

House Manager Training Manual

Job Description

The Greek House manager is the chapter coordinator for all housing and house-related tasks that contribute to a positive living experience for all residents. House managers are encouraged to work with members of their chapter to create a team atmosphere where all members of the community will pitch in to ensure the house is in optimum condition within which studying, socializing, and living can all be enjoyed. A positive chapter house community can go miles in ensuring a chapter's success. Remember that you are the coordinator of all house-related issue, but you are not alone. Work with your chapter leadership to incorporate small positive improvements in your house that you can report on as well as covering the important house-related news into a brief report for the membership to stay informed.

Greek House Director (GHD)

The Greek House Director living in your house is your primary university contact for all house related issues. They are trained and skilled at resolving issues. In some cases you may have more live-in experience in your own chapter house than these staff members. It is your responsibility to work with them to manage your chapter house and strengthen that partnership over the course of your term as House Manager.

You should be meeting with your Greek House Director for a weekly one-on-one meeting to discuss any issues that come up during the week that fellow chapter members feel might need to be addressed. Come to these meetings with an agenda of things you would like to cover. The agenda for this meeting should include a weekly walkthrough of your house to see if there are any issues. If there are please put in a work order. Your Greek House Director will also be the primary contact for Greek Affairs communication regarding anything related to your house.

Partnering with Facilities Staff

Once a semester meeting with Greek House Director, BMO and Custodial Supervisor:

It is expected that at least once every month you will have a joint meeting with your Greek House Director, Custodial Supervisor, and the BMO. During the meeting, tour your building to review the condition of the building and discuss any concerns related to custodial staff or students. Also identify and/or review any ongoing maintenance concerns. If there are areas that are showing excessive damage, use this information to work out a plan of action with the BMO to address the problems. Please use this time to recognize any custodial staff that have really been doing a good job or have improved in their job performance. These meetings should afford you and your maintenance staff the opportunity to discuss and record ideas for building, policy, or service improvements.

It is imperative that when meeting with your custodial supervisor and your BMO that you discuss recurring community issues. This includes issues related to vandalism, trash and other behaviors that are negatively impacting the living environment for students. Develop cooperative plans to address these issues that include both the custodial/maintenance staff along with the Greek House Director. Repeat/recurring problems should be reported to your Greek House Director who will work with the appropriate staff in the Office of Residence Life.

Important Information about Facilities

The following few pages provide an overview of the custodial staff and services provided for the campus. Each specific group of custodial and/or maintenance staff may operate slightly differently than these guidelines. As you build your relationship with your custodial and maintenance staff, you will come to understand the nuances and specifics of their work and this will allow you to help integrate the staff and the work they perform into the community development process.

Custodial Staff

A Custodial Supervisor and custodial workers are assigned to each university residence. Some residences share workers and a supervisor. House managers should work to establish a relationship with the custodial staff and supervisor.

Custodial Services Provided:

During the regular week (Monday-Friday, 7:30 a.m. - 4 p.m.), cleaning services will be provided by the full-time University staff assigned to that area. The chapter may need to work with the Custodial Supervisor to clarify and establish schedules for cleaning; however, this can typically be accomplished by the chapter leadership and custodial worker assigned to the building.

Areas to be cleaned, types of cleaning, and frequency of cleaning are as follows:

Bathrooms: Public bathrooms (floor bathrooms, guest restrooms in lobbies) will be cleaned and disinfected once per day. This will include sweeping and wet mopping of floors, cleaning of mirrors, fixtures, basins and lavatories, and re-supply of tissue. Once a week showers will be thoroughly scrubbed and clean shower curtains will be hung when necessary. Each bathroom will be closed for 30-40 minutes per day; therefore, every attempt will be made to schedule bathroom cleaning when potential usage is at a minimum.

Lounges: Lounges will be cleaned once per day. This will include cleaning of university owned furniture, vacuuming, and trash removal.

Corridors/Hallways: Corridors and hallways will be vacuumed and cleaned three times per week. This may vary, however, due to workload and/or the staffing level on any given week.

Stairwells and Entrances: Stairwells and entrances will be swept and mopped three times per week. Again, this may vary due to workload and/or the staffing level. Mopping will be more frequent during inclement weather.

Door Glass: Door glass will be cleaned once per day, with particular attention paid to main entrance.

Carpet: All carpeting in the residences is shampooed and deep cleaned during the summer months. During the academic year, only the carpet in hallways and in public areas is cleaned as needed.

Weekend Custodial Services:

The full-time custodial staff works Monday through Friday. On the weekends, the staff is significantly smaller and sometimes consists of students and part-time staff. Also, the weekend supervisor is responsible for all campus buildings and not individual buildings. Therefore, weekend custodial services provide less service than the weekly staff. If the chapter should experience less than the following services on weekends, they should forward those concerns on to your Greek House Director who will work with the appropriate staff.

Bathrooms: Floor swept and mopped as needed; toilet tissue checked and restocked if necessary; trash containers emptied; mirrors cleaned; sinks washed; urinals flushed; shower drains cleaned.

Corridors and Lounges: Drinking fountains cleaned, hall mirrors cleaned; tile floors dust mopped and carpets vacuumed; waste baskets emptied; stairwells swept and spills wiped up as needed.

Large Lounges: Waste baskets emptied; carpet vacuumed (as needed); window glass and; entrance ways cleaned as needed.

Activity/Game Room: Empty waste baskets; wipe up spills and wipe off tables; dust mop and/or vacuum, as needed.

Dining Services Items:

The custodial department is not responsible for returning dishes that are removed from the kitchen. Chapter leadership should work with the Greek House Director and the Custodial Supervisor in houses where dining items may be left in the hallways or common areas on a consistent basis to create a system of picking up dishes and returning them to the kitchen.

Building Maintenance Operator (BMO):

A Building Maintenance Operator is assigned to an area of Greek houses. This person performs preventive maintenance tasks and does general repairs. The BMO will take requests for repairs for the Maintenance Department.

Students should report any needed repairs on their floors or in their rooms to the Greek House Director in addition to filling out a work order request via the facilities work order web site (see link below).

<http://www.bgsu.edu/offices/facilities/internal/workorderfrm.htm>

It is expected that all repairs will be completed within one week.

The maintenance operator will make repairs whether or not the student is in the room. Students should be aware of this procedure. Maintenance personnel will announce their presence when entering opposite gender floors, and knock and announce themselves prior to entering any student rooms.

If Work Orders are not resolved in a timely manner please talk to your Greek House Director so they can follow-up with Greek Affairs and Facilities.

The Distinction between Normal Wear and Damage:

All buildings on campus will require a certain level of maintenance due to the normal usage of the facility. The cost of such repairs is a routine expense of operating the building. However, a considerable number of repairs are required as a result of damage above and beyond normal wear and it is up to the GHD to bill the person(s) responsible for damage. Some of this damage is the result of accidents and some the result of malicious acts. Regardless of whether accidental or malicious, the person known to be responsible for the damage is financially accountable for the cost of the repair. **Malicious acts would typically also require disciplinary action. If no person is found responsible, financial responsibility will be the responsibility of the chapter.**

The BMO or Custodial Supervisor will determine if the repair is damage or normal wear.

University Furnishings

Each chapter is responsible for the university provided furniture throughout the building. The furniture has been provided to aid staff and residents in their daily operations and functioning. Therefore, please channel all requests to have the Materials Handling staff move/remove furniture through the Greek House Director for your chapter.

Policies guiding university furniture in resident rooms are addressed in the Community Living Standards (CLS) in the Student Handbook. Please refer to the appropriate sections in the CLS to gain an accurate understanding of these policies.

Greek House Amenities

Each house has a number of amenities that may require servicing or attention from the companies that have brought their machines into the houses. The following is a glimpse of some of the common amenities that may be in the houses and what number chapter leadership or the GHD should call to request service. **These amenities may not be present in every house.**

ABC Vending Machines:

The beverage machines that have non-carbonated beverages in them are maintained by American Bottling Corporation (ABC) and can be serviced by calling 1-800-788-7720.

AVI Vending Machines:

The food and hot beverage vending machines are maintained by AVI and can be serviced by calling 419-425-1136. If you have difficulty reaching AVI, you can also contact Dining Services.

Pepsi Vending Machines:

The Pepsi Soda Pop machines can be serviced by contacting Pepsi directly at 1-800-737-6623.

Washers and Dryers:

American Sales Industry-Maytag (ASI-Maytag) is the washer and dryer laundry service on campus. When a repair is needed for a washer and dryer, they should be contacted at 1-800-762-3452.

**Emergency Maintenance & Custodial
*Nights and Weekends***

These guidelines are intended to assist with making the decision of whether to contact emergency custodial or maintenance in the event that a situation occurs during non-business hours. Given the time and expense involved in making such a call and balancing that with the importance of the health and safety of our residence halls for our residents, judgment should be utilized.

Emergency Custodial Services & Maintenance

Facilities Services has arranged for 24-hour service of the Greek Houses and residence halls through a combination of staff working, being on-call, and support being provided from other areas on campus (e.g. academic buildings). Therefore, the following means of contact should be followed when addressing emergency custodial services, assuming that the guidelines referred to above have been followed first:

- Monday through Friday, 7:30 a.m. - 4:00 p.m. - Contact the Custodial Supervisor or Building Maintenance Operator for your building.
- Monday through Friday, 4:00 PM - 5: 00 PM - Contact the Facilities Services Communications Center at 419-372-2251.
- Monday through Thursday, 5:00 p.m. - 8:00 a.m. (next morning) & Friday at 5:00 p.m. - Monday at 8:00 a.m. - Contact University Police at 419-372-2346.

Some common issues arising regarding the need for emergency maintenance include, but are not limited to:

Electric: Contact University Police immediately.

Plumbing/Toilets, etc: Running water (either from a toilet, pipe, etc.) that is not or cannot be controlled or contained should be addressed by emergency maintenance. If

a toilet, sink, etc. is clogged, but water is not continuing to run, the area can be marked off and a sign placed on the toilet/stall. A leaking pipe may be such that a bucket can contain the drip until the maintenance shift arrives.

Glass: Generally, windows need the attention of maintenance due to broken glass, heating and cooling as well as safety/security reasons. A broken window should be boarded up by maintenance or police. A small amount of broken glass from a bottle, etc. in a stairwell or hall can be swept up by staff, with the area roped off, if possible, and a message should be left for custodial to clean the area thoroughly.

Spills: Large spills probably require custodial assistance. However, if a spill is limited in scope, it should be mopped/cleaned up by staff, and a voicemail left for custodial to attend to the spill immediately, particularly if the spill is on carpeting. The GHD should talk with the floor about taking responsibility for cleaning and for determining the cause of the spill.

Vomit: Whenever possible, responsible individuals should clean their own mess or be billed for the cleanup if they are unable/unwilling to do so. If the vomit is localized, residents can obtain "vom-up" at each residence hall front desk to use, after which the area should be closed off if possible. A message should be left for the custodial supervisor or weekend custodian. If the vomit is in a well-traveled area or is too expansive to contain with vom-up, custodial should be called. The chapter should be involved in the clean-up and determination of responsibility.

HVAC: Whether emergency maintenance is called will depend on the weather and the prevailing temperature in the room/area, based on what is reasonable. Health concerns should also be made a part of this analysis.

Safety and Security: The primary consideration is whether the door or window can be locked or not. If the location cannot be made secure, emergency maintenance should be contacted. In the case of an inoperable PED, this can generally wait until the next morning to be fixed.

Blood: If it is isolated and contained, it may be possible to wait until the next custodial shift arrives, but the area should be roped off. However, where public exposure is possible, trained housekeeping staff should address these issues.

Fire Alarms – when your Greek House Director is not present

1. Evacuate yourself first while encouraging your chapter to leave the building as quickly as possible.
2. Comply with Public Safety/Campus Police and only reenter the house when instructed.
3. Call your Greek House Director to report the fire.

Tornados

The greatest frequency of tornadoes in this area is during April, May, June and July. Most tornadoes touch ground between 2:00 PM and 10 PM E.S.T., although they can occur at any time of the day or night.

A **TORNADO WATCH** indicates that weather conditions are such that a tornado could develop in this area. No action needs to be taken other than being aware and prepared.

A **TORNADO WARNING** indicates that a tornado has been sighted in the area. Move students to the designated locations in each of the buildings.

If the siren sounds, do not call the University Police. They will be busy with emergency response procedures.

In the event of a tornado, sirens placed in strategic places on campus and the city of Bowling Green will sound. This is your signal to take cover immediately. Tests on this system occur the first Saturday of every month at 10 a.m. (The Police prefer that you do not call the office to check the validity of the siren.)

Tornado instructions on the signs posted in each house by Environmental Health and Safety should be followed closely.

Tornado Shelters in Greek Houses

In the Greek houses this area is the ground floor hallway with all doors shut.

Weather Information Sources

When skies look threatening, listen to radio or TV. The National Weather Service tracks weather systems with radar and can usually give adequate advance warning of severe weather conditions. Many communities also have arranged special warning systems, such as air raid sirens.

Bomb Threat

Should you or the house receive a bomb threat, do the following:

1. Remain Calm.
2. Write down everything about the threat that you can recall.

3. If the bomb threat is received over the phone make notes about the:
 - TIME OF THE CALL** - On-campus or Off-campus ring
 - THE PERSON** - Male or female; Noticeable accent; Speech impediments or interesting phrases used
 - BACKGROUND NOISE** Sounds: planes, cars, trains, people talking
 - WHAT IS SAID** - Description of bomb; location of bomb; when it is to detonate; why the bomb; anything that would indicate the persons knowledge of the building or campus
4. If the bomb threat involves a suspicious package or letter, **DO NOT TOUCH** it and clear the immediate area, including any location that can see the item.
5. Call University Police at 419-372-2346 or 911.
6. Tell University Police all the information you have.
7. University Police will make the decision to evacuate the building after evaluating all the information.
8. Notify your House Director at the earliest possible moment.

Recycling

Currently the Greek houses do not all participate in the university’s recycling program. If residents are interested in recycling, they may bring their items to the recycling collection containers on the first floor of the nearest residence hall or ask for collection containers to be placed in their Greek house.

The recycling program recycles glass, cans, plastic bottles, newspaper, and office paper. Newspaper is collected in the lobby of each residence hall next to the Readership Program paper racks. Chapters may have their own system of recycling established on a per house basis.

Any questions regarding recycling can be directed to the Recycling Program office at 419-372-8909.

Greek Facilities Services Staff

Conklin Main and Units

Building Maintenance, Rob Varallo	419-372-7683	rvarall@bgsu.edu
Custodial Supervisor, Vickie Bateson	419-372-2285	jbateso@bgsu.edu

Cottages

Building Maintenance, Steve MacDonald	419-372-7643	stevem@bgsu.edu
Custodial Supervisor, Maria Dandar	419-372-7689	dandare@bgsu.edu

129 Prospect Street

Building Maintenance, Steve MacDonald	419-372-7643	stevem@bgsu.edu
Custodial Supervisor, Vickie Bateson	419-372-8383	jbateso@bgsu.edu

R 1 - 7

Building Maintenance, Rob Varallo	419-372-7683	rvarall@bgsu.edu
Custodial Supervisor, Jean Wood	419-372-2285	wjean@bgsu.edu

R- 8 & 9

Building Maintenance, Tammy Roberts	419-372-7684	temp. position
Custodial Supervisor, Jean Wood	419-372-2162	wjean@bgsu.edu

703 and 709 Reed Street

Building Maintenance, Steve MacDonald	419-372-7643	stevem@bgsu.edu
Custodial Supervisor, Vickie Bateson	419-372-8383	jbateso@bgsu.edu

W 1 - 6

Building Maintenance, Steve MacDonald	419-372-7643	stevem@bgsu.edu
Custodial Supervisor, Maria Dandar	419-372-7689	dandare@bgsu.edu

Interim Maintenance Supervisor, Phil Walter	419-372-7542	pwalter@bgsu.edu
Maintenance and Trades Director, Larry Holland	419-372-8334	loholla@bgsu.edu
Maintenance and Trades Secretary, Judy Amend	419-372-9307	jamend@bgsu.edu
Custodial – Director of Campus Services, Duane Hamilton	419-372-7569	dhamil@bgsu.edu
Director of Campus Services Secretary, Jan Cavanaugh	419-372-7634	janetc@bgsu.edu
Manager of Building Services, Maria Jaso	419-372-7582	mjaso@bgsu.edu
Weekend Custodial Supervisor, Vicki Bateson	419-372-6801	jbateso@bgsu.edu

Submitting a Maintenance Request [ie. “Work Orders”]

If you have a maintenance issue to be resolved in a room or public area of your chapter house, please follow the procedures below:

- 1) Log on to “MyBGSU” from a web browser. (<http://my.bgsu.edu>)
- 2) Click on the tab titled “QuickLinks”
- 3) Click on “Facilities Services Work Request Form” (or)
- 4) Type the following direct link into your web browser:

<http://www.bgsu.edu/offices/facilities/internal/workorderfrm.htm>

- 5) Complete the form indicating the maintenance work to be completed. For the building name, please use your house’s unit designation (R-1, Conklin B, W-3, 129 Prospect, etc.) this will make it easier for facilities staff to process your request. Please fill out a separate form for each task. Do not combine items that need attention on your maintenance requests.
- 6) You will receive an email confirming your work order. Please forward a copy of this email to your Greek House Director and save one for future reference.

Notes: For EMERGENCY Maintenance Issues contact University Police at 419-372-2346.
(Please refer to page 5-6 to see what issues qualify for calls to Emergency Maintenance)

For telephone problems, call ITS at 419-372-0999.

For Cable problems follow the above steps as well.

Instructions for Chapters in Brookwood houses

If you have a maintenance issue to be resolved in a room or public area of your chapter house, please follow the procedures below:

- 1) Call the maintenance number (419-352-0717) for repairs to submit a request.
- 2) If you have not seen any response within one week please speak with your Greek House Director.

Chapter House Renovation or Redecoration

The form to seek approval for this can be found on the Greek Affairs website at:

http://www.bgsu.edu/offices/sa/greekaffairs/renovation_form.pdf

Chapters are allowed to renovate or redecorate the common areas within the chapter house. This is usually done through their chapter housing corporation and coordinated by advisors and alumni volunteers. Any redecoration that creates a permanent change to the structure (such as painting, carpeting, wallpapering, landscaping, etc.), must be approved prior to the start of work. A "Chapter House Renovation or Redecoration" form is available on the Greek Affairs website (www.GreekBGSU.com).

Areas that usually cannot be redecorated by the chapter include the kitchen, bathrooms, and the computer resource lab. Requests will be evaluated to ensure that the project is feasible, in good taste, and is being done by a reliable contractor. In many cases, we will not approve a project where the chapter members are the sole source of labor.

Over the past few years, and into the next few, most of the exterior doors for the Greek houses will be replaced. These doors have a finish that is not designed to hold paint. These doors should never be painted, and permission will not be granted to paint these doors.

Individual Resident Room Painting Protocol for Chapter Houses

The form to seek approval for this can be found on the Greek Affairs website at:

http://www.bgsu.edu/offices/sa/greekaffairs/painting_form.pdf

Individuals are allowed to repaint their rooms according to the following procedures:

1. Approval to paint residential rooms will be coordinated by the Office of Residence Life in writing.
2. BGSU will provide white paint but all other colors must be provided the student(s) and approved by the Office of Residence Life.
3. Painting will be permitted only on room walls. Do not paint ceilings, woodwork, window or window trim, outlet covers, wall switches, or doors (if these items are painted Residence Life will repair and bill all residents of that room).
4. All other surfaces are to be protected and remain paint free. Any and all damage to walls or other surfaces (including carpet) will be repaired at the expense of the individuals assigned to the room.
5. Painting will be of one solid color, no murals will be permitted. Rooms may be painted only once per academic year. All residents of the room must sign the proposal, accept financial responsibility for damages, and agree on the color selection.
6. Conduct all clean-up activities in the laundry room, not the bathroom.
7. Return all materials to Facilities Services after your project is complete. Materials not returned to Facilities Services will result in a \$50.00 charge being assessed to the person responsible for picking up the supplies as requested on the form.
8. Upon completion of the work, the person responsible will notify the Office of Residence Life for inspection, workmanship, and adherence to all requirements herein. If work is found to be unsatisfactory or incomplete, the Office of Residence Life will correct any deficiencies at the next available opportunity at the resident's expense.
9. No work should take place during the following times:
 - During formal recruitment in September (Sororities)
 - During finals week in December and May
 - Any other times when work may interfere with the academic mission of BGSU

Murals

All murals must be approved in writing from Residence Life and Greek Affairs on University letterhead, signed, and dated by the Director of Greek Affairs and the Associate Director for Facility Operations.

PEDs

All residents obtain a Personal Electronic Device (PED) to gain access to the exterior doors to their house. **At no time is any resident to lend out their own PED to any other student!** The PED door system at BGSU records all usage of these PEDs on campus which is then tracked back to the owner of the PED. There have been cases at BGSU of students misusing lost or borrowed PEDs in violations that have resulted in a student discipline hearing with the owner of the PED itself. **Please report lost PEDs to your Greek House Director immediately to deactivate the PED until it is found or replaced!**

To request PEDs for members who do not live in your house, please access the link below and follow the instructions: <https://reslife.bgsu.edu/forms/ped-greek.php>

Lockout keys

In the case of accidental lockout of one's room or a house resident can obtain a lockout key from the following locations 24 hours 7 days a week during the academic year excluding breaks. All residents should return the key and PED they are given within an hour after signing it out.

LOCKOUT KEY LOCATIONS

Sorority row	McDonald Hall Front Desk
Reed Streets	McDonald Hall Front Desk
Prospect Street	McDonald Hall Front Desk
Conklin houses	Conklin North Front Desk
C-7	Conklin North Front Desk
R-units / Old Fraternity Row	Rodgers Front Desk
Brookwood	Harshman Front Desk

What are GHD Duty & Weekend Duty Rounds?

During the week from 5pm to 8am Greek Affairs has a rotation of on-call Greek House Directors to respond in case of emergencies within Greek housing. These staff members are considered to be "on duty" when they are on call and as such carry the Duty Phone during this time. The duty phone number is located on the door of all Greek House Director apartments in each Greek house and is 419-409-0737. This number is to be called in case of emergency only!

On Fridays and Saturdays, there are two Greek House Directors on duty and between 11pm and 2am these staff members complete a full walkthrough of all campus housing to ensure the safety and wellbeing of all residents. Whenever Greek House Directors enter a Greek house that they do not reside in they are instructed to announce their presence by shouting "House Director" upon entry.

Trash

In all campus housing residents are expected to take their own trash to a nearby dumpster or common trash receptacle as needed. Custodial workers are employed to remove paper towel waste from the small trash cans in the common bathrooms, not to empty trash from student rooms. This includes when students throw away personal trash in the bathroom trash receptacles. Excessive trash in any case will result in disciplinary actions and reoccurring violations of this policy will put a chapter's housing in jeopardy.

House Opening Procedures

House Managers should coordinate a meeting with the Greek House Director to find out if they need to assist their House Director with opening procedures. It is suggested that the House Manager arrives at the house before the official check in for the rest of the members. It would be ideal if the Chapter President would also arrive early with the House Manager.

House Closing Procedures

House Managers should coordinate a meeting with the Greek House Director to find out if they need to assist their House Director with closing procedures. It is suggested that the House Manager is the last member to leave during breaks. It would be ideal if the Chapter President was the second to last member to leave during breaks.

Thanksgiving & Spring Break

In anticipation of Spring Break or Thanksgiving Break, House Managers should post common area cleaning assignments. These will need to be completed prior to leaving for break. The chapter is responsible for cleaning described below, and will be held accountable for failure to finish these tasks. (You should coordinate this process with your Greek House Director in advance.)

Listed below are some sample chores:

- **KITCHEN/DINING ROOM:** Wipe all tables, counters, top of oven, clean out microwave, sinks, sweep and mop floors, dispose of perishable food that would rot before we get back, wipe out bottom of refrigerator, and empty all trash. Sweep the laundry room and wipe off washer and dryer.
- **COMMON AREAS** (TV room, formal room, computer room, pool room, hallways, etc.) need to be cleaned, vacuumed, dusted, etc. **LOCK ALL WINDOWS IN THESE ROOMS** to protect the chapter's, and your, belongings! Unplug everything, such as TV, computers, etc.

If appropriate, ask the residents to return all dishes, cups, silverware, etc. to the kitchen.

Move in and Move out procedures

These procedures should be coordinated with the Greek House Directors. This should include making sure all rooms are ready for move in, submitting beginning of the year work orders, organizing keys and paper work, making sure the house is clean, and other duties as assigned by the GHD.

Weekly cleaning assignments

These assignments should be decided on by the House Manager and scheduled on either a daily or weekly rotation basis. It is recommended that the chapter agrees upon the assignments. For example, some chapters might have two different members assigned to cleaning the kitchen on a daily basis, but other chapters might have two different members assigned to cleaning the kitchen on a weekly basis. Besides cleaning the kitchen, the chapter might require members to be on a rotation basis for cleaning the dining room and other common areas.

Community Living Standards

Quiet Hours: Sunday through Thursday – Begin no later than 11 p.m. and continue until at least 8 a.m.
 Friday and Saturday – Begin no later than midnight and continue until at least 8 a.m.
 During Finals – There is a 24 hour quiet hour policy
 (Note: Specific quiet hours for each house may be adjusted within the minimum guidelines at a house meeting.)

Roofs: No access by chapter members, except for the decks at the Delta Tau Delta and Delta Sigma Theta Houses.

Candles & Incense: Is not allowed, and will be documented unless a permit has been issued.

Substance Free common areas: All Greek house common areas are substance free.

Chapter Mail & Mailboxes

It is expected that each member has a mailbox (roommates can share a mailbox) in the house. All mail is to be handled appropriately due to federal laws. There should be an outgoing and incoming mail bin that is provided by Stampers (the campus mail office) in order to assist in handling the mail. The mail should be sorted by the house manager and placed in members mailboxes when delivered to the house. Contact Stampers in order to get labels to forward mail of members no longer living in the house. Once you have labeled the mail you place it in the outgoing mail bin.

Housing Sign-ups

Housing sign-ups occur in the fall semester, before Thanksgiving Break, to fill any anticipated vacancies for the spring semester and for the upcoming fall semester of the following year. The form for spring semester is to indicate members changing rooms and members moving into or out of the house. The form for the upcoming fall semester is to indicate who will be living in the house the next year. These are due before Thanksgiving Break. Based on informal research and collaboration with Greek leaders the decision was made in 2005 to require all Greek houses to complete and turn in housing rosters for the following year before the start of that calendar year. This was suggested in an effort to reduce the number of students lost to off-campus housing leases before chapters are able to secure their place in

the chapter house. Based upon the request of chapters this process was created to help chapters keep their houses full at all times. It is incumbent upon the house manager to ensure that all paperwork is handled through the Greek House Director and chapter president to submit these documents on time and correctly. Housing sign up forms are to be turned directly in to Nancy Iler for fraternities and Lynn Bateson for sorority houses by the chapter president or house manager in office 440 in the Saddlemire Building on campus Monday through Friday from 9am to 5pm during the academic year.

Housing Agreements

Chapters must have a signed housing agreement on file in Greek Affairs with the chapter president and advisor’s signature at all times that the chapter wishes to have a BGSU chapter house. These are due in early January for the following year.

Contact information for Greek Housing

For any questions relating to Greek Housing please contact the following staff:

Gordy Heminger, Greek Coordinator	419-372-8328 gordon@bgsu.edu
Lynn Bateson, Sorority Housing Officer for Residence Life	419-372-2011 lynnj@bgsu.edu
Nancy Iler, Fraternity Housing Officer for Residence Life	419-372-2011 niler@bgsu.edu
Roy Lowdenback, Graduate Assistant for Greek Housing	419-372-1141 rlowden@bgsu.edu

Greek Services i.e. What does Greek Affairs do for Greeks?

1. Provide four full-time staff members to assist fraternities and sororities.
2. Provide nine graduate student staff members to assist fraternities and sororities.
3. Provide advising support for the four governing councils.
4. Provide \$17,000 to the four governing councils for programming operations.
5. Provide a comprehensive Greek Affairs web site.
6. Provide free web sites for each fraternity and sorority.
7. Provide free web sites for the four governing councils.
8. Provide multiple listserves for chapter officers and advisors.
9. Provide a comprehensive Greek Calendar for all major Greek and chapter events on the Greek website.
10. Provide up to 31 chapter houses for fraternities and sororities.
11. Provide up to four secured meeting rooms for un-housed groups in Conklin Residence Hall along with space on the floor for members to reside.
12. Provide a trained staff member to serve as House Director for the housed fraternities and sororities.
13. Provide each chapter president a single room at a double room rate (a \$600 savings each semester).

14. Provide a free residence hall room for traveling consultants from the National Headquarters, if available.
15. Provide a leadership honor society (Order of Omega) and do verification of eligibility for members and provide a half-page student newspaper ad to announce new members (\$1,000).
16. Provide an academic honor society (Gamma Sigma Alpha) and do verification of eligibility for members and provide a half-page student newspaper ad to announce new members (\$1,000).
17. Provide monies annually for Housing Renovations to chapters that achieve a GPA higher than the All-Undergraduate average.
18. Provide Advisors, Presidents, and Scholarship Chairs a GPA listing of their members each semester.
19. Provide each Faculty Advisor with Scholarship Development Funds (\$100/semester) to be used at the Faculty Advisor's discretion (with approval from Greek Affairs) to reward members.
20. Provide a Faculty Advisor and Scholarship Chair luncheon semesterly (\$1,500)
21. Provide Dean's List Certificates semesterly.
22. Recognize members of the Greek Community via advertisements in the BG News for making the Dean's List (full-page ad), being inducted into Gamma Sigma Alpha, Order of Omega, listing the Greek Report, etc.
23. Provide extensive services to colonies and interest groups including one designated staff member to provide assistance and advisory support.
24. Provide a Greek report each semester to gauge adherence to the core values of Scholarship, Leadership, and Service.
25. Provide twice per semester chapter advisor meetings and conference calls.
26. Copy advisors on most correspondence sent to chapter presidents.
27. Provide a comprehensive leadership program for Greek student that includes:
 - Emerging Leaders
 - Greek Odyssey
 - Leadership Academy
 - Leadership course for credit
 - President's Retreats
 - Council Officer Retreats
 - Mid-American Greek Leadership Academy
 - National Black Greek Leadership Conference
28. Provide two major speakers annually to the Greek Community as well as other opportunities to hear and learn from educational speakers.
29. Provide recognition for advisors (chapter and faculty) through awards, lunches, etc. (\$1,500)
30. Provide extensive advertisements in the BG News to promote the Greek community (\$10,000).
31. Provide promotional material (magnets, notepads, pens, stadium cups, etc.) to market the Greek experience to new students and parents (\$3,000)
32. Provide shirts for Greek move-in (\$3,000).
33. Allow Greek students the opportunity to move-in early to their chapter house and/or residence hall.
34. Provide lists of Greek alumni for chapters to use for alumni newsletters.
35. Provide a Greek endowment for tax deductible gift from alumni to Greek chapters.
36. Provide a quarterly electronic newsletter to BGSU Greek alumni.
37. Provide a semesterly Parents Newsletter to parent of all fraternity and sorority members (\$42,000).

38. Provide a weekly dinner for the four council presidents to build community (\$1,500)
39. Provide a monthly president's dinner/lunch to build Greek community (\$1,500).
40. Provide regional Greek alumni Receptions at the Mid-American Greek Leadership Academy and at the annual Association of Fraternity Advisors meeting (\$3,000).
41. Provide a comprehensive Awards program to recognize individuals and chapters for fulfilling the founding values of Greeks (\$2,000).
42. Provide a budget of nearly \$500,000 for annual housing renovations and landscaping.
43. Provide an interior decorator to work with chapters and advisors on renovation projects.
44. Provide the BGSU discount for purchasing furniture for the chapter house.
45. Provide paint, brushes, rollers, drop cloths for painting of individual student rooms in Greek houses.
46. Provide ten full-time custodial staff for the fraternity and sorority houses.
47. Provide dedicated maintenance staff to repair fraternity and sorority houses.
48. Provide a \$90,000 programming budget.

Tips for Chapters with a Cook

1. Introduce yourself to your cook as soon as possible. They often have been around much longer than anyone in the chapter and are an excellent resource.
2. On a weekly basis, check with the cook to see if there are concerns or work orders that need to be addressed.
3. Establish what the expectations of the cook that may or may not be indicated in the contract.
4. Work with the cook to develop a menu that satisfies the chapter.
5. Be clear in communicating expectations that the chapter will clean the kitchen and dining room.
6. Make sure the chapter understands their cleaning responsibilities.
7. Your kitchen crew (or K-crew) is your team. Treat them as you would like to be treated.

Tips & Notes: