

## **Housekeeping Procedures and Schedules**

**9E 71<sup>st</sup> NY, NY Residence**

## **Recommendations for Housekeeping to Create and Maintain Desired Standard**

Provide current Housekeeper with additional assistance for:

1. When the Principal is in residence, provide an additional housekeeper when needed to assist Housekeeper as needed with Principal's housekeeping needs while Housekeeper serves Principal personally and Guests with butler/cook services.
2. When the Principal is not in residence, provide an additional housekeeper when needed to assist Housekeeper as needed with zone cleaning and the cleaning of other areas described below.
3. When the Principal is not in residence, third party vendors to assist for deep cleaning at least once a month and as needed with dry cleaning drapes ( e.g. in massage room); cleaning brass in master bath; cleaning staff staircase; cleaning books in private staircase, library, and living room; cleaning portraits; cleaning outside of windows; and cleaning first floor surface running from entry through foyer to dining room and behind in hallway from the elevator to the kitchen; etc.

### **Suggestions:**

Allow [REDACTED] to assist [REDACTED] when needed when no guest apartments require cleaning while the Principal is in residence. Allow [REDACTED] to assist [REDACTED] when needed also when the Principal is not in residence when no guest apartments require cleaning.

Third party vendors after being vetted and bid is approved can provide the additional services required to maintain the residence properly.

## Housekeeping Staff

Executive Housekeeper- Lynn Fontanilla, lives onsite.

Housekeeper- [REDACTED], Sister of [REDACTED] lives offsite.

## **Housekeeping**

### **Zones**

For efficient and effective housekeeping, the residence has been divided into zones. These zones are to be cleaned one after another during the week to insure the highest standards are achieved. One to two days are to be allotted to clean each zone and the zones are part of the Daily Schedule for Housekeeping. Daily, Weekly, Six Month, and Annual Schedules for Housekeeping are to be followed to insure these high standards are consistently maintained. All schedules are to be adjusted to accommodate the Principal when he is in residence. The Executive Housekeeper and Housekeeper will perform the housekeeping. Vendors for deep cleaning will be selected, approved, and contracted with for cleaning and maintaining drapes, rugs, carpets, flooring, windows, furniture, art, etc.

Other areas are to be addressed separately and are to each be cleaned during a separate day in addition to the zones cleaned weekly. These other areas include laundry, clothes & shoes, glassware and silverware, walls and ledges, staircases and books, drapes, rugs, inside of windows, outside of windows, and any other items or areas not covered by the zone cleaning.

The zones are as follows:

Zone B2 - Second Level Basement

Zone B1 - First Level Basement

Zone 1 - First Floor, Front of House, Back of House

Zone 2 - Second Floor

Zone 3 - Third Floor

Zone 4 - Fourth Floor

Zone 5 - Fifth Floor

Zone 6 - Sixth Floor, Balcony

Zone 7 - Roof

**For all zones** housekeeping is to include (but extends to whatever is required): picking up items that do not belong, straightening up the items in the zones (including eyeglasses, pillows, lampshades, pictures, and portraits), dusting, cleaning all surfaces, replenishing items, and vacuuming. Any items needing repair or replacement are to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

## **Zone Descriptions**

### **Zone B2 – Second Level Basement**

Zone B2 includes the mechanical room (maintained by Rich Barnett, Chief Mechanical Engineer over maintenance and grounds).

### **Zone B1 – First Level Basement**

Zone B1 includes the exit area, the laundry room, the staff room, the kitchen, the hallway.

### **Zone 1 - First Floor**

Zone 1 includes the front door area, entry, foyer, stairs to second floor, security office with bathroom and closet, guest waiting room with closet, oval office with bathroom and closet, two bathrooms, dining room, butler pantries, kitchen with large attached pantry, hallway from kitchen to elevator, cabinets along hallway with items, fire stairs area, pantry (first aid), coat closet, elevator area, back door area.

### **Zone 2 – Second Floor**

Zone 2 includes the living room, library, hallway, adjacent small dining room & kitchen, 2 bathrooms, and fire stairs area.

### **Zone 3- Third Floor**

Zone 3 includes the master bedroom, sitting room, master shower, his/her toilets, his/her vanities, his/her dressing rooms closets, massage room.

### **Zone 4 - Fourth Floor**

Zone 4 includes the gym, shower/soaking tub, 2 guest rooms w/baths.

### **Zone 5- Fifth Floor**

Zone 5 includes the office, 2 guest suites w/baths, mechanical, and storage.

### **Zone 6 – Sixth Floor**

Zone 6 includes the den, balcony, kitchen, bath, hallway, mechanical, and storage.

### **Zone 7- Roof**

Zone 7 includes the open roof area.

**The other areas are as follows:**

**Laundry**

Laundry is to be addressed as required when Principal is in residence when the time is appropriate. The most needed items are to be laundered as required, in the evening if necessary. Items that can wait are to be done when the Principal leaves the residence. What cannot be done while the Principal is in residence is to be done all at once as a separate day(s) of work from any zone or other cleaning. Bed linens, towels, kitchen linens, etc., are to be washed, dried, and ironed, and placed in their proper places. Items requiring dry cleaning are sent out same day or otherwise as needed. Any items requiring repair or replacement are to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

**Clothes and Shoes**

Clothes and shoe care are to be addressed as required when Principal is in residence when the time is appropriate. The most needed items are to be taken care of daily, in the evening if necessary. Items that can wait are to be done when the Principal leaves the residence. What cannot be done while the Principal is in residence is to be done all at once as a separate day(s) of work from any zone or other cleaning. Clothes are to be inspected, washed, dried, and ironed, and placed in their proper place weekly. Clothes requiring dry cleaning are to be sent out same day or otherwise as needed. Any clothing items requiring repair or replacement are to be noted and reported immediately. Shoes are to be cleaned, polished and returned to their proper place weekly. Any shoes requiring repair or replacement are to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

**Glassware and Silverware**

Glassware and Silverware as well as any other glass or silver items located in the residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. All glassware is to be inspected weekly and cleaned if used. All silverware is to be inspected weekly and cleaned if used . Any items requiring repair or replacement are to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

**Walls and Ledges**

Walls and ledges throughout the entire residence are to be addressed when the Principal is not in residence on a separate day of work(s) from any zone or other cleaning. All walls and ledges are to be inspected and cleaned weekly. Any walls and ledges requiring repair are to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

### **Inside of Windows and Doors**

Inside of all windows and doors throughout the entire residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. All of the windows and doors are to be inspected and cleaned weekly. Any window or door requiring repair are to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

### **Outside of Windows**

Outside of Windows throughout the entire residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. Inspection and cleaning is to be done by an approved vendor at before the Principal is in residence monthly.

### **Books**

All books throughout the entire residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. All books are to be inspected and dusted every six months. Any attention required for any book is to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

### **Elevators and Staircases**

Elevators and staircases throughout the entire residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. All elevators and staircases are to be inspected, dusted, cleaned, and vacuumed weekly. Approved vendors will assist as required. Anything requiring repair is to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

### **Drapes, Blinds, and Rugs**

Drapes, Blinds, and Rugs throughout the entire residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. Drapes and sheers are to be inspected weekly. Drapes are to be dry cleaned annually and sheers every six months by an approved vendor. Anything needing repair is to be noted and reported immediately in writing (email will suffice) to the Director of Residences. Blinds are to be inspected, dusted, cleaned, and vacuumed weekly. Approved vendors will assist as required. Anything needing repair is to be noted and reported immediately in writing (email will suffice) to the Director of Residences. Rugs are to be inspected, vacuumed weekly, and cleaned annually. Approved vendors will assist as required. Anything needing repair is to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

## **Basic Room Cleaning Guidelines**

In general all rooms to be cleaned left to right, top to bottom, inside to out.

Steps for most rooms:

Remove all things not belonging in the room.

Remove all items temporarily to be removed necessary for dusting, cleaning, vacuuming.

Remove garbage from containers and containers fro cleaning.

Dust tops of items, ceilings, fans, lamp shades, light bulbs, mirrors, etc., with ostrich feather duster.

Dust and/or polishing furniture with furniture polish and polishing cloth, and/or ostrich feather duster.

Clean glass tops and mirrors with glass cleaner and cleaning cloth.

Wipe down moldings, doors, windows with call purpose cleaner and cleaning cloth.

Check drapes, hooks/blinds; make certain hanging/working properly.

Replenish items for room, straightening up, and plumping pillows.

Set all clocks to proper time.

Clean and /or vacuum the floor.

Spray air neutralizer for odors.

## **Bathroom Cleaning Guidelines**

Remove any items that do not belong.

Remove all robes, rugs, towels, washcloths, mats, to be washed.

Empty the garbage, keep containers out of room until room is cleaned.

Sweep/vacuum the floor with electric broom or vacuum cleaner.

Dust all high objects, ceiling, tops of mirrors, vanities, light bulbs, cabinets, etc. with an ostrich feather duster.

Wipe down all molding, doors, and windows with all purpose cleaner and cleaning cloth.

Clean mirrors with glass cleaner/paper towel- top to bottom.

Clean sink/vanities with all purpose cleaner and brush/sponge- top to bottom.

Clean tub with bathroom cleaner and brush/sponge- top to bottom.

Clean toilet with toilet bowl cleaner using toilet brush; squirt and clean under rim; clean lid, bowl, sides, front, back, base, floor; polish handle; check flushing.

Restock toiletries, including tissues, toilet paper, etc., fold toilet paper in "V".

Clean floor with mop using ammonia based cleaner and hot water; mop over after with clean, warm water.

Replace all robes, rugs, towels, washcloths, mats, with clean ones. Make certain all hung, folded, and placed properly .

Replace garbage containers.

Spray air neutralizer for odors.

Look over to make certain all is as it should be.

## **Bedroom Cleaning Guideline**

Remove any items that do not belong.

Remove any items necessary for cleaning.

Remove and empty garbage containers.

Clean under the bed with electric broom, dust mop, or vacuum cleaner.

Make bed with fresh linens and clean mattress protector.

Dust all pictures, lamp shades and light bulbs (replace light bulbs), blinds, etc., with ostrich feather duster.

Dust and/or polish all furniture with ostrich feather duster/furniture polish and polishing cloth.

Clean mirrors and glass tops with paper towels and glass cleaner.

Wipe down all walls, doors, and light switches with all purpose cleaner and cleaning cloth.

Clean telephone, remote control, radio; make certain all work with disinfectant cleaner and paper towel.

Set alarm clock correctly.

Close windows if open.

Make certain drapes hang properly, check hooks, and any blinds work properly.

Replace all items removed for cleaning.

Vacuum and replace garbage containers.

Spray air neutralizer.

Look over to make certain all is as it should be.

## **Living Room Cleaning Guidelines**

Remove any items that do not belong.

Remove any items temporarily necessary for cleaning.

Remove and empty garbage containers.

Straighten items up.

Dust all furniture, and pictures, lamp shades and light bulbs (replace light bulbs), blinds, etc., with ostrich feather duster.

Clean mirrors and glass tops with paper towels and glass cleaner.

Wipe down all walls, doors, and light switches with all purpose cleaner and cleaning cloth.

Clean telephone, remote control, radio with disinfectant cleaner and paper towel; make certain all work.

Set clock correctly.

Make certain drapes hang properly, check hooks.

Replace all items removed for cleaning.

Plump pillows.

Vacuum and replace garbage containers.

Spray air neutralizer.

Look over to make certain all is as it should be.

## **Daily Housekeeping Schedule - When Principal is not in Residence**

To be performed by Executive Housekeeper, Housekeeper, and Vendor as Approved.

### **Morning Graces**

Check telephone and email messages.

Make certain the appropriate security turned off or on.

Have front of house outside door hosed down and checked for garbage, etc. If to snow, make sure salt is put down for ice. Have snow and ice scraped. Turn snow melting on.

Have outside back of the house checked for garbage, etc., and cleaned up if necessary.

Walk through residence and check each room and area.

Turn on appropriate lights. Check for burnt out lights.

Open appropriate drapes or blinds.

Pick up items not belonging in areas.

Straighten up any items out of place, including pictures, paintings, rugs, etc.

Puff pillows.

Make certain all clocks are on correct time.

Have any live plants checked and have watered if necessary.

Note anything that needs to be repaired, replaced, or secured and report.

Be aware of items missing, out of place, stains, rips, leaks, drips, unusual smells and report.

### **Zone Cleaning of One Zone for the Day or Cleaning of Another Area**

Zone cleaning is to begin with Zone 1 and proceed to Zone 6 every day or two depending how much cleaning is required for the specific zone, then proceed to B1. If the roof is being used, the cleaning will proceed to it Zone 7 before proceeding to clean other areas.. If not, the cleaning of the other areas is to begin.

## **Evening Graces**

Check telephone and email messages.

Make certain the appropriate security is turned on or off.

Have front of house outside door hosed down and checked for garbage, etc. If to snow, make sure salt is put down for ice. If iced, have scrapped asap.

Have outside back of the house checked for garbage, etc., and cleaned up if necessary.

Turn off appropriate lights.

Close appropriate drapes or blinds.

Pick up items not belonging in areas.

Straighten up any items out of place, including pictures, paintings, rugs, etc.

Puff pillows.

Make certain all clocks are on correct time.

Note anything that needs to be repaired, replaced, or secured and report.

Be aware of items missing, out of place, stains, rips, leaks, drips, unusual smells and report.

## **Before the Principal Arrives in Residence**

Beginning three days before the Principal arrives in residence, all zone cleaning and the cleaning of other areas are to stop. The entire residence is to be given a once over cleaning. All things are to be placed in their proper order.

## **Daily Housekeeping Schedule - When the Principal is in Residence**

To be performed by the Executive Housekeeper and the Housekeeper.

When the Principal is in residence, serving him and his guests is to be the first priority. All housecleaning and laundry, etc., is to be adjusted to accommodate him and any guests and is to be performed at the most appropriate times to insure the best service and the least disturbance. All zone cleaning and the cleaning of other areas are to be discontinued until he has left the residence.

**Bathrooms:** In those being used, pick up all items that do not belong. Sweep floor. Clean the toilet, the sink, the shower and/or bath used. Clean the mirrors. Shine the faucets, toilet paper holder, towel rack, toothbrush holder, door handles. Fold the toilet paper in a "V". Arrange or replace needed items such as soap, shampoo, tissues, toilet paper, fresh towels and bath cloths. Clean the floor as needed. On the First floor, Second floor, Third floor, Sixth floor used and any other floors used.

**Bedrooms:** In those being used, pick up any items that do not belong. Close all windows and sheers if open. Make all beds as needed. Neaten all personal belongings. Straighten all throw pillows. Clean all mirrors. On the Third floor and any other floors used.

**Furniture:** In areas being used, clean, dust, shine tables, chairs, and plump cushions.

**Glass:** In areas used, clean glass doors and tables as needed. On the First floor, Second floor, Third floor, Sixth floor used and any other floors used.

**Dishes/Dishwasher:** Wash dishes, use dishwasher if needed. Do not wash fine china, crystal glassware, silver, hand painted dining ware in the dish washer. If you are not certain, do not wash the item in the dish washer. On the First floor and any other floors used.

**Kitchen:** In kitchens being used, clean the sink and countertops (underneath items too). Clean the microwave oven. Clean smudges off of cabinets, refrigerator doors, light switches and doors. On the First floor and any other floors used.

**Vacuum:** In areas used, vacuum. Comb any tassels in areas used. On the First floor, Second floor, Third floor, Sixth floor used and any other floors used.

**Sinks and drains:** In areas used remove any deposits, clean and shine. First floor, Second floor, Third floor, and any other floors used.

**Garbage:** In areas used, empty, spray with Lysol, replace bag, and wipe off. On the First floor, Second floor, Third floor, Sixth floor used and any other floors used.

**Clocks:** Check time and date. On the First floor, Second floor, Third floor, Sixth floor used and any other floors used.

## **Weekly Housekeeping Schedule - Only When the Principal is not in Residence**

The cleaning of zones and other areas is to begin at the first of the week and proceed daily one right after another after the Principal leaves the residence and is to discontinue before he arrives in residence.

Zone B1 - First Level Basement

Zone 1 - First Floor, Front of House, Back of House

Zone 2 - Second Floor

Zone 3 - Third Floor

Zone 4 - Fourth Floor

Zone 5 - Fifth Floor

Zone 6 - Sixth Floor, Balcony

Zone 7 – Roof

Laundry

Clothes and Shoes

Glassware and Silverware

Walls and Ledges

Inside of Windows and Doors

Outside of Windows

Elevators and Staircases

Books

Drapes, Blinds, and Rugs

### **Six Months Schedule**

To be begun in May and in November completed as soon after only when Principal is not in residence.

Rotate seasonal clothing. Dry clean items if necessary.

Wash mattress covers and launder any blankets.

Take all books down from shelves and clean.

Clean upholstery and throw pillows.

Dry clean sheers.

Inventory all dishware, crockery, silverware, glassware, linens, towels, etc.

Have chimneys inspected, cleaned and repaired in October

**Annual Schedule**

Steam clean all carpets and rugs applicable, have specialty rugs cleaned professionally.

Have all portraits professionally cleaned.

Dry clean drapes.

Dry clean bedcovers.

## Housekeeping Report

Day: \_\_\_\_\_ Month: \_\_\_\_\_ Year: \_\_\_\_\_

Daily Graces: Y N

Evening Graces: Y N

Rooms:

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Zones:

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Other Areas:

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Notes:

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Name: \_\_\_\_\_ Date: \_\_\_\_\_