

***GREENSBORO HOUSING AUTHORITY***

***REQUEST FOR PROPOSALS***

***FOR***

***JANITORIAL SERVICES***

***FOR***

***REGION 2 AND REGION 5***

***AUGUST 2012***

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GREENSBORO HOUSING AUTHORITY  
Request for Proposals  
For  
JANITORIAL SERVICES  
For  
REGION 2 AND REGION 5  
September 2012

**Introduction**

The Greensboro Housing Authority (GHA) seeks proposals from qualified contractors to provide labor and equipment for janitorial services at five (5) GHA public housing communities. The contractor(s) or individual(s) doing so is automatically agreeing to abide by all terms and conditions listed herein and with the following attachments. GHA is currently operating under the HUD mandated Asset Management Projects (AMPs). As part of the management system GHA has organized its public housing communities into regions. In order to comply with this new management system GHA is requesting proposals for Region 2 (Hampton Homes and Hickory Trails), and Region 5 (Gateway Plaza, Hall Towers and Stoneridge). Breaking this RFP into smaller units not only furthers the requirements of asset management but it also affords small and minority businesses the opportunity to participate in GHA's procurement. Depending on the quotes received, GHA intends to issue one or more contracts for the contract period **September 1, 2012 through August 31, 2013** with the **OPTION** of two one-year extensions. Based on the evaluation criteria a contract(s) will be awarded.

**Scope of Services**

GHA is seeking janitorial services for five (5) public housing communities noted above. Please provide a separate proposals (see page 13). The contractor shall be responsible to provide labor and equipment, and GHA will provide all cleaning and paper products to accomplish the following work. In addition to providing janitorial services, GHA is requesting that the contractor(s) or individual (s) have clothing or badges that reflect the company name so that their staff can be easily identified.

Janitorial services will be performed for Region 2 after normal business hours 8:00 a.m. – 6:00 p. m., and for Region 5 during business hours 8:00 a.m. – 5:30 p.m., Monday through Friday. Janitorial personnel will be required to perform routine cleaning tasks to maintain all offices and lobby areas, bathrooms, common areas such as game rooms, elevators, stairways and exterior grounds.

1. The following tasks will be performed daily for Region 2 (Hampton Homes and Hickory Trails) and Region 5 (Gateway Plaza, Hall Towers and Stoneridge):
  - a. Hard surface floors will be spray buffed as needed, swept and/or damp mopped with dust-control treated mops and/or products designated by GHA. Floors are to be left clean and dust-free.
  - b. Carpets and entrance mats will be vacuumed and spot-cleaned where necessary. Spills will be removed where needed.
  - c. Kitchen areas will be damp-mopped.
  - d. Restrooms will be swept, mopped, and rinsed with a disinfectant detergent.
  - e. All fixtures, commodes, etc. are to be cleaned and sanitized. Sanitary napkin receptacles are to be cleaned and sanitized.
  - f. Paper towel and toilet tissue receptacles will be filled from GHA stock.
  - g. Hand soap dispensers will be filled from GHA stock.
  - h. Stall partitions and tile walls will be cleaned.
  - i. All fittings and supply pipes will be kept clean.
  - j. Mirrors will be cleaned.
  - k. Spots, stains, and splashes will be removed from wall areas adjacent to hand basins, **and all stainless steel areas.**
  - l. Floor drains will be kept clear and free from debris.
  - m. Waste receptacles are to be emptied and waste placed into dumpster.
  - n. All office furniture, including but not limited to desks, filing cabinets (including tops), bookcases, chairs, and tables, is to be dusted. Letter files, telephones, and other items are to be moved, dusted under, and returned to their original position.
  - o. Windowsills, low ledges, picture frames, etc., are to be dusted.
  - p. Tables and chairs in lounges and kitchens are to be damp-wiped.
  - q. Entrance door glass/**hardware and doors to offices and restrooms are to be cleaned.**
  - r. Smudges are to be removed from partition glass.
  - s. Counter tops and exteriors of kitchen appliances are to be wiped clean.
  - t. Drinking fountains are to be cleaned and sanitized.
  - u. Janitorial closets will be kept neat, clean, and odor-free.
  - v. A minimum of lighting is to be used while working. All lights are to be turned off when nightly cleaning is completed.
  - w. Sweep entire front and rear areas outside and pickup litter **and empty trash receptors.**
  - x. Tables and chairs in lounges and kitchens are to be damp-wiped.
  - y. Sweep and mop all steps.
  - z. Clean and wipe down all handrails.

2. The following tasks are to be performed weekly:

- a. Tile floors are to be damp mopped and spray buffed.
- b. Baseboards are to be cleaned.
- c. All window blinds are to be dusted and/or cleaned.
- d. Kick plates and light switches are to be kept clean.
- e. Stairwells are to be swept weekly.
- f. Mop heads are to be cleaned each week.

3. The following tasks are to be performed quarterly:
  - a. Tile floors are to be cleaned, buffed, and waxed. (Please notify Manager when task will be done)
  - b. Wastebaskets are to be cleaned inside and out.
  - c. Stoves and refrigerators will be cleaned inside and out. All old food items will be removed and placed in trash receptacles.
  - d. All interior sides of windows will be cleaned.
  - e. All air registers will be dusted.
  
4. The following services will be provided at GHA's request:
  - a. Carpets will be shampooed as requested. (No more than twice a year).
  - b. Additional stripping, waxing, and buffing of floors will be performed as requested. (No more than quarterly).
  
5. Janitorial personnel will be expected to conduct themselves in accordance with the following guidelines:
  - a. No vehicles are to be parked in reserved spaces.
  - b. Janitorial personnel will be considerate of GHA personnel working late in the building. No boisterous conduct will be tolerated.
  - c. Janitorial personnel should not use office machines including, but not limited to, typewriters, copiers, adding machines, and computers.
  - d. Janitorial personnel will not, under any circumstances, open an exterior door to permit a person or persons to enter or exit the building.
  - e. Visitors or relatives will not be allowed in GHA facilities during assigned work hours except in the case of an emergency. **Relatives include children, children will not be allowed.**
  - f. There will be no loitering on GHA premises. Once work is completed, janitorial personnel must leave the building.
  - g. Articles found on the floors, such as pens, paper, etc., should not be considered trash but should be placed on the nearest desk or table.
  - h. No eating, drinking, or smoking will be permitted on GHA premises except in designated areas.
  - i. Outside doors shall be kept closed and locked to prevent intrusion from outside.
  - j. Contractor and his/her employees – If the building alarm is disengaged securing or unsecuring the building; the contractor will be responsible for any charges incurred for false alarms.
  - k. All janitorial personnel will be required to wear clothing or badges that reflect the name of the janitorial company and the staff's name while on GHA property.

## 6. Miscellaneous

- a. GHA will provide the contractor with keys or FOB to allow after-hours access to the building for cleaning.
- b. The contractor will supply GHA with a list of employees who will be providing janitorial service and **accurate timesheets are required to be attached to each invoice**. If there are any changes in the list of employees, the contractor will provide a current list within 48 hours.
- c. The contractor shall leave a notice of any irregularities observed while cleaning including, but not limited to, doors found unlocked, lights left on, defective plumbing, inventory requirements, and restroom supplies needed, in the office of the Vacancy Supervisor.
- d. Each management office must be properly notified anytime the cleaning crew will not be at their site for cleaning.
- e. The contractor will supply GHA with a janitorial staff who speaks and understand English well enough to communicate effectively with GHA staff.

**Weekly Evaluation – Note that the contractor’s quality and level of service will be evaluated weekly by the GHA Management staff using Attachment A and Attachment B “Janitorial Services Scope of Services Checklist”.**

**GHA Contacts and Locations included in this RFP**

The following are the five locations included in this RFP. All locations are located in Greensboro, NC. The Contractor shall visit each job site shown below to familiarize themselves with the conditions of the site prior to submitting their proposal. Annual pricing for the proposed work shall be submitted by site as provided in this RFP. No other combination of pricing will be accepted.

<b>Region 2</b>	<b>Address</b>	<b>Total Cleanable Area</b>
Hampton Homes	1300-A Ogden Street	11,176 sq. ft.
Hickory Trails	4300 Romaine Street	4,675 sq. ft.
<b>Region 5</b>		
Gateway Plaza	200 Spring Garden Street	45,504 sq. ft.
Hall Towers	2314 North Church Street	33,781 sq. ft.
Stoneridge Community Ctr.	3802 Overland Heights	1,590 sf. ft.

**Note:** Please contact Nancy Johnson, Regional Property Manager at (336) 669-5940 or [njohnson@gha-nc.org](mailto:njohnson@gha-nc.org) to coordinate site visits for that region.

## **Instructions and Notice for Proposers**

### 1. **General**

The instructions below provide guidance for the preparation and submission of proposals. Their purpose is to establish the requirements; format and content of proposals so that proposals are complete, contain all essential information and can be evaluated fairly. The following represents the extent of the instructions and conditions:

### 2. **Inquiries**

Inquiries concerning the RFP should be submitted in writing to the issuing office:

Greensboro Housing Authority  
450 North Church Street  
Greensboro, North Carolina 27401  
Attention: Linda R. Long, Administration and Procurement Manager  
(336) 303-3125 or llong@gha-nc.org

*Note:* Please go to our website [www.gha-nc.org](http://www.gha-nc.org) and download a copy of the RFP and all HUD documents.

### 3. **Submission Date**

Proposals shall be submitted in original and four (4) copies to enable the Evaluation Committee to thoroughly evaluate the proposal and to arrive at a sound determination as to whether or not the proposer can meet the requirements set forth in this RFP. Proposals shall be submitted in sealed envelopes and marked "Janitorial Services". All proposals shall be received **no later than 2:00 p.m.**, local time, on **Wednesday, August 15, 2012** and submitted to the address identified in paragraph 2.1. above. Faxed or emailed proposals shall not be accepted. All proposals shall be valid for 90 days.

**Pre-Proposal Conference and Site Visit** GHA staff **will not** conduct a pre-proposal conference concerning janitorial services. It will be the responsibility of the contractor to schedule a site visit by contacting the Property Manager prior to the bid closing date.

All proposal information must be submitted on the attached "Janitorial Services Proposal Information Form".

### 4. **Acknowledgment of Amendments**

Proposers shall acknowledge in their proposals receipt of amendment(s) to this RFP by signing the document on the acknowledgment line of the amendment. A proposer's failure to acknowledge an amendment may result in rejection of the offer.



5. **Default by Proposer**

In the event of default by the successful proposer, GHA may procure the services specified from other sources. The proposer agrees to reimburse GHA for any additional costs incurred as a result of such default.

6. **Awards**

GHA reserves the right to cancel this RFP or to reject, in whole or in part, any and all proposals received in response to this RFP, upon its determination that such cancellation or rejection is in the best interests of GHA. GHA further reserves the right to waive any minor informality's in any proposals received if it is in the public interest to do so. The decision as to who shall receive a contract award, or whether or not an award shall be made as a result of this RFP, shall be at the absolute, sole discretion of GHA. GHA reserves the right to: a) to make award to the same bidder for all; or, b) to make award to multiple bidders.

7. **Complete and Accurate Submission**

A proposer's failure to provide accurate information in response to this RFP may disqualify the proposer from further participation in the legal services selection process.

A proposal may be corrected, modified, or withdrawn, provided that the correction, modification, or request for withdrawal is made by the proposer in writing and is received at the place prior to the date and time designated in the RFP for final receipt of proposals. After such date and time, the proposer may not change any provision of its proposal in a manner prejudicial to the interests of GHA and/or fair competition.

8. **Retention**

All proposals are the property of the Greensboro Housing Authority, shall be retained by GHA, and shall not be returned to the proposer.

9. **Insurance**

Within ten (10) days after the award of the contract and prior to the commencement of work, the Contractor shall furnish GHA with evidence showing that the following insurance is in force and will cover all operations of the contract:

- Worker's Compensation Insurance – in accordance with state law, for all employees working on the project.
- Contractors Liability in limits not less than \$100,000/\$300,000 bodily injury and \$100,000 property damage, or as required by law. This insurance should protect the Contractor against claims for personal injury, death, and damage to the property of others. This insurance shall cover the use of all equipment and vehicles on the work sites.

- Automobile Liability in limits not less than \$100,000 bodily injury and \$50,000 property damage.

All insurance shall be carried with companies that are financially responsible. If such insurance is due to expire during the contract period, the Contractor shall not permit the coverage to lapse and shall furnish evidence of coverage to GHA.

10. **Subcontractors**

- Unless otherwise stated within the RFP documents, the successful bidder may not use any subcontractors to accomplish any portion of the services described within the RFP documents or the contract without the prior written permission of the GHA BM.
- The subcontractor shall not enter into any sublet work assigned and contracted through the prime contractor. The prime contractor shall be responsible for the compliance by all subcontractors. A breach of this compliance may be grounds for termination of the contract and for debarment as a contractor and subcontractor.

11. First time bidders to include a list of a minimum of three current references, license number, and the completed W-9 form.

**Evaluation Process and Criteria**

All proposals will be evaluated based on the evaluation criteria outlined below. The Evaluation Committee will review all proposals according to the evaluation factors and points and determine which proposals are competitive and which are noncompetitive. Those proposals determined to be competitive will be further evaluated and scored. Negotiations may be held with one or more proposers with negotiations resulting in a contract for services.

**Evaluation Criteria**

1. Experience of the contractor in all aspects of janitorial services on projects of similar size and scope. This criteria includes contractor's past performance for GHA whether it was satisfactory or unsatisfactory: 35 points
2. The proposer's capacity to handle this project in a timely manner: 30 points
3. Cost of Services: 25 points. The cost will not be the sole determinant for award of contract.
4. Quality of References: 10 points

**Greensboro Housing Authority  
Janitorial Services  
Proposal Information Form**

Information to be submitted to the Greensboro Housing Authority (GHA) by contractors for consideration for the janitorial services RFP:

**I. Contractor Information:**

Contractor's Name:

(Note: If you have conducted business under any other name in the last five years, list that name also.)

\_\_\_\_\_

Address, Telephone and Email:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Representative:

\_\_\_\_\_

**II. Experience with Projects of Similar Size and Scope**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**III. Janitorial Equipment**

List of Equipment (make and model) to be dedicated to this contract:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**IV. Janitorial Manpower**

List of Manpower to be dedicated to this contract:

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**V. References:**

References: List three references to include contact name, company name, address (city/state/zip code), telephone number and email of parties for whom comparable work has been performed in the past three years.

1. \_\_\_\_\_

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2. \_\_\_\_\_

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3. \_\_\_\_\_

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**V. Cost of Services by Building:**

**Submit Total Annual Cost by Building – Contractor provides Labor and Equipment only.**

<b>Public Housing Building</b>	<b>First Year Total Cost 9/01/12-08/31/13</b>	<b>Second Year Option 9/01/13 – 08/31/14</b>	<b>Third Year Option 9/01/14– 08/31/15</b>
<b>Region 2</b>			
Hampton Homes			
Hickory Trails			
Total			
<b>Region 5</b>			
Gateway Plaza			
Hall Towers			
Stoneridge			
Total			

**Attachment A**

**JANITORIAL SERVICES SCOPE OF WORK CHECKLIST  
(Hampton Homes, Hickory Trails, and Stoneridge)**

**Contractor** \_\_\_\_\_

**Community** \_\_\_\_\_

**Period Ending** \_\_\_\_\_

<b>DAILY</b>		<b>M</b>	<b>T</b>	<b>W</b>	<b>Th</b>	<b>F</b>
<b><u>Lobby/Lounge</u></b>						
1.	Sweep and/or mop hard surface floors with dust-control mops.					
2.	Waste receptacles are to be emptied and placed into dumpsters.					
3.	Windowsills, low ledges, pictures frames, etc., are to be dusted.					
4.	Entrance door glass is to be cleaned.					
5.	Drinking fountains are to be cleaned and sanitized.					
6.	Janitorial closets will be kept neat, clean and odor free.					
7.	Tables and chairs in lounges are to be damp-wiped.					
8.	Doors to offices and restrooms are to be cleaned.					
9.	Kick plates and light switches are to be kept clean.					
10.	Vacuum all carpet areas and entrance mats.					
11.	Clean and wipe down all handrails.					
12.	Recycle bins are emptied and placed in 96 gallon recycle trash cans and placed on curb (except for Fridays).					
<b><u>Office</u></b>						
1.	All office furniture is to be dusted (if applicable).					
2.	Sweep and/or mop hard surface floors with dust-control mops.					
3.	Vacuum and spot clean carpets where needed.					
4.	Waste receptacles are to be emptied and placed into dumpsters.					
5.	Windowsills, low ledges, pictures frames, etc., are to be dusted.					
6.	Tile floors and stairwells are to be damp mopped and spray buffed.					
7.	All window blinds are to be dusted or cleaned.					
8.	Doors to offices and restrooms are to be cleaned.					
9.	Kick plates and light switches are to be kept clean.					

		<b>M</b>	<b>T</b>	<b>W</b>	<b>Th</b>	<b>F</b>
<b><u>Restroom</u></b>						
1.	Sweep and mop with disinfectant detergent.					
2.	All fixtures, commodes, etc. are to be cleaned and sanitized.					
3.	Fill toilet tissue, towel, & soap dispensers as needed.					
4.	Tall partitions and tile walls will be cleaned.					
5.	All fittings and supply pipes will be kept clean.					
6.	Mirrors will be cleaned					
7.	Wall areas adjacent to hand basins will be cleaned.					
8.	Wipe down all stainless steel toilet paper and soap dispensers, and automatic hand dyers.					
9.	Floor drains will be kept clear and free from debris.					
10.	Waste receptacles are to be emptied and placed into dumpsters.					
<b><u>Kitchen</u></b>						
1.	Floor will be damp-mopped and spray buffed as needed.					
2.	All fittings and supply pipes will be kept clean.					
3.	Floor drains will be kept clear and free from debris.					
4.	Waste receptacles are to be emptied and placed into dumpsters.					
5.	Windowsills, low ledges, pictures frames, etc., are to be dusted.					
6.	Tables and chairs in lounges and kitchens are to be damp-wiped.					
7.	Smudges are to be removed from partition glass.					
8.	Counter tops and exteriors of appliances are to be wiped.					
9.	Baseboards are to be cleaned.					
10.	All Venetian blinds are to be dusted or cleaned.					
11.	Doors to offices and restrooms are to be cleaned.					
12.	Kick plates and light switches are to be kept clean.					
<b><u>Exterior</u></b>						
1.	Sweep entire front and rear areas and pickup any litter and empty trash receptors.					
<b>WEEKLY</b>		<b>1st</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>	<b>5th</b>
1.	Tile floors and stairwells are to be damp mopped and spray buffed.					
2.	Baseboards are to be cleaned.					
3.	All window blinds are to be dusted or cleaned.					
4.	Doors to offices and restrooms are to be cleaned.					
5.	Kick plates and light switches are to be kept clean.					

		1st	2nd	3rd	4th
<b>QUARTERLY</b>					
1.	Tile floors are to be cleaned, buffed and waxed.				
2.	Wastebaskets and recycled bins are to be cleaned inside and out.				
3.	All interior sides of windows will be cleaned.				
4.	All air registers will be dusted.				

**SERVICES PROVIDED AT GHA'S REQUEST**

Checklist		Manager		Contractor	
		Y	N	Y	N
1.	Carpets will be shampooed as requested. (No more than twice a year).				
2.	Additional stripping, waxing and buffing of floors will be performed as requested. (No more than quarterly).				

\_\_\_\_\_  
GHA Property Manager Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Contractor Signature

\_\_\_\_\_  
Date



**Attachment B**

**JANITORIAL SERVICES SCOPE OF WORK CHECKLIST  
(Gateway Plaza and Hall Towers)**

**Contractor:** \_\_\_\_\_

**Community:** \_\_\_\_\_ **Period Ending:** \_\_\_\_\_

<b>DAILY</b>		<b>M</b>	<b>T</b>	<b>W</b>	<b>Th</b>	<b>F</b>
<b>Lobbies &amp; Corridors</b>						
	<b>Daily</b>					
1.	Vacuum all entrance mats.					
2.	Vacuum all carpet areas.					
3.	Drinking fountains are to be cleaned and sanitized.					
4.	Mop floors.					
5.	Sweep, mop, wax, & wipe down elevators walls.					
6.	Clean & wipe down the edge of elevator doors - sensors. <b>DO NOT POLISH EDGE OF DOORS - WILL MESS UP SENSORS.</b>					
7.	Check elevator tracks every morning.					
8.	Sweep and mop common area steps.					
9.	Clean and wipe down all hand rails.					
10.	Report all work order items found to supervisor.					
	<b>Weekly</b>					
11.	Clean all entry glass.					
	<b>Office Areas</b>					
	<b>Daily</b>					
12.	Vacuum, sweep and mop floors.					
13.	Empty all trash containers.					
14.	Dust off general surfaces.					
15.	Clean staff bathrooms.					
16.	Check offices at end of day for touchups.					
17.	Report all work order items found to supervisor.					
	<b>Weekly</b>					
18.	Clean all glass window areas.					
	<b>Bathrooms</b>					
	<b>Daily</b>					
19.	Clean commodes and seats.					
20.	Clean urinals.					

		<b>M</b>	<b>T</b>	<b>W</b>	<b>Th</b>	<b>F</b>
21.	Fill toilet tissue, towel, soap dispensers, toilet seat covers as needed.					
22.	Clean sinks and all chrome fixtures.					
23.	Empty all trash containers.					
24.	Clean mirrors.					
25.	Sweep and mop floor.					
26.	Report all work order items found to supervisor.					
	<b>Weekly</b>					
27.	Strip and wax floors.					
28.	Clean all stall partitions.					
29.	Clean walls and doors.					
	<b>Break Areas</b>					
	<b>Daily</b>					
30.	Remove trash.					
31.	Wipe down and straighten chairs.					
32.	Clean tables.					
33.	Floor will be damp-mopped.					
34.	Sweep and mop floors.					
35.	Report all work order items found to supervisor.					
	<b>Laundry Rooms</b>					
	<b>Daily</b>					
36.	Wipe down tables and shelves.					
37.	Dust down and clean around vent area for the washers and dryers.					
38.	Remove trash.					
39.	Sweep and mop.					
40.	Report all work order items found to supervisor.					
	<b>Weekly</b>					
41.	Clean behind washers and dryers.					
42.	Sweep, mop, and wax.					
	<b>Hallways</b>					
	<b>Daily</b>					
43.	All floors to be checked and all trash removed.					
44.	Get up all spills.					
45.	Check trash chutes rooms.					
46.	Check public restrooms.					
	<b>Hallways (Daily)</b>					
47.	Report all work order items found to supervisor.					

	<b>Weekly</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>Th</b>	<b>F</b>
48.	Sweep mop and wax all tile floor areas.					
49.	Vacuum all carpet areas.					
50.	Wipe down furniture in common areas.					
51.	Clean public restrooms.					
	<b>Stairways</b>					
	<b>Daily</b>					
52.	Check stairs and remove trash.					
53.	Clean up all spills.					
54.	Report all work order items found to supervisor.					
	<b>Weekly</b>					
55.	Clean windows and window tracks as needed.					
56.	Clean walls as needed.					
	<b>Monthly</b>					
57.	Sweep and mop.					
58.	Wipe down all hand rails.					
59.	Remove all cobwebs.					
	<b>Remarks</b>					
60	All common area tile floors will be stripped quarterly.					
	<b>This schedule will only be changed by the Lead Technician, or the Property Manager.</b>					
	<b>Remember not to use an overabundance of water when mopping floors because of the safety to the residents.</b>					
	<b>Remember to use all safety signs when mopping floors.</b>					

\_\_\_\_\_  
GHA Property Manager Signature                      Date

\_\_\_\_\_  
Contractor Signature                                      Date

