

Chapter 1: Maintenance Funding Policies

Section 1 lists example items that are a house expense.

Section 2 lists example items covered by socialized ICC maintenance funds that a maintenance manager may buy without prior approval.

Section 3 lists example items that one may buy only after consulting Maintenance staff.

Section 4 lists example items to be purchased or scheduled by Maintenance Staff.

Section 5 explains charge-backs to houses and room Air Conditioner installations and costs of use.

Section 1: Items that are a house expense.

Item:	Description or Reasoning:
Cleaning Supplies	This is a house expense.
Light Bulbs	Light bulbs (including compact fluorescents) are a house expense because a house normally uses them and the house determines, through use, how long light bulb lasts. Also, members tend to take light bulbs for personal use and not pay for them. Houses are encouraged to get their bulbs from the Tool Crib; it is much cheaper.
Lofts	Lofts are a personal expense unless the house chooses to reimburse the member(s).
Painting Supplies	See Chapter 2, Section 2.8.
Snow Removal	Individual houses are responsible for a safe walkway around the building and city sidewalks. This includes snow removal. The City can and will impose a fine on houses for unshoveled sidewalks.
Tableware	Plates, bowls, cups, and silverware are a house expense. The house controls how fast things wear out.
Vandalism Repair	This shall include vandalism caused by members or members' guests. The repair of items including drywall, fire alarms, and fire extinguisher recharging shall be charged to the house. It is recommended that the House charge those responsible. See intentional damage SR 15, 543 E, F, and G.
Water Filtration Systems	Initial purchase of water filtration systems shall be funded by houses. Replacement filters may not be funded by the maintenance budget.
Entertainment Equipment	Entertainment equipment is a house expense.
Batteries	Batteries for smoke detectors, keypads, etc. are a house expense.
Window Screens	Broken or damaged window screens are a house expense.

Section 2: Items covered by socialized ICC maintenance funds that a Maintenance Manager may buy without prior approval.

Item:	Description or Reasoning:
Basic Maintenance Supplies	Nails, screws, caulk, glazing compound, drywall, etc.
Carpet Cleaning	Houses are expected to thoroughly clean the carpet every 4 months. Socialized Maintenance funds will cover the cost of one 24-hour rental of a steam cleaner per 20 people at the co-op. Carpet cleaning solution is a house expense.
Door Hardware	This excludes door locks and deadbolts. They need maintenance staff approval.
Electrical Equipment	This includes minor parts, outlets, switches, and small ceiling fixtures.
Exhaust Fan Replacement	These items can be obtained at hardware stores where the ICC has accounts.
House Inspections by the City of Ann Arbor	ICC socialized maintenance will pay the fees for the original inspection of a house. The ICC will also cover the base cost for any re inspection. The house is responsible for any fees incurred over and above the base fee. This includes charges for individual bedrooms and all charges for additional re inspections. (The per room charge increases on each additional reinspection, so this could get costly). The 3rd re inspection fee is charged to the house in full.
Low Flow Faucets/Aerators	Maintenance managers can purchase low flow aerators at any time, but need to obtain low flow faucets/showerheads from the maintenance staff.
Personal Car Use	A personal vehicle used for maintenance purposes may be reimbursed at the same rate currently paid by the IRS.
Pest Control	This covers both regular and emergency extermination service.
Phone Equipment Repairs	This does not include system wiring and/or system replacement.
Piano Tuning	This covers the tuning of pianos only.
Plumbing	This shall include small repair parts, flappers, washers, toilet seats, small PVC piping or other piping etc.
Salt, Sand, & Snow Removal Supplies	See groundskeeping (Chapters 2-2.7).
Smoke Detectors	Available at the ICC tool crib. Batteries for detectors are a house expense.

Vacuum Cleaner Parts	Maintenance Managers are encouraged to fix their own house vacuums. The tool crib stocks common parts including belts, bags, and beaters. (Training on “How to” is provided on the ICC Website and in Maintenance Manager Training sessions).
Weatherization	Houses that need window plastic or other weather-stripping are improving the efficiency of the heating equipment thus benefiting the entire ICC.

Section 3: Items that one may buy only after consulting Maintenance Staff.

Item:	Description or Reasoning:
Cookware	Food preparation equipment: This includes pots, pans, cooking utensils and large Tupperware items through SBA. It does not cover plates, silverware, cups, etc.
Ceiling Fans	A staff member must approve the purchase of ceiling fans, either new or replacement.
Electrical Repairs	Includes outlets, light fixtures, etc. Any installation of wiring must be conducted by maintenance staff in conjunction with the Maintenance Manager or a professional.
Furniture	Common room furniture: couches, dining room tables, coffee and end tables, love seats, lazy chairs, etc. must go through Maintenance Staff.
Interior Paint	Houses may purchase paint for maintenance needs (drywall repairs, damaged walls, marked walls, etc.) and house projects (work holiday, etc). Members that simply want to paint their room a new color must purchase the paint and tools at their own expense and must use a color suitable to future members. Paint tools, e.g. rollers, brushes and drop cloths are a house expense.
Keys and Locks	See Chapter 2.9
Mattresses & Member Bedroom Furniture	House furniture that is destroyed by member mismanagement, left out in the rain, will be billed to the house.
Phone Systems	House phone line costs will be covered by socialized maintenance funds. Individual room phone lines are to be paid for by the individual.
Re-Keying	After a minimum of two years from the time of a house exterior door re-key, the house is automatically eligible to have the exterior doors re-keyed. Socialized Maintenance Funds will pay for the replacement of locks and the cost of keys. Interior re-keying must go through the maintenance staff.

Sustainability Related Items	Any item that would improve a house's electricity, gas, or water usage will be covered by Socialized Maintenance Funds if maintenance managers first contact the Facilities Management Committee/Maintenance Staff and they approve the purchase.
Window blinds, shades, & curtains.	Houses may purchase window treatments only after consulting the Maintenance Staff. Staff will help with types of treatments and where to purchase.

Section 4: Items to be purchased or scheduled by Maintenance Staff.

Items:	Description or Reasoning:
Carpeting	New carpet must come from Georgia Carpet Outlet. Must be no less than 26 ounces with padding no less than 8 oz. Carpet replacement must be approved by Maintenance Staff and possibly the Facilities Management Committee.
Drywall	Larger scale drywall replacement must go through Maintenance Staff.
Electrical Systems	Changes to systems that increase service or replacement of systems must go through Maintenance Staff.
Fire Alarm Systems	New systems must go through Maintenance Staff. Does not include upgrades or repairs to current systems.
Fire Escapes	Our current fire escapes are "Grandfathered." This means that only repairs are allowed as per City Code. All repairs to escapes must be performed by licensed contractors.
Fire Extinguisher Service	Problems with systems must be reported to the maintenance staff. Service is scheduled through the office only.
Gutters/Downspouts	The repair, including cleaning, is contracted out to service providers. Cleaning is performed twice annually. Maintenance managers should maintain their downspout extensions to ensure water flows away from the foundation.
Heating Systems	All boiler room repairs and other professional heat system repairs must go through maintenance staff.
Kitchen Equipment	Repairs and or replacement must have staff approval. Additional kitchen equipment must go through the Maintenance Staff for approval.

Kitchen Equipment Repairs	Onsite service is to be approved by the Maintenance staff.
Kitchen Equipment Replacement	The following are necessary for all kitchens, dishwasher/sanitizer, oven, refrigerator, freezer, microwave, garbage disposal and toaster. The following are necessary <u>for boarding houses only</u> : mixer, blender and food processor. Items not listed are house expenses, unless specifically approved by Maintenance Staff.
Laundry Equipment	Repairs and or replacement of equipment must have staff approval.
Laundry Equipment Replacement	Onsite service to be approved by Maintenance Staff.
Masonry	Repairs on brick walls, chimneys, and foundations must go through Maintenance Staff.
Pavement	Includes driveways and sidewalks must go through Maintenance Staff.
Professional Plumbing Repairs	Requires Maintenance Staff approval.
Roof Leaks	Must be reported to the Maintenance Staff as soon as possible to prevent further damage to the building structure.
Tree Trimming	It is suggested that the houses trim their trees on appropriate regular intervals to promote healthier trees, patterns of growth and longer tree life. This will reduce the threat of damage from falling limbs and trees on our properties. Large-scale tree trimming must go through Maintenance Staff.
Vacuum Cleaners	All efforts should be made to repair existing vacuums before purchasing new replacement. If a vacuum is deemed non-repairable, the ICC Maintenance Staff may authorize the purchase of a new standard ICC vacuum. However, a vacuum cleaner will not be replaced in a time period less than 2 years from the initial purchase. It will be assumed that the house has mistreated the vacuum beyond normal wear and tear and the house shall be charged the cost of the new replacement vacuum cleaner.

Section 5: Automatic Maintenance Charge Back to Houses and Air Conditioner

Usage/Costs

Definition:

- A charge back to the house(s) happens when items that are purchased by Maintenance Managers or others on the account list, are made on products or services that are not covered by Maintenance Socialized Funds. This charge-back happens automatically on a monthly basis.

Examples of products:

- Light bulbs, cleaning products, brooms, mops, painting supplies and other house expenses listed in Chapter One of the Maintenance Policy.

Examples of services:

- Plumbing that entails the clearing of toilet drain lines of any item(s) that should never be flushed or put down the drain, e.g. tampons, paper towels, food and/or non soluble material. Air Conditioner usage will also be automatically charged back to members.

The following proposal was passed by the Board of Directors on April 15, 2012.

The board of directors has recently passed the common utilities proposal that changed our system from one where individual houses were responsible for their utility usage to one where we are responsible as a whole organization. Since this passage, there has been demand for a proposal that would standardize and centralize charges for window air conditioner units. Although air conditioner charges have been taken care of at the house level in the past, if at all, this proposal will allow a flat rate across our organization and ensure that costs incurred from running these appliances are re-cooped. We feel that it is unfair for members who do not use air conditioning to pay higher utility charges as a result of A/C usage in other houses.

*The Total DTE Residential Rate is defined as the total cost of the marginal kilowatt hour to a residential electricity user in the DTE service area who meets no special criteria which qualify them for a lower rate (e.g. being over 62 years of age). DTE currently charges a “power supply charge” of \$0.06912/kWh for the first 17 kWh that the customer uses per day, and \$0.08257/kWh for any additional kilowatt-hours. Our houses typically use more than 30 kWh per day each, so any electricity expended by air conditioners is being charged to the ICC at the higher rate. In addition, DTE charges a distribution charge of \$0.05003/kWh. Adding this to the power supply charge yields the “Total DTE Residential Rate of \$0.1326/kWh.

<https://www2.dteenergy.com/wps/portal/dte/residential/billingPayment/details/electric%20rates>

-Click on the “residential electric” bar without checking any of the boxes.

Chapter 2: Maintenance Policy

2.1 Meetings: The Officer/Staff Team meetings take place on a bi-monthly basis and consist of the General Manager, Maintenance Staff, and the VP of Facilities Management. These meetings are set to ensure that everyone involved at the Staff and VP level are fully aware of what is happening regarding maintenance issues.

The Facilities Management Committee meetings take place on a bi-weekly basis. Member(s) of the maintenance staff, and Board members appointed by the Coordinating Committee attend these meetings to work on ICC maintenance policy, the next fiscal year maintenance budgets, discuss contractor and research options, address maintenance-related sustainability issues, and work on other various projects. Other ICC members are welcome to attend

Facilities Management Committee meetings if their schedule permits.

2.1.1 Voting Procedures When voting occurs during the Facilities Management Committee meetings, attendance by over 50% of voting members of the Facilities Management Committee is required for quorum and a simple majority constitutes a passing vote.

The Maintenance Team meetings take place at the Education Center on a bi-weekly basis and consists of the Director of Maintenance and Maintenance Managers from all houses. Hands on training takes place during these meetings which address issues on a house level such as fixing vacuums, lint traps, plumbing, toilets, electrical and other various projects.

2.1.2 Maintenance Team Attendance and Fines

a) All maintenance managers, including those from houses that have multiple maintenance managers, are expected to attend all Maintenance Team meetings. Returning maintenance managers are not required to attend trainings that they have previously attended, but are expected to go to the initial set-up meeting and any missed trainings from their previous tenure. Escher Co-op must have a minimum of three maintenance managers/team-members accounted for with each training.

b) In the event where they cannot attend, all Maintenance Managers must send a representative from their house to the meeting in their place. They also must contact the Director of Maintenance to give advance notice of absence.

c) If no house representative is in attendance, the unrepresented house can be fined a minimum of \$5.00 for every hour of the meeting. Fines are left to the discretion of the Director of Maintenance. In addition, the appropriate house's Work Manager(s) will be notified.

2.2 Tools

2.2.1 Tool Boxes: At the first meeting of each semester each house that wishes will be provided with a tool box with no direct charge to the house. The contents of the toolbox shall be listed on the Maintenance Website. At the final meeting of each semester, the toolbox must be returned to the Ed Center (or another location) where it will stay until the first meeting of the next semester and the cycle will repeat itself. Any and all tools that are not returned by the final meeting will be automatically charged back to the house and replaced by the maintenance staff. If nothing has been returned by the final meeting, the toolbox and all contents shall be charged back to the house. Absence from the final meeting does not excuse the return of the toolbox. Houses have the option to distribute charges to individual members as they see fit.

a) Each maintenance manager shall be responsible for the toolbox and tools. Prior to distribution of the toolboxes, the maintenance staff shall hand out a form to all maintenance managers informing them of the toolbox policy and their responsibilities. Each maintenance manager must sign the form in order to receive the toolbox.

b) Maintenance managers may lend tools to house members from their toolboxes at their own discretion.

c) Lost tools may be replaced at any time by purchasing them from the tool crib supply shelves. In order to avoid additional charges at the end of the semester, replacement tools must come from the tool crib. This is to ensure uniformity and maintain the tool ID system.

d) Broken or worn out tools shall be replaced from the tool crib supply shelves as an ICC maintenance expense. These tools must be checked by maintenance staff to avoid the cost being charged back to the house.

e) A house may wish to buy its own set of tools. Such tools are not covered by these regulations, and should not be stored in maintenance manager's toolboxes. Additional tools may be purchased through house funds, amenities funds, or project proposals.

2.2.2 Tool Crib: The ICC shall maintain a tool crib, stocked with common power tools and supplies to be used for projects in ICC houses. Members should contact the Director of Maintenance for access to the Tool Crib.

2.2.2.1 Borrowing: Members who return borrowed tools in bad condition will be charged. Members will also pay for tools broken through abuse, neglect, or loss. There will be a minimum charge of \$15.00. Normal wear and tear will be taken into account (not fined). Members checking out tools that have agreed on a return date and failed to arrange an extension will be charged \$5.00 per day until the tool is returned (not to exceed the replacement cost of the tools).

2.3 Property Damage

2.3.1 Personal Property: The Maintenance Staff and VP for Facilities Management may approve the replacement of personal items that are damaged or destroyed under the conditions that an ICC owned and operated machine is found to be at fault and the person whose items were lost was found to be without negligence. Theft of personal items are not covered by maintenance funds.

2.3.2 Party Damage: The cost to repair damage incurred from a party shall be a house expense up to a cost of \$20.00 per member. Repair costs beyond that amount may be brought before the Facilities Management Committee for approval. All party damage over \$20.00 per member must first be investigated by the Facilities Management Committee.

2.4 Furniture Policy

a) Houses are responsible for making sure members have needed furniture. This includes a bed frame, box spring (if using a metal frame), mattress,

dresser, desk, and desk chair.

b) Each house is responsible for storing its own excess furniture. Per fire code, furniture and any other flammable items are not allowed to be stored in hallways, boiler rooms, or furnace rooms.

c) Per fire code, houses are not allowed to store or furnish porches with flammable and/or cushioned furniture (e.g., cushioned chairs, couches, furniture pillows, etc.).

d) To avoid a bed bug infestation, houses are not allowed to bring in used furniture or personal mattresses/box springs unless they acquire a doctor's note. Please review the ICC Bed Bugs Policy for more information on bed bug infestations.

e) See Chapter 1 of the Maintenance Policy Manual for maintenance funding information regarding the purchase of furniture.

f) Any new refrigerator, freezer, dishwasher, sanitizer, stove, garbage disposal, washing machine or dryer paid for out the ICC Maintenance budget will be given a mandatory 3-year minimum lifespan assessment. If the machine has to be replaced before the 3 years expires, the house may be held responsible for its replacement cost. 3 years is not to be used as a gauge of how long the appliance will last; it is only to be used as a guideline for minimum lifespan for full replacement.

2.5 Grounds Keeping

2.5.1 Landscaping should be done with the intent of maintaining, beautifying or improving the exterior of a house. Houses may spend up to their allotted amount for each FW and again for SS term on landscaping from Annual Maintenance. Escher (which includes O'Keeffe and Renaissance houses) will be allotted \$300 per term, Black Elk, Gregory, Ella Baker, King, Luther, Owen, Truth and Vail are allotted \$150.00 per term, Lester, Minnie's, Debs, Linder, Michigan, Nakamura, Osterweil, Ruths', Rochdale and Ed Center are allotted \$100.00 per term. Landscaping funds do not accrue over time. Additional funds must be approved by the Maintenance Staff. It is strongly recommended that houses buy perennial flowers or low maintenance bushes or shrubs.

2.5.2 Lawn mowers: The ICC has a lawn mower and weed whip that is maintained by the maintenance staff. If your house needs either of these items, contact any one of the maintenance staff.

2.5.2.1 Escher House has a riding lawnmower for which they are responsible for yearly maintenance-care and tuning. Each S/S term member grounds volunteers are trained on how to use and maintain this mower.

2.6 Paint

2.6.1 Exterior Paint is addressed by the Facilities Management Committee through the annual Facilities Management budgeting process. Maintenance Staff will usually work with ICC houses to choose colors for exterior paint.

2.6.2 Smaller Exterior Painting Projects can be approved by the maintenance staff.

2.6.3 Interior Paint Standards: When painting, members must use drop cloths. Houses are responsible for interior painting. If an incomplete or destructive job (e.g. spills, drips) has been done, the Maintenance Staff can require the house to repair the paint job. If this is not done within the specified time period, the Maintenance Staff can have the room repainted or cleaned at the house's expense. Please consult maintenance staff for proper painting tips and suggestions.

2.7 Pest Control: ICC Maintenance will cover pest control services for all ICC buildings, including scheduled and emergency service.

2.8 Room Entry: When a Maintenance Manager, Maintenance staff, or person hired to provide maintenance, needs to enter a member's room, they will provide the member with 24-hours advance notice - except in the case of an emergency. If the member is not at home at the time of entry, notification of entry will be put on the outside of the door. If an outside professional unaffiliated with the ICC needs to enter a bedroom, they will be accompanied by a maintenance staff person. All effort will be made to notify the room's member in advance, but there may be times when notification is impossible due to service providers. Anyone entering a room must knock and verbally announce their intent to enter.

2.9 Key Policy: Members shall not change interior or exterior locks without permission from the following: General Manager, Director of Maintenance, Director of Annual Maintenance, or the Vice President of Facilities Management. In addition, the following must be followed:

- a) All locks must be keyed to the master key.
- b) The original key for each lock must be on file at the ICC office.
- c) Master Keys must be on file at the ICC office.

If a lock is found not to be keyed to the master, or does not have a key on file, that lock will be keyed to the house Master Key and that key will be placed on file at the ICC office at the house's expense.

2.10 Service Contracts: The ICC and its member houses will not purchase service contracts for new appliances when purchased with ICC maintenance funds.

2.11 Screens: The cost to replace a screen and/or screen-frame that has been damaged or lost shall be charged to the house.

Chapter 3: Maintenance Standards

A Correction Period is a tool for the ICC staff or Board to use to encourage houses to take care of ongoing situations where they are being negligent of and/or damaging their property.

Relevant Standing Rule: 9.5.4.2

2 Week Correction Period: The standing rules define the 2-week correction period as “Any acute condition that represents a serious threat to the safety and/or property of the members of the house and the ICC. This shall include but is not limited to any problem condition that results from malicious acts of those demonstrating a blatant disregard for the well being of ICC Property.” These shall also include but are not limited to: clear fire hazards, clear health hazards, roof leaks, severe plumbing leaks, breaches of security, unsightly garbage in yard and/or around house.

1 Month Correction Period: The Standing Rules define the 1-month correction period as “Any condition that threatens the property or comfort of the members of the co-op or violates standards without being related to safety or the deterioration of the building.” These shall include but are not limited to: leaky faucets, holes in walls, broken laundry/kitchen equipment.

2 Month Correction Period: The Standing Rules define the 2-month correction period as “Any condition, that in the opinion of the Officer/Staff Team, jeopardizes the appearance or economic operation of the co-op, requires substantial planning or lead time to repair, or otherwise represents a condition of non-urgent nature.” These shall include but are not limited to: inappropriate/messy painting, dilapidated furniture, or damaged flooring.

Chapter 4: Maintenance Manager Job Description

Ensure that things get fixed: Be aware of and utilize the resources available through the ICC and elsewhere (i.e. tools, training, and expertise) to the best of their ability. Gather together the materials, knowledge, and labor to make necessary repairs and improvements in ICC houses. Work together with guidance from the Maintenance Staff to see that things are repaired and/or improved in a timely and appropriate fashion. Follow through with professional contractors (e.g., plumbers, electricians etc.) and keep in touch with Maintenance Staff as to the status of repairs/improvements.

Meetings: Attend and participate in every bi-monthly Maintenance Team meeting. Work with the Director of Maintenance and other Maintenance Managers to improve Maintenance Policy. Learn from hands-on training sessions to improve your house and teach others in your

house what you've learned so that they may help you. Report what you've learned from Maintenance Team meetings during house meetings.

Organization and Setup: Set up an in-house maintenance request system so house members can list things that are broken or in need of repair within the house (e.g., post e-mail for requests, dry/erase board in common room, etc.). Go through ICC house inspection reports, city inspection reports, preventative maintenance list and house requests to fix items in the house that are broken or in need of repair or improvement. If it is a large house, organize maintenance assistants to assist in maintenance tasks.

Communication: Talk with other house officers and house members regarding maintenance concerns and ongoing maintenance projects. Take responsibility for and be the voice of maintenance concerns in your house. Communicate regularly with the ICC maintenance staff to go over maintenance in your house.

Fire Safety: Create a fire safety plan for your house which should include a safe meeting place in case of a fire. Review this plan with your house during your first house meeting, with additional reviews occurring once per semester. Discuss any fire safety concerns that may come up with your house.

Inspections: Work together with the appropriate persons (e.g., maintenance staff, work manager, kitchen czar/manager, food steward, etc.) regarding: kitchen inspections, compliance with the Ann Arbor City Housing Code, after inspections by the City Housing Inspector, and follow through on ICC inspections of your house.

Qualifications:

- Full Fall-Winter commitment.
- An attitude of inquisitiveness regarding how things work.
- Good communications skills.
- Excellent organizational skills.
- Willingness to learn and try.

Chapter 5: Bed Bugs Preventative Measures

Bed bugs can spread quickly. They travel on materials such as wicker, upholstered furniture items, pillows, blankets, and fabric/clothing. Our common areas and shared items make us different than most housing, potentially making the extent of an infestation more intense. The cost of eradicating bed bugs is high, and can be detrimental to the maintenance budget. This is because due to the infrequency in which bed bug infestations occur in the ICC, the maintenance budget does not incorporate a line-item for bed bug infestations, which can range between \$1,000-\$10,000 or more. This means that the issue of bed bugs will be dealt with similarly to DAMN Damages, and that some of the costs of the treatment may be deferred to the individual responsible.

The good news is that bed bugs are very preventable and, in the event of an infestation, quite containable. Houses can do their part by following these simple guidelines and house policy suggestions listed below.

5.1 Prevention at the House Level

- A. Refrain from bringing used (especially wicker and/or upholstered) furniture into ICC homes. Make this explicit to prospective and new members prior to their move-in during house tours and follow-up emails.
- B. Ensure that mattresses are not being brought into the houses by members (unless there is a medical reason or an extenuating circumstance).
- C. Prioritize the removal of clutter in common areas and personal rooms.
- D. Routinely wash guff blankets and safely store guff clothing.
- E. Discuss these preventative measures at house meetings.
- F. Maintain good personal hygiene! Remember to do your laundry and wash your bedding!

5.2 Detection of Bed Bugs

- A. Keep an eye out for red bumps on the skin that appear in a row or straight line on the upper torso.
- B. Watch for blood spotting on sheets and blankets.
- C. Bed bugs are easily seen and are typically the size and color of an apple-seed.
- D. Bed bugs can hide between a mattress top and its ribbons, as well as behind photos on walls, behind/in the cracks of headboards and footboards, in bedroom furniture, in wicker furniture, and among other places.

5.3 In the Event of a Bed Bug Infestation

- A. The person suspicious of an infestation should check their bedding (usually in the corners/creases of the bed) for live bugs, cast skins, eggs, or blood spots. Bed bugs are easily seen, and are typically the size and color of an apple-seed.
- B. The person should wash sheets and clothing, dry them on high heat, and clean their room. Perhaps there are other perpetrators, such as mosquitoes or spiders, or perhaps the person should stop by a clinic to be checked out for a rash.
- C. Contact the ICC Exterminator. The ICC Exterminator will be the main contact between the person affected and the ICC Maintenance Staff.
- D. Stay in your room. The worst thing you can possibly do is sleep in a common space. This will allow for the rapid spreading of bed bugs throughout your house.
- E. Do not bring any personal items into common spaces! The best practice for how you should proceed to wash your bedding, clothing, etc., but until you have spoken with the ICC Exterminator, do not remove anything from your room!

- F. Send a confidential email to your House President and Work Manager to update them on the situation and potentially organizing a deep-clean of any common spaces near the infested room. Emphasize that at this point, the issue is to remain confidential. The worst thing that can happen is to have a house panic about bed bugs. Bed bugs are very containable if you follow good protocols.