

# EMPLOYEE HOUSING STANDARDS (10-EHO)

**Description** - Employee Housing includes dormitories, apartments, single family, RVs, and campgrounds.

In general, the following definitions apply to these terms throughout the standards:

- Adequate: As much as necessary for the intended duration of use
- Appropriate: Suitable to the level of service or as specified in the operating plan
- Clean: Free from dirt, marks, stains, or unwanted matter
- Neat: Arranged in an orderly, tidy manner
- Operational: In use or ready for use
- Sufficient: Enough for the number of persons
- Well-maintained: Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking
	<b>Housing Facility – Exterior</b>	
1	<b><u>Building Structure</u></b> - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B
2	<b><u>Landscaping/Grounds</u></b> - Landscaping conforms to park standards and grounds are well-maintained. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. Appropriate drainage is maintained to keep water from collecting against buildings.	B
3	<b><u>Outdoor Furniture</u></b> - Outdoor furniture is weather proof and well-maintained. Table umbrellas are secured against wind.	C
4	<b><u>Parking</u></b> - Adequate parking spaces are provided. Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.	B
5	<b><u>Bike Racks</u></b> - Adequate bike racks are well-maintained. Abandoned bicycles are removed.	B
6	<b><u>Pathways, Sidewalks, Ramps, Steps, and Stairs</u></b> - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well-maintained and free of tripping and slipping hazards. Hand railings are well-maintained and sturdy enough to support visitor use.	A
7	<b><u>Lighting/Illumination</u></b> - Lighting is adequate and appropriate, and sufficient for safely locating the facilities after dark. Light fixtures are well-maintained and operational. If the park is Night Sky designated, lighting is consistent with International Dark Sky Association requirements.	A
8	<b><u>Public Signs</u></b> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	B

9	<b>Site Utilities, Equipment, and Delivery Areas</b> - Service areas are neat and well-maintained. Utilities are hidden from view as much as possible. Delivery areas are screened from public view.	C
10	<b>Trash/Recycling</b> - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Central refuse collection sites are screened from public view.	B
11	<b>Smoking Policy</b> - No smoking is permitted inside the facility or within 25' of any doors, windows or intake ducts. Outdoor smoking areas are appropriately located, clearly designated, and weatherproof ashtrays are provided.	A
<b>Housing Facility – Interior</b>		
12	<b>Corridors/Ramps/Steps/Stairs</b> - Corridors, ramps, steps, and stairs are clean, unobstructed, and adequately lit. Treads and landings have non-slip surfaces.	A
13	<b>Windows, Doors, Walls, Ceilings, Floors, and Screens</b> - Floors, walls, and ceilings are clean and well-maintained. Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Windows and doors do not have excessive signage.	B
14	<b>Signage</b> - Signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	B
15	<b>Lighting</b> - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
16	<b>Ventilation/Climate Control</b> - Common areas are adequately ventilated and maintained at a temperature consistent with resident comfort.	B
17	<b>Ice/Vending</b> - Ice and vending machines are well-maintained and operational. Machine displays relate to park themes or are generic in nature. Out of service machines have computer-generated signage directing residents to the closest operational unit. Machines must accept \$1 coins and display applicable notices.	B
18	<b>Trash/Recycling</b> - Sufficient appropriate trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Appropriate recycling containers are labeled to indicate acceptable recyclables and are adjacent to trash containers.	B
<b>Safety</b>		
19	<b>Emergency Lighting/Exit Lights/Emergency Exits</b> - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
20	<b>Fire Extinguishers</b> - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
21	<b>Smoke Detectors</b> - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A
22	<b>Fire Alarms and Pull Boxes</b> - Fire alarms and pull boxes are visible and accessible.	A

23	<b>First Aid Kit</b> - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
24	<b>Carbon Monoxide Detectors</b> - Operational hard-wired carbon monoxide detectors are present in rooms with oil heaters or fireplaces in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
25	<b>Animal Pest Exclusion</b> - Facilities are inspected for animal pest (rodent, bat, and other animal pest) access according to the park-approved program schedule, and animal exclusion is implemented.	A
26	<b>Chemical Storage</b> - Cleaning chemicals and supplies are stored in properly marked containers. Current Safety Data Sheets (SDS) are accessible and known to residents.	A
<b>Housing Units</b>		
<b>Signage</b>		
27	<b>Unit Numbers</b> - Units are numbered with visible, uniform numbers.	B
28	<b>Directional/Emergency</b> - Safety evacuation and emergency contact information is prominently displayed on room doors, in corridors, and in common areas.	A
<b>Security</b>		
29	<b>Exterior Doors</b> - Entrance doors have an appropriate locking mechanism. Entry doorways are adequately illuminated. Key assignment logs are accurate and well-maintained.	A
30	<b>Interior Doors</b> - Unit doors have a locking mechanism and a one-way view port.	A
31	<b>Windows</b> - Windows are positioned at a height to provide privacy or appropriately screened (e.g. blinds, curtains). Privacy screening is adequate and well-maintained; inappropriate screening materials (such as sheets, posters, towels, etc.) are not allowed.	B
<b>Rooms</b>		
32	<b>Walls/Ceilings/Floors</b> - Walls, ceilings, and floors are clean and well-maintained.	B
33	<b>Doors, Windows, and Screens</b> - Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects.	B
34	<b>Lighting and Ceiling Fans</b> - Light fixtures and ceiling fans are adequate, operational, clean, and well-maintained. An operational light switch is located by the entrance door. Adequate outlets are operational.	B
35	<b>Climate Control</b> - Thermostats are operational. HVAC units are operational, clean, and well-maintained.	B
36	<b>Furnishings</b> - Furnishings are clean and well-maintained.	B
37	<b>Bedding</b> - Bedding is adequate, clean, and well-maintained.	B
38	<b>Mattresses and Box Springs</b> - Mattresses and box springs are clean and well-maintained. Mattresses are rotated and inspected on a regular basis.	B
39	<b>Clothes Storage - Hang Space</b> - Closets, cupboards, or enclosed areas are clean, neat, and well-maintained.	B

	<b>Restrooms and Showers</b>	
40	<b>Floors</b> - Floors and floor mats are non-slip, clean, and well-maintained.	<b>A</b>
41	<b>Walls and Ceilings</b> - Walls and ceilings are clean and well-maintained.	<b>B</b>
42	<b>Shower/Tubs/Sinks</b> - Showers, sinks, and bathtubs are operational, clean, and well-maintained.	<b>A</b>
43	<b>Shower Enclosures</b> - Shower curtains or enclosures are of sufficient length and width to fit the shower area and to prevent water from flowing onto the outer areas as well as to ensure privacy. Shower curtains and enclosures are clean, free of mold and mildew, and well-maintained.	<b>B</b>
44	<b>Water Supply</b> - Water pressure and temperature remain constant and comfortable. Extreme fluctuations do not occur. Faucets are accurately marked and operational. Fixtures are securely installed and properly sealed/grouted.	<b>B</b>
45	<b>Toilets</b> - Toilets are clean, operational, and well-maintained.	<b>B</b>
46	<b>Mirrors/Cabinetry</b> - Mirrors are securely mounted, clean, un-pitted, and free of cracks. Cabinetry and countertops are clean and well-maintained.	<b>B</b>
47	<b>Lighting</b> - Lighting is adequate and operational. Light fixtures are clean and well-maintained, with no empty sockets or burned-out bulbs.	<b>B</b>
48	<b>Ventilation</b> - Bathrooms are adequately ventilated. Exhaust vents and fans are operational, clean, and well-maintained.	<b>A</b>
49	<b>Windows/Screens</b> - Windows are positioned at a height to provide privacy or are appropriately screened (e.g. frosted glass, blinds, curtains). Windows and screens are clean, operational, and fit adequately to exclude rodents and insects.	<b>A</b>
50	<b>Towels</b> - Towels are clean and well-maintained.	<b>B</b>
51	<b>Towel Hooks</b> - Minimum one hook per shower stall. Hook is securely mounted.	<b>B</b>
52	<b>Soap/Shampoo</b> - Soap and shampoo are provided in bulk dispensers. Bulk dispensers are stocked, operational, and flushed at least once per quarter, depending on usage.	<b>B</b>
53	<b>Toilet Tissue</b> - Adequate toilet tissue is stocked. Chlorine-bleached rolls are not permitted.	<b>B</b>
	<b>Shared Facilities</b>	
54	<b>Common Areas</b> - Common areas such as recreation rooms and lounges are clean, neat, and well-maintained. Furnishings are clean, operational, and well-maintained. Entertainment systems are operational and well-maintained.	<b>B</b>
55	<b>Public Laundry</b> - Adequate washers and dryers are provided. Equipment is clean, operational, and well-maintained. Dryer lint traps are inspected and cleaned daily. Washers and dryers are energy and water efficient. Computer-generated signs are posted on out-of-service equipment and are returned to service as soon as possible.	<b>B</b>
56	<b>Kitchens</b> - Kitchen equipment and appliances (cooktops, stoves, refrigerators, dishwashers, microwaves, etc.) are appropriate, clean, and well-maintained. Cookware, tableware, drinkware, and linens (kitchen towels, sponges, napkins, etc.) are appropriate, sufficient, clean, and well-maintained.	<b>B</b>

<b>OPERATIONAL STANDARDS</b>		
	<b>Accessibility</b>	
57	<b>Accessibility</b> - Housing facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility.	<b>A</b>
	<b>Operations</b>	
58	<b>Noise Levels</b> - Quiet hours are enforced. Entertainment systems (e.g. music, TV) are played at an appropriate level and cannot be heard in adjoining areas.	<b>C</b>
59	<b>Lost and Found</b> - Items found are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to resident inquiries.	<b>C</b>
60	<b>Internet</b> - Wired or wireless internet is available. Internet infrastructure is maintained to prevent avoidable delays in service.	<b>C</b>
61	<b>Pets</b> - Pet rules are enforced. Pet waste management is approved by the park.	<b>A</b>
62	<b>Maintenance Requests</b> - The maintenance request system is operational and integrated into the concessioner's PMIS. Requests are addressed in a timely manner.	<b>B</b>
63	<b>Unit Inspections</b> - Scheduled inspections are announced at least 48 hours prior to the inspection. Residents are notified in writing of emergency inspections.	<b>B</b>
64	<b>Rental Agreements</b> - Park-approved rental agreements conform to applicable legal requirements.	<b>B</b>
65	<b>Damage Deposits</b> - Damage deposit policies are approved by the park. Deposit information is disclosed in the rental agreement. Damage deposits are only returned after a unit inspection with the departing resident.	<b>B</b>
66	<b>Payment Methods</b> - Credit cards, cash, or automatic payroll deductions are accepted. Debit cards and personal checks are accepted at the concessioner's discretion.	<b>B</b>
67	<b>Occupant Restrictions</b> - Units are not shared with any persons not officially assigned to the residence. Housing units are not sublet, assigned, or in any way transferred by residents.	<b>B</b>
	<b>Personnel</b>	
68	<b>Management</b> - A housing manager is assigned to supervise compliance with housing standards and NPS regulations.	<b>B</b>
69	<b>Maintenance</b> - Sufficient staff are available to address housing maintenance in an adequate and timely manner.	<b>B</b>
	<b>Rates</b>	
70	<b>Approved Rates</b> - Rates and other charges do not exceed those approved by the superintendent.	<b>A</b>

### **Ranking Definitions**

**Major:** First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

**Moderate:** Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

**Minor:** Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.