

Reporting Problems

Non-Urgent Maintenance: Report any non-urgent maintenance needs to your building manager. This includes issues like slow drains, leaking faucets, broken lightbulbs, and mold.

Mold: Mold grows in warm, moist environments with poor ventilation. It most often appears near the shower or bathtub in patches of black spotting. If mold is not treated, it can cause respiratory irritation to people living in the suite. You can help prevent mold by leaving windows open and always running the fan while showering. If you see mold, notify your building manager so the area can be professionally cleaned.

Urgent Issues: Call (617) 495-5560 24 hours a day, 7 days a week, to report any urgent maintenance needs ranging from plumbing emergencies to blood and vomit clean-up.

Hazardous Clean-Up: Bodily fluids such as blood and vomit can transmit disease and may pose health risks to you and others in your suite. If you encounter these hazards in your bathroom, you should call the Operations Center immediately. Trained custodial staff will clean and disinfect the area. Do not attempt to clean it yourself.

Bathroom Cleaning Guide

Supplies

At move-in, your bathroom is stocked with the following supplies:

- Delta Ultra all-purpose cleaner
- Oxivir disinfectant
- Toilet bowl cleaner
- Paper towels
- Scrub brush
- Toilet bowl brush and holder
- Wastebasket and trash bags

Disposable nitrile gloves, brooms, dustpans, and mops are available in the building manager's office (or Yard Operations if you live in the Yard).

Keep all items organized neatly in a small box or container. Make sure the bottles of cleaning solution are stored upright with nozzles turned to the "off" position.

Contact your building manager when you need to restock your supplies.

Recommended Cleaning Schedule

Clean the...	with...
Sink, faucet, and shelves	Delta Ultra, Oxivir, paper towels every day
Toilet	Delta Ultra, paper towels, bowl cleaner, bowl brush, Oxivir every day
Mirrors	Delta Ultra, paper towels once/week
Shower or bathtub	Delta Ultra, scrub brush, paper towels, Oxivir once/week
Floor	Broom, dustpan, Delta Ultra, mop once/week
Bathmats	Laundry detergent once/week

*** Take out the trash as soon as the bag is full ***

Safety Precautions

- Always wear a new pair of disposable nitrile gloves and a face covering while cleaning. Long pants and closed-toe shoes are also recommended.
- Cleaning products can cause eye, skin, and respiratory irritation when used improperly. Never mix chemicals together. Never ingest or inhale chemicals. Never spray chemicals on your skin or in your eyes. Safety goggles are available from your building manager's office.
- Open a window or run the fan for ventilation while cleaning.
- To maintain social distancing, do not clean with others

Recommended Cleaning Procedures

Showers & Bathtubs



After removing any personal items, spray the walls, floor, and fixtures with Delta Ultra. Let sit for one minute. With the scrub brush, scrub the walls and floor using a circular motion, starting at the top and working down. For smaller areas like the soap dish, scrub the area with paper towels. Rinse thoroughly. When the shower is completely rinsed, liberally spray the walls, floor, and fixtures and shower curtain with Oxivir.

Sink, Faucet, and Shelves

After removing any personal items, spray all surfaces with Delta Ultra. Use paper towels to scrub and wipe down all surfaces. Use a new, dry paper towel to wipe up any remaining residue. When finished, liberally spray all surfaces with Oxivir.



Mirrors



Spray mirror with Delta Ultra. Wipe down from top to bottom with paper towels.

Toilet



Spray the exterior of the toilet with Delta Ultra. Use paper towels to scrub and wipe down all surfaces. With a new, dry paper towel, wipe up any remaining residue. Apply toilet bowl cleaner inside the rim of the toilet bowl. With the bowl brush, scrub inside the bowl. Flush the toilet to rinse. When finished, spray liberally with Oxivir, especially high-touch areas like the flush handle and toilet seat.

Floor

Sweep the floor with a broom and dustpan. Spray the floor with Delta Ultra. Begin mopping at the far end of the bathroom and move toward the door. Throw the disposable mop head in the trash immediately after use.



Bathmats



Wash bathmats in the laundry once a week and dry on low heat. Follow the care instructions for your bathmats if different.