



## **Welcome Home to Englewood!**

The management and staff of Englewood Apartments would like to take this opportunity to welcome you to your new home. We take great pride in maintaining this property so that it is a place you will be glad to call home. We ask your cooperation in helping us with this task by keeping your apartment, the building and grounds clean, safe, and in the best possible condition.

This handbook provides suggestions, regulations and answers to commonly asked questions. This handbook is by reference a part of your dwelling Lease, and you are required to observe both articles with equal exactness. If you have any questions about the following items, and/or any part of your dwelling lease or if the related materials are unclear, please contact the management office for clarification.

### **Coldwater Housing Commission**

Regular Business Hours **Monday-Thursday**

**9:00 a.m. – Noon & 1:00 – 4:00 p.m.**

**Telephone 517-278-2660**

**Fax Number 517-279-9499**

## **EMERGENCY Contact Numbers**

**Ambulance - Police - Fire CALL 9 1 1**

**Staff On-Call for Emergencies:**

**617-9237 (Director)**

**617-9236 (Maintenance)**

### **What is an Emergency?**

1. A medical condition that threatens health or safety.
2. Any condition which may cause a fire.
3. No heat during colder seasons.
4. No electricity.
5. Plumbing leak or sewer stoppage that may damage property
6. Any other condition that may endanger life or property.

### **Emergency Pull Chains in Bedroom & Bathroom**

Each apartment has pull chains located in the bedroom and bathroom which can be used in case of an emergency. If you pull down on the chord/switch, the bell alarm and light will be activated outside in the hallway. You will soon have concerned neighbors at your door. If you need medical assistance they will contact the office or call 911 on your behalf. If you accidentally set the alarm off – just push the switch UP to re-set it.

### **Facilities Use Policy**

The public areas and community rooms are intended to serve as an extension of residents' living rooms, and to promote health, education, welfare, and recreation activities for residents and the Housing Commission. Rules for use and criteria for scheduling personal activities in the community rooms are posted at the office.

## **Facts, Food & Fun**

- (1) Coffee Social Time happens each Wednesday morning at 9:00 a.m. and Resident Potlucks are held monthly in the community dining room. Also, look for soup luncheons and other special events to be posted when scheduled.
- (2) Fun Activities: BINGO fun for Residents takes place on Monday & Wednesday afternoons in the community dining room. Residents gather for non-denominational worship group Wednesday afternoons and often enjoy a movie night in the downstairs living room. Also, the game room is available for playing cards, board games and other fun social activities.
- (3) Blood Pressure Clinic is held at 8:30 a.m. on the last Monday of each month in the Library.
- (4) Community Action Food Programs, for eligible Residents, are scheduled for delivery the 2<sup>nd</sup> Tuesday each month. Contact the office for information and registration forms.
- (5) Resident's Advisory Board (RAB) meets twice a year. All residents are welcome and encouraged to participate in this informal organization where Englewood events and concerns are discussed.
- (6) Coldwater Housing Commission Board meets monthly to conduct business. Dates and times of all meetings are posted on the Activity Bulletin Board near the office.

## **Fire Safety Rules**

Due to its block wall construction, Englewood is rated high for fire safety. Apartment doors kept closed provide an additional fortress and prevent fire and/or smoke inside the unit from entering into the hallways. For this reason, **Residents and Visitors are required to keep apartment doors closed whenever cooking or smoking.**

For your safety and others, if you hear a smoke alarm sounding inside a neighbor's apartment, contact the office and/or call 9-1-1 immediately. Do not enter that apartment. Knock on the door to get the resident's attention and wait outside for emergency service providers to respond.

If you hear the building's fire alarm system sounding, and you do not smell smoke and/or do not see a fire, it is safe for you to stay inside your apartment with the door closed securely until staff or emergency service providers contact you or until the alarm stops.

## **Garbage**

All garbage/trash must be put inside one of the waste management dumpsters provided for this purpose. Dumpsters are located in the service area behind the elevator/center stairway on the first floor. Do not use waste baskets in the laundry areas for household trash. Do not leave bags or boxes on the floor in the service area and please use quality garbage bags to reduce leaks or punctures when you dispose of your garbage. If the dumpsters inside are full and/or if you have large items, moving boxes or smelly stuff (food, cat litter, soiled depends, etc.), please take your trash/garbage bags to the dumpsters located outside the service door.

## **Garden**

Englewood property includes beautiful outdoor areas for your enjoyment. Contact the office if you want to reserve a garden spot for planting your own flowers or vegetables. Feel free to use the comfortable three season room located off the community room or find available seating in one of our outside patios for visiting with friends and summer relaxation.

## **Housekeeping**

Englewood must be properly maintained and full cooperation by Residents is required to keep the dwelling units in a decent, safe, clean and sanitary condition. An important part of your Lease agreement, this can be accomplished in the following ways:

- a. Vacuum carpets regularly, at least once a week
- b. Wash Kitchen Cabinets with warm soapy water
- c. Sinks, shower, toilets & tile floors should be cleaned often
- d. Wipe down stoves & refrigerators on a regular basis
- e. Take trash out to dumpsters to prevent bugs and odors
- f. Avoid clutter and overload of furnishings in your unit

In addition, you are responsible for promptly cleaning any common areas (including hallways, laundry areas, & elevators) that you, your household member or guests make dirty. If you spill something or your pet soils, please be considerate and clean it up. If you need assistance with this, contact the office or maintenance staff on duty.

**Please notify staff immediately if you have a water leak in your apartment.**

## **Keys & Lockouts**

Each resident is provided one key to their apartment entrance door, one key for the mailbox, and one electronic key that will open the building exterior doors. Pass this electronic key in front of the small box located near each exterior door and it should open for you. Duplicating apartment or building keys is not allowed. A \$10 fee will be charged for replacement of each key that is lost.

We recommend keeping keys with you at all times because your apartment door will lock behind you when you leave. **If you get locked out of your apartment during regular business hours, contact the office.** Evenings, weekends & holidays, contact one of the resident key holders assigned to help with lockouts. **A \$10.00 lock out fee will be charged.** After regular business hours, all outside doors are locked for your security. Please make arrangements with the office to use the Pearl Street service door for moving in or out during evening hours and on weekends.

## **Laundry**

On each floor, front load washers and dryers are provided for residents to use. Each resident will be issued a laundry debit card that is required to use the machines. The cash-to-card machine, for putting value on the laundry card, is located near the office. Current vending prices are \$1.10 per wash cycle and \$1.10 per 42 minute dry cycle.

**Please observe posted laundry hours 7:00 a.m. until 9:00 p.m.** Be considerate of others and do not leave laundry unattended. **Use only small amounts of low-suds detergent.** Instructions for operating the laundry equipment are located on the top of each machine. If you need assistance in learning the system, contact the office staff. **If the machine is broken, call the number for repair & maintenance at Great Lakes Laundry Service 1- 800-821-8846**

## **Medical Waste**

Medical waste products, including needles, syringes, lancets and any other sharp objects used for medical purposes could pose a health threat to other residents and/or staff. **All “sharps” MUST be disposed of properly using secured hard plastic containers, sealed tightly with tape and clearly marked “SHARPS”. Please put these containers in the garbage dumpsters.**

## **Mail Room**

Individually keyed mail boxes are located in the lobby area. The number on the box corresponds with your apartment number. During the work week, staff will collect larger packages and leave you a notice advising you to pick your package up during regular business hours. The PHA is not responsible for acceptance and/or return of unwanted packages.

## **Noise & Disturbances**

Coldwater Housing Commission believes every resident has the right to peaceful enjoyment of the premises. Although apartments are fairly soundproof, the noise from a loud television or radio located next to the heating unit can carry up or down to your neighbors' apartment. Also, during summer months when windows are open, sounds can be heard from other apartments. Please be considerate of your neighbors at all times.

## **Occupancy Standards**

The right to assign apartment units at the time of admission, annual re-certification for continued occupancy or to meet reasonable accommodation compliance is reserved by the Management in accordance with the occupancy policy established by Coldwater Housing Commission. This includes the right to designate the size of the unit or location of your residence within the project.

## **Parking**

The Clay Street parking lot (front side of building) is reserved for visitor parking. Long term parking is not allowed in the handicap and loading zone spaces in this lot. With the exception of a few designated spots in front, residents are suppose to park in assigned parking spaces located in the back parking lot, accessible from Pearl Street. Resident vehicles must have a current Michigan license plate, be registered with the office and display the Englewood property parking sticker. **If you no longer drive or your vehicle is inoperable, it should be removed from the parking lot so that space can be reassigned.**

## **PETS**

Pets (small dog or cat) are allowed with prior approval of Management and owners must comply with city ordinances regarding licensing. For a copy of the pet policy book or more information, contact the office. **Visitors should not bring pets into the building.**

## **Rent Day**

Rent is due on the first day of each month. Rent not paid by the 5<sup>th</sup> day of the month is considered delinquent and a late fee of \$10.00 will be charged to your account. If rent is not paid by the 14<sup>th</sup>, you are considered in violation of your Lease agreement. A \$25 return check fee will be charged for NSF payments in addition to the late fee. You may pay rent at the office during regular business hours or put your payment in the GREEN Rent Box at any time. Please review your rent receipt for over payment or underpayments and report any errors to the office right away.



## **Service Requests**

Service requests, like work orders, should be made in writing and submitted to the office. This includes tasks such as hanging pictures on the block walls, installing/removing ceiling fans (within existing fixture), moving furniture, or assistance with other personal needs. **Service requests, although important to you, are considered low priority for staff and will be scheduled and handled as time allows.** A charge for staff time of \$12/hour and associated costs will be applied for most service request performed in occupied units. Approved fees and maintenance charges are posted near the office.

## **Shopping Carts**

For your convenience, several green shopping carts are located downstairs near the elevators. These can be used to move groceries or other items in and around the building. **Carts MUST be returned to the lobby area every day, immediately after use.**

## **SMOKING**

Smoking is **NOT** permitted in apartments. **Residents who smoked prior to the non smoking policy** should understand that any damage caused by or related to smoking shall not constitute ordinary wear and tear. The Housing Commission will charge Residents a minimum \$50 maintenance fee to be applied to cost for the extra cleaning required and/or repair of damage caused by or related to use of any tobacco product, including, but not limited to deodorizing the unit, sealing and painting the walls and ceiling, and repairing or replacing the tiles and carpet. Residents will be responsible for paying any additional costs associated with unit turn over, beyond normal wear and tear, due to smoking.

**Smoking is NOT allowed in your apartment or on Englewood property.**

### **Snow Removal Policy**

In the event of snowfall and icy conditions, staff will make every attempt to shovel and salt sidewalks first thing in the morning and throughout the day as needed. If too much snow accumulates around vehicles, residents may be required to move their car/truck out of the lot so the parking spaces are accessible for plowing.

### **Solicitation**

Solicitation, defined as door to door sales, is not allowed on Housing Commission property. **Englewood's building, parking lots, and property are equipped with surveillance cameras which are closely monitored.**

### **Telephone Entry System**

For your safety and security, Englewood has a telephone entry system located at the main, Clay Street, entrance to the building. Visitors can call your apartment by dialing the 3 digit code number that is listed with your name at this telephone. After regular business hours, when the front automatic doors are locked out, you can let people into the building by pressing 9 on your personal phone when they call you. A cell phone or cordless phone will not operate this system. Regular caregivers may contact the office to register for a personal entry code. Resident requests for additional access codes must include written documentation of need. You can view visitors at the front door by tuning your T.V. to Channel 14.

## **Telephone/Cablevision//Internet**

It is the resident's responsibility to hook up telephone service. All arrangements should be made with **Frontier Telephone Company Customer Service at 1-800-483-4000**. The outlet is already in the apartment. For a reduced rate, mention that you live in subsidized HUD housing. Once you get a telephone number, please contact the office so we can add you to the front entry phone system.

Cablevision outlets are located in each apartment. A nominal fee will be charged to your tenant account for this service provided by CBPU each month and should be paid at the time you pay rent. Contract and payment of internet service is the responsibility of individual residents.

## **Unit Property Inspection**

Soon after you move into your apartment, maintenance staff will visit you to conduct a "move in" inspection and another inspection will take place at the time you move out. In addition to this, the PHA is required to inspect the property and all apartments at least once a year; and HUD schedules inspections every two to three years as well. Resident's will receive advance notice of annual inspections which are necessary so we know unit conditions to plan for needed repairs and replacements to the structure and equipment. Also, general maintenance, cleanliness, and safety hazards will be noted and if found to be serious, correction action will be taken.

Monthly Inspections for Pest Control purposes will take place on or about the 2<sup>nd</sup> Friday of each month. Please report any bug problems promptly to the office. You will be notified if treatment for infestation is required in your unit.

## **UTILITIES**

All basic utilities, except for telephone, email and internet, are furnished including garbage service, water/sewer, heat, and 150 kilowatts per month electricity. To determine excessive use of electricity, on or about the 12<sup>th</sup> of the month, staff will read electric meters located in each apartment and market rate charges will be applied to your tenant account. We encourage you to help us conserve energy in the following ways. Do not overload circuits. Check extension cords for fraying or other signs of wear. Report any leaks in water faucets or heating units, appliance failure or other mechanical problems. Please shut off water, lights, stove, T.V. and other appliance when not needed.

## **Visitors & Guests**

Only those persons named in the Lease Agreement are lawfully entitled to occupy your apartment. **Visits by friends or relatives must be of a temporary nature and limited to fourteen (14) nights per year.** Overnight guests must sign the register located near the elevator entrance. In emergency situations or for special circumstance consideration, contact the Executive Director.

**Under no circumstance should you allow relatives, friends, or lodgers to occupy your apartment permanently.**

All children visiting you here are your responsibility. Children must be accompanied by an adult at all times in the public areas of the building and property. Children should NOT be allowed to play in the elevators, hallways, and laundry or service areas.

**Visitors and guests should enter and exit the building through the main (Clay Street) front sliding doors only.**

## **Wardrobe & Donations**

Shelves have been provided downstairs in the game room for residents to leave unwanted household items, in good condition, that are no longer needed. Gently used clothing may also be donated as well. These items are free for other residents to take and use. Please do not leave food products in this area; and be considerate of others needs.

## **Work Orders**

Work order requests apply to anything related to building maintenance such as plumbing, electrical, mechanical, structure and fixtures. During your occupancy, if you need help with a repair in your apartment, that is other than an emergency (plumbing, heating, electric, or safety issue), please fill out a work order form and return it to the office or put it in the green rent box. Blank work order forms are located in the file box next to the office window. **Maintenance staff will not perform any work in an occupied apartment without a written work order.** Also, if you see needs for repair in other areas of the building or grounds, please fill out a work order. When repairs are necessary due to negligence, carelessness, or abuse by the resident and/or their guests, a maintenance charge will be applied to the tenant's account. Maintenance charges are posted in the lobby.

## **Work Out & Exercise**

Exercise equipment located in the beauty shop downstairs is available for Resident use only. Please contact your health care provider and turn your medical release form into the office before using this equipment.

## **Grievance Procedures**

The grievance procedure is made available to any resident. A grievance means any dispute which a resident may have with respect to CHC action or failure to act in accordance with the individual resident Lease or CHC regulation which adversely affects the individual resident's rights, duties, welfare or status. Residents receiving any notice of eviction for drug-related and/or criminal activity that threatens the health or safety of any public housing resident or employee of the Commission are not entitled to any grievance hearing. You may contact the management office to obtain additional information regarding this subject or other Housing Commission Admissions and Continued Occupancy Policies.

## **Eviction for Drug Related and/or Criminal Activities**

HUD requires Coldwater Housing Commission to initiate eviction proceedings of the resident family for:

1. Any drug-related activities of resident, household member or guest.
2. Any criminal activity by resident on or off the premises.
3. Alcohol abuse if it is determined that such abuse interferes with the health, safety or right to peaceful enjoyment of the premises by other residents.

## **The Possession and Use of Firearms on Housing Commission Property Is Strictly Forbidden!**

## Coldwater Housing Commission Routine & Maintenance Charges

**Resident request for Service/Custom Labor performed by staff (non CHC property work order) a maintenance charge of \$25.00 per hour (minimum of ¼ hour charge) will be applied to that account. This includes but not limited to:**

- Moving and/or assembly of personal items
- Wall hangings
- Relocating furniture
- Installation and/or remove ceiling fan \$25.00 minimum charge.
- Installation of air conditioner is \$12.00 minimum charge.
- Installation of personal hardware items such as paper towel holders, towel racks, extra shelves, running cable wire, etc.

**Other Related Charges:**

- |                                   |  |
|-----------------------------------|--|
| • Appliance Bulbs (40 watt)       | .45                                    |
| • Light Bulbs (60 watt)           | .30                                    |
| • Fluorescent Tube                | 1.50                                   |
| • Fluorescent bulb (kitchen)      | 2.00                                   |
| • Three way bulb                  | 1.50                                   |
| • Window blinds (small)           | 5.50 (replacement)                     |
| • Window blinds (large)           | 7.50 (replacement)                     |
| • LOCK OUT after hours            | 10.00 per occurrence                   |
| • Pet Waste Removal               | 10.00 per occurrence                   |
| • Furniture Disposed              | 10.00 per item                         |
| • Replace laundry card            | 10.00 each                             |
| • Replace key (unit, entry, mail) | 10.00 each                             |
| • Copies (black & white only)     | .50 per page                           |
| • Fax copies incoming & outgoing  | 1.00 per page                          |
| • Rental of Carpet Cleaner        | \$10.00 fee to cover cleaning supplies |

Extra Electricity will be charged per k .w. over the allowed 150 k. w. The cost per k .w. varies from month to month.

Current tenants may elect to have their apartment painted by an outside contractor and the Housing Commission will provide the paint. Maintenance charge for CHC provided contractor is \$25.00 per hour.