



HEALTHY NEIGHBORHOODS HEALTHY FAMILIES
AFFORDABLE HOUSING



Healthy Homes Tenant Standards Guide



NATIONWIDE CHILDREN'S®
When your child needs a hospital, everything matters.



Healthy Homes

Welcome

Congratulations on your new Healthy Rental Home! We are excited for you and want to see you be successful. The following information is designed to help you keep your home looking as nice as the day you move in. It outlines the maintenance expectations for Healthy Homes renters.

How it works

We strive for all of our tenants to be successful and maintain a consistent standard across our properties. Healthy Homes has established visual standards for each section of your home. Tips and best practices for maintaining a healthy home are outlined below.

Tenant responsibility

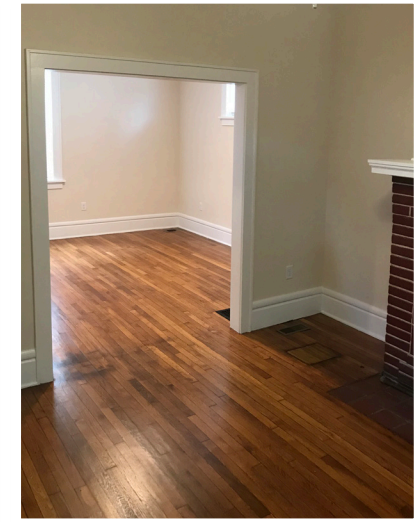
It is your responsibility to maintain a home that is neat, clean and organized, and to report any issues that arise to the property manager. You are encouraged to review this guide on a quarterly basis to ensure your home meets these standards.

Exterior

- Porch: The porch should be clean and free from clutter. Only lawn furniture is permitted (patio chairs and patio tables).
- Lawn care: Lawns are maintained by a Healthy Homes hired lawn service. There should be no debris (toys, lawn furniture or other miscellaneous items) left in the lawn so the yard can be maintained. If you have pets, pet waste should be picked up immediately. Trash and recyclables should be placed in cans and not left outside to prevent rodent activity. *Best Practice:* Clean the yard daily for pet waste. Over time, waste will cause dead spots in the lawn.
- Doors: Doors and screens should be maintained and clear from debris. Screens should be in good condition and function as normal.
- Prohibited items: Interior furniture cannot be placed outside the house, and pets may not be tied up outside.



Non-Compliant



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Common Living Area

- Flooring: Flooring should be kept clean, and be free of any rips, tears or deep scratches. If a tear occurs, notify your property manager so the issue can be addressed before it worsens. *Best Practice:* Do not pull or drag any furniture across the floors. This can cause tears in vinyl floors.
- Walls: Walls should be kept clean and there should be no holes and/or excessive nail holes from hanging pictures/art.
- Blinds and windows: Blinds should not be broken. Dust blinds often to prevent build up, and if hanging curtains, measure twice before drilling. Do not set cups or any food on window sills. *Best Practice:* To prevent broken blinds and a repair charge, raise blinds up and install curtains over the windows.
- Vents and cold air returns: To maintain the cleanest and healthiest air throughout your home, do not cover air returns.



Non-Compliant



Non-Compliant



Compliant

Kitchens

- General cleanliness: Kitchens should be swept daily. Appliances should be clean. Make sure no food is left out or open. Mop floors as needed and check underneath sinks for leaks. *Money Saving Tip:* Pest Remediation cost on average \$150 or more, depending on the service and 100% of that cost could be the responsibility of the tenant.
- Appliances: Appliances should be cleaned regularly, and spills inside and out addressed as they happen. Clean any overspill during cooking to prevent damage and the need for a deep cleaning of the appliance. *Best Practice:* Deep clean your appliances monthly to prevent any excessive build up.
- Cabinets and countertops: Maintain cabinets and countertops. Clean as needed and do not allow liquids to sit on the surface, which can cause stains. *Money Saving Tip:* A deep clean cost on average \$250 and 100% of that cost could be the responsibility of the tenant.
- Flooring: Kitchens have vinyl floors which should be maintained and kept in good condition. Do not drag any appliances or chairs across the floor.



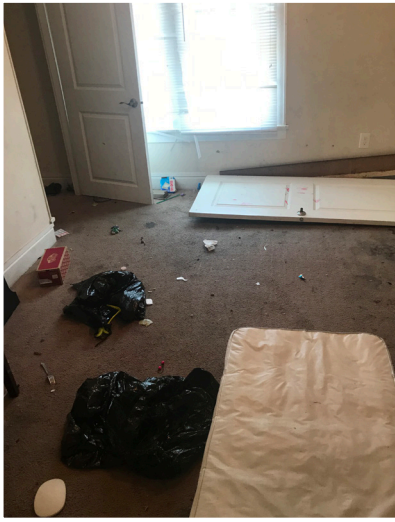
Non-Compliant



Compliant

Bathrooms

- Flooring: Bathroom flooring should be kept dry to prevent water from standing. Flooring should be kept clean, and be free of any rips, tears or deep scratches. If a tear occurs, notify your property manager so the issue can be addressed before it worsens *Best Practice:* The top cause for leaks in rooms below bathrooms is from water around the tub. Bath mats and rugs should be used to prevent water from puddling on the floor.
- Toilets: Toilets should remain in good working order. Only toilet paper is allowed to be flushed. Wipes and other products are not to be flushed in the toilet. *Money Saving Tip:* Did you know that a clogged plumbing line from wipes can cost up to \$500 to unclog, and 100% of that cost could be the responsibility of the tenant? That makes for a costly flush.
- Sinks and drains: Keep all sinks and drains clear of small items that can clog the drains. *Best Practice:* Lock up small items such as rubber bands, Q-tips or other items to prevent kids from placing them in drains.



Non-Compliant



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Bedrooms and Hallways

- Flooring: Carpet and hardwood floors should be kept clean by sweeping/vacuuming regularly. Floors should be free from stains and deep scratches.
- Doors: Doors should be in functioning order. There should be no holes and all doorknobs/locks should function.
- Walls and windows: Walls should be kept in good condition. Avoid any holes or damage. Keep furniture off of walls so the walls are not damaged. Window sills should be kept clear and should not have cups or food sitting on them as this can cause damage and stains. *Best Practice:* If doors become accidentally locked, there is a pin on top of the door that can be used to pop the lock.
- Smoke detectors: Smoke detectors are critical for life safety and should never be removed. *Best Practice:* Some detectors are hard wired and if there is a fire in the basement the detectors will sound upstairs.



Non-Compliant



Compliant

Basements

- Furnace Filters: All homes have high efficiency furnaces. The furnace recirculates the air within your home. It is critical that the furnace filter is changed quarterly at a minimum. *Money Saving Tip:* Filters often are \$5-\$10 each. No Heat Service Calls for clogged filters cost on average \$75, and 100% of that cost could be the responsibility of the tenant.
- Flooring: Basement floors should be kept clear of any debris and clutter. Clothes boxes and other items should not sit directly on the floor. *Best Practice:* Keep items elevated off the floor. Pallets or shelves can keep items dry. The landlord is not responsible for items that are damaged from water.
- Moisture: Many of our homes are 75+ years old and the basements, while clean and safe, often have some water seep in through the foundation. This is common and we provide dehumidifiers for basements in our rentals. Also, keep all floor drains clear for proper drainage. *Healthy Home Tip:* If there is a noticeable amount of water in the basement, run the dehumidifier on continuous mode. Check exterior downspouts to ensure water is running away from the foundation.



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