

Massena Housing Authority
Massena, New York

HOUSEKEEPING STANDARDS POLICY

Adopted by PHA Board of Commissioners

Resolution No.: 3

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Effective Date of Implementation: 08/01/2026

APPENDIX M: HOUSEKEEPING STANDARDS POLICY

Properties owned by the Massena Housing Authority (hereinafter referred to as PHA) will be maintained pursuant to HUD standards, the ACOP, and lease. In an effort to improve the livability and conditions of units owned and managed by the PHA, the PHA has developed uniform housekeeping standards for all resident families.

A. Applicability

The PHA's housekeeping standards will be applied fairly and uniformly to all resident families.

B. PHA Responsibilities

The PHA will inspect each unit at least annually, to determine compliance with the standards.

1. Upon completion of an inspection the PHA will notify the resident in writing if he/she fails to comply with the standards.
2. The PHA will advise the resident of the specific correction(s) required to establish compliance and indicate that housekeeping standards training is available.
3. Within a reasonable period of time, the PHA will schedule a second inspection.
4. Failure of a second inspection will constitute a violation of the lease terms.

C. Resident Responsibility

The resident is required to abide by the housekeeping standards set forth below. Failure to abide by the housekeeping standards is a violation of the lease terms and can result in eviction.

D. Interior Standards

1. General:
 - a. Walls: Should be clean, free of dirt, grease, holes, cobwebs, and fingerprints.
 - b. Floors: Should be clean, clear, and free of hazards.
 - c. Ceilings: Should be clean and free of cobwebs.
 - d. Light Fixtures: Should be free of any dust build-up; light covers in place and not broken.
 - e. Windows: Should be clean and not nailed shut. Shades should be intact.
 - f. Woodwork: Should be clean, free of dust, gouges, or scratches.
 - g. Doors: Should be clean, free of grease and fingerprints. Doorstops should be present. Locks should work.
 - h. Heating units and water heater closet: Should be accessible (no locks, no clutter), dusted, and not used for storage.
 - i. Infestation: No evidence of rodents or insect infestation; bait stations and traps clean.

2. Electric Hazards: No electrical cords running loosely across floors; no overloads, no hazards.
3. Trash: Shall be disposed of properly and not left in the unit.
4. Evidence of Pet: Litter box, cage, and/or fish tank clean and odor free; no evidence of urine or damage caused by pet.
5. Kitchen:
 - a. Stove: Should be clean and free of food and grease.
 - b. Refrigerator: Should be clean. Freezer door should close properly, and freezer have no more than one inch of ice. No stickers (decals) on refrigerators.
 - c. Cabinets: Should be clean and neat. Cabinet surfaces and countertops should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs. Do not store heavy pots and pans under the sink.
 - d. Exhaust Fan: Should be free of grease and dust.
 - e. Sink: Should be clean, free of grease and garbage. Dirty dishes should be washed and put away in a timely manner.
 - f. Food storage areas: Should be neat and clean without spilled food.
 - g. Trash/garbage: Should be stored in a covered container until removed to the disposal area.
 - h. Floor: Should be clean and dry.
6. Bathroom(s):
 - a. Toilet and tank: Should be clean and odor free.
 - b. Tub and shower: Should be clean and free of excessive mildew and mold. Where applicable, shower curtains should be in place, and of adequate length.
 - c. Lavatory/countertop: Should be clean.
 - d. Exhaust fans: Should be free of dust.
 - e. Floor: Should be clean and dry.
7. Storage Areas:
 - a. Linen closet: Should be neat and clean.
 - b. Other closets: Should be neat and clean. No flammable materials should be stored in the unit.
 - c. Other storage areas: Should be clean, neat, and free of hazards.

E. Exterior Standards

The following standards apply to family and scattered site developments only; some standards apply only when the area noted is for the exclusive use of the resident:

1. Yards/grassy area: should be free of debris, trash, indoor furniture, and abandoned cars.
2. Exterior walls: Should be free of graffiti, clean, free of dirt, grease, holes, and cobwebs.
3. Porches (front and rear): should be clean and free of hazards. Any items stored on the porch shall not impede access to the unit.
4. Steps (front and rear): Should be clean, and free of hazards.
5. Sidewalks: Should be clean and free of hazards.
6. Storm/screen doors: Should be clean; glass intact; no damage.
7. Parking area: Should be free of abandoned cars. There should be no car repair in the lots.
8. Hallway/stairwell: Should be swept clean and free of debris; free of any tripping hazards.
9. Laundry Area: Should be swept clean; no soiled laundry piled up; lint removed from dryer; dryer vented to the outside.
10. Utility room/storage area: Should be free of trash; no vehicle parts stored; no flammable materials.
11. Discarded food/grease: No evidence of grease or food disposed of outside of unit; no feeding dishes for animals outside of unit.
12. Other: Laundry and yard tools should not be left out overnight.

F. Housekeeping Education and/or Assistance

Housekeeping standards education and/or assistance will be available at no cost to any resident family requesting or needing assistance in complying with the housekeeping standards.

1. Participation in housekeeping standards education and/or assistance is voluntary. If the resident family chooses not to participate in housekeeping standards education and/or assistance, the resident family is still responsible to be in full compliance with the housekeeping standards.
2. The PHA will not conduct any inspections for housekeeping standards until the resident family has completed the housekeeping standards education and/or assistance or has provided their written decision to opt out of the housekeeping education and/or assistance.
3. After participation in the housekeeping standards education and/or assistance or if the resident family decides not to participate in housekeeping standards education and/or assistance, if the resident family is found to be in noncompliance with any housekeeping standards on any two (2) housekeeping standards inspections, regardless of when the

violations occurred, the noncompliance with the housekeeping standards will constitute a violation of the lease terms and the resident family may be evicted.