Operating a women’s fraternity or sorority chapter house is an increasingly difficult and complicated endeavor. We have attempted to collect here the best practices necessary to create a successful house corporation.
# TABLE OF CONTENTS

Best Practices for House Corporations................................................................. 0
Table of Contents............................................................................................... 1
Life Safety ........................................................................................................ 2
  __Smoke Alarm Basics..................................................................................... 3
  __Crisis Communication Plan.......................................................................... 5
  __Automatic Sprinkler Toolbox....................................................................... 6
  __Commercial Kitchen Guidelines................................................................. 7
Governance & Legal........................................................................................... 8
  __Important Terms for Housing Agreements.................................................. 9
  __Sample Housing Agreement ...................................................................... 11
  __Sample House Director Contract................................................................. 16
  __Minimum requirements for Contractors..................................................... 18
  __Insurance Information................................................................................ 20
  __What To Do In the Event of a Claim............................................................ 21
  __Glossary of Insurance Terms..................................................................... 22
Employee Issues ............................................................................................... 24
  __Workers’ Compensation Safety................................................................. 25
  __Sample Job Descriptions .......................................................................... 26
  __Employment Hotline................................................................................... 39
Facility Management.......................................................................................... 40
  __Facility Improvement Process®................................................................. 41
  __Bed Bugs .................................................................................................. 42
  __House Corporation Inventory Checklist.................................................... 43
  __Chapter House Self-Inspection Form......................................................... 44
  __Opening the Chapter Checklist ................................................................ 45
  __Closing the Chapter Checklist .................................................................. 47
  __Check-In & Check-Out Procedures............................................................... 50
  __Preventive Maintenance Checklist.............................................................. 53
LIFE SAFETY
SMOKE ALARM BASICS

Fire safety experts recommend that, if at all possible, homes have hard-wired, monitored smoke detectors (with a battery back-up).

If that is not feasible, please purchase traditional smoke alarms according to the following guidelines:

- Many hardware, home supply or general merchandise stores carry smoke alarms. Make sure the alarm you buy is UL-listed. If you are unsure where to buy one in your community, call your local fire department (on a non-emergency telephone number) and they will provide you with some suggestions. Some fire departments offer smoke alarms for little or no cost.
- Install smoke alarms on every level of your home, including the basement. Many fatal fires begin late at night or in the early morning. For extra safety, install smoke alarms both inside and outside the sleeping area.
- Also, smoke alarms should be installed on the ceiling or 6 to 8 inches below the ceiling on side walls. Since smoke and many deadly gases rise, installing your smoke alarms at the proper level will provide you with the earliest warning possible. Always follow the manufacturer’s installation instructions.
- Be sure to test the smoke alarm once a month per the manufacturer’s instructions.
- Replace the batteries at least once a year. Tip: Pick a holiday or your birthday and replace the batteries each year on that day. If your smoke alarm starts making a "chirping" noise, replace the batteries and reset it.
- Keep them clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly.

ADDITIONAL FIRE SAFETY RESOURCES

Refer to www.mjsorority.com for additional fire safety resources, including the following:

- Recommendations: Carbon Monoxide Detectors
- Safe Heating Practices
- Common Fire Causes
- Campus Fire Safety Legislation
- And much more!

Other helpful websites include:

Center for Campus Fire Safety
http://www.campusfiresafety.org

Campus Fire Watch
http://www.campusfirewatch.com
• Typical smoke alarms last about eight-to-ten years, after which they should be replaced. Like most electrical devices, smoke alarms wear out. You may want to write the purchase date with a marker on the inside of your unit. That way, you’ll know when to replace it. If you are unsure of how old your smoke detectors are, try the following:
  o Perform a functional test of the smoke detector/s in order to ensure it is working correctly. A functional test entails the spraying of an aerosol can or devise about 6-8 inches from the smoke detector (make sure the “smoke” enters the sensing chamber of the smoke detector).
  o If the smoke detector successfully detonates, assume that the smoke detector is five years old and start the clock at that point to determine when it should be replaced. Write the replacement date on the actual smoke detector, so that future volunteers or members know when it needs to be replaced.
  o Always follow the manufacturer’s instructions for replacement. Some smoke alarms now on the market come with a ten-year battery. These alarms are designed to be replaced as a whole unit, thus avoiding the need for battery replacement.

**Smoke Detectors: Tips and Tricks**
CRISIS COMMUNICATION PLAN

A woman's fraternity/sorority is subject to many different risks, which expose the organization to property and life safety "disasters."

A disaster can be defined as “an unexpected event causing widespread or localized destruction to lines and/or property.”

Classic examples include:

- Member is killed in a traffic accident following her attendance at a co-sponsored function with a men's fraternity
- A tornado levels the chapter house with several members sustaining severe bodily injury
- Members were alleged to have physically hazed their new members in an initiation event
- As a fraternity/sorority leader and member you are aware of the many complex exposures that your organization faces day in and day out! These exposures do produce losses.

Disaster losses differ; however, from normally occurring losses. In a disaster the sustained losses can be overwhelming and the relief efforts are overtaxed to the breaking point.

A crisis is the period of time following a disaster during which immediate help is needed in order to save and/or preserve life and property, as well as to minimize the negative impact upon your organization and its reputation.

No two crises are alike, they come in all shapes and degrees of severity, but some basic principles apply universally. There are two distinct features of your crisis planning and crisis management plans:

- Pre-crisis actions that need to be addressed prior to the event in order to mitigate or exercise some control over the event.
- Post-crisis actions that need to be accomplished following the event in an attempt to mitigate and control the results of the event.

We have developed a Crisis Communication Plan template for your use that walks you through the necessary steps in developing your own Crisis Communication Plan. The template, as well as additional emergency planning resources are available at www.mjsorority.com.

---

**Crisis Communication Plan Template**
AUTOMATIC SPRINKLER TOOLBOX

The Automatic Sprinkler Toolbox is an expansive resource created uniquely for fraternity and sorority house corporations that are researching the sprinkler installation process. It includes the following:

- THE ELEMENTS OF FIRE SAFE CHAPTER HOUSING
- THE HISTORY OF FIRE SPRINKLER SYSTEMS
- THE MERITS OF HAVING A FIRE SPRINKLER SYSTEM IN YOUR CHAPTER HOUSE
- HOW EXACTLY DOES AN AUTOMATIC FIRE SPRINKLER SYSTEM OPERATE
- WHO DETERMINES WHERE AND WHEN SPRINKLERS ARE REQUIRED
- DIFFERENT TYPES OF SPRINKLERS DESIGN STANDARDS AND CHOOSING THE OPTIMUM SYSTEM FOR YOUR PROPERTY
- WHO DESIGNS FIRE SPRINKLER SYSTEMS
- FINANCIAL COSTS OF THE SPRINKLER INSTALLATION
- FIRE SPRINKLER SPECIFICATIONS AND BID PROCESS AND HOW TO MANAGE IT LIKE A PRO
- CHOOSING A CONTRACTOR FOR THE INSTALLATION IN YOUR AREA
- HOW TO SECURE A PROPERTY DISCOUNT ONCE YOUR SPRINKLER SYSTEM IS INSTALLED
- WHAT IF YOU ARE NOT THE OWNER OF THE PROPERTY AND ONLY A TENANT
- NOW THAT YOU HAVE IT, WHAT DO YOU DO WITH IT AFTER THE CONTRACTORS LEAVE
- LIFE SAFETY: SPRINKLER LEGISLATION AND FRATERNAL SUPPORT
- MYTHS ABOUT SPRINKLER SYSTEMS

Click here: Automatic Sprinkler Toolbox
COMMERCIAL KITCHEN GUIDELINES

Occasionally, we have requests from our clients on the practice of allowing the chapter members the use of the chapter house’s commercial kitchen during the off hours when no trained or experienced staff is present.

According to the recent University Housing Report compiled by FEMA, **76.5 percent of campus fires start in the kitchen.** The risks that we believe are inherent to this possible usage are sufficient enough that we do not recommend the property owner consider this as a valuable option for its members.

As we see it, the equipment in the kitchen represents a significant financial cost for the property owner to purchase and maintain. The presumption by the insurance company is that the staff who works with this commercial equipment are properly trained on the use of the equipment. This is the preferable way to protect this investment. Indiscriminate use by untrained individuals not only puts the equipment at risk but improper use also puts the entire facility in harm’s way.

The number one cause of fire in fraternity/sorority chapter houses are kitchen electrical fires. Certainly a kitchen can be a high hazard area even for the trained personnel. Other risks that are present would be

1. injury to the member while cooking in the kitchen
2. issues with proper food storage

Ultimately the property owner must decide the manner under which their kitchen is utilized, taking into consideration other issues that emerge as respects to general chapter operations.

---

**Commercial Kitchen Case Study**

CLAIM EXAMPLE

A member was using a deep fryer in the kitchen to heat oil. The member walked away to another room, and the fryer caught the cabinet and microwave on fire. The fire damage was contained to the kitchen. However, there was smoke damage throughout the house. A total of $47,972 was paid out for the claim.
IMPORTANT TERMS FOR HOUSING AGREEMENTS

DISCLAIMER: This document does not constitute legal advice; it is merely a guide to key components for a housing agreement. The laws relating to the possession of property vary from state to state. Please consult experienced legal counsel when you are preparing housing agreements.

The following terms are recommended to be included in your housing agreements based upon extensive legal, risk management and insurance insight from both Faegre Baker Daniels LLC and MJ Insurance Sorority Department.

Not a lease. Call your document a housing agreement; do not use landlord/tenant/lease language because those who reside in a fraternity or sorority (hereafter, "fraternity") house do not have exclusive possession rights as tenants in an apartment complex do. In legal terms, your agreement is therefore not a lease but a license, although you need not use the term "license".

Payment terms. Each year strive to move closer to the university model: require payment in advance of moving in, either prior to the school year or at least prior to each semester. If possible, the agreement should provide the university "checklist" or other enforcement actions which are available following a default by a member.

Parties. Include parents as parties to the agreement and not merely as guarantors. The agreement must expressly say that it is not assignable by the member.

Fraternity discipline and violation of University Rules or any laws. Provide that a member who is suspended or terminated from membership or who violates the law is automatically in breach of her agreement and must move out of the premises immediately. A violation of university, fraternity or chapter rules should also be a breach. This however does not release the member from the financial obligations of her contract.

Knowledge of fraternity discipline rules. In the agreement, members acknowledge that they have received, read, understood and agreed to follow all fraternity disciplinary rules.

Non-waiver. Provide that the house corporation’s failure to enforce provisions or protections in one instance do not constitute a waiver of its ability to enforce those provisions in future instances.

Who may reside. Provide that only full time registered students who are members of the fraternity at the college or university may live in the chapter house. The members should agree that rooms may be assigned and reassigned at any time and that the owner need not resolve disputes among members or be responsible for actions of any other member.

Damage to House. It is helpful to provide that if the house is damaged the person responsible may be obligated to pay for the damages. In the absence of knowing the party responsible, it is expected that each of the members will be responsible for an equal share of the cost of repairing that damage.

Deposits. To the extent permitted by local law, define deposits as "housing deposits" that can be used to remedy failure to pay house bills or to repair damage. Provide that in the event the perpetrator cannot be determined, the house corporation may draw upon deposits to repair damage to the chapter house.
**Absence/off campus study.** Require members signing the agreement to pay their expenses whether they are present or not. Have agreements signed at a time when members are most likely to know whether they have been accepted for off campus study.

**Chapter house uninhabitable.** Provide that if the chapter house becomes uninhabitable, the house corporation will endeavor to provide for comparable housing which may include university housing as an alternative.

**Member personal property (including cars).** Put members on notice in the agreement itself that the house corporation does not (and cannot) insure member person property on the premises (including cars in the parking lot), and that members must have their own coverage for such items.

**Member personal property during summer break.** Put members on notice in the agreement itself that the house corporation will set a date and time for the house to be closed for the summer break and that all personal property of the members (including bicycles) is to be removed. Any personal property remaining will be discarded from the premises.

**Breaks.** Establish procedures for occupancy, or prohibiting occupancy, of the house for winter, spring and summer breaks and address the personal property of the resident/members.

**Member release and indemnification of the house corporation.** Because members are also currently insured under your policy, the release and indemnification need only extend to claims involving member personal property and claims not already covered by your insurance.

**Service animals.** Your agreement should permit their presence if both medically necessary and approved by the housing corporation, but otherwise should exclude pets. Closely examine any state law to insure that a private entity is subject to the law.

**Searches.** Your agreement should permit the house corporation to search rooms at any time for any reason without prior notice.

**Items not permitted on the property.** You should provide that members may not have the following items on the property: firearms; other weapons; illegal drugs/controlled substances; marijuana (listed separately because it is now legal under some state laws); alcohol (again, it should be separately listed because it is legal for some students under state law).

**Rules.** A general set of rules, which can be modified from time to time, should be established. Those typically include no smoking, no candles, no roof access and no modifications of room.

---

**Important Terms for Housing Agreements**

---
SAMPLE HOUSING AGREEMENT

ROOM AND BOARD AGREEMENT

THIS AGREEMENT ("Agreement") is entered into by ________________ (the "House Corporation"), ________________ (the "Student"), and ________________________ (the "Parent(s)/Guardian(s)") regarding Student's residence in and use of the ________ Chapter House located at ___________________________ and its surrounding land (collectively, the "House") of ________ Chapter (the "Chapter") of ____________ Sorority/Fraternity (the "Sorority").

In consideration of their mutual covenants and conditions stated below, the parties agree as follows:

1. The Student hereby contracts for housing in the House for the academic year commencing _____________, 20___ and ending _________________, 20___. It is understood that this housing is engaged for the entire academic year, except vacation periods scheduled by the university/college (the "Break Periods"). The Student also hereby contracts for the full board program for the entire academic year.

2. The following meals will be available except during the Break Periods: Breakfast, lunch and dinner – Monday through Thursday Breakfast and lunch – Friday Brunch and dinner – Sunday

3. Room and board fees for the academic year are $_______. This fee includes room and board only. Sorority dues and social fees for the scheduled social functions are the subject of a separate contract between the Student and the Chapter and are not addressed in this Agreement. Payment for each semester/quarter shall be $_______, payable on _________________________. FULL PAYMENT MUST BE RECEIVED BY THE HOUSE CORPORATION BEFORE THE STUDENT WILL BE ALLOWED TO MOVE INTO THE HOUSE. Room and board fees (or any part thereof) not paid when due shall bear interest from the due date thereof until paid at the rate of fourteen percent (14%) per annum. If any check in payment of room and board fees is returned due to insufficient funds, the House Corporation may charge the Student a fee of $________. Room and board fees shall be payable for the entire academic year to which this Agreement applies notwithstanding the fact that the Student ceases to reside in the House for any reason, including (but not limited to) the termination of the Student's right to occupancy by the House Corporation pursuant to the following paragraph 12 or the Student being academically ineligible to enroll in, or withdrawing from, the university/college for any semester/quarter. No part of the charges will be rebated due to missed meals or for any other reason.

4. Concurrently with the execution of this Agreement by the Student and the Parent(s)/Guardian(s), the Student shall pay to the House Corporation a deposit of $500.00 as security for the Student's performance of her obligations under this Agreement. Subject to compliance with applicable law, the House Corporation may apply this deposit to pay any amounts due to the House Corporation hereunder and/or as compensation for any loss, damage, cost or expense the House Corporation incurs because of any breach of this Agreement by the Student, including but not limited to (a) costs of cleaning, repair, replacement or damage to the Student's room, regular wear and tear from proper use excepted, (b) costs of repairing damage to the House caused in whole or in part by Student or her guests, (c) costs of repairing damaged common areas of the House (unless that liability is acknowledged by one or more other members), (d)
costs, including reasonable attorneys' fees, of collecting amounts owed under this Agreement and (e) costs, including reasonable attorneys' fees, of ejecting the Student if she is in breach of this Agreement. If any portion of the deposit is applied, the Student shall replace or replenish that portion within ten (10) days of written notice by the House Corporation. Unless otherwise required by applicable law, the Student will not be paid interest on the deposit and the deposit may be commingled with other funds of the House Corporation.

5. Notwithstanding the provisions of paragraph 3 above, in the event a Student withdraws from the university/college due to illness or other serious emergency beyond her control, she may make a written request to the House Corporation for an exception from the requirement to pay the room and board fees required under this Agreement, but the House Corporation shall not be obligated to grant such exception.

6. The Student shall pay any special assessments which the House Corporation determines are reasonably necessary to impose. Payment shall be due thirty (30) days after written notice to the Student of the imposition of such assessment.

7. The Student and her Parent(s)/Guardian(s) hereby (a) WAIVE ALL CLAIMS AND RELEASE FROM ALL LIABILITY the House Corporation, the Chapter, the Sorority, and each of their respective agents and employees (the "Released Parties") for all injuries, damages or losses of or to persons or property in any way connected with Student's presence in or occupancy of the House sustained by the Student arising from any cause, including but not limited to the negligence of the Released Parties (the "Released Claims") and (b) jointly and severally agree to DEFEND, INDEMNIFY, AND HOLD HARMLESS the Released Parties from the Released Claims and from any claim of or on behalf of the Student's guests in any way connected with their presence in the House. Any property kept by the Student in or about the House shall be kept at the Student's sole risk. The House Corporation encourages the Student to obtain insurance to protect her from sicknesses, injury, and loss or damage to property. Student and Parent(s)/Guardian(s) acknowledge that the Chapter and the Sorority are beneficiaries of this Agreement and may enforce its terms.

8. The Student (a) shall observe all housing regulations imposed by the university/college and the House Corporation (including but not limited to those set forth in paragraph 11 below), (b) shall be an enrolled student at the university/college at all times during each semester/quarter covered by this Agreement and (c) shall be a member in good standing of the Sorority at all times during each semester/quarter covered by this Agreement.

9. The House Corporation shall assign a room to the Student for the academic year, and the Student agrees to occupy the room so assigned to her. The Student understands that she may be sharing the room with other persons. It is not the intention of the parties to create a landlord-tenant relationship, but rather to create a contractual relationship permitting the Student to reside in the House subject to the terms of this Agreement. The House Corporation reserves the right to change the room assignment of the Student and shall have the right to inspect and search the Student's room at any time and for any reason without prior knowledge or consent by the Student or any legal authority. If requested, the Student will cooperate with any search and will open any locking devices and remove any other impediments to such searches.
10. The Student shall keep her room and its equipment and furnishings in good and clean condition and shall surrender the same upon vacating the room in substantially the same condition as received, reasonable wear and tear arising from proper use excepted. Student shall exercise reasonable care in the use of portions of the House other than her assigned room and will assure that no conduct by her or her guests damages those areas. The Student shall vacate her room at the beginning of each Break Period at the hour designated by the House Corporation and within 24 hours following her last final exam at the end of the academic year (except if the Student is graduating, in which event she shall vacate within 24 hours following the graduation ceremony). The Student agrees to pay for the replacement cost of all keys, door locks and bolts in the event her keys to the room or other areas of the House are lost or stolen. Any personal property belonging to the Student remaining in the House at the end of the academic year shall be deemed abandoned by the Student and may be disposed of by the House Corporation at the Student’s expense without any liability to the Student. The House Corporation has the right in its sole discretion, but has no obligation, to discuss with any parent or guardian of the Student any facts, circumstances, or conduct of the Student.

11. The Student shall abide by all rules of the House Corporation, including but not limited to the rules listed below. Student agrees to enforce such rules with respect to her guests and will be responsible for their conduct.

(a) No smoking is permitted in the House, and no alcohol, illegal drugs, controlled substances, or firearms may be used in or brought into the House.

(b) No personal furniture is permitted in the Student’s room. House furniture shall not be removed from the Student’s room.

(c) No hanging shelves, building lofts, wallpaper or painting are permitted in the Student’s room.

(d) Personal belongings may not be stored in the basement or attic.

(e) The Student shall not keep any pets or animals in the House.

(f) The House Director shall not be requested to arrange for or move in or out anyone’s personal belongings.

(g) No conduct violating any university/college regulation or any law is permitted, including but not limited to hazing.

(h) No conduct that disturbs others’ enjoyment of the House or that could adversely affect the health, safety, or well-being of the Student or of any other resident is permitted.

(i) In the event the House Corporation reasonably believes the Student has a health condition that may affect her ability to reside in the House or that could adversely affect the well-being of other residents, upon request of the House Corporation, the Student will execute any consents necessary for the House Corporation to consult the Student’s physician(s) or review her medical records.
consistent with applicable law. Based upon that review, the House Corporation may temporarily suspend or terminate the Student’s right to reside in the House or take other appropriate action consistent with applicable law.

(j) Personal belongings shall be delivered to the House no more than 48 hours before move in (or as arranged, in writing, with the House Director).

12. In the event the Student breaches any covenant or obligation of this Agreement, including but not limited to those set forth in paragraphs 8 and 11 above, the House Corporation, in addition to exercising any other right or remedy available to it hereunder or at law or in equity for the Student’s breach, may, without terminating the Student’s obligations hereunder, terminate the Student’s room and board rights under paragraph 1 of this Agreement upon five (5) days written notice to the Student. The Student shall vacate her room within five (5) days after she has received written notice from the House Corporation so terminating her right to room and board. The termination notice will be deemed received five (5) days after it was either sent by First Class United States mail to the Student at the House or delivered to the Student’s room in the House. (If reasonably necessary to protect the health, safety or welfare of any resident or the House Corporation’s property, however, the House Corporation may immediately suspend or terminate the Student’s right to reside in the House without prior written notice. In that event, written notice of the grounds for the suspension or termination will provided to the Student within forty-eight (48) hours of that immediate action.) The House Corporation shall be entitled to recover its costs and attorneys’ fees incurred as a result of the Student’s breach of this Agreement and in exercising its rights and remedies under this Agreement from the Student or the Parent(s)/Guardian(s). The right of the House Corporation to terminate this Agreement shall not be limited to circumstances that would support the suspension or expulsion of a member of the Sorority; nor shall the procedures and standards applicable to such a Sorority suspension or expulsion apply to termination on one or more of the grounds set forth in paragraphs 8 or 11.

13. This Agreement shall be governed and construed in accordance with the laws of the state in which the House is located. The Student’s rights under this Agreement are personal and may not be assigned to any other person. The Student and the Parent(s)/Guardian(s) expressly agree that any action or proceeding relating to or arising out of this Agreement may be brought in the courts of the county in which the House is located and consent to the jurisdiction of such courts.

14. If the House is rendered uninhabitable by fire, explosion, or other circumstances, this Agreement shall come to an end, except that those obligations incurred through the date of such event shall remain fully due and enforceable.

15. Should a court determine that any provision of this Agreement is unenforceable, all remaining provisions of the Agreement remain in full force and effect.

16. Student and Parent(s)/Guardian(s) acknowledge that they have read this Agreement and understand its provisions.
17. In addition to the other obligations Parent(s)/Guardian(s) assume above, by executing this Agreement and as an inducement to the House Corporation to enter into this Agreement the undersigned Parent(s)/Guardian(s) guarantee the full and timely payment of all sums due from the Student under this Agreement and all costs and expenses (including reasonable attorneys' fees and costs) paid or incurred by the House Corporation in endeavoring to collect such sums and/or in enforcing this guaranty. The undersigned Parent(s)/Guardian(s) expressly agree that any action or proceeding to enforce this guaranty may be brought in the courts of the county in which the House is located and consent to the jurisdiction of such courts.

Agreement should be signed by the following:

- House Corporation: Representative’s name signed, printed, and date
- Student’s signature with date, printed name, address, phone number, and email address
- Parent or Guardian’s signature with date, printed name, address, phone number, and email address

Document titling: In the context of real estate, a lease creates a real property interest and grants the tenant the exclusive right to occupy the property leased. Conversely, a license merely creates a contractual right to use the property. It does not create an interest in the real property itself. Generally, in the fraternity/sorority housing situation, a license more accurately reflects the factual situation, as the student most likely shares a room with other students and the fraternity/sorority housing entity wants to control the assignment and reassignment of rooms.
SAMPLE HOUSE DIRECTOR CONTRACT

HOUSE DIRECTORS AGREEMENT

The House Corporation of _______ Chapter of _________________ Sorority or Fraternity ("Corporation"), ____________, ("Housemother"), enter into this Housing Agreement (the "Agreement") on ____________, [insert date], with respect to the ____________ Chapter House ("Chapter House").

1. Housemother may reside in quarters within the Chapter House designated by the Corporation (the "Quarters") while employed by the Corporation (the "Term of Employment"). The Corporation reserves the right to change the location of the Quarters within the Chapter House and shall have the right to inspect and search the Quarters at any time and for any reason without prior knowledge or consent of its occupants or any legal authority. The right to reside in the Quarters shall expire upon suspension or termination of employment. Housemother shall return the Quarters and its contents in substantially the same condition as received, reasonable wear and tear excepted. Any property of Housemother remaining in the Chapter House or on or about any adjacent land after the Term of Employment shall be deemed abandoned and may be disposed of by the Corporation at Housemother’s expense without any liability to them.

2. Housemother will maintain the Quarters, and conduct herself, in accordance with the Corporation’s rules, regulations, and policies. These rules for the Chapter House and any adjacent land include, but are not limited to, the following: no smoking; no possession or use of alcohol, illegal drugs, or controlled substances; no possession or use of firearms; no pets or animals; and no conduct that is in violation of the law, including but not limited to hazing.

3. All property kept by Housemother within the Chapter House or on or about any adjacent land shall be kept at her sole risk (including but not limited to electronics, cars, books, or clothing) ("Personal Property"). Housemother RELEASE AND FOREVER DISCHARGE the Released Parties from ALL CLAIMS arising from loss, theft, damage or destruction of Personal Property regardless of cause, including but not limited to claims arising from or in any way connected with any of the Released Parties' negligence, recklessness or

ADDITIONAL HOUSE DIRECTOR AGREEMENTS

Review www.mjsorority.com for additional sample house director contracts when the House Director has a married House Director.

When the House Corporation employs a married House Director, additional contractual verbiage is required to ensure the House Corporation is properly protected and adequately insured from a workers’ compensation perspective.
intentional misconduct. This paragraph does not release any claim the Housemother can make under any insurance policy procured by Housemother. Housemother is encouraged to procure insurance to protect her from loss or damage to Personal Property and for her personal liability when she is not performing her work duties.

4. No waiver, modification, or amendment of any term or provision of this Agreement shall be valid or have any force or effect unless made in writing and signed by each of the Parties, the Chapter, and the Sorority.

5. This Agreement represents the entire agreement among the Parties regarding the subject matter it addresses. There are no other agreements, written or oral, among the Parties regarding that subject matter.

6. This Agreement shall be interpreted and applied in accordance with the laws of the State of Indiana. Housemother agrees that the courts located in the county where the Chapter House is located shall have non-exclusive jurisdiction and venue of any dispute arising out of or relating in any way to this Agreement.

7. Should a court determine that any provision of this Agreement is unenforceable, all remaining provisions of the Agreement remain in full force and effect.

8. Housemother acknowledges that she has read this Housing Agreement and understands its provisions.

9. This Agreement may be executed in counterparts.

10. The Parties have executed this Agreement on the dates indicated opposite their names.

___________________
The House Corporation of
Chapter of
Sorority/Fraternity

__________________________________
Housemother

__________________________________
Date

By_____________________________
Printed__________________________
Date ________________________________

Sample House Director Agreement

Additional contract templates available in the Library at www.mjsorority.com
MINIMUM REQUIREMENTS FOR CONTRACTORS

Inviting contractors on to your property can pose some significant risk management concerns. For that reason, we recommend some minimum requirements when working with contractors, in order to better protect your organization.

When a House Corporation/Chapter contracts with a third-party for services, it should be clear that each party is responsible for the consequences of its performance or work and the conditions under which the service will be rendered. This contractual relationship exists so that those who are in the best position to control the exposure are also the most likely to incur the liability for those incidents that may occur out of the work that the contractor is doing for the sorority house. Therefore, we would rely on each party's insurance policies to respond to the extent that they are negligent in causing either property damage or bodily injury.

If a contractor does not provide proof of insurance in compliance with the theoretical arrangement discussed above, it is very likely that the women's fraternity/sorority would have to pay in the event of a property damage and/or bodily injury incident, even though the organization had nothing to with the incident occurring. Most consumers are opposed to paying for the sole-negligence of another party who is 100 percent responsible for an accident that causes a dollar loss and/or physical or bodily injury.

We recommend that our clients only use contractors that carry a minimum of $1,000,000 in liability coverage, evidenced by a valid and current Certificate of Insurance for the following reasons:

- Increases in material costs and health care costs have significantly increased the average cost of a claim.
- If there is a bodily injury, the costs could very easily exceed $1,000,000.
- The cost of the insurance premium with a lower limit ($500,000, for example) would be less than a 15 percent discount over the $1M limit for the contractor. The insurance industry now views these limits of insurance as the minimum they will offer and rarely provide limits lower than $1M per occurrence.

EMPLOYEE OR INDEPENDENT CONTRACTOR?

For purposes of the Workers’ Compensation coverage, the usual definition of an employer is as follows:

“Employee is generally defined as a person hired to perform certain services or tasks for particular wages or salary under the control of another (the employer).

“A worker hired to perform a specific job usual and customary to the employer's business operation in exchange for money or other remuneration.”

The main feature of this definition is the amount of control that the employer has over an individual, which then qualifies that person as an employee.

Independent contractors are the opposite of being an employee and these individuals or firms are hired to do work that is generally not within the usual trade or business of the employer. An example of this would be the landscaper hired to do your landscape needs or a handyman to clean off snow from your sidewalk.

Contact MJ Sorority for further questions.
We believe that those who control the exposure (i.e. the contractor) should be the most likely to pay for a claim.

Anytime a contractor shows any resistance or hesitation to this minimum limit of insurance is a red flag for our clients. The insurance marketplace is such that contractors can easily find competitive and comprehensive insurance coverage. In our experience, if a contractor balks at the $1M requirement, it is not because they do not have adequate limits, but instead that they do not carry any insurance coverage at all. Professional and reputable contractors, in our experience, have no trouble providing you with proof of their insurance coverage that meets the $1M limit.

As a guideline, the following limits of liability are a minimum that you should accept from a third-party:

<table>
<thead>
<tr>
<th>Liability</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Liability</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>Workers’ Compensation/Employer’s</td>
<td>$100,000/$500,000/$100,000</td>
</tr>
<tr>
<td>Liability</td>
<td></td>
</tr>
<tr>
<td>Automobile Liability</td>
<td>$1,000,000</td>
</tr>
</tbody>
</table>

We realize that this can be a confusing issue, so please do not hesitate to contact MJ with any questions or concerns.

Additional information in the Insurance & Risk Management Summary.
INSURANCE INFORMATION

We have two key types of communication pieces that we send to the leadership and volunteers of each of our client organizations at renewal time:

The Insurance Overview includes limit and deductible information for the following lines of coverage: Property, Automobile Liability, General Liability, Umbrella Liability, Excess Liability, Directors and Officers Liability, Flood and Earthquake coverage, if applicable, and Workers’ Compensation, if applicable.

The Insurance Overview serves as a detailed quick reference for officers, members and volunteers. It is being disseminated electronically to every contact we have on file. To request a copy of your chapter’s Insurance Overview, please contact your Account Executive.

The Insurance & Risk Management Summary is an extensive document that attempts to delve deeply into the insurance coverages without overwhelming individuals unfamiliar with insurance. Some of the highlights of the Insurance Summary include:

- In-depth explanations of the insurance coverages
- Frequently asked questions
- Claim examples
- Claim analysis
- And much more!

We are confident that these tools, along with the hundreds of other resources we have available, will become invaluable references for your leadership and volunteer members as you tackle the many complex issues of managing your property and liability risks. Contact your Account Executive for a copy of the Insurance & Risk Management Summary.

LEARN MORE

Your one-stop-shop for all things sorority risk management is the MJ Sorority website.

Check out hundreds of resources, webinars, and more.
WHAT TO DO IN THE EVENT OF A CLAIM

Property

- Do whatever is necessary to prevent further damage from occurring.

- Call or e-mail Bev Stiles or Heather Cox at MJ Insurance with the following information as soon as possible, even if you believe the claim will be less than the deductible:
  1. What happened
  2. Date damage occurred
  3. Any estimates for repair or replacement of the damaged items

Injuries to Employees

- Call or e-mail Bev Stiles at MJ Insurance with name of employee, date of loss, and what happened.

- The employer must fill out an "Employer’s First Report of Injury Form." This form must be filed within five days of the injury in most states.

- E-mail the report to Bev Stiles at MJ Insurance.

Embezzlement or Forgery

- Notify Bev Stiles or Heather Cox at MJ Insurance as soon as possible.

- Remove all financial responsibilities from the individual immediately.

- Begin the process of developing the details to the loss.

Emergency Contact:
Cindy Stellhorn: (317) 374-5039
cindy.stellhorn@mjsorority.com

CONTACT INFORMATION
MJ Insurance, Inc.
PO Box 50435
Indianapolis, IN
46250-0435
Phone: (888) 442-7470
Direct:
(317) 805-7582 (Bev) or
(317) 805-7598 (Heather)
Fax: (317) 805-7580
E-mail:
bev.stiles@mjsorority.com
heather.cox@mjsorority.com

Bookmark this:
What To Do In the Event of A Claim
GLOSSARY OF INSURANCE TERMS

Insurance jargon can be very confusing. We have attempted to define some of the most commonly-used insurance terms.

**Aggregate Limit**: A limit in an insurance policy stipulating the most it will pay for all covered losses sustained during a specified period of time, usually one year. Aggregate limits are commonly included in liability policies and apply per chapter location.

**Bodily Injury**: Injury to the body, sickness or disease sustained by a person, including death resulting from any of these at any time.

**Certificate of Liability Insurance**: This is a certificate issued by the insurance company detailing the particulars of the insurance coverage in place for all chapters and regions under the general liability policy. This certificate may be used to document the existence of coverages for chapters and regions. This document is not sufficient when a third-party requests a certificate where they are named as an additional insured.

**Certificate of Liability Insurance for an Additional Insured**: This is a certificate issued by the insurance company detailing the particulars of the insurance coverage in place for all chapters and regions under the general liability policy. This document specifically identifies a third party as being expressly covered under the general liability policy for a specified period of time (i.e. an additional insured). This form of insurance certificate is often requested by facilities where chapters or regions are planning to hold events.

**Claim**: An incident where the injured party is making a demand for compensation under the terms of an insurance contract.

**Director’s & Officer’s Liability Insurance**: Offers directors and officers protection from personal liability and financial loss arising out of wrongful acts committed or allegedly committed in their capacity as officers and/or directors.

**Exposure**: The measure of your vulnerability to loss.

**General Liability insurance**: Coverage that pertains, for the most part, to claims arising out of the insured’s liability for injuries or damage caused by ownership of or responsibility for property, sale or distribution of products, and liability for the insured’s operations.

**Incident**: An occurrence involving bodily injury to a member or guest that does not result in a formal claim. All incidents must be reported when discovered due to possibility of them becoming a claim.

**Intentional Act**: Deliberately fraudulent acts or omissions, wanton, willful, reckless or intentional disregard of any law or laws.

**Occurrence**: An accident, including continuous or repeated exposure to substantially the same general, harmful conditions.
**Property Damage:** Physical injury to tangible property, including all resulting loss of use of that property. All such loss of use shall be deemed to occur at the time of the physical injury that caused it; or Loss of use of tangible property that is not physically injured. All such loss of use shall be deemed to occur at the time of the "occurrence" that caused it.

**Underwriting:** The process of selecting risks for insurance and classifying them according to their degree of insurability, so that the appropriate rates and premiums may be assigned. The process also includes rejection of those risks that do not qualify.

*Click here for the [Glossary of Terms]*.
EMPLOYEE ISSUES
WORKERS’ COMPENSATION SAFETY

We have developed several resources to help House Corporations ensure that their employees’ safety on the job, including some of the following which we have highlighted below.

- Workers' Compensation Safety Checklist
- Preventing Slips, Trips, and Falls
- Employee Safety Basics Webinar
- First Report of Injury
- What To Do After a Workplace Injury

Additional workers’ compensation resources at [www.mjsorority.com](http://www.mjsorority.com).
SAMPLE JOB DESCRIPTIONS

HOUSE DIRECTOR: SAMPLE A

General Duties of the House Director

The role played by House Directors ranges from administrator, to hostess, to friend and confidant. Not only does she significantly impact a chapter's living environment, but she can also contribute to the personal development of our members. For this reason, she must assume her responsibilities with an understanding of the attitudes and trends currently influencing campus life and she must always portray herself as a positive role model.

The following are generally expected of all HDs:

Facilitate adherence to all rules & regulations as they apply to housing:

1. Become familiar with university, city, and fraternity (international and local) housing rules and regulations.
2. Cooperate with the chapter, Executive Council, AAC and FHC in ensuring the enforcement of those rules.
   - The role of the HD is to report violations to the CP, VPH/HM or AAC, as appropriate.
   - It is up to the chapter to hold members accountable.
   - If the HD feels that her concerns have not been heard and that no action has been taken, she should contact the FHC and let them work with the chapter/AAC to remedy the problem.

Be present and available to the chapter and its members:

1. Be present in the house every night when chapter members are present.
2. If personal business requires that the HD be away all night, arrangements for a substitute must be approved by FHC or AAC in advance.
3. Refrain from making personal engagements that necessitate being away from the chapter house on Friday, Saturday, or Sunday evenings unless permission has been granted by AAC.
4. Arrange reasonable off-duty times to ensure personal privacy and let chapter members know which times are reserved as private time.
5. Inform the FHC and VPH/HM and/or CP of scheduling plans.
6. Be available to assist a member with an illness or personal problem if requested by that member. The HD should not involve herself in the personal affairs of a member, but she may be available to
act as a wise, mature friend. If warranted, she may encourage the member to seek medical aid or professional help.

**Act as an official hostess in the following situations:**

1. Serve as hostess at scheduled meals, teas, and other social events held at the chapter house unless excused or represented by a substitute approved in advance by the FHC or AAC. Inform the VPH/HM and/or CP of plans.

2. Be gracious and well groomed in the chapter house at all times, maintaining a proper air of dignity.

3. Set an example to members in the development/reinforcement of social courtesies.

4. Meet the chapter's guests and ensure their comfort.

5. Learn the names of residents and frequent visitors.

6. Meet as many local alumnae members as possible.

7. Meet with visiting international officers, Regional Specialists and Leadership Development Consultants to present her view of the conditions of the facility and chapter.

**Coordinate with the chapter to ensure support of chapter operations and activities:**

1. Maintain a comprehensive calendar of chapter activities that impact house operations and HD Duties.

2. Meet with AAC and Executive Council for reports and recommendations.

3. Attend all-house meetings as required to address housing issues and offer suggestions for the improvement of house conditions and operations. The HD does not participate in regular chapter meetings.

4. Attend Parents' Club meetings as requested, if the chapter has such a club.

5. Read the Fraternity's quarterly magazine, *The Arrow*.

6. Assist the FHC in completing the FHC Facilities Report, which is submitted to Fraternity Headquarters by November 1st of each year.

7. Maintain confidentiality with respect to any and all chapter and personal affairs, remaining loyal to the chapter and individual members and at all times.

**Foster relations with University officials as well as other House Directors and chapters on campus.**

1. Be familiar with university and Fraternity literature for HDs.

2. Attend meetings of campus HDs if such an organization exists.

**House Management and Commissary Duties**
The HD may be assigned the responsibility of supervising the operations and maintenance of the entire physical plant as outlined by the FHC. The following are duties that may be expected of a HD; these should be agreed upon mutually.

**House Management Responsibilities**

1. Train and supervise employees in accord with university, chapter and FHC policies.
2. Verify bills and give them to the VPF or FHC for payment.
3. Work with the property manager on property issues.
4. Arrange for house cleaning, laundry and repairs. All repairmen should be escorted to private areas of the facility.
5. Supervise maintenance of the house and grounds.
6. Assist with the opening and closing of the house at the beginning and end of school sessions/vacations. Inform university or Panhellenic personnel of the open/closed status of the house in accord with university policy.
7. Maintain an inventory of house equipment and furniture when requested by FHC.
8. Supervise the securing of the house at night in accordance with chapter house rules.
9. Contact the AAC and FHC in case of fire, other damage or theft.
10. Maintain a list by name, location, and telephone number of maintenance and emergency repair personnel.
11. Maintain a list of police, fire and other emergency telephone numbers.
12. Familiarize herself with the Safety & Security Guide for Facilities, which can be obtained from the VPH/HM.
13. Familiarize herself with Fraternity Emergency Procedures, which can be obtained from the VPH/HM.

**Commissary Responsibilities**

1. Train and supervise kitchen employees in accordance with university, local and FHC policies.
2. Supervise staff in planning the menus and ordering food supplies.
3. Supervise the preparation and serving of meals.
4. Make food and equipment arrangements for social events, chapter activities and recruitment in conjunction with appropriate chapter officers.
5. Maintain a list by name, location, and telephone number of food and equipment vendors.

6. Verify bills and give them to the VPF or FHC for payment.

7. Work with the VPF, appropriate AAC member and/or Budget Committee to insure that expenses are in line with the budget.

**House Director's Time Sheet**

HDs are responsible for accurately recording their hours worked on a Time Sheet in order to document compliance with Federal and State Wage and Hour Regulations. A sample Time Sheet is available in the House Director Manual. All working time must be recorded; HDs are prohibited from working off the clock.

HDs are encouraged to schedule their working time to avoid unnecessary overtime. However, there may be times when HDs are required to work more than 40 hours in a workweek. Time worked in excess of 40 hours per workweek must be recorded and will be compensated as overtime in compliance with Federal and State Wage and Hour Regulations. Violations of this policy are subject to discipline, including termination.

**Acknowledgement**

I hereby acknowledge that I have received the Job Description. My employment with FHC-Employee Management is “at will,” which means that either the FHC or I may terminate the employment relationship at any time with or without cause. Any change in the at-will relationship must be in writing and signed by the FHC to be valid. This disclaimer takes precedence over any verbal or written statement to the contrary made elsewhere. I understand that nothing in the Job Description or in this Acknowledgment creates a contract of employment between the FHC and me.

X__________________

Employee Name:

Date:

---

*Sample available by contacting CSL.*
HOUSE DIRECTOR: SAMPLE B

Reports to: House Corporation President

Summary

The duties and responsibilities below are not to be considered inclusive. The House Director shall contact a House Corporation Board Member with any questions about policies, regulations or expectations. The House Corporation Board may from time to time request other reasonable duties to be performed as the need dictates.

Job Duties:

Food Service Management:

- In partnership with the Collegiate Property (House) Manager and Cook (or kitchen management representative) to supervise the planning of meals that are varied, appetizing, of good quality and nutritional value while maintaining costs within an allotted budget. Ensure the use of fresh vegetables and fruits when possible. Post menus on a weekly or bi weekly basis as appropriate.
- Manage the security of the kitchen, equipment, and food items. Supervise residents who require access to the kitchen (or ensure they are escorted by the Cook). Ensure the kitchen (i.e. – areas with stove) is locked following the noon and evening meals and unlocked for breakfast.
- Assist with breakfast as needed, oversee the lunch buffet, and preside at the evening meal and other special meals as requested by the Chapter or Alumnae Advisory Committee.
- In partnership with the Collegiate Property (House) Manager and Cook, supervise the planning of food for special occasions. Supervise the food/dining room preparation, serving, and clean up for these occasions. Assist the collegiate chapter with communicating the food items that need purchasing for these occasions.
- Supervise the meal service and cleanup.
- Communicate with Cook or kitchen management team to maintain the kitchen inventory of silverware, dishes, glassware, and serving utensils, plates, bowls etc.

Staff Supervision/Management:

- Overseer, but in partnership with the House Corporation and Cook, in the management, hiring, training, supervision, and evaluation of Houseboys.
- Supervise and manage, in partnership with the House Corporation, the Cooks, kitchen management team, housekeeping staff, and any other service/maintenance providers at the house.
- Maintain accurate time sheets for reporting staff work hours and submit these time sheets to the House Corporation for payroll processing (if applicable).
- Prepare and maintain accurate written documentation of any staff performance issues and report these to the Corporation Relations Manager in a timely manner.
- Ensure compliance with all federal, state, and local employment regulations.
House Maintenance/Housekeeping:

- Become knowledgeable about the house, furnishings, equipment, and grounds.
- Supervise all repairs to and maintenance of the house and its furnishings, equipment, and grounds to ensure that such repairs and maintenance are completed in accordance with House Corporation standards and guidelines.
- Supervise all deliveries.
- Promptly report any mechanical failures, required repairs, and equipment needs to the House Corporation and/or any property management representative.
- Meet with and supervise repairmen, workers, and contractors who are on site for maintenance issues as may be requested by House Corporation and/or property management representative.
- Maintain a log of all maintenance services to be used as verification for invoices, i.e. dates of lawn mowing, pest service, snow removal, etc.
- Participate in the minor repairs, maintenance, and upkeep of the house as would normally be expected of any tenant, including running certain errands as may be needed. Log minor repairs on the monthly House Director Report document.
- Confer regularly with the Collegiate Property (House) Manager and/or House Committee to exchange ideas and recommendations on house operations including house maintenance responsibilities of the chapter and safety procedures.
- During the summer months when the house is closed, the House Director shall be available to oversee any necessary repairs or maintenance and also to oversee and coordinate any conferences or other activities that may be scheduled.
- Ensure the standards of housekeeping, as developed by Corporation Services, are followed and encourage careful upkeep of the house and property, with an emphasis on the public areas of the house and grounds.
- Manage the purchase and storage of supplies necessary for the normal maintenance of the house according to the guidelines established and within the allotted budget.
- Perform and maintain an inventory of all house furnishings, cooking utensils and equipment, miscellaneous kitchen items, flatware, glassware, china, silver, and other items that are not personal property of the Chapter members.
- Provide prompt notification to the House Corporation when items are found missing or in need of repair. Coordinate and supervise the action recommended by the House Corporation shall deem necessary to prevent further loss or damage.
- The House Director shall not have the authority to enter into any contracts for goods or services on behalf of the Chapter or Corporation. You may be asked by the House Corporation to review a document or contract to give thoughts based on facility/chapter needs.
Opening and Closing of Chapter House:

- Coordinate and supervise preparation of the house for opening at the beginning of the school year and after relevant school year breaks. Refer to the manual provided during House Director training for specific instructions.
- Check all rooms before Chapter members take possession and complete a damage/cleaning survey sheet for each room. Review with each occupant, at time of move in, and obtain her signature.
- Be present at the house on each opening day to greet students and parents and provide assistance as needed.
- Coordinate and supervise the preparation of the house for closing prior to all school year breaks during which the house is scheduled to close and at the end of the school year. Refer to the training manual for specific instructions.
- Recheck each room at the end of each semester, and complete a damage/cleaning survey. Review with each occupant and obtain her signature. Send survey sheets to the Corporation Relations Manager at the end of each semester.
- Be present at the house on closing days to provide assistance as may be required. Without exception, the House Director is to be the last person to leave the house and lock up.
- Maintain a set of keys and or access codes to all doors.
- Leave emergency contact information and keys to the house with the University Police.

Safety:

- Work to develop and maintain a safety-consciousness working and living environment with employees and Chapter members. Post emergency evacuation procedures.
- Be familiar with local fire code requirements and other emergency procedures and keep a list of emergency contacts including the University and city/county police, fire, medical and counseling services in a convenient location.
- In partnership with the Collegiate Property (House) Manager, supervise emergency fire and tornado drills each semester.
- Ensure that all life-safety equipment is well maintained and in good working order. Routinely, but no less than once per semester, check fire extinguishers, smoke detectors, smoke and fire alarms, security systems, and access code systems.
- Maintain a written log of all safety drills and safety equipment checks. These drills should be done at least once a semester (unless otherwise discussed with the Corporation Relations Manager).
- Promptly report to the House Corporation any problems with fire extinguishers, smoke detectors or the alarm system or any other security or safety risk, including fire hazards.
- Perform a security check of the Chapter House before retiring. Such check entails securing (closing and locking) all outside doors and windows on the ground and sub ground levels, drawing shades and draperies and closing blinds.
- Conduct one unannounced fire drill each semester at a time and date to be determined by the House Director.
• Ensure the house is safe and locked securely, fire escapes are secure, security guards are trained and in place and trained (where applicable) and that entrances and hallways are unobstructed at all times.
• Know protocol for responding to critical incidents.
• Become familiar with and oversee compliance with student safety protocol required or recommended by the University/College, such as those outlined in resources provided by the University's Student Counseling Center, the Office of the Dean of Students, and the Office of Environmental Health and Safety.

Social Functions:

• Assist the Collegiate Property (House) Manager or other appropriate Chapter officer, as requested, in the planning of social functions to be held at the Chapter house.
• Attend social functions at the Chapter House when requested by House Corporation
• Be present during formal recruitment week and other recruitment functions for formal introductions to potential new members.
• Meet and welcome guests to the house, including parents, alumnae and volunteers.

Home-like Atmosphere:

• Be responsible for creating a pleasant home-like atmosphere, maintaining standards of good taste and cooperating in every way to promote the welfare of Chapter members both in residence and living elsewhere.
• Assist Chapter members with personal or family issues only when requested by the individual. Such shall be given in a manner that appears to be in the best interest of the member's health, safety, and welfare.
• Become familiar with campus and community health, safety and welfare services and resources available to members for professional help or guidance.
• Promote the use of good manners and proper etiquette not only by example, but through frequent, informal discussions on these and related topics with the general membership.
• The House Director shall not act as a disciplinarian nor is to be involved with the internal business of the Chapter. As an employee of the Corporation, problems that arise regarding the facility and its operations are to be discussed only with the House Corporation and problems with the Chapter, or its individual members, are to be discussed with the Chapter Advisor.
• Maintain in strict confidence the workings of the Chapter and Fraternity as well as their social and financial affairs and those of the members.
• Eat at least one meal a day with the residents, encouraging a friendly and engaging atmosphere.
Alcohol, Smoking and Social Conduct:

- Be knowledgeable of all local house rules as well as University policies on alcohol, drugs, visitors, and social conduct. Observe and comply with the same.
- Alcohol, illegal and illicit drugs, and tobacco products are not allowed on the property at any time.
- Violations of these rules shall be documented and reported immediately to the House Corporation.
- The House Director shall at all times set the best possible example for the Chapter members.
- Work in partnership with the House Corporation and Alumni Advisory Committee and chapter leadership when performing room searches and seizure of prohibited items.

General Guidelines:

- The House Director shall establish regular and standard hours of availability to Chapter members. During these hours, the House Director is expected to be available and welcoming to Chapter members. If she must be absent during these hours, a note should be left on her door when she will return.
- When the House Director leaves the Chapter House for an extended period of time, she should provide the telephone number and location of her whereabouts so she could be reached in the event of an emergency situation. This information should be posted on the apartment door.
- If the House Director will be absent from the Chapter House overnight she must first obtain permission from the Corporation Relations Manager and find a substitute to stay at the Chapter House. The name and contact information of this substitute shall be provided to the Corporation Relations Manager.

Personal Guests and Entertainment:

- The House Director may have guests visit the Chapter House. These guests are expected to abide by the rules and regulations of our facility while on site.
- Meals for guests of the House Director shall be paid at the same rate as meals for guests of chapter members.
- There are to be no overnight guests of the House Director.

Headquarters Participation:

- Participation in annual House Director Training held at the international headquarters is required.
- Attend any other meetings as required by the House Corporation.
- Participate in chapter meetings or other meetings when requested by the Collegiate Property Manager.
- Participate in House Director meetings/activities on and off campus and attend House Director Seminars where appropriate.
Qualifications:

- Previous experience as a facility manager or House Director is beneficial. Ability to communicate effectively with staff, management, members and vendors.
- Ability to endure the physical demands of managing a property. This includes, but is not limited to, transporting equipment, standing for long periods of time, bending, lifting various size/weight objects, climbing stairs, and walking distances.
- Availability to reside at the chapter facility and be on call for urgent situations.
- Knowledge of computers, budgets, forecasting and scheduling.
- Background in meal planning, preparation and nutrition is a benefit.

I have read and understand the duties as described.

Signature: ___________________________ Printed Name: ___________________________
Date: __________
HEAD CHEF

Reports to: House Director, Corporation Relations Manager

Summary: The Head Chef oversees the day to day kitchen operations at the facility. The Head Chef supervises the kitchen staff (assistant chef, houseboys, cooks), participates in training the kitchen staff on kitchen operations, plans nutritious meals and keeps kitchen within code standards.

Job Duties

Leadership/Kitchen Management:

- Provide leadership to all kitchen staff ensuring proper kitchen procedures and operations are followed.
- Maintain a positive morale among kitchen staff by practicing affirmative strategies to motivate, encourage self-esteem and efficiency.
- Prepare weekly staff schedules for houseboys (where applicable) and monitor staffing levels in coordination with the budget provided by the Corporation Relations Manager.
- Oversee the cleaning of the kitchen, serving and dining areas.
- Ensure all kitchen staff meets appropriate Safeserve protocols and adhere to strict standards of personal hygiene/sanitation while in the kitchen or dining areas.
- Report any staff concerns or inappropriate behavior to the House Director or Corporation Relations Manager.
- Oversee kitchen inspections and ensure all areas pass. If an area needs further attention, be sure to notify the House Director or Corporation Relations Manager immediately to set up repairs.
- Maintain a detailed knowledge of the kitchen appliances/equipment. Keep records of service calls, warranties, and report all issues/concerns to the House Director or CRM immediately.
- Respond in a positive and timely manner to all internal and external requests or complaints. Immediately notify the House Director of any complaints/concerns that you are unable to mitigate.
Food Planning/Preparation:

- Work in conjunction with the House Director to order food and kitchen supplies while keeping cost savings and quality of highest priority. Review opportunities to minimize inventory levels and minimizing capital while ensuring clients expectations are exceeded.

- Always work within the constraints of the budget provided by the Corporation Relations Manager.

- Meet with the House Director and collegiate Property Manager to plan meals, discuss comments from chapter members, schedule chapter events/vacations/school closures/special meals and notify them of any changes occurring in the kitchen or with staff.

- Ensure food preparation is consistently of a high caliber and meets nutritional standards/expectations as well as supporting dietary needs/concerns of the chapter members.

- Make sure meals have an emphasis on fresh fruits and vegetables.

- Develop and maintain recipe files, cookbooks and other meal planning sources

- Store food in appropriate labeled containers and rotate to ensure high standards of freshness while minimizing waste.

Qualifications:

- Background in meal planning, preparation and nutrition

- Certification from Health Department, Food Safe certification or Safeserve certification (as required per state)

- Culinary training or Culinary Institute certification is beneficial

- Experience with catering or banquet service preferred

- Ability to communicate effectively with staff, management, members and vendors

- Ability to endure the physical demands of running a kitchen and preparing meals. This includes, but is not limited to, transporting equipment or wares, standing for long periods of time, bending, and lifting various size/weight objects.

- Reliable transportation to and from the facility

- Knowledge of computers, budgets, forecasting and scheduling
I have read and understand the duties as described.

Signature:_________________________          Date:___________

Printed Name:_________________________
EMPLOYMENT HOTLINE

Clients of the MJ Sorority Division have access to an EPL (Employment Practices Liability) Hot Line to answer your specific questions regarding the many different human resource and employment law issues that emerge for your organization.

We are very excited to be able to offer this valuable service to our clients that assists them with their human resource and employment law questions. In order to connect with a hot line attorney, you will need to reference your EPL policy number, which should be located on the Insurance Overview that was emailed to you at the inception of your policies. Please contact your Account Executive if you have trouble identifying your policy number.

The toll-free EPL Hotline number is (888)249-8425.

Some features of the hot line include:

- The hot line is staffed by employment practices liability (EPL) experts from a national recognized employment law firm that has over 500 attorneys in 41 offices.

- Callers receive immediate answers to most EPL questions, enabling them to evaluate potential action--and to understand the ramifications of that action--when a precarious situation arises.

- Customers can make an unlimited number of calls to the hot line.

- Hot line service is free to MJ clients.

- Confidentiality of calls is assured.

For more information, check out the EPL Helpline brochure. The EPL coverage is placed with Chubb Group of Insurance Companies.

Be sure to review Chubb’s Loss Prevention website for additional resources.
FACILITY IMPROVEMENT PROCESS

CSL Management created the Facility Improvement Process to help fraternities and sororities preserve the unique experience of Greek housing. Review the process here and contact CSL for more information about how you can take part in the Facility Improvement Process.
Bed Bugs

Bed bugs are an increasing concern for all residential properties. Because today’s bed bugs are resistant to many common indoor pesticides, infestations typically require the services of a well-trained and licensed pest management professional. A good terminator will:

- Inspect your property before giving you a price quote or begin any pesticide application.
- Give you a written inspection report and an action plan of how to prepare for treatment and prevent further infestation.
- Base quotes on inspection findings, not flat fees. The cheapest services are rarely the best.
- Visit often until the job is done.
- Employ qualified, well-trained pest management officials.
- Educate you on how to further prevent bed bugs.
- Work with you until the bed bugs are gone.
- Use the least toxic pesticide labeled for bed bugs that will be effective.

We recommend that you contact your University or state’s health department for more information concerning pest management. The University should also have information regarding whether or not they have had any recent infestations. Because of the increase in infestations and heightened awareness about bed bugs in general, it is important that you address any suspected infestation immediately and communicate to your tenants in an appropriate manner.

Additional resources at www.mjsorority.com include:

- How to Prevent the Spread of Bedbugs
- Bed Bug Bulletin

MJ offers bed bug insurance coverage if your location is interested. Please contact your Account Executive for more information and a quotation.

DID YOU KNOW?

A recent study by the National Pest Management Association suggests that we are on the threshold of a bed bug epidemic, with infestations being reported regularly in all types of enclosed spaces where people converge and interact. College campuses are no exception – and ridding these pests from student housing is time-consuming, expensive and a potential public relations nightmare.
HOUSE CORPORATION INVENTORY CHECKLIST

Take the time to compile an inventory of your home now, and it will save you precious time and frustration later. A personal property inventory helps to:

- Ensure you have the coverage you need at the appropriate limits
- In the event of a loss, it makes it easier for you to file a complete and prompt claim, supported by accurate documentation
- Helps determine the replacement cost of your lost or damaged possessions to settle your claim quickly

Here are some additional tips for taking an inventory:

**Take a picture.** Take pictures of rooms and important individual items. Label pictures with a description, including where you bought it and the make, model and serial number. Remember items that are in storage closets or drawers.

**Video record it.** Walk through your property with a video recorder or tape recorder and describe the contents.

**Create an electronic file** – Use your computer or mobile device to create and store your inventory list. Take advantage of mobile applications or free online software like [www.knowyourstuff.org](http://www.knowyourstuff.org) to organize pictures or descriptions of your belongings by room or category.

**Store the list, photos and tapes.** Regardless of how you create it (written or electronic list, flash drive, photos, video or audio), keep your inventory along with receipts in your safe deposit box, on a disk or at a friend or colleague’s home. Doing so will help ensure you will have something to give your insurance representative if your home is damaged. When you make a significant purchase, add the information to the inventory while the details are fresh in your mind.

**Consider expensive items.** Valuable items like jewelry, art and collectibles may have increased in value since you received them. Check with your agent to make sure that you have adequate insurance for these items. They may need to be insured separately.

We have created a House Corporation Inventory Checklist for your use – it is in Excel format to make it easy to modify and calculate totals based on your specific location.
CHAPTER HOUSE SELF-INSPECTION FORM

We created the Chapter House Self-Inspection Form as a resource for our clients to utilize to ensure that the chapter properties are well maintained and safe. The form covers a wide array of potential risk management concerns at the chapter property. We encourage House Corporations to review the checklist at least twice a year, preferably before the start of the school year and again in the spring.

If you have risk management concerns that arise as a result of the Chapter House Self-Inspection Form, we encourage you to contact your representative at CSL Management LLC, contact MJ Sorority, and/or review the additional property resources available at www.mjsosority.com.
OPENING THE CHAPTER CHECKLIST

OPENING YOUR CHAPTER HOUSE AND PREPARING FOR A NEW SCHOOL YEAR

As you prepare for a new school year, there are several things that should be done to ensure the property is ready to serve the chapter for another year:

- Ensure all summer project work is complete and done so to your satisfaction, remembering to collect any warranty and operational documentation. Schedule an owner meeting with contractor to go over all new equipment and systems, if applicable (recommend appropriate staff and chapter leadership be included).

- Check all rooms and areas of the house to determine condition so that you are ready for move-in and collecting deposits. You should have a move-in form ready for each room and have the tenants sign it.

- Clean all areas of the house and inspect all areas for any sign of problems such as mold, mildew and insect or vermin damage.

- Ensure emergency numbers, evacuation routes, and house rules are posted and emergency exit signs and lighting are functioning.

- The outside of the house should be inspected and cleaned (including gutters). Any landscaping maintenance should be addressed.

- Check interior and exterior lighting and all external doors to ensure proper security of the property.

- Complete semi-annual maintenance of your boiler, hot water heaters/boilers and HVAC equipment.

- Kitchen vent hoods should be cleaned, as well as the grease trap, and health inspection completed, if applicable.

- All fire suppression systems and fire extinguishers should be inspected and serviced.

- Have all fireplaces and chimneys cleaned (we do not recommend their use though).

- Have the house serviced by exterminator.

- Have all kitchen equipment cleaned and repaired as needed.

- Have an electrician inspect the electrical system for damage, including all switches and wall sockets.

- A plumber should inspect the plumbing system and complete any repairs.

- Check sump pumps (if applicable) in basement and mechanical room areas to ensure in good condition and functioning.
• Check inventory of kitchen and cleaning supplies and paper products (including toilet paper), and restock as needed.

• Ensure cook, if applicable, has put in first food order for the semester and done proper meal planning.

• Meet with all staff, if applicable, and collegiate leadership to go over calendar for the school year and house operations.

Sample available by contacting CSL.
CLOSING THE CHAPTER CHECKLIST

CLOSING YOUR CHAPTER HOUSE AND PREPARING FOR THE SUMMER

As you enter the summer months there are several things that should be done to ensure the property is protected while vacant:

- Make sure preparations for any summer projects have been completed and a plan of action is in place.
- Check all rooms and areas of the house to determine if security deposits should be returned or kept to pay for damages. You should refer to the move-in form you used at the start of the year. You should have the tenant sign the form on move-out also.
- Clean all areas of the house and make sure all food has been removed or properly stored. Be sure all trash is removed from the property.
- All hallways should be cleared of debris, clutter, and/or furniture and all fire doors must be closed.
- Thermostats should be set to appropriate levels and hot water heater should set to “pilot” position, but not turned off. The boiler pump switches should be turned off for the summer.
- Unplug all appliances, open refrigerators and freezers and empty ice makers if they are unplugged.
- Secure and/or store all awards, composites, trophies, and any other valuables.
- The outside of the house should be cleaned, including making sure the gutters are clear (we would recommend a professional who is properly insured). Be especially aware of any combustibles that may be stored against the exterior of the house. They should be properly disposed of.
- Check interior and exterior lighting and all external doors to ensure proper security of the property and set any lighting timers to dusk to dawn setting.
- Ensure that all broken windows have been repaired and are locked and blinds/drapes are closed.
- All shrubbery should be trimmed to prevent easy hiding by anyone who may try to break in to the property. The landscaping should be properly maintained during the summer months.
- The university police and/or local police should be notified whether anyone should be or will be at the property during the summer. Ask them to patrol regularly if possible.
- An alumnus or responsible other party should have a key to access the facility if needed and check on the property at least weekly. Remember to disable resident, chapter members’, and employee key/swipe access and/or collect all keys from them. House corporation representative and/or house director, if applicable, should be the last people to leave the house.
• Discontinue all services not needed during break, including mail, newspapers, food deliveries, garbage, etc.

• Create and distribute list to house corporation members, chapter leadership, house director, if applicable, and headquarters contact the names and contact information for house corporation and chapter leadership, all staff members, important vendors and service providers, and appropriate emergency phone numbers.

**Closing the Kitchen Checklist**

• Organization of boxes; everything out of boxes

• Organization of fridge and freezer

• Organization of shelves and pantry

• Grease trap cleaned, filter box emptied, main trap cleaned

• Mop water emptied, mop storage away from customer areas

• All meat, cheese, and bread super sealed and put in freezer

• Open dressings and sauces discarded if necessary

• Produce discarader or taken home, nothing perishable left in fridge

• Clean soda nozzles

• No debris under refrigerators

• Salad bar completed clean, empty, and turned off

• Dishwasher delined and emptied of any food in the bottom

• Soda syrups disconnected, machine unplugged, CO2 turned off, carbonator unplugged, soda boxes put in storage

• All late plates thrown out

• Flat grill cleaned to full stainless steel, no stains

• Oven cleaned, including doors, cast iron burners, backsplash, oven floors, and inside

• Clean over burners

• Plates, silverware, pots, and pans super sealed to prevent dust buildup

• Floor swept and mopped
• All trash taken out, new trash bag put in with nothing in it
• Windows closed and locked
• Hood vents cleaned
• Make an order like you would normally do, **AND** make an inventory of everything you have except single spice bottles
• Kitchen diffuser vents dusted

_Sample available by contacting CSL._
# CHECK-IN & CHECK-OUT PROCEDURES

*Room Inspection - Check In/Check Out Form*

**Date:**

**Room Number:**

**Resident's Name:** __________________________  **Roommate(s)** ________________________________

<table>
<thead>
<tr>
<th>ITEM</th>
<th>CHECK IN HC\HD NOTES</th>
<th>CHECK IN RESIDENT NOTES</th>
<th>CHECK OUT RESIDENT NOTES</th>
<th>CHECK OUT HC\HD NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doors: Handles</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frame\Hinges</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Walls</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ceiling</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shelves</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Closet: Door\Shelf</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clothing Rod</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Desks\Dressers: Knobs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drawers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chairs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beds: Slats</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category</td>
<td>Condition</td>
<td>Condition</td>
<td>Condition</td>
<td>Condition</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------</td>
<td>-----------</td>
<td>-----------</td>
<td>-----------</td>
</tr>
<tr>
<td>Mattress/Box Spring</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flooring</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sprinkler Heads</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Smoke Detectors</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Light Switches</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Light Fixtures</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electrical Outlets</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outlet Covers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Window:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Locks</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Screens</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blinds</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Miscellaneous</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** ANY DAMAGES OR MISSING ITEMS NOT LISTED ON THIS PAGE WHEN YOU CHECK OUT WILL BE YOUR RESPONSIBILITY

I understand that this form reflects the condition of the room I have licensed from the chapter’s housing corporation or national organization and that I am to leave the room in the same condition in which I received it. I further understand that I am obligated to schedule a check out time with my chapter House Director (if applicable), House/Property Manager, and/or House Corporation Representative upon the end of license terms. I understand that failure to follow proper check-out procedures will result in a $200 fine. Finally, I understand that any damage that occurs to my room during my period of residence will be charged against my room deposit and/or to my university account (if applicable).

Additional Comments:

_______________________________________________________

_______________________________________________________

_______________________________________________________
I have read, completed and agree with all assessments made in this form at the time of check-in.

________________________________________  __________________
Resident Signature                        Date

________________________________________  __________________
House Director or Manager Signature       Date

________________________________________  __________________
House Corporation Representative Signature Date

I have read, completed and agree with all assessments made in this form at the time of check-out.

________________________________________  __________________
Resident Signature                        Date

________________________________________  __________________
House Director or Manager Signature       Date

________________________________________  __________________
House Corporation Representative Signature Date
PREVENTIVE MAINTENANCE CHECKLIST

Regular preventive maintenance can help to prevent or minimize property issues. In addition to minimizing possible future losses, regular property maintenance can help House Corporations fund for future large expenditures appropriately, such as roof replacement, HVAC projects, etc.

An effective maintenance plan involves taking action to protect and preserve your property. Key elements to consider in developing your program include: defining the roles employees and volunteers will play in protecting your property and scheduling the regular inspection and maintenance of key equipment.

CSL Management developed the premier resources of its kind for women’s chapter properties in the Preventive Maintenance Checklist.

We recommend that preventive maintenance is an ongoing responsibility throughout the year and that the Preventive Maintenance Checklist is completed a minimum of twice per year.

Contact CSL Management for questions and additional information.

Email info@cslmanagement.com

Website www.cslmanagement.com

Preventive Maintenance Checklist