

ΑΟΠ ΑΣΤ ΦΜ ΣΣΣ ΘΦΑ

GREEK HOUSE MANAGER MANUAL

ΔΤΔ ΠΚΑ ΣΤΓ



UNIVERSITY HOUSING
SOUTHEASTERN LOUISIANA UNIVERSITY

General House Manager Responsibilities



As a House Manager, you've taken on the task of managing your organization's facility, reporting day-to-day maintenance, and working with chapter members and alumni to manage processes to maintain your living environment. The care and safety of Greek Village facilities relies heavily on the partnerships among students, alumni, the Office of Student Engagement and University Housing. While specific duties may vary depending on your organization's standards, some basic House Manager responsibilities may include:

- Serve as organization's liaison with University Housing to address any facility issues.
 - Develop internal means for organization to report maintenance concerns.
- Create concrete plan for facility upkeep, involving all member participation, including:
 - Weekly cleaning responsibilities for all members (common areas – kitchen, parlor, hallways, stairwells, windows, porches, etc.).
 - General cleaning practices for all residents (individual rooms – trash removed, clear path, no items on floor, toilet bowls, bath tubs, sinks, etc.).
- Work with Executive Officers to implement accountability measures for members to complete cleaning responsibilities.
- Manage organization's floor plan and room selection process.
- Communicate with Resident Assistants (RAs) to complete proper check-in and check-out procedures and share that plan with residents in your house.
- Attend House Manager Meetings hosted by RAs and/or other University Housing staff.
- Ensure the organization's facility meets all health and fire codes that are enforced by the Fire Marshal.
- Assist Resident Assistants during Health and Safety inspections.
- Manage and submit *Alteration to Building Request Form* when necessary and before due date.
- Communicate and enforce University Housing and Fire Marshal policies and regulations.
- Train successor.

Each organization may have different responsibilities or expectations for the House Manager, but communication and decision-making are key to the successful management of all organizational facilities. Some guidelines for house management success are to:

- Set clear goals and priorities
- Understand your role and continue to gain knowledge about house management
- Be familiar with health & safety expectations/standards, fire codes, and alteration to building procedures (including proper licensing)
- Maintain clear communication with residents and University Housing staff
- Communicate applicable rules and regulations in a consistent and timely manner to residents
- Stay organized and maintain important records
- Lead by example!

Public Relations Approach

We can positively promote the Southeastern Louisiana University experience through the maintenance and appearance of our facilities. When the campus and surrounding community see Greek Village facilities and courtyard cluttered with trash, unnecessary furniture/items, and debris, a quick judgement can often be made about the facility's residents and the Greek Community in general. The condition of our Residential Facilities, including Greek Village, communicates a great deal to the campus and surrounding community.

When thinking about the condition of Greek Village, consider the following questions:

- Do our facilities communicate pride in our organizations?
- Do our facilities communicate that we are responsible neighbors in the Hammond community?
- Does our facility and courtyard positively reflect on the Greek community and University?

Additional Policies for Organizational Housing

- To preserve the aesthetics of the grounds and buildings, outdoor equipment/furniture is limited to patio furniture, which must be approved by University Housing. Only patio furniture and approved items may be left outside of the house. Approval forms can be accessed on the Greek House Managers page. Any non-approved items are subject to removal by University Housing. If items are removed, then the chapter will be charged a removal fee.
- Garbage and/or trash are to be disposed on a regular basis so as not to create an unsanitary or unsightly condition within house entrances (front and back) and deck areas. Trash will not be stored on or in any outside areas including but not limited to porches, entryways, doorways, stairs, or under stairs. If trash is found in these areas, it will be removed and the chapter will be charged a removal fee.
- Residents wanting to dispose of large items/parlor furniture (couches, table, chairs, etc.) should contact University Housing staff before putting items in dumpsters.
- Propane tanks and gas barbeque pits are not permitted. Propane tanks may not be stored on property. If propane tanks are found on the premises they will be removed and the chapter will be charged a removal fee.
- Each chapter is allowed one charcoal grill per house. If more than one grill is found it may be subject to removal. If the chapter would like to have an event that requires more than one grill, then they can seek approval from University Housing for that event.
- Live trees used for decorations, including holidays, are not permitted.
- Residents are responsible for the cleanliness of the houses, both inside and out, as well as areas surrounding the house.

- Swapping of rooms and room keys is strictly prohibited. Students wishing to move to another room must check out/in through the University Housing Office. Not following this procedure will result in a \$250 Improper Checkout Fee.
- Residents are reminded not to prop open doors and keep windows locked, and report to maintenance when windows, doors, and/or locks are not working properly. Window screens are to remain in place at all times.
- Residents are responsible for reporting any items not properly working or facility concerns to University Housing through the FIXX IT line.
- General areas outside of the building (ex. under stairs, rear, side, front, etc.) may not be used for storage. Any items stored here can be removed by University Housing and the chapter will be charged a removal fee.
- Greek letters should be properly displayed on the outside of the facility. Letters should never be propped on windows. Damage charges may be applied if guidelines are not followed.

Floor Plans & Check-in Process

House Managers are responsible for submitting organization's floor plans by the designated deadline established by the University Housing Office. House Managers will have access to the floor plans, via Google Documents, in order to place members in specific rooms in the house.

Only members verified by the Office of Greek Life will be able to live in the organizational houses – members must be on Southeastern's Greek Life roster as an active or new member.

Students residing in the Greek House will have to complete a Greek Housing Application each semester. Once a member has completed their application, paid all fees, and has been approved by Office of Greek Life, they will be notified to pick up their keys and complete their check-in paperwork at the University Housing Office.

If a student does not have an application for the next term. They must check out by the last day of the agreement.

Although an RA has already checked rooms for damages, it is the resident's responsibility to report any additional damages within 24 hours of check-in via their yellow copy of the Room Inventory Contract. Before students paint a room, please check the floorplan to see if it is marked as "OK" to paint or not. If University Housing has painted a room by request, it is not able to be painted at this time by the resident.

Card swipe access for members not residing in the organizational house will be activated once parlor fees have been posted. Parlor fees are posted typically a few weeks after classes have started, and the Office of Student Engagement has a completed roster

Check-Out Process



Preparing Your Room for Check-Out

- Each resident must schedule a check-out time with their RA, and communicate the same information with their House Manager.
- The RA will provide a Google Sheet with times so that all residents may sign up.
- Your room must be in the same condition you found it when you first moved in.
- All of your belongings must be removed.
- All trash must be removed and placed in the dumpsters placed around the facility.
- Sweeping is required! Each resident is responsible for sweeping their side of the room.
- Tubs, toilets, and sinks should be scrubbed clean.
- If the condition of a room requires additional cleaning, you will be charged a housekeeping fee.
- Cleaning and removing all belongings includes all additional furniture not belonging to University Housing, all items removed from the walls, shower curtains and all other items removed from bathroom, etc.

During Check-Out

- The RA will arrive for the resident's scheduled check-out time to complete their check-out process.
- The RA will assess any necessary damages or fees to the resident's paperwork, ask the resident to sign his/her paperwork, and collect the resident's keys.
- If the resident does not have his/her keys during check-out, there will be a \$50 fee assessed for each key.
- If a resident fails to schedule a check-out or leaves without properly checking out (even if keys are left behind), the resident will be assessed an improper check-out fee.
- The resident will have 24 hours to contest any additional fees to their account by emailing their Area Coordinator or University Housing.

Damage & Additional Fees

Residents are financially responsible for any damages, missing items, or unsatisfactory conditions in their rooms. Residents will be charged for costs including, but not limited to:

- Replacing or repairing furnishings or fixtures that have been altered or removed without written approval from University Housing.
- Replacing or repairing furnishings or fixtures beyond normal wear and tear.
- Additional cleaning of floors, drawers, sinks, bathtubs, or toilets after check-out.
- Items left behind to be removed by University Housing staff.

- The charge for repair, restoration, or corrective action will equal the costs of material and labor. The charge for items lost, stolen, or destroyed will equal the cost of replacement. Some of the common charges are below:



ITEM	CHARGE
Bathroom Door	\$250
Blinds	\$50
Cleaning of Room	\$50 per person
Improper Check-Out	\$250
Keys	\$50 per key
Mattress	\$150
Room Door	\$500
Toilet Paper Holder	\$25
Towel Bar	\$25
Wall Damage/Repaint	\$100 per wall

Health & Safety

House Managers should perform inspections of their own facility once a week to report any issues to the Resident Assistants or University Housing. The Greek RAs will perform health and safety inspections once a month to inspect rooms and common areas for facility issues, fire code check list, cleaning issues, and to make sure residents are following policies laid out in the Greek Resident Guidebook. House Managers are encouraged to join RAs during inspections, in order to observe the appropriate items to check during weekly inspections, and assist with any issues that may arise in individual rooms. Greek RAs will make House Managers aware of the date and time they intend to perform Health and Safety inspections in each house.

Residence Security

Review the following to help secure your facility and educate residents on security:

Secure Your Space!

Close the door behind you, lock your doors and windows, and do not loan your key to anyone. Do not allow unknown guests to enter your organization's house behind you, and do not leave doors propped open.

Hold On To Your Access!

Don't leave your keys or student I.D. behind, it is the only way in and out of your room and the building. If any University employee enters a resident's room, whether the room was

unlocked or locked prior, the room will be locked by University staff. This is to protect the resident and their belongings.

Put Away Your Belongings!

Do not leave identification, wallets, jewelry, and other valuables in plain view. Find a safe place to store your belongings.



Who You May See in Your Residence

GCA Staff

GCA is Southeastern's cleaning crew. The staff typically wears a blue or brown shirt with the letters "GCA" near the pocket. You may see them in the building sweeping hallways or taking care of any cleaning requests in individual rooms.

Physical Plant Staff

Physical Plant is Southeastern's maintenance crew. The staff will be in a green maintenance shirt with their name near the pocket. Each Physical Plant staff specializes in certain aspects of maintenance (i.e. air conditioners, landscape, lights, water, etc.). You may see them in the building fixing or observing maintenance concerns.

Resident Assistant Staff

There are 5 female Resident Assistants that reside in Village M, and are on a rotating duty schedule for all of Greek Village. The 3 Greek RAs you will come into contact with most often are – ***Diamond Johnson, Traci Olin, and Karyn Moore***. The 2 Village M RAs you may come into contact with while on call are – ***Maddison Jackson and Breland Sylve***.

University Housing Professional Staff

There are several Pro Staff you may see in your organization's facility from the University Housing Office, and can include the following:

Dr. Pam Rault

Director

Vacant

Assistant Director for Facilities

Amanda Robbins

Assistant Director for Residential Life

Vacant

Area Coordinator (Hammond, Taylor, Livingston & Louisiana Halls)

Aaron Johnson

Area Coordinator (Zachary Taylor, Pride, St. Tammany & Washington Halls)

Matthew Daniels

Area Coordinator (Greek Village, Southeastern Oaks, Tangipahoa & Cardinal Newman Halls)

Mr. Brett Morrison

Coordinator of Facilities



House Manager Calendar – 2017-2018

Fall 2017 (July 1 – December 30)

August 16	First Day of Classes (House Not 100% Full = Parlor Fee Assessed to Residents on Campus)
August 28 – Sept 8	Health and Safety
September 18 - 28	Health and Safety
October 15 - 27	Health and Safety
November 13 - 21	Health and Safety
November 15	Deadline to Apply for Spring 2017 Housing without a Late Fee
December 1	Floor Plans Due to University Housing for Spring 2017
December 10 – 13	Health and Safety
December 4 - 15	Timeline for Students Not Returning to Check Out
	University Closed for Winter Break (Close at noon 12/15/17 and reopen at noon 1/4/18)

Spring 2018 (January 1 – June 30)

January 4	University Reopens for Spring Semester
January 4	New Student Move-In
January 6	Fee Payment Deadline
January 17	First Day of Classes (House Not 100% Full = Parlor Fee Assessed to Residents on Campus)
January 22 – February 1	Health and Safety
February 19 – March 2	Health and Safety
March 1	Summer Improvement Requests Due
March 19 – 30	Health and Safety
May 7 – June 30	Timeline for Students Not Returning to Check Out (Houses being waxed may have earlier checkout date)
May 13 -25	Health and Safety
June 1	Floor Plans Due to University Housing for Fall 2017
June 15	Deadline to Apply for Fall 2017 Housing without a Late Fee
July 1	Deadline to meet with Housing Staff for updates to agreements

House Manager Resources

University Housing Office Hours

Monday – Thursday 7:30am-5:00pm

Friday 7:30am-12:30pm

985.549.2118

universityhousing@selu.edu

Summer University Housing Office Hours

Monday – Thursday 7:00am-5:30pm

Area Coordinator

Matthew Daniels

985.549.5072

MLDaniels@southeastern.edu

Greek RAs

Pike Kappa Alpha, Sigma Sigma Sigma, and Theta Phi Alpha

Karyn Moore

Karyn.Moore@selu.edu

Delta Tau Delta, Alpha Sigma Tau, and Alpha Omicron Pi

Diamond Johnson

Diamond.Johnson@selu.edu

Sigma Tau Gamma and Phi Mu

Traci Olin

Traci.Olin@selu.edu

Resident Assistant on Duty

After Hours of Operation

985.351.8210

Emergency (UPD)

985.549.2222

Maintenance Concerns

Monday – Thursday 7:30am-5:00pm

Friday 7:30am-12:30pm

985.549.3499

Internet Concerns

985.340.8324 (leave message)

GREEK HOUSE MANAGERS

Alpha Omicron Pi	Mason Jackson	mason.jackson-2@selu.edu
Alpha Sigma Tau	Shelby Johnson	shelby.johnson-3@selu.edu
Delta Tau Delta	Zachary Rogers	Zachary.Rogers-2@selu.edu
Phi Mu	Rebekah Arriaza	rebekah.arriaza@selu.edu
Pi Kappa Alpha	Parker Gunter	Parker.Gunter@selu.edu
Sigma Sigma Sigma	Bailee Maillet	Bailee.Maillet@selu.edu
Sigma Tau Gamma	Kristopher Lee	Kristopher.lee@selu.edu
Theta Phi Alpha	Samantha Ward	Samantha.Ward@selu.edu