



K I N G S T O N
STUDENT HOUSING
C O - O P E R A T I V E

House Manager Instructions

1. Please make yourself familiar with the House Manager Manual by reading it. And then maybe reading it again.
2. You need to organize a **house meeting** by Monday, September 19th. You may not be able to find a time that everyone in your house can attend. You must go through the information with everyone in the house at some time by September 19th. Have each person sign off that you have discussed all the items on the agenda provided. Hand in the **signature sheet** by Monday September 26th. Complete the **Fire Safety sheet** provided and hand in by Monday September 26th.
3. Make sure you have **cleaning schedule** completed and posted in your house by Monday September 26th. The first house inspection will be in October, and you will receive an e-mail with the details.
4. Please take some time to remove old literature from your house and to tidy the front hallway. Please return any mail that does not belong to someone in your house to the office. Make sure you pick-up garbage bags and toilet paper!

If you have any questions, please do not hesitate to contact the MSC.



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Science '44 Co-op House Manager Manual

Thank you for taking on the position of House Manger. As House Manager, you have the responsibility of ensuring your house members are provided with all the necessary information and guidance to make your house a clean, safe and pleasant environment. You are a very important part of an organization that is heavily dependant on open communication and sharing skills, time and talent. We thank you for your willingness and commitment to ensuring everything runs smoothly.

We hope that with this package and your enthusiasm you will be able to assist and prompt your housemates to develop an interest in maintaining both your house and the relationships between the people who live within it.

Should you ever feel overwhelmed in your position or need an alternate opinion or simply someone to talk to, feel free to speak with the Member Services Coordinator or the Vice President. If these people are unavailable, any staff or Board member would be happy to assist you.

Best of luck in your new position. We hope you and your housemates enjoy your year together!

~ Science'44 Co-op Staff

September 2016

Job Description

House Manager Duties

Training/Education:

- ❑ **You are required to read this manual** and keep it handy throughout the year should you or your housemates require it
- ❑ Ensure that your housemates are aware of your House Manager duties
- ❑ Share with your housemates relevant information from this manual (e.g. member-pertinent policies) and from your House Manager meetings (e.g. new information from the staff)
- ❑ Attend one group meeting and one individual House Manager meeting per semester (You will be notified well in advance of these meetings)
- ❑ Host at least one in-house meeting per semester with your housemates and **hand in the Co-op Connect Form by Monday September 26th.**

Correspondence:

- ❑ Respond to communications (namely e-mails) from the office on behalf of your house in a timely fashion
- ❑ **Check your house mailbox outside of the main office weekly and promptly post any necessary information**
- ❑ Ensure your house is aware of all important announcements and upcoming events/deadlines

Housekeeping:

- ❑ Create a weekly cleaning schedule each semester that your housemates can agree to. Post it in an easily visible place for housemates and those performing house inspections, have housemates initial and date when the chores are complete so problem areas can be addressed.
- ❑ Ensure your housemates complete their weekly chores by voicing friendly reminders and/or posting a reminder in a common area *****Notify the MSC or the VP if you are having trouble getting each housemate to do their part**
- ❑ Ensure the house has adequate cleaning supplies at all times
- ❑ Ensure housemates understand the Kingston Grey Box/Blue Box recycling system, and that the garbage and the appropriate recycling bin are placed at the curb each week. You can print the recycling schedule for your specific house from the City of Kingston Website:
<http://www.cityofkingston.ca/residents/waste/collection-calendar>
- ❑ Ensure housemates sign off on the chore schedule weekly

ALL COMMON AREAS WILL BE INSPECTED BY STAFF ONCE PER MONTH. YOU WILL BE NOTIFIED OF ANY AREA OF THE HOUSE THAT IS DEEMED UNACCEPTABLE. IF THE PROBLEM IS NOT QUICKLY REMEDIED, SCIENCE'44 CO-OP WILL HIRE A CLEANING CREW TO CLEAN THE AREA(S) AND THE COST WILL BE DIVIDED EQUALLY AMONG THE MEMBERS OF THE HOUSE.

Maintenance:

- ❑ All smoke detectors including hard wired and battery operated are to be tested once per month ensuring:
 - ✓ Smoke detectors are properly attached to the wall and/or ceiling
 - ✓ Smoke detector batteries are functional (**Batteries are available at the main office**)
- ❑ Ensure the vacuum cleaner is functional and that the bag is replaced regularly
- ❑ Ensure the sidewalk, steps and porch are clear of ice and snow during the winter months – **be sure to add this to the cleaning schedule**
- ❑ Inspect your house for maintenance issues (dripping taps, malfunctioning appliances) and **complete the maintenance checklist monthly. The checklists are provided in the appendix.** Return them on time to the MSC. You may want to take the time in September to mark on your calendar all maintenance checklist due dates.
- ❑ All houses have been provided with a house maintenance manual, please see manual to resolve house issue **before** making a maintenance request.

Safety and Decorum:

- ❑ Complete the provided Fire Safety Plan with your housemates and submit to the MSC. **Post the photocopy on your house bulletin board.**
- ❑ Ensure there is a stocked First Aid Kit available to all house members (If missing see office)
- ❑ Offer to act as a mediator if house conflicts arise, or inform the MSC of the conflict if you do not feel comfortable intervening
- ❑ Discourage alcohol consumption by minors and ensure there is a designated sober representative at every house party

Meal Plan Houses Only:

- ❑ Jenny (Kitchen Coordinator) will be contacting house managers individually with food pick up details.

Compensation:

To provide adequate time for the above noted duties to be performed satisfactorily, **each Meal Plan House Manager will be exempt from 1.5 hours of the three Kitchen Co-op Hours required per week and do not have to complete OP's hours.**

Non-meal plan House Managers will be given a \$50 stipend

The House Manager is expected to give the responsibilities of the position priority over other activities except those pertaining to his/her academic success. Failure to perform any of the duties required will be subject to fines:

Fineable offences include:

- Failure to hand in the Co-op Connect Form, Fire Safety Plan and Maintenance Forms on time
- Failure to attend a scheduled House Manager Meeting
- Failure to hand in Food order Form and/or organize food to be put away (Meal Plan Houses Only)
- Failure to post necessary information in your house
- Failure to address the concerns of house members
- Failure to maintain communication with staff

It is common practice for a 'warning' to be offered before a fine is issued. If for any reason you cannot or did not complete a task, please inform the MSC and try to remedy or attend to it ASAP.

If for some reason your housemates frequently complain about your effectiveness as a house manager, you will be brought in for a discussion and your position may be revoked by the MSC and the VP.

Helpful Hints & Important Information

Your First House Meeting (Must be held by September 19th)

As House Manager, you will be required to hold a meeting with all housemates at the beginning of each semester. Try to organize a time when all the housemates can meet together in the living room by posting a sign-up sheet with a few meeting time options in the front hall. Whatever time slot receives the most signatures wins. It is likely that not every housemate will be able to make it to the same meeting. If this is the case you will have to speak with these people individually to discuss what they missed and to collect their signatures and personal information.

You should likely make a meeting Agenda of sorts to make sure that everything gets covered. Items that need to be discussed include:

- 1) **Fire Safety Sheet** – House members need to complete and sign this form. **Return this form to the office by Monday September 26th.**
- 2) **Co-op Connect Sheet** – Needs to be filled out with each housemate's MOST USED e-mail address and phone number. If for some reason they do not want this published in the Co-op Connect, you need to indicate this on the sheet for the MSC. **Return this form to the office by Monday September 26th.**
- 3) **Housekeeping** – Discuss the possible options for the cleaning schedule you will create; show your housemates the duty descriptions and check-in with everyone to make sure that they know how to clean. This might sound silly but this could be their first time living by themselves in a house. Make sure each housemate knows where the housekeeping supplies are kept, what supplies they can request from the office, and how the garbage/recycling works and where the schedule is posted. Have housemates sign off on the cleaning schedule once their weekly chores have been done.
- 4) **Staff & Office** – Make sure that each member knows the names of the staff members and how and when to contact them. Review the office hours and emergency numbers posted on the back page of the Owner's Manual and on your front door.

General Manager, Brent Bellamy – overall operation of the Co-op
M.S.C., Dawn Pike – any issues regarding members, fees

Kitchen Coordinator, Jenny Armstrong – manages the Kitchen, plans meals, makes sure there is food

Maintenance Coordinator, Cheryl Gould – any property issues

Accounting Clerk, Chris Scott – invoicing, tax receipts

- 5) **House Rules** – Discuss any house rules that you would like to collectively agree upon. Does your house want designated quiet hours? What is everyone's position on guests? If you are a meal plan house are people planning on sharing food or labeling their food? Which fridge holds the co-op food? Write up any house rules and post them in a common area (e.g. the living room or front hall).

- 6) **Parties** - Co-op has a party fund. One house per weekend can receive up to \$75 to be spent on party supplies (not alcohol). The party must be advertised as per the Party Policy available in the office. We recommend you advise/invite your neighbors so they don't get angry about the party. You must conform to Municipal bylaws regarding noise. Each house is eligible for the fund once per semester.

- 7) **Food Supplies – Meal Plan Houses Only**
 - a. The House Manager will meet with Jenny regularly to discuss the food requirements of their house. **Jenny needs to know how many vegetarians are in the house and what milk everyone likes.**
 - b. Food order forms must be handed in to Jenny no Later than Tuesday by 4PM to ensure your house receives food and that fines are avoided.
 - c. Staples can be picked up at 397 Brock on Friday mornings. Any food that is in the kitchen of your house needs to be reviewed by all members of the house. Food may have been left behind by summer occupants. If you don't want it and it doesn't belong to anyone in the house, **THROW IT OUT**. If you leave unwanted food in your cupboards it will affect how much food you receive in your deliveries.
 - d. Discuss a system for requesting food to be delivered to the house (for instance a shopping list on your white board). If your house has a overstock of a food item, don't request more until the older stock is used up.

- 8) **Telephone, Internet, Cable etc –**

Now is a good time to discuss how the above connections in your house will be organized. Some houses are now wired for an Internet jack in each room, but Co-op does not supply the Internet service (except in the case of 397 Brock and 287 Alfred). You need to make your own arrangements for Internet, cable TV and telephones. The person who will be in charge of the Internet account might want to find out the types of computers and Internet-enabled devices (e.g.

Blackberries) each of the house members use, so that individuals can be blocked from using the Internet if they don't pay their fees.

- 9) **Personal Needs** – Does anyone in your house have food or other allergies that people should know about? Are there any students new to Canada who could use extra assistance getting to know Canadian customs? Are there any strong personal preferences or issues that should be discussed openly?

As a house you might decide to have monthly house meetings or agree to a practice whereby anyone can organize a house meeting whenever an issue arises they wish to discuss. Take the initiative to organize these 'family meetings' as some people tend not to voice their concerns unless otherwise encouraged, but everyone deserves to be heard.

Developing a cleaning schedule

Your first house meeting is a great time to discuss the cleaning schedule. A clean house is not just important for health and sanitary reasons; it also maintains the overall condition of the house and makes everyone feel comfortable in his/her surroundings. Chores must be done each week, and house members decide on a "chore due day" by which all the chores are expected to be done.

As House Manager it is up to you to ensure the cleaning schedule is adhered to. If the devised schedule does not work, you will need to re-address the issue with all members of the house and develop a new cleaning plan!

Each house can choose how chores are assigned. House members can pick one chore that they will do for an entire term, or chores can be rotated. However, a written schedule with spaces where everyone can sign each week stating that they have completed their chore is necessary. We recommend making a spreadsheet: Assign a task to be completed each week

Tips for devising a Cleaning Spreadsheet



- Create a spreadsheet that has the dates across the top and the chores along the side
- Fill in each box with the names of your housemates, leaving space for them to sign upon chore completion
- Try and have people clean areas relevant to them i.e. the bathroom closest to them
- Chores are completed weekly by the date indicated at the top

	September 13 th	September 20 th	September 27 th
2 nd Floor Bathroom	Billy	Mark	Ryan
Halls and Stairs	Julie	Ashley	Julie

1 st Floor Bathroom	Sam	Ryan	Sam
Kitchen	Ryan	Sarah	Billy
Garbage/Recycling	Mark (Sept 11th)	Julie (Sept 18th)	Ashley (Sept 25th)

****You might want to highlight or bold the name of the person who has to take out the garbage and recycling for the week, as this chore may need to be done on a day that is different from the chore due day**

House Supplies:

You or a housemate can pick-up the following house supplies from 397 Brock Street during office hours.

Supplies include, but are not limited to:

- toilet paper
- dish soap**
- garbage bags
- J cloths
- sponges
- rubber gloves
- all-purpose cleaner**
- toilet brushes
- vacuum cleaners and bags
- shower curtains and bathmats
-

Science '44 Co-op provides all necessary items to clean each area of your house. If you need extra or fancier supplies, Metro and the downtown stores will have them for purchase. Therefore, there is no excuse for a dirty house!

In the basement of your house you will find an emergency kit containing a flashlight, candles, matches, first aid kits etc. This is to be used in emergencies only.

** Re-fills for your empty dish soap, orange force, and bathroom cleaner can be obtained at 397 Brock Street.

Meal Plan Houses – Staples

The following is a list of staples available for houses from the main kitchen – you can pick up these items whenever the KC is available. Please let the KC know if you need any of the following:

- ✓ Peanut butter
- ✓ Honey
- ✓ Sugar
- ✓ Jam
- ✓ Rice
- ✓ Tea bags
- ✓ Ketchup
- ✓ Pasta
- ✓ Flour
- ✓ Eggs
- ✓ Yogurt
- ✓ Tuna
- ✓ Tomato sauce
- ✓ Bagels
- ✓ Bread
- ✓ Margarine
- ✓ Cream Cheese
- ✓ Beans
- ✓ Cereal

Empty egg cartons from the food pick up must be returned to 397 Brock Street for re-use.

Please inform the Kitchen Coordinator what type of milk your house prefers (1%, 2%, and soy may be available). If any of your housemates have specific dietary restrictions, encourage them to have a chat with the KC (Jenny Armstrong).

Non Meal Plan Houses – Sunday Brunch

As per a membership vote in the spring of 2010, all non-meal plan residents pay \$50 per term to receive 10 anytime meals.

This policy was instituted with the intention of encouraging interaction between meal plan and non meal plan members.

Fire Safety Plan:

Please complete the provided fire safety plan with all housemates and ensure that you hand it into the MSC by the date indicated at the top. The MSC will copy this plan and place the copy in your house mailbox outside the office. **You are required to post this plan in your house.**

Housemates should discuss the fire safety plan at their first house meeting and everyone should decide as to the exit plan for each floor as well as the outside gathering location. Have each housemate sign the completed fire safety plan before returning it to the office.

Locked Door Policy:

All exterior doors must be locked at all times. Even when there is someone in the house it does not stop strangers and potential thieves from entering a house to grab anything close to the door and running. **Be extremely conscientious if there is a Fire Escape bedroom in your house – this person cannot lock their bedroom door.** Co-op is not responsible for any lost items. Encourage a locked door policy in your house, that way everyone can feel secure.

Special Dinners:

We encourage house dinners when possible and in some years groups of houses have even coordinated meal schedules for weekends. Potluck dinners between different groups are a worthwhile project – if schedules allow. If you're "planning" allows, special items can be ordered e.g. a whole chicken, roast, cake mix etc. They are not available on the spot, but can to be ordered. Co-op periodically sponsors special dinners in the dining hall with the Board of Directors as hosts. **All Co-op members are invited to these dinners, including non-meal plan members.** In the past, Valentines, Christmas and Robbie Burns Day are a few of our special dates.

Energy Conservation:

Item 3 in our Statement of Purpose states "Science '44 Co-operative is students banded together for the purpose of developing and promoting environmentally-friendly and sustainable housing through (a) resource and energy conservation and (b) the education of Members and the community.

Encourage your housemates to:

- Take shorter, cooler showers
- Turn off lights when leaving a room
- Wash laundry in cold water (helps preserve your clothes!)
- Turn off computer monitors and speakers when not in use
- Keep windows closed when the furnace is running
- Set the thermostat at 21 degrees Celsius (if a staff members enters a too-hot house in the winter, that house could be fined. Keep the thermostat down!)

Conflict Resolution:

Noise and cleanliness are the two most common conflicts that contaminate an otherwise happy house. Agreeing to house rules during your first house meeting should help to avoid these conflicts before they start but should they arise, organize a house meeting to deal with the issue(s) at large amongst the other house members. Often if one person is angry about dishes not being done, the entire house is angry, and this conflict should be dealt with publicly to avoid gossip.

If a personal conflict arises between two housemates you can offer to mediate. Begin by sitting down with both housemates in a safe space and have them verbalize 'their version' of the problem or story. After they have finished telling you 'the facts', ask for their 'emotional response' to the situation, or how they *felt or feel* about what happened. People often confuse the facts or reality of a situation with their emotional experience of it and once you have heard the emotional response and attended to it, you should be able (with the permission of both parties involved) to strategize a compromise or resolution.

If a situation arises that you are not comfortable mediating, please let the MSC and the VP know so that they can offer this service to the members involved.

Kitchen Duties (Meal Plan Houses Only):

Co-op counts on the support of over one hundred and twenty-five students to run the meal program smoothly. **Everyone suffers when there is an unexpected delay or missed kitchen duty.** Encourage your housemates to attend their shifts, advise them to find a replacement if they will be absent, and advise them to let us know in advance if they will be absent.

Paying your fees:

Remind your housemates of payment deadlines. Refer anyone who has payment questions to the Member Services Coordinator.

Co-op Connect:

Each semester Science '44 Co-op creates a Co-op Connect. This booklet contains each member's house assignment, their email address and telephone number. This information is required by the Member Services Coordinator but **the member may request that their information is not published.** We do not provide this information to anyone outside of Co-op. It is up to the House Manager to find out if any of their housemates does not want their information published, and to advise the Member Services Coordinator.

Common Household Problems:

Fruit flies can be a problem in your kitchen. Make sure you have a garbage can with a lid (ask for one if you don't have one). Also, make sure garbage is removed from the kitchen and placed at the curb on the appropriate day to avoid a buildup of garbage in the house.

Toilet flush problems generally occur when the toilet is plugged. Each house generally has a plunger. To plunge a toilet you place the plunger at the bottom of the bowl, flush and plunge in an up and down motion. This will usually clear the blockage. If you have any questions or repeated problems, please contact our Maintenance Co-coordinator. **Please attempt to plunge before contacting the maintenance coordinator.**

Snow removal from steps and walkways. It is the responsibility of the household to keep the steps and walkways clear of snow and debris. This is a safety issue for not only the members of your house but the Co-op staff and mail delivery people. Your house should have a shovel and supply of salt/sand. If you need replacements of these items please contact the Maintenance Co-coordinator. Make sure to add these tasks to the cleaning schedule in the winter.

**Co-op Connect
Member Information Sheet**

Due: Monday September 26th in the main office

House: _____

House Manager: _____

I have attended our first house meeting and have participated in discussing the Helpful hints and important information section of the House Manager's Manual.

Or

I was unable to attend our first house meeting but my House Manager has discussed the Helpful hints and important information section of the House Manager's Manual with me individually.

Please indicate if you would NOT like your contact info to be listed in the Co-op Connect.

Name (Please Print!)	Most Used E-Mail Address	Phone Number	Do not list (X)
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10			

Duty Descriptions: Please post by cleaning schedule**Bathroom**

- ❖ Scrub shower stall/bathtub
- ❖ Clean sink and counter tops
- ❖ Clean toilet
- ❖ Remove garbage
- ❖ Sweep and mop floor

Kitchen

- ❖ Wipe all countertops
- ❖ Wash & put-away dishes
- ❖ Remove unwanted food from refrigerator; wipe out
- ❖ Clean microwave
- ❖ Clean sink(s)
- ❖ Clean stove top
- ❖ Sweep and mop floor

Living Room

- ❖ Remove personal belongings
- ❖ Tidy coffee table and surfaces
- ❖ Vacuum/ Sweep and mop

Garbage & Recycling

- ❖ Collect garbage from bathrooms and around the house
- ❖ Put into two bags; put at curb
- ❖ Sort recycling and place at curb
- ❖ **IMPORTANT: Do not store garbage outside unless in a plastic locked container – squirrels will destroy it**
- ❖ **IMPORTANT: Do not store garbage/recycling on your front porch – this constitutes a bi-law infraction and your house may be fined**

Halls and Stairs

- ❖ Remove personal belongings
- ❖ Vacuum or sweep
- ❖ Shake out rugs at front entranceway; wash floor in winter

Laundry Room

- ❖ Wipe any spills
- ❖ Sweep and mop

Front/Side Porch & Lawn

- ❖ Sweep and remove debris from porch
- ❖ Remove garbage from front/side/back lawn
- ❖ Remove snow from porch, walkway, sidewalk
- ❖ Salt walkways and porch

Fire Safety Plan

Due: Monday September 26th in the Main Office

House: _____

House Manager: _____

If you smell smoke or see fire:

- ✓ If possible, close doors and windows to the room and LEAVE IMMEDIATELY
- ✓ Exit the house via the nearest available exit
- ✓ Gather outside in the designated location
- ✓ Call the Fire Department at 911 from a mobile phone or a neighbors landline phone

Escape Plan Note: there might not be a 2nd option available for each floor

First Floor

1st Exit: _____

2nd Exit: _____

Second Floor

1st Exit: _____

2nd Exit: _____

Third Floor

1st Exit: _____

2nd Exit: _____

Outside Gathering Location:

Signatures:

- | | |
|----------|-----------|
| 1) _____ | 6) _____ |
| 2) _____ | 7) _____ |
| 3) _____ | 8) _____ |
| 4) _____ | 9) _____ |
| 5) _____ | 10) _____ |