

MOUNDSVILLE HOUSING AUTHORITY

TENANT HANDBOOK

DORSEY STREET & BURLEY COURT
GOLDEN TOWERS
HELPER PAVILION
KERMIT COURT
GATTS COURT
FRANCINE COURT



This handbook and all of its contents are hereby made a part of your housing lease per : Dwelling Lease: *"To abide by rules listed in your tenant handbook, smoking policy, VAWA policy, sexual harassment policy, pet policy, integrated pest control policy, transfer policy, any lease renewal addendum, any lease addendum agreed to by the parties, schedule of maintenance and other charges, lead hazard information pamphlet, community service policy, housekeeping standards, grievance procedure, and the Admissions and Continued Occupancy Policy (ACOP) which by reference become a part of this lease agreement."*

GENERAL INFORMATION

The following rules and regulations have been developed to ensure resident comfort and aid the Housing Authority in maintaining the standards of management through the observance of these occupancy rules.

OFFICE HOURS

The Administration Office is open from 8:00 a.m. to 4:00 p.m. Monday through Friday (excluding Holidays).

The office is closed from 12:00 pm through 12:30 pm for lunch daily.

The office is closed to the public on Wednesdays from 12:00 pm until 4:00 pm.

RENT PAYMENTS

Rent is due by the 1st day of the month and must be paid by the 7th day of each month. You may make 2 payments. You may pay ½ of your rent amount (no less) of your rent by the 7th of the month and the remaining ½ **MUST** be paid no later than the 21st of the month. Late fee for rent is \$25.00. Per your lease agreement, repeated late payments of rent more than two times in a calendar year will be grounds for eviction and legal action will be taken.

You will need to pay your rent by check, money order or cashier's check, made payable to Moundsville Housing Authority. Checks returned to this Authority for "Insufficient Funds" will be treated as nonpayment of rent and a processing fee of \$30.00 will be charged. This fee is separate and apart from your rent payment. If your check is returned for insufficient funds, we will no longer accept personal checks. You will need to pay your rent with a money order or cashier's check. A late fee will be charged for all delinquent rents in accordance with the schedule of fees.

UTILITIES

DORSEY STREET/BURLEY COURT

Tenants on Dorsey Street/Burley Court are required to pay for the electric service at their apartment. A utility allowance is given to these residents for electricity. It must be in their name. A monthly allowance is given for water. Meters are read by Housing Authority Personnel each month. If you go over the allowance you will be charged a non-conservation fee for the excess amount. Tampering with any utility meter is grounds for immediate eviction.

Apartment Size	Allowance	Apartment Size	Allowance
2	5,563	4	10,216
3	8,663	5	13,313

Rate for excess non-conservation is \$3.59 per 1,000 gallons used over the allowable amount.

HELPER PAVILION, KERMIT COURT, GATTS COURT, FRANCINE COURT

Tenants residing at the Helper Pavilion, Kermit Court, Gatts Court, and Francine Court are required to pay for the electric service at their apartment. It must be in their name. A utility allowance is given to these residents. Residents at the Golden Towers have all utilities included in their rent amount.

THERMOSTATS

DORSEY STREET/BURLEY COURT

In family unit's thermostats do not go above 72 degrees. If you break or tamper with a thermostat by attempting to exceed 72 degrees the cost to you for replacing it will be \$70.00, plus labor. If your thermostat is found above 72 degrees, you will be issued a lease violation.

INSURANCE

The Housing Authority is not responsible for any damages and/or losses to Tenant's personal property. The Housing Authority's insurance will not cover the Tenant's personal property. The Tenant should secure household insurance.

DOOR/MAILBOX KEYS

DORSEY STREET/BURLEY COURT & THE COURTS

Necessary keys will be provided for each apartment. A \$5.00 charge will be imposed for the replacement of a lost or missing key. Upon move-out or termination of the lease all keys must be returned to the Housing Authority. Mailbox keys must be obtained from and returned to the Moundsville Post Office.

GOLDEN TOWERS & HELFER PAVILION

The key that opens your apartment will open your mailbox. You will be issued one (1) key fob that controls the building entrance doors. If you lose this fob you will be charged \$10.00 for a replacement fob.

The key fob system is a mechanism used to maintain security in these buildings. As a resident you are issued one key fob as the head of household. If there is another authorized adult member of your household, that adult will also be issued a key fob. When issued a key fob you are the only individual authorized to use this to gain access to the building in which you reside. **Guests are not permitted to use your key fob.**

The office cannot accept any packages delivered from any source. The delivery person/mailman must buzz your apartment for delivery.

PETS

Pets are permitted provided the resident follows the proper procedure as outlined in the "Pet Policy." A copy of this policy can be obtained at the Housing Authority's administrative office during normal business hours.

LOUD NOISE

Residents should be considerate of neighbors and refrain from making loud noise that will disturb other residents. When having guests, playing the radio, stereo or television or just talking, remember the apartments are built close together and noise travels. It is requested that no unnecessary noise be made after 10:00 p.m. and before 8:00 a.m. There are city ordinances concerning loud noises at any time. There is a city ban on loud noises between the hours of 11:00 pm to 7:00 am. You are encouraged to contact the City of Moundsville Police Department should you find someone is violating city laws. Housing management works closely with law enforcement and notified of all calls to our properties. Administrative action will be taken against those breaking their lease provisions, up to and including eviction and no trespasses being issued.

GUESTS

Residents are responsible for the actions of guests when visiting or on the grounds of the facility. As per your lease agreement, if a guest damages Housing Authority property you are responsible for the monetary costs to repair those damages. If your guest is arrested for any violent criminal or drug related offense while on Housing Authority property you will have three days to vacate – NO EXCEPTIONS.

SECURITY

Door to door soliciting is not permitted. Residents should notify the Housing Authority when solicitors or other unauthorized persons are present in the area. The "No Trespass" list is published on the housing agency's website. If you allow someone at your residence on this list your lease will be terminated. The Golden Towers and the Helper Pavilion have inside and outside security cameras. Dorsey Street and Burley Court perimeter is always monitored by outside security cameras. These are to monitor criminal activity in and around our property. Local law enforcement has access to these cameras. If you have a personal theft issue you need to report this to local law enforcement.

RESIDENT ASSISTANTS – GOLDEN TOWERS & PAVILION ONLY

The Golden Towers and Helper Pavilion have Resident Assistants who are on duty after office working hours, holidays and

weekends. The Resident Assistant will check to be sure the building is secured at night. If you have an emergency during these hours, he/she will be the one to come to your apartment to help you. If you are just moving in, stop at their apartments sometime and meet them. In the event you would have an emergency it would be beneficial if you would have already met them. There is a sign located by the mailboxes to let you know which resident assistant is on duty

NEWSLETTERS

A quarterly newsletter is distributed to all residents to keep you up to date of any new information, reminders about policy and upcoming events. If you have something you would like to see printed in the newsletters, drop it off to the office.

FALSE STATEMENTS/SOCIAL MEDIA/HARASSMENT

Harassment of other tenants, the housing agency, AND housing personnel is strictly prohibited while you are a tenant with Moundsville Housing. This includes making false statements either verbally or in written form to other tenants, housing staff, or on social media outlets. Inappropriate postings that may include discriminatory remarks, false statements, harassment, and/or threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject a tenant to sanctions up to and including eviction. If you have questions regarding this and want more information on our harassment policies, please call us to discuss or refer to your lease and our ACOP policies.

PARKING

DORSEY STREET/BURLEY COURT

Each apartment has ONE parking place. Visitors may park in the spots marked with a V or on the street provided their vehicle is not blocking normal traffic or parking spaces. **DO NOT PARK IN ANOTHER TENANT'S PARKING SPACE.**

GOLDEN TOWERS, HELFER PAVILION & THE COURTS

A designated parking space is given to residents who own cars. Parking at the Golden Towers and the Helfer Pavilion is limited and therefore only residents that own cars can have a parking space. Each apartment at the courts is designated one space. When you have visitors come to see you, please make sure they have not parked in someone's parking space. Parking in someone's parking space is a violation and their car could be towed away at their expense. If your family, etc. are dropping you off at the Towers they may pull up in the back of the building by the back door long enough to unload you and your belongings (groceries, etc.). They cannot leave their car unattended. There are parking spaces in the back of the building for some tenants. If someone leaves a car parked there unattended, it makes it impossible for these people to come or go. **PLEASE BE COURTEOUS.**

You are not permitted to do any types of repairs on any vehicle that might damage or stain any parking space or the surrounding area on Housing Authority property. You are not permitted to wash your vehicles on Housing Authority property, including the parking spaces. Vehicles are not permitted to be stored on Housing Authority property. Vehicles must be operable and have valid West Virginia license and inspection stickers.

THE HOUSING AUTHORITY RESERVES THE RIGHT TO TOW AND/OR BAR ANY VEHICLE THAT VIOLATES PARKING RULES, IS DISABLED, DOES NOT HAVE VALID REGISTRATION AND INSPECTION STICKERS, OR OTHERWISE VIOLATES LEASE PROVISIONS.

WORK ORDER INFORMATION

The following information deals specifically with work orders and when you are permitted to place emergency calls to maintenance staff. Requests for maintenance service should be made to the Administration Office during normal business hours. If an emergency maintenance problem should arise after office hours, call the Housing Authority's main maintenance number. If no response after ONE HOUR, call the back-up number.

Main Number: 304-780-1869

Back-up Number: 304-238-6841

BE SURE TO LEAVE A PHONE NUMBER WHERE YOU CAN BE REACHED WHEN YOU PLACE YOUR CALL.

The maintenance phones will NOT be answered during normal office hours.

EMERGENCY WORK ITEMS

- No heat
- No water or water coming up in yard from underground leak
- Plumbing leak that tenant cannot turn off
- Main sewer clogged
- Toilet clogged or inoperative (24 Hours or more before regular workday)
- Unsecured apartment
- Tenant lockout
- No hot water (36 hours or more before regular workday)

- Storm damage to buildings
- Refrigerator defrosting food
- Roof leak
- Elevators not working (504 apartments)
- No electric or dangerous electrical hazard
- Gas leaks - see emergency notification list
- Fire
- Vandalism
- Any other emergency that is or will be a threat to persons or property
- Broken window

If no emergency exists when maintenance is called out for overtime, you will be charged no less than 1-hour overtime pay.

WORK ORDER CHARGES

Work order charges are regularly reviewed and updated. All work order charges are based on the cost to the Housing Authority and are not intended to provide a profit to the Authority. When you call in a work order, ask about charges, you may want to purchase a lesser brand at a local store. Also, remember a labor charge may apply to some work orders. Labor charge is \$17.00 per hour.

GAS SYSTEM NOTIFICATION

Moundsville Housing Authority (MHA) located at 501 Tenth Street, Moundsville, West Virginia 26041, owns and operates natural gas pipeline systems in your area. MHA maintains and operates a Damage Prevention Program for its operations of these pipeline systems. A copy of the plan is available for review in our office. These pipelines supply natural gas to the residents of MHA and are reliable in the fact that no underground leaks have ever been recorded. This program includes educating and notifying the residents about specific operations requirements and the existence of the program. We also use preventative measures such as routine patrols and leak surveys. These requirements include:

1. Contact MHA if you notice anyone working within 200' of the gas pipeline as part of the damage prevention program.
2. Be aware of gas leaks and report them immediately. You can recognize gas leaks such as the hissing sound of escaping gas, dead vegetation, blowing earth, bubbling water, and the smell of gas. Hazards include gas leaks, fire or explosions, natural disasters, or civil disobedience. If you suspect that the pipeline is leaking, stay away from the area, have others stay away from the area, and respond by notifying MHA immediately.
3. Do not attempt to locate the gas leak with matches or other open flames. Do not remain in a building if there is strong odor. Do not turn lights on or off or unplug electrical appliances where there is a strong odor. Do not use any telephone in a strong gas odor. Extinguish open flames, do not start automobiles.

To help us enforce our Damage Prevention Program and ensure the safe operation of our pipeline system, please call these numbers to report excavation projects or suspected gas leaks:

Daytime	(304) 845-3141
After Hours	(304) 780-1869 (main number)
Emergency	(304) 238-6841 (back-up number)
*Identify your call as a Moundsville Housing Authority Emergency	
Police	911
Fire Department	911
Sheriff	911
Mountaineer Gas	1-800-834-2070
Log on to the PHMSA.dot.gov website for additional information.	

EMERGENCY NOTIFICATION LIST

OWNER

Moundsville Housing Authority
501 Tenth Street
Moundsville, WV 26041

Phone (304) 845-3141

Maintenance/Modernization Supervisor – Gregory Padgett

After hours and week-ends emergency numbers: (304) 780-1869 (main maintenance number)
(304) 238-6841 (back-up maintenance number)

IN THE EVENT OF A GAS LEAK

- *No one is to turn on or off any electrical switches
- *No one is to use the phone
- *Extinguish all open flames. Do not light matches, cigarettes, etc.
- *Ventilate building
- *Turn off gas supply, if feasible
- *Everyone in the building is to leave the building and go to a safe distance (about a block away). GO ON FOOT...NO ENGINES OR SPARKS

EMERGENCY EQUIPMENT

Location of equipment and information necessary to meet emergency conditions are located at the Moundville Housing Authority maintenance shop and office. Valve keys, maps, and records, shut off tools, shovels, leak repair equipment and information needed to get equipment not on hand. Spark proof flashlight and gas detector are available in shop.

*Indicates Moundville Housing Authority Emergency

FIRE & SMOKE SAFETY INFORMATION

REMAIN CALM IN ALL SITUATIONS

IF THE SMOKE ALARM GOES OFF IN YOUR APARTMENT BUT THERE IS NO FIRE

- Do NOT open the entrance door into the hallway if you reside in the Pavilion or Towers
- Open your Patio Door and vent smoke to the outside

IN THE EVENT OF A FIRE IN YOUR APARTMENT

- Call 911

DORSEY STREET/BURLEY COURT & THE COURTS

If your apartment has heavy smoke or a fire, you must leave and close the door behind you. Alert your neighbors and call 911.

GOLDEN TOWERS & HELFER PAVILION

In the Towers or Pavilion you must decide based on information at hand.

- Do not try to fight a fire and leave for the professionals
- Do not stay in or try and escape through smoke; feel the door before you open it - if it is hot, leave it shut
- If you leave the apartment, shut apartment door behind you. This will prevent the smoke or fire from spreading into the hallway
- Never to go to the elevator, it will not run in an alarm situation - use stair ways to evacuate
- If there is some smoke in your apartment but no danger, leave your apartment door shut and vent smoke to the outside of the building
- If there is a fire in your apartment use a pull station and call 911 when you safely can
- If a sprinkler head is activated (water spraying) this will sound a general alarm; sprinklers will contain or put out a fire but there will be smoke
- If you cannot leave your apartment because of smoke, Shelter in Place and wait for help
- In the event of a fire, Firefighters will be control of the building so for your safety do as they say

RULES: INTERIOR OF APARTMENT UNIT

The following is information pertaining to the inside of your apartment unit. This information is incorporated and made a part of your lease. Alterations, redecorations, and repairs to the interior of apartments and to appliances is a responsibility of the Housing Authority. Only assigned maintenance personnel or a contractor, approved by the Housing Authority, are permitted to do this type of work. The cost of damage to the apartment or appliances from misuse or negligence is the responsibility of the resident.

CLEANING

Apartments are cleaned thoroughly prior to occupancy. The resident is responsible for maintaining clean and sanitary conditions in their apartment. Cleaning of all interior windows and floors is a resident responsibility. The Housing Authority reserves the right to make periodic inspections of each apartment, with a 48-hour notice, unless an emergency exists, to ensure that desired standards of cleanliness and maintenance are being maintained. The resident is expected to leave the dwelling unit in the same condition in which it was leased. Charges will be made for necessary cleaning and repairs after the apartment is vacated.

Please take note that per your lease provisions, should you fail a housekeeping inspection or a health and safety violation is found at any time, the Housing Authority reserves the right to place you on probation for one year. This means we will inspect your housing unit without any notice. Failure to allow us to inspect your unit or repeated failures of housekeeping inspections will be grounds for eviction proceedings, either administratively or by filing in Magistrate Court. Court fees will be assessed to your account if we file for eviction in Magistrate Court.

The housekeeping standards are attached. You will need to read these instructions carefully as these are the standards used when Moundsville Housing staff does inspections. HUD Housing Quality Standards are used for ALL inspections.

APPLIANCES

The range and refrigerator are to be cleaned regularly. The refrigerator freezer compartment requires periodic defrosting to prevent frost build up. Do not use sharp pointed instruments to pick or scrape the ice and frost build up. This action can puncture the cooling coils or interior wall, causing damage and requiring replacement, at the resident's expense. If it becomes necessary for Moundsville Housing Authority staff to clean these appliances, tenant charges will result.

SMOKE DETECTORS

Do not tamper with your fire/smoke detectors under any circumstances. You may change the batteries if the low battery indicator is beeping. However, if you remove a battery and fail to replace the battery so that the detector is no longer in working order you will be found to have tampered with the detector. If it is not in working order or malfunctioning in any way call the office and we will see that it is evaluated. **If you are found to have tampered with or disabled/removed a fire/smoke detector that is grounds for immediate lease termination – NO EXCEPTIONS. You will have three (3) days to vacate.**

INTERCOM SYSTEM

RESIDENTS OF THE GOLDEN TOWERS & HELPER PAVILION ONLY

In the main entrance there is a panel where someone coming to visit you can push the button with your apartment number on it and it will buzz into your apartment. When you hear the buzzer, simply go to the intercom, press the TALK button and while holding it down ask, "Who Is It?" Then press down the LISTEN button and keep pressing it down while they answer you. If you want to let them in, press the last button, which will unlock the door into the main hall on the 1st floor. You must hold it down until they open the door, then release it. Many do not use these buttons correctly, but you should take time to learn to use them properly for your own convenience and safety. NEVER buzz people in that are not coming to visit you specifically. If you admit someone into the building you are responsible for their behavior within the building. If someone buzzes you and you see them on the monitor and do not wish to receive them at that time, don't answer your intercom. There is no guarantee for visual capabilities in any location.

EMERGENCY PULL CORDS

PAVILION ONLY

There are emergency cords in your apartment, and they are to be used as such. In the event that you have a medical emergency, (you are sick, you have fallen, etc.) you can pull the cord and assistance should be on the way; however, there is no guarantee and

you are strongly encouraged to call 911. If you pull your cord by mistake, simply push the black button back up to silence the alarm.

THE EMERGENCY PULL CORD IS NOT A LIFE-SAVING DEVICE. PULLING THE PULL CORD, IF ONE IS AVAILABLE IN YOUR UNIT, MAY NOT RESULT IN IMMEDIATE RESPONSE.

DUE TO INSURANCE LIABILITY LIMITATIONS MOUNDSVILLE HOUSING AUTHORITY EMPLOYEES ARE PROHIBITED FROM LIFTING ANY PERSON FROM THE FLOOR.

LAUNDRY ROOM

RESIDENTS OF THE GOLDEN TOWERS, HELPER PAVILION, KERMIT COURT, GATTS COURT AND FRANCINE COURT ONLY

The laundry room is for tenant use only and it is open 24 hours a day for your convenience. The laundry room rules posted are made a part of this handbook and your lease. Please become familiar with these rules. The laundry carts, if available, are owned by Moundsville Housing Authority and must be returned to the laundry room immediately. If you are found to have kept one in your apartment a lease violation will be issued.

Golden Towers & Helper Pavilion: YOU MUST HAVE A LAUNDRY CARD ISSUED BY THE OFFICE TO USE THE MACHINES.

The Courts: The machines are coin operated.

Due to the large number of people using them, we ask that you only use two washers and dryers at one time at the Golden Towers. All other locations, you are only permitted to use one washer and dryer at one time. These are only to be used by the RESIDENTS and for THEIR clothing and household items only. If you abuse these privileges you may be denied their use. Please take responsibility for your items and do not leave them in the laundry room. The Housing Authority is not responsible for lost/stolen items from the Laundry Room.

BATHROOM

Do not put any unauthorized items down the toilet or sink drains. Use only a non-abrasive cleaner on the bathroom fixtures (tub and sink).

LIGHT BULBS

Light bulbs are furnished in all fixtures at the time the resident moves into the apartment. Replacement of bulbs is the tenants' responsibility. If the maintenance personnel replace a bulb in your apartment, you will be charged the replacement costs.

CEILING FANS

Ceiling fans are permissible if purchased by the tenant but can only be installed by maintenance staff. Tenants will be charged for the installation and removal of fans. Contact the Maintenance Foreman to schedule installation or answer questions regarding which type of fan to purchase.

PAINT

Any paint should be approved by maintenance. (No oil-based paint or colored paint). Tenants must check with the Maintenance Foreman prior to using their own paint.

CARPET

Carpet may be installed by tenants provided there is NO DAMAGE to the floor tile. NO NAILS OR EXCESSIVE TAPE!!

WINDOWS

The resident shall conscientiously keep windows closed during heavy rains and storms to avoid water damage. During the heating season, windows should be closed to avoid energy loss. A/C units must be removed during months of November through March at Dorsey Street and Burley Court. All other locations must have them covered. If maintenance finds your window open, you will be issued a warning. The second offense will result in a \$10.00 charge being added to your account.

WINDOW TREATMENTS

Curtain rods have been installed at each window and are not to be removed. Window blinds are optional and must be supplied by the tenant.

WALLPAPER

Residents may not install wallpaper or any other type of wall coverings. If unauthorized wall coverings are installed the resident shall be responsible for the cost of having the wall covering removed and the wall restored to its original condition.

WALL DECORATIONS

Residents shall not damage floors, doors, woodwork, walls, or ceilings. However, the responsible hanging of pictures, mirrors and other wall decorations is permitted. Please use nail-type hangers: do not use stick-back hangers. Check with the Maintenance Foreman if you have any questions.

TV CABLE/PHONE CABLE

DORSEY STREET & THE COURTS

The cables may be routed through the apartment provided there is no damage to the structure. Please see the Maintenance Foreman if you have any questions. Drilling into the concrete and/or brick is strictly prohibited.

GOLDEN TOWERS & HELFER PAVILION

Satellite services are not permitted at the Golden Towers and Helper Pavilion.

FURNACE ROOMS

This room is NOT FOR STORAGE. DO NOT store any items in this room. Furnace rooms must be clear for maintenance personnel to be able to perform maintenance and repairs. If they must remove items, the tenant will be charged. Maintenance personnel will not put items back in the furnace room

SIGNS

Signs are not to be placed on entry doors or windows of the apartment without prior written consent of the Housing Authority. This includes political signs or advertisements.

MOVING

Moving should be scheduled between the hours of 8:00 a.m. and 5:00 p.m. You need to inform the Housing Authority of any moving plans and arrange to dispose of crates, barrels and packing boxes used in moving. You are not permitted to drive or park on the grass or sidewalk areas when moving. A 30-day notice is required.

RULES: EXTERIOR OF APARTMENT UNIT

The following rules are regarding the outside of your apartment unit and the surrounding grounds. This information is incorporated and made a part of your lease.

OUTSIDE GROUNDS

Residents will be responsible for damage done to sod, trees, shrubs, flowers and other plantings by visitors or guests. There is to be no drilling into the concrete or brick for any purposes. This includes cable installation or any other ancillary services.

PORCHES AND YARDS

Tenants are responsible for keeping their porches and yards clean and clutter free. Any clean up required by Maintenance Personnel will result in tenant charges.

BALCONIES

RESIDENTS OF THE GOLDEN TOWERS & HELFER PAVILION ONLY

Residents are responsible for keeping the areas clean and neat. Residents are prohibited from placing any indoor/outdoor carpet or other coverings on balconies. You are not permitted to hang anything on the exterior of the balconies or exterior walls. You are not permitted to drill any holes in the exterior of the walls, patios, ceiling, or balconies. Anything placed on your balconies or patio areas must be secured in such a fashion that it will not be blown away in high winds. During times of severe weather please

take all precautions necessary. No inside furniture is permitted outside. If you want interior lattice on your balcony, you must first obtain management and maintenance approval beforehand.

In addition, residents should be extremely careful when cleaning the balcony deck or watering flowers. Any water that is pushed off your balcony goes down on another balcony or resident. You are not permitted to have any water go over your balcony for any reason, unless it has been authorized by management. This includes air conditioning runoff/condensation water. Mops should be used to clean balcony decks.

IT IS STRICTLY PROHIBITED TO THROW ANYTHING FROM YOUR BALCONIES. THIS INCLUDES, BUT IS NOT LIMITED TO, FOOD SCRAPES, CIGARETTES, WATER WASTE, OR DEAD PLANTS.

FEEDING THE BIRDS UNDER ANY CIRCUMSTANCES IS STRICTLY PROHIBITED.

SNOW/ICE REMOVAL

Tenants are responsible for snow/ice removal on their porches, steps, and sidewalks.

TRASH PICK-UP

RESIDENTS OF DORSEY STREET & BURLEY COURT

Tenants should place trash by the curb on Tuesday evenings. Trash is picked up in the early morning hours on Wednesday. Trash is to be placed in garbage cans with lids. Tenants are responsible for trash strewn in yard. Tenants are required to abide by City recycling guidelines. If you have any questions on recycling call 304-845-6300.

RESIDENTS OF KERMIT, GATTS & FRANCINE COURT

Tenants at Francine Court should place trash by the curb on Wednesday evenings for early morning pickup on Thursday. Tenants at Kermit and Gatts Court should place trash by the curb on Sunday evenings for early morning pickup on Monday. Trash is to be placed in garbage cans with lids. Tenants are responsible for trash strewn in yard. Tenants are required to abide by City recycling guidelines. If you have any questions on recycling call 304-845-6300.

RESIDENTS OF GOLDEN TOWERS & HELFER PAVILION

Trash should be taken out regularly. On each floor there is a garbage chute. Wrap all garbage, tie bags shut and put it down the chute. Please do not clutter the garbage chute closet with boxes, jars, etc. that may draw bugs. If you have anything you are in doubt about, take it down to the garbage room on the 1st floor. As a courtesy to your neighbors who live near the chute, we ask that you not use the chute between 10:00 p.m. and 7:00 a.m.

OUTSIDE LAWN FAUCETS & HOSES

RESIDENTS OF DORSEY STREET/BURLEY COURT & THE COURTS ONLY

Hoses are to be disconnected in the fall prior to freezing weather. Failure to disconnect hoses may result in damage to water lines and tenant charges.

RESIDENTS OF DORSEY STREET & BURLEY COURT

Lawn faucets will freeze and burst in freezing weather if you leave a hose hooked up to them. The cost to repair is \$28.00 plus labor. Please remember to unhook your hose in freezing weather to avoid this charge.

RESIDENTS OF KERMIT, GATTS & FRANCINE COURT

Lawn faucets will freeze and burst in freezing weather if you leave a hose hooked up to them. The cost to repair is \$28.00 plus labor. Please remember to unhook your hose in freezing weather to avoid this charge.

TIRES

Old car tires cannot be readily disposed of. Unusable tires are not to be stored or set out with your trash. It is up to you to properly dispose of them. It is recommended leaving them at the shop where the tire change is made.

TRAMPOLINES/POOLS/FIREPITS/DEEP FREEZERS

Trampolines are prohibited. Firepits are prohibited.

Pools are not to be over 4 feet in diameter and over 2 feet tall. Pools are not to be placed in the grass. They must be contained on the patio area.

NO DEEP FREEZERS ARE TO EVER BE PLACED OUTSIDE FOR ANY REASON.

ATV/UTV

These vehicle types are prohibited on housing property.

DRYER VENTS

Many apartments have missing or damaged dryer vents. They will be repaired.

SHOPPING CARTS

As a rule, shopping carts are not permitted in the building except when taking groceries to your apartment. Storage of shopping carts in apartments or on balconies will be considered a lease violation. Residents who bring a shopping cart to the building from a local store should return it on the next visit. They are much easier to push empty than full.

BUILDING AND GROUNDS INSPECTIONS

These inspections are made periodically. If old furniture, appliances, tires, etc. are found at your apartment, you may receive a lease violation. Please plan to have old/unused items disposed of promptly. Litter is a problem at times. This must always be picked up. You will be charged for picking up litter in your yard, another yard, common areas, such as parking areas, etc. The maintenance charge for litter pick up is based on the maintenance hourly rate found on the current work order charge list.

HOUSEKEEPING STANDARDS

The following are housekeeping standards that we will check during apartment inspections. These are the HUD Housing Quality Standards.

WALLS-CEILINGS-TRIM

Rating:

E - Excellent:	Washed, clean, no dust, cobwebs, or grease.
S - Satisfactory:	Slight grease splashes around stove, sink and slight hand dirt at switches, handrails, stairs, etc.
U - Unsatisfactory:(Fail)	Accumulated grease around stove and sink, accumulated hand dirt, dust and or cobwebs.

FLOORS

Rating:

E - Excellent:	Clean and polished, old wax and stains removed. Carpet free of stains, defects, clean fresh odor.
S - Satisfactory:	Scrubbed, clean, stains removed. Carpet free of stains and defects.
U - Unsatisfactory:(Fail)	Not scrubbed, accumulated dirt, dust.

WINDOWS

Rating:

E - Excellent:	Glass washed, clean curtains, shades, or blinds in good repair. Frames free of dust and dirt.
S - Satisfactory:	Glass washed recently, clean curtains, free of torn shades or blinds, frames free of dust.
U - Unsatisfactory:(Fail)	Glass dirty, accumulated dirt and dust on frames. Curtains, shades, and blinds dirty, torn, tattered and or frayed.

SCREENS

Rating:

E - Excellent:	Free of holes, dirt, dust, stains.
S - Satisfactory:	Free of dirt, dust, stains. Tiny holes may be temporarily repaired by tenant. Eventual replacement is needed, however.
U - Unsatisfactory:(Fail)	Holes or tears that will let insects in, dirt, dust and or stains.

DOORS

Rating:

E - Excellent:	Washed clean, no stickers, streaks, or dirt.
S - Satisfactory:	Washed clean, no stickers
U - Unsatisfactory:(Fail)	Accumulated dirt, dust and or grease, stickers on doors

STAIRS/HANDRAILS

Rating:	
E - Excellent:	Stairs and handrails washed clean and polished, no stains.
S - Satisfactory:	Washed clean, no stains, dirt, or dust.
U - Unsatisfactory:(Fail)	Not washed, accumulated dirt and dust.

KITCHEN CABINETS, SHELVES, COUNTER TOPS

E - Excellent:	Washed clean, polished, no streaks, stickers, stains, grease, spilled foods, clean fresh odor.
S - Satisfactory:	Washed clean, no stickers, stains, grease, or spilled foods.
U - Unsatisfactory:(Fail)	Splashed with grease, spilled foods, accumulated dirt, infested with roaches, roach deposits, bad odor.

RANGE HOOD

Rating:	
E - Excellent:	Washed clean, polished, pre filter clean, no grease or stains.
S - Satisfactory:	Washed clean, no grease, stains, or dirt.
U - Unsatisfactory:(Fail)	Accumulated dirt, dust, grease, clogged filter.

REFRIGERATOR

Rating:	
E - Excellent:	Clean and polished outside, defrosted, free of spoiled food or food spills, fresh odor inside.
S - Satisfactory:	Washed clean inside and outside, free of spoiled food and or spills, defrosted.
U - Unsatisfactory:(Fail)	Dirt, dust on outside, build-up of ice in freezer, spilled, spoiled food. Foul odor.

RANGE

Rating:	
E - Excellent:	Washed clean sides, front, top, clean under burners, oven, and broiler. No spilled food or stains.
S - Satisfactory:	Clean sides, top and front, under burners, oven, and broiler reasonably clean, no accumulation of foods or grease.
U - Unsatisfactory:(Fail)	Sides, top, and or front dirty. Accumulations of grease, food spills, dust and or dirt.

BATHROOM FIXTURES

Rating:	
E - Excellent:	Gleaming clean, free of dirt and stains. No scale in toilet bowl.
S - Satisfactory:	Clean, free of stains, dirt. No scale in toilet bowl.
U - Unsatisfactory:(Fail)	Accumulated dirt, grease, and stains. Scale in toilet bowl.

CLOSETS

Rating:	
E - Excellent:	Clean shelves, no dust, dirt, spills. Things neatly stored.
S - Satisfactory:	Clean shelves, no dust, dirt, spills. Not overcrowded with boxes, paper, etc.
U - Unsatisfactory:(Fail)	Accumulated dirt, dust, spills. Excessive stored boxes, clothes, etc. Over-crowded.

VERMIN CONTROL

Rating:	
E - Excellent:	Free of signs of roaches, flies, spider webs, spiders, ants, food pests, beetles, etc.
S - Satisfactory:	Free of roaches, ants, food pests, beetles, occasional fly and or spider.
U - Unsatisfactory:(Fail)	Infestation of roaches, flies, spider webs, spiders, ants, food pests and or beetles.

YARD

Rating:

- E - Excellent: Grass mowed within last week, raked, no litter, no weeds in flowers, walk, around building, bushes and trees trimmed.
- S - Satisfactory: Grass mowed, raked, no litter or trash.
- U - Unsatisfactory:(Fail) Accumulated trash, litter, broken glass, grass not mowed.

PORCHES/PATIO/WALK/OUTSIDE WALLS

Rating:

- E - Excellent: Free of paint, stains, writing on brick, dirty siding, no stored items, or litter. This includes concrete walks, patios, and porches.
- S - Satisfactory: Siding clean, concrete clean, no stored items, no litter or trash, may have small stain on concrete or marked up brick from previous tenant.
- U - Unsatisfactory: (Fail) Stored items on porches, patio, trash, and litter build up, recent paint and or writing on brick or siding, cluttered up with toys, spilled garbage, etc.

FURNACE ROOM

Rating:

- E - Excellent: No stored items, no dust, dirt, trash, litter, furnace, and water heater clean, bright look.
- S - Satisfactory: Little or no stored items - maintenance able to service/repair furnace or water heater without removing items, no dirt, dust, litter or trash, no dust on furnace or water heater.
- U - Unsatisfactory:(Fail) Room packed with items, no easy access to furnace or water heater, dust, dirt, litter or trash, dust on furnace or water heater.

FIRE & SAFETY HAZARDS

Rating:

- E - Excellent: No combustibles in furnace room or apartment, no blocked exits, no stored boxes, papers, rags, etc. Smoke alarms in working order. Not overcrowded.
- S - Satisfactory: No combustibles in furnace room or apartment, no blocked exits, smoke alarms in working order. Stored items not excessive.
- U - Unsatisfactory:(Fail) Combustibles in furnace room or apartment, blocked exits, one or both smoke alarms inoperative, excessive storage in closets or rooms. (stacked boxes, papers, clothes, rags, etc.), excessive grease on or around range, unit overcrowded.

REFUSE CONTROL

Rating:

- E - Excellent: Trash can with tight fitting cover, clean and lined with garbage bag, no odor.
- S - Satisfactory: Trash can line with garbage bag, no odor.
- U - Unsatisfactory: (Fail) Open or torn garbage bags, spilled garbage, foul odor, flies, etc.

PARKING AREA DORSEY STREET/BURLEY COURT ONLY

Rating:

- E - Excellent: Hosed clean, no fluid stains, dirt, mud, litter.
- S - Satisfactory: Swept clean, no dirt, mud, litter, little or no fluid stains.
- U - Unsatisfactory: (Fail) Dirt, mud, litter, grass clippings, excessive fluid stains, spills.

WORK ORDER CHARGES

LIGHTING/CEILING FAN

Incandescent Bulb (60w, 40w)	\$	1.00	
U Shape Bulb	\$	8.00	
4" Fluorescent	\$	3.00	
2' T-8	\$	7.00	
Heat Lamp	\$	7.00	
Porch Lights	\$	4.00	
G U 24	\$	5.00	
LED Porch Light Replacement (Tenant Damaged)	\$	75.00	
12" Light Fixture - Replacement	\$	15.00	
Ceiling Fan Installed	\$	40.00	
6" Fitter Globe Installed	\$	7.00	
12" Fixture Lens Installed	\$	5.00	
All Other Fixture Glass		*	Cost of Materials plus Labor
All Other Light Fixtures		*	Cost of Materials plus Labor

BATHROOM

Toilet Seat - Regular	\$	12.00	
Toilet Seat - Elongated	\$	15.00	
Toilet Replacement - Tenant Damage		*	Cost of Materials plus Labor
Toilet Paper Holder	\$	6.00	
Toilet Paper Roller	\$	1.00	
Shower Head	\$	7.50	
Cup Holder Installed	\$	6.00	
Towel Bar Installed	\$	8.00	
Shower Rod Installed	\$	15.00	
Unclog toilet - Tenant Caused		*	Labor costs (p/hour)
Unclog sink - Tenant Caused		*	Labor costs (p/hour)

KITCHEN

Unclog sink - Tenant Caused		*	Labor costs (p/hour)
Refrigerator Damages		*	Cost of Materials plus Labor
Stove and Range Damages		*	Cost of Materials plus Labor
Countertop Damages		*	Cost of Materials plus Labor

PEST CONTROL

Refusal for Pest Control in Unit (per occurrence)	\$	75.00	
Bed Bug Encasements			
Twin Mattress	\$	55.00	
Twin Box Spring	\$	25.00	
Twin Mattress/Box Spring Set	\$	80.00	
Full Mattress	\$	60.00	
Full Box Spring	\$	30.00	
Full Mattress/Box Spring Set	\$	90.00	
Queen, King Sizes		*	At Cost

DOORS & FLOORING

Apartment Door Key	\$	5.00	
Reissue Entrance Key Fob (Towers/Pavilion)	\$	10.00	
Change Locks (per lock)	\$	8.50	
Tenant Lock Out/Overtime	\$	24.00	
Storm Door Latch Installed	\$	10.00	

Storm Door Closure Installed	\$	15.00	
Storm Door Handle	\$	16.00	
All Other Storm Door Parts		*	Cost of Materials plus Labor
Prime Entrance Doors		*	Cost of Materials plus Labor

Windows

Window Glass		*	Cost of Materials plus Labor
Window Screen Installed	\$	12.00	
Curtain Rods		*	Cost of Materials plus Labor

Miscellaneous Materials

Paint (per gallon)	\$	14.00	
Stain Blocker Primer (per gallon)	\$	20.00	
Install/Remove AC Unit	\$	20.00	
Cover AC Unit	\$	8.00	
Trash Handling (per load)	\$	20.00	
Litter Removal from Resident's Yard		*	Labor costs (p/hour)
Frost Proof Hose Bibb	\$	28.00	Plus, labor costs (p/hour)
Cleaning Unit at Move Out		*	Labor costs (p/hour)
Install Thermostat - Dorsey & Courts	\$	75.00	
Install Thermostat - Towers & Pavilion	\$	12.00	
Install Smoke Alarm	\$	30.00	
Install Carbon Monoxide Detector/Smoke Alarm	\$	75.00	
Remount Smoke Detector/Lease Violation	\$	15.00	
Pressure Wash Brick Exterior (per hour)	\$	25.00	
Dryer Vent Installed	\$	12.00	
Tire Disposal	\$	10.00	
Tire Disposal with Rim	\$	30.00	
Traverse Rods Installed		*	Cost of Materials plus Labor
Failure to pick up pet waste (each occurrence)	\$	5.00	
MHA removal of pet waste (per occurrence)	\$	25.00	
Furniture Storage (30-day limit)	\$	60.00	
Furniture Handling at Move-Out	\$	25.00	Per Load

Labor Rates \$18.00 p/hr.

Overtime \$27.00 p/hr.