

HEALTHY HOME GUIDE

for Residents of **[INSERT Project Name]**

[INSERT developer's name]

MEMO

RE: Adapting and Customizing the Green O&M Manuals for Other Development Projects

A *Green Operations & Maintenance Manual* for ___ has been developed for use by the development's management and maintenance staff, along with a *Healthy Home Guide* for the project's residents.

When preparing to use one of the template documents as a model, please review the entire document in order to identify the content that is or is not applicable to your own project. The template manuals do not provide comprehensive information on all building systems and materials, and the template cannot be used wholesale. Every project is unique and specific content will inevitably need to be removed, modified, and added to the template document to make it relevant to your project. *[Insert name of project and unit configuration]*. As such, the manual covers aspects of green O&M that are unique to this population and this type of housing.

To supplement the information provided in the manuals, management and maintenance staff should also refer to the manufacturer and product information provided by the project's General Contractor, including Owner's and Operating Manuals, product specifications, and warranty information for specific equipment and systems, as well as preventive maintenance schedules for routine pre- and post-warranty maintenance, and as-built drawings. The owner, property management, and maintenance staff should also reference and integrate this manual's green recommendations into any existing property management and building maintenance manuals and other key reference documents for this project.

Lastly, please bear in mind that the manual serves as only one part of a comprehensive Green O&M Plan and Program that should be established for the project. To implement a successful green O&M program, the manual must be used in conjunction with other ongoing strategies and activities, such as:

- 1) **On-site trainings** for staff and residents to ensure that the best practices are understood and carried out (this manual can be used to help guide the training curriculum). Have knowledgeable staff and residents educate new staff and residents who arrive. Also consider developing incentive programs to encourage the proper implementation of best practices.
- 2) **Signage**, where it would help to provide reminders or clarification on specific green practices, maintenance products to use or avoid, or special settings for equipment. (Whether permanent or temporary, the signage should be made from green materials, e.g., non-PVC, recycled content materials with low-toxic adhesives.)
- 3) **Green procurement/purchasing policies and service contracts** (e.g., for vendors/suppliers of cleaning supplies, paper goods, fluorescent lamps, paint and adhesives).
- 4) **Ongoing monitoring and commissioning of all building systems**, and adjustment of settings and controls, to ensure that systems are operating as intended and at optimized efficiency.

It would be beneficial to designate a member of the on-site management staff as the point person in charge of monitoring and coordinating all of the development's green operations and maintenance activities.

Healthy Home Guide for Residents of [Project Name]

[Notes and items that might need to be modified or customized are inserted in brackets and/or highlighted in yellow throughout. Review and address or remove these notes prior to the final printing.]

This document is based on a guide that was prepared by M. Landman Communications & Consulting on behalf of Enterprise Community Partners, for The Plaza Apartments in San Francisco.

The parties involved in the funding or creation of this manual make no representations or warranties with respect to the contents and specifically disclaim any implied warranties or fitness for any particular purpose. No endorsement of named products is intended, nor is criticism implied of products that are not mentioned. Enterprise reserves the right to revise this manual without obligation to notify any person of such revision.

[Insert publication date]

Healthy Home Guide

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[Review and adjust all page numbers once the guide has been finalized, formatted and designed.]

Introduction

Welcome to [Project Name]!

[Insert some general information on the project and its sustainability goals, achievements, benefits, etc.]

To keep the **building** healthy and to conserve natural resources, it is important that residents (and maintenance staff) clean, maintain, and operate the building using green and healthy products and practices. This guide is meant to help residents do that. It presents some of the things that you can do to keep your home environment clean, green, and healthy. Many of these things are easy to do, and all of them are worth the time and effort.

We hope that you will use this guide and we hope that it will help you to maintain an enjoyable living environment at [Project Name].

In addition to this guide, you should also have owner's manuals for the appliances in your apartment; please refer to those manuals for information on maintaining your appliances. If you do not have those manuals, request them from a building manager. And if anything breaks in your apartment, or if you need some other type of maintenance or repair help, please contact your management agent by calling [insert telephone number and primary contact person or other preferred method of contacting maintenance].

How to Keep Your Home Clean and Healthy

This part of the manual includes sections on housekeeping and cleaning, trash and recycling, pest control, and the building's smoking policy.

A. HOUSEKEEPING AND CLEANING

It's important to take care of your home, to keep it clean and pest-free, and to clean it using safe products, in order to help protect your health and maintain a pleasant living environment. Here are some recommendations on general housekeeping practices, cleaning products, and clothes cleaning.

General Housekeeping Tips

NOTE: Remove/Insert/Amend the below Tips specific to your property

- Sweep the floors of your apartment regularly (preferably at least once a week), and mop the hard surface flooring whenever it starts to get dirty or sticky.
- Vacuum the carpet regularly. Dirt and dust get trapped in carpet, and they can trigger allergy symptoms and asthma.
- Wash any dirty dishes daily and clean kitchen surfaces with a damp cloth whenever they are dirty.
- If water or any liquid is spilled on the carpet, sop it up immediately with a dry towel or rag. Mildew and mold can develop in carpeting that stays wet too long.
- Wipe up any puddles of water from your bathroom or kitchen floor.
- If your toilet overflows and you can't get it to stop, report it to maintenance staff immediately.
- If you see discoloration on surfaces (white, orange, green, brown, or black), see cracked or discolored grout, or smell a musty odor, it might be mold or mildew. Clean the areas with baking soda or borax. If the discoloration does not go away or gets worse, notify the building maintenance/management staff, as mold can cause serious health problems if it is not addressed.
- Open windows whenever there are odors, fumes from cleaning products or other chemicals, or excess moisture in your apartment. Also use a fan to help air out the room.
- When you are using your stove, turn on the rangehood fan if the cooking is creating any smoke, steam or odors.
- Clean the grease filter on your stove's rangehood when any grease builds up; if you have questions about how to clean the grease filter, please ask the Maintenance staff.
- Don't use bristly brushes or other abrasive products when cleaning, as they can leave scratch marks.
- Throw out and replace used sponges and cloths/rags if they're dirty or smelly.
- When using a cleaning product, read its label and follow the instructions for using and storing the product.
- Don't mix different cleaning products together (unless specifically recommended or unless they are benign, non-reactive, non-toxic substances).
- Glues, adhesives, paints, and other household products often contain volatile organic compounds (VOCs), which contribute to indoor air pollution (as well as to outdoor

smog). Try to choose products that are labeled as “low-VOC” or “non-toxic,” whenever possible.

Cleaning Products

Cleaning your home is important because it helps remove harmful contaminants, such as mold and bacteria. But many conventional cleaning products can also cause health problems. The use of toxic cleaning products can be a particular problem for people who have health conditions such as asthma or allergies or who have chemical sensitivities or weak immune systems. Some cleaning products can cause headaches, dizziness, skin irritation, respiratory irritation and asthma, eye irritation or worse; some contain cancer-causing substances, reproductive toxins, central nervous system toxins, and endocrine system/hormone disruptors.

Fortunately, many alternative, non-toxic cleaning products are now available. And you can find some good, inexpensive products that aren’t even located in the cleaning products aisle at the store. Some very basic and multi-purpose household substances can be used as safe and effective alternative cleaning solutions for most household cleaning jobs; these substances include **baking soda, white vinegar, lemon juice, and salt**, as well as **hydrogen peroxide** and **borax**. Borax and baking soda are especially versatile household products; they can be used for a variety of purposes. For example, baking soda will clean and deodorize all kitchen and bathroom surfaces (just dissolve a few tablespoons in some warm water, or use the baking soda directly on a damp sponge). A combination of baking soda, hot water, and vinegar can clear drains. And borax, baking soda, or hydrogen peroxide can remove stains and mildew. Alternatively, using a mild soap (like **dishwashing detergent or a liquid/Castile soap**) with some water will clean most surfaces adequately.

Here is one recipe for a non-toxic, all-purpose cleaner (for cleaning countertops, floors, walls, etc.); but these ingredients can be used separately, as well:

- 1 quart warm water
- 1 teaspoon liquid soap
- 1 teaspoon borax
- ½ cup undiluted white vinegar

Mix ingredients and store in a spray bottle.

If you’re selecting a more conventional cleaning product (from the cleaning products aisle) at the store, look for products that are labeled as **non-toxic, low VOC** or **zero VOC**, and/or **biodegradable**. Also look for unscented products (some people are allergic to certain fragrances) and products with recyclable packaging/containers.

Products to avoid:

Avoid the use of chlorine bleach unless it’s absolutely necessary to use such a strong disinfectant. Hydrogen peroxide is a good alternative to chlorine bleach. *Never* use undiluted chlorine bleach or ammonia; both of these can cause major respiratory irritation. Also avoid most “anti-bacterial” and “anti-microbial” products; use of such products can cause germs to become resistant to antibiotics.

Read product labels, including the small print. As a general rule, you should avoid all products that are labeled “Danger—Poison.” (Products with “Warning” labels are also dangerous, but less

so, and products labeled with “Caution” are the least harmful of the three, though they can still be hazardous.) Also avoid products that are labeled as “Corrosive,” “Severely Irritating,” “Highly Flammable,” or “Highly Combustible.” And avoid aerosols when possible; they often contain substances that are flammable and that can contribute to indoor air quality problems.

Avoid using most “air freshener” products, especially if their labels say that they contain paradichlorobenzene. Ingredients like this can cause headaches and other health problems. Also avoid using mothballs; instead, store wool items in plastic bags or airtight containers, and if there is a moth problem, you can kill the moth eggs by washing the affected garments in hot water or putting them in the freezer for a few days.

Clothes Cleaning

The building’s laundry room is located **[INSERT project specific information here]**.

Choose a laundry detergent that is labeled as **phosphate-free, biodegradable**, and/or **non-toxic**. (Also consider selecting an unscented product.) Such products include borax and Arm & Hammer’s Washing Soda or equivalent . Only a small amount of detergent is necessary; do not use more than the amount that is recommended in the instructions on the box/container.

When you are done drying your clothes, please clean the lint out of the dryer’s lint filter. This will help the dryer work better for the next person who uses it (and it also prevents the lint from becoming a fire hazard).

B. TRASH AND RECYCLING

Your apartment should have a small blue recycling can, along with a trash can. [May or May Not Apply] Please put all recyclable materials into the blue can, separated from the trash.

There is a trash room [Insert building specific information here]. Empty the contents of your recycling can into the hallway trash room's recycling bin [before putting recyclable bottles and cans into the recycling bins, please **rinse them out** with water, so that they don't attract pests.]

The materials that can be recycled are [Modify to be town/city specific]:

- **Paper:** All types, including newspaper, cardboard (unwaxed), paperboard (e.g., cereal boxes without the lining bag), office paper, envelopes (plastic windows OK), junk mail, magazines and catalogs, milk cartons, paper egg cartons, phonebooks, wrapping paper, etc.
- **Aluminum** cans and foil
- **Glass** bottles and jars
- **Plastic bottles** (#1 through 7)
- **Plastic tubs** and lids (#2, 4, and 5 only: *check the number on the bottom*)
- **Spray cans** (empty)
- **Tin** (steel) cans

Materials that **cannot** be recycled include: juice boxes, light bulbs, plastic bags, styrofoam, ceramic dishes, coat hangers, waxed cardboard, mirrors, and window glass. Do not put these types of items or any trash into recycling bins.

All of the recyclables listed above can be put into any recycling bins located in the trash rooms on each floor in the building; the items do not need to be separated according to the different types of recyclable materials. They just need to be kept separate from garbage.

Check out the *Recycling Collection* sheet that is in the Appendix at the back of this guide; the sheet includes pictures of the various types of recyclable materials. [Insert Guide]

Hazardous Waste Disposal

Hazardous waste materials may not be thrown in the garbage. They must be dropped off at the appropriate [insert location of hazardous waste material disposal site in your town/city] facility for safe disposal or recycling, so that they don't contribute to the contamination of the air, water, or soil.

Hazardous waste materials include:

- chemical cleaning supplies
- batteries (all types)
- fluorescent lamps/light bulbs
- paint, paint thinners, primers, stains and other finishes
- toxic glues and adhesives
- medical/biohazard waste (including needles)
- pesticides, herbicides, chemical fertilizer
- computers, TVs, and other electronic equipment

- printer/copier ink/toner
- used motor oil
- compressed gases

A staff member might be able to drop the items off for you, along with the building's maintenance materials [include if applicable]

C. PEST CONTROL

It is important to keep your apartment free of pests (such as ants, cockroaches, rodents, etc.), as pests can carry disease. If you find bugs, ants, rodents, or other pests in your apartment, report it to the building's maintenance staff right away.

Please do not use toxic pesticide products. Most pesticides are poisons, and they are often poisonous to humans and pets, as well as to pests. Studies have linked some pesticides to cancer, birth defects, neurological disorders, and immune system disorders, as well as allergies. Pesticides should only be used as a last resort and in very small amounts. As a general rule, avoid products that are labeled "Danger—Poison." If ants are in your apartment, try sprinkling borax where they are coming in; ants do not like boric acid. If you decide that you must use some chemical pest control products, consider using only baits (for cockroaches and ants). And for rodents, traps should be used rather than poisons; building management/maintenance staff should be able to help you with these issues.

The best strategy is to keep pests from coming into your apartment in the first place, rather than having to get rid of them later. Many pests are attracted by grease, sweets, other types of food, and standing water. If your apartment is clean and dry, it isn't likely that pests will want to live there. The following are some specific steps that you can take to keep pests from finding food, water, or hiding places in your apartment.

Pest Prevention Tips

- Clean up any open, unsealed food, crumbs (wrap and seal any leftover food and put it in the refrigerator, or in a cabinet if tightly sealed).
- Do not leave dirty dishes out overnight.
- Clean up spills or sticky substances from all floors and surfaces.
- Keep your kitchen clean (counters, cabinets, sink, floors, stove, microwave, etc.); be sure to clean up any grease with soapy water, and dry off any wet areas.
- Sweep, mop, and vacuum regularly.
- Rinse bottles, cans, and containers before putting them in the recycling bins.
- Take your garbage and recyclables to the trash room at least once a week (or every evening, if there are any pests in your apartment).
- Minimize clutter and paper piles that can provide hiding places for pests.
- If you notice any water leaks or moisture-damaged materials in your apartment, report the issue to building maintenance staff immediately.

Bed Bug Prevention and Control

"Bed bugs" are small, nocturnal insects that feed on blood. They are about 1/4-inch long and 1/8-inch wide. They have flat, reddish-brown bodies with six legs, and after feeding, they become round and red. They give off a sweet, musty odor. Their eggs are white and very small, and their excrement appears as tiny brown or black spots. Bed bugs are typically found on mattresses, box springs and bed frames, clothing, bedding, furniture, or any dark cracks, seams, or crevices in walls or floors. They can travel through water pipes, wall voids, and ducts, and can spread from room to room. Some people who are bitten by them get itchy welts on their skin.

It is critical to prevent bed bugs from being brought into the building. Here are some rules for prevention, as well as tips for getting rid of them if they do appear.

Preventing the Introduction of Bed Bugs

- Before you move in and bring clothing and bedding into your new apartment, wash the items in hot, soapy water and dry them on the hottest dryer setting. Freezing the materials (at less than 0 degrees for several days) is also known to kill bed bugs; ask building management whether this is an option.
- When bedding is brought into the building for washing or is removed from your unit, seal the items (e.g., sheets, blankets, pillows, and pillow cases) in a plastic bag before transporting them into or through the building, to avoid spreading the infestation to other areas.
- Eliminate excess clutter (particularly near beds and clothes), to reduce the number of places where the bugs can hide.

Getting Rid of Bed Bugs

- Wash any infested bedding or clothing with hot, soapy water and dry it on the hottest dryer setting or freeze the materials at less than 0 degrees for several days.
- Use hot, soapy water or rubbing alcohol to wipe surfaces where the bugs are living.
- Vacuum cracks, crevices, and other hiding places in walls, floors, and furniture where adult bed bugs or eggs are found. Dispose of the vacuum contents in a sealed trash bag.
- If a mattress with bed bugs on it is torn and/or infested, it will probably need to be thrown out, as the bugs can live inside the mattress where they can't be reached. Do not treat mattresses with insecticides (unless building managers can verify that the treatment is non-toxic to humans).
- Eliminate excess clutter (particularly near beds and clothes), to reduce the number of places where the bugs can hide.
- Have building maintenance staff seal up any cracks where the bugs are living.

D. SMOKING POLICY

[Insert smoking policy.] Be specific as to where an individual may and may not smoke on the property. Include location of designated smoking area if such exists

How to Save Energy and Water

Conserving energy and water resources benefits the environment in a variety of ways. For example, using less electricity reduces power plants emissions (from burning fossil fuels), which reduces air and water pollution, and that helps protect everyone's health.

In addition, the less energy and water that is used in the building, the less money the building owner will have to pay for these utilities. And the more money the owner saves on utility bills, the more funding will be potentially available to support services and programs that could benefit you and the other residents of the building.

[Modify this paragraph if residents pay their own utility bills.]

Saving Energy

LIGHTS

- Turn off lights (and any electronic equipment) whenever you're leaving your apartment or when you do not need them to be on.
- When the light bulbs burn out in your apartment, replace with energy-efficient replacement bulbs. Be careful not to break the fluorescent bulbs; they contain small amounts of mercury, which is a hazardous substance. Do not throw away fluorescent light bulbs; the building's staff should take them to the city's hazardous waste facility for proper disposal.
- If you are going to bring lamp(s) into your apartment, avoid using halogen lamps. Not only are halogen lamps major energy wasters, but they also pose a significant fire hazard.

HEAT

- Make sure that the temperature in your apartment is comfortable and the heater is not set too high. During cool months, usually the highest temperature that a thermostat needs to be set for is about 68-69 degrees, and it should be set at a lower temperature or turned off when you are not at home, during warm times of the year, and at night. If the building temperature is too hot or cold (or if your heater will not turn off), notify the building management.
- Do not leave the heat on when you have the window open, or open the window when you have the heat on. Heating and cooling the room at the same time wastes energy.
- Keep your heater clean and dusted.
- Do not place furniture next to the heater, as that can block the heat from entering the rest of the room.

OTHER

- Clean the dust off of your refrigerator coils twice a year. (Remove the grill at the bottom of the refrigerator and clean the coils in front and back; pull the refrigerator out to sweep and dust behind it.) If you would like to be shown how to do this or require some form of assistance contact building maintenance staff. ***[May want to assign this as a routine maintenance task to avoid potential tenant injury. If so delete]***

- **In the laundry room**, clean out lint from dryer lint filters before or after each load of laundry. This helps the machines run more efficiently and prevents the lint from becoming a fire hazard.

Saving Water

- When using a sink or the shower, don't run the faucet longer than is necessary for your task. When you turn a faucet off, make sure that it is all the way off.
- If you hear the sound of dripping or trickling water in your apartment or notice that your faucets are leaking or your toilet is running (too long after it has been flushed) and you can't get it to stop, notify the building's maintenance staff right away so that they can fix the leak.
- Try not to take really long showers; keep shower time under 10-15 minutes.
- When using a clothes washer, try to clean fairly full loads, when possible (or select a light-load setting for small loads, to use less water than would be used for a full load, if that's an option on the washing machine). Many laundry detergents work as effectively in cold water. Using cold water to both wash and rinse cloths saves energy.

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- **Resources for More Information on Green Housing**
- **Recycling Collection Sheet from the city of [insert Town/City name]**
- **[Location Name] Transit Map**

Green Materials and Systems in [Project Name]

(partial list)

This is a summary list of some of the green materials, finishes, furnishings, systems, equipment, and appliances that are featured in [Project Name].

In the apartment units

- Cabinets: [List type(s) of green materials used]
- Carpet:
- Flooring:
- Furniture:
- Paint:
- Refrigerator:
- Showerhead:
- Toilet:
- [ETC.]

In other parts of the building

- Adhesives and sealants: Low-VOC
- Carpet:
- Flooring:
- Insulation:
- Irrigation system:
- Lighting:
- Paint: No-VOC, low-odor
- Reception desk:
- Roof:
- Solar energy system:
- Windows:

Resources for More Information on Green Housing

Green Communities

www.greencommunitiesonline.com

Enterprise Community Partners

www.enterprisecommunity.org

Green Affordable Housing Coalition

www.greenaffordablehousing.org

Build It Green

www.builditgreen.org

U.S. Green Building Council

www.usgbc.org

Building Green

www.buildinggreen.com

Recycling Collection

Paper, Bottles & Cans

紙張、樽和罐

Papel, Botellas y Latas



Empty Metal Cans Only
Solo para latas vacías de metal
空油漆罐

Plastic Tubs and Lids
②, ④ & ⑤
now accepted!

¡Ahora se aceptan
②, ④ & ⑤ tapaderas y
cubetas de plástico!
②, ④ & ⑤ 塑料盒和蓋

Your BLUE cart is all you need to recycle.
El carrito AZUL es todo lo que necesita para reciclar.
只用藍色回收箱回收以上物件



- Not accepted**
- plastic bags, wrap or cups
 - plastics other than bottles, tubs & lids
 - styrofoam
 - mirrors, window glass or light bulbs
 - ceramic dishes or cups
 - juice boxes and pouches

Questions?
Sunset Scavenger Company
415-330-1300
www.sunsetscavenger.com
Golden Gate Disposal & Recycling Company
415-626-4000
www.goldengatedisposal.com



MUNI Transit Map

Below is a copy of a MUNI map showing all routes in the downtown area. For questions about MUNI service, call [insert telephone number].

Insert municipal public transit map here