

EXHIBIT A

RESIDENCE HALL/APARTMENT TURNOVER PROCESS

Turnover Process, Updated August 2013

Step 1: Resident submits contract cancellation form, or contract expires at end of academic year or end of summer. The notice of cancellation can be the same day as the move-out, or up to eight weeks in advance.

Step 2: Resident Director or Assistant Director of Operations schedules the turnover. The turnover is generally scheduled to begin within 1-2 work days from the resident moving out. The turnover is scheduled, by component, in StarRez. The turnover components are reported on through an email report to each turnover participant. A daily email is sent to each participant at 5:00am. The daily email has the turnovers for that day, as well as all future turnovers.

Step 3: Maintenance Staff create a turnover sheet for the room and complete the Vacant Check. Maintenance staff will complete any repairs needed in the unit. Maintenance staff complete the turnover sheet by noting any work completed, sign it, and leave it in the room on the desk/counter.

Step 4: Custodial Staff check out keys for the turnover rooms from the Maintenance Shop Coordinator. Custodial Staff complete a thorough cleaning of the unit. Custodial staff complete a carpet extraction on all units with carpet (except Blumel). Custodial staff initial the turnover sheet, signaling completion.

Step 5: Painters paint the unit as needed. Painters initial the turnover sheet, signaling completion.

Step 6: Pest Control performs a bed bug treatment as needed.

Step 7: Maintenance Staff perform a quality check, complete a Room Condition Report form, and collect the turnover sheet. If additional maintenance work is needed a work order is created. If additional custodial work is needed it is reported to the custodial staff.

Each of the Steps (#3-7) are generally scheduled for a day, with the turnover process being completed in 4-5 days. In sleeper units, the steps may be scheduled for a half-day, completing the turnover in 2 days. Occasionally, a larger unit is scheduled in less than 4-5 days, but very rarely less than three days.

Step 8: The turnover completion is recorded in StarRez in the Room Management system by the Operations Student Assistant.

Ondine Suite Turnovers: Ondine suites are two adjoining rooms with a shared kitchen and bathroom in the middle of the unit, which are often occupied in one side of the suite, while the other side is being turned over. The residents in the adjacent suite are notified of the turnover and asked to tidy the kitchen and label all food in the fridge that belongs to them. They are asked to clear items from the kitchen sink and shower for the custodial work. Custodial staff should carefully clean around and under any items in these spaces.

Schedule Changes: The turnover schedule may be changed due to a resident not moving out on time, discovering a major maintenance issue in the room, or other reason. If a change to the schedule impacts the schedule that day, a phone call to the impacted staff will be made by the Assistant Director of Operations.

Abandoned Items: If custodial staff find items in a room with a resale value over \$25, the items should be returned to the Housing Office.

Room Blasts: At the end of Spring Term, about 550 rooms must be turned over in approximately 48 hours. Due to the timeline, all components of the turnover are performed simultaneously. Staff must work around each other in a way that makes sense. When possible, we will try to separate components by floor.

Notes for Custodial Company:

- 1) We would like every unit with carpet to have an extraction during the turnover. The exception is Blumel. Do not extract Blumel carpets during turnovers. Approximately half of the units have carpet.
- 2) We expect a large number of turnovers on the Tuesday & Wednesday following the end of each term.
- 3) Drip Pans. Some stoves are hard wired. Do not change or clean the drip pans. If they are not hard wired, clean the pans if they are in reasonable condition. If the pans are not in reasonable condition, remove the pans and if new pans are in the kitchen, please insert the new pans.
- 4) Vents. All bathroom and kitchen vents need to be cleaned. At times, we remove the Broadway vents and leave them on the bathroom floor for cleaning. Clean the vents and leave them on the floor in the bathroom.