Environmental Services

This is MY HOME...

Providing our residents with a safe, clean, and visually desirable environment is part of our responsibility of service. Many residents finally make a decision to move out of their home because it becomes just too much work and worry to manage. They still desire a clean, safe, and appealing home to live in, they just cannot keep up on the maintenance by themselves.
The Maintenance Department

A major division of environmental services is our maintenance department. Most communities have 1-2 staff members that are responsible for maintaining the structural integrity of the entire building.
The maintenance department is also responsible for numerous other tasks that play a vital role in the safe operation of our business. These tasks include:

- Disaster and Fire Safety and Planning
- Repair of equipment and structure
- Building projects, revisions, and remodels
- Safety Committee
- Quality Assurance Program
- Hazard Communications Program (just to list a few)
Maintenance of most properties requires not only diverse talent but excellent organization skills. Most communities have systems in place to notify the maintenance department of needed repairs. Make sure during your “on-site” training you learn where the maintenance log is stored and what the procedures are for reporting needed repairs. You play a vital role in helping maintenance identify problem areas. Reporting is the key.
The Maintenance Department

It’s important to remember, if you see a needed repair that may pose a hazard or injury to staff or residents –

REPORT IT IMMEDIATELY IN PERSON!
The Maintenance Department

DON’T PANIC
PLEASE STAND BY

We’re currently down for maintenance and will be back shortly. Thank you for your patience.
The other two departments that compromise environmental services

Housekeeping Services

Laundry Services
Housekeeping services achieve much more than keeping the community sparkling clean. They also disinfect fixtures throughout the building to prevent the spread of infection. Housekeeping staff are trained on customary cleaning techniques and the varied chemicals that effectively destroy dangerous germs.

As hard as they may try, they can do this alone. Keeping our communities clean involves EVERYONE taking responsibility to support this department by picking up or cleaning common and staff used areas, such as, employee break room, bathrooms, litter on the ground, etc...
Every community varies on how laundry is processed. Usually, weekly apartment cleaning done by the housekeeping department, includes stripping the resident’s bed and laundering the sheets. Some residents pay to have their personal clothing processed by community staff. We need to ensure that we do not mingle resident’s belongings when they are processed (cross contamination). Also the exterior and interior of the machine should be wiped down with a disinfectant in between loads.
Critical to the success of our operations, the environmental services team is committed to keeping our properties, our resident’s home, in the best possible condition... **CLEAN, SAFE, AND APPEALING.**