

HOUSE RULES – Madison View Apartments

Lease Addendum No. 3 Stevens Point Housing Authority

2017

The following general rules are compiled in this Lease Addendum for the benefit of all residents. Some rules or policies not discussed in detail in the Lease, but are referred to in this document commonly called "House Rules."

DISCLAIMER

The Housing Authority reserves the right to rescind or change any rules in this addendum and to make such other rules and regulations as may be deemed for the safety, care and cleanliness of said premises, and for the securing of the comfort and convenience of all residents.

If a House Rule has been amended from what appears in this handbook, and you are no longer in compliance with the rules, you will be so notified and given the opportunity to correct the infraction before more serious action is taken.

The Lease and its attachments are a legally binding contract between you and the Housing Authority. If you have any questions about your Lease at any time please do not hesitate to contact the Management and we will be happy to answer your questions.

ADMINISTRATIVE OFFICE

The Stevens Point Housing Authority Administrative office is located in Hi-Rise Manor at 1300 Briggs Court. All of the properties owned and operated by the Housing Authority are managed from this office. These projects include: Hi-Rise Manor, Madison View Apartments, and Scattered-Site Family Housing. This totals 251 apartments.

Residents who need to conduct business with the Management should feel free to come to the office reception area during the posted office hours, Monday – Thursday, 8:00 a.m. to 4:00 p.m. and Friday, 8:00 a.m. to noon.

AIR CONDITIONERS

Service requests to have your air conditioner installed will be dealt with in the same way as any other service requests. We will not install air conditioners on-demand. Please plan ahead if you need your air conditioner installed sooner for health reasons.

You must report that you are using an air conditioner to the Administrative Office. An additional charge of \$6.00 a month, (year-round) for excess electricity will be made for each window air conditioner installed in residents' apartments. **They should be installed no earlier than May 1st and removed by October 1st unless a doctor orders otherwise.**

BB GUNS, SLING SHOTS AND FIREARMS

Your apartment is located within in the City of Stevens Point, which has an ordinance that forbids the shooting of any firearm or slingshot within City limits. Police will be called to investigate infractions of this law.

For the safety of your resident neighbors and Housing Authority staff any firearms kept in your apartment must be unloaded and locked in a gun cabinet; or with a trigger lock.

BARBEQUE GRILLS & PROPANE GAS TANKS

Grills may not be left unattended. Grills must be in good repair and operable. No grills larger than a Weber kettle grill are allowed. Propane gas tanks may not be stored in your apartment.

Grill ashes must be left in the grill until they are cool to the touch and the ashes disposed of so they do not re-ignite.

Chimaeras, fire pits, outdoor fire places, and any other devises of this type are not allowed on Housing Authority property.

BASEMENT

No one may allow any member of their household, guests, or visitors to sleep in the basement of their apartment. There is a City Ordinance against anyone sleeping in the basement of an apartment if there is only one entrance to the basement.

No clutter will be allowed in basements, and no combustibles shall be allowed within 2 feet of furnaces and water heaters. No flammable products are ever allowed, including gasoline engines and propane tanks.

BICYCLES

Bicycles are to be parked in the bicycle racks only. They should not be allowed to lie out on the lawns, or sidewalks. Please do not ride bicycles or other wheeled riding toys on the lawns to prevent damage; or parking areas for the safety of the rider. In winter please store bicycles in your apartment basement; or storage area.

CAREGIVERS

During your tenancy, you may find yourself in the situation that you need someone to stay with you for an extended period as you recover from an illness, surgery, or other health situation. This is possible, if you have the written permission of Management. Only the Executive Director can give permission for an extended medical stay by a caregiver.

Residents must request permission for such a stay in writing stating who will be staying with you, submit a doctor's statement supporting the medical need for a caregiver to stay with you, and how long the stay will extend. In this situation the guest fee can be waved. If the caregiver has a vehicle, parking arrangements will be made once the request is approved.

CHILD CARE/BABYSITTERS

A babysitter cares for children while parent/primary guardian is not in the dwelling unit. When the parent/guardian is in the home the babysitter should not be. If it is reported to the Housing Authority that the babysitter is frequently in the home while the parent/guardian is there, without apparent reason, the resident may be contacted by management to explain the situation.

If it is found that this individual is staying in the apartment in violation of the Guest Policy or Lease, the resident's lease can and will be terminated.

Because of the liability to the Housing Authority residents may not operate a day care business in their apartments.

CHILDREN

Children must be adequately supervised so as not to disturb other residents or neighbors. Visiting children are the responsibility of the residents who invited them to their apartment and must be supervised at all times while on the premises.

Tricycles and other children's' wheeled toys are allowed on the sidewalks, but are not allowed in the parking lots. Children may not play in the parking lots for any reason. This is for the protection of all children. Please direct children to the playground.

If children are caught destroying property, their parents will be held responsible and will be required to make restitution. It is your responsibility to supervise your children and any children you allow onto the premises as guests. It is not the responsibility of others to watch your children and correct their behavior.

CONFIDENTIALITY

All information about residents is considered privileged and confidential. Information will not be released without written permission from the resident or applicant to anyone other than the resident/applicant, individuals legally appointed by the court, other governmental agencies permitted to have access to the information, or law enforcement personnel conducting an official investigation.

COURTYARDS, HALLWAYS AND ENTRANCES IN THE #601 & #733 BUILDINGS

The courtyard doors are for emergency exit only. Residents may go down to the laundry room if they feel the weather is threatening.

Residents may not store or use grills, toys, bikes, etc. in the courtyards. Children may not play in the courtyards. No smoking in courtyards.

Residents living in #601 and #733 will be assigned a storage area in the basement of their building if they want one. Only items such as holiday decorations, bikes, grills, air conditioners, etc. should be stored. No flammables will be allowed. Maintenance has the only key and will give residents access to the storage area by appointment.

Hallways must be kept clear of personal items, garbage bags, recycling, moving boxes, etc.; anything that would prevent escape in the event of a fire or other emergency. Please keep the hallways clean. Pick up any litter. No smoking in hallways.

Exterior Doors and Apartment doors may not be propped open in order to comply with fire codes and security of the building. Door closers are installed to prevent doors from being left open.

Residents in the #601 and #733 buildings should use caution to only admit persons into the building who they have invited. Please do not open the exterior doors for neighbor's guests, salespersons and/or others you do not know.

Any resident giving access to persons who are not their guests, or propping open exterior doors to allow access by unauthorized individuals will be considered to have violated their Lease, and risk losing their housing.

No one may climb up to the exterior balconies to gain access to the building. Balconies are to be used as emergency exits only. No smoking on balconies.

CURFEWS AND TRUANCY

As stated in the Stevens Point Municipal Code Chapter 24, 24.25, "Curfew hours" means between the hours of 11:00 p.m. until 5:00 a.m. the following day, each day of the week.

No person under the age of 17 years may congregate in any public places in the city during curfew hours, unless they meet the stated exemptions listed in the Code. One of these is to be accompanied by a parent, guardian or other adult person having his/her custody or control.

No parent, guardian or other adult person having the care and custody of a person under the age of 17 years may knowingly permit or, by inefficient control, allow such person to congregate in any public places in the city during curfew hours.

City Ordinance and State law prohibit a minor from being truant from school. The Housing Authority is bound to uphold the laws regarding curfew and truancy. Staff will report any minor suspected of curfew violation and truancy to the proper authorities.

DISTURBANCES

If the Police are called to your residence, you may be contacted by the management. If disturbances continue to happen on a serious or repeated basis, your lease can and will be terminated. The Housing Authority will request all pertinent police reports.

DOORS, WALLS, WINDOW COVERINGS, WOODWORK

Residents may not put tacks, nails, or any other hanging devices on any door or any woodwork of the apartment that would cause holes, scratches or any damage to the surface or edges of the doors.

Residents are not allowed to put any stickers, tape, glue or any other adhesive on any door or woodwork of the apartment.

Walls and woodwork should be washed with mild soap and water. You MAY NOT paint; or put up wallpaper of any kind without the prior written permission of the Maintenance Supervisor.

If you have an unusually heavy mirror, picture or other item you wish to hang please call the Maintenance Supervisor for instructions and written permission to avoid being charged for damages later.

Residents are responsible for washing the windows in their apartments. Lock your windows for your safety and to conserve energy.

ELECTRICAL EQUIPMENT OWNED BY RESIDENTS

The Department of Housing & Urban Development requires that any electrically powered equipment such as an extra freezer, air conditioning units, fans, computers, etc. in use and owned by a resident in a Housing Authority apartment must be in good working order and in compliance with all building and safety codes.

Electrical cords, cable cords, etc. may not be laid down across the doorways or left lying on the floor so that they could cause a fire or tripping hazard.

Housing Authority Maintenance Staff are not allowed to repair or install resident owned equipment. Please do not ask them to do so.

EXTERIOR DOORS

Any dents or blemishes found in the exterior doors will be charged to the resident. If it is not possible for the door to be repaired, the full cost of replacement of the door will be charged to the resident. No holes are ever to be drilled in the doors.

FEEDING WILDLIFE

Residents may not put out old bread or other old food on the lawns to feed wildlife. This includes throwing food into surrounding neighbors' yards.

No bird feeders or containers for wildlife may be erected or hung on Housing Authority property without the advance written permission of Management.

Improper feeding of wildlife can spread disease in some species and call vermin to the building.

GARBAGE & RECYCLING

Garbage

Garbage must be placed in the receptacles (dumpsters) furnished by the Housing Authority. The garbage enclosures for the dumpsters are located at the ends of the parking lots; by First Street on the 700-side of the complex, and by Frederick Street on the 600-side.

If anything falls on the ground, residents are to clean it up immediately. Do not leave full plastic bags or any other type of trash on the ground.

Any garbage, which contains food items, should be placed in plastic bags and securely tied to prevent pests and insects.

Please do not send small children to carry garbage; or recyclables to the dumpsters as they are not always able to lift the bags and tend to leave them lying on the ground.

Garbage may not be placed outside of a resident's apartment for any length of time or for any reason. Any garbage found outside of a resident's apartment will be removed and the resident will be charged for our time to dispose of it.

No one is allowed to climb into the dumpsters for any reason. Household items, furniture, etc. thrown into the dumpsters may not be removed and taken back to a residents' apartment. These items may be infested with cockroaches or other bugs.

If you need to dispose of televisions, computers, microwaves, and large pieces of furniture you must call Maintenance at 715/341-9627 to make arrangements for disposal. There is a charge for disposing of these items. This is based on what we are charged when we haul the item(s) to the disposal site.

Recycling

All residents are required to recycle. A list of items that are currently recyclable is included in the pocket of this Handbook. Please do not put household garbage in these bins; or put recyclables in the garbage dumpsters.

Recycling collection dumpsters are located in the enclosures located in the inside corner of the parking lots on the east and west side of the complex. The recycling dumpsters are clearly marked; one will be marked for cardboard (please flatten boxes), newspaper. One will be marked for aluminum, glass, plastic and tin cans.

Garbage or recyclables may not be left next to the dumpsters or anywhere inside the enclosures. If the recyclable dumpsters are full you will have to take your recyclables back to your apartment until the dumpster is emptied.

GOING AWAY CHECKLIST

If you plan to be away from your apartment for more than three (3) days, please notify the office and leave an address or telephone number where you may be reached in an emergency. This is for the protection of your apartment.

If you are going to be gone for several days during the winter months *do not* turn down your thermostat below 60 degrees to prevent damage to the pipes in the apartment.

1. Make arrangements directly with the Post Office to forward your mail or have it held there until your return.
2. Dispose of all garbage and trash from your apartment before you leave. Be sure to dispose of perishable items such as onions and potatoes. Even items of food in your refrigerator can spoil over extended periods of time.
3. Close and lock your windows. Turn off all lights and electrical appliances.
4. In winter, make arrangements to have your sidewalk shoveled should this be necessary while you are gone.

HAVING YOUR LEASE TERMINATED

Having your lease terminated is a serious matter. No one wants this to happen to you. Careful thought will be given to any problems that may cause you to lose your home. Your problems will be discussed with you, and help will be offered. However, final solutions for your problems must come from you. The following are actions that can cause your lease to be terminated if not corrected:

1. Not paying rent or paying rent late three (3) times in a twelve (12) month period.
2. Becoming a danger to the health and safety of your neighbors or Housing Authority staff.
3. Disturbing the peace of your neighbors.
4. Causing damage to your apartment or any Stevens Point Housing Authority property.
5. Poor housekeeping.
6. Displays of public drunkenness on Housing Authority property or sale or use of prescription or illegal drugs.
7. Flagrant and continued violation of any portion of your lease or administrative policy of the Stevens Point Housing Authority.

Initially, informal private discussions will be held with you to discuss your problems and how they can be corrected. You will be given ample opportunity to answer any charges made against you. Your lease will not be terminated without your being given a valid reason in a final interview or written notice. Management will not make the reasons for your eviction known to the public unless it becomes part of the public record.

If a resident remains in possession of his or her unit after the lease is terminated, the Housing Authority will seek a court order to have the resident evicted. In such an instance the resident will have all the rights afforded to him or her by State Law.

IN CASE OF EMERGENCY

Please see that we have the name, address and phone number of your closest relative or friend to notify in case of an emergency.

INSURANCE

Residents are advised and encouraged to carry their own personal property and public liability insurance. The Housing Authority's insurance covers only Housing Authority property. You may purchase renter's insurance for your own property from an insurance company.

INTERNET INSTALLATION

Installation of internet service is optional and is at the expense of the resident. Residents must receive written permission from the Maintenance Supervisor to install additional outlets for internet service. **The Maintenance Supervisor must approve of the planned installation before you set an appointment with the installer.**

No internet cords will be permitted to run across living spaces of any unit, especially stairs or hallways.

Under no circumstances may installation be completed without the advance written permission of the Maintenance Supervisor. Call 715/341-9627 for complete information.

KEYS

When you move in, you are given two (2) keys to your apartment. **THEY MUST BE RETURNED WHEN YOU LEAVE.** You will be charged \$2.50 each for missing keys. The locks on your doors have been changed from the past resident. Only you and the Housing Authority have keys. Management will explain mailbox keys to residents at move-in.

If a key is lost, a charge of \$2.50 for a duplicate key will be made. Only the resident(s) who signed the Lease may request duplicate keys made. Keys will not be made for minor children, friends, relatives or caregivers without the written permission of the Lease holder.

LAUNDRY APPLIANCES (RESIDENT OWNED)

If a resident wishes to install a washer or dryer or both, hookups have been provided. All dryers must be properly vented. You must notify the office staff when you plan to install a dryer as there is a monthly excess utility charge for the cost of operating laundry equipment. Unvented dryers will damage furnaces and residents will be responsible for any repairs needed because of excessive lint that has blown into the basement area.

LAUNDRY ROOMS

Coin operated laundry facilities are located in the basements of buildings #601 and #733. Please adhere to the following Laundry Room rules:

1. Hours are 7:00 a.m. until 8:00 p.m., 7 days a week.
2. Clean out washing machines and dryer when you are done.
3. Clean dryer filters after each load of clothes, and throw lint in garbage cans provided.
4. Do not leave your clothes in the machines unattended.
5. Do not use spray fabric softeners in the dryers.
6. Problems with the laundry equipment or the room should be called in as a normal Service Request to 715/341-9627.
7. Remember that this is your laundry. Leave the machines as you want to find them. Any one abusing the laundries will be restricted from using them.

LAWN AND YARD

Your yard and lawn help make the property beautiful. Lawns are to be kept free of any debris. No tents, bikes, toys, furniture, etc. are permanently permitted on the lawns. These items are also not to be stored up against the sides of any buildings in the complex. No riding of any vehicles, especially bikes, is permitted on the lawns.

Residents are responsible to keep the area around their unit clean and free of trash. Residents are also responsible to keep the common spaces clean. Pick up paper, toys and other debris **EVEN IF YOU DID NOT DROP IT.**

We cannot keep the lawns mowed and trimmed when we have to stop to pick up or move things that should not be left on the lawns. If we have to clean a resident's yard before we can mow we will bill the residents for our time.

Residents who wish to plant small gardens and flower beds next to their apartment must get written permission from Management **BEFORE** you begin to dig. No plants will be allowed that grow higher than the bottom of the window sill. Fences are not allowed. Call the Maintenance Supervisor at 715/341-3444 to request permission.

Hoses should be rolled up and put against the apartment or in a window well when not in use. They must also be removed from the faucet in the fall and stored inside to prevent the water pipe from freezing in winter.

LIGHT BULBS

We replace light bulbs in all light fixtures and appliances owned by the Housing Authority. Request for light bulbs should be called-in to Maintenance at 341-9627.

LOCKS

You are not permitted to change your apartment lock, common door locks or install any additional locks or deadbolts.

MAIL

Mail will be left in the mailbox kiosk in the box labeled for your apartment by the mail carrier. Keys for your mailbox will be given to you by the Management. You must turn them in at move-out or there will be a charge.

Please pick up your mail on a weekly basis. The Management sends all notice and forms to you by mail.

MOISTURE PROBLEMS IN APARTMENTS

Black spots on your walls or ceilings are an indication of a moisture problem in your apartment. Call maintenance as soon as possible, so that they can make a determination of what is causing the problem and advise you how to solve it. Moisture build-up in the walls and ceiling can cause them to rot. If it is determined that the resident caused the problem, they will be charged for the repairs.

The biggest cause of moisture problems is poor ventilation in the apartment. Run your bathroom and range hood fans during and after you shower or cook. On warm days open your windows to let some of the moisture escape. Keep in mind that plants also cause a lot of moisture to build up in the apartment.

Be sure your shower curtain is completely closed while you shower. Water left on the floor after a shower can cause excessive moisture to build up in the apartment. This will eventually cause damage to the floor as well as to the ceilings below.

PLAYGROUND

The playground at Madison View Apartments, as well as all of the premises, is PRIVATE PROPERTY. Only those persons invited onto the property by a resident or Housing Authority staff is allowed to be there.

Parents will be held responsible for the actions of their children as well as guests of their household while using playground equipment provided by the Housing Authority.

THE HOUSING AUTHORITY IS NOT TO BE HELD RESPONSIBLE FOR ANY CHILD BEING HURT IN ANY WAY WHILE PLAYING IN THE PLAYGROUND. CHILDREN SHOULD BE SUPERVISED BY A RESPONSIBLE PERSON.

Playground equipment is expensive and put in place for your children's enjoyment. If you see anyone damaging this equipment, get their names and call the Police.

Please keep the area clean. No smoking is allowed in the playground area. Throwing sharp objects, disposing of garbage and breaking glass on the playground is strictly prohibited.

Residents who allow their household members and guests to put others safety in jeopardy will be held responsible for any injuries.

The Housing Authority reserves the right to restrict any child from the playground because of misconduct.

Games, which will cause damage to the grass, will not be permitted on the lawns. A volleyball court has been added to the playground area to provide space for many lawn games.

The playground area is available to all residents equally. No resident shall prevent another from using the playground. Children and adults should be done with activities in this area by 10:00 p.m.

PROBLEMS WITH NEIGHBORS

Noise disturbances, parking disputes, unsupervised children, damage to property, and other problems are situations that may occur between neighbors in any neighborhood. We hope that they will not happen to you, but should a problem occur, we ask that you take the following steps to solve them.

- 1) Talk to your neighbor. Attempt to work out the problem together.
- 2) If an agreement cannot be reached, or you are unsure of Housing Authority policy on the issue feel free to contact the Resident Services Coordinator for assistance.
- 3) Any illegal activities should be reported immediately to the Police. The Housing Authority can only enforce rules and regulations set forth in the Lease Agreement.

QUIET HOURS

Quiet hours are observed from 10 p.m. to 7 a.m. Television, radios and other sound equipment must be kept to a minimum in respect to your neighbors. Be thoughtful when coming and going from your apartment during late and early morning hours.

RUMORS

If you hear "talk" from your resident neighbors about regulations that affect you, go straight to the Management office and get the correct information. Do not put your faith in rumors.

Bullying or gossip is not acceptable in Public Housing and will be dealt with as a Lease violation.

SERVICE REQUESTS

Call 715/341-9627 to make your Service Request any time of the day, 7 days a week. Follow the instructions on the answering machine. All calls are recorded and done on a priority basis. All service requests must be made by calling 715/341-9627. No repairs will be made unless the resident has called them in to maintenance. Office staff is available to help you during regular office hours if you are unable to call in the request.

Making a service request gives us permission to enter and complete the work whether you are home or not.

Please do not approach maintenance staff to make service requests. They do not have time to write them down and your requests are easily forgotten during a busy day.

It is not necessary, or permitted that residents make their own repairs to their apartment. Unless the repairs are necessary because of intentional neglect or damage it is our job to make repairs at no cost to you.

Maintenance personnel are not required to work in filthy or unsafe conditions. If maintenance personnel encounter these conditions, you will be required to correct them before work is performed.

Emergency Service Requests:

All emergency service requests should be made by calling the 24-hour emergency maintenance number. It is **715/204-9707**. The on-call Maintenance Person will respond to these calls.

- **Water overflowing in a sink, tub or toilet that you cannot turn off.**
- **The smell of gas in the building.**
- **No heat in the winter.**
- **BOTH elevators are inoperable at Hi-Rise Manor.**
- **A plugged toilet that you tried plunging first, (if you are physically able).**

If you call the emergency number and get an answering machine, PLEASE leave the following information: your name, address, type of problem, and the phone number where we can reach you. The on-call person is required to check these machines regularly.

Do not call the Emergency number to make general service requests THAT CAN WAIT UNTIL THE FOLLOWING DAY. Non-emergency calls placed to 715/204-9707 will usually result in charges to the resident.

For Ambulance, Fire Department, Police Department or any **non-maintenance** EMERGENCY you have to call 911.

Maintenance Shop:

For your safety, and to limit interruptions in the maintenance person's day, residents are not allowed in the Maintenance Shop at Madison View Apartments. Residents should not try to enter the shop to look for tools or supplies. Maintenance staff are required to document all materials used, and are not allowed to loan out tools that belong to the Housing Authority to residents.

Residents should not go into the Maintenance Shop to look for the maintenance person. If you have questions; or a service request please call-in your request to **715/341-9627**.

SMOKE & CARBON MONOXIDE DETECTORS

Hard wired and battery operated smoke & carbon monoxide detectors have been installed in your apartment for your safety.

Under no circumstances may residents cover, disconnect or otherwise tamper with them to prevent them from operating. This is a serious violation of your Lease and safety codes. Residents who disable their detectors will face termination of their Lease.

High humidity from cooking or the weather can make the alarm ring on your detector. If you have tried to fan the detector and it does not stop ringing, you may call in a service request so Maintenance can check it.

SMOKING

Smoking is prohibited in all apartments. No one may smoke closer than 25 feet away from any building door or window or air intake vents.

SNOW REMOVAL

It is the resident's responsibility to keep sidewalks from their apartment to the main sidewalks shoveled and free of ice. Only residents in the 601 & 733 buildings do not have to shovel

sidewalks. The Housing Authority provides no equipment, and under no circumstances will this service be provided. If for any reason you are absent from your dwelling; this still remains your responsibility.

Residents with vehicles parked in the lot are responsible for shoveling the parking stalls they are using. The snow should be brushed from the vehicle, and snow around the car pushed into the center of the parking lot.

To completely clear the lot of snow we need to have all vehicles out of the parking lot. Two days prior to plowing, signs will be posted at the entrances of both driveways of the complex. All residents should have their vehicles out of the lot by 8:00 a.m. of that day.

Once the plowing has been completed residents may shovel the snow around their car onto the lawn areas on the other side of the sidewalks.

SPEED LIMITS

Due to the number of small children playing around the apartments, the driveways and parking areas should be used with great caution. Please be sure to check behind your vehicle before backing out of your driveway. Do not allow children to play in the parking areas, or in or around parked cars. PROTECT YOUR CHILDREN!

SWIMMING POOLS

The following policy is in effect regarding swimming pools:

- 1) Residents may not set up a pool larger than 5 feet in diameter with sides higher than 12 inches.
- 2) Pools are to be empty when not in use, meaning when unattended by an adult for any length of time.
- 3) Once emptied be sure the pool is placed in a position that will prevent rainwater from collecting in it.
- 4) Pools must be moved every couple of days so as not to kill the grass.

As we regard pools that are too large and/or left filled and unattended, as a direct threat to the safety of our residents, their guests, or other children in the neighborhood, we will remove them immediately, notifying the owner (if known) that we have done so. We will also inform the resident that their failure to comply with this policy is a violation of the Lease Agreement that can and will result in the termination of the lease if continued.

TELEPHONE

If you desire a telephone, you should make your own arrangements for installation and maintenance with a local phone company. Your telephone bill is your own responsibility.

We only provide one phone jack in every apartment. If you wish to have other outlets installed you must get written permission from the Maintenance Supervisor before the outlet is installed, and it will be your responsibility to maintain them.

TELEPHONE NUMBERS

Please notify the Housing Authority of your current phone number. In order to protect your privacy, the Management Staff **WILL NOT** give out your telephone number.

TELEVISION (CABLE SERVICE AND SATELLITE DISHES)

Installation of cable TV is optional and is at the expense of the resident. Residents must receive written permission from the Maintenance Supervisor to install additional cable outlets. **The Maintenance Supervisor must approve of the planned installation before setting an appointment with the installer.**

No TV or any other cords will be permitted to run across living spaces of any unit, especially stairs or hallways. **Under no circumstances may satellite dishes be installed.**

THERMOSTATS

Broken thermostats should be reported immediately as this can affect the control of heating in your apartment. Keep thermostats at a sensible heat setting. **Under no circumstances are you allowed to tamper with or hang any wet rags, etc. on thermostats in an attempt to override normal settings.** Residents will be charged for any damage caused by these actions.

If you block your registers with furniture and other personal items you may find that you have blocked out your heat. Keeping your registers clear of personal items will improve the level of heating and allow Maintenance access to the registers if repairs are needed.

TOILETS

Every resident should have a plunger, as one is provided when you move in. If emergency maintenance is called to plunge a toilet, (when the resident has a second working toilet) the resident will be charged for the service.

Toilets are not designed to dispose of cat litter, sanitary napkins, diapers, garbage, etc. If maintenance is called upon to remove any of the above; or toys, combs, bottles, brushes, hair clips or any foreign item, you will be charged for the repair or replacement of the toilet.

If your toilet does not shut off after use (you continue to hear water running), call Maintenance at **715/341-9627** for service. There will be no charge for this service (if you have not caused any damages to the plumbing), and it will save on water costs.

UTILITIES

Residents living at Madison View Apartments do not pay for utilities. This does not mean however that you should not do all you and your household can to keep down the cost of your heat, lighting and water.

Close your windows in winter when the heat is on and summer when A.C. is running. If you notice dripping faucets, running toilets or leaks around the plumbing call in right away for repairs as this running water will add to the cost of your water bill.

WATER AND SEWAGE SYSTEMS

Maintenance has found that every so often we have a problem with toilets, sinks, and basement floor drains being stopped-up by items that should never be put down them. These blockages are very costly and time consuming to clear out. A large percentage of basement backups are caused by grease being deposited in kitchen sinks or basement drains.

Garbage and thick or greasy liquids must be drained into old cans and placed in a bag which is tied closed and placed in the trash dumpster. If you are unsure how to dispose of some of your garbage, please feel free to call maintenance at **715/341-962.**