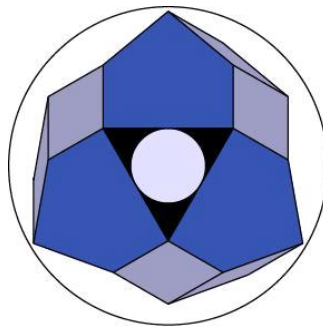


Tioga/Bradford County Housing Authority



Tenant Handbook

Central Office
4 Riverside Plaza
Blossburg, PA 16912
570-638-2151

Forestview Manor
101 Forestview Ave.
Elkland, PA 16920
814-258-5506

Colonial Towers
131 Colonial Drive
Towanda, PA 18848
570-265-3678

Pinnacle Towers
10 Cole Street
Wellsboro, PA 16901
570-724-3134

McCallum Manor
32 S. Minnequa Ave.
Canton, PA 17724
570-673-3330

Page Manor
502 Church Street
Athens, PA 18810
570-888-5772

THE COMMUNITY ROOM

The community room is available for use by any tenant. Activities such as reading, watching television and visiting can be done at any time as long as all tenants co-operate with each other. The room may be reserved on a first come, first serve basis for any organized activity by a tenant, by posting a notice of the activity on the bulletin board giving the: date, time, nature of the activity and name of the tenant. The sponsoring tenant will be responsible for cleaning up after the activity. Please try to keep your community room neat and clean. Do not leave any personal items in the community room as the Authority will not be responsible for them if they should come up missing.

TENANT ORGANIZATION

Each building has an active tenant organization. All tenants are invited to participate with this organization. Additional information about the organization in your apartment building can be provided by the Management office.

NEIGHBORS

Please remember to be courteous of your neighbors. Loud radios and televisions, shouting and slamming doors can be very annoying to your neighbors. With a little effort and good will on your part, all of these disturbances can be controlled.

THE LEASE

Your lease is an agreement between you and the Housing Authority. It is important that you read and understand it. All of the provisions should have been explained to you at the time of your lease signing. If you should have any questions regarding your lease, please direct your questions to our office.

PAYMENT OF RENT

As stated in your lease, your monthly rent is due the first day of each month. Your rent should be paid either by check, money order our Central Office at **4 Riverside Plaza, Blossburg, PA 16912**, For convenience the Authority will offer a Direct Debit process for rents and monthly fees directly from residents Bank Account. It is the tenant's responsibility to request the paperwork for this process.

A late fee will be assessed to accounts that are determined late by the Authority.

RENTER INSURANCE

It is suggested that all tenants purchase a renters insurance policy. This would cover their personal belongings in case of damage to them during any type of emergency in the building where they reside. The Authorities liability insurance would not cover a tenant's personal items. All tenants must follow the pet policy as required renter's insurance.

SECURITY DEPOSIT

The Authority charges a security deposit on every apartment. There is a fee of \$75.00 charged for all elderly, handicapped and disabled apartments. A \$95.00 fee is charged for all family apartments. The security deposit for Hillcrest Elderly Apartments in Troy, PA is one month's rent. **Your deposit will be refunded to you if:**

1. You do not owe any outstanding rent or other monthly fees.
2. You return the apartment to the Housing Authority in the condition you received it.
3. There are no cleaning and painting charges assessed to you by our maintenance department for items corrected by them beyond normal wear and tear.
4. You have given a proper **30 day notice in writing** to the Management office of your intent to move.
5. You have paid for any damage to the apartment for which you are responsible.
6. You have paid for any fee involved with garbage removal by our maintenance department.
7. You clean the entire apartment including range top, oven, refrigerator, bathroom, closets, cabinets, etc.

The Authority is responsible for notifying Tenant in writing of any claims against their security deposit within 30 days of vacating unit; otherwise if all items above have been met, payment to tenant for security deposit must be made no later than 30 days from time of vacate.

MAINTENANCE DEPARTMENT

The purpose of the Maintenance Department is to keep the physical facilities in proper running order. If you notice anything not operating correctly in your apartment we ask that you request this to be addressed by the maintenance staff by filling out and submitting a work order (form #51). Work orders are located at all of our facilities either on the bulletin boards or in the management office. To submit these work orders you can either put them in the drop box that is located in the lobby at all sites or turn them into the management office.

GRATUITIES

Tenants should not offer gratuities or tips to pay for services rendered by the maintenance staff or the administrative staff of the Authority. All staff should be guided in their behavior by the personnel and ethics policies.

INSPECTIONS

An inspection of each apartment will be made annually by the Authority staff. You will be notified at least two days in advance of the staff coming to your apartment to conduct this inspection. You may choose to be present for this inspection but if you can't be the Authority will leave you a report of our findings. Additional inspections may be conducted at any other time if deemed necessary by the Authority. An advance notice will always be given if an inspection is necessary unless there is an emergency situation that does not allow for advance notification such as, gas leak or water leak.

NOTICE OF ABSENCE

Please report to the Management office if you plan to be away for a week at a time or more.

FIRE PROTECTION

Regular Fire & Safety meetings will be conducted in our elderly, handicapped and disabled buildings to properly train all tenants as to our emergency plan for their building. It is understood that it is a **requirement** of living in our facility that all tenants follow our evacuation plan.

It is important that all tenants take precautions to operate their appliances in a safe manner to avoid setting off the fire alarm in the building, unnecessarily. Always use your exhaust fan while cooking and never leave your food unattended. Avoid accumulation of papers or other flammable materials which may create a fire hazard. If you have a furnace room in your apartment, **do not** store anything in it.

GRILLS

No gas, electric, and/or charcoal grills plus fire pits and any other flammable devices not identified in the TBHRA lease are permitted on TBHRA property. Tenant organizations may bring a grill onto housing authority property for community functions with housing authority approval as long as they are used in a wide open area away from any building. (revised 11/10/15)

LAUNDRY

There is a laundry facility available for all tenants use at all of our elderly, handicapped and disabled buildings. There is a small fee for the use of the washers and

dryers. There is also a coin change machine available at all sites. The laundry rooms are for residents use **only**, no outside individuals such as family members of residents shall be authorized to use these facilities.

Family units are equipped with hook-ups for washer and dryers, if they are permitted on site. These appliances must be maintained by the tenant. The hook-ups to these appliances will be maintained by our maintenance staff. Any damage to your apartment caused by improperly maintained washers & dryers will be at the cost of the tenant.

There is an additional \$6.00 monthly fee for washing machines and freezers for all units that include the electric in the monthly rent. This fee should be included in the monthly rent with indication which appliance you are paying for.

GARBAGE & TRASH

It is all tenants' responsibility to remove garbage and trash from their apartment on a regular basis and take to the designated area on site. The Authority will pay for the removal of trash from the designated area at all Authority owned facilities. The tenant will be required to dispose of only regular household trash that is sealed in plastic bags at every site. Any additional items will be the responsibility of the tenant to arrange to have removed from their apartment at their own cost.

Tenants are encouraged to participate in recycling if that service is available in your area.

SNOW REMOVAL

The removal of snow at each site will be the responsibility of the maintenance staff. We will require that all cars be removed from the parking lot by the tenant or someone designated by the tenant, as soon as possible once we are on site to begin this job. Our maintenance staff is not authorized to move your vehicle for you.

At all family units the resident is responsible for snow removal on the walks directly in front of their apartments.

VEHICLES

Operable cars, trucks and other motorized vehicles bearing valid licenses, plates and inspection stickers will be allow in our parking lots. All vehicles should be owned by tenants and/or guests of tenant and must be in operating condition at all times while parked on our property. If your vehicle breaks down, we ask you to move it off site until it is repaired. If you fail to remove a vehicle from the parking lot that is not legal in the amount of time provided by the Management office the Authority will arrange for your vehicle to be towed at the owner's expense. All repair work on your vehicle is prohibited in the parking lot of our properties. Any damage caused to the parking lot by an oil or gas leak will be assessed to the tenant who owns the vehicle.

The management reserves the right to ration parking spaces by household if necessary. Work together with your neighbors to make sure that everyone has a space available to park. Your visitors may need to park off site to allow for tenants to have an available parking space.

If a tenant has more than one legal vehicle it should be parked in the less used areas of the parking lot. It should **not** be parked in the primary parking area closest to the building.

TELEVISION

Television service will be the tenants responsibility unless other wise designated by the Authority. No satellite dishes or aerials are permitted.

TELEPHONE

There is at least one telephone hook up in every apartment. It is the tenant's responsibility to contact the phone company to arrange for them to hook their phone up. Phones are only approved at the designated areas in each apartment. If you are in need of having one in an additional area you should contact the Management office.

RENEWAL OF LEASE

Your lease is renewed yearly. The Authority will begin this process three months in advance of your lease expiring. Since your rent is based on your income and your household composition, the Authority will review with you both of these items along with anything additional that may affect the calculation of your rent. Although the information that you provide to the Authority is confidential, we will be verifying this information with your sources of income. It is necessary that you provide us with complete and accurate information.

The Authority reserves the right to choose not to renew a tenant's lease for any lease violation.

VACATE

You are required to notify the Management office in **writing 30 days in advance of moving**. This notice should include the address that you will be moving to. When you provide a notice of moving a pre-move out inspection will be schedule between you & our maintenance staff to inform you of what areas in your apartment should be addressed by you before vacating. When you remove your belongings you should clean your

apartment thoroughly. You can schedule an inspection to be done with the maintenance staff for the day you return your keys. If your keys are not return we will be forced to change the locks on this apartment and will have to charge you the cost of new locks.

EMERGENCY SERVICES

Emergency services will be provided by our maintenance staff. During regular working hours (7:00am – 4:30pm) you should contact the Management office to report a maintenance emergency. After hours emergency numbers for the maintenance staff will be supplied to all tenants. In the event that an emergency service was rendered when deemed not necessary by the maintenance staff the tenant shall be charged accordingly. All other emergency calls will be free of charges.

COMPOSITION AND INCOME CHANGES

It is the tenant’s responsibility to report any household change in their income or composition to the Management office. Since your rent is based on both of these items it is important that the Authority always have current information on your household.

LOCK REPLACEMENT

Inoperative or broken exterior door locks will be replaced by the Authority at no cost to the tenant if necessary due to normal wear and tear. Requests for replacement of locks for any other reason will result in the tenant being responsible for the cost of the lock replacement and labor.

ANIMALS

The Authority has a separate pet policy that is required for all pets. You will be provided with a copy of this policy from the Management office on the day that you sign your Lease. Any questions about this policy should be directed to the Management office.

VISITORS

Visitors are permitted to stay over night with tenants two nights per month. Any additional nights must be approved by our management staff. Any request for a guest to stay in your apartment must be submitted in writing to our Management office.

SUBLETTING

You may not sublet or assign possession of your apartment to anyone else.

CARPETING

You are not permitted to permantly affix carpeting or other furnishings in your apartment. Carpet with rubber or foam backing is not permitted. You may use wall to

wall carpet if it is loose laid, or installed in such a way that it may be removed without damage to the floor.

LOBBY

The lobby area is to be used primarily for pick up and delivery, getting ones mail, and waiting to receive guests. It is not to be used as a point of congregation. This is the purpose of the adjoining community room and it would be appreciated if tenants would not abuse these privileges.