

EQUAL HOUSING OPPORTUNITY

HA RESIDENT HANDBOOK REVISED APRIL 19, 2010  
BOARD APPROVED—RESOLUTION 10-11



# HOUSING AUTHORITY OF HENDERSON

## -RESIDENT HANDBOOK-

**All household members and guests are expected  
to comply with the contents of this handbook**

111 SOUTH ADAMS STREET  
HENDERSON, KY 42420

**270-827-1294**

**Fax 270-827-1482**

HOUSING OFFICE HOURS  
MONDAY THROUGH FRIDAY 8:00 AM – 4:45 PM

Revised  
Board Approved

## HOUSING AUTHORITY POLICIES

**Vandalism Policy**—Adopted by Housing Authority of Henderson Board of Commissioners April 16, 2007

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If a tenants unit is damaged by vandalism, the tenant must report the damages to the City of Henderson Police Department within (24) hours and the Police Officer must make a report of the damages. In addition, the tenant must report the damage to the Project Manager the first business day after the damages occurred. After reporting the damages to the Project Manager the tenant must contact the Administrative office and place a work order for the repair of the damages. Note: If an individual that is on the lease and/or a friend or guest caused the damages, the Head of Household is responsible for the damages. Also, if the tenant does not report damages to the City of Henderson Police Department, Project Manager and Maintenance Department as required as required in this policy, the Head of Household shall be responsible for the cost of the repairs made to the unit.

Also, if the resident files charges against the person that caused the damages and recovers any funds, the funds recovered must be paid on the Housing Authority within (5) days of receipt of the funds. This is required because the Housing Authority incurred the expenses of making the repairs.

- Smoke alarm not working
- Stopped up commode (if there is only one in your apartment ) Some units have two and if one is operational, use only that one.

\*Some units are equipped with supplemental heating. This should only be used if the primary source of heat is not working and only until the primary source can be repaired. Using the supplemental source may cause you to have a higher utility bill.

### NON-EMERGENCIES

- Stopped up commode (if you have more than one commode)
- Stopped up sink
- Water running over from commode. Turn water off behind commode
- No electricity (if breakers have been turned off)

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Please do not call the after hours number for non-emergency issues.

For general information questions or to speak with a staff member, please call the office during regular business hours.

Please remember the person answering the telephone after hours only gathers and passes information on to maintenance. Please do not be rude or disrespectful to them.

### **AFTER HOURS LOCKOUTS: 827-1294**

There is a \$50.00 charge for after-hours lockouts. If you are able to enter your apartment after you call, you must call back to cancel the service call. Failure to call will result in you having to pay for the lockout call.

### **OFFICE HOURS LOCK-OUTS:**

There is a \$20.00 charge for an office hours lock-out. There is no charge if you come to the office and sign out a key to your apartment. The key must be returned the same day you sign it out or there will be a charge to change locks for your apartment.

### **EMERGENCIES**

Below are some of the most common emergencies that we have received. There may be others and if you feel you have an emergency, please call the office or after-hours service at **827-1294**.

- Gas leak
- No heat in extreme cold weather\*
- Broken water lines
- Refrigerators not cooling (on weekends/holidays and if the electrical breaker is on)
- No electricity (with breakers on)
- Hot water tank is leaking
- Stopped up sewer (weekends)

Please do not use decals or adhere anything to the tub or shower. They are almost impossible to remove and will not come off with normal cleaning thus creating a problem for us and the next resident.

**DRAINS:**

Do not allow anything to go into the drains that could possibly clog them. Keep grease, paint, paper, toys, etc . out of the drains. This includes kitchen drains, tub drains, commodes, etc.

DO NOT USE ANY LIQUID DRAIN OPENER AS IT MAY CAUSE DAMAGE TO THE PIPES AND CREATE A HAZARD FOR MAINTENANCE IF THEY NEED TO UNCLOG THE DRAIN.

**RESIDENT OWNED APPLICANCES:**

Residents are allowed to have their own appliances, i.e. freezers, refrigerators, etc. However, these resident owned appliances must be in good working order and in good condition. Residents must maintain these appliances at all times and residents will be responsible for damage they may cause.

**NIGHT AND WEEKEND EMERGENCY CALLS**

If you have an emergency during normal business hours, call the office. If the emergency is after- hours, we have an answering service that will take your call.

Give the operator your name, address, telephone number and the nature of your emergency. Maintenance may need call you to obtain additional information.

**If you call after-hours and report an emergency and knowing it is not an emergency, you may be charged a \$50.00 fee for the call out.**

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Housekeeping Tips	29	<b>WALLS:</b>
Homemaking Tips	29-30	We do not allow wallpaper, wallpaper borders, contact paper or decals to be used on the walls in the apartments as they will cause damage to the walls. If you do use these, you will required to remove them and pay for any damage to the walls.
Porches and Yards	30	When hanging objects on the walls, use only small paneling type nails. Do no use large nails or screws as they will cause damage to the walls.
Planting of flowers, plants and shrubs	30	<b>Do Not nail anything into the laminate walls as found in the bathrooms. Repairs are costly and difficult to repair. You will be charged for any damage to the walls.</b>
Graffiti	31	<b>WOOD SURFACES:</b>
Swimming pools	31	Do not nail or in anyway attach anything to any type of wood surfaces. These include door, door trims, cabinets, stairs, etc.
Hazardous Materials	31	<b>SHOWER CURTAINS:</b>
Storage buildings	31	Bathroom windows are supplied with a plastic curtain. You will need to supply your own shower curtain before <b>using</b> the shower. Make sure the shower curtain is inside the tub when showering. Clean up immediately any water that gets on the floor.
Water Beds	31	Do not allow water to remain on the floor as it will damage the tile and wood sub-floor.

- Do not drag anything across the floor as this will also damage the floor.

Protect the wood floor by using felt protectors for chairs and other heavy furniture. Refer to your Resident Charge list for cost of damage to the floors.

**HOT WATER HEATERS:**

**Do not place anything within 36 inches of the hot water heater or furnace as this poses a serious risk of fire. If the water heater develops a leak, contact the office immediately.**

**You may need to shut the water off to the heater to reduce damage. Do not attempt to light the hot water heater yourself. If it needs to be lit, contact the office and maintenance will do this for you.**

**PAINTING:**

The Housing Authority does all of the painting. We try to paint the apartments on an “as needed” basis. If it becomes necessary to paint all or part of your apartment, you will need to remove item from the walls. You will be responsible for moving anything breakable. Staff will assist you in moving heavy objects if needed.

**PEST CONTROL:**

We will perform pest control treatments in your apartment upon request or on an as needed basis.

If you see insects, contact the office and request to be placed on our list. In some cases, you can purchase over the counter products to deal with some insects, i.e. ants, spiders, roaches, water bugs, etc.

Keeping your apartment clean and clutter free will greatly reduce the chances of having problems. Keep food off the floors and removing garbage will also help in reducing problems with insects.

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### **FLOORS:**

For tile floors, use only a proper cleaner on tile floors. Wipe up spills immediately. Tile floors should be cleaned on a weekly basis so that dirt and grime can be removed.

For wood floors, use only a slightly damp mop to clean with. Clean up spills immediately to avoid damage to the wood flooring.

For carpeting, clean up spills immediately before they set in.

If you smoke, use an ashtray as carpets tend to burn easily. Use throw rugs in the heavy traffic areas. Vacuum your carpets on a regular basis and they will last longer.

Do not use any type of abrasive cleaners on any type flooring. Use coaster under the furniture to avoid damaging the floors. Residents will be responsible for any damage to the floors.

### **WINDOW COVERINGS:**

Before an apartment is rented, each window have either blinds or shades. Do not use blankets, sheets, towels, flags etc, as a window covering. It is your responsibility to keep the shades and blinds clean and in working order.

### **LAMINATE WOOD FLOORS:**

If your kitchen floor has the wood laminate installed it is very important that you follow the following guidelines in order to maintain the wood floor in good condition.

- Use only a damp mop when cleaning the floor. Do not pour any liquids onto the floor.
- Do not use any type of wax or cleaner on the wood laminate floor as this will damage the flooring.

**COMMODOES:**

Use a cleaner specifically designed to clean toilets about once a week to keep mineral deposits or stains from forming on the commode.

**Do not** flush paper towels, feminine hygiene products, newspapers, cat litter, **grease, or anything else that is not supposed to be flushed** down the commode.

Make sure that children do not place toys, toothbrushes, etc, in the toilet. Use only a standard toilet plunger to unclog the commode.

Do not use the commode if it becomes clogged. If you cannot unclog the toilet, contact maintenance. You will be charged a fee if the clog was caused by anything not designed to be flushed.

If your unit has more than one commode and one unit is functioning properly, **do not** call after-hours for service. Wait and call the office the next business day to report the problem

**WINDOWS:**

Please keep your windows clean and free of dirt and cob webs. Do not remove the windows from the framing as they are heavy and by removing them could result in damage to the window.

All window screens must be left in the down position at all times. For safety reason do not open both the window and screen.

**CURTAIN RODS:**

If you wish to use a double set of curtains (café type), you must use the curtain rods with the rubber tips that fit inside the window, as this will prevent damage to the plaster.

**HOUSING AUTHORITY DEPARTMENT**

**TELEPHONE NUMBERS**

Housing Authority Office	270-827-1294
Housing Authority Office FAX	270-827-1482
Section 8 Office	270-827-1486
Section 8 Office FAX	270-826-8673
Maintenance Shop	270-869-8062
<b>Maintenance Emergency (After-hours)</b> (Nights/Weekends/Holidays)	<b>270-827-1294</b>
Lock-outs (After-hours)	<b>270-827-1294</b>
Senior Citizens Recreation Center 840 North Adams	270-827-9386
Dixon Hall/Police Sub-Station	270-826-5663

## HOUSING AUTHORITY STAFF

Executive Director	Bobbie Jarrett
Finance Director	Sharon Phillips
Human Resource Director & Administrative Assistant	Tina Belcher
Project Manager 1	Ken Schmidt
Project Manager 2	Susan Gay
Section 8 Director Section 8 Inspector	Kent Sayles Jana Powers
Maintenance Supervisor Project 1	
Maintenance Supervisor Project 2	Dave Wathen
Senior/Disabled Services Coordinator	Leah Folz
Youth/Family Services Coordinator	Donna Rigsby
*Project 1—Lawndale Apt; Dixon Apt; Madison Court; 303 & 305 Fagan; 423 S. Ingram	
*Project 2—840 North Adams, 8th Street, Fagan Square, North Adams and Dixon & Ingram Apartments	

**GRAFFITI:** Residents will be responsible for the removal of any graffiti on the porches, sidewalks, buildings, etc that was caused by your household members.

If a household member marks on porches, sidewalks, buildings, etc., you will be required to clean it off immediately. If maintenance has to remove it, there will be a minimum charge of \$50.00.

This includes the removal of chalk, paint, crayon, markers, ink , etc. Resident's will also be responsible for any other damage caused by any household members to property owned by the Housing Authority.

### **SWIMMING POOLS:**

Swimming pools of any size and type are not allowed in the yards or on the sidewalks

### **HAZARDOUS MATERIAL:**

Do not store hazardous or flammable materials in the apartments. Hazardous—flammable materials include but not limited to: gasoline, solvents, petroleum based cleaning supplies, etc. These pose a serious risk to residents. If you have a storage building, they must be stored in the buildings. Do not leave them sitting outside.

### **STORAGE BUILDING:**

If you have access to an outside storage building, you will be expected to keep all of your items stored in them. You will also need to supply your own lock for the building.

Residents cannot make any alterations to the storage buildings whether inside or outside the building.

### **WATER BEDS:**

Due to the potential risks of leakage, water beds are not allowed.

Residents are to ensure that household members or guests do not dump charcoal ashes, cigarette butts, papers, cans, bottles, etc. in the yards.

You will be charged a clean up fee if housing has to clean up after you.

During the fall season, you are responsible for raking your own leaves. We ask that you bag your own leaves and we will remove them for you. You will be charged a fee if we have to rake your leaves.

#### **PORCHES AND YARDS:**

Residents are asked to keep yard swings, patio furniture etc., in the rear yard. Only standard outdoor chairs are allowed on the front porch area. No indoor type chairs, couches, etc., are allowed outside unless they are being picked up.

Residents shall not pour excess cooking oils/grease outdoors. This will damage the yards and you may be charged if we have to reseed the yard.

Some developments that have walkways and sidewalks in front of the units need to have a minimum of 36" clearance to accommodate those residents on walkers or use wheelchairs.

Hanging of pots/plants/baskets etc. on porches, railings, eaves and soffits is not permitted.

#### **PLANTING OF FLOWERS, PLANTS, SHRUBS:**

Residents are no longer allowed to plant anything in the yards without first obtaining permission from the Housing Authority of Henderson.

What has been already planted in your yard will be your responsibility to take care of by removing weeds, keeping trimmed, etc.

Failure to maintain your plants, flowers and shrubs will result in them having to be removed. No plant, flower or shrub will be allowed to grow taller than 3 feet and vegetation must not be allowed to touch the building or walkways.

#### **LEASE:**

You are asked to read and understand your dwelling lease agreement completely. If there is any part of the lease you do not understand, contact the office and we will answer your questions. The lease is renewed annually as part of the annual re-certification process as long as all of the rent and charges are paid on time and if no other lease violations have occurred. In addition, when you sign your lease you are acknowledging acceptance of additional amendments to your lease. The amendments are listed in your lease. By signing your lease, you agree to comply with all of the terms and requirements of the Housing Authority of Henderson.

#### **COMMUNITY SERVICE REQUIREMENTS:**

In order to be eligible for continued occupancy, each non-exempt adult family member must either (1) contribute eight hours per month of community service (not including political activities); or (2) participate in an economic self-sufficiency program unless the family member is exempt from this requirement; or (3) perform eight hours per month of combined activities as previously described unless he/she are exempt from this requirement.

#### **Exemptions:**

The following adult family members of a resident's household are exempt from this requirement.

- A. Any family member who is 62 or older.
- B. Any family member who is blind or disabled as defined under 216(I)(1) or 1614 of the Social Security Act (42 U.S.C. 416 (I)(1)) and who certify that because of this disability she or he is unable to comply with the community service requirements.
- C. Any family member who is the primary care giver for a household member who is blind or disabled as set forth in Paragraph B above.

- D. Any family member engaged in 15 or more hours per week of work activity.
- E. Any family member who is exempt from work activity under part A title IV of the Social Security Act or under any other State welfare program, including the welfare-to-work program.
- F. Any family member receiving assistance, benefits or services under a State program funded under part A title IV of the Social Security Act or under any other State welfare program, including welfare-to-work and who are in compliance with that program.

**NOTIFICATION OF THE REQUIREMENT:**

The Housing Authority of Henderson shall identify all adult family members who are apparently not exempt from the community service requirement.

The Housing Authority of Henderson shall notify all such family members of the community service requirement and of the categories of individuals who are exempt from the requirement. The notification will provide the opportunity for family members to claim and explain an exempt status. The Housing Authority of Henderson shall verify such claims.

The notification will advise families that their community service obligation will begin upon the effective date of their first annual reexamination on or after 10/01/03. For families paying a flat rent, the obligation begins on the date their annual reexamination would have been effective if an annual reexamination taken place. It will also advise them that failure to comply with the community service requirement will result in ineligibility for continued occupancy at the time of any subsequent annual reexamination.

**VOLUNTEER OPPORTUNITIES:**

Community service includes performing work or duties in the public benefit that serve to improve the quality of life and/or enhance resident self-sufficiency, and/or increase the self-responsibility of the resident within the community.

**CEILING FANS**

Ceiling fans will be installed by the Housing Authority maintenance staff when time permits. There will be a charge to install a ceiling fan and the cost may run from \$30.00 to \$50.00 depending if additional ceiling supports are needed.

We will only install new, packaged ceiling fans. Should you transfer to another unit you will be charged for a new installation. Housing Authority has the right to refuse to install any ceiling fan that may be unsafe.

**HOUSEKEEPING TIPS**

Residents should strive to always keep a clean and safe apartment. Residents should on a regular basis clean up spills, keep all floors clean, empty trash, clean all surfaces, including appliances, counter tops, etc.

The Housing Authority of Henderson will inspect each public housing unit semi-annually to ensure that each unit meets the Housing Authority of Henderson's and HUD's Uniform Physical Condition Standard (UPCS). Work orders will be submitted and completed to correct any deficiencies.

The units are checked for cleanliness and other maintenance problems. Residents are required to pass these inspections.

**HOMEMAKING TIPS**

We currently contract out to have the yards mowed and trim so residents are not required to mow/trim their yards. However, residents are responsible for keeping the yards free of trash and debris regardless of who placed it there. In addition, you are responsible for raking and snow removal for your yard.

All toys including bicycles, lawnmowers, grills, etc. are to be stored at the rear of the unit. If you have a storage building place those items in the storage building.

Vehicles that are inoperable or abandoned will be towed at the owners expense.

### **PARKING:**

We do not assign parking spaces on property owed by the Housing Authority. Parking is on a first come first serve basis for housing residents. Certain areas of housing are considered city property and we do not control parking in these areas. Parking complaints in these areas must be reported to the police department.

### **SMOKE ALARMS:**

By signing the lease document, the leaseholder acknowledges the requirement of periodic inspection testing of the unit's smoke detectors and agrees to perform such inspection/testing at least once a month.

Further, leaseholder agrees to **immediately report any malfunction or other condition effecting the proper operation of the smoke detectors.**

**Any smoke alarm found to have been intentionally disconnected by any means the resident will be charged a \$25.00 reconnect fee. Further violations will result in eviction.**

### **LEAD-BASED PAINT**

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips and dust can pose health hazards if not managed properly. The Housing Authority of Henderson does not use lead-based paints. The Authority has taken steps to eliminate any hazards to any units painted with lead-based paint prior to 1978.

Refer to the federally approved pamphlet on lead poisoning prevention that you received when you first signed your lease.

An economic self-sufficiency program is one that is designed to encourage, assist, train, or facilitate the economic independence of participants and their families or to provide work for participants.

These programs may include programs for job training, work placement, basic skills training, education, English proficiency, work fare, financial or household management, apprenticeship, and any program necessary to ready a participant to work (such as substance abuse or mental health treatment).

The Housing Authority of Henderson will coordinate with social service agencies, local schools, and the Human Resources Office in identifying a list of volunteer community service positions.

### **THE PROCESS:**

Upon admission or at the first annual reexamination on or after October 1, 2003 and each annual reexamination thereafter, the Housing Authority of Henderson will do the following:

- A. Provide a list of volunteer opportunities to the family members.
- B. Provide information about obtaining suitable volunteer positions.
- C. Provide a volunteer time sheet to the family member. Instructions for the time sheet require the individual to complete the form and have a supervisor date and sign for each period of work.
- D. Thirty (30) days before the family's next lease anniversary date, the coordinator will advise Housing Authority of Henderson management whether each applicable adult family member is in compliance with the community service requirement.

### **Notification of Noncompliance with Community Service Requirement :**

The Housing Authority of Henderson will notify any family found to be in non-compliance of the following:

- A. The family member(s) has been determined to be in noncompliance;
- B. That the determination is subject to the grievance procedure; and

C. That, unless the family member(s) enters into an agreement to comply, the lease will not be renewed or will be terminated;

### **Opportunity for Cure:**

The Housing Authority of Henderson will offer the family member(s) the opportunity to enter into an agreement prior to the anniversary of the lease. The agreement shall state that the family member(s) agrees to enter into an economic self-sufficiency program or agrees to contribute to community service for as many hours as needed to comply with the requirement over the past 12-month period. It will state the number of hours that the family member is deficient. The cure shall occur over the 12-month period beginning with the date of the agreement and the resident shall at the same time stay current with that year's community service requirement. The first hours a resident earns goes toward the current commitment until the current year's commitment is made.

The coordinator will assist the family member in identifying volunteer opportunities and will track compliance on a monthly basis.

If any applicable family member does not accept the terms of the agreement, does not fulfill his/her obligation to participate in an economic self-sufficiency program, or falls behind in his/her obligation under the agreement to perform community service by more than three (3) hours after three (3) months, the Housing Authority of Henderson shall take action to terminate the lease unless the noncompliant family member no longer lives in the unit

### **FAILURE TO COMPLY WITH THE COMMUNITY SERVICE REQUIREMENTS:**

Those families who are required to perform the 8 hours of Community Service per month but fail to complete the required number of hours risk being evicted for non-compliance.

Refer to your Community Service packet for additional information.

**You should have a copy of the user manual for the features of the stove/oven. If you do not, contact the office and we will give you a copy.**

**Should you need assistance in using any of the features of the stove/oven, call the office and we will answer your questions. explain how to set your oven to self-clean. For safety reasons, you should not leave the apartment while you are using the self-cleaning feature.**

### **AUTOMOBILES:**

There are no assigned parking spaces regardless of which development you live in, except where handicap parking is designated.

Residents are not allowed to wash vehicles on Housing Authority property.

Residents may work on their own vehicle and not on vehicles belonging to non-residents. If you work on your vehicle, you must clean up after the job is completed.

**You must not allow any type of motor oils, greases, fluids, etc. to get on the ground. You will be charged if we have to clean up your mess.**

Vehicle repairs that require the use of lifts, jacks or any device designed to elevate a vehicle off the ground, **MUST BE ATTENDED TO AT ALL TIMES. ANY VEHICLE LEFT UNATTENDED WHILE THE VEHICLE IS ELEVATED WILL BE REMOVED FROM THE PREMISES AT THE OWNERS EXPENSE.**

All vehicle repairs must be done on the street or in parking areas. Do not work on vehicles in the yards. Do not drive vehicles, including motorcycles, mopeds, etc in the yards for any reason.

All vehicles on Housing Authority of Henderson property must be properly licensed and in running condition. Vehicles that are inoperable must be repaired or removed from housing property.

The Resident Charge List also lists the cost for court action taken against a resident for lease violations, small claims and garnishments. Residents will be charged when there is neglect, carelessness, misuse or deliberate destruction of Housing Authority of Henderson property. **When there are changes made to the Resident Charge List, you will be notified in the monthly newsletter. Residents are encouraged to come to the office and pick up a new copy at no charge.**

#### **AUTOMATIC WASHERS:**

If you have an automatic washer, be sure that all hose connections are tight and there are no leaks and water does not run on the floor. Make sure your washer is working properly.

Check your washer to see that it is not constantly filling up and emptying. If this is happening, it could mean that the timer is not working correctly and you could be using excess water and you will be billed for it.

**Portable washers are not allowed in the units unless they can be connected to our washer hook-up system. Do not connect washer hose lines to sink faucets as they will damage the faucets.**

#### **CLOTHES DRYERS:**

If your apartment has a dryer vent hook-up installed, make sure the dryer is properly vented to the outdoors. Use the metal type dryer vent as it is safer. Do not operate your dryer without it being properly vented outdoors.

#### **SELF-CLEANING GAS OVENS:**

**Before you use the self-cleaning feature on your oven, please remove all pots, pans, etc., from the oven before you start the cleaning process. Make sure you remove any aluminum foil from the oven. Damage will result leaving aluminum foil in the oven when cleaning.**

If at any time you have questions concerning the requirements of community service, please contact the office.

#### **SECURITY DEPOSITS:**

Effective January 1, 2001, a \$200 security deposit will be required for all units. Residents living in elderly developments prior to January 1, 2001 are excluded from the additional \$100.00 security deposit requirement. However, after January 1, 2001, those residents that move to another unit for any reason will be subject to the full \$200.00 security deposit requirement.

#### **PETS:**

Residents are allowed to have common household pets in the apartments. There are some types of pets that are not allowed. When you first moved in, you received a copy of our Pet Policy. Please refer to the Pet Policy on which type of pets are allowed and other requirements.

Residents are required to take proper care of their pets at all times. This includes providing proper food and shelter. Residents are required to clean up after their pets and if applicable, keep the pet on a leash and under your control while outdoors. There are penalties for non-compliance of the Pet Policy. Please refer to your policy for additional information.

#### **PET DEPOSIT:**

A \$100 deposit is required on allowable dog, cat, bird or fish. The deposit is required to help cover the cost of damage the pets may cause. The pet deposit must be paid prior to bringing the pet into your home.

**Refer to your Pet Policy for additional information**

## **RENT PAYMENTS:**

Rent and other charges (I.e. utilities, work orders, etc) are due and payable on the first day of each month. A late fee of \$25.00 will be assessed and an eviction notice will be issued to the resident if rent and charges are not paid by the 10th of the month. **All payments must be made by check or money order.**

If rent is paid by a personal check and the check is returned for any reason, this shall be considered a non-payment of rent and the resident will incur the late charge, plus an additional charge of \$25.00 for bank charges and processing fees.

**Rent and charges should be mailed to, or paid at the Housing Authority of Henderson, 111 South Adams Street, Henderson, Kentucky 42420. In addition, residents may use the after-hours drop box located at the front entrance for payments.**

## **UNIT INSPECTION REPORT:**

**On your initial move-in, you received a Unit Inspection Report. This report allows you to conduct an inspection of your unit and document any deficiencies you may find. If you find any problems, you are to document them on the report. The form must be returned to the office within three weeks of moving in. When you return the inspection report, you may request a copy of the report for your records.**

**After we receive the inspection report, we will have our maintenance department correct any problems. The inspection report will also provide a record showing something existed prior to you moving into the apartment. Please list the apartment number and sign and date the inspection report.**

## **MAINTENANCE AND REPAIRS:**

The Maintenance Division of the Housing Authority is responsible for managing the maintenance function in the most cost effective manner possible while maximizing the useful life of Housing Authority properties and providing the best service to Housing Authority residents.

The resident is expected to keep the unit in a clean, safe and sanitary manner. If you need anything repaired, call (827-1294) the Barret Center office immediately and request a work order. **We do not schedule appointments for work orders.** Work orders received in the morning are usually completed by the afternoon. Work orders received after 12 Noon are usually completed the following morning.

All emergency work orders are completed within a 24 - hour period. Please keep in mind that situations arise that may delay taking care of non-critical work orders. In this instance, they will be done as soon as possible.

For resident-on-demand work orders such as ceiling fans, handicap ramps, dryer vents etc., your requests will be placed on the waiting list. Placing planned maintenance and vacancy preparation work ahead of resident work requests does not indicate that the above-mentioned residents-on-demand requests are unimportant.

It emphasizes the importance of maintaining control of the maintenance work by performing scheduled routine, vacancy preparation and preventive work orders first. By doing so the Housing Authority will decrease on-demand work and maintain the property in a manner that will keep and attract good tenants.

## **CHARGES:**

New residents are given a Resident Charge List. This list covers most items that are generally damaged by household members or guests. The Resident Charge List is subject to change due to change in cost of materials and labor.

## SERVICES:

### Garbage Collections

- Lawndale Apartments Monday & Fridays
- Dixon Apartments Monday & Fridays
- 8th Street & 8th Street Court Wednesday
- 740 & 750 North Adams Wednesday
- Fagan Square Apartments Friday
- Dixon & Ingram Apartments Monday
- Madison Court Friday
- 840 North Adams Apartments Friday
- 

Do not block the dumpsters at any time. Any vehicle blocking access to the dumpsters will be towed at the owners expense and without prior notice or warning. All garbage must be sealed and placed inside the dumpsters.

Report to the office if you see anyone not living in housing dumping garbage in the dumpsters.

### Pick Up Service:

This service is provided free of charge by the Housing Authority. Discarded items are to be placed in your back yard. You will need to contact the office for pickup. **Do not place large items in the dumpster or by the dumpsters. Call the office for free pickup. Items left outside the dumpster will result in a \$100 charge to the resident.**

Tires of any type, car parts, bicycle parts, lawnmower parts, flammable liquids, etc cannot be left outside at any time. They must be stored in your storage building. Any tires left outside will be picked up and hauled off without notice and the resident will be charged for each tire **removed. Grills that are broken and are no longer functional will be removed.**

## UTILITY ALLOWANCE:

**The Housing Authority of Henderson shall establish a utility allowance for all check-metered utilities. The allowance will be based on a reasonable consumption of utilities by an energy-conservative household of modest circumstances consistent with the requirements of a safe, sanitary, and healthful environment.**

**In setting the allowance, the Housing Authority of Henderson will review, the actual consumption of resident families as well as changes made or anticipated due to modernization (weatherization efforts, installation of energy-efficient appliances, etc.). Allowances will be evaluated at least annually, as well as any time the utility rates change since the last revision to the allowances.**

**For Housing Authority of Henderson paid utilities, the Housing Authority of Henderson will monitor the utility consumption of each household. Any consumption in excess of the allowance established by the Housing Authority of Henderson will be billed to the resident monthly.**

**Utility allowance revisions based on rate changes shall be effective retroactively to the first day of the month following the month in which the last rate change took place. Revisions based on changes in consumption or other reasons shall become effective at each family's next annual reexamination.**

**Families with high utilities consumption are encouraged to practice energy saving measures. Continued high utility consumption usage will result in the Housing Authority of Henderson conducting an energy analysis of the unit. The analysis may identify problems with the dwelling unit that once corrected will reduce energy costs. The analysis can also assist the family in identifying ways they can reduce their costs. See Attachment C for the most recent schedule of utility allowances.**

## **ROOM TEMPERATURES:**

Residents can usually avoid high utility bills if they keep the temperature near 68 for heating and around 72 degrees for cooling. The more you conserve, the more you save. To help with cooling, ceiling fans and floor fans will help to keep the air cool.

## **FAUCETS AND COMMODES:**

Residents are encouraged to check faucets and commodes for water leaks at least on a weekly bases to make sure there are no leaks. Even a small leak can cause you to have a high water bill. If the commodes seems to keep running after you flush it, you may have a problem and you need to contact the office to report it. If you wait to report a problem, you risk having a higher than normal utility bill. Residents will be responsible for any excess.

## **TELEPHONE/CELL NUMBERS:**

If you have an telephone installed or obtain a cell phone, you will need to contact the office and give us your telephone/cell number for your file. Your number will not be given out to anyone. Notify us each time your number is changed or disconnected. Having your phone number will help should we need to contact you quickly.

## **CONDUCT:**

What you do inside your apartment or yard is your business as long as it is legal. However, if your conduct or actions causes problems for your neighbors, it becomes their business. When they complain to us, it becomes our business. Please consider your neighbor's right to privacy and peace. You are to refrain from any illegal or other activity which impairs the physical or social environment of any Housing Authority complex. If any member of resident's household, whether a guest, visitor or other family member, while on or near public housing property, and while you reside in public housing, engages in any \*drug-related, criminal activity, or alcohol abuse, it shall be cause for eviction.

## **ANNUAL RECERTIFICATION'S:**

**Each year residents will undergo an annual recertification. This is to determine eligibility and continued occupancy. Residents are required to report all income from all sources and to sign certain documents.**

**When you are notified of your annual recertification, you must comply and provide the required and necessary information within the time allowed. Failure to comply is a violation of your dwelling lease.**

## **INTERIM CHANGES:**

**Any time a family has a household or income change, the family must report this change to the office.**

**These changes must be reported to the office within ten (10) days of change. Even if you feel the changes will not effect the amount of rent you pay, the changes must be reported to the office. In some cases, the change may require a rent adjustment.**

## **MOVE-OUT NOTICE:**

If you plan to vacate the apartment, you are required to give at least a thirty day notice. The notice must be in writing. You are asked to come to the office to sign a NOTICE OF INTENT TO VACATE form. Verbal notice will not be accepted. Failure to give at least a thirty (30) day notice will result in being charged an additional seven (7) days.

Rent will continue until all keys to the apartment have been turned into the office. This includes mail box keys for 840 North Adams complex.

**AMP 1 units include-Lawndale Apartments, Dixon Apartments, Madison Court, 303 Fagan Street, 305 Fagan Street and 423 South Ingram.**

**AMP 2 units include- 840 North Adams apartments, 8<sup>th</sup> Street Apartments, North Adams Apartments, Dixon & Ingram Apartments and Fagan Square.**

**If a resident requests a transfer that involves moving to a different AMP, that resident will be required to pay a separate security /pet deposit and rent. The rent will be prorated, based on the effective date of the new lease. All rent and deposits must be paid in full at the time of the signing of the new lease.**

**Once the resident has transferred from the old unit to the new unit, the old unit will be inspected and any new charges will be taken from the deposits and any rent left over. The balance will be refunded to the resident.**

#### **UNIT INSPECTIONS:**

**The Housing Authority of Henderson will inspect each public housing unit semi-annually to ensure that each unit meets the Housing Authority of Henderson's and HUD's Uniform Physical Condition Standard (UPCS). Work Orders will be submitted and completed to correct any deficiencies. If a unit fails a semi-annual inspection, the unit will be re-inspected within 5 business days. If the family fails the second inspection, the family will be required to participate in the Housing Authority Home Care Program. .**

**You must pass the second inspection. Failure to pass the second inspection may result in eviction. If you pass the second inspection, you may be subjected to periodic inspections to ensure compliance of acceptable housekeeping standards.**

#### **Definitions:**

**Drug-related criminal activity means the illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute or use, of a controlled substance. Refer to your dwelling lease for additional information.**

**Alcohol abuse means the illegal use (or pattern of illegal use) or abuse (or patterns of abuse) of alcohol that may interfere with the health, safety, or right to peaceful enjoyment of the premises by other residents, employees of the Authority, or persons legally on the premises.**

#### **FIREWORKS:**

The use of fireworks of any type on Housing Authority property is not allowed at any time.

#### **RESTRICTIONS REGARDING THE USE OF NON-REGULATED FIREARMS SHALL BE AS FOLLOWS:**

1. It shall be unlawful for any person under the age of eighteen (18) years to have in his/her possession any non-regulated firearm.
2. It shall be unlawful for any person to discharge a non-regulated firearm on Housing Authority property in such a manner as to endanger, damage, or injure another person or the property of another person.
3. It shall be unlawful for any person to discharge a non-regulated fire arm in such a manner as to cause or a allow the projectile to be expelled beyond the boundary lines of the property from which said non-regulated fire was discharged.

### **AIR RIFLES, AIR HANDGUNS AND PELLET GUNS:**

Shall mean any barreled weapons of any description from which a projectile can be discharged by the action of an explosive. Air rifles, air handguns, and pellet guns shall include all weapons as defined above herein and which are not subject to registration and regulation by state and federal laws, and shall be referred to collectively herein as non-regulated firearms. Projectile shall mean any object or device that will or is designed to be expelled from any non-regulated firearm.

### **FAMILY CHANGES:**

Your family size and all sources of income determines the cost of your rent. Report marriages, births, and deaths to the office as they occur.

Before anyone can be added to your lease, you must bring them to the office and complete the required paperwork. Failure to report any of the above changes could constitute fraud and you could be evicted.

### **FRIENDS:**

In May 1978, the policies were changed so that female/male head of households could have their boyfriends/girlfriends live with them and pay an increased rent. If that friend has any type of income, it must be reported. Failure to report a live-in will lead to eviction.

### **VISITORS:**

You are allowed **overnight house guests** to stay with you for a period not to exceed fourteen (14) days per calendar year. This does not mean each person has fourteen days but fourteen days is the maximum number of days allowed per calendar year per household.

If you wish your houseguest to remain longer, you must notify the office before the end of the fourteen days so we will know that you have not moved someone in, which would be in violation of your lease. Extensions must have prior approval from management. You are also asked to notify us when your guest leaves.

### **INCOME CHANGES:**

If anyone in the family starts receiving any type of income it must be reported **immediately**. If there is any change in your household income, you must report it to the office.

Any reduction in household income must be reported prior to the 20th of the month. This will not apply if the household member in which the reduction applies has failed to notify the office. In this event, a rent reduction will not take effect until the first of the following month.

### **FAILURE TO REPORT ALL SOURCES OF INCOME MAY CONSTITUTE FRAUD.**

### **TRANSFERS:**

A change in the size of your family could mean that you might need a larger or smaller apartment, or you may need a transfer for medical reasons.

There is no charge for these transfers. If you request a transfer just because you want to live in a different location, this is considered to be a convenience transfer and there will be a \$150.00 administrative fee. However, in most cases, **convenience transfers** may not be permitted. These transfers will be at the discretion of the Housing Authority of Henderson.

There may be times when a transfer is necessary or required but another apartment is not available. When this happens, you will be placed on a waiting list and transferred as soon as possible. All requests for transfers must be submitted in writing.

### **TRANSFERS BETWEEN ASSET MANAGEMENT PROJECTS (AMPS) :**

**Public Housing units are divided into two separate groups, called Asset Management Projects, (AMPS).**