

Cornerstone Coves — House Manager Manual (v1.0)

Last updated: October 12, 2025

Purpose of this manual

To give the House Manager clear, repeatable systems for chore rotation, inspections, communication, and reporting so the home stays safe, organized, and welcoming.

1) Role & Mission

Role: The House Manager is the on-site lead for day-to-day order and community care. You're not a landlord or security—your job is to run the playbook below and bring up actual and potential issues early.

Mission: Keep the home clean, safe, and calm; make sure rules are known and followed; give the Owner accurate, timely updates and practical suggestions.

Reports to: Owner

Works with: Residents, Case Workers (when applicable), Vendors (cleaning, pest control, maintenance)

2) Core Responsibilities

1. **Chore System** — Assign, rotate, and track chores. Follow up on misses and coach fair participation.
2. **Inspections** — Conduct regular walk-throughs; flag hazards, damages, and early-warning issues.
3. **Rules & Policies** — Brief residents; post and update house rules; address violations and document.
4. **Communication** — Keep a calm tone, document interactions, escalate as needed.
5. **Reporting** — Send the Owner the weekly report (template below) and immediate incident reports.
6. **Community Health** — Monitor household mood, conflicts, and cleanliness standards; propose improvements.
7. **Vendors & Supplies** — Track consumables; coordinate cleaning/pest control; submit maintenance tickets.

2A) Compensation & Perks (House Manager)

- **Private Room & Closet:** The House Manager is assigned an **unshared private bedroom** with an **exclusive-use closet**, furnished with a **full-sized bed** (mattress + frame). No other residents may store items in this room or closet.
- **Bed Discount:** The House Manager receives a discounted bed rate as set by the Owner. The current discount and terms will be documented in the House Manager's agreement/offer letter.
- **Driveway Parking — First Pick:** The House Manager has first choice of available driveway parking. Remaining driveway spots are assigned to other residents per the parking rotation or waitlist managed by the House Manager.
- **Good-Standing Requirement:** Perks apply only while performing House Manager duties satisfactorily (attendance, reporting, inspections, and conduct). Perks may be paused or revoked by the Owner for cause.
- **Transparency:** Post the active parking assignments and rotation on the house notice board.

3) Daily / Weekly / Monthly Checklist

Daily (10–20 minutes)

- Quick walkthrough of common areas (kitchen, living room, bathrooms, hallways, laundry room).
- Verify chore completion for the day (see Section 4).
- Inspect exterior of home and back yard for debris or potential issues
- Temperature & safety glance: doors/windows secure; smoke/CO detectors unobstructed; trip hazards removed.
- Log notes in the Daily Log (wins, misses, supplies low, mood snapshot).

Weekly (45–60 minutes)

- Full inspection (see Section 5 checklist).
- Review chore assignments for the next week; publish rotation.
- Check supplies (cleaners, trash bags, TP, paper towels, hand soap). Submit restock request.
- Utilities awareness: share any unusual consumption patterns or resident feedback (e.g., water left running).
- Send **Weekly Report to Owner** (Section 8) every **Sunday by 6 PM**.

Monthly (60–90 minutes)

- Deep-clean day coordination (residents + vendor, as applicable).
- Pest control & professional cleaning schedule check.
- Smoke/CO detector test (press test button); note battery dates.
- Review rules posting and any updates needed.
- Suggest improvements (layout, labels, storage, signage, process tweaks).

4) Chore System — Assignment, Rotation & Accountability

Chore List (sample; adjust per property)

- **Kitchen (daily):** counters, stove top, sink, wipe appliances, sweep & mop.
- **Trash & Recycling (daily):** collect from rooms/common areas; take out on city pickup days.
- **Bathrooms (daily wipe; weekly deep):** mirrors, sinks, toilets; mop weekly; restock supplies.
- **Common Areas (daily tidy; weekly dust):** surfaces, floors, light vacuum; wipe door handles.
- **Laundry Area (daily tidy):** lint traps, wipe surfaces, no items left.
- **Entry/Porch (2x/week):** sweep, remove clutter.
- **Fridge (weekly):** discard expired items; wipe shelves.

Rotation Rules

- Each resident holds **one primary chore** for the week; rotate **every Sunday**.
- No one repeats the same chore more than **2 consecutive weeks** unless they volunteer.
- Post the chore board in the kitchen with names and dates.

- Allow chore swaps only if both parties agree **and** you're notified by text before 12 PM that day.

Tracking & Follow-Up

- Use the **Chore Tracker** (Appendix A). Mark  /  daily.
- **First miss:** friendly reminder.
- **Second miss in 7 days:** verbal warning + document in Daily Log.
- **Third miss in 14 days:** write-up using Incident/Violation Form and notify Owner in Weekly Report (or immediately if pattern disrupts the home).

5) Inspection Checklist (Weekly Walk-Through)

Safety & Systems

- Smoke/CO detectors visible, not beeping, test monthly.
- Fire extinguisher: mounted, gauge green, path clear.
- Electrical: no daisy-chained power strips; cords intact; outlets not scorched.
- Plumbing: under-sink leaks; running toilets; slow drains.
- HVAC: vents unobstructed; filters dated (replace on schedule).
- Trip hazards: rugs flat; stairs clear.

Structure & Cleanliness

- Walls/doors: new holes, scuffs, or damage.
- Windows/screens: intact; locks working.
- Pests: droppings, ants, roaches; note and schedule treatment.
- Kitchen: food labeled, no spoiled items, sink clear overnight.
- Bathrooms: mold/mildew check; exhaust fans working.
- Exterior: porch tidy; trash bins closed and placed properly on pickup days.

Early-Warning Items to Flag

- Repeated clogs, moisture odors, soft spots in floors.
- Residents storing items in hallways or blocking exits.
- Broken locks, loose handrails, failing light fixtures.
- Any safety concern—notify Owner the same day.

6) House Rules — Posting & Briefing (Summary)

Post these in common areas and include in onboarding.

- **No smoking indoors.**
- **No alcohol on premises.**

- **No pets.**
- **Quiet hours: 10:00 PM – 7:00 AM.**
- **Visitors:** Only with prior approval from Owner/House Manager; no overnight guests.
- **Chores:** Required and rotated weekly; see chore board.
- **Parking:** Driveway parking is assigned. **House Manager has first pick** of available driveway spots; remaining spots are assigned/rotated fairly and posted on the notice board. No blocking sidewalks or mailboxes. Street-parking must follow local laws.
- **Private spaces:** The House Manager's bedroom and closet are **private**; no entry or storage by others. Respect closed doors.
- **Shared spaces:** Clean as you go; dishes same day; label/contain food.
- **Respect & conduct:** No harassment, threats, or discrimination.
- **Mail:** Do not use house address for personal mail unless expressly approved; use P.O. Box/virtual mailbox.
- **Damages:** Report immediately; do not attempt major repairs yourself.

Reminder: This is a summary. The full Policies & House Agreement governs.**

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7) Handling Violations — Calm, Documented, Fair

1. **Observe & Clarify:** What happened? Who, when, where? Is there a safety risk now?
2. **De-escalate:** Use a calm voice, set boundaries, and move to a private area if needed.
3. **Apply Steps:** verbal warning → written note → escalation per policy.
4. **Document:** Use the Incident/Violation Form (Appendix C). Include dates, quotes if relevant, and your actions.
5. **Notify Owner:** Immediately for safety issues; otherwise in the Weekly Report.

8) Weekly Report to Owner (Template)

Due: Sundays by 6 PM (email or shared doc)

1) Snapshot (1–3 sentences):

- Overall cleanliness & order: e.g., “Good; kitchen improved.”
- Mood of household: e.g., “Calm; two residents collaborating well.”

2) Chores & Cleanliness:

- Completion rate: /.
- Misses & follow-ups: *Name – date – action taken.*

3) Inspections & Maintenance:

- Issues logged this week: *leak under bathroom sink; hallway bulb out.*
- Actions taken / tickets submitted.
- Items needing Owner decision/approval.

4) Rules & Conduct:

- Any warnings or write-ups (attach forms).

5) Supplies & Vendors:

- Low/ordered: *trash bags, TP.*
- Vendor visits: *cleaning Wed; pest control Fri.*

6) Suggestions & Requests:

- *E.g., “Add shoe rack near entry,” “Label pantry shelves,” “Post quiet-hours sign by hallway.”*

7) Upcoming:

- *E.g., deep clean Sat 10 AM; HVAC filter change next week.*

9) Communication Standards

- **Tone:** Respectful, neutral, solution-oriented.
- **Documentation:** If it's not written down, it didn't happen—use the Daily Log and forms.
- **Privacy:** Share sensitive info only with the Owner (or as policy requires).
- **Boundaries:** You're not a counselor or law enforcement. For emergencies, call 911 first, then Owner.

10) Maintenance & Supplies

- **Work orders:** Use Maintenance Ticket (Appendix B) for anything beyond light bulbs/batteries.
- **Consumables per levels:** TP (1 roll/ba/day on hand), paper towels (1 roll/common room), trash bags (1 box), multipurpose cleaner, dish soap, hand soap.
- **Furniture & Fixtures (HM Room):** Maintain 1 full-sized bed (good condition), mattress protector, and functional lock on the HM room door. Report wear/damage for replacement.

- **Utilities awareness:** Support conservation (lights off, short showers, fix drips). Report unusual usage or resident concerns promptly.

11) Onboarding & Orientation (New Residents)

Within 24 hours of move-in: - Welcome tour (kitchen, laundry, bathrooms, exits, chore board).

- Review rules & quiet hours
- Assign first-week chore and show where supplies live.
- Explain maintenance request process and who to contact after hours.
- Add to group chat/notice board.

12) Conflict Navigation (Brief Guide)

- **Listen first:** “Help me understand what happened.”
- **Name house standards:** “Our quiet hours are 10 PM–7 AM; let’s align.”
- **Offer choices:** “You can use headphones or move to the porch before 10 PM.”
- **Close with clarity:** “Today is a reminder; next time is a written note.”
- Document in the Daily Log.

13) Emergency Quick-Ref

- **Medical, fire, active threat:** Call 911.
- **Water leak or electrical hazard:** Move residents away, shut off source if safe, call Owner/vendor.
- **Lock/entry failure:** Keep door monitored; replace batteries, test lock.

Post emergency contacts by the main exit: 911, Non-Emergency Police, Owner, Utility providers, Key Vendors.

14) KPIs (What “Good” Looks Like)

- **Chore completion:** $\geq 90\%$ on time.

- **Inspection issues resolved:** $\geq 80\%$ within 7 days.
- **Incident frequency:** Trending down; no repeat violations within 30 days.
- **Resident feedback:** Majority positive/neutral; actionable suggestions monthly.
- **Cleanliness score (self-rated 1–5):** ≥ 4 weekly.

Appendices (Forms & Tools)

Appendix A—Weekly Chore Tracker (example)

Week of: _____ / _____ / _____

Appendix B — Maintenance Ticket

- **Date/Time:**
- **Reported by:**
- **Location:** (room/area)
- **Issue:** (what, when noticed, any sounds/smells/leaks)
- **Immediate risk?** (Y/N)
- **Photos attached?** (Y/N)
- **Temporary action taken:**
- **Vendor needed?** (Y/N)
- **Follow-up date:**
- **Resolved date:**

Appendix C—Incident/Violation Form

- Date/Time:

- **Person(s) involved:**
- **What happened (facts only):**
- **House rule/policy involved:**
- **Your response/action:** (reminder, warning, write-up)
- **Next steps if repeated:**
- **Owner notified:** (Y/N) How/when:
- **Signatures (if required):**

Appendix D — Weekly Report (fillable outline)

Copy/paste Section 8 and fill each Sunday.

Appendix E — Move-In Orientation Checklist

- Welcome tour completed
- Rules reviewed; acknowledgment signed
- Chore assigned
- Added to group chat/board
- Maintenance request process explained
- Emergency contacts reviewed

Appendix F — Vendor & Contacts (fill in)

- **Owner:** Name | Phone | Email
- **Property Manager (if applicable):** Name | Phone | Email
- **Cleaning:** Company | Contact | Phone
- **Pest Control:** Company | Contact | Phone
- **Maintenance/Handyman:** Company | Contact | Phone

- **Locksmith:** Company | Contact | Phone
- **Utilities Providers:** Electric | Water | Internet | Gas (numbers)

Appendix G — Parking Assignment Log (example)

Spot	Priority	Assigned To	Start Date	End/Rotation Date	Notes
Driveway A	HM (First Pick)				
Driveway B	Rotation				
Driveway C	Rotation				
Street	Overflow				

Sign-Off

I have read and understand the House Manager Manual and agree to follow these procedures.

Name: _____

Signature: _____

Date: _____