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RESIDENT HANDBOOK

LOUISE TERRACE

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RESIDENT HANDBOOK
PICKAWAY METROPOLITAN HOUSING
AUTHORITY
LOUISE TERRACE

It is the policy of the Pickaway Metropolitan Housing Authority to fully comply with all Federal, State and local nondiscrimination laws; the Americans with Disabilities Act; and the U.S. Department of Housing and Urban Development regulations governing Fair Housing and Equal Opportunity.

No person shall, on the grounds of race, color, sex, religion, national or ethnic origin, familial status, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under the Pickaway Metropolitan Housing Authority's programs. This includes facilities managed by the Pickaway Metropolitan Housing Authority: Williamsport Terrace, Pickaway Terrace, Eden Place and Louise Terrace.

Pickaway Metropolitan Housing Authority
176 Rustic Drive
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Telephone: 740-477-2514
Fax Number: 740-477-7456

WELCOME TO YOUR NEW HOME

The Pickaway Metropolitan Housing Authority (PMHA) was established in 1972 to provide affordable housing for low to moderate income families. We are a government entity that is directed by a Board of Commissioners who serve 5-year terms. To ensure the organization represents all of Pickaway County, the Common Pleas Court and Probate/Juvenile Court Judges each appoint a member of this Board, as does the Pickaway County Commissioners. The Mayor of Circleville appoints two persons.

These Commissioners work without pay and are responsible for setting PMHA policy. The Executive Director is responsible for implementing these policies and managing the PMHA's day-to-day operations.

The Multi Family (MF) department manages the property where you reside. This department manages 40 apartments at Eden Place, 60 apartments at Pickaway Terrace and 41 apartments at Louise Terrace in Ashville.

Your rent covers only a portion of PMHA's total operating costs. The remainder comes from the U.S. Department of Housing and Urban Development (HUD). Because a significant amount of our funding comes from the government, they demand that these funds be used wisely and honestly. This is why we try to enforce the lease to the best of our ability, while at the same time, trying to be fair to you, our tenants.

Hopefully, this handbook will help you be a good tenant, while also allowing you to understand our role as your landlord.

HOUSEKEEPING

To cut down on the amount of time it takes to clean your residence, we've included some tips on how to get the job done more quickly.

You will find that your home is designed for comfort and easy cleaning.

- You are expected to maintain a clean home.
- Floors are to be swept and mopped regularly.
- Floors, closets and utility rooms are to be kept free of excessive clothing or trash
- Garbage and trash are not to remain in your apartment for more than one week. Residents should place trash in dumpsters or trash chutes, not beside it.
- Stoves, refrigerators, and other appliances are to be kept reasonably clean.
- Bathroom fixtures are to be cleaned regularly.
- Walls are to be kept free of excessive markings, smoke and grease.
- Windows need to be washed when needed.

SUGGESTED CLEANING TIPS FOR:

Bathrooms: Bathtubs, sinks, toilet bowls – use soap powder, detergent or mild scouring powder to clean glazed white enamel surfaces (if your tub is fiberglass, do not use scouring components

to clean it). Avoid strong cleaners which roughen the enamel and make it difficult to clean. It is not necessary to use metal polishes on chrome surfaces. Do not use toilet cleaning tablets in the tank. Do not place heavy objects on the toilet tank lid.

Carpets: Carpets or rugs may be laid on top of the floor, but please do not fasten them with tacks, nails or glue.

Floors: Dust floor with a dry mop regularly. Do not use oil based products because they will ruin the surface. Wash with hot water and soap suds. Wring out a soft cloth or mop in sudsy water and wipe, covering a small area at a time. A scrub brush helps to wash off heavy dirt and makes cleaning corners easier. Do not let floors get very wet. If you use a lot of water, it may loosen the tile. After the floor has been washed, wring out the cloth in clean water, allow the floor to dry thoroughly, and wipe the floor to get rid of residue.

KITCHENS

Cabinets and Work Tables: In apartments where cabinets are wooden, care should be taken not to let water stand or settle on surfaces. Too much water will cause the glued pieces to come apart. Cleaners and polishers containing grit will not only ruin the finish but will make cleaning difficult. Do not set hot pans or other appliances on Formica surfaces. Also, do not cut food directly on the counters since it will damage them – use a cutting board instead.

Sinks: Porcelain surfaces can be easily cleaned with hot, soapy water. If the sink is stained, use a mild scouring powder and rinse well. To remove stubborn stains, fill the sink with hot water (using a stopper) and add about ¼ cup of chlorine bleach. Let solution stand for awhile and it will rinse clean. Avoid scouring powders containing grit. Do not use metal polish. Report all leaking faucets or valves to 740-477-2514 ext. 300. No charge is made for such repairs unless caused by abuse.

Drains: Flush drains after use with plenty of cold water, occasionally using a little washing powder to cut grease. Do not dispose of grease or coffee grounds in the sink since they will clog the drain and stain your sink. If your drain should become clogged, try to unstop it with a plunger before calling the Housing Authority. If you have used any type of cleaner or drain opener, please notify the maintenance staff. This is to guarantee the safety of the maintenance staff.

Refrigerators: Your refrigerators should be cleaned regularly. All refrigerators are frost free. Use soap and water to clean the outside of the refrigerator. Rinse and dry with a soft cloth. Please do not stick decals on the refrigerator. To clean the inside, use warm, soapy water to clean the shelves and freezing trays. Rinse with clean water and dry. CAUTION: Plastic trays are sensitive to changes in temperature. Before washing, let plastic trays reach room temperature and then use only warm water to clean them. The walls and freezing compartments should be washed with warm water in which 2 tablespoons of baking soda or borax have been added for each quart. Rinse and dry with a soft cloth. The rubber gasket on the refrigerator door can be ruined by butter, grease, or other fats, or by fruit acids. Unless the gasket is kept in good condition, your refrigerator will not cool properly. If your refrigerator is not working in good

order, ask the maintenance staff for repair service. If the trouble is serious, disconnect the electric plug. The area behind the refrigerator should be cleaned as needed to avoid buildup of dust and food. The dust on the back of the refrigerator should be vacuumed off. This will allow the unit to use less energy and to last longer. Food buildup around your refrigerator, stove or other areas in your kitchen can cause a problem with pest since roaches and mice are attracted to these areas.

Stoves: Keep your range and oven clean at all times. Wipe out the oven after each use or use an oven cleaner. Accumulations of spilled grease can be a fire hazard, so wipe up spills immediately. Grease also attracts roaches. Do not store cardboard or paper products on stove or in oven.

WALLS, CEILINGS, AND DOORS

Painted surfaces can be cleaned easily. Wash the surfaces lightly with a damp cloth, rinse and dry with a soft cloth. Wash walls from the bottom to the top. (Water running down over dirty walls will cause spots and streaks which are difficult to remove). Any cleaner containing lye or grit should be avoided. Be careful not to let water seep into the electrical outlets.

WINDOWS AND SHADES

In cold weather, steam and moisture causes water to form on window frames. Therefore, please keep it wiped up because this will prevent rusting and other damage to your apartment. Wipe steam from windows with a crumpled newspaper or towel. When this happens, think of ways which can be used by your family to reduce the amount of moisture in the air.

Cleaning can be done by washing windows regularly before too much grime has settled. Add ½ cup of vinegar or 1/3 cup of ammonia to a pail of water for a sparkling job. Wash window panes from top to bottom. Rub dry with a cloth or newspaper.

Be sure to dry window frames, sashes and sills to prevent rusting. If your window frames need repair, notify the Housing Authority so that they can be repaired.

To keep shades and blinds in good condition, keep windows closed when it rains or snows. Roll up the shades when windows are open.

MAINTENANCE

Sometimes a maintenance problem crops up that requires your attention or repair. These are some suggestions and avenues to fix them or receive help.

- Electrical – Mechanics of circuit breakers are located in a panel box in your dwelling. If your lights go out or an appliance fails to operate, push the appropriate circuit breaker switch in the panel box to the “off” position, wait a few seconds, then return it to the “on” position. If the lights or appliances still do not work, call the Housing Authority.

PEST CONTROL

Prevention:

Maintenance provides quarterly pest control for roach prevention. Tenants are required to comply with this scheduled prevention for roaches.

In pest control, sanitation is essential.

- Do not leave empty milk or beverage bottles inside the home.
- Keep areas under and behind stoves and refrigerators clean. Keep the sink cleaned out of food/dirty dishes
- Do not allow food and garbage to accumulate in areas where pests feed or hide.
- Food (including pet) should be stored in sealed containers.
- Sweep/vacuum/mop to remove crumbs and debris from the floors and furniture.
- Minimize clutter.
- Minimize cardboard storage in unit. Do not bring furniture or other items into your unit that have been picked up along the curb.

Treatment:

For effective extermination, you must cooperate fully with PMHA's extermination effort. Once roach or pest infestation does occur, the Authority will provide professional treatment to rid the unit of pests. The Authority will also closely monitor housekeeping of the household to guarantee that the problem does not reoccur.

If a recurrence of the infestation does occur, and the Authority determines that the resident's poor housekeeping is solely responsible for the infestation, the Authority can file for termination of the lease.

Gnats, Ants, Flies: Tenants are responsible for treating for ants, gnats and flies. Fly strips are not allowed.

Mice: If you see mice, use mousetraps to rid your apartment of the problem. If you have more than one mouse occasionally, please contact the PMHA MF staff at 740-477-2514 so we can try to determine where they are gaining access to the apartment.

Roaches: If you notice evidence of a roach problem in your home, please report it immediately to the Maintenance Department. We want the situation to be treated by a licensed specialist.

Preparation for the Exterminator – The failure to be properly prepared or to admit the pest control contractor will be regarded as grounds for the lease to be terminated. This information is to help you get your home ready for the exterminator. The following is a list of the areas the exterminator may treat with spray or powder.

- Clean kitchen thoroughly, including floor, stove, range hood, and counter tops.
- Clean inside and outside of dishwasher.

- Everything should be removed from kitchen cupboards, above and below the sink, drawers and countertops should be cleaned.
- Wash cupboards inside and out, wipe out drawers with damp rag, clean sink and countertops well.
- Items may be placed on the kitchen table or on a couch or chair, and should be covered with newspaper or a sheet. Nothing can be stored on the counters.
- Bathroom cabinets and under sink should be cleaned. Wash cabinets inside and out, wipe out drawers with damp rag, clean sink, tub, inside and outside of toilet and scrub bathroom floor.
- Pick up and remove trash inside and outside the home.
- Vacuum/sweep all carpets and flooring. Mop floors.
- Children's toys and pet food dishes and exposed food should be placed in a protected area.
- If you have leaking water, find and control/fix the source.
- Remove cardboard boxes from your home. Use plastic totes for storage if necessary and place the lid on the tote.

During treatment:

- All occupants including pets must leave the home for 2-4 hours
- Fish tanks should be covered or removed. If fish tanks are covered, the air pump should be shut off. You may turn the pumps back on and uncover the tanks upon returning to your home.

After Our Treatment Is Complete:

- Immediately upon re-entering the treated premises, open windows and doors to air thoroughly.
- Thoroughly wash (with soap and water) all exposed eating surfaces (including table and counter tops) and any exposed dishes or silverware.
- Do not wash any treated surfaces such as baseboards for approximately 30 days.

Keep in mind:

- It is common and normal to continue to see roaches for several days after treatment. Follow the after care instructions and allow the treatment to work.
- Treatment typically involves 2-3 treatments spaced 2-4 weeks apart. Once we have inspected and completed the initial treatment we can determine your specific treatment needs.
- Follow up treatments do not usually require the cleaning out of cabinets and as detailed a prep as the first treatment.

Tips for keeping cockroaches out of your home:

- Cockroaches need four things to live: food, water, shelter and warmth. Don't give it to them.
- Keep your apartment clean. Wash away grease, food spills and crumbs. Wash your kitchen floor, counter top, range/oven, and refrigerator at least once a week.
- Keep your dishes clean. Wash dirty dishes and pots/pans after every meal. Do not let them pile up in your sink.

- Store all food, including rice, flour and grains in airtight containers, cans, buckets or ziplock plastic bags
- Do not give water to roaches by leaving dishes soaking in water or standing water in sinks or tubs. Report all water leaks.
- Take out your trash daily by putting it in a garbage can. Be sure your trash is in a plastic bag.
- Keep your apartment cool since roaches like warm places
- Keep moisture low. If your apartment gets humid after cooking, air it out.

For the benefit of everyone, let's work together to eliminate roaches from all of the homes in our housing program. Roaches are proven to be a major health concern causing breathing disorders and other health related problems.

Bed Bug: If you notice evidence of a bed bug problem in your home, please report it immediately to the Maintenance Department. We want the situation to be treated by a licensed specialist.

Bed bugs are typically treated with chemical spray, but at times the infestation calls for a heat treatment. Maintenance will determine the treatment that will be used.

Chemical Treatment:

Preparation:

- Plan to leave the home/treated areas for two hours following treatment.
- Pets must be removed during the treatment and remain out of the treated areas for two- four hours.
- Vacuum baseboards to remove dust build-up from these areas. Vacuum/sweep floors and furniture.
- Remove the vacuum cleaner bag or contents of the canister, place in a plastic bag, and dispose of in the trash can outside your apartment/home.
- Empty all trash bins, and remove trash from the home
- Remove items from under beds and make sure we have easy access to furniture.
- Cabin beds/beds with built-in storage. Remove all clothing items from these storage areas and launder and dry at high heat. Items can be replaced after treatment
- If you currently have a bed bug encasement on the mattress and box spring, leave those in place.
- If you do not have a bed bug encasement on we will advise you on when you should have those placed.
- Remove all sheets, covers, dust ruffles, comforters, pillows, or any other bedding covers from your mattress and box spring in all bedrooms. Wash all bed linens in the hottest water possible and then run through a hot dryer cycle for a minimum of 40 minutes. Replacing the original bedding without treatment at high heat is likely to reintroduce bed bugs to the treated room. You can re-make your bed two hours after treatment.
- All clothes, on floors and hanging over chairs should be picked up and washed as above, place in a large garbage bag sealed at the top until the treatment has been completed.

- DO NOT bag up items that are hanging in your closet or in dresser drawers, leave those items in place. It is not necessary to remove clean clothing items from draws or cupboards unless these items are clearly heavily infested (visible bed bugs).
- De-clutter, this will assist in removing potential bed bug harborages. Check items for signs of infestation.
- Cardboard is a favored harborage for bed bugs, dispose of any unwanted packaging materials to remove these harborage sites from your home.
- Contain loose items on the floors. Again bugs love hiding places, so if you have items that you plan to dispose of we recommend that you do so at this time.
- You will want to dispose of items by placing them in a trash bag or wrapping the item in plastic prior to removing from the home.

After treatment:

You may return to your home two hours after treatment. This is to allow the treatment to dry.

Typically you will not notice any odor or see the product. You may notice that items are moved and we may need to remove the furniture linings (thin paper underneath) need to remove the furniture linings (thin paper underneath)

Do not use any over the counter pesticides. No rubbing alcohol, No powders. Use of these items will interfere with the treatment.

Vacuum and sweep floors and furniture at least once a week.

You may resume your normal housekeeping.

In order to give the treatment time to work, do not clean or remove the spray barriers that have been applied. In most cases barriers will have been applied in areas that are not normally accessed, but if infestation was suspected behind baseboards or electrical outlets for example, a 2" spray barrier will have been applied on the wall above or around these installations respectively. Under certain lighting conditions, these barriers may be visible. Leave these in place until you are certain that the infestation has been eradicated. The barrier will remain active for up to 3 months if left undisturbed, but can be easily removed with detergent and water, or disposable disinfectant wipes when required.

Live bed bugs may be visible for 2-3 weeks after the treatment. Affected bugs may be seen wandering in unusual places, this is a sign that the treatment is working. Remember that bed bugs may not leave their harborages for a number of days after treatment, and nymphs hatching from eggs will not be affected until they cross a spray barrier. However, all bed bugs will die within 3-7 days after coming into contact with treatment. Contact us if you still see live bed bugs 30 days after treatment

Heat Treatment:

When extreme heat used, I understand that I need to remove the following items from my unit prior to extermination:

- Plants and Animals
- Candles, wax, crayons and cosmetics that could melt
- Medicines, Prescriptions & vitamins
 - (Read label instructions to see if medicine can be stored in refrigerator)
- Arts and crafts items
 - (Many are assembled with glue and will not withstand high temperatures)
- Picture frames, posters, wall clocks and papers
 - (Picture frames and wall clocks need to be taken down & placed on kitchen counter or table. Papers, posters, calendars, etc. that are taped and/or tacked on wall need to be taken down.)
- Remote Controls
- Aerosol cans, fire extinguishers, paints and other combustible items
 - (Anything pressurized, flammable, or combustible should be removed)

OTHER MAINTENANCE TOPICS

Mold and Mildew: Some units retain high levels of moisture and humidity that can condense on walls and the inside of windows. When this moisture is combined with dust and dirt, it can cause mold and/or mildew to grow.

The following is a list of other causes of excessive moisture and humidity:

- Taking long baths and/or showers
- Not covering pots and pans while cooking
- Frequently boiling water
- Using humidifiers and vaporizers
- Allowing water to stand in sinks, tubs, etc
- Hanging clothes to dry in the apartment
- Keeping too many house plants
- Washing floors, clothes and dishes
- Failing to open windows for ventilation
- Keeping drapes continuously closed – this causes moisture to condense on wall and windows behind the drapes

Some of the situations listed above cannot be eliminated. However, most can be controlled, minimized or stopped. The following is a list of suggested remedies:

- Run the bathroom fan
- Cover the pots and pans while cooking
- Do not boil water excessively
- Limit the use of humidifiers and vaporizers
- Do not allow water to stand in sinks, tubs, etc.
- Do not heat your dwelling with your range/oven or a kerosene heater
- Keep fewer house plants or use glazed pots
- Open drapes and shades during daylight hours

- Increase ventilation

Painting and Decorating

Tenants are not allowed to paint. Tenants are not allowed to install wallpaper or borders. Contact shelving paper may be laid on the shelves, but not glued or permanently installed.

MAINTENANCE ACTIVITY BY THE TENANT

PMHA allows residents to perform some routine maintenance. Here are some examples:

- Minor plumbing work including unplugging drains, sinks, toilets by using a rubber plunger only. If this does not work, call the Housing Authority
- Replace all burned out light bulbs, including refrigerator and oven bulbs.
- Reset breakers if needed. If the breaker continues to trip, place a work order request with the Housing Authority.
- Tenants are permitted to plant flowers. Any other landscape changes require prior approval of the maintenance department.

CHARGES

If negligence or resident abuse occurs, charges for maintenance may be assessed against the resident(s). The PMHA bases charges on a schedule of maintenance charges, or on the actual cost of the replacement item. A pro-ration paint charge is included in the charge schedule at 60 months. When damage occurs that is above and beyond normal damage anticipated in the unit (example a unit where a tenant has smoke damage or excessive wall damage), any time spent repairing the damage that is beyond the time typically needed to complete a unit turnaround is charged to the tenant, regardless of length of time the resident resided in the unit. The schedule of maintenance charges including typical turnaround charges is provided to tenants annually and effective for January 1st.

REPORTING MAINTENANCE REQUESTS

Maintenance requests are taken between the hours of 8:00 a.m. and 4:00 pm by contacting the PMHA staff at 740-477-2514 ext. 300. Emergency problems will receive top priority. When you have a potentially serious maintenance problem, please let us know immediately.

MAINTENANCE EMERGENCIES

Emergency calls after hours can be made to the Housing Authority at 740-477-2514 ext. 309 for the following items:

- No heat at all if the outside temperature is at 50 degrees or less
- Broken water supply lines / flooding in the unit (please remember that all toilet overflows can be stopped immediately by turning the valve off at the bottom/back of your toilet)
- No air conditioning at all if the outside temperature is at 80 degrees or higher
- Failed refrigeration

- Lack of water
- Inability to secure the unit by locking the entrance door

All maintenance emergencies will be corrected or abated within 24 hours.

PMHA also considers the following maintenance situations important and would encourage after hours calls to the Authority staff:

- Main sewage stoppage
- No electric at all (Please remember we can do NOTHING about power outages that are the result of a storm or other situations involving the power company. If the entire area is without power, please call your electric company).
- Fires should be reported by dialing 911. Then report to a 740-477-2514 ext. 309 and/or directly to maintenance staff.

Maintenance:	Dale Hendrix	740-207-0638
	Jamie Agin	740-207-0656

Senior Housing

Aaron Adams	740-477-2514 ext. 315
Emily Rittinger	740-477-2514 ext. 305
Tonya Van Fossen	740-477-2514 ext. 317

PREVENTION

Accidents are a part of everyday life. However, you can reduce the likelihood of their occurrence by heeding the following tips:

- **NEVER LEAVE CHILDREN IN YOUR HOME, UNATTENDED**
- **FIRE.....LET'S NOT HAVE ANY!!**

Fire Departments report that the majority of fires are caused by CARELESSNESS. PMHA investigates all fires in its buildings, and when evidence indicates carelessness, neglect, or disregard of safety practices, the residents will be charged for the damage and/or EVICTED. This will never happen to you if you will take a few simple precautions:

1. **NEVER LET CHILDREN PLAY WITH MATCHES:** Keep matches, lighters, and candles where children cannot reach them.
2. **NEVER SMOKE IN BED:** Toxic gases from burning mattresses can cause suffocation even before flames break-out.
3. **KEEP YOUR STOVE FREE OF GREASE:** Don't allow greasy rags or rubbish to pile up in your kitchen and do not allow spills to remain or build up in your oven.
4. **NEVER** leave your apartment while food is cooking on the stove. If for any reason the fire suppression canister is missing or has engaged, you must report this to the Housing Authority immediately.
5. **IF YOU SMELL GAS,** notify Columbia Gas (1-800-344-4077). Then contact the Housing Authority office.

6. **DO NOT PLACE ANYTHING NEAR THE FURNACE OR WATER TANK:** Piles of clothing or bedding near the furnace or hot water heater is a good place for a fire to start. This is absolutely prohibited.
7. **DO NOT STORE FLAMMABLE MATERIAL IN THE HOME:** Gasoline, propane tanks or flammable liquids must not be stored in the unit. Kerosene heaters are prohibited. Cleaning parts with gasoline or cleaning clothes with flammable liquids should never be done indoors.

SMOKE / CARBON MONOXIDE DETECTOR AND FIRE SUPPRESSION SYSTEMS

Your family's life may depend on a working smoke / carbon monoxide detector and stovetop canister. Residents are responsible for maintaining smoke detectors and reporting any non-working smoke detector. Residents are responsible for replacing batteries in smoke / carbon monoxide detectors that are hard-wired and have a battery back-up. Any smoke detectors that not hard-wired will have a sealed 10-year batter and PMHA staff will be responsible for replacing those. Smoke alarms will be tested during quarterly inspection and each time a PMHA staff member enters your home. If they forget, remind them! You can test the detector yourself by pressing on the button located on the lid of the detector. Twice a year, vacuum the openings on the detector cover. To stop the alarm noise after a fire or from cooking smoke, open the windows and fan the smoke away from the detector. Do not remove the battery from the alarm because it will put your family at risk in case there is a fire. Smoke detectors are of no use unless they are kept in working order.

Stove top canisters are located above the stove in each apartment. Those serve as a suppression system in case of a stove fire and will release fire retardant in the presence of a stove fire. **DO NOT TAMPER WITH SMOKE / CARBON MONOXIDE DETECTORS OR STOVE TOP CANISTERS IN YOUR HOME OR BUILDING!**

PROVIDING YOUR OWN

There are certain items PMHA does not provide but you may wish to have. This section outlines these items.

- Carpeting – carpeting and area rugs are permitted, but cannot be permanently installed.
- Clotheslines – outside clotheslines should be taken down when not in use. They may be a hazard for persons walking in the area, or children playing. They are also sometimes vandalized when not in use. **You may not install clothesline poles at any PMHA location.**
- Exterior Decorations, Antennas and Recreational items– Any attachments to exterior wall surfaces or patios must have prior management approval before being installed. They must be pleasing to the eye, easily removed, and do no damage to the surfaces to which they are attached. Examples of permitted installations are: hanging flower pots, flag brackets, decorative flower trellises and the like. Examples of attachments that may not be permitted by management depends on the look, location and means of attachment. Fences and antenna are not permitted.

- Installation of outside antennas cannot be allowed because of potential damage to roofs, patios and other parts of the building. Residents must rely on interior antennas or cable television.
- **Swings, trampolines, swimming pools, sprinklers, fireworks, and fire pits are prohibited at all PMHA locations. Grills are prohibited on the porch adjacent to the apartment.**
- Range and Refrigerators – PMHA furnishes a range and refrigerator for each home. Residents must use these appliances. They cannot be replaced with privately owned appliances.
- Ceiling Fans – Tenant’s may install ceiling fans in locations where a ceiling light fixture exists. The installation must be handled by someone who is properly trained to make the installation.

REGULATIONS AND RESPONSIBILITIES

- Prohibitions from Property – Housing authorities have the right to control what occurs on their property as does any other rental agency. As managers of rental property, they are obligated to take every action to ensure a “safe” and sanitary environment in which families may live. The authority has the right to refuse entrance to their property to persons engaged in activities not approved of by the organization, or which threaten the lives and well-being of its residents.
- Criminal Activities – Periodically, PMHA encounters persons who do not live in a PMHA community, who refuse to obey the reasonable rules of the authority, who repeatedly engage in harmful behavior, or who engage in serious criminal activity. PMHA will take steps to ban such persons from its property.

These steps are as follows:

1. The person engaged in these activities will be warned of the action to be taken if they don’t leave the property. Such warnings may be given in person or in writing. If it is given in person, it is recommended that a police officer be present when the person is warned. If the warning is by letter, a copy should be sent to the police department.
2. If the person returns to the property, the staff should:
 - a. Call the police to inform them of the violation and to have the person arrested if the person refuses to leave.
 - b. Take information concerning name, date of birth, residence, and dates and times of past warning(s) to the police department and secure a warrant for trespassing.

All PMHA regulations have been established for the health and safety of every resident in our communities. Complying with these regulations will help create healthier communities.

- Cable Television – Your unit has been wired to cable television and if you wish to have cable hooked up, contact your local cable company to arrange for service. This service is at your own expense. No additional wiring is permitted for more than one cable hookup without the permission of the Housing Authority. PMHA assumes no responsibility for cable equipment as it belongs to the cable company. The resident assumes total responsibility for any and all maintenance and/or changes for services.
- Children’s Safety – The PMHA requests all drivers to be especially aware of children when driving in family community areas. There are many children who reside in our housing, and

their safety is important to everyone. Please drive slowly and carefully! Your consideration will be greatly appreciated. Sledding on any hill that is situated so that sleds can run into obstacles or onto parking lots, walkways or roads, is forbidden.

- Stand alone freezers are permitted, however cannot block any exit, including windows or doors; crawl space entries; electrical boxes or plumbing fixtures. Freezers must be directly plugged into an electrical outlet. Extension cords are not permitted.

CONSERVING ENERGY AND WATER

Things can be done to help conserve energy. Here are some suggestions:

- Open shades and drapes on cold days to let sunlight in during daylight hours. Close them at sundown. Keep interior doors (bedroom, bathroom when not in use) open to allow heat to circulate throughout your unit.
- If you have an adjustable thermostat, keep it set between 68 degrees and 72 degrees for heating. Cooling temperatures are recommended between 72-76 degrees.
- Make sure your storm and inside windows are installed properly and shut tight. On cold days, keep windows closed as much as possible because open windows waste energy. In addition, cold weather may also cause water pipes to freeze and burst, damaging your unit and furnishings and those of your neighbors. On those days when temperatures are forecast for below 30 degrees, open the cabinet doors under water faucets so that warm air may flow into the cabinet. Also, allow your faucets to drip slightly. These guidelines are recommended for all apartments when temperatures are forecast to be extremely low, and for any apartment with pipes on outside walls when the temperature is forecast to be near or below freezing.
- On cold days wear clothing, such as a sweater, to keep warm.
- Report leaking faucets and running toilets to 740-477-2514 ext. 300. There is no charge for this service.
- Wash one large load of clothing rather than several small ones. Use warm water instead of hot water when washing clothes.
- When possible, cook on the burners instead of using the oven. Use flat bottom pans with covers to cut cooking time. When using the oven, only open the door when absolutely necessary.
- Never use your range burners or oven to heat your unit. This is both wasteful of energy and dangerous!
- Turn off unused TV's radios, lights, and use small wattage or energy efficient bulbs, where possible.
- If individual units are determined to have above average usage of utilities, those units will be investigated to determine the possible cause and solution to improve usage amounts with the expected cooperation of that household.

Water conservation is important. Report leaks to maintenance at 740-477-2514 extension 300 immediately. This includes running toilets and leaving faucets.

GUESTS

The PMHA will not interfere when you entertain guests, provided that you and your guests do not disturb your neighbors or damage PMHA property. You will be held responsible for the behavior and actions of your guests. Both you and your neighbors have the right to “quiet enjoyment” of your apartments. It is both disrespectful and rude to blast music, televisions and other loud noises. Do your part in creating a community atmosphere.

Visitors and guests from out of the area, are permitted to stay in your home for up to 14 days one time annually. Visitors are also expected to be “good neighbors” while guests in your home. PMHA reserves the right to limit the amount of time a visitor or guest may stay at the premises of a tenant.

Your home is for the use of your family only. The only persons who may live in your apartment are those listed on your original lease, and those added after proper screening. The PMHA screens all applicants and has sole discretion in granting approval to add someone to the lease. An interim certification adding any individual to the lease must be completed. Those tenants requesting the addition of someone to their lease must realize that, once added, all tenants have equal rights and obligations of tenancy.

For any other visitor or guest, daily visits are not prohibited. However, daily visitors spending in excess of 6-8 hours when not providing childcare, assistance, etc. are considered abusing the definition of visitor or guest and will likely cause surveillance activity of the tenant in question.

Those tenants involved in a personal relationship with someone not on their lease must realize that they are residing in subsidized housing, not private housing. The PMHA will not allow unauthorized persons to be regular, overnight guests in our housing.

Children residing in PMHA housing are encouraged to have visitors and socialization in their home. **ALL CHILDREN MUST BE SUPERVISED AT ALL TIMES.**

If a tenant wishes to add someone to their lease by means other than natural birth, the person to be added must undergo the same screening as all potential tenants or applicants.

REMOVAL OF MEMBER FROM LEASE

Whenever members of the household determine that their living situation is no longer satisfactory, they have the right to ask that their name be removed from the lease. When this situation occurs, PMHA asks for the cooperation of the involved family member in completing the “request to be removed from lease” form. When this is received, PMHA will remove the person with the understanding that no reconsideration of this person’s status will take place for a minimum of 30 days. The PMHA will also prepare a lease addendum removing the member which will also reflect any rent change based on loss of income for the absent family member.

If the family member does not cooperate in requesting their name be removed after they have physically left the household, the PMHA will take all precaution to determine the status of this member in the household. This can include, but not be limited to, discussions or receipt of written statements from neighbors and family members of the remaining or removed household

members, interviews with employers of the removed member, or interviews with other service providing agencies such as Jobs & Family Services, or unit inspection.

It is a lease requirement that residents participate with the removal of their name from the lease when they no longer reside there. Failure to do so may result in bifurcation of the lease by eviction. At that time, the resident will be determined to be evicted legally and all PMHA rules on future leasing opportunities will apply.

HOME BASED BUSINESS

Your home provides a comfortable living environment for you and the members of your family. It is not to be used for the purchase, sale or exchange of any merchandise or services for profit. Having a business in your home requires written approval from the PMHA office.

LITTER AND GARBAGE

Work with us to maintain a pleasant atmosphere by eliminating litter. Litter is ugly. Litter can strip a community of its pride. Don't throw litter on your lawn. Find an appropriate trash container or take it inside and throw it away.

KEYS AND ENTRY CARDS

Keys only work when they are used properly. **Never grant access to anyone to your building or apartment unless you know them very well. Do not grant access to anyone who is not specifically visiting you.**

Only one extra key will be given to a selected family member, per unit. **Duplication of keys is not permitted.**

OXYGEN USAGE

If you are required to use medical oxygen, please inform the management office. There are some restrictions and obligations with respect to the use of oxygen with which you must comply.

These restrictions include, but are not limited to, the following:

- a. A sign must be posted on the entry door(s) of your unit indicating that oxygen is in use within the home.
- b. The use of an oxygen tent is prohibited.
- c. Only one large tank and an appropriate amount of portable tanks of oxygen will be permitted to be stored or used in the unit at any time.

PETS

Residents are permitted to have pets. The PMHA must issue prior approval, and the pet policy of the agency will be enforced strictly.

An assistance animal is exempt from the pet policy. Persons having a disability which requires an assistance animal are entitled to full and equal access to all types of housing accommodations owned and operated by PMHA. Please contact the PMHA office for information prior to adding an assistance animal or pet to your residence.

No visiting pets are allowed. You may not harbor a pet without prior approval. You may not pet sit in your home. (Service animals are an exception to this policy).

PROBLEMS WITH NEIGHBORS and STAFF

If you fail to observe the lease conditions, your lease provides for the termination of tenancy. PMHA wishes to avoid such action at all costs. Below are suggestions that will ensure a pleasant and safe stay for all.

If you are having a minor problem with a neighbor, the problem would have to be repetitive in nature before a lease termination could be considered by management. Examples of minor problems include, but are not limited to: loud noise, music or parties, and interference with the use or enjoyment of the area surrounding your unit. This includes arguments between neighbors.

Steps to take when dealing with a minor problem or disturbance:

- Discuss the problem with your neighbor
- Call the management office if necessary, for immediate relief or to restore order
- If you feel that you must call the management office during business hours to report the incident, you may be asked to submit a written statement.

PMHA will assist in solving persistent problems over the long-term, but your cooperation is necessary. When you prepare a written complaint, explain what happened, and give dates, times, names and addresses when possible. Management can then write a letter to the offending party. This provides needed documentation in the event that a lease termination should be required in the future. If the disturbances stop and there are no further problems, our joint efforts will have been successful. If the problem continues, make another report to the management office. A lease termination may be in order at this time, but that decision is solely made by the PMHA. Continue to discuss the problem with your neighbor, especially at a time when you are not angry.

In the event a neighbor violates the terms of the lease by engaging in physical violence, illegal drug activity, direct threats of bodily harm, theft from an apartment or automobile, or destruction of your property or PMHA property, a lease termination may be instituted by the management. However, you must be prepared to support the management action. Keep in mind that all termination actions by management must be justified. In the event the offending party asks for a Grievance Hearing, it will be necessary for those witnessing the incident(s) to testify at the hearing. You may need at least one other witness to substantiate your claims, otherwise, it is just your word against the offending party's word.

It is important that management be given all information needed to effectively prepare and pursue a termination. The information should be in writing. Things to keep in mind in the event you have a serious problem of the kinds stated above are:

- If you have a serious problem, you should call the police for immediate relief or protection. If you call them, it should be serious enough to warrant filing a report. You need to always keep in mind that the local law enforcement agencies have a tremendous responsibility to their community. They are not here to settle petty disagreements. You also need to remember that if you make a habit of calling the police department every time you think you have a problem, they are going to soon lose patience with you and not take you seriously.
- Call the management office as soon as possible during business hours and report the incident.

If you cannot identify the offending persons or obtain an apartment or automobile license number, a termination action by management will generally not be possible. If you and other residents cannot or will not give evidence of a lease violation by a troublesome household, it is difficult for PMHA to terminate the lease or win in a Grievance Hearing or a court trial.

Tenants and their guests are to act in a cooperative manner with neighbors and the PMHA staff. Tenants are to refrain from and cause member of Tenant's household or guests and to refrain from acting or speaking in an abusive or threatening manner toward neighbors and the PMHA staff.

STORAGE

All household items should be kept inside your home. Items may not be stored on patios except inside storage containers.

TELEPHONE

Your dwelling is pre-wired for telephone installation, and PMHA is responsible for the maintenance of the telephone jacks in your dwelling. For your safety and convenience, we recommend that you have a telephone.

Refer to your telephone directory for information on additional telephone services for disabled persons who have difficulty using standard telephone equipment because of hearing, speech, vision or mobility impairments.

VACATIONS/EXTENDED ABSENCES

Residents are required to notify the management office if you are going to be away for an extended period of time. Before you leave:

- Be sure that all windows and doors are securely locked
- Stop mail / newspaper delivery or arrange for someone to pick it up for you.
- Check your refrigerator and remove any food that may spoil.
- Make sure all stove controls are in the "off" position.
- Make sure that all water faucets are tightly turned off.
- Do not disconnect your refrigerator! If you have removed your perishables, you can set the refrigerator at a lower setting.

VANDALISM

Damage caused by vandals must be reported immediately to both the Police / Sheriff Department and the management office.

VEHICLE REGISTRATION/PARKING

PMHA requires all residents owning vehicles to register them with the management office. PMHA allows one vehicle per each driving member of the household. It is your responsibility to notify us if you get another car. These vehicles must be registered, operable and insured in order to park on PMHA property. You must remove from the property any abandoned, wrecked, without current plates, inoperable, stripped or junked automobiles belonging to you. Parking is strictly limited to private passenger vehicles and residents shall not park or store any non-passenger vehicle, boat, trailer or recreational vehicle or other property on said parking areas without written consent of the management. Repairs other than minor work on cars is not permitted on PMHA property.

All “No Parking” areas are clearly marked, so please obey the signs. Do not park in fire lanes, spaces reserved for the handicapped or block trash dumpsters. Only persons with appropriately stickered/tagged vehicles are permitted to park in handicapped parking spaces.

Instruct your guests not to park in prohibited areas unless they are authorized. Do not park on sidewalks, at the end of parking lots, **or on the grass at any time**. Management will have your car or your guest’s car towed at the owner’s expense if these parking rules are violated. **Do not drive on the grass at any time.**

WEAPONS, EXPLOSIONS AND FLAMMABLES

No one is permitted to bring explosives, ammunition, air rifles, or other dangerous items or weapons into the buildings or use them on the grounds. The use of explosives, guns, ammunition, air rifles, or other weapons on the premises will cause eviction.

YARD CARE

It is the tenant’s responsibility to ensure items are picked up for mowing.

INSPECTIONS

Inspections are completed quarterly. Notice of scheduled inspection is provided with your monthly rent statement. Special inspections can be scheduled with 48 hour notice.

YOUR LEASE-COMPLY WITH IT!!

Correct payment of rent is extremely important! Your lease is a legal document, enforceable in a court of law. Your rent is due on the 1st day of each month. It will be considered late after the 15th day of the month. It must be paid before the close of business on that day. **THIS IS NOT FLEXIBLE!**

- Rent statements will be mailed to each household prior to the end of the month.
- Payments can be paid by direct debit for households that have elected this option. Those payments will be processed on the 5th of the month. If the 5th falls on the weekend or holiday, the payment will be processed the first work day following the 5th. All other payments should be made by check or money order. Our office will accept no cash payments over \$10.
- Please be sure your name and address are on your money order and your statement stub is included with your payment so proper credit can be made.
- You will receive a monthly statement itemizing what amounts are due each month and what payment was received the previous month.
- Your receipt will be your canceled check or money order stub. The payment will be itemized on your next month's statement.
- Your check or money order can include a rent payment, a security deposit payment, pet deposit payment or payment towards a debt.
- Make the payment out to the facility where you live (Louise Terrace).
- Rents can be:
 - 1) mailed to PMHA; 176 Rustic Drive; Circleville, Ohio 43113
 - 2) placed in our drop box
 - 3) personally submitted at the PMHA office.

FAILURE TO PAY YOUR RENT WILL RESULT IN THE PMHA ISSUING A NOTICE OF TERMINATION OF TENANCY. THIS NOTICE WILL BE ISSUED AFTER THE 15TH DAY OF THE MONTH.

GRIEVANCE PROCEDURE

The Grievance Procedure serves to protect your rights as a PMHA resident. It applies to issues between individual residents and the Housing Authority. The Grievance Procedure does not apply to disputes between residents which do not involve PMHA.

When it is necessary to terminate the tenancy or to refuse to renew the lease of any resident, the Housing Authority must have good cause, such as, but not limited to non-payment of rent or other charges, serious or repeated interference with the rights of other residents or other individuals, serious or repeated damage to the premises; creation of physical hazards; or failure to abide by the terms of the lease agreement.

The PMHA Grievance Procedure provides the right to request a hearing within ten (10) days of any action involving the tenant and PMHA. The Grievance Process allows for an informal hearing and a formal hearing process if the matter is not settled.

ANY GRIEVANCE PROCESS DOES NOT CONSTITUTE A WAIVER, NOR IN ANY WAY AFFECT THE RIGHT TO A TRIAL OR JUDICIAL REVIEW IN COURT.

A copy of the grievance procedure is available at the Housing Authority.

RENTAL INSURANCE

The Housing Authority does not carry insurance on the personal property of its residents. We recommend that you obtain a renters insurance policy to cover your personal property. Renters insurance is very reasonable and can be important to covering your personal belongings in the event of a disaster, fire, theft, or other situations.

TRANSFERS

Transfers from one home to another within the PMHA community are made at the sole discretion of the management staff. Usually, a transfer is made when it is determined that the size of a family warrants relocation to a different size unit. Medical needs are another reason to consider a transfer. A statement from a licensed medical provider will almost always be required to justify a move of this nature.

Residents who transfer for any reason must leave their current unit in an acceptable condition, according to PMHA housekeeping standards.

Any resident requesting a transfer must meet the following:

- A good housekeeping record
- Must be current in their rent, other charges and utility payments
- Be lease compliant

ADMINISTRATIVE FEES, COSTS AND SERVICE CHARGES

Special charges may be applied to a resident's account in instances where extraordinary expenses are incurred, or where the PMHA has provided services or repairs beyond "normal". Examples include:

- Court costs and eviction costs
- Service fees for bounced checks, late fees, failure to comply with pest control efforts and transfer requests
- Charges for damages to the unit.

These rates are available for review, but are subject to constant review and change. Where a charge originates but is not on the list, the actual charge for the repair or assessment will be made.

INCOME, REVIEW AND CONTINUED OCCUPANCY

At admission and each year in preparation for their required annual reexamination, each household will have their rent determined by acceptable HUD guidelines and practices.

The rent calculation involves basing rent on 30% of your adjusted gross income and the number of persons in your family. PMHA is required by law to monitor your family income and size so that the amount of rent can be determined. The Housing Authority requires that any changes in

income or family composition must be reported within ten days. Medical expense changes can also be reported if a tenant wishes to have a redetermination done as an interim change.

Residents must be recertified annually. This is done by having you make an application for continued occupancy. You have a legal obligation to disclose all of your household income and assets so that you pay the correct rent.

We appreciate and expect your full cooperation in always supplying complete income and asset information. Failure to report all changes can result in termination of your lease. It will also result in PMHA charging additional rent for the months when you should have paid a higher rate. This is referred to as assessing a retroactive rent.

COMMUNITY ROOM USE

Community Room Usage

The building community room is provided for the use and enjoyment of all property residents. When scheduling the room for a private gathering, the room can only be reserved by scheduling a specific date and time with the management staff or resident keyholder. In order to guarantee the continued enjoyment of the room by all residents, private use of the room is limited to a three hour period.

In addition, the following rules apply:

- The resident hosting the gathering must be present at all times to ensure guests do not venture into the residential part of the building
- The resident hosting the event is limited to 15 invitees, unless prior written approval is received from Management. A guest list must be provided 48 hours prior to the event.
- Priority parking is restricted to residents of the building. The resident hosting the event should instruct guests to park on the streets. Whenever possible, the resident hosting the event should ask the guests to car pool to eliminate congestion in the area.
- The resident hosting the event is responsible for the behavior of those attending the event.
- The resident hosting the event is responsible for making sure the community room is returned to its original, clean condition.
- The resident hosting the event must provide all paper products and refreshments for the event.
- Each resident is limited to hosting one private event per month. In order to guarantee use of the building by all residents, a limit of 5 private events per month will be allowed. If requests exceed 5 events, those who have not hosted a recent event will be given priority.
- Events hosted by residents, exclusively for the enjoyment or benefit of all residents, will receive top priority if a conflict in reservation time develops
- Events must be scheduled by date, not day. For example, residents cannot schedule the community room for each third Saturday from 1 – 4. A specific date must be requested and cannot be scheduled more than 30 days in advance.

Any outside group wishing to use the community room must have prior approval of PMHA management. The use of the community room by outside groups will be limited only to those providing information,

entertainment or service to the building community as a whole. Permission under these circumstances will be limited, and will never be permitted for the purpose of selling products or services.

All residents who request to host a private event in the community room will be required to sign a form agreeing to these terms.

MOVING OUT

If you decide to move, you are required to provide notice to the management office in writing, 30 days prior to the day you are moving from the unit. You must also provide the PMHA your forwarding address so that we can properly dispose of your security deposit. We consider your move out date to be the date ALL keys are returned to our office.

SECURITY DEPOSITS

Every resident is required to pay a security deposit before moving into a unit. The amount of the security deposit is \$50 or equal to the Total Tenant Payment, whichever is higher. A minimum of \$25.00 must be paid at the time you sign the lease for the unit. \$25.00 is due, by the close of business on the 15th day of the month, for each month, until the deposit is paid in full.

Within 30 days of your move out, the deposit will be returned to you if there are not charges against your account, and if you have provided the PMHA with a forwarding address.

The deposit is refunded to you when you move, if

- You do not owe rent
- Your apartment is left clean
- There are no repair charges or replacements charges to the apartment or appliances.
- The management office is notified in writing at least 30 days before the move out, and if you provide your new address.

EVICITION

The termination of the lease is the last resort in combating tenancy problems. As a general rule, lease termination is not considered until all other resources available for correcting the problem have been exhausted. When communication with the household does not result in the necessary change, a notice to terminate the tenancy will be issued.

A 30 day notice is issued for material violations, etc. of the lease. A 30 day notice is issued for failure to pay rent. In drug related or serious crime occurrences, a 10 day notice may be issued.

Nonpayment of rent or four late payments during any 12 month period may result in a notice of termination or non-renewal of the lease. On the fourth late payment in a year, the tenant will be required to attend a financial / budgeting meeting with PMHA Staff.

Appearing in court for an eviction proceeding is not a pleasant experience for either the PMHA staff or the resident who is being evicted. The Housing Authority will make every effort to resolve issues so that court proceedings are not necessary. However, the residents of the housing

programs should not take advantage of, or abuse regulations and enforcement policies of the complex in which they reside. The PMHA staff members have many responsibilities that may not be obvious to the residents of the housing program. They simply do not have time to act as babysitters or dispute negotiators.

Residents must also remember that once an eviction action is filed in court, it becomes a matter of public record. Credit agencies and future landlords will have access to this record for years to come.

MANAGEMENT OBLIGATIONS

The Pickaway Metropolitan Housing Authority is committed to providing you with safe and affordable housing. Our maintenance staff, however, works for the Housing Authority, not the tenants. They are not available upon “demand”, and it is the discretion of the Maintenance Supervisor which maintenance requests deserve priority attention. Emergency maintenance needs will always be completed before any other maintenance issues.

The Maintenance Supervisor is available to answer questions about maintenance situations or problems. Please ask him to contact you at his earliest convenience when you have a question. The management staff is not the maintenance staff. Just as maintenance does not answer questions concerning rent calculations, management cannot provide answers for maintenance questions.

The Housing Authority supplies each residence with a range and refrigerator. The Housing Authority is responsible to maintain these appliances. Tenants are responsible for replacing light bulbs in refrigerators.

All exterior locks are provided by the Housing Authority. Locks should not be installed on any interior or exterior door by any resident without prior permission of the maintenance staff. If you accidentally get locked out of your home, the keyholder or a staff member will admit you to your home. The Housing Authority reserves the right to charge the hourly maintenance rate of the person responding to the request after hours.

If at any time you feel your heating system is not working properly, please contact either the PMHA office to report it. **DO NOT WAIT UNTIL 4:00 p.m. TO REPORT A FURNACE PROBLEM THAT HAS EXISTED ALL DAY!!**

If you have an emergency maintenance need during the weekend or on a holiday, please contact the maintenance staff at 740-477-2514 ext. 309 or

Dale Hendrix	740-207-0638
Jamie Agin	740-207-0656

AS STATED EARLIER, OUR STAFF IS HERE TO PROVIDE YOU WITH A SAFE AND AFFORDABLE HOME. WE CAN ONLY DO THIS IF YOU ARE COMMITTED TO THE SAME GOAL. WE WANT TO MAKE YOUR LIVING EXPERIENCE AS NORMAL AND PLEASANT AS POSSIBLE. THERE IS NO REASON THAT A GOOD

RELATINSHIP CANNOT EXIST BETWEEN THE LANDLORD (PMHA) AND THE RESIDENT (YOU).

THANK YOU FOR CHOOSING THE PICKAWAY METROPOLITAN HOUSING AUTHORITY AS YOUR LANDLORD !!