

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 apartment. 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 III

Northwood Community Apartments



University Housing
Division of Student Affairs

CLEANING GUIDELINES

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

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 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, contact **FIXIT**.

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 insects and attract 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, contact **76-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 call **FIXIT** for service.

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 on 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, call **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.

Storage Areas

Do not leave items outside personal storage units. Items that have been left out will be removed at the resident's expense.



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.



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 place-mats to protect surfaces from beverages and food. Clean up spills immediately. Clean wood using a wood furniture polish.

Building Block Furniture

Be sure to empty and wipe out all drawers using a wood furniture cleaner. Lift mattress and clean, removing all lint and dust.

Floors, Walls, Windows, and Ceilings

Nothing may be attached to ceilings, floors, or doors. 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.

Floors

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

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.

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 build-up on walls and cupboards.

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

UNIVERSITY HOUSING MAINTENANCE SERVICE

FIXIT

www.housing.umich.edu

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

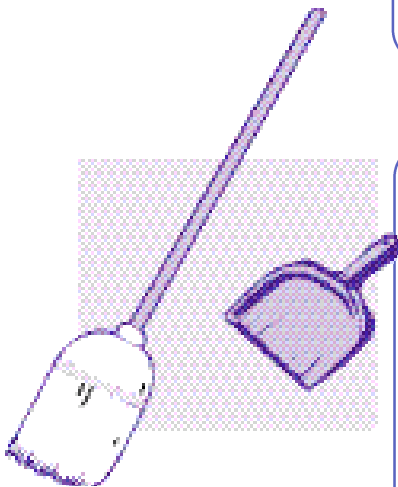
Requests can be completed online on University Housing's Web site at www.housing.umich.edu.

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 required 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, and electrical hazards that happen after **FIXIT** is closed (4:30pm Monday through Friday and Saturday, Sunday and 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.

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 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.

Recycling

The community and the University of Michigan 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 purchase appropriate renter's insurance to protect your property against loss or damages.

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