

Green Future: OM-2
Tenant Operations & Maintenance Manual

SAMPLE 1: Home Maintenance pamphlet – adapt to rental units (page 1)
Provided by Anonymous

SAMPLE 2: Template Healthy Home Guide for Residents (page 7)
This document is based on a guide that was prepared by M. Landman Communications & Consulting on behalf of Enterprise Community Partners, for The Plaza Apartments in San Francisco.

SAMPLE 1

HOME MAINTENANCE SCHEDULE

DRAFT

REMEMBER: HOME MAINTENANCE BEGINS THE DAY YOU PURCHASE YOUR HOME!

Your new home is a certified Energy Star Home. It has been designed to significantly reduce energy consumption (and your utility bills!) by using high performance building technologies. Because your home has features such as insulation, caulking, and energy-efficient windows that limit air infiltration from outside, you will need to pay special attention to the quality of the air **INSIDE** the home.

GOOD INDOOR AIR QUALITY WILL MAKE YOUR FAMILY FEEL BETTER AND PREVENT ILLNESS, ESPECIALLY IF ANY FAMILY MEMBERS HAVE ALLERGIES OR ASTHMA

Some common items in the household that affect air quality and can trigger allergies or asthma are:

- ◆ **MOTHBALLS AND AIR FRESHENERS**
- ◆ **STRONG DETERGENTS, FABRIC SOFTENERS, AND CLEANING PRODUCTS**
- ◆ **AEROSOL SPRAYS**
- ◆ **SECONDHAND SMOKE**

Open a window when someone smokes inside the home so that the heating & AC systems do not circulate the smoke into other rooms.

◆ **MOLD**

Damp basements are often the source of mold in a home. If basement humidity is over 50 percent, or if you see mold or fungus, call a professional to inspect it. If the basement floods for any reason, remove the standing water immediately and dry the basement.

◆ **DUST MITES**

Clean bedding in hot water; clean curtains and vacuum carpets frequently.

TIPS & GUIDELINES FOR MAINTENANCE OF YOUR NEW HOME

WOOD FLOORS: **Keep water away from your hardwood floor!** It will lose its luster if exposed to water. If water is left to stand, more serious damage is also possible, including warping and discoloration. Wipe up any spills immediately with a soft dry cloth.

Do not mop your hardwood floor with soap and water. This method often allows water to remain on the floor long enough to penetrate the wood. Instead, use a cleaner made specifically for hardwood flooring, such as Murphy's Oil Soap. You can also find other non-toxic low-fume products available in hardware stores or a flooring supply company. Damp mopping your floors once a week is a good way to keep the floor clean and prolong the finish of the wood.

The hardwood flooring has a polyurethane coating. Never apply a wax to the polyurethane finish; it will create a dull wax build-up and can cause damage to the finish.

Use doormats at the entrances of your home to help trap dirt and grit and protect your flooring. A good idea is to place a doormat on the outside and on the inside of the front and back doors. This will minimize tracking dirt and dust into the house. Clean the mats regularly.

CERAMIC TILE FLOORS: Clean the ceramic tile floors in the kitchen and bathrooms with a mixture of 1 tablespoon of vinegar in 1 gallon of warm water. This solution doesn't leave a film and contains no artificial fragrances that could trigger allergies or asthma.

CARPETS: Invest in a good quality vacuum cleaner with a special filter, and vacuum regularly to remove dust and soil from carpets.

TO SAFEGUARD THE INDOOR AIR QUALITY OF YOUR ENERGY-EFFICIENT HOME:

- 1) LIMIT YOUR USE OF CHEMICAL CLEANING PRODUCTS
- 2) WASH THE CERAMIC TILE FLOORS IN THE BATHROOM AND KITCHEN OFTEN
- 3) CLEAN THE HARDWOOD FLOOR IN THE LIVING ROOM BY DAMP MOPPING REGULARLY
- 4) THOROUGHLY VACUUM ALL CARPETS FREQUENTLY
- 5) REDUCE MOISTURE TO PREVENT MOLD AND MILDEW

THE DRAIN, WASTE AND VENT SYSTEMS

THE DRAINS: To keep drains free from clogging, don't allow cooking grease, coffee grounds, food particles, or hair to go into them. Every month or two freshen sink drains by pouring 1 cup of vinegar into the drain and letting it sit for one-half hour (or overnight). Then chase it down with hot water.

THE WASTE LINE AND DRAINPIPE: The waste lines carry sewage from each of the fixtures in your home down through the walls and under the floor, then to the public sewer system beneath the street. A clog in any of these pipes stops waste from reaching the sewer system, and can cause it to back up into your home—which is a very messy situation!

THE VENT PIPES: These are the black pipes coming out from the roof. There are vent pipes inside the walls at each plumbing fixture (or group of fixtures). The vents allow air into the sewer lines so that they drain freely. A clogged vent pipe can be a serious problem, preventing the waste from draining properly.

THE P-TRAPS: You have these traps at every sink, toilet, and at the washing machine. Before the fixture drains into the sewer system at the street, the water or waste first travels through the p-trap. The trap allows water and waste to enter the sewer system while preventing sewer gases from backing up into the house. A clogged p-trap can inhibit the flow of waste from the home and allow stinky gases to back up into your house through the fixtures. Hair, soap scum, and large paper items can build up and cause big problems.

THE BASEMENT

Your home has been especially designed with technology to use energy as efficiently as possible. The kitchen floor has been insulated as well as the exterior walls. The basement area is not designed to be used as a habitable room. It is not conditioned with the heating and cooling system designed for the rest of the house. Changing the venting system could cause energy loss and increased electric and gas bills. In addition, due to the high water table in the area, flooding may occur from time to time. The basement must be thoroughly dried so that mold does not grow and cause health problems. Small area rugs may be used, but should be small enough to throw in the dryer if they become wet.

SMOKE & CARBON MONOXIDE DETECTORS

Read the instructions for your SMOKE AND CARBON MONOXIDE DETECTORS immediately. The detectors are wired into the electric system with a battery back-up. Check the detectors and batteries monthly to make sure they are functioning properly. Teach your children to be able to recognize the sound of the smoke alarm and know what to do if they hear one go off!

HOME FIRE DRILL

Sit down with your whole family and make a step by step plan for escaping a fire. Plan and practice a safe way to reach the ground from the second and third floor. Determine where you will meet once out of the house. Make sure everyone can unlock all locks and open all doors and windows quickly! Fires spread swiftly, so it's important to get out of the house fast!

ELECTRIC PANEL

Located in the basement, this panel regulates electricity use in the home. If any circuit is overloaded with too many appliances the circuit will automatically break and power will be lost on that circuit. If this happens, unplug the appliance or equipment you just plugged in. Open the electric panel; the tripped breaker will show red and be flipped over to the left. Push it left and then right to reset it. If it trips again, call a licensed electrician to check the problem.

HEATING AND CENTRAL AIR CONDITIONING PROGRAMMABLE DIGITAL THERMOSTAT

Read the directions for the Robertshaw 9600 Digital thermostat, and keep them in a safe place. You can get technical support by calling 800/445-8299. Generally, you will want to keep the blower fan on

“Auto,” or it will run non-stop and use a lot of expensive electricity unnecessarily. When turning on the air conditioning, there may be a time delay before the fan turns on, so keep the fan blower setting on “Auto”. The unit requires 2 AA batteries and will display on the screen when the batteries are low.

CENTRAL AIR CONDITIONING

Call a licensed heating/cooling contractor every spring for inspection and maintenance of the exterior air conditioning condenser. If your air conditioner won't work, or if it is blowing only hot air, check the circuit breakers on the electric panel before you call for service.

GAS WATER HEATER

If you smell gas: **IMMEDIATELY CALL PSE&G Gas Leak Emergency, 1/800-880-7734.**

Your gas water heater has an automatic electric lighter. There is no pilot light to light. There is a water heating temperature control dial. The hot water temperature was set by the manufacturer at the recommended temperature setting. Use caution if you attempt changing the setting. For every 10°F that you turn the temperature down, you will save about 4% on the water-heating portion of your utility bill. If you turn the control too high, scalding water will cause a serious burn risk to small children, as well as raise your utility bill. At 150°F it takes only 2 seconds to cause a bad burn. A setting of 125°F is safer and is still hot enough to clean dishes and for clothes in the washing machine. If you ever see condensation on the outside of the water heater, check to see if the temperature is set correctly. Fill out the Warranty Form on the Bradford White Water Heater and keep it in a safe place in case you need service during the warranty period. Your gas water heater should last about 10 years before it needs replacing.

GAS FURNACE

Read the User's Information Manual, and keep it in a safe place. Familiarize yourself with the shut-off switches and valves. Do not use the furnace if any part has been under water.

Never operate the furnace without a filter in place. **REPLACE THE FILTER MONTHLY** during the heating season to ensure proper operation. Filters are inexpensive and can be bought in bulk. The required size for your unit is 16" x 25". There is a metal sleeve that slides out where the air intake meets the furnace floor. Slide the sleeve out and simply reach in and pull the old filter out and drop in the new one. Changing the filter frequently during heating season is easy and will cost you less money in the long run.

ELECTRIC RANGE HOOD

The aluminum mesh filter requires monthly cleaning for the unit to work effectively. Read the Use & Care Manual for safety and cleaning instructions.

ROOF

Your roof is under warranty for 25 years by Capital City Roofing. Keep your Roof Warranty in a safe place in the event you experience a leak and need to call Capital City Roofing.

Be sure to check exterior gutters and downspouts for debris blockages in spring and fall. If the gutters become clogged water may back up and enter walls near the roof and around windows. If you see water stains on a ceiling or other evidence of leaks, take action right away. Leaks do not improve over time. Call a plumber or roofer, depending on where the leak is. Not correcting the problem immediately will only increase the damage and expense of repairs.

EXTERIOR REAR WOOD STAIRS

These stairs have been treated with an oil-base protective coat that will last almost 2 years. You must re-apply a clear wood preservative every other year to prevent the stairs from premature aging and wood rot.

THINGS TO DO EVERY 1 TO 3 MONTHS:

- _____ Clean and freshen your drains
- _____ Clean range hood filter
- _____ Deep clean all types of flooring
- _____ Test smoke detector/carbon monoxide alarms

SPRING MAINTENANCE:

- _____ Check gutters and downspouts for debris
- _____ Touch up exterior paint
- _____ Check for fungus and mold in basement
- _____ Repair holes and tears in window and door screens and wash them
- _____ Clean and apply preservative to exterior wooden stairs

FALL MAINTENANCE:

- _____ Replace air filter in furnace (do this monthly during heating season)
- _____ Check gutters and downspouts for debris
- _____ Check for fungus and mold in basement

LANDSCAPING SECTION:

SPRING: Overseed grass, use FESCUE or RYE or KENTUCKY BLUE; Use organic compost if starting; Pull weeds out; Plant flowers

SUMMER: Overseed grass; Water instructions; Trim shrubs (trim no more than 1/3 of length at any one time); Use organic compost (Free from City of Trenton Street Yard, next to Recycling Center), it amends the soil and keeps it rich. Chemical fertilizers should be used sparingly, as they are absorbed directly by the plant as the soil become depleted of nutrients.

FALL: Overseed grass is necessary; Mulch (never more than 2" and not too close to stem or tree) helps keep weeds down and protects tender plants

WINTER: Shovel walkways when it snows. Homeowners are responsible for clearing snow within 24 hours of a snowfall. This is a City of Trenton Police Ordinance, subject to fines and penalties. Snow is to be cleared from your sidewalk, stairs, and porch. If ice forms on your stairs and sidewalk it presents a hazard to pedestrians and postal delivery, and it is your responsibility as the homeowner to make the way safe.

Use a shovel or broom to remove the snow. Dust the walks and stairs lightly with CALCIUM PELLETS. De-icers are not intended to melt every bit of precipitation, and they should always be used sparingly. For calcium pellets, it usually takes only about two ounces per square yard to undercut ice and snow. Rock salt is cheaper than calcium pellets, but it is destructive to both concrete and nearby vegetation.

Even though rock salt costs less, you will end up using more and damaging your concrete, wood steps, pets' feet and lawn. Rock salt is no bargain.

WATER METER

There is a water meter outside your house. The City of Trenton Water Works reads your meter for water usage every three months and sends you a bill for the water used in the household. In order to save money and natural resources, conserve water by not running water in the sink or shower unnecessarily. Make a habit of never walking away from water running in a sink or tub.

IMPORTANT TELEPHONE NUMBERS:

PSE&G

Public Service Electric & Gas	1/800-436-7734
Gas Leak Emergency	1/800-880-7734

City of Trenton Recycling Center

Call 989-3265 to arrange to pick up your free Green and Yellow Recycling Buckets at the Trenton Recycling Center. Take proof of residency.

Use the GREEN bucket for paper, cardboard, and newspaper; use the YELLOW bucket for cans, aluminum, and glass. Remember, reusing these materials, and not just dumping them in a landfill, helps the environment. Teach your children the importance of recycling and get them to help you. It's fun and makes a big difference to the environment!

Rutger's Cooperate Extension – Master Gardener's Hotline

Call 609/989-6853 with garden questions
March – October 9 to 3pm; November – February 9 – 12pm

Template version

[Please read the attached memo on “Adapting and Customizing the Green O&M Manuals for Other Development Projects”]

HEALTHY HOME GUIDE

for Residents of [INSERT Project Name]

[INSERT developer’s name]

MEMO

RE: Adapting and Customizing the Green O&M Manuals for Other Development Projects

A *Green Operations & Maintenance Manual for The Plaza Apartments* has been developed for use by the development's management and maintenance staff, along with a *Healthy Home Guide* for the project's residents. Generic Template versions of each of those documents are also available, to be used as boilerplates for creating other project manuals. The templates include highlighted notes that are meant to assist other building owners and property managers in customizing the manuals for their own projects.

When preparing to use one of the template documents as a model, please review the entire document in order to identify the content that is or is not applicable to your own project. The template manuals do not provide comprehensive information on all building systems and materials, and the template cannot be used wholesale. Every project is unique and specific content will inevitably need to be removed, modified, and added to the template document to make it relevant to your project. The Plaza Apartments is a nine-story, urban infill building comprised of studio units for a formerly homeless population. As such, the manual covers aspects of green O&M that are unique to this population and this type of housing. For example, The Plaza Apartments do not feature garbage disposals or a parking lot or garage(s), and residents do not have yards/landscaping to maintain, so those topics are not addressed in the template, though they might need to be addressed in other projects' manuals. Other circumstances to consider are that The Plaza Apartments residents do not pay their own utility bills, they have non-programmable thermostats and radiant heaters in their units, and they have a common laundry room; and the section on preventing and controlling bed bug infestations may not be relevant for all buildings. Furthermore, the information provided on local services (such as recycling and hazardous waste drop-off options, product suppliers, etc.) is specific to San Francisco and would need to be modified in manuals for projects that are located in other areas.

To supplement the information provided in the manuals, management and maintenance staff should also refer to the manufacturer and product information provided by the project's General Contractor, including Owner's and Operating Manuals, product specifications, and warranty information for specific equipment and systems, as well as preventive maintenance schedules for routine pre- and post-warranty maintenance, and as-built drawings. The owner, property management, and maintenance staff should also reference and integrate this manual's green recommendations into any existing property management and building maintenance manuals and other key reference documents for this project.

Lastly, please bear in mind that the manual serves as only one part of a comprehensive Green O&M Plan and Program that should be established for the project. To implement a successful green O&M program, the manual must be used in conjunction with other ongoing strategies and activities, such as:

- 1) **On-site trainings** for staff and residents to ensure that the best practices are understood and carried out (this manual can be used to help guide the training curriculum). Have knowledgeable staff and residents educate new staff and residents who arrive. Also consider developing incentive programs to encourage the proper implementation of best practices.
- 2) **Signage**, where it would help to provide reminders or clarification on specific green practices, maintenance products to use or avoid, or special settings for equipment. (Whether permanent or temporary, the signage should be made from green materials, e.g., non-PVC, recycled content materials with low-toxic adhesives.)
- 3) **Green procurement/purchasing policies and service contracts** (e.g., for vendors/suppliers of cleaning supplies, paper goods, fluorescent lamps, paint and adhesives).
- 4) **Ongoing monitoring and commissioning of all building systems**, and adjustment of settings and controls, to ensure that systems are operating as intended and at optimized efficiency.

It would be beneficial to designate a member of the on-site management staff as the point person in charge of monitoring and coordinating all of the development's green operations and maintenance activities.

Healthy Home Guide

for Residents of [Project Name]

[Cover page and document to be formatted and designed by a graphic designer, prior to printing and distribution. Images could be added.]

[Notes and items that might need to be modified or customized are inserted in brackets and/or highlighted in yellow throughout. Review and address or remove these notes prior to the final printing.]

This document is based on a guide that was prepared by M. Landman Communications & Consulting on behalf of Enterprise Community Partners, for The Plaza Apartments in San Francisco.

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[OR INSERT OTHER DISCLAIMER LANGUAGE]

[Insert publication date]

Healthy Home Guide

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- Recycling Collection sheet
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[Review and adjust all page numbers once the guide has been finalized, formatted and designed.]

Introduction

Welcome to [Project Name]!

[Insert some general information on the project and its sustainability goals, achievements, benefits, etc. For an example, see The Plaza Apartments' Healthy Home Guide introduction.]

To keep the building healthy and to conserve natural resources, it is important that residents (and maintenance staff) clean, maintain, and operate the building using green and healthy products and practices. This guide is meant to help residents do that. It presents some of the things that you can do to keep your home environment clean, green, and healthy. Many of these things are easy to do, and all of them are worth the time and effort.

We hope that you will use this guide and we hope that it will help you to maintain an enjoyable living environment at [Project Name].

In addition to this guide, you should also have owner's manuals for the appliances in your apartment; please refer to those manuals for information on maintaining your appliances. If you do not have those manuals, request them from a building manager. And if anything breaks in your apartment, or if you need some other type of maintenance or repair help, please go to the Front Desk to request help from the building's maintenance or housekeeping staff.

How to Keep Your Home Clean and Healthy

This part of the manual includes sections on housekeeping and cleaning, trash and recycling, pest control, and the building's smoking policy.

A. HOUSEKEEPING AND CLEANING

It's important to take care of your home, to keep it clean and pest-free, and to clean it using safe products, in order to help protect your health and maintain a pleasant living environment. Here are some recommendations on general housekeeping practices, cleaning products, and clothes cleaning.

General Housekeeping Tips

- Sweep the floors of your apartment regularly (preferably at least once a week), and mop the hard surface flooring whenever it starts to get dirty or sticky.
- Vacuum the carpet regularly. Dirt and dust get trapped in carpet, and they can trigger allergy symptoms and asthma. (You can borrow a vacuum by going to the front desk, where there is a sign-out log. The building's housekeeping staff might also be able to loan out other types of cleaning equipment to you if needed.)
- Wash any dirty dishes daily and clean kitchen surfaces with a damp cloth whenever they are dirty.
- If water or any liquid is spilled on the carpet, sop it up immediately with a dry towel or rag. Mildew and mold can develop in carpeting that stays wet too long.
- Wipe up any puddles of water from your bathroom or kitchen floor.
- If your toilet overflows and you can't get it to stop, report it to maintenance staff immediately.
- If you see discoloration on surfaces (white, orange, green, brown, or black), see cracked or discolored grout, or smell a musty odor, it might be mold or mildew. Clean the areas with baking soda or borax. If the discoloration does not go away or gets worse, notify the building maintenance/management staff, as mold can cause serious health problems if it is not addressed.
- Open the window whenever there are odors, cigarette smoke, fumes from cleaning products or other chemicals, or excess moisture in your apartment. Also use a fan to help air out the room.
- When you are using your stove, turn on the rangehood fan if the cooking is creating any smoke or odors.
- Clean the grease filter on your stove's rangehood when any grease builds up; if you have questions about how to clean the grease filter, please ask the Housekeeping or Maintenance staff.
- Don't use bristly brushes or other abrasive products when cleaning, as they can leave scratch marks.
- Throw out and replace used sponges and cloths/rags if they're dirty or smelly.
- When using a cleaning product, read its label and follow the instructions for using and storing the product.
- Don't mix different cleaning products together (unless specifically recommended or unless they are benign, non-reactive, non-toxic substances).
- If you need to dispose of a container of a chemical cleaning product that is not completely used up, it should be taken to the city's hazardous waste facility. (See the next section on Trash and Recycling for more information on hazardous materials disposal.)
- Glues, adhesives, paints, and other household products often contain volatile organic compounds (VOCs), which contribute to indoor air pollution (as well as to outdoor smog). Try to choose products that are labeled as "low-VOC" or "non-toxic," whenever possible.
- [Add info on selecting low-VOC paints if residents might paint their own units.]

Cleaning Products

Cleaning your home is important because it helps remove harmful contaminants, such as mold and bacteria. But many conventional cleaning products can also cause health problems. The use of toxic cleaning products can be a particular problem for people who have health conditions such as asthma or allergies or who have chemical sensitivities or weak immune systems. Some cleaning products can cause headaches, dizziness, skin irritation, respiratory irritation and asthma, eye irritation or worse; some contain cancer-causing substances, reproductive toxins, central nervous system toxins, and endocrine system/hormone disruptors.

Fortunately, many alternative, non-toxic cleaning products are now available. And you can find some good, inexpensive products that aren't even located in the cleaning products aisle at the store. Some very basic and multi-purpose household substances can be used as safe and effective alternative cleaning solutions for most household cleaning jobs; these substances include **baking soda, white vinegar, lemon juice, and salt**, as well as **hydrogen peroxide** and **borax**. Borax and baking soda are especially versatile household products; they can be used for a variety of purposes. For example, baking soda will clean and deodorize all kitchen and bathroom surfaces (just dissolve a few tablespoons in some warm water, or use the baking soda directly on a damp sponge). A combination of baking soda, hot water, and vinegar can clear drains. And borax, baking soda, or hydrogen peroxide can remove stains and mildew. Alternatively, using a mild soap (like **dishwashing detergent or a liquid/Castile soap**) with some water will clean most surfaces adequately.

Here is one recipe for a non-toxic, all-purpose cleaner (for cleaning countertops, floors, walls, etc.); but these ingredients can be used separately, as well:

- 1 quart warm water
- 1 teaspoon liquid soap
- 1 teaspoon borax
- ½ cup undiluted white vinegar
- Mix ingredients and store in a spray bottle.

If you're selecting a more conventional cleaning product (from the cleaning products aisle) at the store, look for products that are labeled as **non-toxic, low VOC or zero VOC**, and/or **biodegradable**. Also look for unscented products (some people are allergic to certain fragrances) and products with recyclable packaging/containers.

Products to avoid:

Avoid the use of chlorine bleach unless it's absolutely necessary to use such a strong disinfectant. Hydrogen peroxide is a good alternative to chlorine bleach. *Never* use undiluted chlorine bleach or ammonia; both of these can cause major respiratory irritation. Also avoid most "anti-bacterial" and "anti-microbial" products; use of such products can cause germs to become resistant to antibiotics.

Read product labels, including the small print. As a general rule, you should avoid all products that are labeled "Danger—Poison." (Products with "Warning" labels are also dangerous, but less so, and products labeled with "Caution" are the least harmful of the three, though they can still be hazardous.) Also avoid products that are labeled as "Corrosive," "Severely Irritating," "Highly Flammable," or "Highly Combustible." And avoid aerosols when possible; they often contain substances that are flammable and that can contribute to indoor air quality problems.

Avoid using most "air freshener" products, especially if their labels say that they contain para-dichlorobenzene. Ingredients like this can cause headaches and other health problems. Also avoid using mothballs; instead, store wool items in plastic bags or airtight containers, and if there is a moth problem, you can kill the moth eggs by washing the affected garments in hot water or putting them in the freezer for a few days.

Clothes Cleaning

The building's laundry room is located [INSERT info].

Before you move into your new apartment, you should wash all of your clothes (and any bedding or other fabrics you're bringing). If the items are quite dirty, choose the hot water setting on the washing machine, to kill germs. Once you've moved in, wash your clothes and bedding regularly: either whenever you are starting to run out of clean clothes to wear or whenever you have a full load of dirty laundry to clean, whichever comes first. When your laundry items are only slightly dirty, you can select the cold or warm water setting (this saves energy).

Choose a laundry detergent that is labeled as **phosphate-free, biodegradable, and/or non-toxic**. (Also consider selecting an unscented product.) Such products include borax and Arm & Hammer's Washing Soda. Only a small amount of detergent is necessary; do not use more than the amount that is recommended in the instructions on the box/container.

When you are done drying your clothes, please clean the lint out of the dryer's lint filter. This will help the dryer work better for the next person who uses it (and it also prevents the lint from becoming a fire hazard).

B. TRASH AND RECYCLING

Your apartment should have a small blue recycling can, along with a trash can. Please put all recyclable materials into the blue can, separated from the trash. Before putting recyclable bottles and cans into a blue bin, please **rinse them out** with water, so that they don't attract pests.

There is a trash room on every floor of the building. Empty the contents of your recycling can into the hallway trash room's recycling bin (and your trash can's contents into the trash bin in the trash room) at least once a week, or every evening if there are any pests in your apartment. You should wash out your recycling can and trash can as often as is necessary to remove sticky residues that might attract pests.

The materials that can be recycled within San Francisco are:

- **Paper:** All types, including newspaper, cardboard (unwaxed), paperboard (e.g., cereal boxes without the lining bag), office paper, envelopes (plastic windows OK), junk mail, magazines and catalogs, milk cartons, paper egg cartons, phonebooks, wrapping paper, etc.
- **Aluminum** cans and foil
- **Glass** bottles and jars
- **Plastic bottles** (#1 through 7)
- **Plastic tubs** and lids (#2, 4, and 5 only: *check the number on the bottom*)
- **Spray cans** (empty)
- **Tin** (steel) cans

Materials that **cannot** be recycled include: juice boxes, light bulbs, plastic bags, styrofoam, ceramic dishes, coat hangers, waxed cardboard, mirrors, and window glass. Do not put these types of items or any trash into recycling bins.

All of the recyclables listed above can be put into any recycling bin in the building; the items do not need to be separated according to the different types of recyclable materials. They just need to be kept separate from garbage.

Check out the *Recycling Collection* sheet that is in the Appendix at the back of this guide; the sheet includes pictures of the various types of recyclable materials.

Hazardous Waste Disposal

Hazardous waste materials may not be thrown in the garbage. They must be dropped off at the appropriate city facility for safe disposal or recycling, so that they don't contribute to the contamination of the air, water, or soil.

Hazardous waste materials include:

- chemical cleaning supplies
- batteries (all types)
- fluorescent lamps/light bulbs
- paint, paint thinners, primers, stains and other finishes
- toxic glues and adhesives
- medical/biohazard waste (including needles)
- pesticides, herbicides, chemical fertilizer
- computers, TVs, and other electronic equipment
- printer/copier ink/toner
- used motor oil
- compressed gases

Cole Hardware accepts and recycles paint, batteries, and fluorescent light bulbs. Their store that's closest to this building is the **Cole Fox Hardware** at 70 4th St. (near Market St.).
[MODIFY BASED ON THE LOCATION OF THE DEVELOPMENT.]

These and most other hazardous materials can also be dropped off at the SF Recycling & Disposal facility on Tunnel Ave. For more information, please call **554-4333, 330-1425, or 330-1400**. If you have hazardous materials to dispose of and cannot arrange to drop them off at this facility, let a building manager know. A staff member might be able to drop the items off for you, along with the building's maintenance materials.

C. PEST CONTROL

It is important to keep your apartment free of pests (such as cockroaches, rodents, etc.), as pests can carry disease. If you find bugs, ants, rodents, or other pests in your apartment, report it to the building's maintenance staff right away.

Please do not use toxic pesticide products, such as Raid spray. Most pesticides are poisons, and they are often poisonous to humans, as well as to pests. Studies have linked some pesticides to cancer, birth defects, neurological disorders, and immune system disorders, as well as allergies. Pesticides should only be used as a last resort and in very small amounts. As a general rule, avoid products that are labeled "Danger—Poison." If ants are in your apartment, try sprinkling borax where they are coming in; ants do not like boric acid. If you decide that you must use some chemical pest control products, consider using only baits (for cockroaches and ants). And for rodents, traps should be used rather than poisons; building management staff should be able to help you with these issues.

But the best strategy is to keep pests from coming into your apartment in the first place, rather than having to get rid of them later. Many pests are attracted by grease, sweets, other types of food, and standing water. If your apartment is clean and dry, it isn't likely that pests will want to live there. The following are some specific steps that you can take to keep pests from finding food, water, or hiding places in your apartment.

Pest Prevention Tips

- Clean up any open, unsealed food, crumbs (wrap and seal any leftover food and put it in the refrigerator, or in a cabinet if tightly sealed).

- Do not leave dirty dishes out overnight.
- Clean up spills or sticky substances from all floors and surfaces.
- Keep your kitchen clean (counters, cabinets, sink, floors, stove, microwave, etc.); be sure to clean up any grease with soapy water, and dry off any wet areas.
- Sweep, mop, and vacuum regularly.
- Rinse bottles, cans, and containers before putting them in the recycling bins. Clean out the recycling bins to remove sticky residues.
- Take your garbage and recyclables to the trash room at least once a week (or every evening, if there are any pests in your apartment).
- Minimize clutter and paper piles that can provide hiding places for pests.
- If you notice any water leaks or moisture-damaged materials in your apartment, report the issue to building maintenance staff immediately.

Bed Bug Prevention and Control

“Bed bugs” are small, nocturnal insects that feed on blood. They are about 1/4-inch long and 1/8-inch wide. They have flat, reddish-brown bodies with six legs, and after feeding, they become round and red. They give off a sweet, musty odor. Their eggs are white and very small, and their excrement appears as tiny brown or black spots. Bed bugs are typically found on mattresses, box springs and bed frames, clothing, bedding, furniture, or any dark cracks, seams, or crevices in walls or floors. They can travel through water pipes, wall voids, and ducts, and can spread from room to room. Some people who are bitten by them get itchy welts on their skin.

It is critical to prevent bed bugs from being brought into the building. Here are some rules for prevention, as well as tips for getting rid of them if they do appear.

Preventing the Introduction of Bed Bugs

- Before you move in and bring clothing and bedding into your new apartment, wash the items in hot, soapy water and dry them on the hottest dryer setting. Freezing the materials (at less than 0 degrees for several days) is also known to kill bed bugs; ask building management whether this is an option.
- When bedding is brought into the building for washing or is removed from your unit, seal the items (e.g., sheets, blankets, pillows, and pillow cases) in a plastic bag before transporting them into or through the building, to avoid spreading the infestation to other areas.
- Used mattresses and bed frames are not allowed into the building, unless property managers are certain that they do not harbor bed bugs.
- The mattress provided in your unit is encased in a permanent plastic covering, to prevent bug infestations. If you notice that the plastic covering is torn, please notify the building management staff.
- Eliminate excess clutter (particularly near beds and clothes), to reduce the number of places where the bugs can hide.

Getting Rid of Bed Bugs

- Wash any infested bedding or clothing with hot, soapy water and dry it on the hottest dryer setting. (Or the owner or building manager might freeze the materials at less than 0 degrees for several days.)
- Use hot, soapy water or rubbing alcohol to wipe surfaces where the bugs are living.
- Vacuum cracks, crevices, and other hiding places in walls, floors, and furniture where adult bed bugs or eggs are found. Dispose of the vacuum contents in a sealed trash bag.
- If a mattress with bed bugs on it is torn and/or infested, it will probably need to be thrown out, as the bugs can live inside the mattress where they can't be reached. Do not treat mattresses with insecticides (unless building managers can verify that the treatment is non-toxic to humans).
- Eliminate excess clutter (particularly near beds and clothes), to reduce the number of places where the bugs can hide.
- Have building maintenance staff seal up any cracks where the bugs are living.

D. SMOKING POLICY

Smoking is not allowed in any of the common areas of the building; it is only allowed in apartment units or outside the building. If you smoke outside, please do not stand near the doors to the building or near any open windows.

If you smoke, please use an ashtray and throw away the butts. Do not let cigarettes or cigarette butts burn the counters, floors, carpets, or other surfaces in your apartment, and please do not drop cigarette butts on the walkways or sidewalks outside. Thank you.

How to Save Energy and Water

Conserving energy and water resources benefits the environment in a variety of ways. For example, using less electricity reduces power plants emissions (from burning fossil fuels), which reduces air and water pollution, and that helps protect everyone's health.

In addition, the less energy and water that is used in the building, the less money the building owner will have to pay for these utilities. And the more money the owner saves on utility bills, the more funding will be available to support services and programs that could benefit you and the other residents of the building.

[Modify this paragraph if residents pay their own utility bills.]

Saving Energy

LIGHTS

- Turn off lights (and any electronic equipment) whenever you're leaving your apartment or when you do not need them to be on.
- When the light bulbs burn out in your apartment, notify building staff; they will provide energy-efficient replacement bulbs for you. Be careful not to break the fluorescent bulbs; they contain small amounts of mercury, which is a hazardous substance. Do not throw away fluorescent light bulbs; the building's staff should take them to the city's hazardous waste facility (or they can be taken to Cole Hardware) for proper disposal.
- If you are going to bring lamp(s) into your apartment, avoid using halogen lamps. Not only are halogen lamps major energy wasters, but they also pose a significant fire hazard.

HEAT

- Make sure that the temperature in your apartment is comfortable and the heater is not set too high. During cool months, usually the highest temperature that a thermostat needs to be set for is about 68-69 degrees, and it should be set at a lower temperature or turned off when you are not at home, during warm times of the year, and at night. If the building temperature is too hot or cold (or if your heater will not turn off), notify the building management.
- Do not leave the heat on when you have the window open, or open the window when you have the heat on (unless you just need to open the window while smoking or to air out the room for a short time). Heating and cooling the room at the same time wastes energy.
- Keep your heater clean and dusted.
- Do not place furniture next to the heater, as that can block the heat from entering the rest of the room.

OTHER

- Clean the dust off of your refrigerator coils twice a year. (Remove the grill at the bottom of the refrigerator and clean the coils in front and back; pull the refrigerator out to sweep and dust behind it.) If you would like to be shown how to do this or if your refrigerator is not working properly, contact building maintenance staff.
- **In the laundry room,** clean out lint from dryer lint filters before or after each load of laundry. This helps the machines run more efficiently and prevents the lint from becoming a fire hazard.

Saving Water

- When using a sink or the shower, don't run the faucet longer than is necessary for your task. When you turn a faucet off, make sure that it is all the way off.
- If you hear the sound of dripping or trickling water in your apartment or notice that your faucets are leaking or your toilet is running (too long after it has been flushed) and you can't get it to stop, notify the building's maintenance staff right away so that they can fix the leak.
- Try not to take really long showers; keep shower time under 10-15 minutes.
- When using a clothes washer, try to clean fairly full loads, when possible **(or select a light-load setting for small loads, to use less water than would be used for a full load, if that's an option on the washing machine).**

APPENDIX

TABLE OF CONTENTS

- **Green Materials and Systems in [Project Name]**
- **Resources for More Information on Green Housing**
- **Recycling Collection Sheet from the city and county of San Francisco**
- **[Location Name] Transit Map**

Green Materials and Systems in [Project Name]

(partial list)

This is a summary list of some of the green materials, finishes, furnishings, systems, equipment, and appliances that are featured in [Project Name].

In the apartment units

- Cabinets: [List type(s) of green materials used]
- Carpet:
- Flooring:
- Furniture:
- Paint:
- Refrigerator:
- Showerhead:
- Toilet:
- [ETC.]

In other parts of the building

- Adhesives and sealants: Low-VOC
- Carpet:
- Flooring:
- Insulation:
- Irrigation system:
- Lighting:
- Paint: No-VOC, low-odor
- Reception desk:
- Roof:
- Solar energy system:
- Windows:

Resources for More Information on Green Housing

Green Communities

www.greencommunitiesonline.com

Enterprise Community Partners

www.enterprisecommunity.org

San Francisco Redevelopment Agency

www.sfgov.org/sfra

San Francisco Department of the Environment

www.sfenvironment.org

San Francisco Mayor's Office of Housing

www.sfgov.org/moh

Green Affordable Housing Coalition

www.greenaffordablehousing.org

Build It Green

www.builditgreen.org

U.S. Green Building Council

www.usgbc.org

Building Green

www.buildinggreen.com

Recycling Collection

Paper, Bottles & Cans

紙張、樽和罐

Papel, Botellas y Latas

Empty Metal Cans Only
Solo para latas vacías de metal
空油漆罐



Plastic Tubs and Lids
②, ④ & ⑤
now accepted!

¡Ahora se aceptan
②, ④ & ⑤ tapaderas y
cubetas de plástico!

②, ④ & ⑤ 塑料盒和蓋

Your BLUE cart is all you need to recycle.
El carrito AZUL es todo lo que necesita para reciclar.
只用藍色回收箱回收以上物件

- Not accepted**
- plastic bags, wrap or cups
 - plastics other than bottles, tubs & lids
 - styrofoam
 - mirrors, window glass or light bulbs
 - ceramic dishes or cups
 - juice boxes and pouches



Questions?
Sunset Scavenger Company
415-330-1300
www.sunsetscavenger.com

Golden Gate Disposal
& Recycling Company
415-626-4000
www.goldengatedisposal.com



MUNI Transit Map

Below is a copy of a MUNI map showing all bus and streetcar routes in the downtown area. For questions about MUNI service, call 673-6864.

If you have questions about other local transit options, including van options for handicapped-accessible transit, please ask the on-site support staff for assistance. And for MUNI's Accessible Services information line for seniors and persons with disabilities, call 701-4485.