chapter as members begin to see the value. Until this point you must be strong with those that are unwilling to perform

# **FIRE SAFETY**

Preparedness is critical to minimize the damage and loss of life that would be caused by a fire emergency. Proper planning by the House Manager can create a safer living environment for the chapter and help to reduce the risk of fire.

## **FIRE DRILLS**

Planning to survive a house fire begins right after move-in. When receiving room assignments, each person should take a moment to check out possible escape routes and learn where the exits are. Remember that few people are burned to death in fires. Most people die from smoke, poisonous gases, and panic. Panic is usually the result of not knowing what to do. If you have an escape plan and adapt it to the emergency, you can greatly increase the chances of survival.

As the House Manager, you must lead your members to have a better understanding of the need for fire safety and how to execute the evacuation plan safely. Escape route maps should be placed on the back of all room doors as well as a list of emergency numbers. In addition several officers should keep a current list of members, room assignments, and a rough floor plan of the house in their wallets. This is for the firefighters. Practice fire drills in your house each semester. Coordinate the conduct of a fire drill with your alarm company. In most cases their service contract includes the conduct of a fire drill if it is scheduled. It would also be beneficial to coordinate the fire drill with the local fire marshal. His input would be valuable and it would be helpful to the chapter to have a good relationship with this person.

## **FIRE SAFETY SELF-INSPECTION**

It will be important to regularly evaluate both the physical structure and the fire protection systems to ensure that they offer the best possible opportunity for success during an emergency.

The “Fraternity Fire Safety Self-Inspection” form (*Appendix C*) included in this manual should be completed on the first Friday of every month when school is in session and the chapter house is occupied. This completed form should then be submitted to the appropriate House Corporation representative for review. Failure to submit inspection forms may result in the chapter’s being prohibited from hosting social events.

# Opening the AEPi House in the Fall

Opening the AEPi chapter house in the fall will require some thought and preparation. Properly preparing the house for move in starts the semester off on a positive note and sets the tone for how your members treat the house. A house that is clean and well maintained will be treated better by students than a property that already appears in disrepair. The House Manager should review the following list with the alumni advisor or House Corporation representative before members move in for the fall.

Your primary duties are to ensure that the property is well managed and well maintained. Following a protocol of procedures will help ensure the smooth operation of the property. Opening the house is the key event that sets the direction of the facility for the remainder of the year. The main task is to organize and schedule the jobs that will be done before opening the house, and some can even be completed as early as the end of spring semester. Please use the following checklist to help accomplish your goals for a smooth move in.

## Opening the Chapter House Check List

- Complete property inspection before move-in to identify any concerns.
- Room assignments have been established and communicated prior to arrival.
- Keys are on hand and organized for disbursement during move in.
- All members moving in have a signed lease on file and rent and security deposit have been paid. Check with the House Corporation prior to move in for updated list.
- All members moving in have a zero chapter dues and fines balance.
- Scheduling has been set for all move-in inspections to be completed.
- Meet with all chapter officers to review rules for the year.
- House rules and chapter standards are posted in information area.
- Safety rules and emergency procedures are posted in information area.
- House duties have been posted for the first week in information area.
- All equipment is in working order.
  - HVAC/boiler is operational.
  - Plumbing and Electrical systems are operational.
- House is thoroughly cleaned and ready for occupancy.
- Cleaning supplies and paper goods are inventoried and stocked.
- Grounds maintenance is complete and house is serviced by exterminator.
- All safety equipment is checked and in working order.
  - Exit lights are operational.
  - Fire Extinguishers are operational.
  - Sprinkler system/fire suppression systems are operational.
- Summer repairs and projects are complete.
- All utilities/phone services are connected and functioning properly.
- Post office has been contacted to restart mail service if put on hold.
- Garbage service has been restarted if cancelled.
- Occupancy list is created after move in for distribution to House Corporation.
- Internet service has been set up.

# Closing the AEPi House for Breaks

## Winter Break

Properly closing the Alpha Epsilon Pi chapter house for winter break will help to ensure that you are taking the necessary precautions to protect the facility during your absence. The leading risks to the chapter house during winter break are frozen and burst water pipes, fire, vandalism, and theft.

There are many steps that can be taken to avoid these types of losses. Please use the following checklist to properly prepare the chapter house for the break.

### Winter Break Checklist:

- **Leave your furnace on and maintain the heat at 65 degrees.**
- Make sure all hoses are removed from exterior water spigots.
- Make sure that all windows are securely closed and locked including individual rooms. Open windows allow cold air to enter the building, create problems, and are a security risk.
- Leave doors open on cabinets that contain water lines. This will allow heat into the area.
- Check all rooms and unplug all non-essential appliances and electronics. The source of many fires is an improperly used, unattended, or malfunctioning appliance or space heater. If they are not plugged in, they are not a threat.
- Designate someone locally to check the property, at a minimum, every 24 hours. Controlling the extent of loss after an occurrence is critical. Make sure this designated person has the appropriate contact information. This person should be able to contact;
  - Alumni
  - Your handyman or general contractor who can respond to extract the water and/or secure the property from sustaining further damage. You can locate a ServiceMaster franchise in your area by calling 1-800-RESPOND.
  - Insurance claim reporting information. **Please contact the National Headquarters by calling 317-876-1913.**
- Make sure the property is securely locked and ask the local police department to check on it periodically to deter vandals and thieves. Don't forget to securely store all valuables and chapter memorabilia.
- Complete all regular house duties before leaving for break.
- Make sure that all food is stored properly.
- Remove all trash and debris from common areas and take all trash out prior to leaving.
- Set and publicize, within your chapter, the date that the facility will be reopened after the break. Make sure that you have someone appointed to oversee the reopening of the house to avoid damage and confusion.

\*A copy of all check lists can be found at [www.aepi.org](http://www.aepi.org) in the House Manager section.

## **Summer Break**

Vandalism and theft, water damage, hail and wind damage and fire account for 90% of all claims filed during summer break. Steps can be taken to help reduce these risks by properly closing the chapter house for the summer months.

The house should be left in the same condition as it was when it was opened in the fall. Achieving this goal starts with staying on top of facility maintenance and repair throughout the year. It will also be important for you to begin your closing procedures at least one month before the doors are to be locked. There are many steps that can be taken to avoid these types of losses. Please use the following checklist to properly prepare the chapter house for the break.

### Summer Break Checklist:

- Signed lease agreements are collected from all returning tenants.
- Confirm that all vacated rooms are completely emptied of possessions and trash. Remove any remaining debris and charge security deposit.
- Collect all keys from moved out tenants.
- Contact the post office to have all mail forwarded or held during the summer.
- Discontinue garbage services, vendor services, etc.
- Unplug any unused appliance in common areas and individual rooms.
- Kitchen refrigerators should be emptied, cleaned, and left plugged in.
- Clean refrigerator and stoves thoroughly.
- Have natural gas service disconnected.
- Store and lock all equipment and furniture in a safe and dry place.
- Complete all regular house duties so the house is left clean and neat.
- Empty all trash from the house to eliminate fire and health hazards.
- Personal items or furniture is not stored in common areas or basement.
- Make arrangements for all trash and furniture to be hauled away.
- Shut off all air-conditioning units.
- Check all locks on doors and windows.
- Repair any broken windows and doors.
- Locate and address any leaks or roofing concerns.
- All safety equipment is checked and in working order.
- Complete property inspection one month prior to move out and plan necessary repairs.
- Itemize all damage or repairs needed in individual and common areas to be given to the House Corporation
- Set and publicize, within your chapter, the date that the facility will reopen in the fall. The House Manger will be responsible for conducting a smooth move in period. Preparing for this starts at the end of the spring semester.

\*A copy of all checklists can be found at [www.aepi.org](http://www.aepi.org) in the House Manager section.

# Damage and Repair Policies

## CARE OF THE ROOMS

1. At the end of each housing contract or when transferring rooms, each member is responsible for turning his room over in the same or better condition as when they moved into it. Any damaged should be listed on the Move In/Out Inspection and deducted from the security deposit.
2. The House Manager and/or the appropriate member of the House Corporation will check each room prior to check in and prior to check out. Refer to the Move In/Out Checklist (*Appendix D*).
3. Report all damage or problems immediately to the House Manager and/or appropriate member of the House Corporation.

## GENERAL REQUIREMENTS

### SECURITY DEPOSITS

1. Each member living in the chapter house is required to pay a security deposit. The full deposit is only refundable if the member returns their room in the same or better condition in which it was received. This deposit will not be returned prior to receipt of a properly completed "Move In/Out Inspection" form (*Appendix D*) by the House Corporation. This deposit will not be accepted as rent.
2. The security deposit is set annually by the House Corporation. The amount is found in the housing agreement that is signed by each live in member.
3. At **MOVE IN**, the House Manager and/or appropriate member of the House Corporation and the member moving into the room will complete the Move In portion of the **Move In/Out Inspection** (*Appendix D*). This form will serve to document the condition of the room when the occupant either transfers rooms or vacates the premises.

The Move In/Out Inspection forms should be compiled by the House Manager and forwarded to the House Corporation within seven days of move in. A copy of the completed Move In/Out Inspection should be kept on file by the House Manger to be used during the Move Out portion of the process. Failure to supply a completed Move In Inspection for all live-in members to the House Corporation will result in the withholding of the individual security deposit and the chapter may be held responsible for unrecorded damage.



4. At **MOVE OUT**, the House Manger and/or the appropriate member of the House Corporation and the tenant moving out of the room will complete the Move Out portion of the corresponding **Move In/Out Inspection** (*Appendix D*) kept on file by the House Manger. A full evaluation will be made of the condition of the room and any furnishings.

All Move Out forms should be compiled by the House Manager and forwarded to the House Corporation within seven days of move out. A copy of the completed Move In/Out inspection should be kept on file by the House Manger for two years. Failure to supply a fully completed Move In/Out Inspection for all live in members to the House Corporation will result in withholding of the individual security deposit and the chapter may be held responsible for unrecorded damage.

5. If damage occurs to a room the House Corporation will prorate the damage against the member's security deposit. Examples of recordable damage include:

Markings on walls causing repainting, holes in walls, markings on ceiling causing repainting/replacement, holes in ceiling, damage to furnishings, damage to doors (repair/replace/repaint), damage to windows (repair/place/repaint), damage to fixtures (repair/replace), Litter/trash/items left in room/closet/drawers, sticky residue or tape on doors or walls, nails in doors/walls/ceilings, Stains or tears in flooring, all furnishing not removed from room, all keys not returned, etc....

6. The assessed damages shall be deducted from the room deposit. If the damage exceeds the amount of the deposit the additional balance will be due in full.

## **STORING ITEMS**

1. Personal items are not to be stored in any part of the chapter house over the summer. The House Corporation will be using this time to complete projects all over the house including all common areas and individual rooms. Storing personal items will not allow workers the access that they need to do their job.
2. Permission to store items in individual rooms may be requested from the House Manger and/or appropriate member of the House Corporation if the member will be returning to that room the following year. Otherwise, all items left in the summer will be discarded. All approved items stored in the chapter house for the summer are stored at the members own risk.

## **ROOM CHECK OUT LIST**

It may be beneficial for you to supply each tenant with a room check out list at the appropriate time to help them prepare for break or for move out. The House Manger then should set up a rotating schedule of his committee members to check out the rooms. Members should turn in approximate checkout times. The House Manger should provide large trash bags for each room. The following example of a checkout list should be created for the aid of each member. Feel free to add any additional items you wish to address.

### **For Vacations/Breaks**

- Close and lock all windows
- Pull down blinds/close curtains
- Unplug all unneeded appliances and electronics
- Remove all personal belongings from common areas/bathrooms
- Notify House Manager that you are leaving
- Empty personal trash cans

### **End of Year**

- Schedule Move Out inspection
- Give notice of any damage or needed repairs
- Dust off dresser and desktops
- Clean out drawers
- Pick up trash and hangers
- Remove all tape, hooks, and nails from walls
- Sweep/mop floor
- Account for all furniture, drawers, and chairs
- Close and lock all windows
- Leave absolutely no personal items or trash in room or closets
- Turn in room key
- Give notice to appropriate chapter officer when you exit the house.

## **CARE OF THE COMMON AREAS**

### **INSPECTIONS**

The House Manager and/or the appropriate member of the House Corporation should conduct regular inspections of all common areas of the facility for damage. A copy of the "AEPi Chapter House Self Inspection" (*Appendix B*) should be used to thoroughly examine the property for all maintenance needs and damage. Items recognized during these inspections should be addressed immediately. A copy of each monthly inspection should be submitted to the house corporation by the 15<sup>th</sup> of each month and a copy retained by the House Manager. The common areas should be re-inspected in December and again at the end of the school year immediately following move out. Any damage that is recorded will be repaired at the expense of the chapter.

## **WHEN DAMAGE OCCURS**

When common area damage occurs it should be addressed immediately. The individual responsible for the damage should be found and held responsible for the cost of repair. If the individual responsible for the damage can not be identified the chapter will be responsible for the cost of repair.

Repair to all common areas as a result of damage should commence within 24 hours of notification.

## **HOUSE MEETINGS**

Meetings of all house tenants should be regularly scheduled at least once a month. This can happen during a specially designated chapter meeting. The House Manager with the assistance of the Executive Board will discuss matters pertaining to the operation and maintenance of the chapter house.

This will be an excellent time to reinforce house rules and policies, conduct education about general maintenance practices, address any problems which may have arisen and explain new procedures.

## **REDUCING DAMAGE**

First, simply stating an expected code of conduct and then holding your Brothers accountable for their responsibilities is the first and biggest step toward reducing regular occurring damage and a general attitude of disrespect. Second, instilling a sense of pride for the facility in your newer members and charging them with the responsibility of protecting its integrity will begin to create an environment of ownership. The House Manager should meet with each pledge class early on and hold a seminar on the rules and regulations of the house and what is expected of each member and why. Finally, a clearly stated damage policy in the bylaws will give the chapter and House Manager the tools needed to uphold these ideals.

# **Housing Standards**

The Housing Corporation agrees to adopt the following standards. Students shall conduct themselves in accordance with such and hold them in addition not in derogation to the obligations in the Housing Agreement.

## **FAILURE TO COMPLY**

Failure to comply with the stipulations and terms of this document is a violation of the Housing Agreement and Alpha Epsilon Pi (“Fraternity”) policy. Such non-compliance may lead to eviction, judicial review by the Fraternity, and/or disciplinary action. Furthermore, members are required to abide by any and all additional rules and regulations set forth by the Chapter, Fraternity, or House Corporation.

### ***CONDUCT***

Students are expected and required to act in accordance with the ideals, oath, and ritual of Alpha Epsilon Pi. They are to act as gentlemen towards their fellow brothers, their guests, and the guests of others. They will strive to maintain an environment where they can achieve their academic and personal potential.

### ***HOUSING AGREEMENT***

All students living in a Chapter House must have a fully completed and signed Housing Agreement on file with the House Corporation. By signing the Housing Agreement, Students acknowledge that they have read, understand, and agree to all of the terms of said document. Student’s failure to file a Housing Agreement with the House Corporation will result in removal from the Premises.

### ***OCCUPANCY***

All Chapter Members must live in the Fraternity House unless excused by their Chapter. Release from this obligation will be determined by the Chapter’s selection criteria.

### ***ROOM RESERVATION***

Assignments and room changes will be handled by the Master, House Manager, or another representative of the House Corporation. Room assignments will be made according to the Chapter’s selection criteria.

### ***ROOM ENTRY***

The Fraternity reserves the right to enter a room at any time to determine compliance with safety and health regulations and compliance with local laws. A room may also be entered if there any indication of danger to life, health, or property.

### ***RESPONSIBILITY FOR ROOM***

Each Student is responsible for the condition of the assigned room. The room shall be left in “as good” or better condition than when the room was assigned. If the room is not left in proper condition, the costs of repair will be accessed to the occupant. If the room is

assigned to two or more Students, the damage costs shall be divided equally between them unless agreed otherwise.

When a Student vacates the room at the end of the semester, all personal items should be removed unless previous written arrangements have been made for storage by the Master, House manager or another representative of the House Corporation. Electric appliances must be unplugged during class breaks.

### ***RESPONSIBILITY FOR COMMON AREAS***

Students are expected to take every precaution to assure that common areas are not abused and that the contents of the House are used only in the manner in which they are intended. Students are financially responsible for damage caused by themselves or their guests to any portion of the House, its contents, or the surrounding area. If responsibility cannot be assigned to any one brother, each will be held equally responsible for the damage.

### ***DAMAGE REPAIR***

The Student or Students responsible for any damage to the Premises is responsible for the full cost of repair plus any penalties assessed by the Chapter or House Corporation.

All damage should be repaired to a like-new condition. It may be necessary to hire a contractor to accomplish this.

### ***PERSONAL PROPERTY***

Students are expected to respect other's rights of property.

The House Corporation, Fraternity, and the Chapter do not assume responsibility for loss or damage to articles or personal property that occurs in the Fraternity House or on the Premises. Students and/or their parents are encouraged to carry appropriate insurance to cover such losses.

### ***SAFETY***

Students are not allowed on top of the roof of the Premises nor are they allowed to engage in other excessively risky behaviors. They are not to allow their guests to engage in these activities.

### ***ALCOHOL AND ILLICIT DRUGS***

The use or possession of narcotics or illegal drugs is prohibited on the Premises, as is the use or possession of alcohol for persons under the age of twenty-one.

### ***HAZING***

Absolutely no hazing or abuse of members, potential members, or guests will be tolerated.

### ***FIREARMS AND EXPLOSIVES***

Firearms, ammunition, fireworks, and explosives are strictly prohibited. No weapons are allowed in the Fraternity House.

### ***FIRE PROTECTION***

The Fraternity and House Corporation will not tolerate Students setting fires of any kind. Candles and the burning of incense are prohibited. Disciplinary action will be taken against those found tampering with fire alarm mechanisms, fire extinguishers, and/or refusing to vacate the building in the event of a fire alarm. Students are expected to take part in regular fire drills during the school year.

### ***SMOKING***

All smoking is prohibited within the Chapter House.

### ***DECORATIONS AND ALTERATIONS***

Students will not attach items on their doors or public area walls in the House. Decoration changes and interior design of individual's rooms must meet the requirements of the House Corporation.

### ***WATERBEDS***

Waterbeds are not allowed.

### ***PARKING***

Parking may be limited therefore eligibility will be determined by the Chapter. All Students eligible for Chapter House parking will obey city rules as to parking. Cars are parked solely at the risk of the Student and the Chapter, Fraternity, and House Corporation are not responsible for any damage. Cars parked illegally or abandoned will be towed at owner's expense.

### ***ROOM KEYS***

Room keys must be surrendered at the time of termination of residence. Failure to do so will result in the cost of a replacement lock being charged against your security deposit.

### ***GUESTS AND VISITORS***

Students are responsible for the conduct of their guests and visitors and are liable for any consequences due to their actions. Overnight guests are allowed only with the consent of roommates, if any. Long-term visitors or guests (seven nights or longer) are prohibited, unless they are Brothers of the Alpha Epsilon Pi Fraternity and have permission from the Chapter or House Corporation.

### ***MEAL PLANS***

Where meal plans are available, Students who live in the House may be required to be on full-time meal plans.

### ***PETS***

All pets are prohibited in the Chapter House except for fish. No aquariums are to exceed 50 gallons.

### ***PARLOR FEE***

Students who live outside the Fraternity House may be required to pay a parlor fee. The amount of the parlor fee is set by the Chapter and the House Corporation in accordance to the housing budget.

## **MAINTENANCE AND CLEANLINESS**

### ***PERSONAL RESPONSIBILITY***

All Students (tenants and live-outs) are responsible for cleaning up after themselves (i.e. mud tracked in, spilled food and drinks, trash, etc.). Failing to do so will result in fines, suspension, and eventually expulsion. Students that live in the House are responsible for keeping their assigned room in sanitary condition. Each room is subject to inspection with a 24-hour notice from the House Manager.

All trash must be discarded in a proper trash receptacle, both inside and outside of the building.

### ***RESPONSIBILITY FOR BUILDING AND GROUNDS***

While it is the responsibility of the House Manager to supervise all building and grounds cleaning, all Students are expected to take part in regular cleaning and maintenance duties. The House Manager and Chapter board will set policies and procedures for day to day cleaning and for “work days”.

### ***FOOD CONSUMPTION***

All food and beverages may only be consumed in designated areas as determined by the House Corporation.

### ***PERSONAL ITEMS***

No personal items of any kind, including furniture, are to be stored in the common areas or basements of the Chapter House.

# Preventative Maintenance Schedule

Following a preventative maintenance schedule will help identify potential problem areas early, eliminate problematic breakdowns of essential mechanical systems and maintain a healthy and enjoyable living environment for your members. There are certain preventative maintenance items that should be addressed on a regular basis throughout the year. Listed below is an example schedule to follow. Please include any additional items that may be specific to your location.

## DAILY

- Wipe down bathroom toilets, sinks, countertops, and sweep floors.
- Straighten furniture in common areas
- Pick up trash in common areas and outside grounds
- Sweep/mop common areas if there is an immediate need
- Restock paper items, soap and cleaning supplies as needed
- Close all fire safe doors
- Take out trash as needed
- Shovel/Brush sidewalk if needed

## WEEKLY

- Complete all regular house duties

## MONTHLY

- Clean or replace air filters in heating and cooling systems
- Trim hedges and landscaping
- Conduct Chapter House Self Inspection

## SEASONAL – SPRING

- Fertilize lawn
- Administer insect and weed control
- Service cooling systems where needed
- Clean attic/basement
- Clean window coverings
- Clean exterior windows and window sills

## SEASONAL – FALL

- Service heating systems
- Clean gutters
- Check door and window seals



# House Manager Timeline

## **September 1**

### Leasing and Rent Collection

- Confirm that every member living in the house has returned a completed lease and paid their rent.
- All Move-In forms have been completed, collected and submitted to the House Corporation by September 15.

### Maintenance

- Hold housing orientation meeting at first chapter. Cover all goals and rules. Explain and distribute the "Housing Standards Agreement" to be signed and returned to House Manager.
- Chapter house "Self Inspection" to be completed and submitted to House Corporation by the September 15.
- "Fire Safety Self-Inspection" to be completed and submitted to House Corporation by the September 15.

## **October 1**

### Maintenance

- Chapter house "Self Inspection" to be completed and submitted to House Corporation by the October 15
- Review all outstanding maintenance needs and projects.
- Contact Fire Marshall and schedule an all-house Fire Drill

## **November 1**

### Leasing and Rent Collection

- Distribute email reminders to all live-in members that Spring rent is due December 1
- Begin compiling list of members planning to live in the house the following year.
- Review live in members that will be moving out and moving in at semester break.
- Distribute leases to all members moving in at semester break to be due by December 1
- Submit all semester Move out/Move in names to the House Corporation

### Maintenance

- Chapter house "Self Inspection" to be completed and submitted to House Corporation by the November 15.
- Review all outstanding maintenance needs and projects.
- Review the "Closing the House for Winter Break Checklist" and begin planning for closing the house. Cover all relevant information with members at next chapter.

## **December 1**

### Leasing and Rent Collection

- Housing meeting is to be held at chapter to cover all necessary leasing information for next year including completion information and due dates.
- New leases to be distributed to all men planning to live in house the next year.
- No member will be allowed to move in the house if they have not returned a completed lease and paid all deposits and rents.
- A list is to be compiled included name, address, phone number, and email for all men considering living in the house for the following year and submitted to the House Corporation.
- All rents for the current year spring Semester are due December 1

#### Maintenance

- Chapter house "Self Inspection" to be completed and submitted to House Corporation by the December 15
- Complete final review of "Closing the House for Winter Break Checklist" and finalize plans for winter break.
- Submit an emergency contact list to the House Corporation for winter break.
- Schedule all Move Out Inspection for men moving out at break
- Submit completed Move out forms to House Corporation.
- Review all outstanding maintenance needs and projects.

#### **January 1**

##### Leasing and Rent Collection

- Confirm that all men moving in at break have returned and signed lease and paid rent. No member will be allowed to move into the house who has not returned a completed lease and paid all deposits and rents.
- Complete all Move In Inspections for the men moving in after break and submit to House Corporation.
- Review lease distribution/return with men and review progress with House Corporation

#### Maintenance

- Reopen house after break.
- Chapter house "Self Inspection" to be completed and submitted to House Corporation by January 15
- Meet with Executive Board and Housing Committee and consider housing goals for semester.
- Consider needed capital improvement projects and begin strategic planning with House Corporation.

#### **February 1**

##### Leasing and Rent Collection

- All completed leases and security deposits for following year are due to House Corporation
- Review lease and security deposit collection progress with House Corporation.

#### Maintenance

- Chapter house "Self Inspection" to be completed and submitted to House Corporation by February 15
- "Fire Safety Self-Inspection" to be completed and submitted to the House Corporation by February 15
- Contact Fire Marshall and schedule an all-house fire drill.
- Review all outstanding maintenance needs and projects.

#### **March 1**

##### Leasing and Rent Collection

- Review lease and security deposit collection progress with House Corporation.
- Review list of all men planning to move in to the house in the fall with the House Corporation

#### Maintenance

- Chapter house "Self Inspection" to be completed and submitted to House Corporation by March 15
- Review "Closing the House for Summer Break Checklist" and begin plans to prepare house for summer
- Locate summer lawn maintenance contractors and receive bids if needed.
- Locate summer cleaning contractors and receive bids if needed.
- Begin considering needed maintenance projects to be completed over the summer.
- Locate summer general maintenance contractor and received bids.
- Review all outstanding maintenance needs and projects.

## **April 1**

### Leasing and Rent Collection

- Review lease and security deposit collection progress with House Corporation.
- Begin preparing for move out inspections of all sleeping rooms.
- Review list of all men planning to move in to the house in the fall with the House Corporation

### Maintenance

- Chapter house "Self Inspection" to be completed and submitted to House Corporation by April 15
- Review "Closing the House for Summer Break Checklist" and continue preparation for closing.
- Cover all move-out expectations with members.
- Schedule move-out inspections.
- Complete "Summer Contact Sheet and Contractor Information Sheet" and submit to House Corporation.
- Cover the summer needs and weekly house through with local summer contact.
- Review all outstanding maintenance needs and projects.

## **May 1**

### Leasing and Rent Collection

- Review lease and security deposit collection progress with House Corporation.
- Complete all move-out inspections and submit to House Corporation.
- Review list of all men planning to move in to the house in the fall with the House Corporation

### Maintenance

- Chapter house "Self Inspection" to be completed and submitted to House Corporation by May 15
- Finalize all move-out needs
- Review "Opening the AEPi House in the Fall Checklist" and begin planning with the Executive Board, House Manager Committee and House Corporation for fall move in.
- Confirm "Summer Contact Sheet and Contractor Information Sheet" has been submitted to House Corporation.
- Review all outstanding maintenance needs and projects.

## **June 1**

### Leasing and Rent Collection

- Confirm that all move out forms have been submitted to House Corporation
- Review lease and security deposit collection progress with House Corporation.
- Review list of all men planning to move in to the house in the fall with the House Corporation.
- Send reminder to all men living in the house that fall rent is due July 1

### Maintenance

- Review summer work with all contractors for accuracy and completion
- Begin preparing all members for move in process and expectations.
- Review the summer needs and weekly house walk through with local summer contact.

## **July 1**

### Leasing and Rent Collection

- Review lease and security deposit collection progress with House Corporation.
- Review list of all men planning to move in to the house in the fall with the House Corporation.
- Fall rent is due to House Corporation on July 1

### Maintenance

- Review summer work with all contractors for accuracy and completion
- Finalize move in process and expectations with all members and consider any potential problems.
- Cover the summer needs and weekly house walk through with local summer contact.
- Begin making arrangements to open the house.

## **August 1**

### Leasing and Rent Collection

- Review lease and security deposit collection progress with House Corporation.
- No member will be allowed to move in the house if they have not returned a completed lease and paid all deposits and rents.
- Review list of all men planning to move in to the house in the fall with the House Corporation.

### Maintenance

- Review summer work with all contractors for accuracy and completion.
- Reiterate move in process and expectations with all members.
- Cover the summer needs and weekly house through with local summer contact.
- Finalize all arrangements for opening the house.
- Review all outstanding maintenance needs and projects.

If you have any questions about the contents of this manual or other housing related questions, please call the national office at 317-876-1913