

Stevens Point Housing Authority

Lease Addendum No. 3

HOUSE RULES

Hi-Rise Manor

DISCLAIMER

When you first sign a lease Agreement with the Stevens Point Housing Authority, you receive a copy of Lease Addendum No. 3, HOUSE RULES. From time to time, however, we find we must modify, add or delete rules either because of changes in HUD regulations or because we find it advisable to do so based on our experience with enforcing them. When that happens we will do our best to communicate changes through our newsletter or through direct communication. Regardless, 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.

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WELCOME!

The Stevens Point Housing Authority welcomes you to your new home and neighborhood! We hope you will be happy here.

Pleasant living depends largely upon cooperation and understanding between you and your neighbor, and his or her consideration of you. This will make your living here a happy experience.

In order that you may understand more clearly your responsibilities as a resident, we are providing this handbook, which explains what you may expect from the Management Staff and what the Management Staff will expect from you. Read it carefully and keep it handy for easy reference when you are in doubt about regulations and policy.

This is your home and neighborhood. It was designed and built for you and it is up to you and your neighbors to make it the kind of community of which you can be proud. With your cooperation, this is possible.

The Community Development Authority of the City of Stevens Point, which owns and operates this housing unit, and which is known locally as the Stevens Point Housing Authority, is a non-profit organization established by State Law. It is authorized to develop and operate housing within the financial reach of families with low income. This is possible with the aid of the Federal Government through the Department of Housing and Urban Development and the City of Stevens Point. This aid, coupled with your full cooperation in keeping the operating expenses at a minimum, makes it possible to maintain the low rents.

In addition to this responsibility, the Housing Authority must follow all Federal regulations regarding resident selection and occupancy, and see that management policies are also followed.

The Department of Housing and Urban Development (HUD) is responsible for setting admission regulations such as maximum income, family composition, and other requirements that a resident must meet in order to be eligible for low-income housing. HUD is also responsible for many management policies that the Housing Authority must carry out, and in general, sees that the operations of our low income housing meets all required Federal regulations.

MANAGEMENT RESPONSIBILITIES

Management will protect the rights of residents and other citizens of the community, and adhere to building codes, zoning codes, health codes and housing codes enacted by local, State and Federal units of Government. If you have a question, check your lease or this handbook. The answer you are seeking will probably be spelled out there. If you cannot find the answer, contact the Management. We will be happy to help you.

RESIDENT RESPONSIBILITIES

When you take possession of your apartment, you assume definite responsibilities for its care and maintenance. These include everything from day-to-day house cleaning, proper care of appliances, rubbish disposal, and adherence to the necessary rules of community living. These responsibilities are spelled out in this handbook and your Dwelling Lease.

A FINAL NOTE

The Stevens Point Housing Authority has put forth much time, effort and expense to make our apartments among the nicest in the city. It will be up to you to help keep it that way. Keep it clean by picking up paper and debris in the common areas and on the grounds.

Call the Management or the Police if you see something being damaged, stolen or misused. Help keep your home safe, clean and sanitary. Residents who demonstrate pride in the appearance of their living environment lead others by their good example.

Thank you for your cooperation.

EMERGENCIES

Please see that we have an up-to-date name of your closest relative or friends to notify in case of emergency, complete with their telephone numbers for our files.

Hallways and fire escapes in the building should always be kept clear. NO personal items may be stored in these areas because of fire regulations.

MAINTENANCE EMERGENCIES

Maintenance emergencies at Hi-Rise Manor are limited to the following circumstances:

- **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 being inoperable.**
- **A plugged toilet that you tried plunging first.**

Any other maintenance related problems regardless of when they occur, will be addressed through a routine Service Request to maintenance.

EMERGENCY TELEPHONE

Dial 911 for the Fire Department, Police Department, Ambulance or any other EMERGENCY.

Police officers, (who usually respond to an emergency call along with the Fire Department or ambulance) now carry microchips for Hi-Rise Manor so that they may enter the building after the doors lock for the evening. You or your neighbor will not need to come downstairs to open the exterior door for emergency personnel.

FIRE EMERGENCY

Effective 2-1-09

The Stevens Point Fire Department has given us the following instructions for different types of Emergencies at Hi-Rise Manor. These guidelines have been created by fire experts for multi-story buildings.

If you hear an alarm; or smell smoke, but there is no fire or smoke in your apartment.

- 1) Stay in your apartment and go to the window. If you need fresh air, open the window.
- 2) Do not leave and go to the stairwells. People gathering in the stairwells will only cause congestion and emergency personnel will need more time to get past you to the emergency.
- 3) If the Fire Department can contain the fire without evacuating residents they will do so. You will be able to remain in your apartment.

- 4) If there is a need to evacuate you from your apartment the Fire Department personnel will come to you and escort you out of the building.

If you see smoke coming from another apartment.

- 1) Go to your apartment, shut the door and call 911. Then go to the window.
- 2) See steps 2, 3, and 4 above.

If there is a fire of any size in your apartment.

- 1) Immediately leave your apartment. DO NOT STAY AND TRY TO FIGHT THE FIRE YOURSELF!
- 2) Shut your apartment door as you leave.
- 3) Pull the nearest hallway fire alarm.
- 4) DO NOT GO BACK INTO YOUR APARTMENT FOR ANY REASON.
- 5) Do not stay in the hallway. In this situation, you should use the stairway to leave the building. Then, if possible call 911 from another location to tell them that there is a fire in your apartment.

If you hear your neighbors smoke alarm going off.

- 1) Call 911 if your neighbor does not answer their door; or you hear them calling for help. Please check on them before you call 911.

More information about Fire Emergencies:

- 1) EVACUATION. It is easier for Fire Department personnel to evacuate you from your apartment than from the stairwells. The Fire Department will call in additional personnel to fight the fire and evacuate residents if it is needed.
- 2) The Fire Department will not be likely to evacuate residents through apartment windows.
- 3) The Fire Department will check each and every apartment to be sure everyone is out and accounted for. They will evacuate the residents in most danger first.
- 4) Pull alarms and smoke detectors in the hallways are each identified and if pulled will go directly to the Fire Department.
- 5) Apartment alarms do not signal the Fire Department. Call 911 to let the fire Department an apartment alarm is sounding and/or you see smoke or smell fire. Hallway alarms activate the apartment strobe and alarm. We will know when someone pulls the alarm.

DO NOT CALL THE HOUSING AUTHORITY OFFICE TO TRY TO FIND MAINTENANCE TO FIGHT A FIRE. WE ARE NOT TRAINED TO FIGHT FIRES.

SEVERE WEATHER SAFETY PROCEDURES

This building is an exceptionally well built, sturdy building, and has been designed to withstand winds of over 100 miles per hour. Residents can feel very confident of their personal safety during almost any severe weather condition that might occur.

However, residents should be aware of and be prepared to take the following action if severe weather conditions are apparent:

1. Tune in your radio or television for any current severe weather warnings that may affect the Stevens Point area.
2. The safest area in your own apartment is in the bathroom with the door closed. Stay away from your windows so that you will not be cut by flying glass if the windows shatter from high winds.
3. For greater safety during extremely violent weather, the emergency exit stair wells afford the best protection as they are inside a solid core. Residents should take cover in these stairways, if possible if a tornado or extremely violent weather threatens the building.
4. RESIDENTS SHOULD NOT COME TO THE FIRST FLOOR AREAS DURING SEVERE WEATHER AS THERE ARE LARGE AREAS OF WINDOW GLASS THAT COULD SHATTER DURING HIGH WINDS.
5. If there is an electric power failure, the building is equipped with an emergency generator which will cut in automatically. This generator will provide power for emergency lighting in the corridors and stairways. The generator will not provide lights in your apartment. Do not light candles in your apartments during this kind of emergency. Use a flashlight. If you do not have a flashlight, GET ONE.
6. The emergency generator provides power for both elevators. Please avoid using the elevators during severe weather, however, to keep them available should emergency workers need to use them. If you should become stuck in the elevator during a power failure, remain calm.

The elevator lights will remain on. Sound the elevator alarm; or open the phone box and push the button. A monitoring company will answer and give you instructions. Help will come shortly. DO NOT SOUND THE ALARM CONTINUOUSLY. If you do so, you will not be able to hear those who are trying to help you; or the responder on the phone.
7. Unless an emergency arises in your apartment, avoid using the telephone; this ties up the lines for necessary calls.
8. Above all, if severe weather does occur, remain calm and do not panic. Hi-Rise Manor provides you with a very safe place to be during such conditions.
9. The Portage County Emergency Management office has distributed NOAA Weather Alert radios to special needs facilities in Portage County. One is located at Hi-Rise Manor. The radio will give management the ability to confirm that severe weather alerts have been given and advise residents to follow the appropriate emergency procedures for their building. The radio is only monitored during office hours. Do not depend on it for evenings and weekends.

HEALTH EMERGENCIES

Each apartment has emergency pull cords located in the bathroom and bedroom. If you become ill and need help, pull the cord. The system will signal a 24-hour human responder.

When the cord is pulled the responder will call the apartment. If they are unable to call, or the person does not answer when called, the ambulance will be dispatched.

If the resident does not have a phone and the cord is pulled, the ambulance will be immediately dispatched.

If the resident does answer the phone when the responder calls, they will ask what the problem is. Please talk to the responder.

Pull cords should ONLY be used for personal safety emergencies. There are no lights or buzzers. You will not hear an alarm, but response will occur. This cord should never be tied up or thrown over something so that you cannot reach it if you were lying on the floor. Do not allow children or pets to play with this cord or the switch.

This system provides 24 hours, seven days a week, coverage.

All emergency personnel, Police, Fire, and Ambulance have the ability to enter the building 24 hours a day. Residents do not have to leave their apartment to open the doors for emergency personnel.

HOUSING AUTHORITY POLICY – Resolution 95-9 STAFF RESPONSE TO RESIDENT PERSONAL HEALTH EMERGENCIES

In case of emergency at Hi-Rise Manor the following procedure shall be followed by Housing Authority employees:

Housing Authority employees will not move a resident found on the floor of their apartment; or anywhere on the grounds. An ambulance will be called to assist the person.

If a resident falls is able to get up without assistance they will be encouraged to call their doctor. If a resident falls, complains of pain and won't see a doctor, staff will notify the emergency contact person or Community Care Nurse.

If a resident has passed away in an apartment, the police will be called and then the emergency contact person.

Staff will not move an injured resident for any reason, as this may cause more injury. Staff will not transport a resident in their personal car or Housing Authority vehicle. If necessary, staff will secure the apartment after the emergency.

Answers to Frequently Asked Questions & Lease Issues (In Alphabetical Order)

This section provides a summary of basic Lease requirements. It is important that you read all of your Dwelling Lease and Lease Addendums so that you understand the contract you have signed and agreed to abide by. 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 you are a resident 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 331 apartments, so you will see a lot of people coming and going from the office.

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 – Friday. You may not enter past the reception area unless you are escorted by a staff person. This is to preserve confidentiality for all residents.

We ask that you only use the main reception entrance to access office staff. Please do not knock at the back exit doors as staff has been instructed not to answer. These doors are for staff use only.

AIR CONDITIONERS

Installation:

Residents at Hi-Rise Manor must call in a service request to have their air conditioner installed by Stevens Point Housing Authority Maintenance. Requests 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.

There will be no service charge for the labor of installing and removing resident owned air conditioners. Residents will only be charged the cost of the materials for the initial installation. Materials include the platform, Plexiglas and other materials necessary for installation.

If you do not wish to have Maintenance install your air conditioning unit you must follow the requirements of the Housing Authority. Due to damage to walls and windowsills, and the danger of the air conditioner falling out, all units shall now be installed on an approved platform. Call in a Service Request for the Maintenance Person to give you instructions.

Fees:

You must report that you are using an air conditioner to the Administrative Office. An additional charge of \$4.00 a month (year-round) for excess electricity will be made for window air conditioners installed in residents' apartments. This is a monthly charge.

Air conditioners are to be installed no earlier than May 1st and removed by October 1st unless a doctor orders otherwise.

APARTMENT DOORS

Residents may not put tacks, nails, or any other hanging devices on any door 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 of the apartment.

APARTMENT INSPECTIONS

It is a provision of the Dwelling Lease that each apartment will be inspected once per year. This is called an **Annual Inspection**. Housing Authority staff will look at maintenance issues affecting the physical dwelling, as well as the general housekeeping of the residents.

If it is evident the resident has not been calling in needed repairs and/or has not been maintaining the apartment according to the Housekeeping Policy, Lease Addendum No. 4, an **Interim Inspection** will be scheduled.

An interim inspection will look at the same items as the annual inspection. If the problems seen at the annual inspection no longer exist; no further action is taken.

If the interim inspection shows there are serious problems, staff will discuss the problems with the residents. The resident then has 30 days to correct the situation.

Interims may be scheduled if maintenance staff notice problems in the apartment while on a service call.

In addition to these inspections, the Department of Housing & Urban Development conducts an annual inspection of Hi-Rise Manor.

Residents who keep their apartment maintained as outlined in the Housekeeping Policy, and contact maintenance when they need repairs, should have no need to be concerned about apartment inspections.

APARTMENT INSPECTIONS - RIGHT OF ENTRY

The Management reserves the right to enter your dwelling unit at reasonable hours to inspect the unit. Normally, notice will be given to check or repair equipment. In case of emergency, or to protect the property, management will enter whether or not you are home or a notice has been given.

APARTMENT REPAIRS – (See House Rules, Service Requests)

Easy to do from the comfort of your apartment. You may call **715/341-9627** to make your Service Request. 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. Office staff is available to help you 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.

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 preformed.

AUTOMATIC DOORS IN HANDICAP APARTMENTS

If you have an automatic door and you have trouble with it, fill out a service request form. Do not attempt to repair it yourself. Maintenance will also change the battery in the remote if a service request is filled out.

BABYSITTING

While occasional babysitting (once a month or so) in a resident's apartment is acceptable, periodic or regular (once a week or more) babysitting should be done at the residence of the child's parents or at another location away from Hi-Rise Manor.

Residents are solely responsible for the actions of the children they bring into the building, and may not allow them to wander in the building without supervision.

BICYCLES

Resident bicycles are to be stored either in the bicycle rack behind the building or in the storage area provided in the garage. Your apartment key will give you access to the locked storage area. Guests may not use the storage area, but may park their bicycles in the rack behind the building.

BULLETIN BOARDS

There is a bulletin board on each floor next to the elevators and on the first floor in the lobby area. Please check these boards periodically for notices. No notices may be posted without the permission of the Management. All "for profit" soliciting and other inappropriate postings will be removed by the Management.

CAREGIVERS

During your tenancy, you may find yourself in the situation where 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.

CEILING FANS

Ceiling fans have been installed in the handicap units. Please do not hang anything off the fans; or do anything that would interfere with the movement of the fan blades.

If you do not have ceiling fans, but want them installed you must make a request to the Maintenance Supervisor for permission to make this alteration to the unit. If it is approved you will need to buy the fan yourself and hire a licensed installer to put it in.

CHILDREN

Visiting children are the responsibility of the resident and must be supervised at all times while in the building. They are not to play in hallways, elevators, stairwells, lobby or parking lots, as they may become injured or disturb the peaceful enjoyment of other residents.

COMMON AREAS - DINING ROOM, SOLARIUM, LOUNGER, HALLWAYS

No resident shall prevent their neighbor from the use of any part of the common areas on any floor of the building.

Residents shall appear only in street clothes when in the common areas including hallways, lounges, and lobby, on the first floor. No sleeping clothes, bathrobes, etc. are allowed at any time. For health and safety reasons residents are not allowed to walk in the common areas without shoes, or be bare footed.

Residents shall also be acceptably dressed when stepping into the common hallway outside of their apartment; or using the common area lounges or laundry rooms.

COMMON AREAS - FOOD AND BEVERAGES

Treats and other food may not be left out in the common areas except when it is being directly offered.

General maintenance of the common areas will be performed by the Housing Authority maintenance staff. But, it is the responsibility of all residents to help keep the common areas clean. Pick up papers; do not leave food, wrappers, soda cans, etc. lying around.

If a resident and/or their guest should spill or drop something that causes the carpet, flooring, tables, or furniture to become wet or soiled, the resident should immediately try to clean it up to the best of their ability.

A service request should then be made informing Maintenance of what happened. Maintenance can then decide if any further action is needed to prevent permanent damage to the area.

If it becomes clear that the lounges are becoming excessively soiled from food and drink spills the Management will restrict eating and drinking privileges in the lounge areas.

COMMON AREAS - FURNITURE, PLANTS AND ACCESSORIES

Furniture may not be moved from one floor to another, taken outside, or into a resident's apartment. You may re-arrange the furniture in the lounges to temporarily suit your needs, but please return it to its original location when finished.

Residents may not water, feed, move, or handle any live plants that are in the lounges. The Housing Authority has planned a program of care for the plants.

Residents may not remove or re-arrange pictures, artificial plants, or other decorations Management has placed in the lounges or common areas.

COMMON AREAS - HOLIDAY DECORATIONS

Residents are allowed to decorate the lounges on their floor in the theme of a holiday season. However, we ask that you limit decorations to those that can be placed on tables, or stand on the floor.

No decorations may be taped, tacked, nailed or otherwise affixed to the walls, ceilings, woodwork, lamps, artwork, plants or furniture.

A hook has been provided on each resident door. Decorative items may be hung there. No other hooks, nails, tacks, tape, etc. may be placed on apartment doors.

Decorations should be removed from the lounges within two (2) weeks after the holiday. Residents are solely responsible for any holiday decorations they place in the lounges. Please, only put out decorations you would not mind losing should they disappear. Residents are responsible to store decorations used in the lounges in their apartment due to limited storage space in the building.

COMMON AREAS - PERSONAL ITEMS

No personal items such as pillows, furniture, pictures, knick-knacks, books, magazines, plants, etc. shall be placed in any of the common areas or lounges of the building. You may not leave these items on the chairs and tables in the lounges, on the floor by the recycling bins and trash chute; or leave them in the common areas on first floor.

Items found left out will be removed and discarded by staff and you will be charged for their time.

If you have used clothing or household items you would like to give away or sell to neighbors you may put up a notice on the first floor bulletin board in the building for neighbors to contact you. Include your apartment number and when you may be contacted, on the notice.

“Rummage sales” may be held in the resident’s apartment only, not in the lounge areas.

COMMON AREAS – RESERVATION OF THE DINING ROOM AND SOLARIUM

The Dining Room and Solarium on first floor may be reserved by a resident for parties or family gatherings that are too large for his or her apartment. Reservations should be made as far in advance as possible by signing up in the office with the Resident Services Coordinator.

The resident is responsible for all clean up of the area when finished. Resident is also responsible for any damages that may occur during use of the area. Other residents should respect the privacy of these parties.

A calendar listing scheduled reservations is kept in the office by the Resident Services Coordinator. The Management Staff will have the final approval on all usage.

Organizations and clubs from outside of the building may reserve the Dining Room and Solarium for appropriate meetings if they meet at least one of the following conditions:

1. They include at least one member from the resident body. This member shall request the use on behalf of the organization.
2. The meeting is open to all residents and should be of some direct social, recreational, or informative benefit to the residents.
3. They are a compatible group or organization who has, is or can be expected to cooperate and assist the Housing Authority in various ways.
4. Reservations will not be made on Thanksgiving, Christmas, Easter, New Year’s Day, 4th of July. However, the areas are available for general use on those days.

CONFIDENTIALITY

The Housing Authority has a policy of 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.

COUNTER TOPS

Do not use your kitchen counter top for cutting food. Please use a cutting board.
Do not place hot pots and pans on the counter tops. Please use a hot pad to prevent burns. You will be charged if you damage or destroy your counter tops.

DELIVERIES TO THE BUILDING

If you should have any deliveries of furniture or equipment made during your residency you must inform your delivery person to use the back entrance only. Items may not be brought in the main entrance door in front of the building.

These delivery trucks block the front driveway and make it impossible for the buses and ambulances to use the driveway.

When you have a large item that will be delivered to your apartment please fill out a service request form for maintenance stating the date and approximate time the delivery will be made. The maintenance person will then make sure the loading area doors are unlocked for you. Maintenance will also pad the elevator to protect the walls from damage. This regulation applies to weekdays and weekends.

The Office **will not** accept deliveries of perishable items such as food, plants, etc. Donated items (such as bakery goods, vegetables, commodities, etc.) are the responsibility of the residents who bring them; or request they be brought here. They may not be left in the hallways, common lounges or by the entrance areas.

DIRECTORY BOARD

A Directory Board on first floor lists the name and apartment number of all of the residents who live in the building. When a guest or visitor comes into the office looking for a resident we have them go to the Directory Board to look up the name.

Some residents have asked not to have their name on the board. That is your right. If you do not want your name on the Directory Board contact the office and we will see it is not posted. If your name is not on the Board we will not direct people to your apartment.

DISTURBANCES

If the Police are called to your residence, you may be contacted by the Management. If it continues to happen for a serious problem or on a repeated basis your Lease can and will be terminated. The Housing Authority requests all pertinent police reports.

DOOR BELLS

To operate the doorbell on your apartment entrance, press the black button one or two times to make it chime. Residents may not make any alterations to the door bell so that it will not chime. Intentional damage to the door bell unit is a Lease violation.

A door number plate has been installed on the doorbell unit. Residents may not remove, cover or scratch out these numbers. They are essential in the event of an emergency.

A name tag slot is also located on the doorbell unit. Your name will be placed in the slot when you move in. If you do not wish to have your name on your door, let the office know and we will replace it with an "occupied" label.

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, 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 doorway or left lying on the floor so that they could cause a fire or tripping hazard.

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

ELEVATORS

The elevators in Hi-Rise Manor are automatic self-service. As with anything that is mechanical, it is possible for something to go wrong. If you are a passenger in an elevator that becomes stuck, PLEASE DO NOT BECOME FRIGHTENED OR ALARMED.

The elevator is equipped with a push button phone (single button). When you open the door of the phone box you push the button and you will be connected to a monitoring company (just like your pull alarms in your apartment). When you push the button the person on the other end will give you instructions. There is also an alarm bell in the elevator car which can be heard in the building. However, be sure not to ring the alarm bell for very long or you will not be able to hear those who are trying to help you; or the responder on the phone.

Please do not tie up the elevators by holding the door open while you talk. Please use the larger cargo elevator to move large pieces of furniture, shopping carts, or other bulky equipment. Maintenance should be notified when you move large items so they can pad the elevator to protect it from damage. A larger moving cart is also available to help you with these pieces. Ask for it when you make the Service Request to pad the elevator.

EMERGENCY SERVICE REQUESTS

Any 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 being inoperable.**
- **A plugged toilet that you tried plunging first.**

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 we can reach you at. The on-call person is required to check these machines regularly.

Do not call the Emergency number to make general service requests. 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.

EXTERIOR DOORS

The main entry doors are locked from 6:00 p.m. to 7:00 a.m. **Residents must not open the doors for anyone other than their guests to maintain the security of the building.**

Exterior doors may not be propped open, or in any other way blocked open so that the security of the building is compromised.

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 Agreement, and risk losing their housing.

For those residents who have contracted for services which are delivered before 7:00 a.m. or after 6:00 p.m., a resident may request an extra chip and/or apartment key so that it can be given to the contractor for the period of time the services are being delivered. A deposit of \$10.00 per chip and a charge of \$2.50 per key will be made. The chip shall be returned to the Housing Authority office upon the termination of the services, and the deposit will be returned – the key is yours to keep.

The Management takes no responsibility for the actions of the service provider once given a chip or key by the resident. However, the Management reserves the right to demand the return of the chip or key should either the resident or the service provider be in violation of any of the Lease provisions.

FEEDING WILDLIFE

Residents may not put out old bread, other old food, or in any way feed the wildlife that may be on the premises. This includes throwing food into surrounding neighbors' yards.

No bird feeders or containers for other 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.

FLOORS

Ceramic Tile: Sweep and mop regularly.

Carpeting: Vacuum regularly. You will need to provide your own vacuum cleaner as Management does not provide one for resident use.

If you have any problems cleaning your floor or carpeting please call in a service request at **715/341-9627**. Maintenance will be happy to discuss the problem with you.

GARBAGE/RECYCLING

Garbage chutes are located on each floor adjacent to the elevator. There is no garbage chute on the first floor. These chutes are to be used for non-recyclable garbage only.

First floor residents must put their garbage in the dumpster located near the back door of the large elevator.

All Residents are asked to leave large cardboard boxes on first floor, on the shelf above the utility carts, outside the dumpster room, preferably flattened.

Wet garbage must be double bagged and securely wrapped and tied to eliminate dripping on the hall carpets while it is being carried to the garbage. Please do not throw bags of wet garbage down the dumpster chute as it frequently breaks and causes a mess in the dumpster room.

Large cardboard boxes, large bags of garbage and things that do not fit in the garbage chute or recycling bins must be brought down to the first floor and disposed of in the dumpster room next to the back door of the large elevator. These things may not be left by the recycling bins on the upper floors. Please do not force large items into the garbage chute as this will plug it up and back up garbage from other floors. Please wash or rinse out all containers to be recycled to prevent unpleasant odors in the hallway.

Through these recycling efforts, we can reduce the cost of our garbage collection, and help our environment as well. Due to supply and demand of recyclable products, individual items may occasionally be added or removed from the list of approved recyclables. Please check the notices posted on the bulletin boards and/or the recycling bins for any changes.

You will be instructed when you move-in as to which items are currently on the list.

SPECIAL NOTE: Residents who use needles, syringes and lancets for home health care will need to secure their own disposal containers and take them to the proper disposal site.

These items are hazardous bio-waste and may not be disposed of in the trash or recycling in your building.

GARBAGE DISPOSAL - IN SINK

You will be instructed at your move-in on the use of the garbage disposal. Only soft garbage goes in to the sink disposal – NO bones or paper, glass or plastic. Do not overload the disposal with food waste. If you allow food waste to collect in the disposal it may cause it to jam and can also contribute to a bad odor.

To keep your disposal clean and smelling fresh pour some baking soda down periodically, let it set for a while, then turn on the water and flush it out.

DO NOT DIG IN THE DISPOSAL WITH YOUR FINGERS, KNIVES, FORKS, SPOONS, WOOD OR ANYTHING HARD.

GIVING A NOTICE TO MOVE – (See Security Deposit Settlement & Move-Out Requirements)

You may terminate your lease and move by giving thirty (30) days written notice to management. If you move out before completing the one year term of your Lease, you will be responsible for payment of each month's rent until Lease end or until the unit is re-rented. As you prepare to move-out the following conditions must be met:

- 1) Your rent must be paid in full at the time of vacating. At no time can security deposits be used for payment of rent.
- 2) You must give the Housing Authority a WRITTEN notice thirty (30) days in advance of your intent to move. The Housing Authority is to incur no rent loss because of your failure to give thirty (30) day's written notice of your intent to vacate.
- 3) No extra cleaning, repairs, or replacements should be necessary after you vacate the unit.
- 4) You must pay all charges resulting from damages to the premises beyond ordinary wear.
- 5) All keys to the unit, mailbox keys and micro-chips to the building entrance doors, are to be returned to the management office upon vacating.
- 6) You must contact the Management in order to determine the time and date of the move-out inspection. If you fail to either arrange for; or participate in a move-out inspection, charges to your security deposit for damages, repairs or cleaning beyond normal wear and tear will not be discussed or negotiated once they are assessed.
- 7) To avoid damages to the building (and extra charges to the resident), we ask that you see the maintenance person for instructions on how to handle your move-out. Including what elevator to use for moving furniture, how to handle the excess garbage/recyclables caused by moving, etc.

GOING AWAY CHECKLIST

If you plan to be away from your apartment for more than a weekend, the following items should be done before you leave:

1. Register your dates of departure and possible date of return in the office. If there is an address and telephone number at which you could be reached in case of emergency, please leave that information also.
2. If you are suddenly taken ill; or called away and are unable to call yourself please have a friend, relative, caseworker, etc. contact us and let us know you will be away. We can then check the apartment to be sure windows are closed, stove is off, etc.
3. Make arrangements directly with the Post Office to forward your mail or have it held there until your return.
4. 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.
5. Close and lock your windows. Turn off all lights and electrical appliances.
6. Leave your apartment neat and clean.

If you are going to be gone for an extended period of time, the Maintenance Person will enter if a problem is noticed.

GUESTS

Only those persons named in your Dwelling Lease are lawfully allowed to occupy your unit permanently. Visits by any friends or relatives must be of a temporary nature, and for no more than seven (7) days duration.

Residents are required to make a written request to Management to have a guest stay beyond seven (7) days. When a visit by the same person or persons extends beyond seven (7) days total in any calendar year, a charge will be made. This charge will start with the eighth day of the visit, and will be at the rate of \$6.00 per person for each day of the visit thereafter.

Your guests and visitors must be with you at all times they are in the common areas of the building. They may not roam around the building, or loiter in the common areas waiting for you to return to your apartment.

GUEST PARKING- (See Parking Policy for Hi-Rise Manor, Lease Addendum No. 7)

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.
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.

HOUSEKEEPING SERVICES

Residents are responsible to keep their apartment in a clean and sanitary condition. The management does not provide any personal housekeeping services to residents; or assist residents with hiring such services. If a resident finds they are having difficulty maintaining their apartment they may seek the help of housekeeping services on their own; or contact the Resident Services Coordinator who can refer them to community resources.

INTERNET INSTALLATION

Each apartment has an outlet for internet hook-up. At this time residents must find their own internet service provider and contract with them to provide the service.

KEYS & MICROCHIPS

Each resident is issued two apartment keys, one mailbox key, and one microchip when they take occupancy of their apartment. The microchip opens the main entrance door and the back door to the building. You will be instructed on the use of the microchip before you move into your apartment.

Mailbox keys belong to the Housing Authority and should be returned to the Management at move-out.

You should always have your apartment keys with you as it is possible to lock yourself out of your apartment. Only residents may request their apartment door be opened for them. If a key is lost, a charge of \$2.50 will be made for a duplicate key. A \$10.00 deposit is necessary for each additional microchip.

The same key charges apply if a resident wishes to have extra keys or microchips made for family members or service providers to enter their apartment. Only the Lease holder may request extra keys and chips be made for their apartment. To request extra keys call in a Service Request to maintenance at 715/341-9627. The keys will be made and you will be billed for the cost.

LAUNDRY ROOM RULES

Hours are 7:00 a.m. to 7:00 p.m. only. No laundry may be done before or after these hours as doing so will disturb residents living close by.

The following rules have been established for efficient operation of the laundry facilities:

1. Do not use the washers to dye clothing or wash rugs.
2. Wipe excess soap from the washer and leave the cover open when you are finished.
3. Check the dryer lint filter before drying your clothes. Remember to clean the lint filter after you dry your clothes.
4. Do not overload either the washer or dryer.
5. Remember to leave the laundry facilities as clean as you found them.
6. USE OF THE LAUNDRY FACILITIES ARE LIMITED TO HI-RISE MANOR RESIDENTS ONLY.
7. Do not add extra water to the washing machine as it makes them overflow.
8. Do not leave clothing unattended.
9. If you loose money in the washes or dryers call Maintenance at 715/341-9627 and report the loss. Do not try to find the maintenance person. They cannot give refunds. Office staff will process the refund request and leave it at the front desk for you to pick up.

Problems with laundry machines should be reported to Maintenance by calling in a Service Request to 715/341-9627.

LEASE

All residents living in Hi-Rise Manor must sign a lease. The Lease is a legal contract between the Housing Authority and you, and is enforceable on both parties. Read it carefully. The information in the lease will answer many questions about living in public housing.

LIBRARY BOOKS

Effective: 2009 The Charles M. White Library stocks the bookshelf in the first floor with reading material for your enjoyment. The library staff exchanges books once a month. Checkout of books is on the honor system. Please return the books to the bookshelf within one month of taking them.

Please do not place any personal books on the library shelf unless you are willing to part with them. Books and/or puzzles may not be stacked on the floor. If they do not fit on the shelves provided to store them they may not be left in the common area.

LIGHT BULBS

As the energy efficient light bulbs in your apartment are expensive, the Maintenance Person will supply and install those light bulbs for you in exchange for the burned out one. We also supply energy efficient light bulbs for the oven and refrigerator and your personal lamps. Please call this in as a Service Request and the Maintenance Person will get to your request as soon as possible.

Electricity is a major expense for the Housing Authority; please turn the lights off in your apartment when you are not using them.

MAIL & PARCEL DELIVERIES

Each resident has his or her own mailbox located next to the main entrance of the building. Your mailbox number is the same as your apartment number. Mail is delivered Monday through Saturday.

Please use your full name, address, apartment number and zip code as your mailing address. This full address should also be used as your return address on your outgoing mail. There is a letter drop located next to the mailboxes for your convenience.

Parcel lockers are located directly under the mailboxes. Should the post office bring a package for you there will be a key and note in your mailbox. The key will have a letter on it that matches a letter on the parcel locker. Insert the key and open the box. Remove your parcel. The key will remain in the lock.

The office does not accept deliveries of parcels (UPS, FED-X, etc.) and other items for residents. These delivery services will usually leave a note on your door about pick-up. Otherwise, you must make arrangements to have these items delivered when you are home.

MAINTENANCE

Necessary repairs should be reported by calling Maintenance at **715/341-9627**.

No repairs will be made unless the resident has called them in to Maintenance.

Emergency Repairs should be reported to our Emergency Maintenance number immediately by calling **715/204-9707**.

MAINTENANCE PERSON

The function of the Maintenance Person assigned to Hi-Rise Manor requires that residents report all needed repairs and malfunctioning equipment in apartments hallways, and public areas. This includes burned out lights, leaking faucets, etc.

Residents may make their Service Requests by phone by calling 715/341-9627. **It is essential that residents not make their service requests verbally requests to the Maintenance Person.** Verbal requests are easily forgotten during the course of a busy day. Call in requests are prioritized according to urgency and taken care of as soon as possible. Office staff can help you if you are unable to call in your service request.

The Maintenance Person's job is never ending. Please help maintenance keep Hi-Rise Manor neat and clean so that the building will be kept in a healthful condition.

The Maintenance Person is not allowed to repair personal property.

MAINTENANCE SHOP

For your safety, and to limit interruptions in the maintenance person's day, residents are not allowed in the Maintenance Shop at Hi-Rise Manor. 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**.

PARKING – (See Parking Policy for Hi-Rise Manor, Lease Addendum No. 7)

PARKING - IN FRONT OF THE BUILDING – (See Lease Addendum No.7)

PETS (See Pet Policy, Lease Addendum No. 5)

PROBLEMS WITH NEIGHBORS

Noise disturbances, unsupervised children/visitors, and other problem 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 step to solve them.

- 1) Talk to your neighbor. Attempt to work out the problem together. Do not let the problem fester.
- 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.

RANGES AND REFRIGERATORS

Keep these appliances in good condition by cleaning them often. The longer you wait to clean them the harder it will be.

Wipe the range hood frequently to remove grease and stains. The filter for the range hood fan also requires regular cleaning.

Your refrigerator is self-defrosting. If you wipe it out regularly with a damp soapy dish cloth that should be all you need to keep it clean. Extra care needs to be taken with door gaskets to assure that they do not stick and tear. Wash them frequently with warm water and mild soap. Wash around the entire gasket and gently lift it up and wash under it. Be sure to wash off any sticky substances on the refrigerator just below the vegetable bins as this will get onto the gasket when the door is closed. Damage to the gasket because of lack of cleaning will be charged to the resident.

RECYCLING – (See Resident Handbook, Garbage and Recycling)

RENT

The amount of your rent is established by Federal regulations. It is approximately 30% of your monthly income after certain allowable deductions are made. Your rent can go up or down depending on changes in your income and deductions

RENT - ANNUAL RE-EVALUATION AND REPORTING CHANGES

Federal regulations require that your current income, assets and family composition be re-evaluated every year. All changes in income must be reported within 10 days and paper verification must be supplied. All changes in family composition must be reported within 10 days and full name, date of birth and Social Security number must be supplied.

No adult may move into the apartment without having completed the application process and been approved to be added to the Lease.

RENT - PAYMENT DEADLINES, PAYING LATE (See Rent Collection Policy)

REQUESTS FOR TRANSFER TO ANOTHER APARTMENT

Residents who wish to request a transfer to another apartment should refer to the transfer section of the Lease Agreement, VII. Terms and Conditions, (e).

Requests by residents for a transfer to another apartment will be considered **ONLY** when there is:

- 1) A change in family size and the current apartment no longer meets occupancy codes.
- 2) There is a medical need for a change supported by a statement from the resident's doctor.

All requests must be in writing, with appropriate documentation attached. The request should be submitted to the Executive Director at the Administrative Office.

Residents approved for a transfer will go on a waiting list and receive priority when the appropriate apartment becomes vacant.

Residents to be transferred are responsible to set up a pre-transfer inspection for their original apartment and are responsible for cleaning and damages as stated in the Security Deposit and Move-out Requirements.

A move-in inspection will then be scheduled for the new apartment before the transfer resident takes possession.

RESIDENT NEWSLETTER

"Resident News" is a quarterly newsletter written about the properties managed by the Housing Authority. The newsletter contains: information on new programs, updates from the management, maintenance information, information on residents groups, recognition of residents accomplishments and other news. Questions or more information on articles in the newsletter can be obtained from the Resident Services Coordinator.

RESIDENT SERVICES

The Resident Services Coordinator works directly with residents to provide supportive services to enable the household to remain or attain self-sufficiency.

Services can include: direct consultation, referrals to community resources, and project development. Educational needs, social activities, supportive home services and job seeking skills are some of the areas addressed through resident services.

The Resident Services Coordinator can provide information and explanation of the rules and regulations of the Housing Authority. These services are provided to all residents living at any Housing Authority property.

RESIDENT SERVICES CENTER

The Resident Services Center is located on the west end of first floor. It is possible the Center may be used for a variety of services such as blood pressure clinics, support groups, and resident meetings. The center is also used when space is not available for programs in the Dining Room and Solarium. Room reservations are made with the Resident Services Coordinator

As of January 2009 the Center offers residents the use of computers with internet access. A shredder is available to dispose of personal papers and a NuStep recumbent cross trainer has been installed.

The Resident Services Center is locked at all times and electronically monitored. Residents who wish to use the equipment in the Center may access the room with their apartment key.

The equipment is provided for resident use only. Residents are asked to bring their own paper to use in the printer.

RESIDENT/TENANT ASSOCIATIONS

Residents in elderly and family housing have formed resident/tenant groups. Their goal is to improve the quality of life for residents by providing an open forum to discuss issues relating to tenancy and provide input on these issues to the management. Some of their projects include neighborhood watch, attending Housing Authority Advisory Committee meetings and serving on task forces. For meeting times contact the Resident Services Coordinator or watch for announcements in the management newsletter.

RIGHT OF ENTRY

In non-emergency situations, management will not enter your apartment unless 1) Prior notice is given; 2) A family member is at home and gives permission; or 3) We have your permission to do so as a result of your making a request for service. Remember, according to your lease Agreement, requesting that service be done in your apartment is granting permission for maintenance to enter.

Your apartment may be entered without your permission only in EMERGENCY situations to protect the property or persons on the premises, or with a 48-hour notice that we intend to do so. A note will be left signed by the person or persons who were in the apartments.

Emergencies consist of problems with: 1) Gas 2) Electricity 3) Water 4) Heat

RUGS AND DUST MOPS (SHAKING)

Shaking of small rugs and dust mops is a problem. They may not be shaken out of the window; nor may they be shaken out in the halls, stairwells or laundries. Rather than shaking them out, please vacuum your rugs. Either vacuum your dust mop, or place the

mop head in a large paper bag and shake the dust from it. Then dispose of the bag in the garbage. You could take them outside and shake them in the parking lot.

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.

SCREENS

Screens are all in place when you rent your apartment. Any necessary repairs will be charged to the resident, unless previously noted on the move-in inspection.

DO NOT REMOVE YOUR SCREENS. If you remove your screens and they become damaged you will be charged for a replacement. If your screen is damaged, call maintenance at 715/341-9627 for repair.

SECURITY DEPOSIT – (See Dwelling Lease, Part I, Section V.)

SERVICE CARTS

Service carts have been purchased for residents to use to bring groceries and other items up to their apartments.

Residents may not keep these carts in their apartment for any period of time; or store them in the hallways on their floor. Please return them to first floor as soon as your packages are unloaded. Other residents may be waiting to use them.

A larger moving cart is available for larger items and furniture.

We ask that, if possible, service carts not be taken out of the building so the wheels do not bring in dirt. Please bring the service carts only as far as the building entrance and then transfer your packages to the service cart. This will help keep our building clean.

Shopping carts from area stores are not allowed in the building, including your apartment. If you bring a cart to the building you may not bring it inside. You are responsible for returning any shopping cart to the store where you got it. You must take the cart back as soon as you have taken your goods to your apartment. Management will not accept this responsibility.

SERVICE REQUESTS - (See Resident Handbook, Apartment Repairs)

It is the responsibility of the resident to notify maintenance when repairs are needed to their apartment or the common areas. **When repair service is required, residents must phone in a Service Request by calling 715/341-9627. Follow the instructions on the answering machine to leave your request. All requests are recorded and handled on a priority basis**

Verbal requests to staff should not be made since they are easily forgotten during a busy day. In addition, if residents continually interrupt the maintenance person during the day they will not get much work done.

It is not necessary that residents make their own repairs to their apartment, and in most cases residents may not do so without the written permission of the Maintenance Supervisor. Unless the repairs are necessary because of intentional neglect or damage it is our job to make repairs at no cost to you.

If you are unable to complete a Service Request office staff is available to help you.

SHOWER CURTAINS

Shower curtains have been provided by the Management. It is your responsibility as a resident to keep your shower curtain free of any soils and stains.

To clean, use neutral soap suds and luke-warm water. Then rinse with water and allow the fabric to dry.

On hard to clean spots, use standard household/vinyl cleansers and/or a soft bristle brush. Heavy "dried on" soil may first require soaking to loosen. Do not put the curtain in the washer. Do not use harsh cleansers or solvents.

SMOKE DETECTORS

Hard wired and battery operated smoke 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 smoke detectors will face termination of their Lease Agreement.

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 fill out a Service Request Form or contact the office so Maintenance can check

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.

SOLICITATIONS

Door to door solicitations are not allowed in Hi-Rise Manor. Solicitations and advertisement of services for hire may not be posted on the building bulletin boards or left out in the common areas. This includes all sales persons, religious material, political material, surveys and questionnaires, and door to door sales of candy, cookies, etc. even for charitable organizations. THE MANAGEMENT STAFF WILL STRICTLY ENFORCE THESE REGULATIONS.

TELEPHONE

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

If you decide that you do not want a telephone installed, please remember that friends, relatives, doctor, etc. CANNOT leave messages for you by calling the Housing Authority office.

If you have a problem with your phone:

- 1) The phone company will want you to check if your phone is working.
- 2) If the phone company tells you the problem is with a line inside the building, then and only then, call in a Service Request and we will check it out.

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. Those who ask for a resident's number are told to consult the telephone book or call information.

TELEVISION - CABLE SERVICE & SATELLITE DISHES

All apartments have a cable TV outlet. All residents pay a charge for this service. This is paid monthly by each resident with their rent at a rate contracted between the local cable company and the Housing Authority. This rate changes periodically and we will let residents know of changes as they occur.

If cable goes out please call in a service request to Maintenance. If more than a few residents are out it is most likely a cable problem and should be reported to the cable company.

Remember, cable television being out is NOT an emergency.

Satellite dishes may not be installed on the exterior of the building. Contact the Maintenance Supervisor at 715/341-3444 for instructions on satellite dishes.

THERMOSTATS

The (ADA) apartments have one digital wall thermostat. All other apartments have a mechanical thermostat directly on the registers. If your apartment is too hot or too cold contact Maintenance to check the registers by filling out a Service Request Form.

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 should repairs be needed.

TOILETS

Every resident should have a plunger and if physically able try to plunge the toilet before maintenance is called.

Toilets are not designed to dispose of cat litter, sanitary napkins, garbage, etc. If maintenance is called to remove 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

Your electricity, heat and water are included in your rent. Please do not be wasteful of your utilities. Remember that even though your utilities are included in your rent, we must pay for them. Their cost is reflected in the total cost of operating Hi-Rise Manor.

WALLS AND WOODWORK

Walls and woodwork should be washed with mild soap and water. You MAY NOT paint any part of your apartment 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.

Under no circumstances should gummed stickers or tape be used on your walls. Do not put up wallpaper of any kind without first getting written permission.

No nails, tacks, screws may be put into the woodwork for any reason.

WASHER/DRYER UNITS IN HANDICAP APARTMENTS

A washer/dryer unit has been provided in the handicap accessible apartments. You will be given instructions on how to operate it at move-in. Additional instructions are printed on labels on the unit.

If you have problems or questions please fill out a Service Request Form and maintenance will be happy to answer your questions.

WELL-CHECKS

Occasionally, Housing Authority staff are called on to do a well-check on a resident to be sure that they are not in need of medical assistance. The management may receive a call from neighbors, relatives, agency personnel who have been unable to contact a resident, haven't seen the resident for several days, and are concerned for their well-being.

The management will usually begin the well-check by calling the resident on the phone. If the resident answers we ask them to call the person who was concerned about them and tell them they are o.k.

If the resident does not answer the phone, management staff will go up to the apartment. We will knock on the door, and if there is no answer, we will unlock the door and enter to conduct a search of the apartment.

If no one is in the apartment we surmise the resident left and forgot to tell people they would not be home. We will then leave and lock the apartment. We will not let someone else into your apartment to wait for you.

If we find the resident is in the apartment and they are in need of medical attention we will immediately call 911. We will stay with the resident to reassure them that help is coming.

If the emergency personnel determine the resident needs to be transported to the hospital management staff will lock the apartment.

WHEELCHAIRS

The Management has purchased two wheelchairs for resident use within the building. They are stored on first floor in the Resident Services Center. These wheelchairs may not be taken off the premises.

Wheelchairs that belong to residents and visitors may not be left in the common areas or hallways. They must be kept in the residents' apartment.

WINDOWS AND WINDOW TREATMENTS

Vertical blinds are furnished. They may not be removed. No heavy objects, pins, clips or other items that may damage the blinds may be hung on them.

If you have questions on how to clean your vertical blinds please call in a service request and the maintenance person will arrange a time to speak with you.

If you wish to install any other window treatment prior approval shall be obtained from the Maintenance Supervisor.

Residents are responsible for washing the windows in their apartments. You may call in a service request for instructions on how to wash the windows.

All windows are double-glazed to conserve energy. Lock your windows for your safety and to conserve energy.