

KEEPING IT CLEAN AND SAFE

Cleaning and Caring for Your Apartment

The University of Michigan Housing staff is happy to assist you in settling into your new home. This booklet provides answers to frequently asked questions about cleaning and maintaining your apartment. Please read the booklet completely. **If you have questions concerning any information provided here, contact the Community Center at 764-9998.**

Residents are responsible for maintaining their apartments and furnishings in a clean and sanitary condition. Students in shared apartments must ensure any vacant space and all furnishings are in a condition ready for a new roommate at all times.

NORTHWOOD I, II, IV, V

Northwood Community Apartments



University Housing
Division of Student Affairs

CLEANING GUIDELINES

Kitchen

Stove (Oven and Broiler), Range Hood, Exhaust Fan

The gas stove contains four top burners, an oven, and a broiler. Three pilot lights burn constantly, so the stove will always have warm spots. Maintain the stove by wiping up spills as they occur and with complete periodic cleanings. Clean the stove thoroughly using a general purpose cleaner, degreaser, and oven cleaner. Periodically remove the screen from the exhaust fan and soak in hot sudsy water for several minutes. Scrub lightly with a small brush to remove grease buildup. A mild degreaser can be used on the range hood. **Do not line stove-top with aluminum foil.**

Covering stove-top, cupboards or walls with aluminum foil, plastic wrap, newspapers or any other material is a potential fire hazard and is expressly prohibited.

Refrigerator

A solution of baking soda and warm water will remove odors and aid in cleaning the inside of the refrigerator. The freezer compartment is self-defrosting. If the refrigerator does not cool efficiently, please call or e-mail **FIXIT** for service.

Cupboards and Countertops

Do not use adhesive-coated or self-stick products to line the cabinets. (Charges will be incurred if adhesive-coated products are used and cause permanent damage to the cabinets.) Using a general purpose cleaner, degreaser or a water and bleach solution, wipe all shelves, drawers, and

cabinets inside and outside periodically. Use a non-abrasive cleaner on the countertops (bleach and water solution helps remove stains).

Store foods in airtight containers to help avoid attracting insects and rodents.

Garbage Disposal and Sink

To operate the disposal, first turn on the cold water, then turn on the disposal and feed soft waste into it. Run the disposal and water for a few seconds after the waste has been disposed. **Do not put grease or hard waste such as bones, eggshells, rice, or fruit pits in the disposal.**

If the disposal fails to operate, push the reset button located under the sink on the very bottom of the disposal unit and check the circuit breaker. If the disposal still does not work, please contact **FIXIT** for service.

Pour baking soda down the disposal to help remove odors. Use a mild abrasive cleaner to clean the sink. **Do not pour any chemical into a drain to help unclog grease build-up.** Such chemicals may cause considerable damage. If a clog does occur, please contact **FIXIT** for service.



Carts and vacuum cleaners are available for your use free of charge at the Community Center.

Basement and Storage Areas

Nothing may be attached to ceilings, floors, or doors of the basements without prior written consent of University Housing. Residents are requested to keep all stored items out of the yellow taped areas in the basement and to refrain from attaching anything to or hanging anything from plumbing fixtures, air ducts, electrical conduits, etc.

All stored items should be kept at least six inches off the basement floor to avoid possible water or moisture damage. Housing can provide pallets free of charge for storage for use in basements. Residents provided with storage units must not leave items outside their personal storage unit. Items that have been left out will be removed at the resident's expense.

Laundry Tub

Remove lint and clean tub walls using a general purpose cleaner. **Do not use an abrasive cleaner as it will damage the surface.** Lint screens are recommended to prevent lint from going down the drain and can be purchased at local hardware stores.

Furniture

Cloth Upholstery

Vacuum regularly, and, if needed clean with upholstery cleaner.

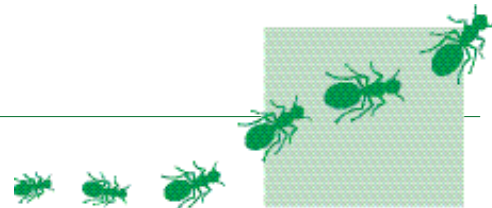
Vinyl and Non-Upholstered Pieces

Clean with general purpose cleaner, rinse, and clean with warm water to remove soap residue.

Wood

Use coasters or placemats to protect surfaces from beverages and food. Clean up spills immediately. Clean wood using a wood furniture polish.

Pest Control



We offer a professional, licensed pest control service to residents free of charge. Specialists respond to any problems which may arise due to insect infestation such as ants, bees, silverfish, and roaches, as well as other pests such as rodents. As a stipulation of the Contract, and in the interest of a healthy environment, all residents must cooperate with the University's pest control program. Further information on the program is available at the Community Center and on the University Housing Web site at www.housing.umich.edu. Inspections sometimes involve minor applications of insecticide and/or flushing agents. You will be notified prior to each inspection. It is not necessary to be present for such inspections and no preparation will be required.

Bathroom

Sink, Tub, and Shower

Clean the walls of the shower and tub as well as the surrounding areas with a non-abrasive cleaner to remove soap residue. Remember to clean the metal fixtures under the sink and toilet. A small brush and cleanser will remove mildew around the tub and other damp areas.

A shower curtain must be used at all times when the shower is in use. The shower curtain must hang inside the tub sides. Do not allow water to drip onto the floor.

Toilet

Thoroughly clean the toilet with disinfectant both inside and outside including the toilet seat and bowl. Clean the outside of the tank and lid. If any part of the toilet appears loose or moves at the floor, contact **FIXIT** immediately.

Wall Tile

Clean the wall tile using tub and tile cleaner. The tile grout or caulking can be cleaned by using a mild solution of water and bleach and a soft bristle brush.

Exhaust Fan

Use a cleaning product once a month to remove dust and dirt from the fan.

Floors, Walls, Windows, and Ceilings

Floors and Walls

Do not install any type of self-adhesive flooring material or drive any nails into the floors or walls. Do not apply or affix double-sided tape, duct tape, adhesive, or carpet tack strips to the floors or walls.

Hanging items may be attached to walls by using nail-type hangers, known as "bulldog" hangers. (Check with the Community Center front desk for an example of this type of hanger.) Attached shelving is not allowed unless it is provided by the University as part of the furnishings.

Tile Floors

Sweep and wet-mop using a cleaner designed for tile floors. Remove soap residue with clear warm water.

Vinyl, Laminate, or Ceramic Tile

Sweep and wet-mop using a cleaner designed for vinyl, laminate, or ceramic tile floors. Remove soap residue with clear warm water. **Do Not Wax.**

Wood Floors

Sweep or dust with a dry mop and clean using a slightly damp mop. **Do not wax wood floors.** Cleaners specifically de-

signed for wood floors can be used.

Water and sand can cause severe damage to wood floors. Floor mats are recommended at all entrances.

Carpet

Vacuum carpet thoroughly on a regular basis. Clean up spills immediately with a small amount of soap and water. Vacuum cleaners are available for loan free of charge at the Community Center.

Window Areas

Window interiors should be kept clean by using a window cleaner. **Do not adhere stickers, tape, decals, etc. to any window.** Remove all loose materials in the window track with a vacuum or brush. Wipe out with a damp cloth.

Window Blinds

Clean window blinds using a soft cloth or sponge in each hand. With mild soap and water, place a single slat between hands and wipe downward, starting at the top of each slat.

Light Fixtures

Clean inside and out with glass cleaner or general purpose cleaner.

Helpful Hints

Vinegar will remove lime deposits from faucets.

When cleaning upholstery fabric, use a blotting technique rather than scrubbing to prevent grinding the stain further into the fabric. **Do not allow the fabric to become excessively wet.**

To clean a clogged drain, try pouring a cup of salt and a cup of baking soda into the drain, followed by a kettle of boiling water.

Running the bathroom exhaust fan while the shower is in use will help reduce the possibility of mold and mildew.

Using the kitchen fan while cooking will help prevent grease buildup on walls and cupboards.

Use only approved hangers (bulldog hooks) to hang items on walls.

UNIVERSITY HOUSING MAINTENANCE SERVICE

FIXIT

www.housing.umich.edu

76-FIXIT

A dedicated professional service staff is available to respond to community needs.

Requests can be completed online on University Housing's web site at www.housing.umich.edu.

Or, for routine, non-emergency repairs, call 76-FIXIT, 763-4948. There is an after-hours answering service so repair requests can be called in 24 hours a day, seven days a week. By submitting a FIXIT request for maintenance repairs either by phone, voice message, or on the web, you are granting authorization to University personnel to enter your apartment, whether you are there or not.

In order for us to provide efficient, quality service, residents are asked to report problems as soon as they become apparent, and to report all problems in the apartment when reporting any one problem.

After-hours emergencies such as loss of water, heat or electricity, electrical hazards that happen after FIXIT is closed (4:30pm Monday through Friday and Saturday, Sunday on holidays) should be reported to Plant Operations Call Center (POCC) at 647-2059.

Other concerns such as condition of furniture and appliances, grounds or snow removal problems, parking issues, lock-outs, and questions concerning programs and services should be directed to the **Community Center during regular business hours, 764-9998.**

SAFETY AND SECURITY

Fire Safety

Never leave the apartment when food is cooking on the stove or in the oven.

Do not disconnect or otherwise disable apartment fire/smoke alarms.

Never use aluminum foil to line stoves, burners, cupboards, or walls. Trapped grease can cause a fire. It is also a potential breeding ground for pests.

Do not leave candles or other open flames unattended.

Do not use charcoal grills inside the apartment.

Never leave charcoal grills with hot coals unattended.

Never empty charcoal coals into the dumpsters without first dousing the coals with water or making sure they are completely cooled.

Do not store flammable or explosive substances in the apartment or storage area.

Test the smoke alarms monthly by pressing the test button. Replace batteries as needed.

Check the condition of the fire extinguishers by checking the indicator gauge and plastic seal.

Do not leave clothes dryer running when no one is in the apartment. Clean lint vent after each use.

Child Safety

Young children and toddlers should never be left at home alone, or left to play alone in the courtyards, even for a short time.

Never leave young children unattended in second story rooms with open windows.

Do not allow children to climb on windows and/or push on window screens. Screens are primarily intended to keep pests out. They are not designed to withstand the weight of a child.

Never allow children to use a wading pool without constant adult supervision. Empty children's pools when not in use.

Do not allow children to play in or near the parking lots.

Keep all household poisons and medicines in their original, labeled, child-resistant containers and out of reach of children. **For more information on poison control visit www.aapcc.org. Emergencies call 911.**

Heating and Cooking

Protect eyes from spattering grease when cooking. The likelihood of this injury increases as the stove heat is increased.

Make regular visual inspections of gas appliances. The flame on furnaces, stove pilots and stove burners should be blue. A mostly yellow flame indicates that fuel is not burning completely and could be a potential source of carbon monoxide.

The oven has a safety delay of up to one minute before igniting. The oven will automatically maintain a constant temperature.

Do not use open-flame cooking appliances or an unvented space heater to heat your home. Examples: gas range, oven, or kerosene heater.

Avoid wearing loose-sleeved clothing when cooking or working around an open flame.

Gas furnaces need sufficient oxygen to burn properly. **Do not block furnace air intakes.** Allow a minimum of three feet clearance around these appliances.

Personal property must be kept at least three feet away from the hot water tank and furnace (outside the yellow line in Northwood IV or V).

Do not attach anything to or hang anything from plumbing, fixtures, air ducts, or electrical lines.

Recycling

The community and the University are dedicated to protecting the environment, preserving natural resources, conserving energy, and recycling. Small recycling bins for mixed containers and mixed paper are provided in your apartment and larger bins are located in the parking lots near the solid waste containers. Visit the recycling Web site: <http://www.recycle.umich.edu>

Hints

Get acquainted with your neighbors and Community Aides; let them know when you will be away from home.

Ask your Community Aide to withhold delivery of flyers and newsletters when you plan on being away for extended periods.

Report non-working exterior lights or parking lot lights to the Community Center at 764-9998.

Personal Property and Liability Protection

The University and University Housing does not assume any liability for loss, theft or damage to the personal property of residents in any University Housing location including parking lots. You agree not to make any claim against the University for such an event. You are strongly encouraged to maintain appropriate insurance coverage on your personal property. Purchase Renter's Insurance to protect your property against loss or damages.

Lock doors and windows when leaving the apartment and when sleeping.

Use security bars on sliding glass doors.

For bicycles, record the make and serial number, and register them with the City of Ann Arbor.

Keep vehicle windows closed and doors locked at all times and store valuables out of sight.

Do not leave clothing or other personal property unattended in laundry rooms.

Take children's toys inside after use.

Keep outside storage rooms locked.