

Kent State University
Fraternity/Sorority Officer Resource Guide

HOUSE MANAGER

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HOUSE MANAGER SUMMARY

While specific duties vary depending on chapter facilities, the primary responsibilities of a House Manager are to attend to the general upkeep and physical needs of the chapter house. Their role is also vital to the comfort, safety, and health of its members and their guests. It is the House Manager's responsibility to ensure all applicable house rules, contracts, and obligations are understood and enforced. The chapter house should consist of a team atmosphere where studying, socializing, and living can be enjoyed. Remaining in contact with and providing pertinent information to chapter members, chapter officers, Alumni Committee, campus Greek Life Advisor, Chapter Housing Corporation or Fraternity Housing Corporation is pertinent for all parties.

DUTIES AND RESPONSIBILITIES

- Act as a primary liaison with the Chapter House Corporation/Fraternity Housing Corporation
- Act as a primary liaison with the House Director
- Oversee chapter use of the facilities/property
- Administer housing contracts and room selection
- Direct check-in/check-out procedures
- Educate members on housing policies and promote enforcement
- Complete and submit necessary paperwork to Fraternity Housing Corporation
- Assist Chapter House Corporation in taking annual inventory of chapter furnishings and equipment
- Participate in an officer training program
- Be an effective manager, motivator, and leader

SUPPORTING OFFICERS AND COMMITTEES

To help with the above duties and responsibilities supporting officers and committees can be established for the sound operation of the chapter house. Discretionary officers and committees should be voted upon by all necessary parties and included in the chapter bylaws of each specific chapter. Some of the discretionary officers and committees are as follows:

Appointed officer who supports the House Manager:

Discretionary Officer:

- Any voted on by the chapter for inclusion in the chapter bylaws.
 - Example Assistant House Manager one individual to help you with your duties and responsibilities

Committees that support the House Manager:

Discretionary Committees:

• House Committee – extra set of hands to help you with your duties and responsibilities!

• Any voted on by the chapter for inclusion in the chapter bylaws.

USE SUPPORTING OFFICERS AND COMMITTEES – DELEGATE RESPONSIBILTY!

- **Prepare yourself and others develop for future leadership opportunities!** The ability to delegate is a skill that you will need to develop if you are to be a future leader.
- Help your chapter become the best it can be! Delegation is the key. Sharing responsibilities keeps members interested and enthusiastic about the group.

CHECKLIST OF HOUSE MANAGER SUPPLIES

- House Manager's Manual
- Copy of Risk Management Policies and Guidelines
- Copy of Chapter Bylaws
- Copy of Chapter Evaluation/Report
- Schedule of Cleaning Responsibilities
- Inventory Checklists/Records
- Contact Information for Contractors and Repairman
- Warranty Information for Chapter Tools and Appliances

HOUSE ADMINISTRATION

House Rules

Each chapter house should write its own house rules that apply to the facility. Well-established rules govern the use of chapter facilities in order to ensure a safe and comfortable environment for members and their guests. They should conform to the organization and campus regulations and agreements should be made with all necessary parties. If a violation of a house rule should occur accountability steps should be followed based on chapter preference. All house rules should be reviewed, updated, and voted on annually by the chapter. Some topics of house rules to consider:

- Alcohol and drugs on property
- Visitation policy and escorting visitors
- Quiet hours
- Chapter phone answering and message procedures
- Use of kitchen facilities, equipment, dishes/silverware, etc.
- Use of laundry facilities
- Trash
- Keys, locks, security systems
- Wall hanging restrictions and/or requirements
- Parking rules

Facilities Maintenance

There are three types of maintenance work, preventive, general repair, and remodeling.

Preventative maintenance is caring for the exterior, the physical facility (or house), and the general equipment. This type of maintenance is an integral part of the safe and efficient operation of a chapter house. Even with preventative maintenance, things do break down.

Repairs should be directed toward the House Manger who can then direct them to the Chapter House Corporation Board or National Housing Corporation. A request form should include the request #, date, item needing repaired, location, who is assigned to the repair, and the date completed. Emergencies indicate that a repair needs to be completed immediately, for example, a broken water pipe. The House Manager should maintain a list of maintenance contractors and their phone numbers who can respond to emergencies. Remember to follow-up and check on the progress of any maintenance requests by contacting the contractor working on the project.

Contractor	Phone
Contractor	Phone
Contractor	Phone

Remodeling will occur as the chapter house ages and with normal wear and tear. Key remodeling concerns are painting, reroofing, siding, bathrooms, kitchens, windows/doors, insulation, walls, and floors. These projects should be scheduled during the summer to limit the disruption of resident life.

Remember to inform a member of the Chapter House Corporation Board/Fraternity Housing Corporation when any repairs or maintenance is needed.

Monthly Chapter House Inspection

The checklist found in Appendix B should be completed by the House Manager or a House Corporation Officer to ensure the facility cleanliness and safety is current and in proper working order. This is a good form for tracking preventative maintenance.

Office Hours

Issues regarding the chapter facility, repairs, housekeeping, or safety are often concerns of the residents of the house. These topics should be discussed in person with the House Manager. It is important to hold office hours, where there is a specified place and time for the House Manager to be available for any resident who wishes to "drop in" to discuss their concerns. This is a good way to open communication channels outside of a social setting. Office hours should be posted in a place in the chapter house where all residents and other chapter members are able to view them. House Managers should also be flexible to establish appointments to accommodate a more urgent issue or a resident's schedule.

CONTRACTS AND ROOM SELECTION

Contract Guidelines

Housing contracts should be thorough, detailed, and understandable for the chapter and each of its members. Misunderstanding that occurs with contracts is due to a member and/or his or her parent(s) not fully understanding the obligations of residing in the chapter facility. The operation of a chapter house should be done in a business-like manner, and a solid contract between the chapter and the member is a vital part of the process. The following are suggested guidelines to follow:

- Contracts are for one full school year.
- A security deposit should accompany each signed contract.
- Members who plan to study off campus or co-op can share a contract so the bed space remains full.
- The responsibility will fall on a chapter member, if he or she cannot fulfill a signed full-year contract, to find a replacement. If a replacement is not found, the member will still be responsible for fulfilling the financial obligation.
- No member may move into the housing facility without a signed contact.
- The member should agree to accept any collection costs acquired by the chapter if the member does not fulfill a contract.
- Resignation from a chapter, after a member has already signed a contract, does not relieve the member of the financial obligations under the Housing Contract.

Room Selection

A plan for assignments of rooms and roommates should be in place and one that is understood and agreed on by the chapter. Point systems have successfully been used to establish the priority of choice. Some may be simple and others may be more elaborate. They should be positive systems that reward participation within the chapter. Commonly used categories are GPA, number of semester or years in the chapter, positions held, previous years lived in the house, credit hours earned, and attendance at chapter functions.

OPENING & CLOSING PROCEDUES/CHECK-IN AND CHECK-OUT

Opening

House Managers should meet with the House Director or Chapter House Corporation to find out if they need to assist with opening procedures. The House Manager may need to arrive at the chapter house before the official check in for the residents of the building. Attention should be given to maintenance, ordering of sufficient supplies and/or food, and developing a "check-in" process. Other specific items to consider when opening a chapter house:

- Met with chapter officers regarding chapter activities throughout the semester and year
- All equipment is in working order
- House is clean and ready for occupancy
- Lights are operational inside and outside
- Food is available/ordered for immediate needs (if applicable)

^{*}Appendix A includes a sample housing contract.

- Lawn maintenance is complete
- Keys are on hand for distribution
- Housekeeping supplies are stocked
- Key checklist is ready
- Personnel are hired and scheduled (if applicable)
- Record and filing system is established with proper forms
- House is serviced by exterminator (if need be)
- All safety equipment is checked an in working order
- Met with appropriate university officials
- Safety rules and procedure are posted
- Health and kitchen inspection are complete
- All summer house repairs and enhancements are complete
- Met with house corporation board
- Budget is complete
- Conducted initial staff and house meeting
- Parking assignment sheet is ready for use

Closing

Just like with opening, House Manager should coordinate a meeting with the House Director or Chapter House Corporation to find out if they need assistance with the closing procedures. The House Manager should be the last to leave during breaks to make sure the house has been cleaned and secured.

Check-In

The House Manager or other designated individuals should be present at check-in. The resident should be given all necessary keys (house, room, and mailbox). A check-in agreement should be filled out by the resident before he or she moves their belongings into the chapter house. A sample check-in agreement can be found in Appendix

Check-Out

The House Manager or other designated individual(s) should also be present at check-out. The resident should follow the housing check-list before vacating their given space. A sample check-out list can be found in Appendix

HOUSE CLEANLINESS

Weekly Cleaning Assignments

These assignments should be decided on by the House Manager and scheduled on a daily or weekly rotation basis. The chapter should also agree upon these assignments. For example, two members may be assigned to clean the kitchen daily, or these same two members could be assigned to clean the kitchen for one week. Other areas of the chapter house that members could clean are the dining room, living room, basement, and other common areas. An example of a cleaning assignments chart can be found in Appendix C.

Cleaning Services

If a chapter is capable of paying for a cleaning service to help with the weekly cleaning assignments, this option is beneficial to keep a cleanly chapter house. Once a week full service cleans are ideal in the common areas like the living areas, dining room, kitchen, and bathroom. The following are cleaning services near Kent State University:

MTO Clean	Home Maid Plus	Merry Maids
101 North Sycamore Street	541 Beech Drive	99 Northwest Avenue
Ravenna, OH 44266	Kent, OH 44240	Tallmadge, OH 44278
(330) 298-2107	(330) 678-3319	(330) 634-9723

All House Clean-Up

Once or twice a semester a chapter may find it beneficial to have an all house clean-up. This is a day or days that are set aside usually at the end of a semester for the whole chapter to meet at the house to clean areas of the facility that are not cleaned on a daily or weekly basis. Some of the cleaning assignments may be washing the walls and baseboards, cobweb removal, cleaning stairwell banisters, washing down wood furniture, washing common area curtains, etc. The planning of this can be done in conjunction with the local Housing Corporation.

ENVIRONMENTAL SAFETY

Fire

Chapter house fires are attributed to careless smoking, improper use of electricity, faulty heaters, cooking hazard, open fires, lighting, and miscellaneous causes. Because of these reasons it is important to use Appendix A to prevent these causes. A chapter house should have fire protection including alarms, sprinklers, extinguishers, exit markers, and exit lights. Regular safety inspections can help discover life threatening situations before they arise. Residents should be prepared for evacuation in the event of a fire or smoke development.

Fire drills provide opportunity for residents to practice exiting the chapter house. These drills should be held at least twice a semester. One held at the beginning of the semester is beneficial for new members and residents and is also a refresher for returning members and residents. Residents should be made aware of the location of fire extinguishers, exits, fire doors, and manual emergency alarms. A building diagram should be located throughout the house both in private and public areas. Specific procedures should be reviewed with residents and chapter members as the beginning of each semester as well.

Tornado

The frequency for tornadoes in Ohio occurs during the months of April, May, June and July. They can occur at any time of the day or night.

A **TORNADO WATCH** indicates the weather conditions could develop into a tornado. No action needs to be taken other than to be aware and prepared.

A **TORNADO WARNING** indicates that a tornado has been sighted in the area. Residents should be moved to the designated location in the chapter house. Designated areas are the basement or lowest level of the house in the hallway with all doors shut. Stay away from windows and glass.

When the skies look threatening, listen to the radio or TV. National and local weather services track weather systems and can provide advance warning to severe weather conditions. Many communities will have an audible siren warning for bad weather conditions.

First Aid

Chapter houses should supple a first aid kit that is adequately filled with supplies. Kits should include a number of supplies:

Adhesive tape
Antacid
Antibacterial soap
Antiseptic spray
Antiseptic cream
Aspirin
Band-Aids
Plastic bandages
Razor Blades
Rubbing alcohol
Safety pins
Scissors
Specialty bandages
Splints

Bulk Cotton Thermometer Burn ointment Tourniquets

Cold treatments Triangular bandages

Compresses Tweezers
Mole Foam Tylenol

Power Failures

Power failures are quite common in chapter houses occurring because of lightening, ice and snow storms, traffic accidents, and blow fuses. If not prepared, a power failure can be disorienting, causing other accidents, security problems, and affect the overall safety of the residents. Having flashlights on hand can be useful should the power failure occur at night. The House Manager should be knowledgeable of the location of the fuse box and circuit breakers. Only those individuals designated to replace fuses or circuit breakers should do so.

Security

A concern for residents of a Greek chapter house is the security of personal belongings. Residents should be advised on the dangers of leaving doors and windows unlocked or opened. The chapter house should be treated as if it were their own by locking doors, not lending keys out, reporting any strange occurrences, and having a general awareness of security. A security checklist should be conducted, possibly added in as a house chore assignment. A security checklist should include:

- Door locks are jimmy and pick-proof
- Room doors are locked at night
- Walkway and entry are well lit
- Valuable items are marked

- Laundry room and public area are free from personal items
- Fire escapes are secured to prevent unauthorized entry
- Ground floor windows are locked or bolted shut
- Parking lot is well lit and patrolled regularly
- All visitors are accompanied by residents
- Background references are checked of anyone who works in the chapter house

Theft in Chapter Facilities

Theft that occurs in a chapter facility can be frustrating and create uneasiness between members. Every effort should be made to avoid possible temptations. Chapter members should be made aware of the precautions they can be responsible for:

- The house should always be locked and doors should be pulled closed when entering and exiting.
- Personal valuables should not be left in public areas.
- Extremely valuable possession should be encouraged to not be kept in the house.
- Valuable items such as stereos, televisions, computers, recorder, and radios should be marked.
- Members should not ask other members to watch over their valuables.

Despite these precautions, incidents of theft do occur. If a theft is suspected, the House Manager should discuss the matter with the Chapter House Corporation. This individual can provide assistance in resolving the possible theft.

CRISIS MANAGEMENT PLANNING

Crisis management plans have been developed to aid chapters in emergency situations. Some of this situation may be the following:

- An accident resulting in severe or fatal injuries or attempted/committed suicide.
- A fire or explosion in the chapter house.
- Substantial damage to the chapter house caused by storm, flood, tornado, or earthquake.
- Deliberate damage to the chapter house from malicious mischief, sabotage, or riot.
- Chapter member, members, or the entire chapter being accused of violating local, state, federal, or university/college laws, rules, or regulations.

The House Manager should be familiar with their organizations emergency procedures and should be available to help the chapter president in the event of an emergency. Time at the beginning of each semester should be taken to discuss the procedures for closing a chapter facility in an emergency. A copy of emergency procedures should be easily accessible by all members.

<u>Contact List</u>	NAME	PHONE	E-MAIL
Organization's Headquarters	:		
Chapter Advisor:			
House Corporation Chair:			
Greek Advisor:			

OFFICER NOTEBOOK GUIDE

An officer notebook is a helpful way for the House Manager to remain organized. It is also helpful when it comes time to transition the office. Keeping important materials in a three ring binder will allow for easy adding and removal of documents. Some tabs that should be included are as follows:

- Goals to be accomplished during the term
- A calendar of major chapter and university functions.
- Information on projects that fall under other leadership positions in the chapter that require use of the chapter house
- Officer manual and materials
- Chapter, committee, and national reports
- University/college materials including recruitment guidelines, process of reserving a room on campus, student code of conduct, list of campus/chapter events, etc.
- Local contacts including university officials, alumni, community businesses, etc.
- Chapter bylaws
- Blank notebook paper to take notes

Appendix A

Sample Housing Contract for Undergraduate Members

Agreer	ment for room and board of the chapter of
betwe	en the above stated chapter and the undersigned member as follows.
1.	The undersigned member agrees to maintain (in good condition) the room space provides for one full school year, in accordance with house rules and regulations.
2.	The chapter agrees to provide a space and maintain the structure (in good condition) in accordance with University and community standards.
3.	The undersigned member agrees to pay the chapter the amount of \$ per month for room (and board), in additions to membership fees. Previously state amount will be due by the of every month.
4.	This agreement between(chapter) and the undersigned student shall be for the academic school year beginning 20, and ending, 20, and is subject to earlier termination in the event of non-compliance to house rules and regulations by the undersigned member.
5.	 Termination of this agreement shall be only by; a. The undersigned student leaving because of serious illness, death in the immediate family, service to the country, marriage or other good caused reviewed by the House Corporation Board. Termination for any other reason will result in the undersigned responsible for payment of all amounts. b. The undersigned member fails to observe all rules and regulation of the organization and the university.
6.	The contract will become void in the event that the chapter house is rendered uninhabitable by fire, explosion, or other catastrophe.
_	greement is signed by the duly authorized officer of the <u>(chapter)</u> of the member as of <u>(day)</u> of <u>(month)</u> 20

Appendix B

Resident	Check-in Agreement for School	ol Year
Room Key #:	House Key #:	# of Residents in Room
Resident Name:		
Resident Name:		
Resident Name:		
# of Beds:	# of Dressers:	# of Desks with Chairs:
	om and all adjoining facilities prior to of problems or damaged items for th	o my occupancy of the above-referenced ne purpose of protecting my security
I have inspected the follow	ving:	
Carpet		
Ceiling		
Closet		
Desk/Chair		
Doors (hall and closet)		
Fire escape ladder		-
Light fixtures		-
Mattress/Box Springs		
Shelving		
Smoke Detector		
Switch Plate Covers		
Walls		
Window Blinds/Screens/Cu	rtain Rod(s)	-
		-
Other items		
and/or adjoining facilities o	ther than those listed above. I further	nsible for any damage(s) to the bedroom er acknowledge that I have been be incurred in the event of the loss of
Signed	Date:	HM (initials)
Signed	Date:	HM (initials)
Cianad	Date	UM (initials)

Appendix C

Resident House Closing Checklist

Failure to complete these items may cause a forfeiture, fine or delay in the return of your deposit.

- 1. Empty out all wastebaskets and remove all food items. TAKE ALL GARBAGE TO THE DUMPSTER!
- 2. Clean out cabinet under sink and remove all items from around sink. Wipe residue spots from inside cabinet and around sink.
- 3. Remove all soap and shampoo items from shower and lavatory.
- 4. Remove any personal items from laundry room, study room and other common living areas of the house.
- 5. Take any dishes or other items belonging to the chapter to the kitchen or location designated by House Manager.
- 6. After removing trash and personal belongings, vacuum floor and closet.
- 7. Close blinds and turn off lights.
- 8. Turn in the following to the house manager or appropriate officer:
- Self-addressed, stamped envelope for return of room deposit Front Door Key Room Key

A \$ cleaning fee per resident will be charged to remove any trash or left ite
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Personal possessions remaining in the chapter house will be considered "abandoned" and will be disposed of by the Chapter House Corporation.

Appendix D

Sample Self Inspection Checklist

Cleaning Supplies Inventory

Electrical System

Adequate supply of cleaning solutions (disinfectant, soap, etc.)	YES		NO
Adequate supply of general cleaning NO		YES	
(toilet paper, paper towels, trash bags, scrub brushes, etc.)			
Storage room(s) organized and easily accessed	YES		NO
Interior Housekeeping			
Floors and walls clean throughout	YES		NO
Trash removed promptly and regularly	YES		NO
Interior light bulbs working properly, replaced promptly	YES		NO
Halls, staircases, and exits are well lit and free of obstructions	YES		NO
Staircases and wells have secure banisters/railings	YES		NO
All doors are secure and operating correctly	YES		NO
All interior walls are in good condition	YES		NO
Exterior Housekeeping			
Lawn in groomed and orderly	YES		NO
Exterior lights are working properly	YES		NO
Exterior doors are in good condition and lock working correctly	YES		NO
Roof is free of leaks and in good condition	YES		NO

All circuits correctly fused	YES		NO		
All circuit/plug covers in place and not broken Furnaces & Hot Water Heaters	YES		NO		
Located in separate rooms	YES		NO		
All doors to rooms closed completely	YES		NO		
All rooms free of combustible materials	YES N				
All covers to equipment in place	YES		NO		
Equipment inspected in past year by contractor	YES		NO		
<u>Smoking</u>					
Allowed in safe locations only	YES		NO		
Ashtrays with large lips used	YES		NO		
Butts collect in meta container	YES		NO		
<u>Kitchen & Cooking</u>					
All cooking equipment located under a hood NO	,	YES			
Hood and ductwork system cleaned twice a year	YES		NO		
Extinguishing system protecting all cooking equipment	YES		NO		
<u>Plumbing System</u>					
Plumbing in good condition with no leaks	YES		NO		
Sprinkler system has been checked in the last few months	YES		NO		
<u>Laundry Room</u>					
Lint filters cleaned after each load	YES		NO		
Area behind dryers free of lint	YES		NO		

Fire Alert System and Safety

Manual fire alarm pull boxes in halls	YES	NO
Smoke detector in each room NO	Y	ΈS
Smoke detector batteries changed every 6 months	YES	NO
Date of last batter change		
Fire sprinklers installed	YES	NO
All individual fire sprinklers free from obstruction	YES	NO
Is the main control valve open	YES	NO
Is there pressure reading of the system gauges	YES	NO
Date of last fire sprinkler inspection		
At least one fire extinguisher on each floor	YES	NO
Fire extinguisher in the kitchen	YES	NO
Fire extinguisher locations accessible and clearly marked	YES	NO
Are extinguishers checked regularly to ensure they are fully charged	YES	NO
Date of last contractor inspection of extinguishers		
Is there a fire drill every six months	YES	NO
Date of last drill		
Has campus fire marshal inspected building with last 6 months	YES	NO
Has city/town fire marshal inspected building within last 6 months	YES	NO

Appendix E

Name	8/29	9/5	9/12	9/19	9/26	10/3	10/10	10/17	10/24	10/31	11/7	11/14	11/21	11/28	12/5	12/12
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	1
	12	13	14	15	16	17	18	19	20	21	22	23	24	25	1	2
	13	14	15	16	17	18	19	20	21	22	23	24	25	1	2	3
	14	15	16	17	18	19	20	21	22	23	24	25	1	2	3	4
	15	16	17	18	19	20	21	22	23	24	25	1	2	3	4	5
	16	17	18	19	20	21	22	23	24	25	1	2	3	4	5	6
	17	18	19	20	21	22	23	24	25	1	2	3	4	5	6	7
	18	19	20	21	22	23	24	25	1	2	3	4	5	6	7	8
	19	20	21	22	23	24	25	1	2	3	4	5	6	7	8	9
	20	21	22	23	24	25	1	2	3	4	5	6	7	8	9	10
	21	22	23	24	25	1	2	3	4	5	6	7	8	9	10	11
	22	23	24	25	1	2	3	4	5	6	7	8	9	10	11	12
	23	24	25	1	2	3	4	5	6	7	8	9	10	11	12	13
	24	25	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	25	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

Cleaning Assignments Chart Directions

- 1. Assign a house chore to each number on the chart. For example, 1 could be clean the dishes on Monday, 2 could be vacuum the living room on Tuesday, etc. There should be one number for each chapter member living in the house.
- 2. The first row should include the date for the start of every new week. The above dates are every Sunday of the fall 2010 semester. If Monday is your preference, so be it!
- 3. The name of each member living in the chapter house will be written in the spaces in the far left column.
- 4. The House Manager should choose a time during the day to check and make sure the cleaning assignments have been completed for that day. The time should usually be later in the evening so chapter members have enough time to complete them with their busy schedules, such as 10:00 PM.
- 5. Have marking systems for jobs completed and those missed. Remember to have some form of accountability in place for those members who do not complete their chore.

^{*}Again, cleaning assignments could be for once a week or everyday of the week. All in the preference of the chapter!

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