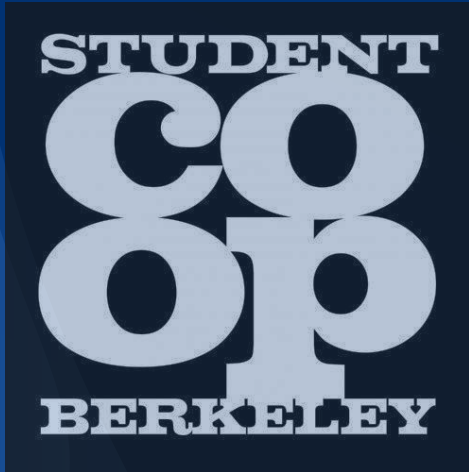


Cleanliness is next to ...

Creation of the Berkeley Student Cooperative's
Habitability Program



BSC Numbers

- 17 Room and Board houses
- 3 Apartment complexes (Room only)
- Approximately 1300 members
- 5 hour weekly workshift requirement in houses



Defining Habitability

- Reduce the hazards of fire
- Prevent the spread of foodborne illness
- Minimize conditions favorable to the harboring and breeding of pests
- Avoid obstructions that interfere with the comfortable enjoyment of co-op life

What are other reasons cleanliness is important in co-ops?

What are other reasons cleanliness is important in co-ops?

- Preserve the space for future co-ops - **Stewardship**
- Maintain what you have to keep costs lower for members
- Member retention & recruitment
- Accessibility
- External - Neighbor, city, university relations
- Landlord Responsibility

Landlord Responsibility

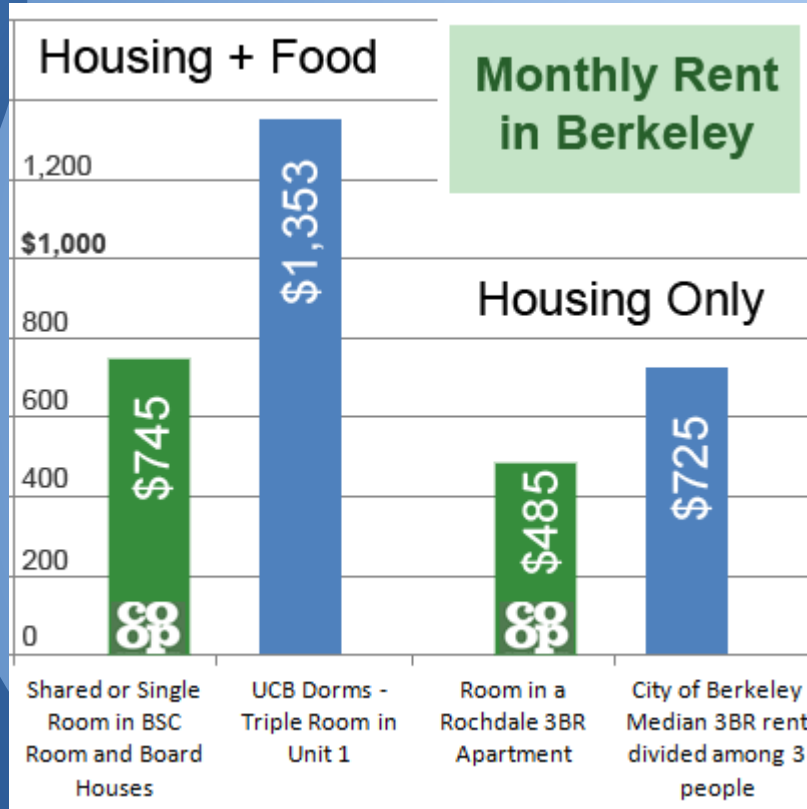
- Implied “Warranty of Habitability” - landlord duty to regularly inspect rental units for defects which may affect the habitability of the premises
- Compliance with state and local building and health codes:
 - CA Retail Food Code
 - City of Berkeley Municipal Codes



Are we meeting our mission?

Our mission is to provide a **quality, low-cost, cooperative** housing community to university students, thereby providing an educational opportunity for students who might not otherwise be able to afford a university education.

✓ Low cost & cooperative









History of BSC inspections

- Internal inspections conducted by students w/ Central Maintenance oversight
 - complaint-based program
- Fire Department
- City Department of Environmental Health
 - put on notice

Bringing the issues to Board!

- Staff and student execs begin to I.D. deficiencies and present to Board our current situation
- Presentation at Board of Directors training- “dirty” pics
- Policy discussion @ Committee level - Operations
- Outreach to house-level managers, staff and members for feedback - focus groups, interviews, sharing inspection results.
 - General Membership Meeting (GMM) on habitability

Drafting policy

- Directly address our org deficiencies
 - Cycles of cleanliness
 - Pass/Fail binary not detailed enough
 - Workshift Fines accumulating in house account
 - No penalty for failing
 - No quick response when house fails to comply with standards

Creating Policy

- Professional Staff position
 - Operations Assistant Job Description
 - Job duties expanded w/ policy
 - part-time → full-time after 1.5 years
- Habitability Policy Package - passed F13

Timeline for Policy Roll-out

Spring 14

- Grading Scale - A-F
- Updated workshift termination process

Summer 14

- Habitability Accounts
- Professional Cleaning services
(if needed or desired by units)



Timeline for Policy Roll-out

Fall 2014

- Random Inspections
- Member fines for failed inspection
- Incentive Program -
 - cleanest overall
 - most improved



Manager & Member Education

- Manager Training Presentation
- New Member Orientation video
- Unit-level orientations
- Email updates before & after inspections
- Continuing education component - still in progress
 - how to directly educate our membership?

Implementation Assessment



Organized Free Pile

- Member's request grievance procedure
 - Board passes policy about semesterly grading rubric review
- Are we seeing results?



Before & After



Before & After





Take Aways

- More than landlord responsibility, long-term preservation of property and assets
- For the BSC, inspections are working!
- Grading scale has been a success
- Newer policies still being tested - fining, randomization.

BSC Materials

- Presentation at BOD training
- Operations Assistant Job Description
- Updated Habitability Policy Language
- **Timeline for Policy Roll-out**
- Manager Training Presentation
- Grading Rubric A-F
- Inspection Forms