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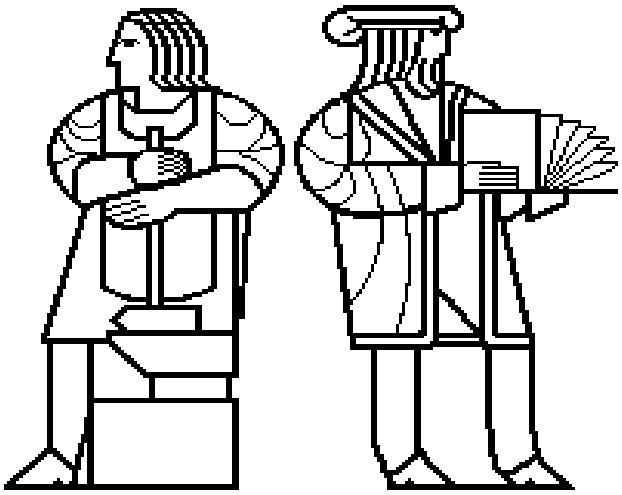

Fraternity, Sorority, and Living Group

House Manager Manual

http://www.mitailg.org/docs/misc/HouseManagerManual.pdf

2010

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Association of Independent Living Groups, Inc.

http://www. mitailg.net

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Introduction

This *House Manager Manual* is compiled as a resource for the Fraternity, Sorority, and Independent Living Group (FSILG) community to aid house managers in their role in providing a safe, clean, enjoyable environment for all residents. It will be continuously updated as new information, guidance and contacts become available throughout the year. Check the revision date at the bottom of each page to be sure your copy is current. The *Manual* is not intended to be all-inclusive, and in no way should this guide be viewed as a legal manual. Rather, it is a living document under continual review and revision to reflect the changing legal requirements and good practices that apply to FSILGs.

It is important to recognize that there are numerous resources available to you. In addition to this manual, you should turn to your alumni as one resource. The Alumni Independent Living Groups (AILG) can offer you advice on a number of topics related to house management and alumni involvement. The FSILG Cooperative, Inc. (FCI) has much to offer in terms of house management which includes vendors/contractors who are reliable and reachable. As part of the FSILG Community, it is also important to understand that if you have specific questions or concerns you can contact the advising team in the FSILG Office of Student Life Programs.

Being part of a Fraternity, Sorority, or Independent Living Group at MIT is an opportunity of a lifetime, and operating a Fraternity, Sorority, or Living Group house is very similar to operating a small business. There are new members to recruit, events to administer, laws and codes to follow, safety procedures to follow, personnel to hire, meals to plan, and finances to manage. As a House Manager, you have taken on the large task of managing the house, coordinating the day-to-day maintenance of the house, and working with the house members and alumni to create comprehensive processes to maintain your living environment at the highest of standards. With a clean, safe, and inviting living environment, your time here at MIT will be that much more positive and memorable.

Maintaining an overall safe living environment involves several components including understanding and compliance with state and city statutes and codes concerning building, health and safety concerns, understanding and compliance with guidelines established by MIT, addressing identified deficiencies associated with these codes and guidelines, communicating about life-safety issues, concerns, and processes, and educating the students, alumni, faculty/staff, and other “community” members of the many aspects of housing facility management.

Communication is a key component of effectively managing and maintaining a safe and supportive living environment. Your role as house manager includes communicating the processes which recognize and address compliance with life-safety standards, daily maintenance tasks, and larger ongoing projects to the members of your living group.

You will be acquiring, in a learn-by-doing fashion, practical skills involving the physical maintenance of your building. Learn how to delegate minor tasks to other house members and major tasks to qualified contractors. You will be learning how to manage those projects, and follow-up to see they are properly completed. Don't feel you have to do all the work yourself.

Finally, you will be learning the skill of motivating and managing your members to perform their responsibilities to maintain and clean the house. This can be a major challenge when dealing with those who embrace the pride of presumption that others should serve them. The importance of humility in service is illustrated in the following story.

> A holy man was having a conversation with the Lord one day and said, "Lord, I would like to know what Heaven and Hell are like." The Lord led the holy man to two doors. He opened one of the doors and the holy man looked in. In the middle of the room was a large round table. In the middle of the table was a large pot of stew which smelled delicious and made the holy man's mouth water. The people sitting around the table were thin and sickly. They appeared to be famished. They were holding-spoons with very long handles strapped to their arms, and while each found it possible to reach into the pot of stew and take a spoonful, they could not get the spoons back into their mouths because the handles were longer than their arms. The holy man shuddered at the sight of their misery and suffering. The Lord said, "You have seen Hell."
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> They went to the next door and opened it . It was exactly the same as the first one. There was the large round table with the large pot of stew which made the holy man's mouth water. The people were equipped with the same long-handled spoons, but here the people were well nourished and plump, laughing and talking. The holy man said, "I don't understand."
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> "It is simple" said the Lord, "You see they have learned to feed each other, while the greedy think only of themselves."

As house manager, you should seriously discuss mutual cooperation and humility in service at a house meeting. Examples of such humility are washing your own dishes rather than leaving them in the sink for someone else, emptying the trash barrel rather than leaving it overflowing, disposing of the pizza box rather than leaving it in front of the TV, or leaving a pile of smelly clothes on the floor in your room. It falls on your members whether their house will be a heaven or a hell.

Role of House Manager

The house manager is responsible for the general upkeep of the FSILG house. While specific duties may vary depending on the group, some basic responsibilities may include:

- Enforcing safety standards.
- Coordinating the annual lodging license renewal process.
- Coordinating the annual inspections for egress, fire, and sprinkler systems.

- Coordinating fire drills and educating about life safety.
- Communicating and enforcing house, MIT, IFC, Panhellenic Council, Living Group Council, City, State, and Federal rules and regulations.
- Managing repairs/maintenance on the house, furnishings, and equipment.
- Maintaining building security systems and practices.
- Managing member/resident work details such as cooking/kitchen duty or house clean-ups.
- Coordinating recycling, trash and energy conservation efforts.
- Maintaining cleanliness and maintenance standards.
- Coordinating Work Weeks
- Scheduling work and monitoring performance of outside contractors.
- Working with the alumni house corporation and recommending necessary improvements.
- Managing the summer rental process.
- Follow up to ensure delegated tasks are completed.

Whatever your specific duties include, communication and decision making are key to the successful management of a FSILG. Some guidelines for house management success are

- Be action oriented and lead by example.
- Set goals and priorities and work towards accomplishing them.
- Understand your role and continue to gain knowledge about house management.
- Be familiar with life-safety expectations/standards, codes and licensing procedures.
- Utilize your resources. Communicate with alumni and past house managers.
- Talk to residents regularly and communicate house processes.
- Organize, organize, organize.
- Keep accurate records of maintenance and repairs, including contractors performing work.
- Watch costs - use a budget as a control mechanism.
- Maintain a sense of humor and a positive attitude.

Always be sure to communicate applicable rules and regulations in a consistent and timely manner to the residents. Keeping channels of communication open between residents, house officers, alumni, headquarters staff (if applicable), and MIT officials makes enforcement of rules and regulations a simpler task.

Safety, Licensing & Inspections Program

Beginning in 2005, the detailed oversight of the ILGs was passed from the MIT Dean's Office to the AILG Facilities Committee. The Safety, Licensing and Inspection Program (SLI) was created to manage this

responsibility. Participation in this program is mandatory for all ILGs. The FCI is contracted to perform various document registration, process management, and inspection coordination activities utilizing its experience communicating and working with houses, and its data management and development capacity. Funding is provided by a mix of MIT contributions and AILG membership assessments. The service is provided for all houses, whether they are FCI members or not. The activities break down into three main categories.

1. Contact Persons

All ILGs are required to supply at least two student and at least two alumni/ae contact persons to be called in case of some emergency like a fire alarm. It is essential that this list be kept current when house officers change; someone who has graduated and moved on is of no value. You can access your SLI contact page at http://fsilg.coop/. You will need to log in to the SLI page with your Organization and Password to access the pages. If you don't know them, you can get them from Scott Klemm or Selena Rose at the FCI. Contacts are on the SLI page and edits can be made on line.

Except for a real fire alarm, trouble reports from American Alarm will be sent to the SLI contact persons by e-mail; they will not be phoned. Only in case of a possible fire will contacts be phoned. Note the need for an emergency phone described on page 26.

2. Document Registration

Houses are required to submit digital copies (or paper copies to be digitally scanned) of all relevant certificates and documentation which will be stored in an online database created and maintained by FCI. The documents to be registered are the formal certificates and inspection reports obtained from both municipal agencies and private vendors. Examples of registered documents include egress inspection certificates, dormitory or lodging house licenses, fire escape inspection certificates, sprinkler inspection reports, etc. (Registration does **not** include every piece of paper ever generated; for example it does not include copies of individual fire extinguisher tags.) The full listing is in the SLI Documents section. Your SLI contact persons will be reminded in a timely fashion as the expiration dates of each document approaches. To view these documents, go to the FCI website, log in as a member, and go to SLI Documents.

3. Building Safety Facilitator (BSF)

The AILG contracts with an individual or firm (the BSF) with skills in the related safety and building management areas to be the on-site presence to identify and assist houses in correcting conditions that could jeopardize safety and successful inspections. The BSF provides

- **Inspection Presence** The BSF is present at municipal inspections, interprets inspector requests, documents the visit, and prepares a confidential report for the residents and house corporations. The BSF's presence is intended to augment, not replace, participation by house-affiliated personnel. Specific items for attention include, but are not limited to, exit signage, emergency lighting, sprinkler system condition, egress paths, egress availability, rodent control, lighting, electrical hazards, general housekeeping, fire extinguishers, etc.
- **Pre-Inspection Preparation** Prior to every required municipal inspection, the BSF will conduct a pre-inspection visit to gauge the readiness of the facility. S/he documents that visit and prepares a confidential report for the residents and house corporations. The BSF then follows up with house officers to help ensure compliance prior to the official inspection.
- **Routine Visits** Additional routine visits are oriented to monitoring corrective actions and maintaining safe living conditions. A confidential report is prepared for the residents and house corporation after each visit. The BSF establishes an ongoing relationship with residents and serves both an educational and advisory function.

The BSF's level of involvement with each house will vary depending on the number of inspections (two to six per year) and the house's desires. Unlike document registration, using the BSF is optional with an additional $500 fee for all normal inspections and provides a confidential report on the visits to each house. The BSF is available for additional services at an hourly rate.

A house may choose to designate an alternate individual, with equivalent skills, to fill this responsibility. This BSF-Alternate must be approved by the AILG Facilities Committee and must perform the same activities and submit the same reports that AILG's BSF would provide. The required per-house attention will vary depending on the number of inspections (two to six per year) and the house's desires.

Public Documents

Annual Reports

Each organization in the Commonwealth of Massachusetts is required to file an Annual Report with the Secretary of State. The information on your corporation(s) and filing information can be found at Secretary of State. The filing date for non-profit corporations is November 1 of each year with a $15 fee. You can search for your previous reports at Annual Reports. Be sure yours is current. Normally this is performed by your Alumni Corporation Secretary or Treasurer.

License Holders

A holder of a Lodging House License is required to post a copy of the License and the Inspection Certificate in a conspicuous place near the entry. It is suggested that a pair of 8½ x 11 inch wooden picture frames be obtained to contain these documents and be screwed to a wall in the front entry area

of the premises. This will provide a permanent, protected display which can be easily changed as the new documents are received.

A Lodging House License holder is required to maintain a list of current employees. There is also a requirement of maintaining a permanent register listing each resident, indicating their school and home address. It is suggested that a register of the students living in the ILG be printed at the start of each term and filed. This register is required to be held for one year from the date of the last entry and be open to inspection by licensing authorities, their agents and the police.

A loose-leaf notebook containing a copy of the city rules and all required documents plus your current inspection reports is a handy thing to have for the inspector to review. This way you will appear organized with a copy of every required form in an easily accessible format. Just be sure to keep it current. Copies of all your current documents are also available on-line at the FCI website under the SLI Documents heading.

Licenses

Every Independent Living Group (ILG) is considered a lodging house and is required to have a Lodging House License issued by the city (or town) it is located in. This is covered in the Massachusetts General Laws (MGL) Chapter 140, Sections 22 through 32. Maintaining this license involves substantial interaction with a number of government agencies. While the same General Laws govern all MIT ILGs, each city will undoubtedly have variations in their licensing and inspection procedures. As House Manager you will need to determine your house's specific requirements as prescribed by your city. Below are some of the general procedures, but these should be viewed as general guidelines, not specific requirements.

Dormitory License–Boston

Boston calls the Lodging House License a "Dormitory License". The Boston Licensing Board (BLB) publishes a booklet covering the General Rules of the BLB which expands on the provisions contained in the MGL Chapter 140 as they apply to Boston. The BLB requires that a copy of these General Rules be kept at each licensed premises and be available for perusal at all times. Be sure your ILG has a current copy. While many of these rules deal with inns and the serving of alcoholic beverages therein, Sections 4 and 5 deal specifically with fraternities. You may find some of your standard operations, like summer rentals or housing students from more than one school, are in violation of the BLB rules. Enjoy Section 26 which prohibits the occupation of a private room by a resident and different members of the opposite sex on different occasions within a 30-day period.

Fire Assembly Permits

Any public room which holds over 49 people must have a Fire Assembly Permit from the BFD posted in the room. If your ILG has large public rooms, consult with the BSF to determine whether you need this permit.

BLB Inspections

General Rule 1.09 of the BLB General Regulations states, "All licensed premises shall be subject to inspection by the Police Department of the City of Boston and other duly authorized agents of the Licensing Board." This means that the Boston Police Department (BPD) has the authority to enter a licensed ILG at any time to check that the regulations are being obeyed. **PROBABLE CAUSE IS NOT REQUIRED** for the BPD to ask for entry; your dormitory license grants them permission. Should BPD ask to enter and inspect, welcome then courteously and cooperate fully. Presenting an uncooperative behavior, refusing or resisting entry will not be in your best interest.

To reduce the possibility of an inspection, do not allow crowds, especially with red plastic cups, to congregate outside your ILG. Such crowds are likely to attract attention. A well-run event looks the same from the outside as an illegal event. Remember to be a good neighbor and keep your activities discrete and quiet. And be sure you are in compliance with the requirements listed in License Holders above.

Contact Person

Both the Boston Dormitory License and the Inspection Certificate carry names of contact individuals; on the former it is termed the Manager and on the latter it is the Owner-Lessee. The Licensing Board requires the Listed Manager be a person, not just a corporate name. Using the names of students as the contact person can cause communication complications between the licensing agencies and the ILG. The agencies do not handle changes of the responsible person with efficiency, and it is not uncommon that a "current" student contact will have graduated a year or two ago! Keeping these contacts current is a nuisance, and is the responsibility of the licensee. It is strongly urged that every Boston ILG appoint one of their alumni/ae SLI contacts to be the permanent contact person on these documents. This contact person can monitor due dates for the various inspections and always be available for a timely response to licensing questions. The detailed steps to change the name of a contact person are described below.

To change the Manager on the Dormitory License, you need to complete an Application For A Dormitory License and a Licensee Manager Personal Information Form and submit them to Peter Wong at BLB. He can send you these forms plus a copy of your current Application, and you should use the same information regarding the building. Only change the name and address of the

Manager and Applicant. The Personal Information Form requests data on the new Manager which must be a person and should be one of your SLI alumni/ae contacts. These papers take the same path as a new license application and are formally acted upon by the BLB. If you are successful, you will receive a new Dormitory License with the new name thereon. It is suggested that you include a copy of your current

Inspection Certificate with this request for change. There is no fee associated with this change request.

The Owner-Lessee name on the Inspection Certificate should now carry your house corporation name and the FCI PO Box. In this way the billings will arrive and be paid by the FCI so no delay in scheduling inspections will occur.

Renewals

The renewal date of a Dormitory License in Boston is **May 1**. To obtain the renewal you must have a current Inspection Certificate with a gold seal issued by the Boston Inspectional Services Department (ISD) and pay a fee based on the number of rooms used for lodging. The expiration date on the Inspection Certificate must be later than May 1 to be accepted for renewal of the Dormitory License. However, the Dormitory License will expire prematurely with the expiration of the Inspection Certificate, so be sure to keep both current and in force.

Renewal applications are now processed as part of the SLI program. The license fees will be paid through the FCI, and the new licenses will be sent to the FCI office, registered and then sent to each house for posting.

Dormitory License–Brookline

Brookline licenses expire on **January 1** of each year. Both Zeta Beta Tau and Epsilon Theta fraternities are familiar with the Town of Brookline license renewal procedures, and at this time do not use the BSF. Send a copy of your renewed license to the FCI soon as it has been received to be added to your document registration file.

Dormitory License–Cambridge

Cambridge Lodging House Licenses renew on **May 1** of each year. The license fee is $18.15 for the first four rooms (total) plus $18.15 for each additional room. After the house has passed its inspection, the the valid inspection certificate will be mailed to the FCI office. The FCI will then issue a check on your behalf and bill you through the usual process. The BSF will then take the completed application, along with any updated information and the fees, to the Cambridge License Commission for renewal. The living group will be notified by the FCI when the new license can be picked up for posting at each house.

Food Handlers License and Milk Permit-Cambridge

Houses operating a kitchen in Cambridge are required by the Health Inspector to post Food Handlers License and Milk Permit. In addition your cook should be Safe Serve certified.

Inspections

There are a number of inspections which must be performed as part of the Lodging House License renewal requirements. These are listed below with their general requirements. Again, cities may have different or more restrictive rules, so be sure to check. Inspectors will be examining to see that state and municipal safety regulations are being observed.

Attitude is a very important part of your inspections. If you treat the inspectors with respect, they will treat you with respect. Don't imagine that they are petty bureaucrats interested only in enforcing meaningless regulations. They can certainly play that game if you incite them to, which is to say, if you try to play petty games yourself. The inspectors are professionals who are there for one purpose: **To Insure Your Safety!** Treat them with the respect the deserve; it's your life and that of your fellow students that are at risk.

Building & Fire Codes

The Commonwealth of Massachusetts uses a uniform state fire code ensure that all buildings are maintained in a safe, operable and sanitary condition. This Code is an extensive document, and much of it only applies to actual construction practices. However, there are sections which also apply to lodging houses to ensure health and safety against threats of fire.

These are the codes and requirements which the inspectors will be checking.

- The State Building Code, as covered in CMR 780
- Board of Fire Protection Regulations, as covered in 527 CMR.
- Fire Protection Systems, as covered in 780 CMR Chapter 9.
- Means of Egress from Buildings, as covered in 780 CMR Chapter 10.

Inspection Timing

Secondary inspections such as sprinklers and fire extinguishers, which are performed by outside contractors, require someone to be present to provide access to the ILG. For that reason they are best performed during the months of February, March, April or September, October and November. This avoids distractions such as final exams, work week, summer residents, major vacation time and IAP. If your inspections do not fall in these periods, you may wish to have them done sooner to get on such a schedule. Trying to get a stove hood cleaned in December when the students are taking finals and leaving for vacation is not a good idea. Similarly, the end-of-term is not a good time for any inspection since term-end academic pressures usually take a toll on housekeeping, so houses are not in the best of

condition. A good time for your Egress Inspection would be in mid-September when work week has just been completed. Secondary inspections only need to be current at the time of the egress and life safety inspections. You will know in advance when the inspector is coming. Make every effort to have the facility in "rush" condition.

Egress Inspection

A requirement for obtaining a Lodging House License is a current Egress Inspection conducted by the city inspectors. This is the Big One. If you are participating in the BSF Program, Jay Flynn, the BSF, will arrange an appointment for your Egress Inspection. Your SLI Alumni/ae contact should be present to observe the inspection along with the student house manager. Below are some city-by-city details concerning the major inspection process.

Boston

About a month before your Inspection Certificate expires, a bill will be sent to the FCI to cover the inspection fee. This payment must be made before your ISD inspection can be scheduled. Presently ISD coordinates all inspections through Inspector John Downey. Coordinate a pre-inspection and final inspection with the BSF.

Brookline

Both Zeta Beta Tau and Epsilon Theta fraternities are familiar with the Town of Brookline inspection procedures and at this time do not use the BSF.

Cambridge

A City Inspector will contact the BSF a few weeks before this date to schedule the egress inspections for Cambridge fraternity, sorority, and living groups. The inspector tries to do them all in one day. You do not have to pay the fee at this time.

Carbon Monoxide

In November 2005, Massachusetts enacted Nicole's Law requiring Carbon monoxide alarms in every dwelling, building or structure occupied in whole or in part for residential purposes, and that contain fossil fuel burning equipment or incorporate closed parking within its structure, be equipped by the owner with approved carbon monoxide alarms in conformance with the requirements of the Board of Fire Prevention Regulations, 527 CMR 31.00. All deadlines and extensions for CO detector installations are long past.

The basic requirements are that carbon monoxide alarm protection shall be located in each level of each dwelling unit including habitable portions of basements, cellars and attics, but not including crawl spaces. When mounting carbon monoxide alarm protection on a level of a dwelling unit with a sleeping

area, the alarm shall be installed in the immediate vicinity of the sleeping area. At a minimum, the alarm shall be located outside of any bedroom, but shall not exceed 10 ft. as measured in any direction from any bedroom door.

The Alternative Compliance Option recognizes that institutional structures which present carbon monoxide risks in limited areas only require a visual or audible alarm in the rooms or areas containing the fossil fuel burning equipment and the detectors be monitored. For most ILG houses, this is the recommended option. It ensures the detectors are professionally serviced, and will require fewer devices.

Through MIT's experience putting CO monitoring in dorms, we now understand that operable fireplaces are also considered possible sources of carbon monoxide and must have a CO monitor nearby just like gas/oil stoves, dryers, furnaces and water heaters. The Cambridge Fire Department considers a fireplace inoperable (and therefore not requiring of a monitor) if it is blocked by masonry or metal studs and sheetrock. The Boston Fire Department considers flue dampers that are that are chained/locked or tack-welded shut to be sufficient.

Make sure the combustion air inlet to your boiler room isn't blocked, especially by snow, as this can lead to carbon monoxide poisoning. Inadequate or inoperable stove ventilation can lead to a CO alarm. Also, charcoal grills or hibachis should never be used indoors as they are sources of significant carbon monoxide.

Fire Escapes

Your fire escape is inspected every five years per 780 CMR 1023.3. This inspection must be carried out by a Licensed Fire Escape Installer, and, after any necessary repairs, a notarized Fire Escape and Fire Balcony Affidavit will be given to you. Your vendor will file this affidavit with your city. The SLI program requires you to provide a copy of your affidavit to the FCI, and have a copy of your current affidavit on hand for your inspector.

Access to fire escapes must have a 30-inch wide unimpeded pathway. No air conditioners are allowed in fire escape windows, and there may be no desks blocking window access. Window openings must be at least 24 inches high, and the window must open easily and stay open when raised. See 780 CMR 1010.4.

There can be absolutely nothing on the fire escapes. See MGL 143, Section 122.

Roof Deck Certificates

As of July 19th, 2009, the City of Boston will require that all roof decks have Building Permits and that they be inspected by a qualified person (architects or structural engineers) every five years. Contact the BSF for more information.

Fire Alarm Inspection

Your fire alarm system must be inspected annually. Have a copy of your alarm company's report on hand to demonstrate all is operating properly. If you are covered by an American Alarm and Communications (AACI) system, they conduct a quarterly inspection with one-fourth of the sensors checked each time. AACI provides a report each quarter showing the previous results which are available in your FCI-SLI Documents file.

Sprinkler Inspection

Your sprinkler system must be inspected annually by a licensed sprinkler company, and you will receive a report of their findings. You MUST have any deficiencies corrected and have the new report showing everything is OK on hand before your inspection. Only a licensed sprinkler contractor may perform work on any part of a sprinkler system. Some of the common items that will cause a failure of a sprinkler inspection are

- *Anything* hanging on a sprinkler pipe.
- *Any* paint on a sprinkler head.
- *Anything* within 18 inches of a sprinkler head.

A very common problem in houses with sprinkler systems is that when renovations are made, or when structures such as lofts are erected, newly-enclosed or sheltered spaces are created which are out of reach of any sprinkler head. When this occurs, a qualified sprinkler contractor should be engaged to add additional sprinkler heads to protect the modified spaces. If this can not be done, the modifications may have to be reversed (*e.g*. lofts may have to be removed.

If your main sprinkler valve is behind a door, in a utility or boiler room for example, the door should be labeled with the words "MAIN SPRINKLER VALVE" in letters at least 2 inches high. If this door in normally locked, then a key in a glass panel box should be at the door entrance for emergency entry by fire department. In addition, attached signs should identify the SPRINKLER CONTROL valves, the MAIN DRAIN and the INSPECTOR'S TEST VALVE.

The water pressure gauges are required to be replaced every five years. Keep track of their age. The NFPA Code requires that wet sprinkler heads be replaced every 50 years, but fast-response heads are to be tested after 20 years and retested every 10 years thereafter.

A red cabinet with six spare sprinkler heads and a wrench(s) is also required. This should be located in plain sight near the main sprinkler valve. Having spare heads is a code requirement, and six heads is the minimum number for a building with less than

300 installed heads. The purpose of this requirement is to permit rapid replacement in case of head damage or a limited fire. All head replacements must be done by a licensed sprinkler fitter. If a damaged head can not be replaced, the building must be evacuated or a fire detail hired to continue occupancy until the repair is made. Check the number of different heads in your house, and be sure to have at least one of each. The next size cabinet is 12 heads.

The fire department connection at the exterior of the building must have a cover bolted over the hose connections as shown at the right. These covers prevent trash from entering the pipe and being pushed into the system should a fire department pumper's hose connection be made.

Fire Extinguishers

Fire extinguishers must be inspected annually, and each one should have a current tag attached. Fire extinguishers must be hung on a wall with the top at least 42 inches above the floor 527 CMR 10.02. Fire extinguishers should not be standing on the floor, A reflective sign should be attached to the wall above the extinguisher pointing to it. For most living spaces, the proper extinguisher is a Type ABC. Your inspector will be able to guide your placement, size and type.

In kitchens, there are two extinguishers: an automatic Ansul system and a portable extinguisher. The portable extinguisher should be a Type K. You should have a sign near the portable extinguisher instructing users to activate the Ansul system before using the portable unit. Halon or CO_2 extinguishers are not allowed in kitchens.

Ansul Extinguisher

The automatic ansul fire suppression system installed in the kitchen area requires inspection every six months. You may want to coordinate your ansul inspection with your regular fire extinguisher inspections to avoid having to schedule three different fire extinguisher inspection times during the year. Note that the word "ansul", like "xerox", has come into use as the generic term for cooking system fire suppression systems. There are several different manufacturers of such equipment in addition to the Ansul company which have different requirements as described below.

All systems are equipped with fusible links which activate the fire extinguisher. These links carry a date stamped on them, and are to be replaced annually. They are often located out of plain sight behind the

hood filters. Be sure your inspector changes these links. Look for them listed on the invoice for the work.

Some nozzles are equipped with blow-off caps which should be removed and the nozzles inspected to be sure they are free of cooking grease build-up.

The system manufactured by Ansul has orange rubber blow-off caps on the nozzles which must be replaced if deteriorated, and at least annually. They should also have a coating of clean silicone grease applied to the orifices.

The system manufactured by Pyrochem has a stainless steel cap which must rotate freely.

The system manufactured by Range General has no blow-off cap. It can be recognized by having a hexagonal-shaped end to the nozzle. Examples of ansul nozzles are shown below.

There is also a requirement for inspecting the ansul extinguisher tank contents and pressure. The tank must be hydro-tested and the regulators flow-tested every 12 years.

Stove Hood

The exhaust hood over the stove requires cleaning every six months. Be sure the label attached to the hood is current. Because hood and duct cleaning may render the Ansul fire suppression system ineffective due to a coating of cleaning chemicals left on the detection equipment or mishandling of the system by the cleaning personnel, it is recommended that the Ansul system be inspected immediately after the cleaning operations.

Doors

All doors connecting to stairways and connecting sleeping space to hallways must be kept closed as they are crucial fire barriers. They must be equipped with self-closing hinges or closers, and they must latch 780 CMR 1017.4. They must not drag on rugs or the floor, or have any other impediment to restrict their closure, nor may they have door stops attached 527 CMR 10.03(9). If you wish to maintain hallway doors open, they must be equipped with magnetic holders that will release when the fire alarm is triggered.

Boiler Room

Absolutely nothing can be stored in a boiler or furnace room. In an ILG, the temptation to violate this requirement can be great, because storage is typically in short supply. But it is important to enforce this requirement because storing things in a boiler room is illegal, a big fire hazard, and a very bad idea. Also, keep the boiler room door closed at all times.

Elevators

Elevators require an annual inspection by State Inspectors. Also, elevators need to be tested with weights every five years. This is best arranged through your elevator service company. These inspections are expensive, and you might want to explore a service contract for your elevator that includes the annual state inspection.

The hoist way of an elevator also needs to be kept clean as a fire prevention measure. Inspectors have not passed elevators with a dirty hoist way. Again, consult your service company for guidance in this matter. You don't' want to fail these inspections as it costs money and they are difficult to reschedule.

Elevators are required by law to have an automatic telephone connection to a service location in case of an emergency. It is a good idea to test the phone bi-monthly, and after any telephone work has been done, and in advance of your inspection to be sure it is still operating properly.

Like the boiler room, absolutely no storage is allowed in the elevator machine room, and a sign to this effect on the machine room door is required.

Stairways

Stairways must be kept clear of debris and must be well-lighted at all times. Nothing should be stored in a stairway. See MGL 143, Section 23.

Exit Signs

Make sure exit signs are clearly visible and in place. You should be prepared to demonstrate that lighted exit signs continue to operate with power is removed. This can be done with the test button on the battery case, or by switching off the appropriate circuit breaker(s). Be sure you know the breaker panel locations, and which breaker controls the emergency lighting. Label the breakers to eliminate confusion in front of an inspector. See MGL 143, Section 21D and 780 CMR 1023.

Fire Safety

One primary responsibility of a House Manager is managing the life safety aspects of the living space. Some of these have been covered in the inspection information. Others, while not a specific inspection point, are simply common sense. However, ILGs often take short cuts which can lead to life-threatening results, particularly from fire. See MGL Chapter 140 and CMR 527. Some examples are listed below.

- Never store gasoline or LPG containers (propane) inside your house. Small amounts of flammable paints and solvents can be stored indoors, but must be kept in a fire-rated cabinet. Fuel-powered vehicles (motorcycles, mopeds and lawnmowers) must be kept outside. See MGL Chapter 140, Section 23.
- Propane and charcoal barbecue grills or hibachis are prohibited from roofs, balconies and porches. Use only charcoal starter fluids designed for barbecue use, and never leave a grill unattended. Never use grills or hibachis indoors; they are significant sources of CO.
- Never run wires under rugs or through doorways or windows where they can be pinched, causing short circuits. Be sure extension cords are rated for the current they will be carrying. Avoid zip cord extensions and use of cube taps. Replace or repair electrical devices with frayed or loose cords.
- Halogen torchiere floor lamps are fire hazards. Do not use them. Compact Fluorescent Light (CFL) tourchiere lamps provide the equivalent light output but run much cooler and use less electricity.
- Regulations for upholstered furniture in a dormitory are contained in 527 CMR 29.00. Avoid overstuffed furniture as the stuffing becomes exposed when it gets worn. If you ever have a fire in a mattress or overstuffed couch, make sure that the damaged article is removed from your house after the fire is extinguished. Frequently the fire bores its way into the interior of the stuffing only to ignite at a later time.

- Live Christmas trees and wreaths are prohibited 527 CMR 21.00. Lights used for decoration must not have loose bulbs or worn or frayed cords. Always unplug such lights when unattended, particularly when going to bed.
- Clean lint after every dryer load – LINT IS A BIG FIRE HAZARD.
- Avoid the use of candles. If candles are used for rituals, be sure to use sturdy candle holders. Fast-burning candles are more dangerous than efficient slow-burning varieties. Always extinguish candles when leaving a room or going to bed.
- Use fireplace screens with fireplace fires.
- All fireworks are illegal in Massachusetts. See MGL Chapter 140, Section 39.
- Never replace a blown fuse with one of higher rating; never use pennies in lieu of a fuse.
- Refrain from using hot plates, soldering irons, flatirons, soldering equipment and especially portable electric heaters in rooms. All are potential sources of fire.
- All locks on egress doors must open in the direction of egress without a key.
- Repair broken plaster immediately. Holes in walls aid the spread of fire.

Life Safety Inspection

The Boston Fire Department will conduct a Life Safety Inspection sometime during the year, currently in last summer/early fall. They schedule this in connection with the BSF, not the individual ILG. This is very much the same as the egress inspection, but will be more focused on fire prevention.

Fire Drills

Planning to survive a house fire begins right after move-in. When receiving room assignments, each person should take a few moments to check out possible escape routes and learn where the exits are. Remember that few people are burned to death in fires. Most people die from smoke, poisonous gases and panic. Panic is usually the result of not knowing what to do. If you have an escape plan and adapt it to the emergency, you can greatly increase the chances of survival.

Appoint a house officer (usually the house manager) to be in charge of fire safety. At the start of every semester, designate an assembly area outside the house, perhaps across the street, where people will assemble in case of a fire alarm to take the head count. Consider that some may leave from the front door and some from the rear in picking a convenient location. Be sure everyone knows where this assembly area is.

Several officers should keep a current list of members, room assignments, and a rough floor plan of the house in their wallets. This is for the firefighters. Practice fire drills in your house each semester.

Coordinate the conduct of a fire drill with your alarm company. In most cases their service contract includes the conduct of a fire drill if it scheduled by them.

Floor Marshals

Appoint floor marshals to provide aid to other occupants in the event of an emergency. They are not, however, expected to risk personal safety by delaying their evacuation from the building to perform rescue or structural fire fighting activities for which they are not properly trained or equipped. To help achieve safe, orderly evacuations, and provide the best possible aid to others, floor marshals are to implement the following steps whenever a fire alarm begins to sound.

- Calmly and clearly announce that the building must be evacuated to the designated assembly area.
- Caution participants against the use of elevators (where present) and to refrain from running.
- If the recommended evacuation route should be blocked, carefully reroute all evacuees to another available exit.
- While evacuation under way, quickly check your assigned floor area to make certain no one is left behind.
- If there are handicapped persons in the area, provide the necessary assistance.
- As soon as your area has been checked, complete your own evacuation of the building.
- When everyone has completely moved clear of the building, conduct a head count of the people from your floor area. If you cannot account for someone, promptly advise firefighters and campus police officers of their last known location.
- Re-entry into the building should not be permitted until the ranking fire department official at the scene has determined that conditions inside are safe.
- Conduct semi-annual reviews of evacuation procedures with all persons normally occupying rooms or areas within your floor zone. It may be convenient to do this in conjunction with a planned fire drill.

Evacuation Route Diagrams

Evacuation Route Diagrams are colored 8½ x11 (minimum) diagrams posted at one or more locations on each floor , showing primary and secondary routes for evacuating the building, manual pull stations on that floor and assembly areas outside. The initial paper copies followed by the permanent laminated ERDs should be posted at their intended wall locations at all times. If any are lost or damaged, copies can be printed from your SLI document locker. If any require modification due to changes to evacuation procedures or the building itself, a replacement can be provided by Department of Facilities, Facilities Information Systems group.

Clothes Dryers

Clothes dryers are a potential source of fires. It is very important to clean the exhaust pipes of lint buildup, and to use hard piping for the exhaust lines. Flexible pipe used in residential application is not

appropriate for the heavy-duty use in an ILG. Post a prominent sign at the dryer location stating lint must be removed after each use with a picture of how it is done. A rotary dryer vent cleaning kit (Linteater) is available at Ace or other hardware stores, consisting of brush and flexible rod operable with an electric drill. It would be a good investment to help with this maintenance requirement.

Chimney Cleaning

Many ILGs have fireplaces, and some get used. If you are using a fireplace, if only occasionally, you should get it inspected annually and cleaned by a chimney sweep. This is not a required inspection, but is a prudent fire safety precaution.

Building Maintenance

The day-to-day operation of a FSILG house is different each and every day. One day, everything seems to be in order, and the next day everything has broken or isn't functioning correctly. It is important that as house manager, you become aware of any deficiencies in the house and address as them with the expediency that is warranted for the situation. Communication with house members and alumni regarding all physical plant issues is recommended as the most efficient way to address items pertaining to the house.

House Diary

This *House Manager Manual* is a reference guide that applies to most if not all the MIT ILGs. However, each individual house has a myriad of individual maintenance tasks. With the rapid turnover of student house managers, often every term, good maintenance practice requires documentation of what has been done and by whom. Let's call this a *House Diary*. This *Diary* should contain a chronological record of the work performed as well as a checklist of items which need attention from time-to-time. There may be no one in the house who remembers past maintenance work with accuracy, if at all. Think of it as a lab manual for your house. As such, it should answer such questions as,

- Who did we hire to fix the oil burner?
- When was the dining room floor refinished?
- Was Joe's Plumbing responsive when we called about the leak?

The checklist should keep track of easily-forgotten items that need occasional attention, such as,

- How often the grease trap needs cleaning.
- When the furnace should be serviced.
- When alarm batteries should be replaced.

Set up an electronic document to store the necessary data. Carefully record the various maintenance projects in detail as a guide for future house managers. Be sure to answer the questions: What, When,

Where, Who and Why when making entries. Too much detail is always better than too little. This is work, but your successors will thank you for it. Accept the responsibility of accurate record-keeping.

Save the term's updates along with previous info on a CD to pass to your successor. You can also store it in your SLI Documents folder for reference by future student and alumni/ae house managers.

Major Repairs

As engineers, we often feel like we can fix anything, or that we have the knowledge to at least create a "quick fix". Sometimes this is true, and you will be able to learn new skills and save your house some money by doing your own work. However, your house is too valuable and the safety of your residents too important to risk them by performing work you're not actually competent or qualified to do. Be sure you have a good understanding with your house corporation (your landlord) as to what level of repairs they are comfortable with you undertaking.

Should you decide to undertake renovations to your house, you will need to obtain a building permit for any work that involves health and safety. See 780 CMR 110.0and 780 CMR Appendix B. In particular, you need a professional to do any structural addition or removal (of a wall, for example), any electrical work beyond replacement of a defective switch, any plumbing and sprinkler work, any boiler and heating systems repair and any resetting of fire alarms. It is illegal for unlicensed persons to perform such work.

When hiring a contractor, be sure to ask for their certificates for and workmen's compensation insurance to protect their workers, and liability insurance to protect your members and your property from any accidents or injury happening on your property. In particular, be sure that "consequential damages" are included in the liability insurance. A plumber may break a pipe, flooding the house, but his insurance may only cover the pipe repair, and not the consequential damages from the resulting water. Hiring a general contractor usually includes umbrella insurance coverage for this sort of liability, along with general supervision of the job.

It is strongly recommended to request written proposals from contractors to avoid later problems as to what the work was supposed to cover and what the price will be. Verbal agreements can lead to arguments and endless disputes. Get it in writing with all parties' signatures. Any change in the scope of work should be documented with a written Change Order before the work begins. This should include specific information as to the work to be done and additional cost or savings.

Electric Circuits

A permanent record of the location of all power control switches and breaker/fuse boxes should be available to the house. This is important when electrical work is done, to know how to kill a circuit that is giving trouble, and when inspectors want to see the emergency light system operate.

It is no small task to accurately record which breaker controls which lights and outlets. It would be a good pledge project for house improvement as it can be done over a period of time. You might want to use a copy of the house floor plans, mark locations of main breaker and sub-panels, then mark outlet locations identifying the breaker/fuse number which controls it. You might want to add this information to your SLI document folder for future reference. You should also record the area a breaker controls on the inside of the breaker panel door.

The electric breaker(s) that handle(s) your network equipment should be clearly marked to *never* be turned off without first notifying your house ILG net contact person.

Phone Lines

With the advent of the wireless era, the use of hard-wired phone systems has decreased. But there are several phone requirements which wireless can not properly supply. A wireless phone may be turned off or have a dead battery, and it may not be on the premises. Here are some examples where hard-wired phones are necessary.

Central Station Monitoring

The fire alarm system is required to have two separate hard-wired phone lines to the central station. Alternatively you may have a fire radio communication system with battery backup (being implemented in 2009). This permits communication with the premises, even during electrical power failure. If you have a burglar system, that should also be hard-wired. If you have an elevator, a separate, independent phone is required to be a hard-wired circuit.

Emergency Contact

There are several situations where a call to the premises is required. One instance is a call from the central station in case of a fire alarm. Cell phones on the SLI contact list may be far away from the premises. Another situation is when a parent may need immediate communication of an emergency message, such as a relative's death. To provide for such contacts, a hard-wired, preferably red wall phone without a dialer should be located in a central location. Every resident should understand that they should answer this phone immediately should it ring.

Snow Removal

You are responsible for removal of snow from the sidewalks in front of your house 780 CMR 1028.2. This includes keeping the fire hydrants in front of the house clear of snow MGL 148, Section 27B.

Trash

Trash removal is a perennial problem. The dumpsters are an attractive nuisance for the homeless, looking for recyclable containers and even just food. They are also an attraction for rodents. When left open or with garbage bags on the ground around them, they present a significant health hazard. Lockable dumpsters are available upon request from FCI trash vendors.

The local health department is likely to cite and fine an owner with an improperly secured dumpster or with trash scattered about. You should take steps to keep your trash in the dumpster, even if you have to clean it up daily. This is just one of the responsibilities of a good neighbor.

Recycling

Recycling removal is available from FCI trash vendors. For the Amherst Alley Cambridge fraternities, recycling is provided by MIT Grounds Department coordinated through MIT Housing. These programs are evolving so the FCI office should be queried for the latest offerings.

Protecting Fire and Smoke Alarms During Construction

Whenever you have a significant level of work going on in your house, you need to be cognizant of effects it could have on your fire alarm system. Work that generates dust, especially demolition or replastering work, can falsely trigger and even permanently damage your smoke alarm. The alarm company is required by code to retransmit the alarm to the local fire department, and an alarm may not be reset until authorized by the fire department. Your alarm company must do the reset. So it is important to avoid false alarms.

Boston Fire Department states that in renovation work which includes existing smoke detectors, the smoke detectors shall be replaced during renovation by appropriate heat detectors. In fully-sprinkled areas sprinkler heads may serve as heat detectors. When smoke detectors are removed, circuit integrity shall be maintained. When renovation work is completed, smoke detectors must be reinstalled. NOTE: A smoke detector cover may be permitted by the head of the fire department under certain conditions, but you must call for authorization. Bottom line: call your alarm company service department for guidance when planning renovations.

When work is being done which has a chance of triggering a false alarm, you can call your alarm monitoring company and ask for your building to be placed in "test mode" for a certain period of time. If an alarm occurs while in test mode, they will call you first before calling the fire department. If work might create combustion products, such as a plumber's torch or a power saw binding in wood, always call your alarm company and ask to be placed in test mode while this work is going on.

Keep these items in mind whenever any work is being performed in your house. False alarms and inadvertent damage to your fire detection system can both be very expensive.

Water Leaks

Water leaks can originate from leaks in the roof, flashing, roof drain pipes, sanitary drains, excessive water on the bathroom floors, leaks in pressurized cold or hot water lines or in fire sprinkler pipes. Any leaks observed directly or from stained ceilings or walls must be dealt with immediately!! Water can damage ceilings and walls, soak carpeting, etc. and be expensive to restore. Even more costly is mitigation of mold, if it is allowed to form. If a leak can be stopped promptly, plaster, carpeting, etc. can be dried out with fans before mold forms and at minimal cost. If not addressed promptly damage can cost multiple $100,000s and a house may even lose its occupancy license until mitigation is complete.

Environmental Health & Safety

Some of the events that your FSILG organizes may have some safety concerns. Examples include but are not limited to large events, car smashes, events with chemicals, concerts, construction, etc. In order to proactively plan for these programs and events and to ensure the safety of all involved, it is essential that you contact David Barber in the MIT Environmental Health and Safety Office (EHS) at least 2 weeks prior to an event to review your plans. The ultimate goal is a safe event, so don't wait to the last minute to address the safety concerns.

Hazardous Waste

In addition to helping address safety concerns you might have with an event, the MIT EHS offers numerous programs that focus on the environment including handling and removing hazardous waste, recycling of all types, and assistance with rubbish removal. You can obtain more information about these topics by contacting EHS.

Cleanup of Body Fluids

In some rare cases, you may be in the situation where body fluids such as blood, urine, or vomit need to be cleaned up. A potential hazard exists until the entire area is cleaned of blood and body fluids, and the contaminated cleaning equipment has been disinfected or disposed of safely. Only designated and trained individuals should clean up blood or body fluids. Please exercise extreme caution in these situations and consult EHS with any questions or concerns regarding this. Whenever you clean up blood or body fluids:

- Restrict access to the area.
- Wear latex or nitrile gloves to protect your hands from fluids. Avoid tearing your gloves on equipment or sharp objects. Replace torn gloves immediately.
- Use additional personal protection equipment as needed (*e.g.*, leak-proof apron and/or eye protection).
- Use disposable towels or mats to soak up most of the fluid.
- Clean with an appropriate disinfecting solution, such as ten parts water to one part bleach. Bleach will kill both HIV and hepatitis B virus. After cleaning, promptly disinfect mops and any other cleaning equipment, otherwise, you may spread the viruses to other areas.
- Put all contaminated towels and waste in a Red Bag or other appropriate sealed, labeled (biohazard symbol or label), leak-proof container. This is regulated waste; call Hazardous Materials Management (617-452-3477) for assistance.
- Be sure to wash hands and remove any protective clothing before smoking, drinking, eating, applying cosmetics or lip balm, or handling contact lenses.
- Contact the FCI or EHS.

Vendor List

The FSILG Co-op maintains a list of vendors which ILG users have recommended. They are all participants in the cooperative program, so are payable through the FCI. This Vendor List is located on the FCI website. If you would like to recommend a vendor, please contact the FCI.

Your ILG should maintain and post at the service entrance a complete list of your approved vendors and what tasks they are authorized to perform. At a minimum this vendor list should include the required SLI services–sprinkler inspection, ansul and fire extinguisher inspection, hood cleaning, elevator inspection, etc. Include the contact information for each vendor, and when (month) the work is expected to be performed. This list can also be maintained in your FCI locker. Make all members aware they should check this list before permitting access for work.

Contact Information

Association of Independent Living Groups (AILG)

Ernest Sabine – Chair
esabine@rcn.com
ailgboard@mit.edu
http://www.mitailg.org/

Steve Summit – Facilities Committee Chair
scs@alum.mit.edu
(617) 322-9059
http://www.mitailg.org/sli/sli.html

Boston Licensing Board

Room 809
1 City Hall Plaza
Boston, MA 02201-1001

Peter Wong, Executive Secretary
617-635-4170

Boston Fire Department

Fire Prevention Division
1010 Massachusetts Avenue
Boston, MA 02118-2600

Captain David Cushing, Code Enforcement Officer–Fire Prevention
1010 Massachusetts Avenue
Boston, MA 02118-2600
davidc.bfd@ci.boston.ma.us
617-839-2956

John Caljouw, Special Occupancy Inspector
617-343-2023

Boston Inspectional Services Department

1010 Massachusetts Avenue
Boston, MA 02118-2600
617-635-5300

Eleanor A. McDermott, Principal Administrative Assistant
617-961-3415

Richard Kelly, Owner-Lessee Address Corrections
617-961-3279

John Downey, Inspector
617-961-3239

Brian Scalley, Inspector
617-961-3240

Cambridge Inspectional Services

Brian McMahon, Inspector
617-349-6100
bmcmahon@cambridgema.gov

AILG Building Safety Facilitator

Thomas Stohlman, Building Safety Facilitator
MIT Room W20-020A
bsf@mit.edu
617-253--6030

FSILG Cooperative Incorporated (FCI)

Scott Klemm – CEO & Executive Director
sklemm@fsilg.coop
MIT Room W20-020A
617-452-4053
617-324-7048 (Fax)
Mail: P.O. Box 397068
Cambridge, MA 02139-7068
http://www.fsilg.coop

Selena Rose –
roses@fsilg.coop
617-452-4053

MIT Office of Dean for Student Life

Karen Nilsson
Senior Associate Dean for Residential Life
MIT Room W59-200
617-252-1505
knilsson@mit.edu

Dennis Collins - Director of Housing
MIT Room W59-200
617-253-5145
colins@mit.edu

Abigail Licnikas - EHS Coordinator for DSL
MIT Room W32-119
617-354-6034
adhine8@mit.edu

MIT Fraternity, Sorority, and Independent Living Groups Office

Kaya Miller
Assistant Dean of Residential Life, FSILGs
MIT Room W20-549
Cambridge, MA 02139
kmiller@mit.edu
617.253.4663

Lauren Wojtkun
Assistant Director, FSILGs – Coordinator for Sororities and Independent Living Groups
laurenw@mit.edu
617.258.5490

Marlena Martinez
Assistant Director, FSILGs – Coordinator for Fraternities
marlenam@mit.edu
617.258.9762

Lynette Diaz
Program Assistant, FSILGs
lvdiaz@mit.edu
617-253-7546

MIT Alumni Association

Bob Ferrara, – Director, FSILG Alumni Relations
MIT Room W59-221
617-253-7495
rferrara@mit.edu

MIT Environmental Health & Safety Office

David Barber, –Security and Emergency Management Office, Liaison to FSILG for Life Safety
dbarber@mit.edu
MIT EHS Office, N52-496
617-452-3477 (EHS main)
617-253-8022 (direct)
617-258-6831 (fax)
http://web.mit.edu/environment/