



What Every House Director Needs To Know

Generally it is assumed house directors know and understand the basic operations of the house and “where everything is within the facility”, but often times this is not the case. Typically the house corporation or owner of the house has not taken the time to ensure the house director is knowledgeable on the basics or trained him or her on them. Furthermore, the house director is usually embarrassed to ask the simple questions out of fear of looking like he or she does not know what they are doing. Thus, CSL Management has compiled the following list of critical items every house director should know:

- 1) How to shut off power, gas, and water to the house
- 2) How to shut off water to the water heater, washing machines, and each toilet
- 3) Access points for attic, roof, basement, and/or crawl spaces
- 4) Location of all electrical breaker boxes and get familiar with diagrams
- 5) Procedures to take if pilot light on gas appliances goes out
- 6) Cell, home, and work phone numbers for all house corporation and staff members
- 7) Emergency contact person and information for all members, alumni leadership, and staff
- 8) Emergency hotline number of National Headquarters to report emergencies\incidents
- 9) 24 hour phone numbers for the following vendors in case of emergencies:
 - a. Plumber
 - b. Electrician
 - c. HVAC\Mechanical Contractor
 - d. Alarm Company(s)- Security and Fire Panel (plus any security codes/passwords)
 - e. Disaster Restoration- i.e. ServPro or similar company
 - f. Property Management Firm- if applicable
- 10) General knowledge of the HVAC system and how to power off (including boilers)
- 11) Life Safety and Code inspection requirements- dates, how often, who, etc.
- 12) Preventive Maintenance contracts and requirements- how often, dates, who, etc.
- 13) Chapter calendar of events - should be provided each semester
 - With special emphasis on recruitment, initiation, parent weekend, Homecoming, Founders’ Day and what is expected
- 14) Special traditions of the Chapter that might require assistance of the House Director
- 15) Unique operational items related to Recruitment, Initiation, Homecoming, etc.
- 16) Guest and visitor policies, especially pertaining to resident areas of the house