



PENNSYLVANIA HOUSING FINANCE AGENCY

PHFA's Housing
Services Department
Best Practices

Oak Hollow South/Pampering Your Home Club

Categories: Development Performance

Outcomes:

Building performance and unit maintenance improves by having the "Pampering Your Home Club." Residents are taught how to clean their apartments and take care of their appliances by their peers helping to reduce housekeeping violations and improve resident participation through peer lead activity.

Units: Oak Hollow South consists of 67 two, three and four bedroom Section 8 units for general occupancy

Management Agent:

Housing Development Corporation of Lancaster (HDC)

Service Coordinator:

Betty Good
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Program Components:

- **Housekeeping Workshop.** With the assistance of the property manager and the maintenance staff the Service Coordinator organized a workshop on housekeeping. It was advertised in the property newsletter along with attractive flyers that were distributed to the residents. The advertisements highlighted that the attendees would be given free cleaning supplies.
- **Workshop.** The property maintenance staff and property manager helped to lead the workshop. They explained the proper way to take care of the appliances as well as how to clean various rooms and fixtures. The attendees were supplied with books on cleaning.
- **Club.** At the meeting a number of residents were invited to continue their involvement in keeping the property clean. With encouragement from the Service Coordinator, this group decided to make themselves available to assist residents to learn how to take care of their apartments. They were required to sign confidentiality forms indicating that they would not tell others who they were helping. This was necessary so that residents using the club would not feel intimidated to use the service thinking others would know about it.
- **Club Procedures.** When the Service Coordinator gets a referral from the Property Manager about a housekeeping violation the Service Coordinator makes an appointment to talk with the resident. At that time the services of the "Pampering Your Home Club" is introduced to the resident. If the resident agrees the Service Coordinator makes the necessary arrangements for one or two of the club members to work with the resident. They then make an appointment with the resident to teach the resident how to clean and take care of their apartment and appliances.



Background:

Oak Hollow South is a family development. The Section 8 financed development is located in Lancaster County.

Investment in Services:

Oak Hollow South does not incur any direct costs associated with the "Pampering Your Home Club." The club is facilitated by the site's Service Coordinator, with assistance from the site manager and maintenance staff, all of whom are paid from the property's annual operating budget. The cleaning supplies and buckets used by the club were donated to the site by local janitorial suppliers in the area. This opportunity enables residents to become engaged in their community by helping others and having others learn some basic life skills such as housekeeping.

RESULTS

Property's housekeeping violations go down.

Resident participation increases through peer led activity.

Resident's basic life skills are increased providing access and support towards self-sufficiency.

For more information, contact PHFA's Housing Services Department:
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