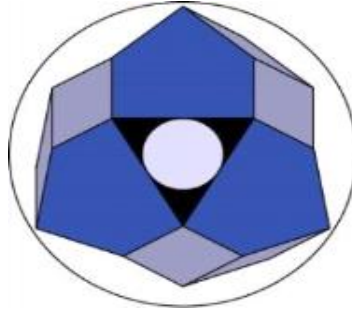


TIOGA/BRADFORD COUNTY HOUSING AUTHORITY

Updated May 2024



TENANT HANDBOOK ELDERLY, HANDICAPPED & DISABLED UNITS

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MANAGEMENT

The Tioga/Bradford County Housing Authority is federally funded through the Department of Housing and Urban Development (HUD). Public Housing is a program that provides subsidized rent for apartments owned by the Tioga/Bradford County Housing Authority. The Housing Authority strives to provide efficient management by being fiscally responsible and maintaining all property to a high standard.

The only way that the Tioga/Bradford County Housing Authority can afford to provide you with a comfortable and pleasant home at an affordable rent is with your cooperation. You can help us to keep operating costs down by maintaining your home and its equipment. This Tenant Handbook is being provided to assist you in understanding your tenant lease and the Authority's expectations of you as a resident in our building.

To help you enjoy your new residence, please read this Handbook and your Lease carefully. If there is anything that you do not understand you should contact your building manager for assistance.

LEASE

Your Lease is a legal and binding contract between you and the Tioga/Bradford County Housing Authority. Your Lease states your responsibilities as a tenant; it also explains the Housing Authority's obligation to you. If you violate any provisions of the Lease, and legal action becomes necessary, you can be held responsible for all expenses.

You may terminate your Lease by giving the Housing Authority 30 day's written notice of your intention to move. You should work with your Building Manager to schedule a pre-move out inspection of your apartment and complete the necessary paperwork required for this process.

The Housing Authority may process the termination of your lease by giving you 30 days written notice, which will include the reason for this termination. Please refer to the "Vacate Process" for more details regarding terminations.

If you should have questions regarding your lease, please direct your questions to your Building Manager.

HOUSEHOLD COMPOSITION & INCOME CHANGES

It is the tenant's responsibility to report any household changes in their income or household composition immediately to their Building Manager. Since your rent is based on both your income & household members, it's important that the Housing Authority always has current information on your household.

RENEWAL OF LEASE

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

All tenants are expected to cooperate with the lease renewal process by keeping renewal appointments as well as providing the Authority with all information required. Timely process of all renewal

documentation is required by the Authority to be able to provide residents a copy of their renewal lease addendum 30 day prior to its effective date. Failure to cooperate with the renewal process could result in eviction.

PAYMENT OF RENT

As stated in your lease, your rent is due the first day of each month. It is recommended that your rent is paid either by check or money order to our Central Office at 112 Dorsett Heights, Mansfield, PA 16933. If this is a hardship, please contact your Building Manager to make other arrangements for paying your rent. For your convenience, the Housing Authority offers a Direct Debit process for payments of rents & monthly fees to be taken electronically from residents bank accounts. It is the tenant's responsibility to request the paperwork for participation in this program.

If you do not have sufficient funds in your account to cover the check you have written for your rent and/or other charges each month you will be charged an "overdraft fee" of \$15 for each overdraft. This \$15 is a bank fee that the Housing Authority is charged every time a tenant's payment is insufficient.

Rents are due the first of each month and must be received by the 15th of each month. A \$20 late fee will be added to your account and a notice of "intent to evict" will be sent if your rent is not paid by the 15th of each month. Prompt payment of your rent is a must and helps establish a good payment history.

SECURITY DEPOSIT

You are required to pay a \$75 security deposit before moving in. This will be applied, in the event that you move, against any damage to your apartment except for ordinary wear and tear, or any delinquent rent or other charges. Any refund due you will be mailed within 30 days after the receipt of the keys for your apartment. Your keys should be returned to your Building Manager. Failure to provide the Housing Authority with a forwarding address will prohibit Tioga/Bradford County Housing Authority from refunding your security deposit.

KEYS & LOCKS

After signing your Lease, you will receive the keys or a fob for your unit and mail box key. Please put these on a separate ring and do not lose or misplace them. All duplicate keys will need to be obtained through the Maintenance Department by putting in a work order request. There is a fee for replacement of keys or fobs.

Inoperable or broken door locks will be replaced by the Authority at no cost to the tenant if due to normal wear and tear. Request for replacement of locks for any other reason could result in the tenant being responsible for the cost of the lock replacement. Any request associated with a lock issue should be submitted through a work order request.

If you should lock yourself out of your apartment during normal business hours you should contact your Building Manager or Maintenance Staff to arrange for entrance to your apartment. There will be a \$10 fee charged for this service. If you should lock yourself out of your apartment after business hours you should contact the on call number for maintenance to arrange for entrance into your apartment. There will be a \$25 fee for this service.

LAUNDRY FACILITIES

There is a community laundry facility available at all sites. There is a fee to operate both washers & dryers at all sites. Please handle all equipment with care to avoid mechanical problems. When finished

using the washer & dryer, leave them neat and clean for the next resident. If a machine needs service please contact your Building Manager.

The laundry facilities are for tenant use **ONLY**. No outside individuals such as family members or home health aides, unless they are doing the residents laundry.

APPLIANCES

The Housing Authority will supply a stove and refrigerator in all apartments. It is the tenant's responsibility to maintain these appliances by cleaning regularly. Please report any malfunction of these appliances through a work request to the maintenance staff.

Small freezers are approved with an additional monthly fee of \$6.00. This fee should be included in your monthly rent with indication that you are paying for this appliance.

RIGHT TO ENTER / INSPECTIONS

The Housing Authority management reserves the right to inspect all apartments. You will be given at least 48 hours prior notice when such inspection(s) will be made, except in case of an emergency. The Housing Authority will make periodic housekeeping inspection of your unit to determine need for repairs and/or changes in housekeeping habits. You will be notified at least 48 hours in advance of this inspection. Management reserves the right to video tape or photograph your unit at or near the time of move-in and move-out and during occupancy as necessary to document unit damage or unsatisfactory condition.

The Maintenance Department will enter units to complete work orders or to make adjustments to equipment. Should no household member be present, the technician will leave notification they have been in your unit and indicate what repairs took place. The Maintenance staff will lock your unit when leaving.

ANIMALS

The Tioga/Bradford County Housing Authority has a separate Pet Policy that is required for all pets. You will be provided with a copy of this policy from the Building Manager on the day that you sign your Lease. Any questions regarding this policy should be directed to your Building Manager. When submitting a work request for the maintenance staff, you are required to have your pet restrained in your apartment. If your animal is left unattended and/or acts aggressive, our staff will not address your request for work.

Visiting pets are not permitted unless they are dogs aiding the handicapped, i.e. guide dogs, without specific written permission from the Landlord.

NO SMOKING POLICY

The Tioga/Bradford County Housing Authority complies with HUD's No Smoking Requirement. As of July 31, 2018 all Housing Authorities that receive subsidy from HUD were required to go "Smoke Free". The Housing Authority's No Smoking Policy only allows smoking in a designated smoking area located at least 25 feet from the building at each site.

All residents are required to sign a **No Smoking Lease Addendum**. E-cigarettes/vaping is not approved for use on any Housing Authority property. Smokeless tobacco products can be used in resident's apartments but not in any common areas of the building. **Failure to follow this policy will result in the termination of your lease.**

VISITORS

Your apartment may be used only by those persons listed on your lease. **Boarders or Lodgers are not permitted.** Visitors are welcome; however, visits should be limited. No visitor is allowed to stay in your apartment more than two days in one month.

In your lease it states that you are responsible for your visitors and their actions. If they are in or near your apartment (with or without your permission) you are responsible for their actions. In the interest of safety, please accompany visiting children through the building. Do not permit them to ride the elevators alone or run up and down the corridors. Children should never be left unsupervised in your apartment or building.

Stays longer than two days a month should be requested in writing to your Building Manager.

FIRE & SAFETY PROTECTION

Regular Fire & Safety tenant meetings will be held by on-site staff in the community room of your building, bi-monthly. **It is important for the safety of all residents that you attend these meetings.** During these meetings the Housing Authority staff will review emergency plans and fire alarm systems in each building.

It is important that all residents take precautions to operate their appliances in a safe manner to avoid setting the fire alarm system off. Always use your exhaust fan while cooking and never leave food unattended. Never store items on your stove top or in the oven as this creates a dangerous situation.

Safety pull cords are in each apartment to assist residents in case of an emergency. If pulled a alarm will sound in the building and your neighbors or staff, if available, will be able to assist you by calling 911. These pull cords are located in the bedroom and bathroom. HUD regulation indicates that these pull cords need to hang loose and be at the height of the baseboard in each unit. **DO NOT** wrap this cord up or drape it over something as it will not be of assistance to you in an emergency and will be a violation during an HUD inspection.

These safety features are provided for your protection in an emergency. It is mandatory that all residents abide by the safety rules and follow the evacuation plan if an alarm should be set off.

PEST CONTROL

Pests can be a problem in the best of homes. The Housing Authority will treat your unit for pests on a needed basis as well as routine pest inspections/treatments. You must let your Building Manager know immediately if you have noticed a pest issue in your apartment. The earlier the detection, the sooner you can be free from pests.

If a unit near you has a pest issue, the Housing Authority may decide to treat the entire floor and/or building to avoid spreading the problem further. You must cooperate and allow entrance and treatment to the designated service people or you will be in violation of your Lease and subject to eviction.

You will be informed before the treatment of any preparation you need to do and how you should clean up afterwards if necessary. We make every effort to inform tenants at least 24 hours before treatment. Be sure to report any faucets that leak and remove trash and garbage daily to avoid giving insects what they need to thrive. Clutter, debris, and poor housekeeping also adds to the problem.

COMMUNITY ROOM USE

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 cooperate with each other. The room may be reserved by residents on a first come basis for any organized activity, through the Building Manager. Anyone utilizing the community room for an activity will be responsible for cleaning the room after the event.

PARKING

Parking is provided for tenants with vehicles. Operable cars, trucks, and other motorized vehicles bearing valid licenses, plates and inspection stickers will be allowed in our parking lots. At the time of move-in you will be provided with a "parking pass" which should be visible in your vehicle when it's on Housing Authority property.

There is no assigned parking at any Housing Authority parking lots. Parking will be available on a first come basis, including handicapped designated spaces. In accordance with Pennsylvania Accessible Parking Law, placard permits will need to be visible in vehicles utilizing handicapped parking spaces.

If your vehicle breaks down, you are required to move it off site until it is repaired. All repair work on vehicles is prohibited from taking place in any Housing Authority parking lot. Any damage caused to the parking lot by an oil or gas leak will be assessed to the resident who owns the vehicle.

SNOW REMOVAL

The snow removal from sidewalks and parking lots is the responsibility of the Tioga/Bradford County Housing Authority Maintenance Staff. The Housing Authority is dedicated to removing snow & treating ice as soon as possible to keep all areas safe.

At certain times it may be necessary for the Maintenance Staff to request that residents move their vehicles temporarily to allow for proper snow removal. When this occurs, all residents are expected to cooperate so that plowing can take place as quickly as possible. Our maintenance staff is not authorized to move any resident's vehicles.

Management encourages all residents to be mindful of weather conditions and stay inside during and directly after a storm unless absolutely necessary.

TELEVISION

Television service will be the tenant's responsibility unless otherwise designated by your Building Manager. Your lease will indicate an additional fee for television cable if this service is paid through the Housing Authority. No satellite dishes or aerials are permitted

TELEPHONE

The Tioga/Bradford County Housing Authority will supply one telephone hook up in every apartment. It is the tenant's responsibility to contact the local telephone provider.

GARBAGE

It is the tenant's responsibility to remove garbage and trash from their apartment on a regular basis and take to the designated area on site. The resident is 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 required to participate in recycling if that service is available in your area.

AIR CONDITIONERS

The Tioga/Bradford County Housing Authority does not provide air conditioners in apartments. It is the resident's responsibility to supply an air conditioner if they wish to have one. The tenant is responsible for submitting a work order request for the maintenance staff to install your air conditioner. This service will be cost free. There is a monthly fee for the extra electric utilized while the A/C is in the window: \$15.00 for 1 bedroom units & \$20.00 for larger units.

GRILLS

No gas, electric, and/or charcoal grills plus fire pits and any other flammable devices are permitted on the Tioga/Bradford County Housing Authority property. Tenant Organizations may request the use of a grill through the Building Manager for a tenant function. It will be the responsibility of the Building Manager to oversee the usage which should be away from the building and in a wide open space.

LOBBY USE

The lobby area is to be used primarily for pick up and delivery, receiving mail and waiting for guests. This area should not be used for congregation of multiple residents for long periods of time. Since the lobby is a community area of the building please be respectable to your neighbors and/or visitors while in this area.

COMMON AREAS

All common areas throughout the building are to be free of personal belongings of tenants. There should not be items in the hallway outside of your apartment such as; floor mats, planters, etc. Your apartment door can have personal items on it such as; wreaths, plaques, etc. as long as they are not permanently affixed or offensive. No screws, nails, etc. are to be used on your door.

ABSENCES

If you plan to be absent from your home longer than a week, please report to your Building Manager the length of time you plan on being away from your home for security purposes. Extended stays at hospitals, nursing homes, rehabilitation centers, etc., will be dealt with on a case by case basis.

TENANT ORGANIZATIONS

HUD federal regulations allow the formation of tenant organizations at Public Housing complexes. Such organizations must be for the purpose of tenants having a voice in their living conditions and building rules regarding their apartment and complexes. HUD recognized tenant organizations must be fully open to participation by ALL residents and be democratic in nature and practice. The Housing Authority agrees to support all Tenant Organizations functioning within our housing. For additional information about the Organization in your building please contact your Building Manager.

RENTERS INSURANCE

The Tioga/Bradford County Housing Authority is not liable for damages, loss, or theft of any property of the tenant, member of tenant's family, or any guest of the tenant. In case of a fire or other loss, you need the assurance you can get replacement value for your belongings. The Housing authority suggests that you buy renter's insurance from a reputable insurance company for the protection of your belongings.

VACATE PROCESS

You are required to notify your Building Manager in writing 30 days in advance of moving. This notice MUST indicate a change of address. When you provide this notice you will be scheduled for a pre-move out inspection to be conducted by our maintenance staff. This inspection will provide you with an estimate of items that will need to be addressed in your apartment to comply with the Authority's Lease. **It is your responsibility to leave your apartment in the same condition that you received it, by cleaning the entire apartment including; range top, oven, refrigerator, bathroom, closets, kitchen, floors, etc.**

Once you have a date to move your belongings and return your keys, you should schedule a move-out inspection with your Building Manager. This inspection will be conducted by the maintenance staff on the day you vacate the unit. You will be provided with a copy of this inspection which will list any and all deficiencies left in your unit.

Your final paperwork and security deposit will be processed immediately after the unit you surrendered has been prepared for a new resident. You will be provided a copy of this paperwork within 30 days if you have supplied a forwarding address.

GRATUITY

The Tioga/Bradford County Housing Authority is dedicated to providing you an environment where the staff is well-trained and dedicated to providing a safe and affordable place to live. We strive to provide good customer service and in doing so do not accept offers of gratuities. Please refrain from offering both maintenance & administrative staff tips and gifts of any kind.

TRANSFER PROCESS

The process for transferring is listed in the Admission & Occupancy Policy for the Housing Authority. You should speak to your Building Manager to find out what your options are for transferring to another unit if you have a need for this. Transfers will only be approved if the tenant is in good standings with their Lease.

There may be a \$75 Administration Fee plus costs of any repairs, cleaning & painting needed in the unit they are vacating.

CARING FOR YOUR HOME

It is important that you maintain your apartment in a clean and organized fashion. By keeping you home in good condition you will avoid extra charges for cleaning and repair. Please refer to the **HOUSEKEEPING STANDARDS** included as part of this HANDBOOK and your Lease for guidance on maintaining your apartment. These standards provide you with simple instructions on how to maintain your home and equipment. The Housing Authority reserves the right to place tenants on a corrective plan to address housekeeping issues. Poor housekeeping is a violation of your Lease and grounds for eviction.

TIOGA/BRADFORD COUNTY HOUSING AUTHORITY
HOUSEKEEPING STANDARDS

The Tioga/Bradford County Housing is pleased to be of service to you and your family. The following Housekeeping Standards are being offered as a means of helping you get the most out of your home and its equipment. Please note that your Lease requires that you maintain your apartment in a decent, safe, and sanitary condition. By following the simple instructions we have listed below, you should meet this Lease obligation.

1. Thoroughly clean your cooking range, range hood and filter both inside and out as often as necessary.
2. Clean you refrigerator, including wiping the rubber gasket, at least once a week.
3. Clean windows periodically.
4. Thoroughly clean and sanitize the kitchen sink, bathroom sink, tub and toilet and remove hard water stains at least weekly. Do not use abrasive cleaners or scratch pads on fiberglass tubs and showers.
5. Wash and clean walls and all painted woodwork with soapy water (unless directed differently due to pest treatment).
6. Sweep and mop all floors weekly. Do not glue, staple or nail rugs to the floor.
7. Do not apply wall covering to painted walls. Walls should be returned nearly to their original condition upon your vacating the unit, except for small nail holes from pictures, etc.
8. Remove all boxes, papers, garbage and other rubbish daily to their proper containers at the designated garbage or recycling area in your building.

I HAVE READ AND UNDERSTAND THESE HOUSEKEEPING STANDARDS AS WELL AS THOSE OUTLINED IN THE TIOGA/BRADFORD COUNTY HOUSING AUTHORITY LEASE, TENANT HANDBOOK AND TENANT HANDBOOK FOR MAINTENANCE.

Tenant Signature

Date

TIOGA/BRADFORD COUNTY HOUSING AUTHORITY MAINTENANCE HANDBOOK

ROUTINE REPAIRS

Regular maintenance hours as from 8:00 AM – 4:00 PM Monday through Friday. The Housing Authority strives to provide you a comfortable well functioning home and relies on you to let us know when a repair needs to take place in your apartment. If you notice anything not operating correctly in your apartment you should request this to be addressed by the maintenance staff through completing a Work Order form # 51 and placing them in the “Drop Box” located at each site, or bringing them to the Management Office or by calling your Building Manager with this request for work.

Routine Work Orders will be completed during normal business hours on a first come basis with attention to priority items at the discretion of the Maintenance Department.

There may be a charge for routine work orders. Please see the list of maintenance charges attached to this policy.

Examples of Routine Maintenance:

- Light Bulb replacement
- Slow Drains
- Air Conditioner Installation
- Wall or Ceiling Cracks
- Small water leaks or drips
- Clogged Toilet
- Any Tenant purchased equipment to be installed
- Lockouts

EMERGENCY REPAIRS

Emergency Work Orders will be addressed immediately. Please call the Management Office immediately and inform us of any emergency repair need in your apartment.

Examples of these types of repairs could be; water leaks, toilets not working properly, no heat, drains over flowing, etc.

AFTER HOUR EMERGENCY REPAIRS

Maintenance staff are available after business hours to address emergency repairs. Every site has an **Emergency On-Call Phone Number** to call and report any emergencies. Your Building Manager will supply you with this number.

Examples of After Hour Emergencies:

- Broken water pipes
- Roof Leaks
- No heat
- Toilets overflowing or not working properly
- Drains overflowing
- Serious building damage
- Inability to lock or unlock unit or building door
- Loss of Power
- No Water
- Gas Line damage or gas smell

- Exposed electrical wires
- Refrigerator not working properly
- Stove not working properly if this is your only means of food preparation
- Sewage backup in the building

Tioga Bradford County Housing Authority Tenant Maintenance Charges:

Public Housing tenants of the Tioga Bradford County Housing Authority will be charged for all extra repairs “tenant caused damage”, which is defined as damage other than “normal wear and tear”, and/or repairs that a necessary to be made by failing to request needed maintenance services within a reasonable time period.

The information below is a partial list of materials with **approximate prices** used for repairs. You will be charged the actual cost of the materials plus a labor charge of \$20.00 per hour. Prices listed below are for approximate material costs only and do not include labor.

Maintenance will not provide any services other than emergency repairs unless your account is current.

Prices Are Subject To Change Due To Supplier Pricing

Labor costs: \$20.00 per hour (to be adjusted annually)

Keys/Locks:

Key Blanks	<u>Material Price Only:</u> \$5.00
Key Fob	\$8.00
Duplicate Keys	\$5.00
Replacement of mailbox key	\$5.00
Keys not returned upon vacate of apartment	\$50.00
Replacement of damaged lock set	Lock Set + labor
Mailbox Lock	\$7.43

LOCKOUTS:

During normal business hours	\$10.00
After normal business hours	\$25.00

Appliance:

	<u>Material Price Only:</u>
Range Hood Light Cover	\$ 5.37 ea.
Stove Drip Pan	\$ 1.73 ea.
Range Hood Filter	\$ 5.50 ea.
Oven Light Bulb	\$ 8.00 ea.
Refrigerator Bulb	\$1.17 ea.
Refrigerator Door Bar	\$ 8.08 ea.
Refrigerator Door Handle	\$17.68 ea.
Refrigerator Seal	\$52.78 ea.
Refrigerator Crisper Tray	\$40.00 ea.
Refrigerator Shelf Retainer	\$ 3.00 ea.

Building Hardware

	<u>Material Price Only:</u>
Floor Tile	Varies per Type
Medicine Cabinet Mirror Knobs	\$3.57 ea.
Towel Bar Brackets	\$3.00 ea.
Towel Bar	\$4.51 ea.
Tooth Brush Holder	\$3.15 ea.
Cabinet Door Roller & catch	\$0.90 ea.
Door Stop	\$0.37 ea.

Door Sweep	\$6.95 ea.
Phone Wall Mount Jack	\$1.94 ea.
Soap Dish	\$2.86 ea.
Tub Grab Bar	\$62.33 ea.
Toilet Paper Holder	\$0.42 ea.
Small Curtain Rod	\$1.91 ea.
Large Curtain Rod	\$2.66 ea.
Curtain Rod Bracket	\$0.50 ea.
Wood Bi-Fold Door	\$172.40 ea.
Metal Bi-Fold Door	\$100.00 ea.
Bi-Fold Handle	\$2.49 ea.
Bi-fold door pin	\$3.08 ea.
Medicine Cabinet	\$52.69 ea.
Handrail Brackets Brass	\$2.50 ea.
Door Handle	\$10.00 ea.
Door Hinge	\$5.87 ea.
Storm Door Closer	\$12.50 ea.
Ceiling Tiles	\$8.63 ea.
Window Lock	\$3.25 ea.
32" Pre-Hung Luan Door	\$54.15 ea.
Cable Cover Plate	\$3.05 ea.
Bi-Fold Door Replacement	Bi-Fold Door + Labor
Hand Rail	Hand Rail + Labor
Cabinet Drawer Repairs	Materials + Labor
Carpet Shampooing	\$5.00 Materials + Labor
Wall Damage	Materials + Labor
Screen Replacement	\$20.00 ea.
Window Screen Frame	Frame + Labor

Electrical (Light Bulbs):

Light Bulb any type

Material Price Only:

\$1.50 ea.

Electrical:

Receptacle Cover GFCI
Switch Cover 3-Gang Toggle
Switch Cover Gang Toggle
Receptacle Cover
Swag Kit
Smoke Alarm Gentex
Co2 Alarm Gentex
Light Cover
Missing 9 Volt Battery
Light Globe
Bathroom Med Cab Light Lens
Phone/Coax Wall Plate

Material Price Only:

\$0.87 ea.
\$0.85 ea.
\$0.60 ea.
\$0.31 ea.
\$16.47 ea.
\$80.00 ea.
\$76.00 ea.
varies per type
\$2.07 ea.
\$4.34 ea.
\$10.25 ea.
\$2.85 ea.

HVAC:

Digital Thermostat
Thermostat

Material Price Only:

\$32.00 ea.
\$30.00 ea.

PLUMBING:

Shower Rod
Kitchen Faucet Delta

Material Price Only:

\$12.00 ea.
\$81.97 ea.

Toilet Seat Bolts & Nuts	\$2.33 ea.
Shower Head	\$6.89 ea.
Toilet Seat Elongated	\$15.39 ea.
Toilet Seat Round	\$14.00 ea.
Toilet Tank Lever	\$3.30 ea.
Shower Head Handheld	\$19.52 ea.
Bathroom Sink Pop-Up	\$2.13 ea.
Sink Strainer	\$0.79 ea.
Tub Stopper	\$0.67 ea.
Toilet Replacement	Toilet + Labor

House keeping Charges

Cleaning Charge at time of Vacate - Per our lease and tenant handbook all apartments are to be returned to the Housing Authority in the condition that the resident received it – any cleaning beyond normal wear and tear should be charged to the tenant at a rate of \$15.00 an hour, except cleaning of stove or refrigerator which have specific charges as listed below.

Standard Cleaning	\$15.00 @ hr. Labor
Cleaning Refrigerator	\$20.00 @ hr. Labor
Cleaning Stove	\$20.00 @ hr. Labor

Pest Control

Routine Pest control is not charged to the tenants. However, preparation for treatment of an infestation is the responsibility of the resident. If mattress covers and/or box spring covers must be installed due to a bed bug issue, a fee of **\$40 each** will be charged to the tenants account.

Outdoor Maintenance

Yard cleaning	\$15.00 @ hr. Labor
Removal of trash upon vacate of apartment	\$15.00 @ hr. Labor plus dump fee

Painting

All painting in apartments will be completed by the Housing Authority Maintenance Staff. **No resident painting will be allowed.** Normal wear of painting is five (5) years. The Housing Authority will pay all costs for painting the apartment if the five year residency period has expired. However, if a tenant requests that his/her apartment be painted before the five-year period is up, or tenant moves out and apartment needs painting the tenant must assume a charge as follow

3 Years or less - the tenant assumes all costs of painting

4 Years - tenant must pay ½ of the cost for painting of apartment.

5 Years or more – Housing Authority will pay full cost of painting.

In all cases, when an apartment is vacated, the maintenance staff determines if an apartment is in need of painting.

Painting: \$20.00 @ hour as per schedule above.