

Canterbury Woods

Housekeeping Department

Summary of Housekeeping and Laundry Services

Weekly apartment cleaning is provided by an experienced Housekeeper . The following services are offered, subject to the Resident's approval:

The Housekeeper opens the drapes, raises the shades/blinds and opens the windows. Fresh air and sunlight are great natural cleaners and fresheners. The Housekeeper restores the windows, drapes, shades/blinds to their previous positions before leaving the apartment.

Bedroom/Living Room/Kitchen

The Housekeeper changes the bed linen and re-makes the bed according to Resident's special instructions. The Laundry provides quality white (300 T/SI) sheets and pillow cases or launders the Residents' owned bed linens. Upon request the Laundry washes blankets, comforters, mattress covers and bed skirts (if machine washable). Call Housekeeping (x218) the day before your scheduled cleaning day, so the Housekeeper can pick up these items early in the morning on cleaning day to ensure that they can be washed and returned the same day.

The Housekeeper dusts the furniture. If you would like flat surfaces like shelves, table tops, etc. dusted, please remove all the breakable items from those surfaces before the Housekeeper arrives (Residents' Handbook, Page 50). The Housekeeper asks for and follows the Residents' instructions on whether or not to use furniture polish.

The Housekeeper wipes fingerprints and marks off door moldings, doors, walls, etc. and sanitizes door knobs, light switches, etc.

The Housekeeper dusts baseboards, molding over doors and windows, the tops of lamps, pictures and other wall hangings and cleans the outside of the light fixtures on a periodic basis.

Bedroom/Living Room/Kitchen (continued):

The Housekeeper cleans the mirrored closet doors and other mirrors with glass cleaner, using a step ladder (stored in the hall closet) if necessary to reach the top of the mirrored doors.

Window washing, exterior and interior is done by a Contractor annually in May (Residents' Handbook, Page 50). Screens are brushed as part of the window washing.

The Housekeeper vacuums all carpeted areas, moving throw rugs and light furniture to vacuum underneath. If you would not like your throw rugs vacuumed, put them away before the Housekeeper arrives (Residents' Handbook, Page 50). If there is a large oriental rug(s), the Housekeeper asks the Resident whether he/she wants it to be vacuumed and follows any special instructions. The Housekeeper uses the wand attachment on vacuum to clean along the walls and edges.

The Housekeeper removes spots from the carpet with a spray spot remover. If a carpet is beyond spotting and needs a shampoo, contact the Director of Housekeeping at x218 (Residents' Handbook, Page 48).

The Housekeeper uses the vacuum wand to clean out door tracks for closets and sliding doors and windows on a periodic basis.

The Housekeeper will clean the sink and stove and spot clean adjacent walls, molding and surfaces. The Resident is responsible for washing the dishes.

If you need your draperies cleaned, contact the Director of Housekeeping at x218 (Residents' Handbook, Page 48).

The Housekeeper defrosts and cleans the refrigerator on a periodic basis or when requested.

Bathroom

The Housekeeper cleans all tile and porcelain surfaces in the tub or shower, and removes any mildew, stains, mineral deposits, watermarks or discoloration.

The Housekeeper cleans the grout on the floor and lower walls so that the color of the grout is similar to the color of the grout at the top of the walls.

The Housekeeper cleans and shines the metal fixtures and the door tracks in the tub/shower.

If there is a shower curtain, the Housekeeper inspects it weekly. If it is dirty or damaged, the Housekeeper will remove and replace it.

The Housekeeper cleans the mirror with glass cleaner. If there are glass shower doors, the Housekeeper cleans both sides with glass cleaner.

The Housekeeper scrubs the inside of the toilet bowl and removes any stains, mineral deposits or shadows. The Housekeeper cleans the outside of the toilet.

The Housekeeper cleans the sink and shines all the metal fixtures.

The Housekeeper wipes down all active surfaces in the bathroom, such as the vanity top and ledges, with disinfectant cleaner,

The Housekeeper cleans the floors and baseboards. The Housekeeper cleans the outside of the light fixtures.

The Housekeeper replaces used towels with clean towels, typically including 2 bath towels, 2 hand towels, 2 wash cloths and 1 bath mat. The Resident may request different quantities of each.

The Housekeeper leaves up to 7 Wyp-alls for the Resident's use and makes certain that there are 3 to 4 spare rolls of toilet tissue per Resident. The Resident is responsible for supplying their own facial tissue. Note: Wyp-alls and facial tissue should never be flushed down the toilet - they will cause the toilet to backup.

The Housekeeper vacuums the air vent from the outside of the grille, using the wand attachment on the vacuum, on a periodic basis.

General

The Housekeeper sweeps the deck or patio.

The Housekeeper empties the wastebaskets (unless directed otherwise by the Resident) and replaces the liners.

The Housekeeper reports any maintenance defects encountered in the apartment to the Switchboard Operator so that a Maintenance Work Order can be prepared and the defect can be promptly corrected.

Deep Cleaning is Offered Periodically

Some of the available options include:

High dusting, including walls, top of cabinets, door and window molding, drapery rods and supports, shaking out drapes/sheers, blinds, etc.

Vacuuming mattress. Vacuuming upholstered furniture.

Moving beds to dust/vacuum underneath and moving heavy furniture away from wall to dust or vacuum behind.

Removing contents from closets to dust shelves, walls, vacuum floors, etc.

Touching up wood cabinets with scratch cover (wood stain). Removing contents from cabinets to clean inside/shelves.

Other Services Available Through Housekeeping

Dry Cleaning

Housekeeping will pick up dry cleaning or laundry, ship it to Pacific Grove Cleaners and drop it off at your apartment when it is returned. Call Housekeeping (x218) for pick up. Residents are responsible for paying Pacific Grove Cleaners directly. (Residents' Handbook, Page 49). Note: PG Cleaners picks up/drops off cleaning each week on Monday and Thursday afternoons.

Other Services Available Through Housekeeping (continued):

Rollaway Beds

Housekeeping provides a rollaway bed(s) upon request (x218) for a nominal fee (\$6 first night; \$4 each additional night). The bed includes bed linens, a blanket, a pillow and a set of towels. Due to high demand at Thanksgiving, Christmas and New Year's, make reservations well in advance. (Residents' Handbook, Page 50).

Basement Storage Lockers

All apartments have a designated storage locker in the basement of the Administration Building. Lockers are approximately 3' W X 3' H X 2' D (Residents' Handbook Page 70).

Note: Storage lockers may be accessed weekdays 6:30 AM - 4:30 PM and weekends 7 AM - 1:30 PM.

Independent Living Residents' Responsibilities

Gardening on the Resident's deck or patio is their responsibility (Residents' Handbook, Page 49).

Pet Care - the Resident must have the approval of the Executive Director to have a pet at Canterbury Woods. The Resident is solely responsible for taking care of their pet(s) (Residents' Handbook, Page 68).

Ordering services "on request" from Housekeeping (x218) - including: turning your mattress; mopping or scrubbing your deck or patio; washing windows or brushing screens between the annual window washing; laundering washable blankets, comforters, mattress pads, and bed skirts; carpet and drapery cleaning; moving furniture; lifting, carrying items to/from auto, etc.

Note: The above services are all provided free of charge, but there may be an extra service charge for more elaborate "on request" services.