

## **15 APPENDIX**

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**Appendix Item 1. New Management Checklist**

Location(s) of Property \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Acquisition Date \_\_\_\_\_

Building Phone Number \_\_\_\_\_

Previous Management Firm \_\_\_\_\_

Contact Person(s) \_\_\_\_\_

Telephone # \_\_\_\_\_

Existing Personnel \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Verify Occupancy:**

Are fully executed current leases in place?

Yes \_\_\_\_ No \_\_\_\_

Are all rents current?

Yes \_\_\_\_ No \_\_\_\_

Is there a list of all residents with both home & work phone numbers?

Yes \_\_\_\_ No \_\_\_\_

Have the security deposit amounts been verified?

With Lease Agreements?

Yes \_\_\_\_ No \_\_\_\_

With Tenants?

Yes \_\_\_\_ No \_\_\_\_

Are there any pending legal actions involving tenants?

Yes \_\_\_\_ No \_\_\_\_

Have all vacant units been viewed to assure they are vacant?

Yes \_\_\_\_ No \_\_\_\_

Are all delinquent renters in possession of the units they lease?

Yes \_\_\_\_ No \_\_\_\_

Have all delinquent renters been served Termination Notices?

Yes \_\_\_\_ No \_\_\_\_

**Services requiring assurance of continuation:**

Has the electric company been notified of changes and made final readings?

Yes \_\_\_\_ No \_\_\_\_

Has the gas company been notified of changes and made final readings?

Yes \_\_\_\_ No \_\_\_\_

Has the water company been notified of changes and made final readings?

Yes \_\_\_\_ No \_\_\_\_

Has the scavenger company been notified of the change in ownership/management and billing?

Yes \_\_\_\_ No \_\_\_\_

Have you provided for ongoing janitorial services?

Yes \_\_\_\_ No \_\_\_\_

Have you provided for ongoing maintenance services?

Yes \_\_\_\_ No \_\_\_\_

Have you provided for ongoing landscape services?

Yes \_\_\_\_ No \_\_\_\_

**Building Code Issues:**

Are there any existing Notices of Violations?

Yes \_\_\_\_ No \_\_\_\_

Does each unit have an operating smoke detector?

Yes \_\_\_\_ No \_\_\_\_

Are carbon monoxide detectors in place?

Yes \_\_\_\_ No \_\_\_\_

Are there proper locks on windows and doors?

Yes \_\_\_\_ No \_\_\_\_

Are all windows and screens in good repair?

Yes \_\_\_\_ No \_\_\_\_

Has the building been properly registered with the city?

Yes \_\_\_\_ No \_\_\_\_

**Emergency Procedures:**

Have you contracted with an answering service for after hours?

Yes \_\_\_\_ No \_\_\_\_

Have current residents been informed of any changes that they'll be required to make?

Yes \_\_\_\_ No \_\_\_\_

Have emergency point people been identified and provided with your emergency procedures plan?

Yes \_\_\_\_ No \_\_\_\_

Have emergency service providers been identified and contracted with?

Yes \_\_\_\_ No \_\_\_\_

**Reports from Previous Owner/Agent:**

Regulatory Agreements

Financial Reports

Inventory

Security Deposit Listing

Waiting Lists

Legal Actions

Current Billing

Personnel Records

**Service Contracts in Place:**

\_\_\_\_\_ terms \_\_\_\_\_

\_\_\_\_\_ terms \_\_\_\_\_

\_\_\_\_\_ terms \_\_\_\_\_

\_\_\_\_\_ terms \_\_\_\_\_

**Immediate Actions Needed:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Comments:**

\_\_\_\_\_

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Completed By \_\_\_\_\_ Date \_\_\_\_\_

## Appendix Item 2. Sample Tenant Selection Plan

The following sample tenant selection plan is intended as a guideline. The building owner and managers must set the standards for occupancy, income, and previous rental and credit history. The sections *in bold italics* are areas that you should modify to fit the standards you decide upon.

### I. INTRODUCTION

This Tenant Selection Plan outlines procedures that will be followed in selecting new tenants for the *Your Apartments* building. All apartments within the property will be leased in accordance with all applicable fair housing laws regardless of race, color, creed, religion, sex, national origin, ancestry, familial status, military discharge status, marital status, age, sexual orientation, or handicap of the applicant(s).

### II. RENTAL UNITS

*Your Apartments* will offer **6** rental units. The number of rental units at the property that are reserved for rental households are as follows:

<u>Size of Unit</u>	<u>Number of Units</u>
<b>1 BR</b>	<b>2</b>
<b>2 BR</b>	<b>2</b>
<b>3 BR *</b>	<b>1</b>

\* **One 3 BR** apartment is designated as an *owner/manager/model/office* apartment and is not available for rent.

### III. SCHEDULING SHOWINGS OF AVAILABLE UNITS

#### **Contacting Interested Individuals**

When a unit becomes available, a showing will be scheduled with interested individuals, generated from a waiting list or an advertising program, on a first come, first served basis. Management will indicate what information the applicant should bring to complete a rental application.

### IV. THE APPLICATION PROCESS

#### A. Application

Each prospective tenant will complete a written rental application. Management will charge a \$100 application fee. If the applicant is accepted, the application fee will be credited toward the security deposit. If the applicant is rejected, the application fee will be refunded within fourteen (14) days of the date of the rejection notice. If the applicant is accepted for occupancy but refuses a unit, the application fee will be forfeited.

B. Credit Check Fee

In addition to the application fee, Management will charge a non-refundable credit check fee of **\$25.00**.

C. Verification of Information on Application

Management will take the following actions with respect to all written applications:

1. Order a written credit report.
2. Request a Verification of Employment or Income.

D. Home Visits

***After Management has completed all other steps in the application process, Management will conduct a home visit on all applicants living within a 25 mile radius of the building at the time of the application.***

V. ELIGIBILITY REQUIREMENTS

Income

Annual gross income of households in the building must be equal to or greater than the income guidelines attached to this PLAN.

Households/Unit Size Limitations

The unit applied for must have enough bedroom space to accommodate the applicant's household. As a guideline, no more than **two** people will be permitted to occupy a bedroom. In selecting a unit size for the applicant, management will balance the need to avoid over-crowding a unit with the objective of maximum utilization of space. (Chicago's building code requires a minimum of 125 sq. ft. of floor area per person)

VI. SELECTION AND REJECTION CRITERIA

The fact that an applicant meets the eligibility requirements does not mean that the applicant will be a suitable tenant. The prospective tenant must be able to fulfill lease obligations. In making this determination Management will consider various criteria, along with any related explanations offered by the applicant concerning the facts involved, including changes in circumstance. Rejection of an applicant may be based on one or more of the following criteria:

Insufficient/Inaccurate Information on Application

Management will consider whether the applicant refuses to cooperate fully in aspects of his/her application process, or whether the information supplied has been intentionally falsified.

Credit and Financial Standing



1. Management will consider the applicants' history of financial obligations, including timely payment of rent, outstanding judgments or a history of late payment of bills. If Management rejects an application based upon the credit report or other information obtained through the tenant screening process, Management will give the applicant the reason for rejection and the name of the agency that performed the credit check. Management will consider corrected reports.
2. Management will take into account inability to verify credit references. It will take into account special circumstances in which credit has not been established (income, age, marital status, etc.). Lack of credit history will not cause an applicant to be rejected, although, in such circumstances, Management may require that the lease be guaranteed by a person with a history of creditworthiness.
3. Management will consider whether the applicant demonstrates financial ability to pay the monthly rent for the apartment.

#### History of Residency

Management will verify and document the previous two years of housing for each applicant, including applicants who were homeowners or lived with parents/guardians. ***As part of this review, Management will consider whether the applicant or any other person who will be living in the unit either has a history of criminal conviction for acts that involved physical violence to persons or property, that endangered the health and safety of other persons; or that involved the manufacture or distribution of a controlled substance or is currently addicted to, or engaged in the illegal use of, a controlled substance. If an applicant is currently receiving treatment for addiction to a controlled substance, Management will not reject the applicant so long as he or she is acceptable as a tenant in all other respects. Management will consider all circumstances regarding criminal activity as well as the period during which it occurred.***

#### Unsanitary Housekeeping

***Management will consider unsanitary housekeeping by the applicant. Criteria are not intended to exclude households whose housekeeping is only superficially unclean or disorderly if such conditions would not appear to affect the health, safety or comfort of other residents.***

### **VII. ACCEPTANCE/REJECTION PROCEDURES**

#### Acceptance Notification

Each accepted applicant will receive a written notification indicating the date that the rental unit will be available for occupancy (Appendix, Item 2.)

#### Rejection Notification

Management will promptly send each rejected applicant a written rejection notice stating the reason(s) for rejection (Appendix, Item 3.)

**VIII. DOCUMENTATION**

Management will document every step of the tenant selection process. Applicant files will be maintained by Management which will include, but not limited to, copies of the following correspondence:

- Rental Application
- Credit report
- House Keeping Report
- Employment/Income Verification
- Acceptance Notice
- Rejection Notice
- Underwriting Worksheet
- Previous Landlord Verification

Prepared By: \_\_\_\_\_ Date: \_\_\_\_\_

**Appendix Item 3. Acceptance Notification**

DATE:

NAME:

ADDRESS

CITY/STATE/ZIP

RE: ***YOUR APARTMENTS***

Dear Mr./Ms.:

After careful consideration and review of your application and other tenant selection criteria, you have been accepted for occupancy at ***Your Apartments***. Your \_\_\_ bedroom apartment will be available on \_\_\_\_\_. Please contact our management office at ***(312) 555-1234*** to make an appointment to sign your Lease Agreement and complete all other necessary paper work.

We look forward to you being an occupant at ***Your Apartments***.

Sincerely,

Manager/Owner

**Appendix Item 4. Rejection Notification**

DATE:

NAME

ADDRESS

CITY/STATE/ZIP

RE: APPLICATION FOR AN APARTMENT AT ***YOUR APARTMENTS***

Dear Mr./Ms.:

Thank you for your recent application for a \_\_\_\_\_ bedroom apartment at ***Your Apartments***. After careful consideration and review of your application, we regret that we are unable to accept your application for tenancy at this time for the following reason(s) marked with an (X) below:

- ( ) Your household size cannot be accommodated at ***Your Apartments***.
- ( ) We have received a consumer credit report from **ABC CREDIT BUREAU**, a usually reliable credit reporting agency, which contained negative information. You may contact the credit reporting agency directly within 30 days to obtain the information supplied with us.
- ( ) Based upon our underwriting policies, the income of your household is insufficient, after allowing for long-term obligations, to pay the rent and utilities for the apartment you applied for.
- ( ) We were unable to verify employment or a stable source of income.
- ( ) Your check for the credit report fee was returned to us by your bank marked "Insufficient Funds" or \_\_\_\_\_
- ( ) The information given us in your application is different from what we have gathered from reliable sources.

- ( ) The housekeeping report on your current apartment indicated a condition of unsanitary or hazardous housekeeping.
- ( ) We have been unable to verify a previous credit file.
- ( ) We obtained negative information from a previous landlord.
- ( ) A person who will be living with you has a reputation for criminal conviction or criminal acts which we feel would adversely affect the reputation of the building or the health, safety, or welfare of other residents.
- ( ) \_\_\_\_\_

Sincerely,

Manager/Owner

**Appendix Item 5. Rental Application**



***THE UNDERSIGNED HEREBY MAKES APPLICATION FOR AN APARTMENT AS INDICATED BELOW***

Address of apartment being applied for \_\_\_\_\_

Monthly rent amount \$ \_\_\_\_\_

**Please Print**

Full Name \_\_\_\_\_ SSI # \_\_\_\_\_  
 Applicant last first m.i.

Full Name \_\_\_\_\_ SSI # \_\_\_\_\_  
 Co-Applicant last first m.i.

Full Address \_\_\_\_\_  
 number street city state zip

Telephone Number \_\_\_\_\_  
 home work fax e-mail

***Persons to reside in Apartment***

	1	2	2	4
Name	_____	_____	_____	_____
Relationship to Head	_____	_____	_____	_____
Date of Birth	_____	_____	_____	_____
Social Security #	_____	_____	_____	_____
Occupation	_____	_____	_____	_____

***Residency History***

How long at your current address? \_\_\_\_\_ Do you (check appropriate box)  Own  Rent  Other (explain)

\_\_\_\_\_

Current Landlord \_\_\_\_\_  
 name address telephone

Previous Landlord \_\_\_\_\_  
 name address telephone

Previous Landlord \_\_\_\_\_  
 name address telephone

***Pet Information***

Do you own a pet? (please check)  yes  no If yes, type of pet and weight \_\_\_\_\_

Is the pet a guide or support animal (please check)       yes       no

***Employment/Income Information***

Applicant

name of employer	address of employer	telephone number
position held	years on job	supervisor's name

Co-Applicant

name of employer	address of employer	telephone number
position held	years on job	supervisor's name

**Applicant (if employed for less than two years on previous job)**

name of employer	address of employer	telephone number
position held	years on job	supervisor's name

***Annual Income***

*Include the gross amount of all salaries, fees, commissions, tips, overtime of other employment earnings*

	<b><i>Applicant</i></b>	<b><i>Co-Applicant</i></b>	<b><i>Other</i></b>	<b><i>Other</i></b>
Base Pay	_____	_____	_____	_____
Overtime	_____	_____	_____	_____
Commissions	_____	_____	_____	_____
Tips	_____	_____	_____	_____
Other	_____	_____	_____	_____

***Current Liabilities***

	Creditor	Account #	Amount Owed	# of Payments left	Monthly Amount
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____

***Personal References***

name	address	city	telephone
name	address	city	telephone

***Bank References***

bank name	address	city	telephone
bank name	address	city	telephone

**Has anyone who will reside in the apartment ever been convicted of a felony?**       yes     no  
if yes explain below

A deposit in the amount of \$ \_\_\_\_\_ is made herein to be applied to the first month's rent and security deposit. This deposit will be held during the processing of this application. If the application is approved and accepted, then applicant(s) agree to execute a written lease and pay the balance due on the first month's rent and security deposit within ten (10) days after being notified. If the applicant(s) fail to execute the lease and make payments as aforesaid then the deposit will be retained as liquidated damages to cover the cost of processing this application. If this application is not approved and accepted, the deposit will be promptly refunded.

In addition to the deposit, the sum of \$ \_\_\_\_\_ is hereby paid to cover the cost and expense of obtaining a credit report on the applicant(s); the sum is not refundable. Applicant(s) understand that the filing of this application does not bind the Lessor to reserve or assign an apartment.

The undersigned applicant(s) has examined the statements made in this application and hereby certify that they are true, correct and complete and that all household income has been listed above. The statements are made to induce the Lessor to enter into a lease with Applicant(s) for the apartment listed above. **I/We agree that inquiries may be made to verify the statements made in this application.**

Signature of Applicant \_\_\_\_\_ Date \_\_\_\_\_

Signature of Co-Applicant \_\_\_\_\_ Date \_\_\_\_\_



**Appendix Item 6. Underwriting Worksheet**

Applicant: \_\_\_\_\_ Unit Address \_\_\_\_\_

Rent (1) \$ \_\_\_\_\_ Utilities (2) \$ \_\_\_\_\_ Parking (3) \$ \_\_\_\_\_

Monthly Housing Cost (TMH) (1+2+3) = \$ \_\_\_\_\_ (4)

	Income:	Source of Income:
Principal Wage Earner	\$ _____ (5)	_____
Spouse	\$ _____ (6)	_____
Other Income	\$ _____ (7)	_____
Other Income	\$ _____ (8)	_____

Total Monthly Income (TMI) (5+6+7+8) = \$ \_\_\_\_\_ (9)

Long-Term Obligations (LTO) (installment payments which will continue for 3 months or more)

Payee	Monthly Amount	Balance Owed
_____	\$ _____ (10)	_____
_____	\$ _____ (11)	_____
_____	\$ _____ (12)	_____
_____	\$ _____ (13)	_____
_____	\$ _____ (14)	_____

Total Long-Term Obligations (LTO) (10+11+12+13+14) = \$ \_\_\_\_\_ (15)

Ratios:

(a)  $TMH_{(4)} / TMI_{(9)} = \text{_____} \%$  Housing expense to income ratio 25% - 35% is the desirable range

(b)  $TMH_{(4)} + LTO_{(15)} / TMI_{(9)} = \text{_____} \%$  40% - 45% is a desirable range

**Appendix Item 7. Verification of Employment**

Name of Employer \_\_\_\_\_

Address \_\_\_\_\_

RE: \_\_\_\_\_

Applicant/Tenant Name

Applicant/Tenant Address

City

State

Zip Code

The individual named above has made application for housing. In order for the individual to become eligible we must verify employment and income. The individual has authorized below your release of the requested information. The information you provide will be used only for the purpose of determining the individual's eligibility for housing. We are required to complete our verification process in a short time period and would appreciate your prompt attention and response. A self-addressed envelope has been included for your convenience. If you have any questions please feel free to contact our office.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Telephone Number

**Employee Authorization**

I, \_\_\_\_\_, hereby authorize \_\_\_\_\_  
Applicant Employer

to release the information requested below regarding my employment and compensation.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**TO BE COMPLETED BY EMPLOYER**

1. Date of Employment \_\_\_\_\_ Position/Occupation \_\_\_\_\_
2. Date of Termination (if applicable) \_\_\_\_\_
3. Current Rate of Regular Pay \$ \_\_\_\_\_ per \_\_\_\_\_ (hour, week, month, etc.)
4. Current Rate of Overtime Pay \$ \_\_\_\_\_ per \_\_\_\_\_ (hour, week, month, etc.)
5. Number of hours/week employee normally works \_\_\_\_\_
6. Anticipated average earning of overtime per week \$ \_\_\_\_\_
7. Gross annual earnings you anticipate for this employee for the next twelve months. Gross amount including all tips, bonuses, overtime, commissions, etc.) \$ \_\_\_\_\_
8. Do you anticipate any changes in the employee's rate in the near future? Yes \_\_\_ No \_\_\_  
If Yes: New Rate \$ \_\_\_\_\_ Effective Date \_\_\_\_\_
9. If the employee's work is seasonal or sporadic, indicate lay-off periods. \_\_\_\_\_
10. Additional Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Employer Certification**

I certify that the above information is true and correct:

_____	_____
Name	Title
_____	_____
Address	Telephone Number
_____	_____
Signature	Date

Warning: Section 1001 of Title 18 of the U.S. Code makes it a criminal offense to make willful false statements or misrepresentations to any Department or Agency of the United States as to any matter within its jurisdiction.

PLEASE RETURN THIS FORM TO:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Appendix Item 8. Current or Previous Landlord Verification**

TO: \_\_\_\_\_ DATE: \_\_\_\_\_  
Current or Previous Landlord  
\_\_\_\_\_  
Street Address  
\_\_\_\_\_  
City, State, Zip

**Applicant's Authorization**

To Whom It May Concern:

I herein authorize you to provide information regarding my length of residency, rental payment history and any lease agreement infractions to the landlord named below.  
I would appreciate your immediate attention to this request so that my application can be processed in a timely manner.

Sincerely,

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date

Dear Landlord:

The above named individual has made application for residency. As part of our routine background check we ask for the cooperation of current and previous landlords to provide information upon which we will base, in part, our decision on the suitability of the applicant for housing.

Any information that you provide will remain confidential.

Sincerely,

\_\_\_\_\_  
Owner/Manager

How much is (was) the tenant's rent? \_\_\_\_\_

Does (did) the tenant pay their rent on time? Yes \_\_\_\_\_ No \_\_\_\_\_

If no, how often is (was) the rent late? \_\_\_\_\_

Did you ever have to file a suit to collect rent? Yes \_\_\_\_\_ No \_\_\_\_\_

Does (did) anyone else live in the apartment? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, how many people? \_\_\_\_\_

What were their names? \_\_\_\_\_

How long has (was) the tenant at this address? Move-In \_\_\_\_\_ Move-Out \_\_\_\_\_

How did the tenant keep house? Good \_\_\_\_\_ Fair \_\_\_\_\_ Poor \_\_\_\_\_

Does (did) the tenant play loud music or throw loud parties? Yes \_\_\_\_\_ No \_\_\_\_\_

Does (did) the tenant's children cause damage or disturbances? Yes \_\_\_\_\_ No \_\_\_\_\_

Are there any other problems, complaints, comments or issues you think we should be aware of?

\_\_\_\_\_

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Based on your experience with this tenant would you rent to them again? Yes \_\_\_\_\_ No \_\_\_\_\_

If no please comment as to why. \_\_\_\_\_

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Please mail or fax the completed form to:

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## **Appendix Item 9. Sample Tenant Handbook**

The sections in bold italics in the following sample Handbook are particular areas where you, the property owner or manager, must make a decision as to the policy you wish to adopt.

WELCOME...

We want to welcome you to your new home and are pleased that you chose our building. We want to make your stay with us as comfortable and enjoyable as possible. The purpose of this handbook is to let you know more about our building, and how, together, we can keep it an enjoyable place in which to live. You, as the resident, and we, as the building's managers, have certain responsibilities to each other. By clarifying these responsibilities at the very beginning, we can better achieve our objective of providing quality housing services to each of our residents. With this thought in mind, we have prepared this handbook. **THE PROVISIONS IN THIS HANDBOOK ARE PART OF YOUR LEASE. RETAIN IT FOR FUTURE USE WHILE YOU RESIDE IN OUR APARTMENT BUILDING.** Please take the time now to read through its pages, and don't hesitate to telephone or visit the Manager if you have questions.

### **SECTION 1: ADMINISTRATIVE INFORMATION**

#### ***Your Management Company***

***Your Apartments is managed by Your Apartment's Realty, Inc. Your Apartment's Realty, Inc., over the past five years, has been involved in the rehabilitation and management of over fifty residential units in four buildings throughout Chicago. All of these buildings have been instrumental in revitalizing and improving their respective neighborhoods.***

#### ***Your Management Team***

Your professional management team is discrete and efficient. The entire staff is professionally trained and skilled in their areas of responsibility.

#### **Office Hours**

Hours of office operation ***are 8:30 to 4:30 Monday to Friday and 9:00 to 12:00 Saturdays.*** These hours have been established to provide service coverage during normal work periods. Please feel free to visit our office or call regarding service requests or to obtain assistance. For the following emergencies during non-office hours, please call the emergency phone number ***(000-000-0000)***, and our answering service will contact the management representative assigned to emergency duty:

- No heat in the winter.
- A plumbing leak or sewer stoppage that might damage personal belongings or apartment property.
- No electricity. (Contact ComEd first.)
- Any condition that might cause a fire.
- An odor of gas. (Contact Peoples Gas first.)

Our employees want to do the best job possible in serving you. However, they also enjoy their time with their families. Please consider their time when calling after normal working hours.

## SECTION 2: THINGS YOU SHOULD KNOW UPON MOVING IN

### **Payment of Rent**

You may pay your rent by bringing it to the management office during business hours or by mailing it to our office.

### **PLEASE MAIL YOUR RENT TO:**

*Your Apartment's Realty, Inc.  
1 East Main Street  
Chicago, Illinois 60600*

*You will receive a billing on approximately the 25<sup>th</sup> of the month for the rent payment[,] which is due on the first of the following month. Included in the billing will be an envelope for mailing your payment and a billing statement which should be enclosed with your check or money order in the return envelope. Make your check payable to Your Apartments. Rent is due in the Your Apartment's Realty, Inc. office by the first day of each month. If rent is not received by the 5<sup>th</sup> day of the month, a late charge will be assessed and will be included in the next billing.*

### **Security Deposit**

Your security deposit is not rent but a deposit to ensure the fulfillment of lease conditions and to serve as a contingency payment against any damages to the apartment. The security deposit may not be applied to your last month's rent. If you fulfill your lease according to its terms, only charges for damages, excluding normal wear and tear, will be deducted from your security deposit. Following are the conditions for return of a security deposit:

- You must fulfill the terms and conditions of your lease and not owe the development any money.
- The apartment must be left clean with no damage beyond normal wear and tear.
- After you have removed all of your belongings from the apartment, both you and a representative from management will complete an inspection report. This report should be signed by both you and the management representative. The management representative will clearly indicate on this form the items, if any, for which you will be charged.
- You must give our office a valid forwarding address.
- You are not considered officially vacated until all keys are turned in to the office.

### ***Inspection Reports***

When you move in, your apartment should be clean and ready for you. You and a management representative will inspect it together. You will receive a check-list of the equipment in your apartment and its condition. Anything damaged or in need of repair will be noted and corrected by management. From then on, the apartment is your responsibility. So make certain you inspect everything carefully. Be sure to check everything; such as the plumbing, lights, stove, refrigerator and sink. Check for any damage to things such as doors, door-knobs, locks, walls, ceilings, basins, toilets and tubs. Do not walk through the apartment just looking at how nice and new everything looks. Carefully inspect everything. After any problems you may find are corrected, any damage to your apartment or its equipment that is caused by you or members of your household, guests or visitors will be charged to you after consideration has been given for normal wear and tear. Please remember to contact the management office for a joint inspection prior to vacating your apartment. Management staff will inspect your apartment in your presence, if you request it. The “move-in” inspections prevent misunderstandings and you being charged for conditions that may have existed prior to your arrival. You will be provided with a written statement of any charges for which you are responsible.

### **Lease**

The lease is a contract obligating both management and you, the resident, to all of the terms and conditions contained in it. On the day scheduled for signing your lease, which will be a date prior to your actual move-in, the manager will explain to you each item in the lease. You will not be asked to sign until you fully understand everything covered in the lease. Do not hesitate to ask about any points that you do not fully understand, because once you sign the lease, you legally agree to all of its provisions. The renewal of your lease will depend on maintenance of your apartment in a satisfactory condition, timely payment of rent, and meeting all of the conditions laid out in your present lease.

### **Occupancy**

Only those individuals listed on your lease may live in your apartment. You cannot assign the lease, sublet your unit, or take in boarders or lodgers without the consent of management. Your apartment may be used only by members of your household as identified on the lease.

If your family increases in number or someone moves out, please report it to the management office.

A guest may stay in your apartment up to a maximum of 14 days. Any guest remaining in your apartment longer than 14 days will be considered an unauthorized occupant.

If an unauthorized occupant is found living in your apartment, it is a violation of your lease and could result in your eviction.

### **Resident Insurance**

In the event of loss or damage by fire or other casualty to your apartment due to your own fault or that of your guests, you will be charged and billed for restoration of the loss or the damaged premises. Therefore, we strongly recommend that you contact an insurance agent to obtain Apartment Renters' Insurance, Household Goods and Liability Insurance or another similar policy



to cover your personal belongings against vandalism, fire, burglary, and water damage as well as personal liability. *Our insurance does not cover your personal belongings or liability.*

### **Utilities**

In most buildings, the cost of your heat and hot water is included in the rent. In some buildings where the cost of electricity and gas is included, residents receive an electricity allowance and are billed for excess consumption. Meters are read at least every three months.

### **Move-In**

You must schedule an appointment with the management office to move into your apartment. ***NO MOVE-INS WILL BE SCHEDULED ON SUNDAY except in cases where special permission is granted.*** Scheduling is necessary so that neither you nor another resident are inconvenienced by both trying to move into the building at the same time. All furniture and belongings must be moved through the rear doors only. Do not use the front vestibule or hallways. Someone from the management office will be on-hand to help make your move-in as smooth as possible. Please make certain that the area is left clean and neat after your move-in.

### **Move-Out**

Management asks for a 30-day written notice of intent to vacate and not to renew your lease when you decide to move. Go to the management office and sign a prepared form indicating your intention to vacate. If you fail to give a 30-day notice, you are liable for the rent and other required payments covering the days your apartment is vacant.

Your building manager will schedule your move-out for the last day of occupancy.

### **Access to Your Apartment**

Management shall, upon reasonable advance notification to the Tenant, be permitted to enter the Leased Apartment during reasonable hours for the purpose of performing routine inspections and maintenance, making improvements or repairs, or showing the apartment for re-leasing. A written statement specifying the purpose of management entry that is delivered to the apartment at least two days before such entry shall be considered reasonable advance notification. Management may enter the premises at any time without advance notification when there is reasonable cause to believe that an emergency exists. An emergency includes but is not limited to situations where there is a threat to health and safety of residents or management employees or there is a risk of damage to property. In the event the tenant and all adult authorized residents are absent from the apartment at the time of entry, management shall leave at the apartment a written statement specifying the date, time and purpose of entry prior to leaving the apartment.

## **SECTION 3: MANAGEMENT POLICIES**

### **General**

The purpose of these policies is to allow each resident to enjoy his or her apartment and to better ensure the safety of residents and the appearance of the community. As a resident in an apartment community, you necessarily assume certain responsibilities that go along with the many benefits of the apartment life-style. Basically, these are common rules of etiquette designed to make the community more enjoyable for all residents.

## **Keys and Locks**

We supply a set of keys to the apartment and to the mailbox. All keys are to be returned to our office upon vacating the apartment. Residents are not permitted to alter any lock or install a new lock, knocker or other attachment on the door. When you leave your apartment, please be sure to take your door key with you at all times. If you cannot gain entry into your apartment, our maintenance or management personnel will let you into your apartment during office hours. *If you are locked out during non-office hours, you may call the emergency service number, which is included in your Resident Information Packet. During office hours a charge of \$15.00 will be applied. After office hours a charge of \$25.00 will be applied, and the charge will be included on your next monthly bill. The Maintenance Superintendent is not required by company policy to unlock your door during his off hours. To preclude this situation, you may want to keep an extra key with you or with a neighbor.*

## **Children**

Residents are responsible for the conduct of their children and their guests' children. Please do not leave bicycles, toys, or tricycles on sidewalks, stairways, or hallways. For their own protection, children are not permitted to play or ride bicycles in parking lots, laundries, driveways, or any of the public areas. Public areas include all grounds, with the exception of each apartment unit. Playgrounds and other recreational areas are available to children. For their own safety, we require that children be closely supervised. Children may not leave toys lying about. Strewn toys can be a potential hazard to safety, are unattractive, and are an inconvenience to neighbors. We are pleased to accept residents with children when we are able to confirm that adequate supervision will be provided. Children are required to be under the supervision of their parents or a responsible adult at all times. Residents will be charged the cost to repair any damage caused by their children who are authorized to reside and/or are guests at *Your Apartments*. Failure to supervise your children or for your guests to control their children's behavior could lead to the termination of your lease.

## **Pets**

*Your lease does not permit pets in the building. Keeping pets is a violation of your lease that could lead to its termination. Aid dogs necessary for disabled individuals are exceptions to this policy.*

## **Automobiles**

*Automobiles must be parked on the street or in parking spaces assigned by the development. Please park in a manner that allows other cars easy access in and out. Do not "double park". Park only in designated areas, not in fire lanes. Cars that are parked in restricted areas will be towed away at the owner's expense. All cars must be drivable. They should not be "stored" in parking areas. Vehicles found on the premises in a "junk" condition, with flat tires or on jacks, supports or bare wheels, will be removed at the owner's expense. Expired licenses indicate a "stored" condition, and the vehicle will be removed. The washing of cars in the lot is permitted, but management will not supply hoses. We also ask that residents not perform any major repairs on their cars at the development. Changing of a battery, tire or air filter will be allowed. Please, always properly dispose of refuse. Residents will be required to obtain a quarterly permit for parking that must be displayed at all times on the vehicle.*

## **Other Vehicles**

Fire regulations prohibit parking of any motorized vehicles on walkways or other unassigned areas.

Bicycles, baby carriages and strollers must be kept in your apartment.

Gasoline-operated machines are forbidden in apartments. They are fire hazards and can endanger many lives.

*All motorcycles, mini-bikes and recreational vehicles must be approved by the manager prior to being brought on the premises. They should be registered with the office and parked in designated areas of the parking lot only. Fire regulations prohibit parking of a motorcycle and/or mini-bike on walkways, under stairways, or in apartments. All vehicles must be currently registered, licensed and in operating condition or they will be towed away at the owner's expense. All bicycles are to be stored in the apartment or in the bike racks, if provided. Bikes may not be stored in hallways, front lawns, or any other common areas.*

### **Trash Disposal and Refuse**

For your convenience, refuse containers are conveniently located in the alleys. Please place all trash in these specified areas. Do not permit small children to take trash to these areas. Place all trash in plastic bags or other secure containers to keep the trash areas neat, clean and relatively odor-free. Plastic bags are to be tied to prevent papers and other items from falling out. Do not attempt to insert items that are too large to fit within the refuse chute. This will cause blockage and potential fire hazards.

### **Screens**

Any lease holder or resident who removes a screen from a window except in an extreme emergency, such as fire, will receive a substantial charge for re-installation and if necessary the cost of a new screen. This will be considered a very serious lease violation. It is extremely dangerous to remove screens from windows. This makes it possible for anyone in the apartment to throw objects from the windows.

### **Disturbances**

Social and friendly gatherings of residents and their guests are welcomed and encouraged, provided that such gatherings do not become boisterous, obscene or generally objectionable to the other residents. Drunkenness that disturbs other residents will not be tolerated. Residents are entirely responsible for the conduct of their guests in the apartments or outside in the common areas. Stereos, radios and televisions are to be kept at minimum levels so that neighbors are not disturbed. Nothing should be done in or about the building that will interfere with the rights, comfort or convenience of other residents.

### **Community Appearance**

Since this apartment community is your home, we ask that you treat it in that way. We are proud of our community and want and need your pride in the apartment community as well. In this way, it will be an attractive and safe place in which to live and entertain your guests. We ask that you abide by the following policies to maintain an attractive community and a safe environment and to protect the property:

- Window coverings are to be attractive to the surrounding. Sheets, blankets, aluminum foil, heavy paper, and other such items are not acceptable window coverings.
- Exterior window sills should be kept free from all personal property.
- Sidewalks, entrances, passages, courts, vestibules, stairways, corridors, and halls should not be obstructed or encumbered or used for any purpose other than entering and leaving your apartment.
- The front lawns or courtyards of all buildings should be kept clear of furniture, bicycles, toys and any other personal property.
- No sign, advertisement, notice or other lettering should be exhibited, inscribed, painted or affixed by any resident on any part of the outside or inside of the apartment or building without the prior written consent of management.
- No radio or television aerials or wires should be erected in or about any part of the apartment or building.
- You should not allow anything whatsoever to fall from the windows or doors of the apartment. Nor should you sweep or throw from your apartment any dirt or other substance into any corridors, halls, light shafts, ventilators or other parts of the building.
- Throw rugs, boots, umbrellas, or personal items are not allowed in the front halls.
- Trees and shrubbery are a vital and valuable part of the community, and you will be liable for damages for any mutilation or defacing for which you, your children, or your guests are responsible.
- Any expense incurred by the management as a result of mistreatment of the apartment or common areas will, insofar as necessary, be assessed against the residents responsible.

#### **SECTION 4: SECURITY AND SAFETY**

##### **Your Security**

Adequate protection of you and your property is of great concern to your management. Your security begins with your own actions. Be sure to use any lock and other security devices provided to ensure that “uninvited” persons cannot gain access. Close and lock your door at all times. Be suspicious of unexpected deliveries of flowers and packages. These are some of the tricks used by professionals to gain entry into a building. Although we install industry-approved lock systems, all security devices can be overridden by a professional. The best security is the individual concern of each resident for the safety of himself and his neighbors. Report “suspicious” persons to the management office. Call the police if you notice a suspicious person in the area. Ask for identification of anyone not known to you who claims to be an employee of the development.

### **Security for Elderly and Disabled Residents**

Elderly and disabled citizens are, unfortunately, often targets of crime. In order to help protect yourself, we urge our senior and disabled residents to:

- establish frequent telephone contact with relatives, encourage frequent visitors and check in with neighbors frequently;
- avoid letting strangers stop you for conversation;
- avoid large groups of adolescents and isolated, sparsely traveled streets;
- try to avoid riding elevators with strangers and try to have your key ready for use before entering your apartment;
- avoid parked cars with running motors.

### **Vacations**

It is advisable to notify the mail carrier and all other routine delivery people when you plan to be away from your home for an extended period. The Post Office or a neighbor can hold your mail for you until you return. A growing pile of newspapers allows too many people to know you are absent. Before leaving on your vacation, cupboards should be checked for unwrapped foodstuffs. The garbage should be emptied. *Mail a check to cover the rent if the rental payment due date comes during your vacation.* (Your rent is due on the first day of each month, whether you are here or away.) Keep all windows closed during your absence to prevent rain damage to draperies, carpeting, and apartment interiors. Check all electrical appliances (such as the stove or coffee pot) to be certain that they are unplugged or off. An economical timer connected to a light or radio will often deter a potential intruder. It is advisable to notify the office if you will be away for an extended period of time.

### **Fire Precautions**

The best way to stop fire is to prevent it before it starts.

- Store all items safely.
- Empty waste and trash containers daily.
- Dispose of newspapers and magazines regularly.
- Store all matches in tightly-closed metal containers.
- Clean grease and spilled food daily from cooking range and oven.
- Store cooking grease containers away from range.
- Never wear flimsy clothing or plastic aprons when cooking.

- Keep curtains, towels, pot holders, and other flammable items away from cooking range top.
- Please refrain from smoking in bed.
- Have plenty of ashtrays for smokers to use.
- Never empty ashtrays in wastebaskets until the ash has been soaked.
- Always keep household equipment clean and in good repair.
- Have worn and frayed electrical cords replaced immediately.
- Avoid overloading electric wiring circuits.
- Use a heat-resistant pad under toasters, grills, and other appliances.

Please call 911 immediately in the event of a fire. Any fire should also be reported to the office as soon as possible. Always give an accurate and understandable address to aid fire units in locating the fire. Storage of kerosene, gasoline or other flammable or explosive agents is prohibited. Fire regulations prohibit residents from keeping shoes and small carpets outside apartment doors, or from installing burglar gates, or grill cooking on the balconies or rear porches.

### **Smoke Detectors**

Smoke detectors have been installed in every apartment, stairwell and hallway of the development in compliance with city ordinances and to provide an additional measure of safety for you. These devices are designed to sense the visible and invisible products of combustion created by a fire, and are intended to give early warning in case of smoke or fire. However, they cannot be expected to protect against fires resulting from smoking in bed. The battery that powers the detector should last at least one year. However, you should test its operation once each month to assure yourself of proper functioning. (Test the battery by firmly depressing the button located near the center of the detector cover for a few seconds. The alarm will sound as it would if smoke from a fire were actually present. *If the alarm does not sound, call the management office immediately.*)

## **SECTION 5: SERVICE**

### **Service Request Procedure**

During office hours, you may request service by phoning the management office or having a service request completed in person at the management office. We request that the explanation of the needed service be clear and as complete as possible. This will help us to give better service and ensure that we fully understand the request. Our goal is to satisfy your request within 48 hours. If this is not possible, either the Site Manager or the Maintenance superintendent will notify you as to the reason and the expected date of completion of the service. In some cases, a part may not be available. Every effort will be made to satisfy your request as soon as possible. Please notify us promptly of any needed repairs to equipment or fixtures.

In the case of an emergency, please telephone the management office or maintenance office immediately. If the emergency occurs after the office is closed, telephone the emergency service number included in the inside cover of this handbook. Examples of items that are considered emergencies are as follows:

- No heat in winter.
- A plumbing leak or sewer stoppage that cannot be contained and might damage personal belongings or apartment property.
- No electricity (please contact the utility company first).
- Any condition that might cause a fire.
- An odor of gas.
- Lock out (being locked out of one's apartment).

We ask that you be considerate of our employees during their off hours and only call upon them for service in an emergency situation.

When a service request is completed, a copy will be left with you, or if you are not at home, a copy will be left on the kitchen counter. You will also be given a survey card on which you are requested to comment on the service you received on the particular work order.

We sincerely hope that our service request procedure will provide fast, courteous and efficient service. If you have any questions regarding our service request policy, please contact your Manager.

### **Pest Control**

The management provides pest control services on a scheduled basis. Please contact the office if you have a specific problem. We ask your cooperation in not leaving any food open or dirty dishes lying around. These attract insects. Soft drink bottles should be rinsed after use. Garbage and waste should never be left in the apartment. Entrance to your apartment is required in order for us to perform quarterly exterminating services.

## **SECTION 6: APPLIANCES and APARTMENT CARE**

### **General**

In case your appliance does not operate, first check the electrical cord to ensure that it is firmly plugged into the wall socket. If that appears to be in order, contact the office.

A management representative will acquaint you with the operation of the heating and air conditioning system and all appliances (range and refrigerator) during the move-in inspection. Please ensure that the management representative explains the operation of any appliance or piece of equipment with which you are not familiar.

**Refrigerator**

The outside of the refrigerator can be kept clean by using a glass or tile cleaner. Avoid the use of abrasives or scouring powders since these products can scratch or dull the finish. If the refrigerator needs to be defrosted, do not use sharp objects to assist in defrosting. They can puncture coils and ruin the appliance. You should report any problems with your refrigerator to the office.

**Range/Oven**

The outside of the stove can be kept clean by using a glass or multi-purpose cleaner such as *409* or *Fantastic*. Avoid the use of abrasives, scouring powders and oven cleaner on the outside bright surfaces, since these products can scratch or dull the finish. Do not use oven cleaner on the burners or the burner drip pans, since they will dull the finish. Any problems with your range/oven should be reported to the office.

**Carpeting**

*The carpet in your apartment requires your ongoing maintenance. Regular vacuuming, at least weekly, is required. Spot cleaning is also your responsibility, and any spills should be cleaned as soon as possible to avoid staining. Be careful never to use chlorine bleach based products on the carpeting, since it will bleach out the color and ruin the carpeting.*

**Hardwood Flooring**

*Regular dusting and washing of your hardwood floors are necessary to maintain their finish. The floors were refinished with a modern polyurethane finish that can be easily cleaned with a mild solution of liquid dish soap and warm water or with a window cleaning liquid such as Windex.*

**Bath Tubs**

*The surface of the bath tub was refinished with an acrylic surface. It is essential that you DO NOT USE ABRASIVE CLEANERS such as Comet, Softscrub or Kitchen Kleanser, since these products will scratch the surface and dull the finish. Products like Dow Bathroom Cleaner or other foaming type cleaners or dishwashing liquid and a soft sponge will work well in maintaining the cleanliness of the tub without damaging the finish. It is important that you regularly clean the tub and tile surfaces, at least every other week, in order to maintain their appearance.*

**SECTION 7: AMENITIES****Laundry Facilities**

*Complete laundry facilities are available to you in individual buildings. Hours are posted on the door to the laundry facility. The machines are provided and maintained by commercial companies that are responsible for the repairs. If any of the machines is not working properly, please call our office immediately and identify the machine, and we will contact the company. Please follow the posted rules for operating the machines. Use of the laundry facilities is at your own risk, and discretion should be used when using the machines for synthetic fabrics and other delicate items. You cannot dye fabrics in these machines. We cannot be responsible for any loss or damage caused by use of the appliances. Never leave clothes unattended. Remove clothing*



*from the machine promptly. Keep the laundry areas neat and clean and use the receptacles provided. We want to make the laundry facility pleasant for each of our residents. Management must reserve the right to prohibit the use of the laundry room by an individual failing to comply with normal precautions and posted policies for operation of the machines. Children are not allowed in the laundry room area unless supervised by an adult. Portable washers and dryers are not permitted in apartments.*

### **Parking**

*You may arrange parking by contacting the management office. Any cars parked illegally will be towed away at the owner's expense.*

## **SECTION 8: MISCELLANEOUS PROVISIONS**

### **Complaints or Recommendations**

By observing the preceding rules, we hope your residence at **YOUR APARTMENTS** will be pleasant and rewarding. If, as sometimes happens, there are shortcomings on the part of your neighbors or with our management or maintenance personnel, we certainly want to know about it for the well-being of all of our residents.

Likewise, if you have suggestions or recommendations on how we can improve our services to you or if there are functions or activities you would like to have offered, don't hesitate to make your wishes known. We will appreciate your interest and do our best to incorporate your ideas.

Our policy regarding complaints is as follows:

- If your complaint involves a resident or a resident's guest, please call the management office. If the resident manager deems it to be a serious complaint, you will be asked to put it in writing and sign it. The Site Manager will acknowledge the complaint in writing and handle it as the situation dictates.
- Complaints involving management or maintenance personnel should be submitted in writing and directed to:

***Your Apartment's Realty, Inc.  
One East Main Street  
Chicago, Illinois 60601***

- Only signed complaints will be acted upon.
- Other comments and recommendations should also be directed to **Your Apartment's Realty, Inc.** at the above address.

### **Compensation for Work by Maintenance Personnel**

*All of our personnel at the development are compensated by management for their services. If there is a charge for work performed by one of them, we will bill you directly. Do not make payment for service work directly to one of our employees. To avoid misunderstanding, we do*

*not allow any of our employees to perform work for residents for which they will be paid directly, even during their off-duty hours.*

**Prohibition against Business Activities**

*The apartments at Your Apartments are intended solely for residential use. It is expressly forbidden for any resident to conduct business activities within the confines of his or her apartment within the building.*

## **Appendix Item 10. Notice to Residents Regarding Illegal Activity**

### ***IMPORTANT NOTICE***

*September 21, 2015*

*Dear Resident of 123 Main Street Apartments:*

*On September 18, 2015, the building in which you reside was identified as possibly harboring illegal drug dealing activities. We at Big Plans Management Company have been advised by the authorities that certain illegal activities are occurring at the building. We have been further advised that unless we as the property manager take affirmative actions to eliminate those activities that the building could be seized by the government and possibly closed down. If this occurs everyone who lives in the building will have to move.*

*It is our intention to fully cooperate with the authorities in assuring that the illegal activities occurring at the building are discontinued and that 123 Main Street Apartments once again become a place that the good tenants of the property are proud to call home.*

*If you are involved in illegal activities, or allowing your apartment to be used for those activities, you are advised to discontinue those activities at once.*

*If you are not involved in illegal activities and are concerned about the quality of life for yourself and your family we are asking for your assistance. Any information that you have should be reported to either the Local Police District at (773)555-9111 or our Management Office at (312)555-1119. Any information we receive will be held in the strictest confidence.*

*A partnership with the police department, the law abiding residents of 123 Main Street Apartments, and the staff of Big Plans Management Company can result in ridding the property of illegal activity. Please show your concern and become a part of this effort today!*

*Sincerely,*

*Property Manager*

**Appendix Item 11. Trespass Enforcement Authorization**

**TRESPASS ENFORCEMENT AUTHORIZATION**

I, We \_\_\_\_\_ as Owner and/or Managers or Agents thereof, of the property located at \_\_\_\_\_ do hereby request and authorize officers of the \_\_\_\_\_ Police Department, in their official capacity, to go upon or within those common areas generally open to the public and or tenants, including hallways, entrances, laundry facilities, lawn, and yard areas. I further request and authorize officers to go upon or within those areas not commonly open to tenants including boiler rooms, storage areas, basements, etc. This authority does not permit entry to the premises reserved exclusively for dwelling units.

The purpose of this authority is to prevent criminal activity including trespassing/loitering, vandalism theft, illegal drug trafficking and prostitution, which may be occurring at the above described premises.

I have posted the public areas with signs stating “CRIMINAL TRESPASSING PROHIBITED, NO LOITERING”.

Officers are further authorized to act on my behalf in requesting person(s) found upon the property without legitimate/lawful purpose to leave the premises.

I agree to cooperate in the prosecution of trespass and other criminal offenses occurring on the premises, including appearing in court to testify, if necessary.

The authority shall remain in effect until rescinded by written notice to the Commander of the \_\_\_\_\_ District.

by \_\_\_\_\_ date \_\_\_\_\_

Title \_\_\_\_\_

## Appendix Item 12. Sample Six-Unit Building Budget

line	Income	Annual Amount	PUPA (per unit per annum)	
1	Apartment Gross Possible Income	\$44,234	\$7,372	assumes all units are leased out for the entire budget year
2	Vacancy Loss (5%)	\$2,212	\$369	projected loss to vacant units
3	Rent Free Employee	\$0	\$0	expenses of rent free employee unit(s)
4	Rent Free Models	\$0	\$0	expense of rent free model unit(s)
5	Rent Free Office	\$0	\$0	expense of rent free office unit(s)
6	Total Vacancy & Rent Free	\$2,212	\$369	
7	Net Apartment Rental Income	\$42,022	\$7,004	line 1 minus lines 2, 3, 4 & 5
8	Parking Income	\$1,800	\$300	net annual income from parking
9	Laundry Income	\$1,170	\$195	net annual income from laundry
10	Credit Check Income	\$125	\$21	net annual income from credit check fees to applicants
11	Late Fees	\$120	\$20	net annual income from late fees to tenants
12	Interest Income	\$134	\$22	net interest earned on invested funds
13	Misc. Income	\$0	\$0	misc. income from sources other than above
14	Total Income from Operations	\$45,371	\$7,562	line 7 plus lines 8, 9, 10, 11 12, & 13
<b>EXPENSES</b>				
<b>Payroll</b>				
15	Site Manager	\$0	\$0	salary of the building manager

16	Asst. Site Manager	\$0	\$0	salary of the assistant manager
17	Leasing Agent	\$0	\$0	salary of the leasing agent
18	Maintenance	\$0	\$0	salary of the maintenance person
19	Custodian	\$0	\$0	salary of the custodian
20	Benefits & Payroll Taxes	\$0	\$0	benefits
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21	Total Payroll Expenses	\$0	\$0	add lines 15 through 20

**Advertising**

22	Newspaper	\$150	\$25	cost of rental ads placed in newspapers
23	Brochures	\$42	\$7	cost to develop and /or print brochures
24	Commissions	\$150	\$25	fees paid to brokers, residents. etc. who assist in leasing units
25	Misc.	\$30	\$5	cost not covered above
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26	Total Advertising Expenses	\$372	\$62	add lines 22 through 25

**Administrative Expenses**

27	Office Supplies	\$90	\$15	application forms, leases, pens, paper, postage, etc.
28	Printing & Copying	\$30	\$5	cost to copy or print forms, handbooks, newsletter, etc.
29	Dues & Subscriptions	\$30	\$5	Cost of memberships to organizations or subscriptions
30	Leased Equipment & Furniture	\$60	\$10	leased equipment i.e. copy machine, computer, etc.
31	Management Fee	\$1,815	\$302	typically a percentage of Income line 14
32	Legal Expenses	\$300	\$50	expense of evictions, collections, etc.
33	Bookkeeping/Audit Expense	\$300	\$50	costs of bookkeeping service or audit expenses
34	Telephones & Pagers	\$600	\$100	phones and pagers utilized in the management of the property
35	Security Deposit Interest	\$134	\$22	interest paid on security deposit

36	Misc.	\$60	\$10	items not covered above
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37	Total Administrative Expenses	\$3,419	\$570	add lines 27 through 35
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**Operating Expenses**

38	Janitor Supplies	\$132	\$22	soap, wax, light bulbs, mops, buckets, trash bags, etc.
39	Janitorial Contract	\$1,200	\$200	cost of janitorial service or maid service
40	Vehicle & Equipment Maint.	\$150	\$25	gas and repairs for mower, snow blower and other equipment
41	Exterminating	\$210	\$35	cost to exterminate the building
42	Rubbish Removal	\$780	\$130	cost for a scavenger service to haul away trash
43	Parking Area Expense	\$150	\$25	repairs and restriping
44	Misc.	\$60	\$10	items not covered above

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45	Total Operating Expenses	\$2,682	\$447	add lines 38 through 44
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**Maintenance Expenses**

46	Intercom Repairs	\$60	\$10	costs of door bells, buzzers, and intercom repairs
47	Fire Systems & Equipment	\$90	\$15	costs of batteries for smoke detectors, recharging fire extinguishers
48	Maintenance Supplies	\$150	\$25	costs of locks, towel bars, weather stripping, fasteners, etc.
49	Air & Heat Supplies	\$30	\$5	costs of filters, thermal couples, valves, etc.
50	Plumbing Supplies	\$48	\$8	cost of sink traps, faucets, washers, etc.
51	Electrical Supplies	\$48	\$8	cost of switches, outlets, plates, fixtures, etc.
52	Appliance Parts & Supplies	\$48	\$8	cost of ice cube trays, drip pans, thermostats, timers, etc.
53	Snow Removal	\$120	\$20	ice melt, shovels, etc.
54	Ground Supplies	\$120	\$20	flowers, grass seed, fertilizer, etc.
55	Grounds Contract	\$300	\$50	costs of a service to maintain landscaping

56	Window Washing	\$0	\$0	cost of a service to wash windows
57	Roof Repairs	\$300	\$50	patching on an annual basis
58	Structural Repairs	\$300	\$50	rear porch repairs, lintel replacement, etc.
59	Glass Repairs	\$60	\$10	repairs to broken or faulty glass
60	Plastering & Drywall Repairs	\$60	\$10	repairs to walls and ceiling beyond those normally covered by routine pa
61	Floor Repairs	\$90	\$15	repairs to tile floors or hardwood floors
62	Carpet Cleaning	\$120	\$20	for common areas and unit turnover
63	Carpet Repairs & Replacement	\$120	\$20	for common areas and unit turnover
64	HVAC Repairs	\$180	\$30	repairs performed by an outside contractor to the HVAC system
65	Plumbing Repairs	\$180	\$30	cleaning catch basins, repairs of broken pipes, etc. performed by a contractor
66	Electrical Repairs	\$90	\$15	cost of repairing faulty electrical components performed by a contractor
67	Paint Supplies Apartments	\$60	\$10	material for repainting apartments
68	Paint Contract Apartments	\$180	\$30	labor for repainting apartments
69	Paint Supplies Common Areas	\$60	\$10	material for repainting common areas
70	Paint Contract Common Areas	\$180	\$30	labor for repainting common areas
71	Appliance Repairs	\$60	\$10	repairs performed by outside contractor
72	Misc.	\$30	\$5	items not covered above

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73	Total Maintenance Expenses	\$3,084	\$514	add lines 46 through 72
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**Utility Expenses**

74	Electric	\$600	\$100	cost of electrical service to building
75	Water & Sewer	\$810	\$135	cost of water & sewer service to building
76	Gas	\$3,450	\$575	cost of natural gas for building

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77	Total Utility Expenses	\$4,860	\$810	add lines 74 through 76
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**Tax & Insurance Expense**

78	Real Estate Taxes	\$5,100	\$850	property tax expense
79	Property & Liability Insurance	\$1,800	\$300	property insurance expenses
80	Workers Compensation Insurance	\$0	\$0	required if you have employees
81	Fidelity Bond	\$0	\$0	insurance that protects you against theft by employees
82	Misc. Taxes & Insurance	\$150	\$25	cost of building registration & other permits and fees
<hr/>				
83	Total Tax & Insurance Expense	\$7,050	\$1,175	add lines 77 through 81
<hr/>				
84	Total Expenses	\$21,467	\$3,578	add lines 21, 26, 37, 45, 73, 77 & 83
<hr/>				
85	Net Operating Income	\$23,904	\$3,984	line 14 minus line 84

**Debt Service**

83	Mortgage Interest			annual expense of mortgage interest
84	Mortgage Principle			annual expense of mortgage principle
85	Service Fee			annual expense of any service fees
86	Replacement Reserve (@ 5% of GPI)	\$2,212	\$369	funding of reserve for replacement
87	Misc.			other debt service expenses not covered above
<hr/>				
88	Total Debt Service	\$2,212	\$369	add lines 83 through 87
<hr/>				
89	Net Income (Loss)	\$21,693	\$3,615	line 85 minus line 88

### **Appendix Item 13. Planning for Preventative Maintenance**

Preventive maintenance requires a long-term commitment from everyone on staff. Putting a preventive maintenance program into effect is extremely labor-intensive. When an owner is making the transition to a preventive maintenance program, the maintenance staff must be actively involved in the planning, implementation, and review of an organized, complete maintenance program.

It is important that all employees who will be part of the preventive maintenance program be part of the planning process. It is essential to bring in the people who do the work. They are aware of the needs and will have many ideas about how the maintenance can be done effectively. The focus must be on long term development to eliminate as many difficulties as possible over time. Review teams can be developed to do a comprehensive assessment of the building's needs. These review teams should analyze the available data and make recommendations on priorities and on the scope of problems that have been identified. Together, the staff can look at the whole picture and develop a set of short term and long term goals and objectives.

Organizational goals and objectives provide a framework to develop a long term maintenance plan. This plan will incorporate routine and preventive maintenance activities. With this organizational process, preventive maintenance activities will become part of scheduled routine maintenance.

With this proactive maintenance approach, maintenance expenses are minimized. In addition, the preventive maintenance approach increases the life of equipment and efficiency of the staff thereby reducing the operating expenses.



	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
Check & Lubricate circulating pumps	█											
Check Batteries in Hallway Smoke Detectors				█						█		
Check Boiler Water Treatment	█		█						█		█	
Check Emergency Lighting System	█		█		█		█		█		█	
Check Fire Extinguishers				█						█		
Check Steam Traps								█				
Clean Catch Basins				█						█		
Clean Dryer Vents		█			█			█			█	
Clean Gutters & Downspouts				█						█		
Clean Light Fixtures	█			█			█			█		
Clean Radiators check steam vents								█				
Drain Sediment from Water Heater			█						█			
Fertilize Lawn					█					█		
Inspect Masonry & Lintels			█					█				
Inspect Roofs				█				█				
Lubricate Hinges on CA door	█					█						
Prune Trees & Shrubs				█						█		
Purchase Ice Melt									█			
Rod Drain Lines					█							
Service Lawn Equipment				█								
Service Snow Blower										█		
Shampoo Hallway Carpet					█						█	
Shut off outside sillcocks									█			
Skim & Drain Boiler						█						
Strip & Wax Foyers				█								
Strip & Wax Laundry			█									
Test & Clean Smoke Detectors/Replace Batteries				█						█		
Touch-up Hallway Paint	█			█			█			█		
Wash all Hallway Woodwork			█			█			█			█
Wash Exterior of Windows				█					█			

## **Routine Maintenance Overview**

Routine maintenance is a key factor in an effective strategic maintenance plan. Routine maintenance activities focus on keeping the building and grounds clean and safe. Unlike emergency services that respond to a crisis or preventive maintenance activities that are designed to identify and solve problems, routine maintenance is designed to eliminate problems before they start. Routine maintenance requires the staff to spend a portion of their time consistently maintaining the building and grounds. A plan that includes routine maintenance guarantees that upkeep to the property will be performed on a regular basis.

In a property where routine maintenance is an integrated priority, the grounds and entrances are neat and litter free. Trash is handled promptly and properly to assure a sanitary environment. Common areas are clean and free from safety hazards. A regular extermination program eliminates pests before they can become a problem.

Every property owner wants to have 100 percent occupancy. Recruiting and retaining tenants are major objectives in a property management plan. Tenant satisfaction and tenant occupancy are closely related. An effective routine maintenance plan is a major factor in providing a clean, safe environment that will result in tenants who are eager to renew their leases and who will recommend the property to other potential renters.

## **Developing a Routine Maintenance Plan**

To develop a routine maintenance plan, it is necessary to look at the strategic plan for the maintenance of the property. What are the long-term goals and objectives? What are the priorities that need to be addressed immediately? What activities are continuous in nature and can be implemented without waiting to respond to a tenant's request?

To develop a routine maintenance plan, the administrative and maintenance staff must establish criteria for acceptable maintenance service. If a goal is to provide a clean and sanitary environment for the tenants, how will "clean" be evaluated? An inspection can help the staff identify how clean the property is currently kept. Then the staff must find out how clean the management wants the property. There will be budgetary limitations on the time and material that can be devoted to cleaning the building and grounds. The routine maintenance plan ultimately will be a compromise reflecting several different elements:

- The condition of the property;
- The amount of time needed to fulfill current work orders and the preventive maintenance plan;
- The number of staff hours available for routine maintenance;
- The commitment of the management and maintenance staff to keep the property in optimum condition.

The planning group must identify the types of service necessary to achieve organizational maintenance goals. Information from property inspections can help the staff identify what

activities need to be done on a regular basis. An analysis of past records may show recurring problems that could be avoided by routine maintenance. Previous documentation can also help the planning group identify what could be done to improve the quality of service based on past performance. Analyzing work orders may show a grouping of related problems. Patterns in work order requests can help the maintenance supervisor and the planning group find what tasks can be done on a regular basis to eliminate recurring difficulties.

There are a number of critical questions that should be considered as a routine maintenance plan is developed. The following are factors in an effective routine maintenance plan:

- What work needs to be done?
- How many units are you serving?
- How many people are available on staff to do the maintenance work?
- What are your staff's strongest qualifications and talents?
- How can each member of the staff help improve the quality of service to the tenants?
- How many personnel hours will be needed to keep the property at an acceptable level?

The routine maintenance plan is based on goals and objectives, the nature of recurring property problems, the availability of personnel, and the priorities determined jointly by the owners, the administrative staff and the maintenance staff. These objectives determine specific jobs that need to be done and how often these tasks need to be performed. The activities must be integrated into daily personnel scheduling so routine maintenance can be accomplished without sacrificing either preventive maintenance or the timely execution of work orders.

### **Scheduling Routine Maintenance Activities**

Routine maintenance activities can be divided into four major areas. Most routine maintenance functions involve trash removal, cleaning common areas, maintaining the grounds area, or extermination of pests. Depending on the nature of the task, routine maintenance jobs may be scheduled on a daily, weekly, monthly, quarterly or seasonal basis. Every property presents an individual set of circumstances, but there are some general guidelines for routine maintenance scheduling.

### **Trash Removal**

Prompt removal of trash and the maintenance of dumpsters and the surrounding area are key factors in keeping the environment clean and sanitary for the tenants. If trash is not removed regularly and if garbage is strewn on the ground, there will be a problem with insects and rodents. Routine maintenance can stop the problem before it starts.

Trash removal should be scheduled at least weekly. More frequent scheduling will be determined by the number of units to be maintained and an evaluation of the effectiveness of current garbage removal procedures. It may be necessary to modify the trash removal schedule

based on the average amount of garbage and the peak times when garbage accumulates. Since many people are not home during the week, there is less garbage produced on a daily basis than during the weekends. Garbage pickup should match the needs of the tenants.

Problems with roaches, mice and rats will be reduced if the trash areas are kept clean and sanitized. Trash receptacles should be hosed down regularly. Both a disinfectant and a deodorizer should be used at least twice a week. In addition, the dumpster area may require more attention during hot weather or at times when the scavenger service is not available.

Recycling trash is becoming an increasingly important priority. Maintenance staff will have to incorporate additional tasks into the routine maintenance schedule to handle paper, metal, glass, plastic, and debris separately from grounds work, such as grass, brush or soil. To provide environmentally safe trash removal, cans should be smashed. Newspapers must be bundled. Both glass and plastic should be contained in separate bins.

Because of their detrimental effect on air quality, incinerators are no longer an option for disposal of trash or lawn waste. The routine maintenance schedule must insure the appropriate disposal of trash.

### **Cleaning Common Areas**

The lobby, stairwells, hallways, tenant storage areas and elevators are all common areas that may be used by all the tenants. Laundry areas, recreational areas, utility rooms, and storage areas for housekeeping are classified as common areas as well. The condition of the common areas of the buildings is important, and they should be kept as clean as possible. How much of the budget can be allocated for cleaning supplies, equipment and personnel will affect the amount of detail work that can be done to keep the common areas clean.

Some general scheduling guidelines can be followed to insure the common areas are kept clean and inviting to tenants.

#### Daily

- Sweep and mop all common areas, spot clean, at least, windows and glass in the lobby area.
- Clean laundry room and recreational areas at least once a day.
- Mop elevators and wipe down the elevator cabinet.
- Clean and remove debris from front and back staircases.
- Vacuum heavy traffic areas.
- Special attention should be paid to areas people see on entering the building.

## Weekly

- Sweep and mop utility rooms.
- Sweep and mop storage areas.
- Wipe and vacuum vents and registers
- Hose down trash chutes.
- Clean up interior trash collection areas.
- Dust, wipe and polish Public areas
- Check and clean door closures and polish doorknobs.

Some tasks may be scheduled less frequently but still should be scheduled on a routine basis. Light fixtures need to be dusted and bulbs should be replaced. Floors need to be stripped and waxed. Walls need to be washed.

## **Grounds Area Maintenance**

The condition of the exterior of the building and the maintenance of the grounds are essential components of an organization's routine maintenance plan. Because the exterior of the property is always on display, special effort is needed to assure that the best possible image is projected. Litter and trash must be removed regularly. The grounds should be neat, with well-designed landscaping and properly maintained lawn area.

The grounds maintenance person must visually assess the property early each morning and again in the middle of the afternoon. Litter and trash must be picked up at least once a day. Cleaning the grounds should be scheduled early in the day. Often a second cleaning must be scheduled after school has dismissed and before the tenants' return home from work.

Scheduling of grounds area maintenance is determined by the landscape design, the climate, how specific areas of the property are used and the number of personnel hours that can be invested in grounds maintenance. Beautification of the property means that lawns, trees, shrubbery and garden areas must be maintained. Pruning and fertilizing must be scheduled on a seasonal basis. Grass must be watered and cut to maintain the lawns. Weed control in grass and gardens must be done on a regular basis. Use of pesticides and herbicides must be carefully scheduled so they are applied both economically and effectively. The use of mulching mowers will result in reduced lawn refuse and environmentally safe fertilization of the area. Watering should be scheduled early in the day using soaker hoses to conserve water.

Snow removal will be scheduled during the winter season as needed. Applications of salt or a commercial melting compound should be scheduled to keep the walkways dry and free from ice.

Regular exterior inspections should also be part of the routine maintenance plan. Sidewalks



should be visually inspected and hosed down if necessary. Stairs and porches should be checked to make sure they are safely maintained, no damage has weakened them, and foundations are in good condition. Exterior doors should be inspected and wiped off daily. Brass should be cleaned and polished on a regular basis.

Exterior maintenance tasks should be scheduled as frequently as possible. Maintenance activities that improve the look of the building are an investment that should be included in the routine maintenance schedule as often as permitted by budget and staff constraints.

### **Exterminating**

Problems with pests are best handled by scheduling routine maintenance procedures that will reduce or eliminate infestation before it begins. Problems with roaches and rodents are reduced in areas that are kept clean. Trash must be picked up on a regular basis. Dumpsters and trash receptacles must be hosed down frequently. Staff should do visual inspections for roaches.

Housekeeping inspections can help identify problems before they get out of hand. Evidence of chewed wood may indicate a problem with rats or mice. Cleanliness throughout the property will prevent serious problems.

An exterminating company should be scheduled to provide a monthly evaluation of the property. Immediate steps should then be taken to eliminate any problems that are identified. Staff inspections of building and grounds can also identify problems that may need correcting. If an existing problem is critical, the exterminating company must be scheduled as often as necessary to correct it.

A routine extermination schedule should be developed based on past performance and current need. Documentation of frequency of exterminating service, cost, and quality of service will be valuable tools in planning for a pest free environment at a reasonable cost. Evaluation procedures and cost effectiveness will be essential components to determine an appropriate extermination schedule.

### **Work Orders Overview**

Problems will still develop no matter how effective an organization's planning, routine and preventive maintenance procedures and preparation for emergencies. Normal wear and tear, damage done by residents and visitors, and unexpected repairs are part of the demands on any maintenance department. An organization's ability to respond to specific requests for work in a timely way is critical to keep tenants satisfied and to address problems while they are manageable.

All owners/managers need to develop a general policy to handle requests from tenants. A work order system can provide an efficient method for identifying work that needs to be done, categorizing the work, insuring that staff is assigned to handle the problem, and documenting the nature and location of difficulties and the procedures taken to correct them. When a resident calls with a work request, it is the responsibility of the owner/manager to respond to the request in one of three ways:

- An emergency work order.
- A routine work order.
- A preventive maintenance work order.

It is important that the person who takes the request is trained to handle the initial screening. This person must ask the correct questions to give the maintenance personnel adequate information about the problem. If there is an emergency situation, the secretary or dispatcher must transfer the call to the maintenance supervisor immediately. The maintenance supervisor can then make a visual inspection of the situation and decide what is to be done. Emergency work orders should be corrected immediately upon notification. The Department of Housing and Urban Development (HUD) requires that any situation requiring an emergency work order be handled within 24 hours.

If the problem is classified as routine maintenance, the work order should be incorporated into the daily request and respond maintenance plan. Personnel will be assigned to correct the difficulty as part of their regular duties. HUD standards require that routine work orders should be completed in no more than seven days from the date of notification.

Some requests, especially those generated by the maintenance staff, may be written up as preventive maintenance work orders. These work orders will be included in the preventive maintenance scheduling. Scheduling service for equipment would fall into this category.

Often preventive maintenance work orders require special parts and materials to make sure the work can be completed. The building's inventory of supplies should be checked against the work order to be sure everything is in stock. If not, the work order should be tagged and held until the part can be ordered. Once the maintenance supervisor is sure all the equipment and materials are available, the work order is scheduled.

### **Procedures**

Many owners use a three-part work order system. This provides a set of checks to be sure the work is being performed in a timely way and documents the process. When the secretary or dispatcher is contacted, the work order form is filled out as completely as possible. The more specific the information about the problem, the greater the ability of the staff to correct it without expensive extra effort. If a tenant reports a leak, the dispatcher needs to find out exactly where the leak is, how serious it is, and any damage it may cause.

The work order form is then turned over to the maintenance supervisor. If the problem is minor, the supervisor will keep the original page of the work order and proceed with scheduling the repair. However, it may be necessary to go and inspect the problem. Inventory must be checked and necessary materials should be ordered if they are not available. When the purchase order is completed, a tentative shipment date should be included. The work order can then be tentatively scheduled based on the expected arrival date of the parts. Since the original work order sheet lists all the parts necessary for the job, it becomes a necessary part of inventory control. A bill of lading will indicate when the parts are in. Stock numbers should be double-checked, and routine

or preventive maintenance should be scheduled. If the situation is an emergency, the part must be secured the same day so work can be completed as quickly as possible.

The second and third sheets of the work order go to the maintenance worker when the work is assigned. When the task is complete, the maintenance worker documents what was done; the date and time of the work; and any parts that were used. He or she then signs the completed work order and has the tenant sign as well. One copy of the work order should be left with the tenant for their records.

After sign-off, the maintenance person should enter the information on a daily log or report sheet. This daily log documents the work assigned, how much time it took to fix it, any problems encountered, and whether the tenant was home during the work. This recap sheet should coincide with the second sheet of the work orders. At the end of the day the recap sheets are reviewed by the maintenance supervisors. The maintenance supervisor should then approve and sign the recap sheet. These logs enable the supervisor to evaluate the work being done and judge how many hours of staff time will be needed. The daily documentation is a valuable tool to identify patterns of work that should be incorporated into the preventive maintenance plan.

The signed copy of the completed work order should be returned to the maintenance supervisor. Signed work orders are recorded in the maintenance supervisor's log of completed work orders. This log should be reviewed weekly. The completed work order that has been signed by the tenant and the maintenance staff person should be filed in the apartment file.

### **Utilizing the Documentation**

The work order system provides a wealth of information about the state of the property. Work orders in the apartment file insure that as much information on the unit as possible is available for a unit or housekeeping inspections. It is possible to do a complete assessment of the property simply by examining the unit files. The work orders will show categories of work that have been done in all areas of the building over a period of time. This will help the maintenance supervisor and the manager determine where major problems may exist. This information can be incorporated into the preventive maintenance plan and the source of the problem can be rectified.

The work orders system also provides an overview of the way personnel is being utilized. The work orders can indicate how the maintenance supervisor controls the work. By looking at the staff assignments, the amount of time personnel is spending per-forming each task, and the number of repeat complains, work orders can be part of a review of job responsibilities and performance.

The maintenance supervisor is responsible for making the work order system a functional management tool. When the work order system is used properly, it can help the agency provide service to tenants and assure the property is kept in optimum shape at the least expense. It becomes an organizing tool so the work flows smoothly. Consistent daily review of work orders keeps the maintenance supervisor in touch with the current condition of the buildings. The maintenance supervisor should occasionally inspect work after it has been completed on a random basis. This becomes a technique for quality control and it provides assurance that the work is being done correctly and as listed.

Owners who use a work order system for request and respond are building a maintenance team that works in partnership with the tenants to keep the property in good condition. The maintenance supervisor is only one part of the team. The work orders can help the entire maintenance staff focus on providing quality service while remaining accountable for their own performance.

### **Janitorial Overview**

In addition to emergency, routine and preventive maintenance, the maintenance department has primary responsibility for housekeeping services and janitorial activities. To be effective, the maintenance department needs to assess the tasks that need to be done, the frequency of task performance, and the amount of time necessary to complete each task. Using this assessment, the maintenance supervisor can plan staff assignments to assure the buildings are maintained properly with the most effective use of personnel.

There are three basic procedures to be followed for effective janitorial service. They include monitoring the high traffic areas, performing routine housekeeping service and periodic maintenance.

### **Monitoring**

Monitoring the condition of the building's common areas must be done regularly throughout the day and evening. The common areas are highly visible, and an organization is judged on the condition of these areas. Common areas also receive the greatest wear and tear and are the most likely to look dirty and ill kept. Beginning early in the morning, the common areas need to be checked and tidied up during and after each high traffic period. All trash and litter need to be removed immediately. Spills need to be cleaned up as quickly as possible to prevent danger of slips or falls. Surface soil needs to be removed to prevent stains from becoming imbedded in the surface. When the janitorial staff pays close attention to detail as part of their frequent monitoring of the common areas, the public sees the best possible view of your property.

### **Routine Housekeeping Service**

The janitorial staff is responsible for the day to day housekeeping services. Regular upkeep of the building is a critical requirement for a well-maintained property. Housekeeping requires frequent brushing, sweeping, mopping, vacuuming, washing and polishing. A schedule to assure that areas are kept clean on a daily basis should be part of the routine maintenance program. The cleaning procedures the amount of staff time required for each area will depend on the frequency of use, the type of use it gets, and the material to be cleaned.

As the janitorial staff executes basic housekeeping tasks throughout the building, they are ideally situated to identify and correct minor maintenance problems. The more quickly problems can be identified and solved, the less likely they are to become expensive and difficult to fix. Part of the janitorial reporting system needs to include a procedure so work orders can be generated from problems identified during housekeeping procedures.

## **Periodic Cleaning**

The janitorial staff is responsible for intensive cleaning procedures that are done on a periodic basis. The periodic cleaning is designed to remove accumulations of dirt and grime that are not generally removable during the frequent, ordinary methods of housekeeping. Periodic cleaning may use wet or dry methods depending on the surface to be cleaned. Periodic cleaning may include shampooing carpeting, stripping and waxing floors, and scrubbing walls and woodwork. These specialized cleaning procedures require careful attention to be sure that correct procedures are used.

## **Inspection Overview**

An organization's management and preventive maintenance plans are designed to assure that tenants have a safe and sanitary environment and that the property is properly maintained. The only way to evaluate the condition of the property is to perform intensive inspections on a regular basis. Inspections should be based on the organization's goals and objectives and may focus on different aspects of the property. To insure thoroughness, a series of inspections may be done concentrating on structural conditions, plumbing, heating, grounds, and housekeeping. In addition, unit inspections may be necessary to look for fire hazards, repairs that need to be done, condition of appliances, and pest control.

Inspections should begin with a look at the property as a whole. Are the grounds and the facade neat and well maintained? Does the entrance project a welcoming atmosphere? Does the overall picture convey the image you want projected about your organization?

## **Grounds**

Check the sidewalks, walkways and stairs for cracks and buckling. Driveways should be checked for cracks, buckling, oil spots and leaks of transmission fluid or antifreeze that need to be cleaned up. Blacktop should not show cracking. The Inspection sheet should indicate if blacktop needs to be redressed.

Check grass for brown or yellow spots. Review records of how often the lawn has been mowed and watered. List the dates that trees and shrubs have been fertilized and pruned. Make sure branches are not tangled into telephone or electrical wires and are not resting on the roof or in the gutters. Make sure shrubs are not growing wild. Be sure the branches are not a hazard for people who walk by them. Examine the bark and leaves of trees to make sure they are not diseased.

## **Fences**

Fences should be erect and standing strong. Be sure there is no damage. No wires should be protruding. Look for sagging boards, paint deterioration, or dry rot on posts. Gates should latch properly. Hinges should be properly aligned. Adjustments should be made as needed. Refer problems to preventive maintenance program by filling out the appropriate work orders.

## **Playground Facility**

Swings and park benches must be aligned properly. Check swings to make sure they are secure. The distance between swings should be adequate to keep children from bumping into each other. Slides should be solid. Sand or wood chips should be thick enough under the equipment to

cushion a child's fall. Be sure equipment meets legal codes. Be sure to look for any damage that might injure children. Look for spaces where a small child could slip through or get caught.

### **External Security**

Security of the building and grounds area should be reviewed quarterly. Check the external building perimeters security lighting. Be sure there are no bulbs that need replacing. Globes should be clean, and lighting fixtures should be free from bird nests and other debris. Be sure the back-up system is in working order to assure illumination of the property in case of power failure.

Be sure the managing agent's name and address are clearly identified near the entrance of the property. Residents' addresses should be available to police or fire department personnel. Check security procedures to assure that residents can be contacted without putting them in jeopardy.

### **Exterior Building Inspection**

The exterior structural inspection should begin at the roof and work to the foundation. The inspection team should always look for things that are not as they should be. An inspection checklist will help personnel conduct the inspection in a systematic way, so that nothing is overlooked. The inspection checklist provides a dated record of the condition of the property. The checklist should have a place to include comments so the problem, its location, the severity of the difficulty and possible solution can be noted. Work orders are generated from the problems that are identified and then transferred to either the routine or preventive maintenance schedule.

When examining the roof, look for signs of structural deterioration, especially around the joints, the flashing and the gutters. If the roof is flat, look for cracks, blisters, holes, wrinkles, loose gravel or ponding (when the water sits in a depression). All can be indications of problems. If you have a shingled roof, look for loose shingles, joints and valley flashings. Leaks in the roof can cause tremendous damage if not taken care of in time. Cracks or blisters can allow water to cause dry rot. Wet insulation indicates that the roof is not water-tight. Holes can admit animals and should be corrected immediately.

Check vent pipes from the plumbing system. Be sure the seals around the pipes are tight and undamaged. Drain pipes should be tested to see if they are working properly and draining the roof as designed. Make sure the foundation of the chimney is solid. Check to see if there are loose bricks that could fall back down the chimney. The flashing should be solidly sealed and tightly adjoined to the chimney so the water doesn't leak in. The chimney liner should be checked for soot. Chimneys should be inspected by a chimney sweep on a regular basis to be sure the inside is solid and not accumulating residue from the heating process.

Make sure the gutters and downspouts are in good shape. Is paint peeling? Are they rusty? Are there foreign objects blocking the gutters? Run a hose to see if the water is moving to the downspouts. Adjust the gutters so there is no free standing water. It is important to keep the gutters clean. Birds nesting in the gutters can be a real problem. Keeping the gutters clean will discourage pigeons. Look at the condition of the eaves and soffits.

Is there dry rot? What is the condition of the paint? How long has it been since the soffits, eaves and fascia have been painted?

When you have thoroughly examined the roof, look at the condition of the siding. Is it wood or vinyl? Are there cracks in the siding? Even small cracks can leak air and increase the heating bills. Water can follow the cracks into the walls and cause extensive damage. Examine the condition of tuckpointing on brick buildings. Look for peeling paint. Cracks and splits in the paint indicate the area was not properly prepared before painting.

Are porches and balconies properly lined up or are they sagging? Are banisters in good shape? Are they smooth or splintered? Are they firmly bolted to the wall? Porch railings need to be firm, and the distance between the slats should be so narrow a child cannot get them. The team needs to identify broken joints or damage that could cause continuing deterioration.

As the inspection team is scrutinizing the building, it is also important to see how well things work. Doors should close properly without interference. Striker plates, hinges, and door closure should be properly aligned. The closure and crash bar hardware of exterior doors needs to be in proper condition to adhere to safety regulations and fire codes. The inspection team must be sure that doors cannot become a trap in an emergency. Check the windows for weather-stripping and caulking. Are any panes missing or broken? Doors should be checked for warping, and weather-stripping and caulking should be inspected as well.

Examine the foundation for crumbling in the concrete. Look for wet spots and leaks that could be causing internal structural damage. Make sure there are no holes that can admit pests. Look for cracks and missing mortar. If cracks have been repaired, make sure the repair work is still smooth, even and tight to the foundation material. If the foundation is brick, do a visual inspection to make sure it is level and that the mortar is in good shape.

If you have a maintenance area that falls outside the expertise of your staff, consider hiring a qualified expert to do the inspection. Tuckpointing, chimney inspection, and roofing may be areas that are beyond your staff's capacity. Develop a request for proposals for the service you want. Put the RFP out for bid. Contact at least three companies to find out the cost for a thorough inspection. After the bids are in, bring in the company that has submitted the best offer. After the inspection is complete, the company should submit a written report on their findings, what must be done to correct the problem, and any additional problems that may have been discovered during the inspection.

### **Interior Inspections**

Once you have completed the external inspection, an initial structural inspection will lay the groundwork for the inspections of the electrical, plumbing, and heating systems. Begin in the basement. Look for cracks on the inside of the foundation. Does any inside wall show signs of splitting wood or termites? Look for signs of dry rot? Are the joists straight or are they sagging. Are there water stains or signs of rust that may indicate water damage? Check the floors for cracks or splitting. Floor drains should be clean and clear of debris. The ceiling should be inspected to identify damage resulting from problems with the foundation.

Stairs should not sag or have missing or loose treads. Do the steps or woodwork need to be painted? Are the stairs worn and slippery? Do they need to be repaired or replaced? Handrails should be in place and firmly bolted to the wall at a comfortable height. Check the walls of the stairwell for cracks, buckling, dirt, or peeling paint. Check landings as well. Be sure the smoke detectors have been inspected once a month.

As you proceed from one floor to the next, the basic inspection sequence remains the same. Always look at the walls for peeling paint, abuse, water stains, and wall damage. Ceilings should be checked for cracks and water damage.

Floors require special consideration because of the diversity of floor types and coverings. Carpets should be neither worn nor torn. Look critically to see if they need repair or replacement. Look for dirt that is ground into the carpet or for stains. Check for the smell of mildew. Make sure the carpet is solidly attached to the floor and not pulling away from the floor or the walls. Note wrinkles or bubbles and write a work order immediately so no one will trip. Hazards must be handled as soon as they are identified to eliminate trips, falls and sprains.

Tile should be tight to the floor. Are the floors clean and shining? Look at the building records to identify when the floor was last stripped and refinished. Hard surface floors such as masonry, magnesite, marble, quarry tile, or slate should be well maintained and free from chipping or cracks in the mortar. If the surface is dull, the floor might need to be resurfaced. Check records for the most recent maintenance. If it has not been done recently, find out why.

Hardwood floors should not squeak. Squeaks can be repaired by nailing the floor to the subfloor or putting a shim between the joist and the subfloor to take up the slack. Is the floor in need of stripping? Is it marred from furniture or traffic? If so, the floor should be stripped, repaired and refinished. Smoothing the hard surface will take care of the problem. The floor then must be re-sanded, sealed and finished.

During the inspection, all doors should be examined for the condition of the hardware. Hinges should be properly aligned. The right hardware should be used in the right location. Locks should work freely and doors should not stick. Be sure each door is aligned so the strike plate and tumbler are properly positioned. The mortise lock sets on exterior doors are the security locks. They should be checked most frequently.

### **Electrical Inspection**

Inspect all the duplex receptacles. Make sure the face plate covers the receptacle. Take the plate off and inspect the wires with a flashlight to be sure they are properly attached and grounded. Visually inspect light fixtures to make sure there is no water or stain in the globes. Be sure light fixtures are hanging properly and are firmly attached to the ceiling.

In the basement, the circuit breaker distribution panel box should be checked. Be sure that everything on the panel door is properly identified. Fuses should be removed and inspected, and extra fuses should be available. Insure the circuit breakers are all locked in properly. Flip all the switches and flip back in position. Note if there is any repair work that has to be done. If any electrical work must be done, be sure to hang a highly visible sign on the circuit breaker box to



be sure no one tampers with it while the electricity should be off. Complete the electrical inspection by looking for hanging or frayed wires and by checking the electrical conduit to be sure it is in good condition.

## **Plumbing**

### Water Supply System

Inspect the system for water leaks. The valve on the riser that distributes the water throughout the building should not show any evidence of leaking. Visually check the piping to the boiler and to the hot water tank. Check the valves for leaks. Make sure there is no dripping water.

It is only necessary make a visual inspection of the water tank and the boiler system during the structural inspection. The hot water tank should be clean and dry. Check to make sure there are no leaks under the tank. Check the temperature pressure relief valve to be sure it is not rusted. Check on the tank is to see when it was last drained and when thorough preventive maintenance was done. Be sure there are no gas leaks from gas fired hot water tanks.

Electrical hot water tanks should be checked to be sure the ignition control is working properly and the wiring is in good shape. Heating elements are checked during the preventive maintenance procedures. Check the piping to be sure it is properly lined up. Piping should never be forced or bent to make it fit.

On each floor, check bathrooms, storage areas, and public interior areas. Apartment inspections should also focus on identifying plumbing problems. Check all toilets. Flush to make sure running properly. Be sure the unit properly aligned to floor. Tank top toilets and flush o meter toilets should cycle properly. Look at sinks, vanity, and tubs. Check for leaks in handles, spouts, foundations, piping or the P-trap. Look for wet spots, water damage, or water stains. Check for excessive rust. Check the valves for hot and cold water lines. Be sure there is no leaking. Sinks and tubs should be properly caulked. The appliance should be attached to wall firmly and without wobbles.

### Sanitary Drainage and Vent Piping System

The sanitary drainage system carries waste away from toilets and other fixtures. It is connected with the main building drain that leads to the sewer. The system must be inspected once a year to assure proper drainage. The inspection should identify clogged lines, water leaks and other plumbing problems.

The vent system is designed to eliminate sewer gas and to prevent pressure build up in the pipes. Each plumbing fixture in the building must be vented. Inspect the vent lines to be sure they are not clogged.

## **Heat Ventilation and Air Conditioning**

### Boilers

Boiler inspections should be an on-going process. During the heating season, inspections should be done daily and properly documented. Routine inspections include checking the water gauge level, the relief valve and the thermostat. The relief valve should be tested weekly. For preventive maintenance, document latest unit blow down in order to prevent rust and corrosion.

Boiler ignition systems differ, depending on whether the unit is operated by steam or hot water. If you have a steam system, find out if it was balanced and how long ago. If the property has a hot water heating system, check the circulating pump. Look at the ports to be sure that each one is not rusted and that the flame is blue rather than yellow to be sure there is the correct mixture of gas and air. Document when the systems were inspected, serviced, and tested with a voltage meter.

### Unit Furnace System

If the building is heated by individual forced air furnace systems, the first items to be checked are the motor and the motor belt. Examine the thermal couples and look at relay systems. Are the filters clean? Are the filters being changed every thirty days according to the date stamped on the filter? Document all inspections and repair as part of preventive maintenance.

When checking individual unit thermostats, take off the face cover. Check the calibration. Manually check that the thermostat will turn the unit on. A torpedo level can be used to measure the balance of the thermostat. Be sure to remove any dust and dirt. All radiator valves should be checked to be sure they are not leaking and that they are functioning properly. Check the preventive maintenance scheduling to find out when system was bled. Vents should be examined to make sure they are properly attached to the wall and free of holes, rust, soot, dirt and dust.

### Air Conditioning

There are two basic systems for providing air-conditioning: central air or window and sleeve units.

For **central air conditioning system**, the compressor, the motor and the fan should be checked. Check the on and off switch for correct wiring. Look at the records to find when preventive maintenance was done. When was the compressor last serviced? Was freon put in? Look at the seal. Check the preventive maintenance schedule for the central air conditioning system.

For **wall unit air conditioners**, the compressor, the fan, and the pulley belt should be examined. Be sure enough filters and pulley belts are on hand in inventory.

## **Laundry Rooms**

Laundry rooms should be checked for damage to the walls, ceiling and floor. Check the duct work to be sure it is not filled with lint. Is the room well lit? Are all the lighting fixtures working properly? Is the room clean? Are there leaks under the utility tubs or around any of the washing machines? Regularly inspect washers and dryers. Examine the ignition system on the dryers and be sure there are no gas leaks. Be sure there is no dust and dirt around ignition system or vents. Refer to preventive maintenance documentation to make sure all appliances have been properly serviced.

## **Electrical Power Room**

Check the cards on the power banks. Be sure there are no water stains or signs of leakage, which could cause electrical shorts and fires. Review the check sheets on each electrical power panel to be sure they have been examined regularly by the electric company. Check for cleanliness and proper lighting.

## **Fire Alarm and Sprinkler System**

Check the sprinkler system on a regularly scheduled basis. Test the fire alarm system quarterly. Review the preventive maintenance records.

## **Elevator Rooms**

Elevators should be checked at each level. Look carefully at the elevator doors. How well are they aligned? Is there any warping? Do the doors close properly? Is the finish hardware in good shape? Check the motor. Determine when the relay system, motor, and microprocessor were last serviced. An elevator service log should be prominently displayed in the elevator room listing dates of service. Make sure the elevator room and the elevator pit are clean, dry and well lit. Check to see when the sump pump was inspected and serviced.

The elevator should be running smoothly, with even stops. All lights should be working. All floor buttons should be lit. Fans should be working. Alarm systems should be working properly. The elevator car should be clean. Telephones should be in working order in case the elevator gets stuck. Be sure emergency procedures are posted in case someone does get stuck in the elevator. There should be an emergency elevator key with the maintenance department and in the management office.

## **Inventory and Purchasing**

### Inventory

An inventory is the record of the furniture, supplies, and equipment of the company. Keeping a well-managed inventory allows an agency to identify and catalog its stock. It provides a method to control purchasing and encourages rapid turnover of supplies to maintain quality. Every agency should have a master inventory list that includes all the furniture, equipment, supplies, and appliances on site. Organize the master list by specific departments for clarity of analysis. It provides the documentation necessary for insurance purposes. While inventory control is the baseline used to assess cost efficiency, it is also a necessary tool for budget preparation.

The maintenance department needs a manageable system to identify items and quantities

purchased and the frequency of each item's use. A running inventory can allow the maintenance supervisor to easily evaluate how supplies and equipment are being used and assure that purchasing is coordinated with current stock and available on a timely basis when work is requested.

It is important to establish an orderly storage system for the large and diverse quantity of supplies needed for proper routine, preventive and emergency maintenance. Items that are inventoried should be clearly labeled. Emergency, routine and preventive maintenance materials should be coded with an initial indicating its category and use. In addition, the label should include the identification assigned at the time of the original purchase and an indication if it is to be used for housekeeping or maintenance. This identification number should be listed on the purchase order.

Inventoried items should be maintained in a proper storage area or stock room. The room should be secure, and one person should distribute the materials. Even in a small operation, one person should be in charge of stock to insure control and documentation of use. Label shelves by item and category. Once an item is taken off the shelf, put it on a work order to show where it was used and who used it. The stock clerk should compile the daily inventory from the work orders for the day. It is important that someone check what has been taken off the shelves. If supplies are not used up in one application, the work orders will indicate where they are being stored.

The maintenance supervisor should check the inventory daily. The running inventory sheet should be cross-referenced against the work orders for the final inventory sheet for the week. This allows the maintenance supervisor and the manager to track what stock that is being removed from storage and what must be replaced. This running inventory sheet is an important tool to be used in preparing purchase orders in a timely and cost-effective way.

### Purchasing

Purchasing supplies and equipment for cleaning and maintaining the property is the responsibility of the maintenance supervisor. It is essential that supplies are purchased in a timely way so there is no lag caused by lack of materials. Purchasing decisions should be based on acquiring products of adequate quality for the lowest possible price. The purchasing process should begin with a list of trustworthy vendors. Old purchasing lists, former vendors, information from hardware or vendor shows, and recommendations from other professionals provide places to start. Send appropriate vendors a cover letter and an initial specification sheet. This information should include exactly what service or materials you want. Add any clarification that will help the vendor identify your situation and requirements. The vendors will return a written bid for the product or service you are soliciting. It is a good idea to get at least three bids to be sure you are getting the best quality for the best price. You may want to talk to the three lowest bidders to be sure that you are getting the quality you want. Ask questions to find out if the purchase will be economical in the long run. Have it demonstrated if necessary. Be sure to find out if a service contract is necessary.

Once a decision is made, a purchase order must be filled out to document the purchase. The purchase order should have an identification number, the company name and address, and the contact person you have been working with. It should also include a description of the purchase,

its use and the apartment being charged. The completed purchase order should go to the property manager, who should countersign as part of the checks and balances. In any purchase order system, numbered purchase order forms should be used. The maintenance supervisor should retain one copy for maintenance records, the property manager should retain one copy for accounts payable, and one copy should be filed in a purchase order file by number and month.



**Healthy  
HotSpot**

*Connect to places for healthy living.*

## **Smoke-Free is Legal, Profitable & Easy**

A toolkit for property managers and owners to make their multi-unit buildings smoke-free



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Healthy HotSpot is an initiative led by the Cook County Department of Public Health that aims to build healthy places in suburban Cook County through community partnerships.

This project made possible with funding from the Illinois Department of Public Health and the Centers for Disease Control and Prevention.

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Adapted by the Cook County Department of Public Health for suburban Cook County, September 2015.



## Smoke-Free is Legal, Profitable & Easy

Everyone deserves to breathe clean air, especially at home.

In a multi-unit building, 35 to 65 percent of the air in any given unit is shared air from other units and common areas. No air ventilation system or air purifier can remove all of the toxins found in cigarette smoke, so residents are breathing in what their neighbors are breathing out.

Living in a building where smoking indoors is allowed increases the risk of heart attacks, stroke, lung cancer and early death. Babies who breathe secondhand smoke are more likely to die from SIDS (crib death), and children who are exposed to secondhand smoke have an increased risk of asthma attacks and infections caused by tobacco smoke, including bronchitis, pneumonia and ear infections.

Going smoke-free doesn't mean that you prohibit smokers from living in your building; it simply means that smoking is not permitted in any indoor units or common areas. Implementing smoke-free protections is an important way to encourage healthy living and ensure a safer living environment for your residents.

The market for smoke-free housing is growing. A Cook County Department of Public Health poll of suburban Cook County renters found that 59 percent supported smoke-free buildings, 62 percent would more likely look at a unit in a property advertised as smoke-free, and 20 percent were willing to pay more to live in a smoke-free environment.

This toolkit provides the information you need to start transitioning your property to smoke-free. For more information, visit [www.healthyhotspot.org](http://www.healthyhotspot.org).

*Smoke-free housing is endorsed by the U.S. Department of Housing and Urban Development, the American Academy of Pediatrics, Sudden Infant Death Services of Illinois and Apartment People.*



# WHY GO SMOKE-FREE?

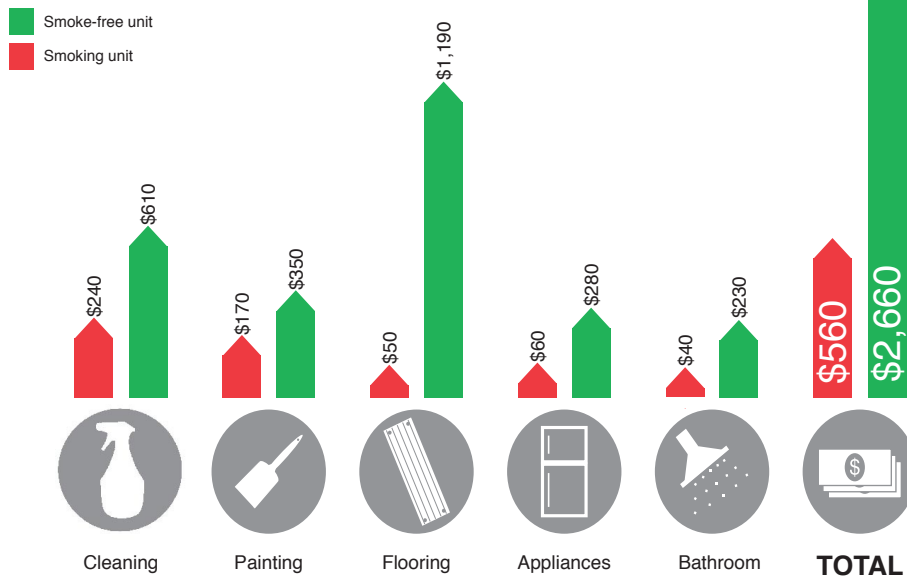
## It's legal.

People who smoke are not a protected legal class, so there is no "right to smoke" under any U.S. law. In fact, the U.S. Department of Housing and Urban Development encourages both public and private housing providers to implement smoke-free protections.

Property managers and associations are empowered by federal and Illinois law to make smoke-free protections for their properties just as they can make rules regarding pets or noise: to create a better, safer living environment.

## It's profitable.

Going smoke-free protects your investment and your residents. Smoking is a leading cause of residential fires, and allowing smoking increases turnover costs.



Data reflects surveys from housing authorities and subsidized housing facilities collected and reported by Smoke-Free Housing New England, 2009.

## It's easy.

Smoke-free buildings are in demand in suburban Cook County and across the U.S. Residents prefer smoke-free environments and many already don't allow smoking in their homes, so smoke-free protections are largely self-enforcing. Plus, a majority (59 percent) of suburban Cook County renters polled say they would be more likely to rent in a smoke-free building.

## BY THE NUMBERS

**443,000**

deaths are caused by smoking and exposure to secondhand smoke in the U.S. each year.

**4 in 5**

suburban Cook County residents do not smoke.

**67**

percent of smokers in suburban Cook County say they have tried to quit smoking.

**44**

percent higher asthma rates were recorded among children who lived with a smoker.

**35 to 65**

percent of air in any given unit is shared with air from other units and common areas.

**20**

percent of suburban Cook County renters polled say they would be willing to pay more to live in a smoke-free building.

Language adapted from *Smoke-Free is Legal, Profitable, Easy*, © 2013 Respiratory Health Association



# MAKING THE TRANSITION

## 1 Make a plan.

Complete the Smoke-Free Building Checklist on page 9. Create governing documents for the implementation of smoke-free protections and a timeline that works for your property. Consider the measures and tools necessary to implement and communicate the policy, such as enforcement strategies and signage.

## 2 Inform your residents.

Send a notification to your residents to let them know when the building will be going smoke-free and include information on the benefits of smoke-free housing and resources to help people quit smoking. Provide a feedback form so that anyone who currently smokes in the building can notify you – that way you can anticipate residents who may need extra time to transition. You can also hold a meeting with residents to address their questions.

## 3 Amend all leases.

Update new leases or other governing documents to include smoke-free protections and add it to existing agreements whenever possible. (You may have to delay implementation in certain units until lease renewal.)

## 4 Promote your status.

Make it clear to current and prospective residents that the property is smoke-free. Keep signs or notices in community spaces such as bulletin boards, and note that the property is smoke-free in any marketing. You can also list your property as smoke-free on [healthyhotspot.org](http://healthyhotspot.org).

## SAMPLE TIMELINE

### Day 1

Review smoke-free protections and rollout documents with staff and managers.

### Day 3

Order necessary signage, compile community resources for smoking cessation.

### Day 10

Send out notification to residents that the building will go smoke-free on a set date, ask for information on renters who smoke in their units.

### Day 20

Review responses to notification, log units where people smoke, send follow-up to residents who did not respond.

### Day 25

Hold a meeting to address resident questions and further explain the policy.

### Day 30

Send out a reminder that the building will be going smoke-free in 30 days, and post reminders in common areas.

### Day 60

Begin enforcing the smoke-free protections.

# ENGAGE YOUR RESIDENTS

Giving residents an active and meaningful role in planning, operation and governance is a proven way to drive business. Engaging residents in the crafting of smoke-free protections will help establish tobacco-free lifestyles as a social norm, will make your transition to smoke-free easier on residents and management alike, and will ultimately result in better health outcomes.

## What is resident engagement?

Resident engagement is residents, owners and staff collaborating to improve both business and quality of life. It is exemplified by shared power, responsibility and a bidirectional flow of information. In other words, the resident becomes an active stakeholder in planning, outreach and execution.

## How to engage residents

Engaging residents will build support and prepare residents for the transition to smoke-free housing. It can mean partnering, including, informing, discussing, educating, gathering information and supporting residents.

Realize that there are different levels of engagement. It is possible that only a small percentage of residents will become involved; however, complete participation isn't necessary for resident engagement to be successful. Methods to involve residents include:

- **Surveying** residents to assess how many people smoke and how many favor smoke-free protections. A survey can provide information that is helpful for implementation and is a useful first step. The majority of your residents may already favor smoke-free protections. Use the Smoking Questionnaire on page 10 to find out.
- Forming a **resident advisory group** to assist with the process. The group could perform resident outreach, conduct surveys and provide peer-to-peer education about paths to achieve smoke-free protections. The advisory group could also determine the best implementation methods.
- **Educating** residents on the rationale for the transition to smoke-free: what is happening, why it is happening, and how it will affect them. Remember, simple face-to-face contact pays dividends!
- Promoting **cessation services**. Smoke-free housing protections may give your residents who smoke a reason to quit, but you can help them along by promoting established, free cessation programs.

### Ways to engage

- Social Media
- Flyers and newsletters
- Written or online surveys
- Presentations from health officials and/or community organizations
- Dialogue with current smoke-free properties
- Resident advisory boards
- Promoting cessation services

### Best practices

- Create an atmosphere of positivity
- Stay accessible
- Let their voices be heard
- Communicate clearly
- Include and respect all peoples
- Be honest
- Follow up promptly

### Share successes

Share successes of resident engagement with residents, staff, local organizations, and other housing networks.

Publicizing your successes is a way to let residents know that they have made a difference. Empowered residents will stay engaged for future initiatives.

# FREQUENTLY ASKED QUESTIONS

## **Why is there a growing concern about second-hand smoke in places of residence?**

The U.S. Centers for Disease Control and Prevention states that 50,000 deaths occur annually as a result of secondhand smoke related illnesses, such as heart disease, lung cancer, asthma and other respiratory problems. Secondhand smoke is a carcinogen, a substance with no safe level for exposure. The only way to prevent these outcomes with certainty is to forbid smoking in workplaces, public spaces, and residences.

## **What do I have to gain?**

Smoke-free protections will help keep your property and residents safe from smoke damage and risk of fires. You will save money on turnover expenses because apartments will cost less to clean, repair, and repaint. As more people have become aware of the health hazards of secondhand smoke, smoke-free has become an amenity that renters look for when searching for apartments.

## **Are smoke-free protections legal?**

Yes. It is legal to prohibit smoking at your properties, inside and out. It is your property and you have the right to set reasonable protections to keep it safe. It is not discrimination to prohibit smoking. Keep in mind, smoke-free protections do not exclude smokers. Smoking is a behavior, not an inborn characteristic. It is not a disability and smokers are not a protected class. As when changing any governing document, be sure to follow owner-resident law (give notice, have residents sign their agreement with the protections included, apply it equally, etc.).

## **Will I lose interested renters?**

The majority of renters want to live in a smoke-free residence. A recent poll commissioned by the Cook County Department of Public Health found that 76 percent of suburban Cook County renters polled thought exposure to secondhand smoke was a health hazard, and a majority (66 percent) would be less likely to rent in a building or unit that smells like smoke. In addition, 20 percent of all renters polled would be willing to pay more to live in a smoke-free building.

## **Will I lose money?**

No, quite the opposite. Smoke-free protections save you money. A unit where smoking is allowed can cost you two to six times as much to turn over as a smoke-free unit would cost. This translates to anywhere between \$400 to \$3,000 more than the average cost per turnover due to increased labor, paint, carpeting, laminate and furniture replacement. Smoke-free protections may also help save money on property casualty insurance and will most certainly reduce your risk of fire. According to the U.S. Centers for Disease Control and Prevention and the National Fire Protection Association, smoking-related fires are the number one cause of home fire death and one of the top causes of residential property damage.

## **How can I enforce smoke-free protections?**

In most worksites and other public areas, little policing is needed to ensure that the protections are followed. Discuss the change with your Leasing and Housing Attorney. It should be noted that after instituting the protections you may be considered liable to keep the building smoke-free. The same protocols you would use for eviction for other rules violations could be applicable, as long as you have outlined the smoke-free protections properly on the lease. This may involve giving a set number of warnings before threat of eviction. In general, if your residents realize you are determined to keep your property smoke-free, most will follow the protocols.

## **Can I adopt smoke-free protections in HUD-assisted housing?**

Yes. In 2009 and 2010, HUD issued notices (PIH-2009-21 and H-2010-21) strongly encouraging public housing authorities and owners and managers participating in Multifamily Housing rental assistance programs to implement smoke-free housing protections. You can adopt smoke-free protections for new residents at HUD-assisted housing, but you may have to “grandfather” existing residents until their leases renew. If you want to change the model lease, you will have to get HUD approval, but changes can be made to “House Rules” without HUD approval. In addition, all new protections must comply with any local fair housing and civil rights laws.

# FREQUENTLY ASKED QUESTIONS

## **My tenants are complaining about secondhand smoke. What can I do about it until the smoke-free protections go into effect?**

Ask residents to smoke outside or away from the building. You could try to reduce the secondhand smoke drifting between your residents' units by sealing the units off or by improving the ventilation, but be aware that neither will eliminate the problem. The Fair Housing Act may require that residents with disabilities made worse by exposure to second-hand smoke be reasonably accommodated.

## **Do smoke-free protections work only in higher end properties?**

No. Many local housing managers are already enjoying success with smoke-free protections at all kinds of properties.

# ADDITIONAL RESOURCES

### **Respiratory Health Association**

[www.lungchicago.org](http://www.lungchicago.org)

### **American Lung Association**

[www.lung.org](http://www.lung.org)

### **Campaign for Tobacco Free Kids**

“The Toll of Tobacco in Illinois”

[www.tobaccofreekids.org/facts\\_issues/tll\\_us/illinois](http://www.tobaccofreekids.org/facts_issues/tll_us/illinois)

### **Cook County Department of Public Health**

[www.cookcountypublichealth.org](http://www.cookcountypublichealth.org)

### **Live Smoke Free**

[www.mnsmokefreehousing.org](http://www.mnsmokefreehousing.org)

### **National Fire Prevention Association**

[www.nfpa.org](http://www.nfpa.org)

### **Tobacco Control Legal Consortium**

“Smoke-Free Policies for Multi-Unit Rental Apartment Buildings in Illinois”

<http://bit.ly/SmokefreeApartmentsFactSheet>

### **United States Department of Health and Human Services**

Be Tobacco Free

[www.betobaccofree.gov](http://www.betobaccofree.gov)

“Health Consequences of Involuntary Exposure to Tobacco Smoke: A Report of the Surgeon General”

[www.surgeongeneral.gov/library/reports/secondhandsmoke/report-index.html](http://www.surgeongeneral.gov/library/reports/secondhandsmoke/report-index.html)

### **United States Department of Housing and Urban Development (HUD)**

Notice: H-2010-21 – Optional Smoke-Free Housing Policy Implementation

<http://portal.hud.gov/hudportal/documents/huddoc?id=10-21hsgn.pdf>

Notice: PIH-2012-25 – Smoke-Free Policies in Public Housing

<http://portal.hud.gov/hudportal/documents/huddoc?id=pih2012-25.pdf>

Smoke-Free Housing Toolkits

<http://portal.hud.gov/hudportal/HUD?src=/smokefreetoolkits1>

### **United States Environmental Protection Agency**

“Smoke-Free Homes”

[www.epa.gov/smokefree](http://www.epa.gov/smokefree)

# SAMPLE SMOKE-FREE MATERIALS



# THIS BUILDING IS SMOKE-FREE

Thank you for not smoking in any residential units or common areas.

**HealthyHotSpot.org**

Made possible with funding from the Centers for Disease Control and Prevention.

**Repositionable Window Decal** | 5 X 7 inches

This is actual size.

**Welcome to my  
smoke-free home.**

Learn more at

**HealthyHotSpot.org**


Made possible with funding from the Centers for Disease Control and Prevention.

**Refrigerator Magnet** | 3.5 X 2 inches

This is actual size.

*To download or request these and other  
smoke-free housing materials, visit our  
media gallery at [healthyhotspot.org](http://healthyhotspot.org).*

# SMOKE-FREE BUILDING CHECKLIST

Date	Task	
	Internal review of lease, rules and regulations, other research regarding notice and implementation.	
	Review proposed smoke-free protections with staff and managers.	
	Contact representative state agency or local government agency regarding smoking cessation programs.	
	Review timeline for implementation.	
	Send program managers to smoking cessation training.	
	Review and identify designated smoke area(s) that comply with the smoke-free facility protections.	
	Order appropriate signage for smoking areas, building, etc.	
	Prepare lease addendum, resident letter, FAQs and building notices.	
	Advance notice to agency partners, alderman, state reps, other affected constituents.	
	Notice to existing residents regarding smoke-free initiative (letter, FAQs, etc.).	
	Issue press release.	
	Begin using new lease addendum forms for all new tenants.	
	All designated smoking areas established and shelters installed.	
	Second notice of implementation of smoke-free initiative (letter and copy of new governing documents).	
	Assemble Quit Smoking package for resident smokers (classes may be scheduled through the Respiratory Health Association and the American Lung Association).	
	Offer free smoking cessation programs or links to smoking cessation.	
	Implementation of smoke-free facilities.	

# SMOKING QUESTIONNAIRE

\_\_\_\_\_ is working to create a healthy living environment for all residents. As part of this effort we are exploring a smoke-free building. We would like to learn your opinions on the issue. Please complete the survey below and return it to:

NAME: \_\_\_\_\_ UNIT #: \_\_\_\_\_

1.	Do any residents of your unit smoke cigars or cigarettes inside the unit?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
2.	In the past year, has tobacco smoke gotten into your unit from somewhere else in or around the building? (If NO, SKIP QUESTION 4)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
3.	If yes, does the tobacco smoke bother you or make you feel sick?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Sometimes
4.	Are you aware that secondhand smoke is bad for your health?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure
5.	Does anyone in your unit have a chronic illness such as asthma, chronic bronchitis, heart disease, diabetes, cancer or is a cancer survivor?	<input type="checkbox"/> NO individual has a chronic condition	<input type="checkbox"/> ONE individual has a chronic condition	<input type="checkbox"/> MORE THAN ONE individual has a chronic condition
6.	Would you prefer to live in a building that is completely smoke-free (i.e. does not allow smoking in any of the units, common areas or other indoor spaces)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure
7.	Would you attend a meeting to hear the results of this survey and learn more about this topic?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure
8.	If the property proposed protections to make your building smoke-free would you Support, Oppose, or Not Sure/ Neutral?	<input type="checkbox"/> Support	<input type="checkbox"/> Oppose	<input type="checkbox"/> Not sure/ Neutral

Comments: \_\_\_\_\_

\_\_\_\_\_

*Thank you. The results of this survey will help us decide how to best address this issue.*



# MODEL SMOKE-FREE LEASE ADDENDUM



Attorney Douglas J. Carney, of Hanbery, Neumeyer & Carney, P.A., prepared the initial version of this Model Lease Addendum. He received ongoing advice, consultation, and recommendations from a legal advisory committee that included attorneys who regularly advise property owners and managers, who serve as tenant attorneys and advocates, or who advise public housing agencies. Representatives from Center for Energy and Environment and Association for Nonsmokers-Minnesota were also on the committee. The modification about where smoking is allowed (Section 3) was included by Initiative for Smoke-Free Apartments. The addition of language addressing electronic cigarettes was added by Warren Ortland of the Public Health Law Center.

Tenant and all members of Tenant's family or household are parties to a written lease with Landlord (the Lease). This Addendum states the following additional terms, conditions and rules which are hereby incorporated into the Lease. A breach of this Lease Addendum shall give each party all the rights contained herein, as well as the rights in the Lease.

- 1. Purpose of No-Smoking Policy.** The parties desire to mitigate (i) the irritation and known health effects of secondhand smoke; (ii) the increased maintenance, cleaning, and redecorating costs from smoking; (iii) the increased risk of fire from smoking; and (iv) the higher costs of fire insurance for a non-smoke-free building;
- 2. Definitions:**
  - Smoking.** The term "smoking" means inhaling, exhaling, breathing, or carrying any lighted or heated cigar, cigarette, or other tobacco product or plant product in any manner or in any form. Smoking also includes use of an electronic cigarette.
  - Electronic Cigarette.** The term "electronic cigarette" means any electronic device that provides a vapor of liquid nicotine and/or other substances to the user as she or he simulates smoking. The term shall include such devices whether they are manufactured or referred to as e-cigarettes, e-cigars, e-pipes or under any product name.
- 3. Smoke-Free Complex.** Tenant agrees and acknowledges that the premises to be occupied by Tenant and members of Tenant's household have been designated as a smoke-free living environment. Tenant and members of Tenant's household shall not smoke anywhere in the unit rented by Tenant, or the building where the Tenant's dwelling is located or in any of the common areas or adjoining grounds of such building or other parts of the rental community, nor shall Tenant permit any guests or visitors under the control of Tenant to do so. *[If you provide an outdoor smoking area, specify where it is here.]*
- 4. Tenant to Promote No-Smoking Policy and to Alert Landlord of Violations.** Tenant shall inform Tenant's guests of the no-smoking policy. Further, Tenant shall promptly give Landlord a written statement of any incident where tobacco smoke is migrating into the Tenant's unit from sources outside of the Tenant's apartment unit.
- 5. Landlord to Promote No-Smoking Policy.** Landlord shall post no-smoking signs at entrances and exits, common areas, hallways, and in conspicuous places adjoining the grounds of the apartment complex.



6. **Landlord Not a Guarantor of Smoke-Free Environment.** Tenant acknowledges that Landlord’s adoption of a smoke-free living environment, and the efforts to designate the rental complex as smoke-free, do not make the Landlord or any of its managing agents the guarantor of Tenant’s health or of the smoke-free condition of the Tenant’s unit and the common areas. However, Landlord shall take reasonable steps to enforce the smoke-free terms of its leases and to make the complex smoke-free. Landlord is not required to take steps in response to smoking unless Landlord knows of said smoking or has been given written notice of said smoking.
7. **Other Tenants are Third-Party Beneficiaries of Tenant’s Agreement.** Tenant agrees that the other Tenants at the complex are the third-party beneficiaries of Tenant’s smokefree addendum agreements with Landlord. (In layman’s terms, this means that Tenant’s commitments in this Addendum are made to the other Tenants as well as to Landlord.) A Tenant may sue another Tenant for an injunction to prohibit smoking or for damages, but does not have the right to evict another Tenant. Any suit between Tenants herein shall not create a presumption that the Landlord breached this Addendum.
8. **Effect of Breach and Right to Terminate Lease.** A breach of this Lease Addendum shall give each party all the rights contained herein, as well as the rights in the Lease. A material breach of this Addendum shall be a material breach of the lease and grounds for immediate termination of the Lease by the Landlord.
9. **Disclaimer by Landlord.** Tenant acknowledges that Landlord’s adoption of a smokefree living environment and the efforts to designate the rental complex as smoke-free do not in any way change the standard of care that the Landlord or managing agent would have to a Tenant household to render buildings and premises designated as smokefree any safer, more habitable, or improved in terms of air quality standards than any other rental premises. Landlord specifically disclaims any implied or express warranties that the building, common areas, or Tenant’s premises will have any higher or improved air quality standards than any other rental property. Landlord cannot and does not warranty or promise that the rental premises or common areas will be free from secondhand smoke. Tenant acknowledges that Landlord’s ability to police, monitor, or enforce the agreements of this Addendum is dependent in significant part on voluntary compliance by Tenant and Tenant’s guests. Tenants with respiratory ailments, allergies, or any other physical or mental condition relating to smoke are put on notice that Landlord does not assume any higher duty of care to enforce this Addendum than any other landlord obligation under the Lease.

**LANDLORD**

**TENANT**

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*Optional Paragraph for Existing Rental Communities that Adopt “No-smoking Policies”*

10. **Effects on Current Tenants.** Tenant acknowledges that current tenants residing in the complex under a prior lease will not be immediately subject to the No-smoking Policy. As current tenants move out, or enter into new leases, the smoke-free policy will become effective for their unit or new lease.