

Dear FSILG student leadership,

Thank you again for attending the FSILG House Manager meeting last night. We wanted to follow-up below by highlighting some of the items we went over as well as providing the full presentation. Please make sure to carefully read the information below and ensure that all winter weather preparations are being monitored by yourself as well as your fellow residents, and that your building is sufficiently heated. Have a set communication plan and review these topics and plan with your alumni house manager to ensure you are on the same page.

Of particular note, we wanted to remind everyone to work with your alum house corps to have a plan in place to clear the sidewalks and stairways in front of the houses and around dumpsters and identify a "last person out" who will double-check that windows are properly shut and locked and a few lights are left on with people going away for Winter Break. Please also ensure to connect with your alum house corps to ensure that any historical pipe freezing issues are proactively addressed.

**Water Issues to Monitor:**

1. No water in the upper floor bathrooms.
2. Sudden reduced water pressure in any of the fixtures or faucets.
3. Sudden reduction in the Hot water temperature (run it for a period of time to make sure it did not lose heat overnight) .
4. No Hot Water in the basement (building). You can check this by running water in a basement sink.

**Heating Recommendations:**

1. CLOSE AND LOCK all doors and windows. Ensure any roof hatches are securely closed.
2. Remove all remaining AC's from windows.
3. Keep the heat on and set to about 65 degrees, even if no one will be in the house. This prevents frozen pipes since they are getting heated more often. If the heating system fails the building will have more time (residual heat) for a repair.

**Heating Issues to Monitor:**

1. Any sudden reduction in the availability of heat.
2. Check all rooms/spaces for changes in temperature and below freezing temperatures.

**Special Notes on Space Heaters:**

1. Space heaters should not be necessary if the heating system is working properly. IF space heaters are in use please make sure they are physically isolated, ie: nothing is within 3 feet (fire prevention and better heat flow).
2. UNPLUG ALL SPACE HEATERS before leaving for the holidays
3. IF in use PLEASE make sure they are NOT in a room with a thermostat - room may be warm but the heating system will freeze since it will not go on.

**Ice & Snow:**

1. Snow or Ice must be removed within 3 hours of a storm.
2. Have a plan (**create with Alum House Corp**) to clear and salt the sidewalks and stairways in front of your house.
3. Dumpsters, and the area around them, must be free and clear of all ice and snow or trash companies will not provide pickup service.

If you have a burst pipe or other issue please contact your alum house corp ASAP. If you are unable to reach your alum house corp, please contact [help@fsilg.coop](mailto:help@fsilg.coop) and any vendors with whom you have an established relationship.

**For heating issues:**

DeMella Heating (617) 876-4001

**For most of you, your insurance contact is:**

Holmes Murphy Contact: MK Mashek

800.736.4327 ext. 5500

After Hours Contact: 800.736.4327 ext. 4189

**For emergency water damage the Insurance carrier recommends:**

ServiceMaster 888.927.4877

Stay warm and safe! Do not hesitate to contact us if you need anything. Thank you for your leadership!

Warm regards,  
FSILG Office

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**Liz Jason (she/her)**

*Associate Dean of FSILGs*

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Interested in scheduling a meeting?

Visit: <https://calendly.com/ejason-1>

On campus: T, W & Th

Remote: M & F

# Winter 2022 House Manager Meeting

# General guidance that can help alert to potential issues

- Look
  - Is there water where it shouldn't be?
- Listen
  - Is equipment making a new noise?
- Smell
  - Does the kitchen smell like gas?
- Feel
  - Does it feel colder than usual?

# Topics

- Preparations (before you leave for break)
  - Safety + Security
  - Systems
  - Snow/Ice + Exterior
  - Communications
- What to monitor (while you're away)
  - Building checks
  - Communications
- What to do and monitor (upon return) – spoiler alert!
- Resources
- Questions
- Scenarios

# Preparations: Safety + Security

- Windows + Doors
  - Closed and secure?
  - Remove any remaining ACs
- Exterior lighting + Cameras
  - Functioning?
- Interior lighting
  - Identify a few areas to leave lights on
- Trees + shrubs
  - Trimmed away from building and any lines
  - Remove all flammable holiday decorations



# Preparations: Systems

- Heating
- Domestic Water
- Electrical
- Gas
- Fire Alarm (+ Burglary)
- Sprinkler
- Egress



# Preparations: Systems

Basic idea...

Are all systems

- Functioning normally?
  - No? Get them serviced ASAP!
  - Following slides provide examples of what to look/listen/smell/feel for re: systems
- Readily accessible, i.e.: nothing blocking?
  - Need clear access for service and emergencies

# Preparations: Heating

- Set system to ~65
- Look
  - Is there water on the floor in the boiler room/around radiators/leaking out of heating pipes?
- Listen
  - Are there strange noises in the boiler room/coming out of radiators/ducts?
- Feel
  - Are there any colder or hotter areas? Are some radiators/ducts not working?
- Know where your emergency boiler shut-off is and ensure clear access



What are these?

# Preparations: Domestic Water

- Look + Listen
  - Are any pipes or valves leaking/dripping?
  - Are any faucets dripping?
- Feel
  - Is the hot water not hot?
  - Is there no water or low pressure?
- Are there any pipes in areas of the house that are known to get cold, and possibly freeze?
  - Ask alums for history
  - Make a plan to proactively address
- Know where your main water shut off is and ensure clear access

# Preparations: Gas

- Smell
  - Do you smell gas in the boiler room or kitchen?
    - What are some causes of a gas odor in your kitchen?
- Know where your gas shut off valve is and ensure clear access

# Preparations: Other Gas...sewer gas

- Floor drains can dry out...and then release strong odors!
  - Make sure to hydrate!

# Preparations: Electrical

- Look
  - Are there outlets that are known to spark or have burn marks?
  - Are outlets or power strips overused?
  - Are there cords running across egress paths?
  - Are there holiday decorations that could be unplugged?
  - Can you minimize electrical use?
- Listen
  - Do residents complain about outlets not working or the power going out?
- Know where your electrical shut off is and ensure clear access

# Preparations: Fire Alarm (+Burglary)

- Look + Listen
  - Are either of the system displays showing not “Normal” or showing a “Trouble”
  - Do you hear something annoying...something that could be construed as an alarm or low battery warning from the system or sensors in bedrooms?
- Look
  - Are sensors, e.g.: smoke detectors, clear of obstructions?
- Know where your Fire Alarm Panel is and ensure clear access
  - Do not touch the Fire Alarm Panel or press buttons!





# Preparations: Sprinkler

- Look
  - Are your sprinkler pipes and heads clear of obstructions?
  - Are your sprinkler pipes and heads showing warning signs they might leak?
- Listen
  - Some sprinkler systems use a compressor
- Know where your Sprinkler System shut off is and ensure clear access
  - Do not touch the Sprinkler System shut off!









# Preparations: Egress

- Look
  - Are hallways clear of obstructions?
  - Are egress windows (fire escapes) accessible and clear of obstructions?
  - Are pathways into/through egress rooms clear?
  - Are fire escape clear of obstructions?
  - Are fire doors free to close, i.e.: nothing blocking?
  - Do emergency lights work when you test them?



# Preparations: Snow + Ice Removal

- Have a plan – or develop one with your Alum House Corp – to ensure that the sidewalks and stairs in front of your house and the area around your dumpster are cleared of snow and ice within 3 hours of a storm
  - Snow or Ice must be removed from sidewalks and walkways for the public's safety
  - Dumpsters, and the area around them, must be free and clear of all ice and snow...OR trash companies will not provide service
  - Cities may issue fines/liability
- Other exterior:
  - Remove garden hoses and shut off water
  - Remove grills

# Communications

- Have a communications plan (list and order) for issues that arise
  - What do you have in place?



# What to monitor (while you're away)

- Will someone periodically do building checks of your house?
  - Yes? Safety + Security, Systems, Snow/Ice + Exterior
  - No? Talk to your alums and/or FCI
- Water use
  - Volume (metering from municipality)
  - Lack of water, low pressure, or lack of hot water
- Your phone
  - Answer calls from your alarm company, other vendors, the MIT FSILG Office, and FCI
- Your SLI Locker for Invoices and to check when systems inspections need to occur
- Is your communications plan working?

# What to do and monitor (upon return)

- Update access codes and notify
- Did your communications plan work?
- Complete walk-through same as **Preparations (before you leave for break)**
  - Rinse + Repeat: Safety + Security, Systems, Snow/Ice + Exterior
- Check you SLI Locker

# Resources

- Your alum board
- FSILG Office
- House manager manual from the AILG Facilities website
- FCI
- Heating issues: DeMella Heating (617) 876-4001
- Insurance – for most of you your insurance contact is Holmes Murphy
  - MK Mashek: 800-736-4327 x5500/After Hours: 800-736-4327 x4189
  - Emergency water damage? HM recommends ServiceMaster: 888-927-4877

# Questions?

- Would you like the opportunity to meet periodically to discuss common facilities issues?

# Scenarios

What's wrong in these photos?















