



Equal Housing
Opportunity

NORTH ATTLEBOROUGH HOUSING AUTHORITY

RESIDENT HANDBOOK

Dan Ouellette, Executive Director

2021

Table of Contents

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Introduction	1
The Management Office	2
Board Meetings	2
Air Conditioners	24
Alterations	9
Antenna / Cable T.V.	25
Appliances	22
Bathroom	24
Bicycling, Skateboarding, Roller Skating, etc.	13
Bulletin Boards	10
Ceiling Fans	25
Community Centers	9
Complaints / Grievance Procedure	27
Cooking Grills / Fire Pits	11
Council on Aging	5
Decorating	22
Emergency Pull Cords	18
File of Life	18
Floors	23
Guests	8
Heat	24
Inspections	21
Insurance	6
Keys	17
Kitchen	23
Laundry Facilities	20
Lease and Handbook	5
Lock outs	18
Mail Boxes	10
Maintenance and Repairs	3
Maintenance Emergencies	4
Non-Payment of Rent	7
Outdoor Common Areas	11
Parking	14
Pest Control	21
Pets	12
Porches, Balconies and Hallways / Storage	13

Reasonable Accommodation	26
Rent Calculation and Re-certification	7
Rent Payments	6
Seasonal Furniture	11
Security	17
Smoke Detectors	19
Smoking Policy	10
Snow Removal	15
Solicitation	27
Storms and Power Outages	16
Temporary Tenant Vacancy	8
Tenant Etiquette	27
Tenant Organizations	5
Transfers	27
Trash	25
Vacating: 30-Day Notice	5

ADDENDUMS:

- Code of Conduct
- Maintenance Emergencies
- Maintenance Charges
- Mold Prevention
- Trash Haulers
- Seasonal Reminders

NORTH ATTLEBOROUGH HOUSING AUTHORITY

20 South Washington Street, North Attleborough, MA 02760

Phone: 508-695-5142

Fax: 508-695-6847

INTRODUCTION

North Attleborough Housing Authority was established in 1948 in order to promote fair, adequate and affordable housing. We are committed to our residents, as well as the community. NAHA encourages growth and self-sufficiency among all of its population

North Attleborough Housing Authority's properties are unique. We are very proud of this community and hope our Tenants are also. Residing in one of our developments, for most people, will be a new experience. You are sharing your neighborhood with individuals from many backgrounds.

The Handbook is an overview and designed to assist you in throughout your Tenancy at our developments and the community. This handbook enhances and overview of rules and regulations of your lease and Tenancy.

All of our developments are special communities. Many of the features in our communities are used in common with you and your neighbors. The potential for enjoyment and community spirit begins with respect and consideration for others and are the keys to a successful residency.



THE MANAGEMENT OFFICE

The North Attleborough Housing Authority Management Office is located at 20 South Washington Street in downtown North Attleboro. It is open from 8:00 a.m. to 4:30 p.m., Monday through Wednesday; 8:00 a.m. to 6:00 p.m. Thursday; and 8:00 a.m. to 12:00 p.m. on Friday. The telephone number for the office is 508-695-5142. We have twenty-four (24) hour maintenance for emergencies.

If you cannot find a resolution to any ongoing complaint or problem, you should put the situation in writing and make sure you sign, date and add current phone number; and mail in, or drop off, directly to our Management Office for resolution or direction. The Executive Director and staff of the North Attleborough Housing Authority are all well trained and will help you in any way possible.

Our Maintenance staff does not do any repairs outside the scope of maintenance to our structures and units. Maintenance staff are assigned and have their own schedule to follow. All maintenance repairs must be reported to the office. A work order must be filled out for all maintenance work. If you don't call the office, a work order will not be completed and the maintenance work will not be performed. Work order requests and the way to have repairs done in your apartment is the best way to take advantage of the many features of your apartment. It will help make your residency in one of our communities a very pleasant experience.

BOARD MEETINGS



All North Attleborough Housing Authority board meetings follow the Open Meeting Law. Anyone wishing to speak at a meeting must request in writing to be put on the agenda at least one week before the scheduled meeting. Our meetings are held on the second Thursday of every month, at 6:00 p.m. in the Conference Room at 20 South Washington Street unless otherwise stated.

MAINTENANCE AND REPAIRS

If your apartment needs repairs, please notify the office by calling 508-695-5142. Please call the office as soon as you are aware of any condition which may get worse, such as a leak.



Be reasonable in your expectations of when a repair will be made. If you report a leaky faucet at 6:00 p.m. on a Saturday night, do not expect someone to rush right out to fix it. Minor repairs will be fixed during normal working hours. **Only emergency repairs are addressed immediately. (i.e. – Fire, No electric, Broken pipe, Sewer Blockage, Roof leak, No heat, Refrigerator not working, Lock out, Snow Storm).**

The maintenance department works off of written work order forms from the office. Please call the office with maintenance requests. Do not stop a staff member and report your request. Our staff is under orders to only perform repairs that are issued by the office. Maintenance Staff will not, or cannot, do side jobs for you or handle your personal property.

Although maintenance has a duplicate or master key to your apartment, we will not use it to enter into your apartment without your permission, except in an emergency or after a 48 hour written notice. If you prefer to have repairs completed while someone is at home, we ask that you make arrangements to either be at home or have an adult friend there to let the maintenance worker into your apartment. Additionally, you should remind the office staff of your request to be home when you call to report your maintenance repair.

There is no charge for maintenance repairs, except for the repair of damage caused by the resident or guests. A list of charges is available at the office. Repairs will be done on an emergency basis first and with the judgment of the maintenance staff and management.

Additionally, it is the responsibility of the residents of the family units at **Smith and Falmouth Streets** to monitor the fuel oil tanks to insure the tank does not fall below $\frac{1}{4}$ full. Any damage caused by letting the tank fall below $\frac{1}{4}$ full will be the responsibility of the tenant and will be billed to the tenant.

The tenant's are also responsible for keeping electrical boxes and the furnace clear of debris, storage boxes, etc. The basement needs to be maintained in a clean and orderly manner all year long. **NO FLAMMABLE** materials may be stored in the basement.

The Housing Authority maintains all common areas. All grass mowing and hedges are the responsibility of the maintenance department, except for the family development at Smith and Falmouth Streets, Clifton St., Jefferson St. and Goldie Road.

The maintenance staff of the Housing Authority maintains the grass and common areas in a clean, neat and sanitary manner. However, cooperation must come from the tenants in order to maintain this high degree of excellence. Please ensure that no rubbish, papers or other debris gets deposited in the common areas. Do not feed wildlife or put up bird feeders.

MAINTENANCE EMERGENCIES

ALL work orders, including maintenance emergencies should be called in to: **617-629-1677**. If you have an after-hours maintenance emergency, the on-call Maintenance Staff will return your call. Our staff is limited and their off time is precious to them, we want to make sure that they are only responding to calls that are of a true emergency nature.

Please do not call a contractor yourself and remember that in an **acute emergency call 911**.



COUNCIL ON AGING



The Council on Aging is located on Elm Street and provides support services, legal and financial assistance, medical screenings, meals on wheels and many wonderful activities for senior citizens of our community. We encourage you to become a member and join in this wonderful organization. You may call them at 508-699-0131. Please note that they are not affiliated with the Housing Authority.

TENANT ORGANIZATIONS

The residents at Circle Court, Elm Terrace and 22 So. Washington Street have formed organizations that meet once a month. They sponsor planned activities for all residents. It's a good way to meet your neighbors and make new friends. All tenants are members of the association in the development where they reside. Meetings are:

Circle Court	1:00 p.m.	2 nd Thursday of the month, Community Rm.
Elm Terrace	NONE	
22 So. Wash. St.	1:30 p.m.	1 st Tuesday of the month, Community Rm.

LEASE AND HANDBOOK

All residents receive a copy of their Lease and a Resident Handbook when they first become a resident. Your Lease is a binding contract between you and the North Attleborough Housing Authority. Your lease assures you the right to live in your apartment as long as you abide by the lease and follow the rules and regulations contained therein. The Resident Handbook explains the rules set forth by the Board of Commissioners. Read your Lease and Handbook very carefully. And remember, if there is any part of either document that you don't understand, call the office.

30-DAY NOTICE

All residents are **required** to submit a thirty-day written notice to the Housing Authority office when they are planning to move. We have a form available at the office for your convenience.



INSURANCE FOR APARTMENTS

The North Attleborough Housing Authority cannot insure your personal belongings. Therefore, if a tenant wishes apartment insurance for furniture and other belongings, an insurance company should be contacted. Liability Insurance in the amount of \$100,000 is required if owning a pet; this can usually be obtained by your auto insurance agent or a local independent insurance agency.

RENT PAYMENTS

Your rent is due and payable on the first (1st) of the month and shall be considered late if not paid by the seventh (7th) of each month, unless otherwise provided. Your rent must be paid by check or money order to the No. Attleborough Housing Authority. If you are away during rent payment time, it is your responsibility to contact the office about the rent payment. You may mail or hand deliver your rent check. There is a drop box by the door to the management office for rent checks or correspondence when the office is closed. There are also rent drop boxes at 22 So. Washington Street, Circle Court and Elm Terrace. You may also choose direct debit for auto pay.

NOTE: There will be a charge for any checks returned for insufficient funds. If rent checks are returned three times, then all future rent must be paid by bank check or money order.



NON-PAYMENT OF RENT

Your rent is considered late if not paid by the 7th of the month. A letter then notifies the tenant that they have a private conference with the Executive Director for non-payment of rent.

In the event that the tenant shall fail to pay all or any part of the rent within thirty (30) days of due date, the NAHA shall impose a fee in the amount of \$25 for failure to pay rent when due.

A tenant who vacates his/her apartment owing a balance will be turned over to a collection agency if that balance remains unpaid for more than thirty (30) days. If a tenant sets up a payment plan and adheres to the schedule we will not turn this account over for collection.

RENT CALCULATION AND RE-CERTIFICATION

The rent for your home is based upon your income and family size. Each year it is mandated by your lease that you update that information with the office. Annually, you will receive Continued Occupancy Forms beginning in February. These forms are especially important to you, as this is the information that we will use to calculate your rent. Rents are redetermined every two years (for elderly and non-elderly handicapped residents ONLY) based on your unit number and year. For example, in 2016 if your unit is an even number your rent will be redetermined. You must make sure that the form is completed to the best of your ability and contains current verifiable information. You should also submit copies of receipts for medical deductions and, if applicable, day care expenses, alimony & child support, IRA, etc. Providing this documentation is mandatory, otherwise fair market rent will be charged until proper documentation is available. The letter accompanying the Continued Occupancy Forms will explain the process. However, with this and any other questions you may have, don't hesitate to contact the office if you don't understand the process.





**ALL RE-CERTIFICATION INFORMATION OBTAINED
BY OUR OFFICE IS KEPT STRICTLY CONFIDENTIAL!**

You are reminded that you are required by Section IV (B) of your Lease to report an increase of ten percent (10%) or more in your monthly gross income by the seventh (7th) day of the month following the increase, together with authorization for verification.



GUESTS

Your apartment can only be occupied by those persons listed on your Lease. Guests and visitors cannot stay overnight with tenants for more than 21 nights in any twelve (12) month period without specific written approval from the North Attleborough Housing Authority, Executive Director. All rules and regulations set forth for residents also pertain to visitors and guests, and you will be held responsible for your visitor's and guest's actions and behavior while on Authority property.

You may request an Add A Member application if you anticipate your household changing. They will be required to go through the same application process as the original resident, and provide income verification, credit references and submit to a CORI before becoming a tenant.

TEMPORARY TENANT VACANCY

As a resident of one of our developments, you must notify the Management if you are planning to be out of your unit for more than ninety (90) days. In accordance with your Lease, you must occupy your apartment for nine (9) months of the year. If there are extenuating circumstances, and you require additional time away, permission may be requested and granted on a case-by-case basis. You must put your request in writing and obtain written approval from the Executive Director.

If you have a prolonged illness in which hospitalization, rehabilitation, or nursing home care is necessary, after a ninety (90) day period of temporary vacancy, you must obtain a statement from your physician stating the date on which you may return to your apartment. Rent is still due and payable on the first of each month, even if you are not physically in the unit due to illness or vacation

If you cannot return to your apartment because of an illness that would make it impossible for you to return, you will be asked to vacate the apartment. Whereas we maintain a long waiting list of people awaiting housing, apartments cannot be used for storage purposes.

ALTERATIONS

Alterations to Housing Authority property are strictly prohibited. Any alteration done in a unit without the permission of the Authority will be removed/repared at the tenant's expense. Alterations include, but are not limited to painting, wallpaper, borders, ceiling fans, light fixtures and additional locks.

COMMUNITY CENTERS

Circle Court Community Room is in the center of Circle Court. There are laundry facilities in this building. Each tenant in the complex has a key to the facility, which is locked at all times. There is a library area, where you can donate or pick up a book. They have a TV for tenant use as well. Use of these amenities is based on a first come, first served basis.

Elm Terrace Community Room is located on the fourth (4th) floor of the building. It also has a library area and can be used for card playing, etc. by the tenants. Elm Terrace tenants also have a room located on the 2nd floor of the Howard Estate. This room is available for use by request to one of the Tenant Association officers.

22 South Washington Street Community Rooms are located on the first floor of the building. These rooms have a sitting area, use of the TV & VCR, and books to read, borrow or donate.

Residents may reserve the Community Room for their private use. You must notify the North Attleborough Housing Authority office to check for availability and complete the necessary forms. Management will not interfere with resident use of the hall and will allow reservations on a first come, first served basis. A liability release must be signed before you may use the hall for private use. It is your responsibility to clean the hall (including the kitchen) after you have used it. The person reserving the hall must remove all trash. Kitchen supplies are not furnished; you must bring whatever supplies you will need for your function.

SMOKING POLICY



Smoking is not allowed in your unit or anywhere in the building. Currently, smoking is allowed on outside porches and in designated areas outside that are at least 25 feet from any building entrance.

THERE IS NO SMOKING OR ALCOHOL CONSUMPTION ALLOWED IN THE COMMUNITY CENTERS

BULLETIN BOARDS

There is a bulletin board located in the Community rooms. Please feel free to post any notices of events that you wish to share with other residents. The office delivers notices to your apartment when we need to notify you of important information.

MAIL BOXES

The resident mailboxes at Circle Court, Elm Terrace, and 22 So. Washington Street are located at the entryway to your building. You will be issued a mailbox key. If you should lose this key, there will be a replacement charge (see section on keys). If you are away on vacation or in the hospital please



make arrangements for your mail. If you have any problem with your mailbox please contact the office immediately.

The U.S. Postal Service also has drop off boxes in front of the Circle Court Community Room as well as the front entrance to Elm Terrace, which is picked up daily for your convenience.

OUTDOOR COMMON AREAS

No storage sheds, animal cages, swimming pools, swing sets, play gyms or trampolines may be erected. Outside toys should be stored inside when not in use. No tires, batteries or car parts can be stored on Authority property. Also prohibited in family developments are motorcycles, 4-wheelers and dirt bikes.



SEASONAL FURNITURE

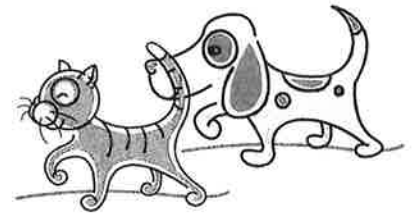
Yard furniture must be kept to a minimum and should be placed adjacent to your apartment door. If NAHA staff mows your lawn, you must move your furniture each night. All yard furniture must be stored away at the end of the season.

COOKING GRILLS / FIRE PITS

Cooking grills may be stored next to rear entranceways. Whenever the cooking grill is being used, it must be placed at least 15 feet away from the building for fire safety.

Only store bought, contained fire pits may be used at family developments. Self-made fire pits are strictly prohibited.

PETS



The NAHA follows 760 CMR 6.07 Pet Ownership in Elderly/Handicapped Housing. However, before a pet can be allowed in a unit, the resident must request an application to own a pet. Management shall provide a pet application to the tenant accompanied by a copy of the Pet Regulations. The tenant must read the policy carefully and abide by all the rules and regulations contained therein.

The tenant must provide a completed application along with a copy of the immunization records, pet photo and Homeowners Insurance proof of policy. The authority will review the application and examine all other necessary information that has been supplied by the tenant. **Pets are not allowed on the property until all of the requirements of the pet policy are completed.**

Pets are limited to a dog (under 40 pounds), cat, bird, guinea pig, gerbil, hamster, rabbit or fish. Pit bulls or dogs of a vicious nature are not allowed. Reptiles, iguanas, snakes, ferrets and birds of prey are not household pets. **There are no visiting pets allowed on NAHA property at any time.**

Pet owners are required at all times to clean up after their animals, both inside and outside. This means that pet feces must be picked up and disposed of properly. Pets must be kept leashed and should never be allowed out of the unit unattended. You must have two (2) Caretakers listed in case of emergencies and update any change in Caretakers throughout the year. Pet ownership in a small apartment can be challenging and is not something that you should consider lightly. If you are considering becoming a pet owner, it is necessary for you to make an appointment with the office to discuss it and complete the necessary paperwork.

The following are instructions for disposal of animal waste and “kitty” litter:

1. The pet owner is responsible for cleaning up after a pet inside the apartment and anywhere on development property.
2. The owner should carry a “pooper scooper” and disposable plastic bag. All wastes will be double bagged and disposed of in with the normal trash.
3. Toilets are not designed to handle pet litter. Under no circumstance should any pet debris be deposited in a toilet, as blockage will occur.
4. “Kitty” litter is to be

double or triple bagged and placed in the trash barrel. No “kitty” litter is to be disposed of without being bagged first.

Residents must pay a security deposit of \$160.00 or one month's rent, depending on which is less. Residents are also required to maintain liability insurance in the amount of \$100,000.00.

Pets in family housing are not allowed except for special circumstances. Please contact the housing manager for specific details and rules.

PORCHES, BALCONIES AND HALLWAYS / STORAGE

Your back entrance, whether it is a hallway, porch or balcony cannot be blocked with any items that would prevent safe and easy egress from your unit. These areas are your second means of egress and must remain clear for emergency evacuation from your unit. Additionally, some of these areas are shared areas and as such, please be considerate of your neighbors and their need for space and accessorize accordingly. Porches, balconies and hallways cannot be used for storage of any kind.

In order to prevent any health or safety hazards, no storage of any kind is allowed in either the front or rear common hallways or back porch/balcony areas. Please keep all of your personal possessions within your apartment.

Do not block electric panels or any mechanical system in your unit or closets, as full access is required at all times.

BICYCLING, SKATEBOARDING, ROLLER BLADING

Please remember that there is a policy at Circle Court and Elm Terrace that NO bicycling, skateboarding, or roller skating/rollerblading is allowed on the property. If you have young children visiting, you must see that they follow that policy. It is for the safety and comfort of the residents so that they may walk in our development without fear of being injured.



PARKING

The Authority is not responsible for vandalism, theft or damage to vehicles of the residents or their guests. A tenant should not use any more than one parking space. Two vehicles are not acceptable.

Circle Court: There is no assigned parking at this development.

Only vehicles with a sticker are allowed to park on the property. Any visitor/guest can park on the right side of the driveway. No parking is allowed by anyone around the inner circle. This is a violation of the fire lane codes and could result in a fine/ticket from the NAPD.

Elm Terrace and 22 So. Washington Street: The LTO is responsible for assigning parking, Not NAHA. As a tenant enters housing, a parking spot will be assigned to that tenant, if available. If there are no available parking spots, the tenant will be placed on a wait list for non-handicapped spaces by the date on which they were housed in their building. In the event that more than one person is housed on the same day it will go by the date that the unit was offered to the tenant. As a parking spot is vacated, tenants with current parking arrangements will move into more desirable spots, leaving the last, or least desirable, parking spot for the next eligible tenant to be assigned a space to park their car according to the wait list.

Note: If a tenant at Elm Terrace is offered a non-handicapped parking space and refuses it, he/she will remain in the visitor's parking lot. At 22 So. Washington Street parking spaces will be assigned from the last spot near the street moving upward with seniority and if a tenant refuses the offer he/she will be taken off the list.

Family Developments: All vehicles are required to have an NAHA sticker to park on the property.

Assigned parking spots may not be transferred by the tenant. If this occurs, the assignment will mean revocation of privilege.

A valid driver's license, registration and insurance certificate must be presented either to be placed on the wait list or to be assigned a parking space. A copy of the license, registration, and insurance will be made in the office and placed in the tenant's file. A pre-numbered sticker will be issued for each eligible tenant's car, which must be placed in the rear window

driver's side of the car for identification purposes. Only cars with identification stickers will be allowed to park on Housing Authority property. Unregistered vehicles are not allowed.

To be eligible for a handicapped accessible parking space, the tenant who is the owner and driver of the vehicle, must make a request, in writing, as well as provide the required medical documentation to be assigned a handicapped accessible parking spot. Placement on the waiting list will go by the date of the tenant's written request. The driver must have a displayed handicapped placard or license plate on their car, which has been assigned through the Registry of Motor Vehicles. A copy of the placard or form issued by the Registry of Motor Vehicles, along with a valid driver's license, registration and insurance certificate, will be placed in the tenant's file. A pre-numbered sticker will be assigned to the tenant, which must be placed in the back, rear window of the car or van. The sticker will be used for identification purposes.

The following regulations apply to a car parked for extended periods of time without being used. In cases where a resident is ill, in hospital, or rehabilitation, there will be no loss of a parking space within the first 90 days. After this period of time the Housing Authority will require medical documentation as to the ability of the tenant to resume driving. If other than medical reasons, a car does not move for 90 or more days, the Housing Authority will have the right to reissue that parking space to the next tenant on the waiting list.

Note: Revocation of Assignment – Assignments for unregistered and/or uninsured cars are void; all such vehicles will be towed at the owner's expense. The assignment is a privilege and not a right and may be revoked upon good cause shown during, or after, a hearing or conference.

SNOW REMOVAL

Residents are asked to cooperate with the maintenance staff during snow removal. The staff will remove the snow as soon as possible. Usually during a storm, the maintenance staff will begin by plowing the streets into and around the development, and clearing walkways with tractors and snow

blowers so emergency vehicles will have access to our property. They will shovel the area leading to your front entry. When it is safe to do so, the maintenance staff will notify you to move your vehicle (usually by blowing the truck horn) so that they can clean out your parking space. This will be at the end of a snowstorm; parking spots are the last thing that we can do in snow removal. However, it is your responsibility to clean the snow from your vehicle and to move your vehicle; our staff cannot assist you in this. After the staff has cleaned the entire area you may return your car to its' spot. Please do not try to interfere with this process, it is a tedious job done by staff members who have been working diligently for sometimes many hours making your home safe and passable.

Please make sure that all mats, rugs, rocks, decorations, etc. be removed from the building entry landings. These items can get jammed into a snow blower and cause damage to our equipment and/or cause injury to our staff.

Wear shoes that will offer the most stability in the snow and ice and avoid areas that have not been cleared of snow. Watch also for "black ice" or areas that look wet but which may have a thin layer of ice on them. Even though your walkways and steps may be cleared continue to use caution as they can ice up very quickly, especially areas that don't receive a lot of sun. We use treated sand on our walkways, but this can also make for slippery walking at times, so please just use caution and common sense in the winter.

RESIDENTS OF FAMILY UNITS ARE RESPONSIBLE FOR THEIR OWN SNOW REMOVAL.



STORMS AND POWER OUTAGES

In the event of a power outage, it is recommended that you keep a flashlight with fresh batteries available. It is not recommended that you use candles as a means of lighting as they are a fire hazard, additionally; use of kerosene or other fuel-powered lanterns are strictly prohibited at any time in your unit.

At Elm Terrace and 22 So. Washington St. the common hallway lighting will be powered by the generator. Emergency medical equipment can use the outlets if needed. Circle Court Community Room will have battery-powered lights.

SECURITY

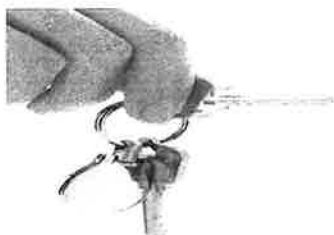
Security is a growing concern in all communities. Please help us by being an active member of the community and reporting to the police or the management office all activities that are unusual or might be cause for concern.

You should always keep your apartment door locked and never open your door without first asking who it is. Also, never prop doors open that allow entry from the exterior. Never buzz anyone into your building if you do not know who he or she is.

At Elm Terrace, there is a phone entry security system. All Elm Terrace residents need to have a phone. If you change your phone number at any time, you must notify the office so we can reprogram your buzzer.

KEYS

You have been issued a set of keys for your building/apartment. Make sure you keep your key with you when you leave the apartment. You also have a mailbox key. All developments, except Circle Court, may have copies of these keys made, however, be sure that anyone you give a key to you trust, we can't be responsible for keys that you have distributed to friends or family. Circle Court can not have any duplicate keys made and must go through the office to order a key. If it is necessary to change the locks on your apartment because someone has a duplicate of your key that you no longer trust, you will pay the full charge of changing this lock and keying it to our system. The Maintenance staff can make duplicate copies of apartment or mailbox key's, however, there is a charge for making duplicate keys.



APARTMENT LOCK OUTS

Due to legal issues, it is not possible to provide a master key to anyone except our staff, the police or the fire department. Therefore, we strongly urge you to make certain that you have your key with you at all times when you leave the apartment. If you should get locked out during office hours, you may call the office for assistance. If you should get locked out during off duty hours, and it is necessary for a staff member to come in to let you into your apartment, please be patient, our staff may have to travel long distances to get to you. Additionally, there is a fee if you lock yourself out of your apartment. See the Charge List, a copy of which is available at the office.

FILE OF LIFE

When a new resident signs their lease, they will be given a "File of Life." Your information will be on a card that can be put on your refrigerator with a magnetic holder. All paramedics look for this file and they know to look on your refrigerator for your medical information. It is very helpful to them to assess your condition if you are not able to communicate with them. This could save your life and we encourage all residents to participate in this program. Oxygen use must be posted outside your door.

EMERGENCY PULL CORD

If your unit is equipped with an emergency pull cord it is there in the event of an emergency and should always be kept free and clear and not tied up. The cord will be of no use to you if it does not hang freely. If you pull the cord, a light above your door will flash and your door will automatically unlock, allowing for someone to come in and give you assistance. These pull cords are **NOT** connected to the police or fire department so a neighbor or staff member would have to contact emergency personnel if necessary. If you hear an emergency pull cord go off for more than a few seconds (usually if it's only for a few seconds, it was pulled accidentally!!) and you go to aid a neighbor, remember, don't try to move that person, call 911 immediately.

While we are very aware that our housing is independent living please be aware of your neighbors, especially in our elderly/disabled population. If you do not see a neighbor for a few days, or see a build-up of mail or newspapers call the office. If you have home health care workers make sure they know to notify the office if you cannot be reached. This is just being a “good-neighbor”.

SMOKE DETECTORS

Your unit is equipped with a smoke detector. Some units have battery-powered detectors and some have detectors that are hard wired. Both types of detectors are efficient and will sound a loud alarm in the event of smoke in your unit. These detectors are tested on an annual basis and replaced if necessary. The batteries are replaced annually, however, if you notice a chirping sound coming from your smoke detector, call the office immediately, as your detector is in need of a new battery or it is defective and will be replaced. There are also smoke detectors in the hallways of your buildings. If at anytime you hear a smoke detector going off, please follow these procedures:

Circle Court – exit your unit and get away from the building. Use the Community Room until fire personnel gives you the all clear alert to go back to your unit.

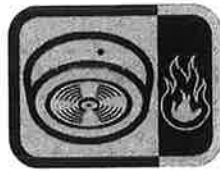
Elm Terrace & 22 So. Washington St. – stay in your unit until the all clear alarm sounds (three (3) horn blasts). In addition to the smoke detector in your unit, there is also a heat detector which will notify the fire department of excessive heat in the unit, please don’t attempt to touch this detector, clean it, or take it apart. They are very sensitive and even the lightest touch will set them off.

Family Units – exit your unit immediately and then call **911**

Disconnecting fire protection devices or CO2 alarms is a criminal offense under Massachusetts General Laws Chapter 148 & 27A. Residents should notify the housing authority immediately if there is a problem or malfunctioning fire protection device.

Remember that your back door is your fire exit; do not block that door with any items!!

For residents of Elm Terrace and 22 So. Washington, please note that the elevators are **NEVER** to be used in the event of fire. If there is a fire, the electricity usually does not work thus rendering the elevator useless. Doors will not open and the elevator will not move and the user will be trapped. A phone is in the elevator for emergency use only. Simply press the button as indicated on the instructions, and the 24-hour emergency service will be notified automatically.



LAUNDRY FACILITIES

North Attleborough Housing Authority provides laundry facilities at each of our elderly complexes. At Circle Court it is located in the Community Room. At Elm Terrace the laundry room is located on the 3rd floor. The laundry room at the 22 So. Washington Street development is located at the rear entrance to the lobby. We currently have a Mac Gray Smart Card System that we use. Any problems call **MACGRAY 1- 800-622-4729**

The laundry facilities are authorized for residents or their homemakers doing the resident's laundry only, no outside laundry may be done in these machines. Please follow any and all posted rules and make sure homemakers, family or friends that are helping you follow all the posted laundry rules as well. Clean out washing machine-dryer lint traps after each use. Do not attempt to wash heavy items such as rugs, comforters. Do not wash or dry clothes that have been soiled with human waste without first thoroughly rinsing them. Do not wash any animal blankets or rugs. You may not hang clothes on balconies, porches or hallways.





PEST CONTROL

Residents are expected to keep a clean home. This prevents the spread of insects from one unit to another. The Housing Authority has an annual exterminating maintenance program. If you have a problem with insects or rodents of any sort, please contact the office. We will arrange for the exterminator to assist with the situation.

INSPECTIONS

As part of a program to evaluate potential problems before they become major maintenance headaches, the North Attleborough Housing Authority is actively involved in a Preventative Maintenance Program. A major component of the program is regular and frequent inspection of apartments for unnoticed or unreported maintenance problems.

The North Attleborough Housing Authority makes every effort to inspect your units annually during the month of October. Please remember if you need repairs, don't wait for the inspection, call the office and report the problem immediately.

If during annual preventive maintenance inspections, Management notices serious housekeeping problems that could lead to future maintenance, health & safety issues or fire issues; they will bring these conditions to your attention and schedule a re-inspection. Also, if resident-caused damage is noted, arrangements will be made to charge you for such repairs. The tenant will be sent an invoice for the charges and the tenant will be required to pay the charges within thirty (30) days from receiving the invoice unless prior arrangements are made with the NAHA director. Failure to pay the damages will be considered a violation of the lease, Section IX (N) and further action shall be taken.

Please remember the inspections will only be done with prior notice. If you are unable to be home when your inspection is scheduled we will use our master key to enter your unit. Occasionally, inspectors from the Department of Housing and Community Development pick random units to inspect as well. If your unit is chosen you will be given notice and the DHCD inspector will be accompanied by a staff member.

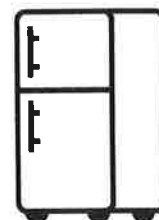
During the course of a move-out inspection, any damages (beyond normal wear & tear) incurred by the tenant will be noted and a list of those damages and an invoice for the repair and/or replacements will be sent to the tenant by written notice. The damages will be repaired, replaced or resolved by the NAHA and the tenant will be charged for the cost of labor and materials in accordance with the SCHEDULE OF MAINTENANCE CHARGES in effect at the time damages are incurred. Such notice will be sent to the tenant at their last known address or forwarding address if provided by the tenant. The tenant will have thirty (30) days to submit the amount owed for damages. If payment is not received within thirty (30) days, the NAHA will pursue restitution through Small Claims court and/or local credit bureau.

APPLIANCES

The stoves and refrigerators provided to you in your unit are the property of the North Attleborough Housing Authority. It is your responsibility to keep these appliances in a very clean condition. Some of the refrigerators are not self-defrosting; therefore, it is your responsibility to defrost it on a regular basis. Should you have any questions or problems with the appliances, please call the office.

We ask that you unplug small appliances, such as coffee pots, toasters or other small appliances when not in use or when you leave the unit to prevent fires.

You are not allowed to have portable dishwashers, freezers or electric heaters in your apartments.



DECORATING

Because of the nature of the walls, wallpaper cannot be used. Painting of the units is not allowed. Paint will be supplied by the housing authority every 5 yrs. upon request. Wall to wall carpeting should be installed using 2-sided tape; not nails, nail strips or glue. No carpeting is allowed in the kitchen or bathroom. Any damage to the floor from installing carpeting may be charged to the resident.

Items may be hung on the wall, however, please use proper picture hangers, rated for the weight of your object. Don't use sticky tapes or glues to hang things on the wall, including stick hooks.

KITCHEN



The sink in your kitchen is either stainless steel or enamel. They may be scrubbed. Use care not to drop a pan or other heavy item into the sink, as it will either dent or chip.

The countertops are made of Formica. Formica is a very durable material, but it can be damaged. Never cut directly on the counter, always use a cutting board. Never put hot materials on the counter, it can burn and melt and/or discolor the counter.

The cabinets are solid wood. They will keep their appearance if properly maintained. Routine cleaning with a soft, damp cloth will be adequate. **CABINETS SHOULD NEVER BE PAINTED!!** Do not use sticky contact paper in the cabinets.

FLOORS

The floors in your apartment are tile or carpeting. The tile flooring may be washed with warm water and mild soap. Too much water on the floors could damage them. The carpeting requires regular vacuuming. Spot cleaning may be done with a sponge and a mixture of warm water and mild soap.

When cleaning tile flooring, please make sure that whatever product you use does not cause a heavy buildup of wax. The maintenance of the floors is the responsibility of the resident. If there is a problem with the flooring related to products you have used or misused, you could be charged to have the floor restored.



BATHROOM

To keep the ceramic wall tiles clean, simply wash off any soap buildup. Please keep an eye out for leaks in either the shower or the sink, and report them to the office as soon as possible.

Chances are likely that the water heater that supplies your apartment also supplies others as well. The temperature is set at 120° Fahrenheit, as per your lease. Please remember that when trying to retrieve hot water.

Do not put any deodorizers or automatic cleaners into the toilet tank. It may interfere with the working of the toilet and cause them to leak. Do NOT flush, diapers, feminine hygiene products, etc. in the toilet as it causes clogs.

If you accidentally drop anything down the toilet, please contact the office immediately so that we can take care of the problem before we have a backup.

AIR CONDITIONERS

The North Attleborough Housing Authority allows small window type air conditioners to be installed in your unit. (No window A/C units allowed at 22 So. Washington St.) The purchase, installation, and maintenance of a window type air conditioner is the responsibility of the tenant. A/C units should be shut off if resident is expected to be away from unit for more than 12 hours. A/C units should not be running if outside temperatures are below 60 degrees. **All A/C units must be removed by October 31st each year and can be installed no earlier than April 15th each year** (this does not include 22 So. Washington St.). Tenants are responsible for any damage caused by these air conditioners.

HEAT

Heat is provided from September 15 through June 14. The thermostat dial regulates the amount of heat you receive. Maintenance staff will assist you in setting the thermostat to provide enough heat to keep your apartment at a comfortable level. While tenants may wish to occasionally air out their

apartment during the winter months, windows and doors should not remain open for any extended period. Also, do not leave heat on when the air conditioner is running. Since the Authority pays for electric at elderly/handicap developments, we would appreciate your cooperation in keeping the heat inside your apartment.

CEILING FANS

Ceiling fans are not allowed in public housing units without advance authorization from the housing authority. Approval will ONLY be granted if it is installed by a licensed electrician and a copy of the invoice will be required to have on file at the NAHA office. If a fan is found that is not installed per code, the tenant must, within 10 days of written notice, either pay to have the fan removed or pay to have an electrician install the fan properly and provide verification to NAHA.

ANTENNA / CABLE T.V.

You can call to have cable television installed. Most of the units have at least one cable outlet in the unit, usually in the living room. If you would like to have cable in the bedroom and there is no outlet, you may contact the office for permission. The installation of the outlet must be done at your expense. There will be **no satellite dish or antenna** allowed to be placed on the roofs, fascia boards or any part of the buildings managed by NAHA.

TRASH

The family units are on the town pickup schedule and must follow the rules for trash pickup and recycling set by the Town of North Attleborough. All trash must be in "Town of North Attleboro Trash/Recycling Bags".

Circle Court: All trash must be put into plastic bags for disposal instead of brown paper bags. The brown paper bags leak through and deposit liquids in the bottom of the trash receptacles, which causes bacteria and attracts insects and vermin. No GREASE OR FOOD SCRAPS SHOULD BE POURED DOWN THE SINKS AND/OR TOILETS.

Diabetic Syringes, testing equipment, etc. must be discarded in a sealed plastic container (coffee can, liter soda bottle, etc.) with cover. The sealed container must be brought to the Housing Authority Office for disposal. Under NO circumstances should these be disposed of down the trash chute or in the trash receptacles.

Elm Terrace & So. Washington Street: Loose items, raw garbage, and cat litter must be double or triple bagged and tied before throwing down the chute. The following items should not be disposed of down the chute: cardboard, rugs, rags, clothing, and glass of any type, as well as containers full of any liquid (i.e. Ketchup, mustard, pickles, etc.). Use appropriate recycling methods posted for your individual developments.

The trash areas are located as follows:

Circle Court	Front Halls/Front of Building
Elm Terrace	Trash Room each floor
22 So. Washington	Trash Room each floor
Hope Street	In a "corral" area at entrance to development

Please make every effort to keep trash inside the fenced in areas, and never leave large items in the corral.

Please do not overstuff trash chutes during Holiday/Long Weekends. Disposal of large items is the tenant's responsibility; do not ask the Maintenance Staff to remove any large items for you.



REASONABLE ACCOMMODATION

A reasonable accommodation is a request for a modification to an apartment or common area or an exception to the Authority's rules, policies or regulations. The request must be due to an existing medical condition that prevents normal use of the facilities or compliance with policy. It must be supported by appropriate third-party documentation accompanying the Request for Reasonable Accommodation form.

TRANSFERS

A transfer can be requested in the case of a change in family size or severe medical problem. You must obtain an application at the office and you will be required to provide additional documentation supporting your transfer request. In order for your request to be considered, all monies owed to the Authority must be paid and you must be fully compliant with the terms of your lease.

COMPLAINTS / GRIEVANCE PROCEDURE

If you have a complaint that you would like to discuss with management, please contact the Executive Director at the Office. All disputes concerning the obligations of the resident or Management shall be resolved in accordance with the Grievance Procedure, which is in effect at the time such grievance arises. The Grievance Procedure is posted at the Housing Authority Office.

TENANT ETIQUETTE

What is a good neighbor? One who is considerate of others and has a community spirit.

We all have to live in this world together. Most people have enough courtesy to keep other's needs and wishes in mind while they go about their lives. Unfortunately, some people do not give others a second thought. When living in a community it is important that you respect the fact you have neighbors and that those neighbors have needs too, they may be ill or infirm. If you want peace in your building, make sure that you keep those people in mind. If you wish to be a good neighbor always be kind and considerate of others and abide by the rules of the building.

SOLICITATION

There is no solicitation allowed on Housing Authority property.



ADDENDUMS
to
Tenant
Handbook

CODE OF CONDUCT

Senior living is made up of people from many different backgrounds, religions, races, ages, abilities and orientations. Our goal is to foster a community of mutual respect. We each bring our culture and our personal experience to this community and we embrace the richness of experience and culture that our neighbors and fellow members bring.

Ours is a community where we may work, socialize and live in close proximity, but we respect each other's privacy. We share resources, such as community spaces, sun porches and laundry rooms. We treat each other fairly, and we share our space generously and kindly. We encourage an inviting atmosphere that is warm, tolerant and kind to others.

We urge our residents to resolve conflicts in a courteous, socially appropriate manner with each other first. Offensive behavior will NOT be accepted. This includes, but is not limited to, the use of profanity, yelling, excessive noise, bullying, angry tirades, sexual harassment, inappropriate talk or behavior, threats, intimidation and exploitation of others.

When there is a challenge, we seek to meet it in a kind and caring way. While many of us are struggling, we know we can ask friends or staff for assistance in resolving a challenge or conflict.

Everyone who gathers here, regardless of age or ability, race, ethnicity or sexual orientation, has the right to live here. Residents, neighbors, family members, guests and visitors, and staff are welcome and treated kindly.



MAINTENANCE EMERGENCIES

ONLY THESE SHOULD BE CALLED OUT AFTER HOURS

If you have a medical, police, or fire emergency, you need to contact 911 immediately.

Definition of a maintenance emergency – A condition that is immediately threatening to the life and safety of residents, staff, or structures. The following is the minimum list of emergencies that should be called out to maintenance for immediate repair:

- Fires of any kind (Call 911)
- Gas leaks or Gas odor (Call 911)
- Electric power failures
- Electrical hazards, sparking outlets
- Broken water pipes or flooding
- No water or unsafe water
- Sewer or toilet blockage
- Roof leaks
- Lock outs
- Door or Window lock failure
- No heat
- No Hot water
- Snow or ice storm
- Dangerous structural conditions
- Inoperable Smoke or CO detectors, beeping or chirping detectors
- Elevator stoppage or entrapment

TENANT CHARGE LIST

NORTH ATTLEBOROUGH HOUSING AUTHORITY

DESCRIPTION	CODE	COST
Broken Window	BW	At Cost (vendor)
Change Locks	CL	At Cost (Currently \$20 + Labor)
Clogged Drain	CS	At Cost (Currently \$40)
Clogged Toilet	CT	At Cost (Currently \$40)
Damages	MISC	DLI Rates
Deadbolt	DL	At Cost
Door Damage	DD	At Cost
Door Replacement	RD	At Cost
Furnace Work	MF	At Cost (vendor)
Furniture Removal	RF	At Cost (Currently \$45 + Labor)
Lockout - Days or Nights	LOE	At Cost (Currently \$25)
Lost Keys - (Replacement)	RK	At Cost (Currently \$10 + Labor)
Lost Keys - CC - (Replacement)	CCK	At Cost (Currently \$25 + Labor)
Misc. Damages	MD	E.D. DISCRETION - At Cost
Out Inspection Damage	OID	E.D. DISCRETION - At Cost
Remote	DR	At Cost (Currently \$50)
Shades - 667	SRF	At Cost
Shades - 200/689/705	SRF	At Cost
Smoke Detector	SD	At Cost
Window Screen	DS	At Cost (Currently \$40)
Yard Work	YW	At Cost (Currently \$40 / hour)

Tenant Review
Board Approval
Tenant Inform

6-Mar-19
14-Nov-19
9-Jul-20

Tenant Meetings Memo February 27, 2019
Cost updates were approved
Tenant mailing July 9, 2020

Tenant Review
Board Approval

n/a
Fe 8, 2021

DHCD Advisement (P.Grace email Nov 17, 2020)
Adding "At Cost"

To Be Reviewed in February 2022

How to Prevent Mold

The main things mold needs to grow in a home are organic materials to feed on and moisture. In houses there are always plenty of organic materials for mold to live on such as wood, drywall and various other building materials.

Moisture, on the other hand, can be controlled practically and so keeping the moisture in your home low is the best way to prevent mold growth.

Prevent Mold by Preventing Moisture

Most molds need 24-48 hours of moisture to begin to grow. Therefore if a suitable material in your home is wet for more than 24 hours then you run the risk of mold starting to grow.

Prevent Mold by Preventing Water Leaks

There are a few main things which usually cause moisture problems in the home. One is water leaks. These include things such as leaking roofs or walls, leaking pipes and leaking taps or a leaking shower.

If you know of any leaks in your home you should fix them without delay. You might need to inspect your home to find any water leaks you didn't know about.

Prevent Mold by Preventing Condensation

Condensation is another frequent cause of moisture. Condensation forms on cold surfaces when water vapor in the air cools and becomes liquid. Often you'll see condensation on metal pipes, concrete walls, water tanks and windows.

One way to reduce condensation is to keep the temperature warmer in rooms. For example, by installing insulation. You can also insulate the surfaces themselves such as putting coverings over metal pipes. You'll also have less condensation occurring if you keep the humidity in your home low.

Prevent Mold by Reducing Humidity

Dehumidifier - Many species of mold can begin to grow from humidity alone if the humidity stays high for long enough. In fact the humidity only needs to be higher than 55% before some molds can begin to grow.

The best way to keep humidity low in your home is through ventilation. Open the windows during the day, especially when it's hot since this is when humidity is usually the lowest outside. Close your windows when it's raining outside though.

It's especially important to ventilate the rooms where steam and moisture builds up, like the kitchen and bathroom. Exhaust fans help to reduce the humidity when doing things like cooking or washing dishes.

Air conditioners can also reduce household humidity, as can using dehumidifiers in your home.

Wet Clothes and Preventing Mold

One common cause of moisture problems in homes is wet clothes. After you've washed your clothes you should immediately dry them. Don't leave them sitting in a wet pile for a long time. Make sure not to leave any wet clothes lying around waiting to be washed too.

It's best to dry your clothes outside on a clothes line if you can. Hanging them inside on a clothes horse or indoor clothes line will not dry them as quickly and the moisture from your clothes will evaporate into the air, raising the humidity. If you dry them in a clothes dryer inside your home then you should exhaust the air outdoors if possible. In either case make sure the room where you're drying your clothes is well ventilated.

Mold Food Sources and Cleaning to Prevent Mold

Mold grows and feeds on organic substances such as wood or cotton. Mold should not grow on surfaces like plastic, metal or glass unless there is a layer of grease or some other organic substance which it can feed on.

Some materials mold commonly grows on in the home include wood, carpet, food, paper, insulation, wallpaper, paint, wallpaper glue, plasterboard, fabrics, cotton, books, leather, chipboard, furniture, dust, ceiling tiles, inside air conditioners and almost any other organic material.

You should clean regularly to reduce dirt and grime which mold can live on. Dust and vacuum often, ideally with a HEPA (High Efficiency Particulate Air) filtered vacuum cleaner to remove dust and other substances that mold can grow off of. It has been found that 80% of mold grows on dust.

Minimizing Mold Spores to Prevent Mold

Mold spores are everywhere in the air outside. They float through buildings all the time and there is no practical way to remove all mold spores indoors.

Mold spores enter homes through windows, doors, air ducts, etc. They can also be transported inside attached to skin, clothing, hair, pets, etc.

To minimize mold spores clean and dust often. Also vacuum your home regularly, preferably with a HEPA vacuum cleaner to remove mold spores. HEPA air filters in your home also help remove mold spores from the air.

Sunlight to Prevent Mold

Mold loves dark spaces indoors to grow in. Allowing sunlight in will reduce the chances of mold growing so open the curtains in rooms during the day to let natural light in.

Warmth and Preventing Mold

Mold generally does not grow in cold environments. Warm, humid conditions are ideal for mold growth. Most molds need temperature of 70 degrees Fahrenheit (20 degrees Celsius) or more to grow.

Air conditioners to regulate the temperature of your house can help prevent mold growth.

NAHA provides this list of junk removal services as courtesy only. NAHA does NOT offer recommendation or have any arrangements with these service providers. You may feel free to use their services, or hire some other company to remove your trash furniture and other items that will not fit into the barrels.

**TAKE THIS
JUNK**
REMOVAL SERVICES

508-326-6578



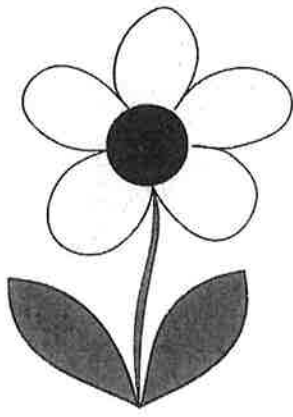
Here 2 Haul 401 644 6588 (text or call) 508 558 0553 (office)
here2haul.com Facebook.com/here2haul

ABC SPECIAL Removal/Disposal/Hauling Services-Curb side or driveway pickup. Fully Licensed and Insured. Good, reasonable and respectful service. Text a picture/Call over phone for a free estimate. Same day service.
Tim-774-322-3346.

DERO-DISPOSAL Fully insured - ins certificates available upon request visit our facebook page "DERO Disposal" to learn more about us
FREE Estimates-text pictures of your Cleanout material/pool for immediate estimate. Call Bob 508-941-2219

Affordable junk removal (RI MA)
Call for a fast free estimate for all your junk removal needs 401-545-1432

WHAT ARE YOU WAITING FOR GET RID OF THAT JUNK
SAME DAY SERVICE IS AVAILABLE CALL NOW:: 401-347-6126



SPRING HAS SPRUNG!

Here are some Friendly Reminders...

**Effectively
immediately, now
that winter is over,
the designated
smoking area at South
Washington Street
returns to the middle
of the parking lot.**

**Please don't make
someone else's trash your
treasure. Dumpster diving
is strictly prohibited!
It is also illegal!**



Yard furniture must be kept to a minimum and should be placed adjacent to your apartment door.



Cooking grills may be stored next to rear entrances. Whenever the cooking grill is being used, it must be placed at least 15 feet away from the building.

Only store bought, contained fire pits may be used at family developments. Self-made fire pits are strictly prohibited.

Summer Reminders

POOLS, TOYS, ETC.



No storage sheds, animal cages, swimming pools, swing sets, play gyms or trampolines may be erected. Outside toys should be stored inside when not in use. No tires, batteries or car parts can be stored on Authority property. Also prohibited in family developments are motorcycles, 4-wheelers and dirt bikes.

WILDLIFE

It is **against** housing authority policy to feed wildlife or put up birdfeeders! Please don't!



CONSERVE WATER



Please be mindful when watering gardens or lawns that excessive use of water costs the housing authority money that could be used elsewhere.

If your children or grandchildren are using the hose to cool off and play when it's hot out, please turn it off after they're done.

PARKING

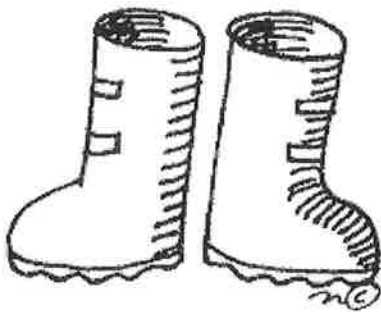
On-site parking is for tenants **ONLY!** **All** visitors **MUST** park in the designated "Visitor Parking" area! No exceptions!



WINTER REMINDERS

The Air Conditioner Policy states that all air conditioners MUST be removed by October 31st and cannot be installed before April 15th.

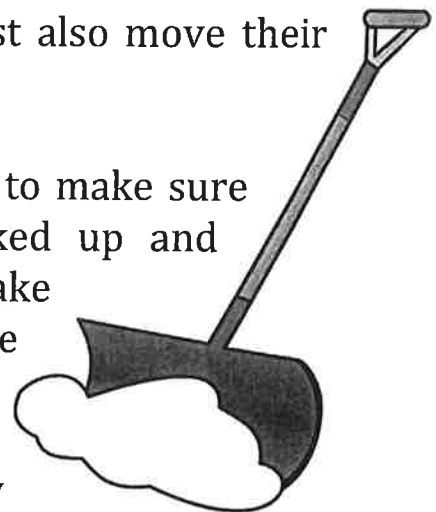
THE COLD IS HERE!!!



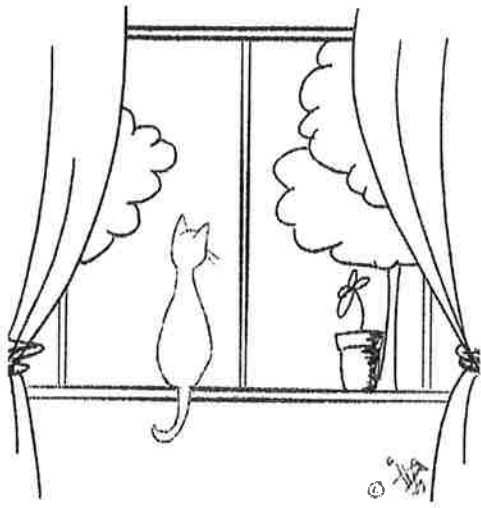
ALWAYS REMEMBER to wear sensible shoes and appropriate winter wear. Although our maintenance staff does a remarkable job clearing snow and ice, there are bound to be slippery spots. Please watch where you are walking. There is sand / salt at most entries for your use.

When it snows, each person is responsible to clear out his/her own car and move that car when the storm is over so that Maintenance staff can plow all parking spaces. Guests must also move their car when it snows.

EVERYONE (including Hope Street) will need to make sure your outdoor furniture and hoses are picked up and stored. Things that are left on the ground make snow removal very difficult and will cause damage to our equipment. Remember to remove all door mats too! We need our equipment to work! Repairs take funds away from more pleasant projects!



OVER →



While tenants may wish to occasionally air out their apartment during winter months, windows and doors should not remain open for any extended period. We would appreciate your cooperation in keeping the heat inside your apartment. When the temperature is extremely cold, we suggest that you keep your curtains drawn.

If the temperature outside falls below 30 degrees, let your hot and cold faucets trickle so the pipes won't freeze. *(Remember to open the drain.)*

If it is over 30 degrees, please shut the faucets off altogether to conserve water.



For family residents that use oil, please keep an eye on the oil level in your tank so that you don't run out!

If you have a storm door, please keep it closed and make sure it is secured shut.

IMPORTANT NOTICE:

The after-hours maintenance EMERGENCY procedure has changed. For EMERGENCIES only, call **1-617-629-1677**.

