Policies and Procedures
Residential and Assisted Living Communities

Policy Title: Apartment Cleaning and Repair

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Approved By: Kevin Cox

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Page Number: Page 1 of 1

POLICY
Ageia Health Services requires a Cleaning/Repair Charges form to be completed for any apartment requiring repairs and/or excessive cleaning as a result of damage caused by the apartment resident(s). The estimate is to be completed upon receipt of the resident’s notice of move out to allow the bill to be prepared and presented to the resident prior to move out. If the completed cleaning and/or repair charges differ from the estimate, complete a new form showing the actual charges.

PROCEDURES
1. Upon receipt of notification of a move out, maintenance will arrange a time to inspect the apartment.
2. Completing the form:
   a. Fill in all sections. In the labor section, ‘Quantity’ represents hours. In the Materials section, ‘Quantity’ represents units of measure such as square yards, feet, each, etc.
   b. If available, please attach a copy of any invoices or estimates for materials.
   c. Calculate the totals for each sub-section then enter total labor, total materials and total to be billed.
   d. Maintenance director and executive director both sign the form.
3. Fax completed form and any invoices/estimates to the corporate Accounts Receivable manager at 541-312-0077.
4. Accounts Receivable manager will prepare billing for the resident and send bill prior to the move out if possible.

FORMS
Cleaning/Repair Charges

RETENTION GUIDELINES
Five years