

Housekeeping Coordinator - Standards & Roles

Coordinator Duties, Member Responsibilities, and Team-Based Double Scrub Model

Purpose

SoberHomes maintains clean, safe, and welcoming residences as a **core recovery support practice**. Consistent with recovery-housing best practices, cleanliness is achieved through **shared responsibility, peer accountability, and clear standards**, not coercion or unequal burden.

Role of the Housekeeping Coordinator

The Housekeeping Coordinator is a voluntary resident leadership position that plays a critical role in upholding these standards. Working in conjunction with the Secretary/Property Manager, the Coordinator

organizes daily housekeeping, forms cross-unit teams for weekly Double Scrub, and—most importantly—educates teams on both how to perform tasks and what standard constitutes completion.

This role is intentionally focused on:

- 1. Training**
- 2. Coordination**
- 3. Verification**
- 4. Not performing the labor itself**

The effectiveness of the role depends on clear instruction, daily and weekly consistency, and peer-to-peer accountability.

White Glove Inspection (Post–Double Scrub)

Following completion of the weekly Double Scrub, the Secretary/Property Manager conducts a White Glove Inspection. A white glove inspection is a detailed cleanliness review in which surfaces are checked for:

Visible dirt, grime, or residue

Dust on horizontal surfaces, rails, and edges

Residue on bathroom fixtures, kitchen appliances, floors, and window sills

Signs that areas were superficially cleaned rather than thoroughly completed

The standard is not perfection, but clear evidence of thorough, intentional cleaning to an agreed-upon house standard.

Accountability and Re-Completion

If a team fails the white glove inspection, that team is required to re-complete the task the following day to standard. This is not a punishment; it is a learning and accountability mechanism. The expectation reinforces that tasks must be done correctly the first time and that shared standards matter.

Because re-work has a real time cost, it is essential that the Housekeeping Coordinator:

1. Clearly teaches the standard before work begins
2. Ensures teams understand what “done” looks like
3. Encourages teammates to correct one another in real time

In this way, responsibility is shared, standards are reinforced peer-to-peer, and the need for managerial intervention is minimized.

Why This Matters

This structure makes housekeeping important but fair. It rewards good instruction and teamwork, discourages corner-cutting, and ensures that cleanliness standards remain consistent across all units. The result is a home that supports recovery, dignity, and mutual respect for everyone.

Individual Member Responsibilities

All members are responsible for both **personal space** and **shared community upkeep**.

Personal Responsibilities (Daily)

- Make bed
- Keep personal belongings organized
- Wash and put away dishes immediately after use
- Clean up after cooking and restroom use
- Keep rooms and commonly used areas free of clutter

Daily Community Housekeeping (usually after standup and before bed)

Each member contributes **5–10 minutes per day** to shared housekeeping tasks (e.g., wiping surfaces, cleaning sinks or toilets, mopping or vacuuming, trash removal, restocking paper goods).

With ~20 members, this equals **100–200 minutes of total community cleaning per day**, distributed fairly.

Weekly “Double Scrub” (Deep Cleaning)

Once per week, the house completes a coordinated **Double Scrub**. Each member contributes 60-90 minutes.

With ~20 members, this equals **20-30 hours of total community cleaning per weekly double scrub**, distributed fairly.

Cross-Unit, Team-Based Strategy (Coach Model)

Double Scrub tasks are completed by **mixed teams composed of members from different units**, rather than teams drawn from a single unit.

Why Cross-Unit Teams Are Required

- Prevents normalization of **lower standards** within any one unit
- Breaks “don’t snitch / don’t call me out” micro-cultures
- Establishes a **shared, house-wide standard**
- Allows direct comparison across units (bathrooms, kitchens, floors)
- Promotes peer accountability without management escalation

When teams clean **all units together**, differences in cleanliness become visible, discussable, and correctable in real time.

Team-Based Coach Model (How It Works)

1. Instruction Phase (Pre-Task Standardization):

The Housekeeping Coordinator **teaches each team the cleaning standard once** at the start (for example, what a properly cleaned bathroom looks like).

2. Execution Phase (Cross-Unit Application)

Teams then work together across multiple units, applying that same standard consistently (such as cleaning all bathrooms in sequence).

3. Peer Coaching and Real-Time Correction

If a team member falls short of the standard, another teammate corrects them in real time. This **peer-to-peer coaching reinforces expectations immediately and improves overall quality without requiring the Coordinator to step in or redo work.**

4. Coordinator Oversight (Verification Layer)

After the work is completed, the Housekeeping Coordinator reviews the results, provides feedback, and identifies anything that needs to be corrected before inspection. If the work does not meet standard, the Coordinator assigns re-work.

5. Formal Inspection and Enforcement (Management Layer)

A final White Glove Inspection is conducted by the Housing Director or Property Manager. If a team does not meet the required standard, the task must be re-completed. Repeated or serious failures may lead to formal consequences under house policy, including notice of termination of housing.

This model reduces explanation time by approximately 30–50%, improves consistency across units, and strengthens accountability through peer coaching, real-time feedback, skill transfer, and shared responsibility.

Weekly Double Scrub Task Scope (Standardized)

Teams rotate through the following areas each week:

Interior Cleaning

- **Bathrooms & showers (all units):** toilets, sinks, mirrors, floors, showers
- **Kitchens (all units):**
 - Counters, sinks, appliances
 - Weekly stove and oven cleaning
 - Weekly refrigerator and freezer clean-out and cleaning
- **Floors:** vacuuming carpets; mopping hard floors (including under furniture)
- **Bunk beds:** frames, ladders, rails; oil protection on horizontal wood surfaces
- **Stairs & railings:** cleaning and oil protection where applicable
- **Common furniture:** wipe down, vacuum couches and chairs
- **Windows:** interior and exterior glass; window sills

Laundry & Linens

- Weekly linen change for all members. Wash and fold shared linens and towels (as scheduled)

Security & Safety (Weekly)

- Recharge smart door locks
- Replace batteries as needed
- Verify exterior cameras are powered and operational

Exterior Maintenance

- Landscaping and grounds clean-up
 - Removal of leaves, litter, and refuse from:
 - Parking areas
 - Planters
 - Side yard, backyard, and alley
 - Sweeping stairs and concrete patios
 - Vacuuming artificial turf using the Kirby vacuum
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Role of the Housekeeping Coordinator

The Housekeeping Coordinator is a **trainer, organizer, and verifier**, not the primary laborer.

Time Commitment

- ~10–20 minutes per day (~70–140 minutes per week)

This time commitment is comparable to that of individual members, who typically contribute:

- ~5–10 minutes per day to routine housekeeping, and
- ~45–90 minutes during the weekly Double Scrub

Core Responsibilities

- Assign and rotate daily community tasks
 - Create **cross-unit Double Scrub teams**
 - Teach cleanliness standards clearly and consistently
 - Verify tasks are completed to standard
 - Confirm readiness before inspection
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Inspection & Readiness

Before the weekly house meeting:

- Beds made
- Dishes removed from sinks
- Floors clear of items
- All rooms and common areas ready for cleaning teams

After the weekly house meeting:

- Create teams with tasks and teach standards

Once Double Scrub completion is affirmed

- Communicate readiness for **white-glove inspection** to the Secretary/Property Manager
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Participation Options (Summary)

Shared housekeeping is the **default expectation**. Members may alternatively:

1. Participate in a **housewide maid service** (≈ \$50/week per member, house vote required), or
2. Individually opt out and **hire another member** (≈ \$50/week) to cover their duties

Cleanliness standards remain unchanged regardless of the option chosen.

Summary

- Cleanliness is required; participation method is a choice
- Cross-unit teams prevent drift toward low standards
- Peer coaching improves quality and reduces management load
- The goal is a **consistent, house-wide standard** across all units

Same standard. Same outcome. Shared accountability.

2085 G Street – Weekly Double Scrub Team Bundles

Total Effort: ~60 Person-Hours | Cross-Unit Teams Required

Guiding Principles

- Teams are **mixed across units** to enforce shared standards
- Bathrooms, kitchens, and food safety tasks are **weekly priorities**
- Exterior deep cleaning rotates **every other week**
- Roombas run daily; **Dyson and 3M floor systems define weekly standard**
- White Glove Inspection follows completion

◆ TEAM 1 (3 people | ~2 hr 15 min)

Downstairs Bathrooms + Floors + Supply Closet

Weekly – High Priority

Bathrooms (2 total, incl. shower):

- Toilets (inside, base, behind)
- Sinks, faucets, mirrors
- Showers (Zap solution; scrub walls, fixtures, floor)
- Refill paper products
- Spot-check for mildew and residue

Floors:

- Dyson vacuum all carpeted bedrooms
- Vacuum area rugs
- Mop laminate floors with 3M cleaner

Supply Closet (Critical Standard):

- Reorganize by category (paper, chemicals, tools)
- Refill spray bottles (vinegar, bleach, Zap)
- Dispose of empty or expired products
- Floor swept/mopped

Coaching focus: “Hospital clean” bathrooms + zero clutter in shared supply space.

◆ **TEAM 2 (3 people | ~2 hr 15 min)**

Upstairs Bathrooms + Carpets + Stairs

Weekly – High Priority

Bathroom (1 with shower):

- Full shower scrub
- Toilet, sink, mirror
- Paper restock

Floors & Soft Surfaces:

- Dyson vacuum:
 - Carpeted stairs
 - Family room
 - Hallway
 - Bedrooms
- Spot clean laminate entryway
- Shake out + vacuum entry mats (interior & exterior)

Coaching focus: stairs, edges, baseboards, and “invisible dirt.”

◆ **TEAM 3 (3 people | ~2 hr 15 min)**

Downstairs Kitchens (2 fridges + freezer)

Weekly – Food Safety Critical

Kitchen Deep Clean:

- Counters, sinks, appliances
- Stove + oven (foil, scrubbers as needed)
- Microwave interior

Refrigerators (2):

- Remove expired/unlabeled food
- Wipe shelves, drawers, gaskets
- Enforce **≤10 days food policy**

Freezer:

- Ice + weekly-use items only
- Remove long-term storage
- Wipe interior

Coaching focus: food safety, odors, and sticky residue.

◆ **TEAM 4 (3 people | ~2 hr 15 min)**

Upstairs Kitchen + Dining Area (2 fridges + freezer)

Weekly – Food Safety Critical

Same standards as Team 3, plus:

- Dining table and chairs wiped
- Lamps, marble end tables dusted
- Curtains spot-checked for dust

Coaching focus: consistency between upstairs & downstairs kitchens.

◆ **TEAM 5 (3 people | ~2 hr 15 min)**

Rear Unit + Courtyard + BBQ

Weekly interior / Bi-weekly exterior deep

Rear Unit Interior:

- Bathroom (shower, toilet, sink, mirror)
- Kitchen surfaces
- Laminate floors vacuumed + mopped

Courtyard (Weekly Light):

- Sweep concrete patios
- Vacuum fake grass (Kirby)
- Wipe outdoor furniture + fire pit

BBQ (Weekly wipe / Monthly deep):

- Grates wiped weekly

- Grease tray checked

Coaching focus: laminate streak-free finish + outdoor cleanliness.

◆ **TEAM 6 (2 people | ~1 hr 30 min)**

Windows + Furniture + Entry Mats

Weekly

Windows:

- Interior & exterior glass
- Window sills wiped

Furniture & Soft Goods:

- Vacuum sofas and fabric chairs
- Dust lamps, desks, marble end tables

Mats:

- Shake, vacuum all exterior + interior door mats

Coaching focus: dust, fingerprints, and “white glove” touch points.

◆ **TEAM 7 (2 people | ~1 hr 30 min)**

Exterior Grounds + Trash Zones

Every Other Week (rotate weekly coverage)

Exterior Grounds:

- Leaf removal (side yard, fence line, alley access)
- Succulent beds checked and cleared of litter
- Parking lot litter pickup + sweep/blow

Trash Areas (Front + Alley):

- Pick up litter and leaves
- Sweep around bins
- Spot clean bin lids

Rotation note:

- **Week A:** Full exterior focus
 - **Week B:** Light sweep + spot checks only
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Every-Other-Week / Monthly Rotations

- Oil protection on:
 - Bunk beds
 - Stair rails
 - Horizontal wood surfaces
 - Deep exterior detail (patios, planters)
 - Deep BBQ cleaning
 - Curtain laundering (as needed)
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Weekly Security & Systems Check

(Assigned to rotating team or Coordinator assist – ~20 min total)

- Recharge battery door locks
 - Replace batteries as needed
 - Verify Blink exterior cameras powered and aligned
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Final Notes for the Housekeeping Coordinator

- Teach **standards once per team**, not per person
- Require teams to **self-correct in real time**
- White Glove failure = **team re-does task next day**
- Focus on **education** → **peer accountability** → **verification**

Weekly White Glove Inspection Checklist

– Housekeeping Coordinator and Property Manager

“Would a clean white cloth stay clean?”

Passing standard = no visible dirt, residue, odor, or neglect.

Failing items require team re-completion the next day.

A. Bedrooms (All Units)

- Bed made; linens neat
- Floors vacuumed (edges + under bed if accessible)
- No items on floor
- Desk, end tables, lamps dust-free
- Window sill wiped
- Trash emptied
- No odors

B. Bathrooms (All Units)

- Toilet: bowl, seat (top/bottom), base, behind toilet clean
- Sink & faucet: no toothpaste, soap scum, or water spots
- Mirror streak-free
- Shower: walls, fixtures, floor scrubbed (no residue/mildew)
- Floor mopped; corners clean
- Trash emptied
- Paper products stocked
- No odors

C. Kitchens (All Units)

- Counters wiped (edges & backsplash included)
- Sink clean; drain clear
- Stove top clean; knobs wiped
- Oven door/interior wiped (weekly standard)
- Microwave interior clean
- Floors vacuumed/mopped
- Trash/recycling emptied
- No food residue or grease

D. Refrigerators & Freezers (Weekly)

- Expired/unlabeled food removed
- Shelves & drawers wiped
- Door gaskets clean
- ≤10 days food per resident
- Freezer: ice + weekly items only (no long-term storage)
- No odors

E. Floors & Stairs

- Carpets Dyson-vacuumed (edges, stairs, landings)
- Area rugs vacuumed
- Laminate floors mopped with 3M cleaner (no streaks)
- Under furniture checked

F. Common Furniture & Surfaces

- Sofas & fabric chairs vacuumed
- Desks, tables, marble end tables dusted
- Lamps dust-free
- Curtains spot-checked

G. Supply Closet (Downstairs)

- Organized by category
- Spray bottles filled & labeled
- Paper supplies stocked
- No clutter on floor
- Floor swept/mopped

H. Windows & Mats

- Interior & exterior glass clean
- Window sills wiped
- Exterior & interior door mats shaken & vacuumed

I. Exterior & Grounds

- Litter removed (parking, planters, alley)
- Leaves cleared (side yard, fence line)
- Concrete patios swept
- Artificial turf vacuumed (Kirby)
- Outdoor furniture wiped
- Trash areas clean (front & alley)

J. Security & Systems (Weekly)

- Smart locks charged
- Batteries replaced as needed
- Exterior and interior cameras powered & aligned