

1. Who runs training?

- RAs
- Alumni corporation members
- Former summer house presidents/house managers in the area

2. Training when and where

A few hours on campus sometime before spring break

3. Topics to cover

• Housing Contracts

- Contracts should be reviewed, then revised and updated as appropriate, every year
- FSILG office should advise regarding legal action houses can take against summer boarders for failing to comply with the contract
 - * While legal action isn't the first route to take with most boarder problems, it can be a good thing to mention while dealing with difficult boarders
- Security deposits/rent collection
 - * When is rent due?
 - * How much is the security deposit?
 - * Under what circumstances security deposits won't be returned
- Things to outline in the contract: payment deadlines, security deposits, guest policies, party policies, policies regarding kitchen usage, cleaning responsibilities...
- A sample housing contract provided by the FSILG office and looked over by an MIT lawyer would be an excellent starting point for most houses' contracts

• Cleaning (kitchen duties/house duties)

- House managers and kitchen managers should have functional house and kitchen tours involving the locations of relevant safety, kitchen, and house maintenance equipment. This is a great opportunity to mention house rules/regulations
- House managers should have final walkthroughs at the end of the summer with boarders to ensure that the boarder has adhered to all terms of the contract
- House members should be expected to teach boarders how to effectively clean and tidy common areas, bathrooms, and kitchens
- Effective ways of motivating members and boarders to do cleaning duties

- * Establishing buddy systems for cleaning (one boarder/one member)
- * Instituting fines for failing to complete duties
- * Providing refunds for boarders/members who complete duties beyond the ones assigned
- * Having a competition to see who can complete the most duties
- * Other ideas—brainstorming session during training?
- Holding cleanup days throughout the summer is a great way to diminish the workload during work week in the fall!
- **House Rules and Community Standards**
 - Boarders are held to MIT community standards during the summer, as well as house standards
 - A packet or website provided by the FSILG office to hand out to boarders with a brief introduction to MIT community standards (behavioral, electronic, etc.) would be very helpful
 - When giving boarders house tours, emphasize “this is what house members do; this is what they don’t do” with regard to cleaning, parties, noise, etc.
 - Guest policy
 - * Maximum number of guests per boarder; maximum number of nights they can stay
 - * Do guests need to pay to stay after so many nights?
 - * What do you do if you see a strange person in the house?
 - * Ask them politely who they are and who they’re visiting
 - * Are guests of boarders allowed to have keys/door codes? Is this a breach of security?
- **Emergencies**
 - Boarders should provide two emergencies contacts to the summer president/housing chair
 - Boarders should know about the RA and the responsibilities of the RA (if the house has an RA for the summer)
 - Provide a sheet to boarders with emergency contact information for the RA, summer housing chair, president, house manager, local hospitals, police, etc.
 - Show fire escapes, first aid kits, and evacuation plans during house tours
- **House Officer Responsibilities**
 - Distribute responsibility among several house members
 - Try to have at least one person serving as treasurer, housing chair, and housing manager. One person should not be serving in capacity as summer housing chair, president, house manager, treasurer, etc.!

- Identify needs during the summer and distribute responsibilities as the house would during term
- Find members during the spring term to commit to the roles of treasurer, house manager/provide training for members taking on these officer roles
- Other useful summer officer roles: risk manager, secretary, kitchen manager

- **Case Studies**

What do you do?

- You receive a visit from the Campus Police who are looking for a summer resident. You haven't seen this summer resident in a week.
- Two summer boarders are running what appears to be a meth lab in your basement.
- A summer boarder trashes her room (furniture destroyed, floor in poor condition, walls require repair) and demands a refund of her security deposit after she moves out.
- An angry parent calls you saying his son is upset about cleaning bathrooms.
- A boarder's boyfriend effectively moved into the house in early June. It's now the end of July and he's not paying rent or doing house duties.
- The neighbor calls Cambridge Police after house members and boarders threw beer bottles into the neighbor's yard.
- The refrigerator where several boarders have been storing their food fails and the boarders' food spoils. They demand reimbursement.

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