



Housekeeping Policies and Procedures

Dress Code

While uniforms are not required, please wear comfortable, non-restrictive clothing and keep a neat and tidy appearance. In the winter, wear winter boots, snow pants, and jackets and carry shoes to wear while cleaning. Walking through snow to gain access to the unit is commonplace. Please remember that when you are working at the Cona Hostel or any of its affiliates, you are the public face of the company.

Punctuality

Housekeepers are expected to arrive on time and be ready to begin working at the time they are scheduled for. If you are unable to make it in for your shift, please let your supervisor know as soon as possible so alternate arrangements can be made.

Cell Phones

Cell phones are required for communication purposes but are not to be used within view of guests. Refrain from personal use of cell phones during work hours – they are a distraction that slows up the pace of work quite considerably. If you are expecting communication that you must respond to, such as coordinating rides in town, then let your supervisor know so that it isn't assumed that you are taking personal time. Abuse of cell phone privileges will result in phone use restricted to break times. We suggest you set a distinct text/ring tone for all staff contacts in your phone so that you are not distracted by personal.

High pace

This job is high paced and everyone needs to chip in. At the start or finish to the work day, everyone gets going faster and on their way home if we all work together as a team. If you arrive at a unit where others are already working, ask where you are needed most.

Payroll

Pay periods:

- 1-15th of the month with a payday of the 22nd of the month
- 16th to the last day of the month with a payday of the 7th of the month

Please ensure you are tracking the hours for each task and location in the time log. Time logs are done online and to the nearest fifteen minutes. You will have access to the wifi in most locations if you do not have a data package on your phone. If technology fails, each cleaning bucket will have a laminated time log and specific pen to fill out for backup in these situations. Upon completion of the shift, a photo needs to be taken by your supervisor or by your work partner and sent to the supervisor on the day. Your supervisor will log your time for you.

IT IS YOUR RESPONSIBILITY TO BE ACCURATELY LOGGING YOUR TIME ON THE DAY THAT YOU WORKED. Any corrections to your time log must be made as soon as possible. The log is used for invoicing the client. Waiting until pay day to log missing hours is not acceptable as the client will have already been invoiced.

Breaks

Meal breaks of 30 minutes are unpaid and are taken on shifts longer than 5 hours. We expect you to be self-sufficient with the timing of your breaks and the cleaning schedule. For example, take a break after finishing one property and before moving to the next.

Turnovers generally fall between 11am and 4pm, so arrive at work nourished and energized because from 11 to 4 on a busy day there will be no time for a meal break in those hours. You may take a meal before or after. We encourage you to take a paid 15 minute break to have a snack but never do so in a residential unit or a vacation rental that has been cleaned. It is a high energy, high paced five hours and we want to ensure you have the stamina to finish. It is often the only break you will get.

If you are working the evening shift at the Cona Hostel from 4 pm to 9 pm, your 30 minute meal-break is a paid break.

Start of the work day:

If you are working at the Cona Hostel, the work day starts there. If you are working for CVG at Mount Washington, the work day starts at Unit 102 – 1105 Henry Road, Ptarmigan Ridge – the condo.

If you are a supervisor and assigned to drive you may log travel time or mileage on your time log as follows:

ALL AMOUNTS ARE FOR THE ROUND-TRIP. TIME PAID IS TACKED ON YOUR TIME LOG UNDER TRAVEL. MILEAGE TYPED INTO THE NOTES SECTION	Time paid (hrs)	Mileage paid (\$)
You have chosen to drive your own vehicle when CVG has provided one.	0	\$0
You have been asked to drive your own vehicle up the Strathcona Pkwy.	0	\$20
....AND you are carpooling staff from the base, then add	0.5	\$0
....AND you are carpooling staff from town, then add	1	\$5
....AND you are carpooling and dropping recycle at the Country Market and sorting returnables at K & B's house.	1.5	\$30
You are driving our vehicle	0	\$0
....AND you are carpooling staff from the base, then add	0.5	\$0
....AND you are carpooling staff from town.	1	\$0
....AND you are dropping recycle at the Country Market and sorting returnables at K & B's house.	1.5	\$0
If you are waylaid due to Mother Nature or have special orders, discuss your time log with your immediate supervisor before filling it out.	?	?

Mileage and travel time are paid from the point of rendezvous and only the driver gets paid. All other employees are paid from the marshalling point which in most cases is 102-1105 Henry Road unless you have received other instructions.

Transportation:

You are responsible for coordinating your transportation. Options are:

- Get a ride up with your supervisor. Meeting locations for a ride depend on where the vehicle is and who is driving: Karla and Brian's house, The Cona Hostel or the base of the mountain in the large parking lot. Cameron, Kelsey, Madeleine and Karla are the regular supervisors. Communicate with them the day before your shift if you want a ride.
- Take the bus. Bus passes, if needed, can be acquired through Karla for the duration of the ski season. Let us know if you will need one and Cona Vacation Getaways will purchase it for you if it simplifies staff transportation.. Pick up locations and times are listed on Mount Washington's website.
 - If it is a communal bus pass that is purchased, you may use the pass to get up the mountain on days off provided it is not required by anyone else who is working. Also, on days off, there may be a space in the vehicle to catch a ride so that you may enjoy a day off on the hill. The space unfortunately cannot be guaranteed for the ride down as that depends on how much laundry/garbage needs to travel down in the vehicle as well.
- Your own wheels. Allow time to walk from the Hawk Parking Lot if parking is limited. And if you are bringing your own vehicle with the hope of staying with friends after work, be sure to organize a parking pass as there is no overnight parking on the mountain without one unless it is a private, drive-in access chalet or condo.

General Cleaning Procedures

We use the Norwex line of cleaning products at CVG. There are exceptions to this rule when we are following specific owner instructions and in these cases the cleaning products are provided by the owner. They must be notified if supplies are running low so contact your supervisor.

Norwex is an environmentally friendly method of cleaning which is heavily based on using water and antibacterial cloths. For those hard to clean areas that require extra sanitization, we have a couple of green products - A-ben-a-qui cleaning paste and Oxygenic peroxide based cleaners. There are other items that require specific cleaning procedures, such as stainless, ceramic cooktops or ovens, for which we have the appropriate cleaning products in your bucket.

In general:

- Clean with Norwex cloths (grey or blue) and **water only** for areas like counters, sinks, tubs/showers, windows, walls and spot cleaning floors.
- Use Oxygenic for toilets and tough cleans on floors with standard microfibre cloths (orange or green) or mops. When you use Oxygenic you must then rinse after cleaning.
- Laminate and hardwood floors require only a **slightly damp** mop - no heavy cleaners.
- Carpet stains are managed on a case by case basis depending on the stain and type of carpet. If it is dried on food or something of the like use the bone and a damp Norwex cloth. Excessive stains - call your supervisor and note it in the log.
- For excessive and grimy messes, always use a rag first that is inexpensive to cull before finishing with the appropriate cloth. Notify your supervisor if it is outside of the norm.

A typical day on the mountain:

- The staff schedule doesn't have specific hours of work on it because it is constantly evolving, but always assume at least 7 hours from pick up at the rendezvous until drop off. Some days will be shorter. Some longer. If you have

- A typical workday starts at 10:00 or 10:30 and CVG transportation leaves town about 30 minutes prior but always double check with your supervisor when coordinating your transportation.
- Check-out time is 11:00 am. Check-in time is 4:00 or 5:00 pm depending on the unit so our cleaning window is from 11 to 5. Pre and post prep of cleaning buckets and linens is required outside of those times on a full cleaning schedule. You can estimate your cleaning day by looking at the total number of hours needing to be cleaned in the description on the google calendar item and dividing it by the number of cleaners (excluding the coordinator and maintenance people). The transport doesn't leave until everything is done.
- If you have time constraints due to other commitments, make those arrangements early on with Kelsey or Karla. Or plan to take care of your own transportation.
- Before checkout time (11 am at most places), your supervisor will assign you to buildings or suites that need to be cleaned for the day. Certain units may have different cleaning procedures - you will be briefed on any special instructions prior to starting a job. Some of this information will also be kept in a binder at the on-mountain office in the form of **Appendix A: Cleaning time budget and checklist**. While you may find a method of cleaning that is most efficient for you, a good guideline for doing a complete turnover is:
 - Enter the suite and note your start time in the log. Do a complete walkthrough. Take note of any damage or severe messes and forward these to your supervisor. As you go, turn heat down, close windows and turn on all the lights. Of course, if there are bad smells to air out you will be leaving those windows open until the end of your clean when you do your final walkthrough.
 - Bring all garbage and recycling to the entrance of the suite for removal aside from a small garbage in the kitchen for you to use throughout your clean. Start the self-clean on the oven if required – this may already have been started by your supervisor. If there are hot tubs, open them up and start the jets - if they look murky or make excessive foam put 2-6 scoops of Stabilized Chlorinated Granules depending on the severity and while the jets are running. For clarity, also add up to 2 capfuls of Polysheen. Keep the jets running while you clean by checking that they are on every time you pass by.
 - Strip all of the linens and either bag them for transport or start them in the laundry machines on site as per the instructions specific to the unit. Bring a stain removal spray with you and treat stains as you see them.
 - Remake the beds as per the expectations outlined in the binder - triple sheeting or standard or bunk (made or folded at the foot). Best done in pairs in most cases. Hospital corners are mandatory for all sheets. Pillowcases are arranged seam down, openings to the wall for single pillows or facing each other for pairs. Large pillow cases are folded inside themselves. If something is in desperate need, iron it whilst on the bed. Have a lint roller on hand in case you find any stray hairs on the bedding.
 - Work your way from the inside of the suite out. For example, in Chateau Cona, start cleaning the innermost upstairs bedroom, bathroom, and so on until you are back at the main entrance. **Work on one room at a time** - if you are working with a partner, tackle rooms separately. This allows you to be accountable for everything in the room you have done, and ensures that nothing gets skipped over. The exception would be in making beds as this is best done with teamwork.

Make beds after dusting is complete. As you complete a room turn the light off, if there is a same day check in, turn the heat to 18 degrees and close the door.

- o Work from top to bottom - dust ceilings and blinds first, wipe ledges, tabletops, counters, baseboards, and then sweep. This prevents you from spreading dust onto a surface you've already cleaned.
- o Follow the guidelines in the binder for the differences between a turnover, monthly and hourly clean.
- o Work clockwise in a room if you are left handed and counter clockwise if you are right handed with a dust mitt on one hand and a damp Norwex Antibac cloth in your other. Attack every top surface.
- o Make sure the dishes in the dishwasher are clean and put away. Wash anything remaining by hand, dry, and put away. Try to ensure glasses are fingerprint-free. Be sure to make note in your log if there are any dishes besides what is in the dishwasher as this is potentially an extra fee for the guest.
- o Open all cupboards and drawers, and look under beds and couches to ensure that customers haven't left anything behind. It is a good habit to leave a drawer open if you find a mess that you need to clean up later as it serves as a good reminder not only for you but for anyone else that steps in to help. Make sure that all cupboards and drawers are tidy and organized. Vacuum around toaster and anywhere crumbs have collected (along and under stove, food storage areas, the front-insides of all drawers). ALWAYS CLEAN INSIDE THE CUPBOARD UNDER THE KITCHEN SINK.
- o If you do find something that has been left behind, make a note of the date and where you found it, and let your supervisor know where you have put it for safekeeping. There is a lost and found at The Cona Hostel, Chateau Cona and the On Mountain Office.
- o Clean bathrooms thoroughly - feel to make sure no soap scum is left on tubs and showers. When vacuuming take a second peek in the tubs and showers for hair and vacuum it up. Clean jets in jacuzzis with vinegar solution during monthly cleans. Wipe down walls if you see any water drip lines or dirty hand/fingerprints. Clean the entire toilet, including the outside of the tank and bowl, and the floor and plumbing behind. Make sure amenities are stocked. Don't forget to do the mirrors, and watch for hair on the floors. Fold the toilet paper to signify that the bathroom has been completed.
- o Clean the hot tub and remove snow from the porch. Always make sure the propane tanks at the main chalets (WG, CC) are free of snow - this is very important to ensure we get the tanks refilled when the truck comes! We have dedicated maintenance staff for the major shovelling projects but if snow removal is our responsibility then entryways are usually the responsibility of cleaners. Check with your supervisor if you need to shovel anything more (decks, propane tanks etc.). This extra shovelling is not included in the allotted time budgeted for a turnover clean so must be entered on the time log as a separate line item.
- o Vacuum carpets and rugs in all rooms, whether they look dirty or not. Simply picking up obvious debris pieces is not acceptable because you will inevitably miss something, and we don't want that.

- Do a final walk through before washing floors to ensure you haven't missed anything. Commonly missed spots include: inside of the fridge and microwave, under beds, inside of closets, and behind doors, saunas and locking of sliding glass doors.
- Make sure all lights are turned off, all doors are locked (including sliders) and cleaning supplies are accounted for before signing off the suite.
- If you have any questions, do not hesitate to contact your supervisor! We're here to help you out. 😊

Pre-Post Turnover – at the marshalling point.

At the beginning of shift:

- Organize your cleaning buckets for the day's work. This requires knowing if you are scheduled for a regular turnover or a monthly clean, what have you. Take already-started cleaners from the right hand side of the supplies shelf, and stock your cleaning cloths in accordance to what you will be cleaning and if more than one person is using the same bucket. A list of required cleaning supplies is laminated and affixed to the side of the bucket. Don't forget the mop!
- Organize your linens for the day's work. If your supervisor is your driver, you may have to help with this. Ideally it is done before you arrive. If it can't be done before your arrive, departure from town might be 15 minutes earlier and you each will get 15 minutes of extra pay to chip in.
- Ensure you have the appropriate keys (always carry them in a zippered pocket!!)
- Replenish laundered items stored in the closet
- At your supervisor's request, you may be asked to head to Chateau Cona to refill soaps.

At the end of the shift:

- Clean and empty your cleaning bucket for the next day.
- Sweep/vacuum the entry and closet as required
- Ensure all Lost and Found items are marked with the date and location found and stowed accordingly.
- Fill out your time log and get it signed off by a supervisor.
- After you have signed off, quickly chip in to clean up everyone's own lunch and garbage messes from the day.

If you have completed your turnover cleans ahead of other staff and are waiting for a ride home you can opt to clock off or ask your supervisor if there is anything else you can do. Those duties may include:

- Refill hot tub supplies
- Clean hot tub buckets
- Refill hand soaps
- Refill dish soaps
- Ensure neat organization of the closet.
- Launder cleaning cloths
- Cut up old towels for rags

- Clean the bathroom in the condo or Karla and Brian's
- Dust the condo or Karla and Brian's
- Vacuum the condo or Karla and Brian's

Use of the condo or owner's suite during your shift

In the ski season, generally you will report to the condo. But sometimes you will report to the basement of Chateau Cona. Here are some rules to follow:

- Your backpacks, lunches, or boots are not to be stored inside the owner's suite. Please hang them on hooks provided and stow boots on boot trays when you remove them. Please do your best not to track in too much snow when you come and go from the basement. Please ensure door latches behind you when you use it!
- Benches in the mudroom are provided for staff to sit while on break. If you need a place to eat a snack, please do not do so in a cleaned unit. Do not use the washroom facilities of a cleaned unit. You may eat in the mudroom and if you need to use the facilities, please ask your supervisor before entering the owner's suite.
- The condo may have people sleeping in it outside of working ours so it is our responsibility to leave no trace. Occasionally you may be asked to prep it for this at the end of your shift – make the bed, put out towels etc.
- Don't walk around in your boots.
- Clean up your lunch messes.
- Formal cleaning will be scheduled for dusting, bathrooms, kitchens and floors but sometimes there are last minute situations where we all need to chip in for a few minutes at the end of shift to ready it.

Door Codes

Never leave a unit without ensuring that the guest door codes have been entered. (Note: this will not be necessary for all units so make sure you know the situation at your morning briefing.)

At Chateau Cona and the Cona Hostel including some other units that we manage, guests gain access via a door code that we may be responsible for changing. The programming code (PC) could change over time (especially at the Cona Hostel where there are many people and staff coming and going) and will be noted in the binder at the chalet as will the housekeeping user code (UC) for any on-mountain units. They will also be communicated via text or email - this will be the only means for the Cona Hostel. Please ask your supervisor for the current programming code before venturing off to change the door codes!

On the mountain, instructions for the different types of locks are on your laminated time log that you should take in your bucket.

DO NOT GET IN THE HABIT OF DELETING ALL THE CODES. THERE ARE UNITS WHERE THERE ARE MANY CODES YOU MAY NOT BE AWARE OF ALREADY STORED IN THERE.

We stipulate Schlage Coded Deadbolts for the properties we manage to make this simple for us, however there will be circumstances where these directions don't.

Folding Linens

Always clean the laundry room thoroughly while your first loads of laundry are in the wash, to avoid any dirt making their way onto sheets while folding. There is a specific method of folding linens for Cona Getaways in order to ensure that it is easy to tell what size of linens you are grabbing off the shelf (and, it helps keep things looking tidy!). Each size of bedding will be folded to a specific width. It is important that the final fold be in the front so that when the linens sit on

the shelf you know exactly how many items you are grabbing. No linens are to touch the floor when folding - if you are short you may need to find ingenious ways to manage this. We ask that you always use a surface for folding and have a lint roller and a spray bottle of water at hand. Folding tables with lines for reference are provided at the Cona Hostel and Chateau Cona. For extremely detailed linen folding instructions, please refer to the detailed Linen Folding Guidelines.

Pressing linens:

Our motto is "We don't press our linens or provide paper towels. We like wrinkles and the environment too... But of course, we promise the linens are clean!" We do however care about presentation, especially in obvious places. Now that we have linen service this isn't entirely true but there may be circumstances that warrant laundering ourselves.

- Never leave linens to sit in the dryer. Remove them hot and hand press them as you fold.
- Never overfill the laundry machine or wrinkles are inevitable. It is best to dry only 2 or 3 sheets at a time. They dry faster and with fewer wrinkles because they don't ball up together. They will often take less time to dry the whole load than if you put the whole load into the dryer at once.
- If there is a particularly wrinkled ribbon band - lightly spray with water and hand press. It will usually minimize the wrinkle in the closet if folded well. Any tough spots may be spot ironed on the beds after they are made.
- Tightly and carefully pack them into laundry bags when transporting to avoid wrinkling.

Packing Linens

Chateau Cona linens are sent for storage at Chateau Cona whenever vacancies permit. Chateau Cona linens are distinguished as follows:

- Cream/tan in colour for sheets and towels
- Dark grey in colour for bath mats and individual hand towels to hang on the towel racks in each bathroom.
- Dark grey in colour for kitchen cloths or tea towels.
- The opulence line of Eden Textile sheets distinguished by the double indicator coloured seam respectively and also by the tag.

Laundry Room at the Cona Hostel

All clean and folded rental linens are to be immediately stowed with neatness and care in the laundry cabinets in the laundry room at the Cona Hostel by the labels marked on the shelves. Do not mix rental linens and Chateau Cona linens. Do not leave them on the counter or folding table.

Rental linens are distinguished as follows:

- White linens with a single coloured stripe
 - King - pink/red
 - Queen - white/beige
 - Double - pale blue/green
 - Single - blue
- White towels
- Plaid kitchen cloths and tea towels
- Brown/tan bath mats and hand towels for each bathroom towel rack

- Before completion of your linens shift, complete the following checklist:
- Stow the folding table to the right of the cabinets
- Stow the mat with the folding table
- Check the washing machine cleaning log (binder) and assess whether a full clean is required based on the time lapsed. Run a cycle of hot water with washing machine cleaner as per directions or alternatively, with the bleach tray filled to the maximum with Oxygentle or plain white vinegar. Skip this step if not required and move to the next.
- Ensure the door gaskets have been wiped dry on the washing machines and the washer doors are left slightly ajar.
- Stow all other supplies (detergents, Oxygentle, lint rollers, this binder etc.) in the cabinet over the 3rd dryer.
- Lock all cabinets
- Return laundry keys to the office drawer handle and ensure that everything is stowed properly in the office so as to not interfere with Hostel operations. Lock up the office.

Dirty laundry bags

In the wintertime dirty laundry bags from Mount Washington operations awaiting linen service are kept at the condo for pick up by White Hat Laundry Services.

Any laundry at the Cona Hostel is never to be kept on the floor in the laundry room except while on duty. There simply isn't the space.

Never put dirty laundry in a plastic bag that is not transparent as it is easily mistaken for garbage.

Hot Tub Cleaning

Part of cleaning and maintaining the properties at Mt. Washington includes hot tub cleaning and maintenance. Ideally we will have a person tending to hot tubs that is not cleaning the unit for time efficiency, however, all cleaners must start the process so that the tub has time to start sanitizing before that person gets to the property and there, of course, will always be circumstances where the cleaner needs to know how to do it him/herself. There is a hot tub guide available for reference if you ever need it, and will be posted both online and in the Housekeeping Binder as well as in the Hot Tub Caddy.

Inside the duotang in the Hot Tub Caddy you will also find a log book. **FILLING IT OUT IS MANDATORY.** Hot tub cleanliness can pose a significant liability if our guests enter an unclean tub - folliculitis or other horrible diseases can be contracted in a tub not satisfactorily sanitized. The log book provides a layer of "due process" necessary in mitigating those risks. Guests may do all sorts of things to affect the sanitation in a hot tub (vomit, have sexual relations, spill food...) but if we have records showing exactly what we put into the tub and our test levels we have a case to be made that it was them and not us.

Snow

Snow at Mount Washington is an ongoing challenge and its removal is important for business.

Follow these important rules:

- Always wear outerwear with zippered pockets to ensure keys and phones aren't lost in the white abyss!
- Wear appropriate footwear and remove them at unit entrances.

- Park in the Condo parking lot or at Chateau Cona in the far right lane. Be mindful of Jake Shepherd contracting clearing the driveway during the turnover. Please move the vehicle during his work in the driveway so we can get it completely cleared.
- Stomp off the snow before entering a building and if provided always leave boots in boot trays to catch the melting snow.

Shovelling

At Chateau Cona, the following areas need shovelling during every turnover by cleaners unless maintenance person is on duty:

- Propane tanks
- Access to hot tubs
- Front entry
- Heater vent under stairs in front mudroom

De-icing salts are found in the front shovel closet if required.

Inform your supervisor if the decks need a full shovel.

All other shovelling contracts and instructions are detailed in the binder.

Garbage removal contract

We offer garbage removal services. Chalets on Foster's have no garbage removal and are all potential clients. Our service is not regular. Every time there is extra space in a vehicle going down the mountain the log for Garbage Collection Services should be checked. If any unit with a garbage removal contract had garbage last collected between 1 and 2 weeks, then collect their garbage and update the maintenance log accordingly.

Check the maintenance log periodically to ensure no unit ever goes longer than 2 weeks without garbage collection.

Appendix A: Cleaning Time Budget and Checklist

<p>5-15 minutes - Initial Sweep</p> <ul style="list-style-type: none">• Walk through suite, turn on all lights, assess if any additional time will be needed for exceptional messes, strip all the beds, check under beds. In drawers and closets.
<p>15 minutes - Sort Linens</p> <ul style="list-style-type: none">• Unpack and set aside sheets and towels for each room. Put away clean stuff.
<p>3 minutes per bed - Make beds</p> <ul style="list-style-type: none">• Work in pairs. Bag laundry when done.
<p>30 minutes - Kitchen</p> <ul style="list-style-type: none">• Clean oven and stove top, clean microwave, unload dishwasher, wipe fridge, check cutlery, spot clean cabinets, vacuum crumbs from oven drawer, cutlery drawer, beside appliances, and under/around toaster; polish stainless steel, wipe counters, backsplash, under sink/around garbage; finish with sink and garbage.
<p>15 minutes - Bathrooms</p> <ul style="list-style-type: none">• Wipe down mirrors, counters, showers, bathtubs, spot wipe walls, clean tile grout, clean toilet, stock toilet paper, empty garbage, refill hand soap, stock hand towels and facecloths.
<p>5 minutes per room - Dusting</p> <ul style="list-style-type: none">• Work top to bottom and around the room.
<p>120 minutes - Floors</p> <ul style="list-style-type: none">• Work from top of suite down vacuuming taking special care to get under furniture, cushions, and along walls. Mop hard floors in the same order with a damp mop head.
<p>45-50 minutes - Mudroom/Sauna</p> <ul style="list-style-type: none">• De-cobweb/dust, make sure boot trays are dry and clean, spot clean windows, wipe down surfaces, sweep and mop.
<p>15 minutes - Spot cleaning</p> <ul style="list-style-type: none">• Spot clean windows, walls, carpets and floors.
<p>30 minutes - Final sweep/garbage/recycling</p>

- Walk through suite, turning out lights and making sure nothing has been forgotten/left behind. Gather all garbage and recycling and put in vehicle going to town. Replace bags in garbage bins/empties bin.

* Add 45-60 minutes to time budget if one cleaner is also doing hot tubs.