

HOUSE SERVICE INSPECTION

1. GENERAL

1.01 This section outlines a procedure for inspecting house service in telephone buildings. It is intended to aid the supervisory forces in maintaining a clean, attractive and safe environment in and about the buildings.

1.02 The reason for reissue is to advance the classification from "Provisional" to "Standard" and to improve the arrangement of the text in Paragraphs 4 to 13.

1.03 House service inspections under the plan are made in a particular building to:

- (1) Determine the quality of the house service job as a whole and whether its various phases are in good balance.
- (2) Determine that the work is being performed according to approved practices.
- (3) Institute corrective measures if the quality of the job, the methods employed or work frequencies require them.

1.04 For purposes of inspection, house service is divided into ten classifications, as follows:

Exterior and Grounds	Windows, Shades and Venetian Blinds
Floors	Lighting Fixtures and Fans
Walls, Doors and Partitions	Supplies and Tools
Washrooms	Service Quarters
Furniture, Lockers and Files	Miscellaneous

1.05 An inspection report form (E-3024) is used for guidance in making the inspection. A copy of this form, filled out as for a typical inspection, is shown in Exhibit A. The form provides two lists; one indicating the items to be inspected under each classification and a second giving typical conditions to be observed. Notes in reference to listed items that require attention are made on the back of the form. The notes should be numbered and the number written after the item in the checking list for identification.

1.06 The form also includes a table for evaluating house service results. Numerical values are established for each of the ten classifications that are broadly proportional to the importance each classification bears to the job as a whole. The inspection plan thus indicates whether a balanced job is being done and if not, where attention is necessary to bring all classifications up to the desired

level. This may be accomplished by additional or redirected effort, more supervisory attention, further training or other action.

1.07 The conditions observed under each classification are initially considered in terms of "excellent, good, fair or poor." For example, thoroughly clean, properly waxed and polished linoleum floors are rated as "excellent," i.e., theoretically 100 per cent. and, therefore, the figure 20 would be placed in the "quality value" column for floors. If the floors do not rate as "excellent" but better than "good" the figure 17, 18 or 19 would apply depending upon whether they were closer to a "good" job, midway between "good" and "excellent," or nearly "excellent." If they only rate "fair" the figure 12 would be used, etc. The other classes of work are treated similarly.

1.08 Quality values are assigned on the basis of the conditions observed at the time of inspection regardless of the imminence of floor or furniture conditioning, wall washing, etc. However, consideration is given to the elapsed time since the last scheduled day-to-day operation. For instance, a linoleum floor could not be expected to be entirely free from dust at 4 P.M. when it was last swept at 9 P.M. on the previous evening. Inspection is omitted in space undergoing painting, alterations or other construction activities.

1.09 Appearance is a factor to be considered in the assigning of quality values. Generally a good house service job and good appearance go hand in hand, but occasionally walls or floors, for example, may look poorly because of the need for repainting or for the replacement of linoleum. Although such conditions may not be the direct result of inadequate house service, they affect appearance and it is obviously contradictory to assign high values in the face of poor appearance. Report should be made of all such cases.

1.10 A single form serves for one building. In the case of a large multi-story building, a number of floors may be selected by the inspector as representative of the building as a whole and on subsequent inspections other floors can be chosen. The selected floors should be noted on the form. A quality result for the entire building is determined from the conditions observed on the selected floors. If a more detailed report is desired or the size of the building warrants, each floor may be entered on separate forms. These can be averaged and consolidated on a single form to establish an overall quality index for the building.

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1.11 During the inspection any observed conditions requiring maintenance treatment such as building hardware, door checks, lighting switches, dispensers, etc., that are not in proper working condition should be reported.

IMMEDIATE ATTENTION SHOULD BE GIVEN TO ANY CONDITIONS THAT MAY CONSTITUTE ACCIDENT OR FIRE HAZARDS.

### 2. PRELIMINARY PROCEDURE

2.01 Before starting the actual inspection, fill in the data on the inspection form i.e., the name of the locality in which the building is situated, the name of the building, year built, number of floors, the gross area of the building, area of the grounds, number of occupants, tenancy, etc., in the spaces provided on the face of the form.

2.02 The number of occupants includes all Telephone Company employees regularly housed in the building and includes the house service forces. The number of tenants in any space rented to outsiders is also included.

2.03 The following basis is employed for entering data regarding tenancy on the inspection form:

Traffic quarters - operating rooms, service observing rooms, rest, quiet and locker rooms and dining service.

Plant space - switch and terminal rooms, test centers, power and emergency power rooms, battery rooms, cable vaults and plant store-rooms.

Office space - all separately partitioned space used for general or private office purposes.

Vacant space - if this space is more than 10 per cent. of the assignable space (excluding basement) place the approximate proportion on the form. If it is less than 10 per cent. use the abbreviation "neg." i.e., negligible.

The proportions of the different occupancies need to be only roughly approximated, on the form, as for example, Traffic 30 per cent., Plant 45 per cent., Office 25 per cent. Vacant negligible.

2.04 In noting the cleaning force data the number of persons of each sex together with hours per normal work week should be entered - example "Cing. Force M. 2 @ 40, Fe. 2 @ 20."

2.05 Where the operations of window cleaning, wall washing, and care of grounds are done by the cleaning employees regularly assigned to the building, the abbreviation "emp"

is placed in the space following each designation. Where these operations are done by outside contractors "cont" is used or if the work is done by Telephone Company traveling crews the letters "tc" are entered.

2.06 The cleaning hours used as a basis for computing the hours per thousand square feet per week consist of the regularly assigned time for all housekeeping work done by the normal building force including the time of working foremen and group leaders. The range of duties covered include dusting, sweeping, mopping, waxing, washing of windows and other glass, cleaning lighting fixtures, wall washing, cleaning and polishing office furniture and fixtures, cleaning screens, blinds and window shades, cleaning and servicing toilet rooms, collecting and disposing of waste paper and rubbish, displaying flags, replacing electric light bulbs, caring for lawns and shrubbery, polishing metal hardware and trim, cleaning of elevator cars, etc.

2.07 The cleaning hours per thousand square feet per week need only be approximated as this figure is simply a further index to aid in judging the overall effectiveness of the job being performed. For simplicity the house service work done by contractors or traveling crews need not be included.

The computation should exclude the time devoted by the regular cleaning force to other tasks such as elevator reliefs, watch service, attending heating plants, etc., when of significant amount.

2.08 In calculating the population density per thousand square feet, the gross area of the building is used.

### 3. INSPECTION - GENERAL

3.01 Inspection is done by observation of all of the items listed in the checking list, and of any others observed while walking around the building or through the building from the roof to the basement. It is preferable to begin with the exterior and grounds. The exterior is viewed from as many points as practicable.

3.02 The items listed in subsequent paragraphs under headings corresponding to the subdivisions on the inspection form are those points that should be considered in judging the condition of the building. Also any other factors affecting the quality of the job are to be observed.

### 4. EXTERIOR AND GROUNDS

#### Building Exterior

4.01 Entrances - dusty, dirty, stained masonry, worn paint, chipped, loose or broken steps or landings.

- 4.02 Building Sign - dusty, dirty - requires polishing.
- 4.03 Base course - soiled, stained, marked with crayon.
- 4.04 Bronze trim - dusty, dirty, uneven weathering - requires oil treatment.
- 4.05 Shutters - dusty, dirty, worn paint.
- 4.06 Fire escapes - debris, dirty, stained, rusty, worn paint.
- 4.07 Roofs - debris, clogged drains, blisters, tar base not uniformly covered with gravel, loose or cracked slate.
- 4.08 Flag - soiled, torn, worn paint on staff, halyard worn.

#### Grounds

- 4.09 Sidewalks - require sweeping, removal of gum, washing - note if there are broken slabs, raised edges or uneven edges that might cause tripping.
- 4.10 Driveways, areaways - require sweeping, raking.
- 4.11 Parking lot - debris, washed out sections - requires sweeping, raking, realignment of parking barriers or markers.
- 4.12 Lawns, Shrubbery - debris, grass requires cutting, hedges require trimming - note if reseeding is required or shrubbery requires pruning or replacement.
- 4.13 Trees - general appearance, broken or dead limbs - note if spraying or pruning is needed.
- 4.14 Fences - dirty, rusted, worn paint, loose posts, not in true alignment, gates sagging, hinges or latches not in working order - note if repairing or repainting is necessary.
- 4.15 Drains - not clear, strainers defective or missing.

#### Accident Hazards

- 4.16 IN ADDITION TO THOSE LISTED ABOVE NOTE ANY BROKEN CURBS, OBJECTS LEFT WHERE THEY MAY BE TRIPPED OVER, BROKEN GLASS, PROTRUDING NAILS, SAGGING SIDEWALK DOORS, ETC.

## 5. FLOORS

### Smooth Finished

- 5.01 Dusty - Is dust accumulated on the finger tips when rubbed over the surface or does the surface appear dusty when viewed toward light?
- 5.02 Streaked - residues of scouring powder or soap because not properly cleaned or rinsed.
- 5.03 Dirty areas - in paths of traffic under desk wells, at bases of furniture and equipment, along baseboards - note if spot cleaning is required.
- 5.04 Dirty, overall - general darkening or discoloration - note if overall cleaning and rewaxing are required.
- 5.05 Waxing - Is the floor adequately waxed, worn thin in spots, or on overall basis? - note if spot or overall waxing is required.
- 5.06 Polishing - surface dull in traffic lanes or generally - note if spot or overall polishing is needed.
- 5.07 Wet areas - (Slip Hazard) look for causes of wet areas such as dripping pipes, condensation or spattering from drinking fountains, failure to provide umbrella racks, failure to use storm mats, etc.

### Carpets and Rugs

- 5.08 Dusty - surfaces appear dusty, show evidence of cigarette ashes or other debris.
- 5.09 Dirty - embedded dirt indicating insufficient sweeping or vacuuming in paths of traffic or overall.
- 5.10 Stained - spotty stains or general dullness or discoloration - note if it should be sent out for cleaning.

### Wear or Damage

- 5.11 NOTE IF ANY OF THE FLOOR COVERINGS, I.E. LINOLEUM, ASPHALT TILE, RUBBER TILE, OR CARPETING NEEDS REPAIR OR REPLACEMENT.

## 6. WALLS, DOORS AND PARTITIONS

### Walls, Partitions

- 6.01 Dusty - adjacent to ventilators, windows, especially observe interior surfaces of outside walls.

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- 6.02 Fingermarked - adjacent to doors, windows, lighting switches, on columns and doors - review spot washing frequencies.
- 6.03 Dirty - in specific areas or overall.
- 6.04 Marble Walls - stained, discolored - note if poulticing is required.
- 6.05 Baseboards - dusty ledges, dirty, stained from unclean mops.

### Doors

- 6.06 General - dusty, fingermarked, marred by footcontact, metalware tarnished, generally dirty - note if repolishing, refinishing, or kick plates are required.
- 6.07 Door Hardware - look for loose or projecting screws which may create an accident hazard, checks drip oil, checks, knobs, latches operate properly - note if replating or painting is needed.

### Glass

- 6.08 General - smeared, dirty - note if door, transom or partition glass is cracked.

## 7. WASHROOMS

### Sanitation

- 7.01 General - All parts of washrooms including wash basins, toilets, urinals, dispensers and receptacles, walls, partitions and doors should be immaculately clean and all facilities should be in good operating condition at all times. The use of disinfectants or deodorants are not necessary where an adequate cleaning job is being done.

### Facilities

- 7.02 Dispensers - soap dispensers and valves not clean, glass bowls dirty on insides, soap cloudy or contains sediment, hardened soap deposits at outlets - note if they leak or do not operate properly.

- toilet paper and paper towel dispensers, sanitary napkin vending machines, dusty, dirty stained, have paint droppings on them - note if enamel, paint or plating is worn, chipped or rusted.

- 7.03 Mirrors and Shelves - glass, frames or brackets dusty, dirty, smeared, tarnished - note if fastenings are loose or refinishing is needed.

- 7.04 Toilets - seats are dull, not of clean appearance, discolored, hinges dirty, tarnished, loose, bowls, stained, chipped, scratched - note if seats require refinishing or replacement; if hinges or flushometers require replating.

- 7.05 Urinals - dirty, stained, have odor because of deposits in traps of floor type or accumulations underneath the edges of the fixtures or because of the use of disinfectants or deodorants - note if flushometer fittings require replating.

- 7.06 Wash basins - streaked, dirty, have ring around inside of bowl, rust stained, adjacent walls stained from spattered soap - note if basin is cracked, checked or chipped.

### Stall Partitions

- 7.07 Cleanliness - is determined by viewing them at an angle facing the source of light - note if the brackets of stall partitions are loose or the slabs cracked.

## 8. FURNITURE, LOCKERS, FILES

- 8.01 Dusty - on tops and side surfaces, between chair back slats, underneath objects such as clocks on desks, bookcases, etc.
- 8.02 Fingermarked - at handles of desk drawers, filing cabinets, lockers, chair arms, at point where occupant sits at desk - note if spot cleaning is required.
- 8.03 Dirty - generally dirty requiring overall washing and polishing - note if refinishing or repairing is necessary.
- 8.04 Footings - of desks, chairs, tables, lockers, office machines, etc. not proper type, are indenting or scratching floors - note floor damaging conditions for immediate correction.

## 9. WINDOWS, SHADES AND VENETIAN BLINDS

### Windows

- 9.01 Glass - dirty, rainspotted, fogged on inside surfaces - note if glass is cracked or broken.

- 9.02 Frames - dusty, dirty, rusty - note if paint is checking, flaking or worn requiring repainting.
- 9.03 Sills - dusty, dirty, scratched as by window washer's feet, has paint droppings.
- 9.04 Deflectors - dusty, fingermarked, dirty - note if glass is chipped or cracked or holders require tightening or refinishing.
- 9.05 Unit Ventilators - dusty, dirty, filters require cleaning or replacement.

#### Shades

- 9.06 General - dusty, fingermarked, stained, dirty especially at the meeting rail point. Inspect especially the side facing the window - note if they are torn, frayed, or if cord is not properly attached.

#### Venetian Blinds

- 9.07 General - dusty, dirty, tapes stained, worn or faded - note if tapes or cords require replacement or the slats require refinishing.

#### Awnings

- 9.08 General - dirty, stained - note if they are torn or do not operate freely.

#### Drapes

- 9.09 General - dusty, dirty, stained, badly wrinkled - note if they should be cleaned.

#### Screens

- 9.10 General - dusty, dirty - note if mesh is torn or frames require repainting.

### 10. LIGHTING FIXTURES AND FANS

#### Fixtures

- 10.01 Ceiling and Wall Types - dusty, dirty, glass globes or lamps dusty, dirty, try emergency gas lights for proper operation - note if fixtures require refinishing, globes are cracked.
- 10.02 Portable Types - dusty, dirty - note if shades are discolored, torn or loose or if cords are frayed or are a tripping hazard.

#### Fans

- 10.03 All Types - dusty, dirty, dripping oil, blades dirty or tarnished - note if electric cords are frayed or are a tripping hazard.

### 11. SUPPLIES AND TOOLS

#### Cleaning Supplies

- 11.01 General - not stored in an orderly manner, quantities are excessive, include non-recommended or hazardous materials, e.g., disinfectants or uncolored sodium fluoride or materials of unknown compositions.

#### Cleaning Tools

- 11.02 General - not properly stored, not in clean or good condition, polishing machines are dusty, dirty, drip oil, cords defective, vacuum cleaners not clean, bag or dust receptacle contains dirt, cords defective.

#### Sanitary Supplies

- 11.03 General - not stored in a clean and orderly manner, quantities are excessive.

### 12. SERVICE QUARTERS

#### Service Sink Rooms

- 12.01 General - floors, walls, shelves, sinks are dusty, dirty, supplies and tools not in an orderly condition, room has musty odor - note if floors or walls require repainting.

#### Basement

- 12.02 General - Observe corners and closets for debris and vermin and particularly for fire hazards such as excelsior, papers, packing cases, flammable oils, paints, etc., try sump pumps to determine whether they operate properly, check infrequently used floor drains to determine whether traps have liquid in them.
- 12.03 Boiler Room - boilers and auxiliary equipment are dusty, dirty, ash and trash accumulations not stored orderly or safely.

- 12.04 Cable Vault - floors and walls are dusty, dirty, debris on floor.

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12.05 Emergency Engine Room - floors and walls are dusty, dirty. There should be no equipment or supplies stored in these rooms.

12.06 Piping - pipes and coverings are dusty, dirty, stained, identification obscure - note if valves drip or there are other leaks.

13. MISCELLANEOUS

13.01 Stairs - dusty, dirty - note if treads are broken, loose or are worn or slippery.

13.02 Hand Rails - dusty, dirty, require polishing - note if they are loose or require refinishing.

13.03 Radiators - dusty, especially between sections - note if valves leak or if refinishing is needed.

13.04 Fire Extinguishers - dusty, check date of last inspection on tags - note if they are obscured or made inaccessible by equipment or lockers placed subsequent to their installation.

13.05 Building Fuse Panels - inspect to see that they are clean and also free from foreign materials.

13.06 Utility Shafts - not clean, or have cleaning tools, supplies or miscellaneous articles stored in them.

13.07 Elevator Shafts - dusty, dirty, have debris at bottom.

13.08 High Dusting - check all points that are dusted on a periodic basis such as pipes, transom and partition ledges, picture mouldings, tops of lockers, switchboards.

13.09 Drinking Fountains - not clean, strainers clogged - is drinking water refrigerated properly, i.e., approximately 50°F.

13.10 Hot Water - is it of the proper temperature, for general use, i.e., approximately 120-125°F. - not too hot for direct contact with the hands?

13.11 Heat - does the building appear to be properly heated, i.e., a proper health temperature and windows not open excessively during heating season, suggesting overheating?

13.12 Elevators - is service adequate, are attendants neat and courteous, are cabs and doors dusty, dirty, require polishing with furniture or metal polish.

13.13 Electricity - do there appear to be fans running or electric lights burning unnecessarily?

13.14 Bell System Practices - are they in the building, readily available and being followed?

13.15 Work Schedules - are they used and if so, are they up to date, are the assignments well balanced as to order and frequency?

Attached:  
Exhibit A.

City Alphatown Date 6-6-45

Bldg. Alphatown C.O. Yr. Blt. 1930

Bldg. 28,130 Grds. 4500

No. Flrs 2 + h Pop. 83

Occupancy  
Traf. 30 % Pk. 45 % Off. 25 % Vacant 289 %

Cing. Force M. 1 @ 40 Fe. 2 @ 25 In.

**CHECKING LIST**

**EXTENSION & GROUNDS**

EXTERIOR

Entrances ✓

Flags ✓

Fire Escape ✓

Mailbox ✓

Roofs ✓

Staircases ✓

Signs ✓

Steps ✓

Wall Openings ✓

Walls ✓

Windows ✓

Yards ✓

Driveways ✓

Lawns ✓

Parking Lot ✓

Shrubbery ✓

Sidewalks ✓

Trees ✓

**FLOORS**

Asphalt ✓

Carpet ✓

Concrete ✓

Limestone ✓

Marble ✓

Rubber ✓

Terrazzo ✓

Tile ✓

Others ✓

**WALLS, DOORS & PARTITIONS**

DOORS

Check ✓

Frame ✓

Hardware ✓

Partitions ✓

Frames ✓

Walls ✓

Baseboards ✓

Chairs ✓

Stairs ✓

Marble ✓

Painted ✓

Papered ✓

Tile ✓

Others ✓

**WASHROOMS**

Dispensers ✓

Paper Towel ✓

Sanitary Napkins ✓

Sinks ✓

Toilet Paper ✓

Floors ✓

Hardware ✓

Mirrors ✓

Partitions ✓

Piping ✓

Shelving ✓

Toilets ✓

Towel Dispensers ✓

Urinals ✓

Walls ✓

Wash Basins ✓

**FURNITURE, LOCKERS & FILES**

FILES

FURNITURE

Cabinets ✓

Chairs ✓

Desks ✓

Formulas ✓

Tables ✓

LOCKERS

**WINDOWS, SHADES & VENETIAN BLINDS**

SHADES

VENETIAN BLINDS

WINDOWS

Awnings ✓

Frames ✓

Glass ✓

Screens ✓

Verticals ✓

**LIGHTING FIXTURES & FANS**

FANS

Lighting Fixtures ✓

**SUPPLIES & TOOLS**

Cleaning Supplies ✓

Paint ✓

Cleaning Tools ✓

Sanitary Supplies ✓

**SERVICE QUARTERS**

Basement ✓

Boiler Room ✓

Mechanical Equipment ✓

Service Sinks ✓

**MISCELLANEOUS**

Bell System Patches ✓

Cleaning Procedures ✓

Drinking Fontains ✓

Elevators ✓

Cabs ✓

Doors ✓

Shirts ✓

Fire Extinguishers ✓

Radicals ✓

Stairs ✓

Utility Shafts ✓

Work Fragrances ✓

Schedules none

**CONDITIONS TO OBSERVE**

Appearance, General ✓

Broken or Loose ✓

Clogged ✓

Cracked ✓

Delays ✓

Dirty, spots-overall ✓

Dusty ✓

Fingermarked ✓

Frayed ✓

Hazards, Accident-Free ✓

Indistinct Floor ✓

Leaks ✓

Misused ✓

Obst. ✓

Operation of Facilities ✓

Stained ✓

Stripped ✓

Supplies, approved ✓

storage quantities ✓

Tarnished ✓

Torn ✓

Unlabeled ✓

Walls, genl. ✓

Worn-out ✓

CLASSIFICATION	Range of Quality			Quality Value
	Poor	Fair	Good	
Floors	8	12	16	17
Walls, Doors & Partitions	8	12	16	19
Washrooms	6	9	12	10
Furniture, Lockers & Files	4	6	8	10
Exterior & Grounds	4	6	8	10
Windows, Shades & V. Blinds	2	3	4	5
Lighting Fixtures & Fans	2	3	4	5
Supplies & Tools	2	3	4	5
Service Quarters	2	3	4	5
Miscellaneous	2	3	4	5
Wind Cing. <u>cont.</u>	Quality Index			88
Wall Wash <u>cont.</u>	Cing. Hrs. per M <input type="checkbox"/> per Wk.			2.8
Grounds <u>cont.</u>	Pop. Density per M <input type="checkbox"/>			2.9

FORM 5 204 (4-45)

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**NOTES**

1. Linoleum in 204 needs spot cleaning and waxing in traffic paths.
2. Linoleum in women's locker room has been badly indented by locker footings. Replacement recommended.
3. Walls in women's locker room and men's smoking room need spot cleaning.
4. Two soap dispensers in men's washrooms are dirty on inside of globes and do not operate freely because of soap incrustations.
5. Floors in both washrooms should be thoroughly cleaned, especially in corners and about toilet bowls.
6. Toilet partitions streaky, review washing procedure.
7. Place proper footings on lockers in women's locker room.
8. Window shades generally dusty. Those in locker and rest rooms require spot cleaning.
9. Service sink rooms untidy. Floors require repriming.

Floors, walls and furniture other than mentioned above present excellent appearance.