

Horizon Apartments

70 West State Street
Coldwater, Michigan 49036

RESIDENT'S HANDBOOK

PRESENTED TO: _____

Welcome Home!

The management of Horizon Apartments welcomes you to your new home. We will strive to render prompt and efficient service and maintain this property and your apartment in the best possible condition. As you may know, Horizon Apartments is a multi-family independent living facility regulated by the U.S. Department of Housing and Urban Development. We ask your cooperation in following the guidelines presented here so that you and your neighbors can enjoy a safe and peaceful environment. As in any neighborhood, we encourage you to get to know your neighbors in the building and look out for one another.

This handbook provides some 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. The lease is an important document. Treat it as you would other valuable papers. We recommend that you re-read it and this handbook carefully at your first opportunity. If you have any questions about any part of your dwelling Lease or any related materials are not clear, please contact the Management Office for clarification.

COLDWATER HOUSING COMMISSION

Management Business Hours
Monday - Thursday
9:00 a.m. - Noon and 1:00 p.m. - 3:00 p.m.

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REPORT ALL ACCIDENTS IMMEDIATELY
TO THE MANAGEMENT OFFICE.

278-2660

EMERGENCY TELEPHONE NUMBERS

AMBULANCE – POLICE – FIRE DEPARTMENT 911

Manager On-Call (Emergencies Only)..... 617-9237

RESIDENT MONITOR Regina 517-914-3664

OTHER HELPFUL TELEPHONE NUMBERS

- BATA BUS SYSTEM 278-5889
- PINES BHS 278-2129
- ADAPT 279-7531
- Adapt, Inc. CLUBHOUSE..... 279-8929
- DEPARTMENT OF HUMAN SERVICES 279-4200

Building MONITOR

The Coldwater Housing Commission provides a person(s) to serve as a Monitor at Horizon Apartments. The Monitor, lives on site in Apartment 118, and is normally on call to assist you with emergencies after regular business hours, nights and weekends. Emergencies are defined below. Please remember that the Monitor requires privacy, free time, and certain boundaries that should be respected even though he or she is also a resident at Horizon.

What is an Emergency?

1. Plumbing leak or sewer stoppage that may damage personal or Horizon property.
2. Any condition which may cause a fire.
3. No heat during the cold season.
4. No electricity.
5. A medical emergency that requires an ambulance.
6. Any other condition that may endanger a person's life.

RENT DAY

Rent is due on the first day of each month. It will be considered late on the 5th day. Rent can be paid with either check or money order, we do not accept cash. Rent can be mailed or paid in person at the Management Office, Coldwater Housing Commission, 60 South Clay Street, Coldwater, MI 49036.

MONTHLY CONTRACT RENT

Rent's based on the Net Family Income, are computed at a 30% rate which will permit efficient operation of Horizon. All Management and operating costs must be paid out of your rent payments. Rents are subject to change upon approval by the Coldwater Housing Commission and the Department of Housing and Urban Development.

INTERCOM ENTRY SYSTEM

For your safety and security, Horizon doors are locked. Doors in the building should never be left open to allow unauthorized people to enter the building. Visitors and guests can be let in by using the intercom entry system. The entry system is located at the front door. Visitors can call you on the intercom and you can push the button to let them enter through the locked lobby door. **DO NOT allow people into the building unless they are here to see you.** If you let someone in the building, you are responsible for them.

OCCUPANCY STANDARDS

The right to assign dwelling units at the time of admission or at the time of re-examination for continued occupancy is reserved by the Management in accordance with the occupancy policy established by the Coldwater Housing Commission. This includes the right to designate the size of the unit, which you occupy in accordance with the size of the family. It also includes the right to designate the location of your residence within the project. The limit of time allowed for overnight guests to stay with you is fourteen (14) day/nights per year (total). To avoid violating your Lease Agreement, under no circumstances will you allow relatives, friends or lodgers to occupy your residence permanently.

GUESTS and/or VISITORS

Only those persons named in the Apartment Lease are lawfully entitled to occupy your home. Visits by friends or relatives must be of a temporary nature due to restrictions of public housing standards. Overnight guests are limited to fourteen (14) day/nights per year (this 14 nights is the combined total of all over nights that your guests stay), and they must be registered in advance, with the Monitor or Management Office. In emergency situations consult your Manager.

Management may consider a person(s) unlawfully occupying your apartment if he/she visits you consistently (day after day for extended periods of time) and has no other official residence; and/or if he/she bathes, does laundry, eats most meals, and sleeps (more than the allowed 14 days) at your apartment.

Management reserves the right to ask your guest/visitor to leave the building, restrict a person's access to the building or prohibit a person(s) from being on Horizon property. A person(s) may be denied access if he/she has abused the privilege of "visiting" Horizon residents; and/or if that person(s) poses a potential risk to you, other residents, Housing Commission staff, or Horizon property.

All visitors must enter and exit through the main front door. At no time should guests/visitors use the East door (located by Monitor's apartment), the North door (located near units 104/105) or the community room door, except as an emergency exit. Residents should be sure their guests/visitors leave the building by 10:00 p.m. so not to disturb your neighbors. **NO visitors should be allowed to enter the building between the hours of 10:00 p.m. to 8:00 a.m.**

Residents are responsible for their visitors/guests and may be in violation of the Lease if their guest/visitor damages Horizon property and/or if that person's activity or behavior interferes with the health, safety or right to peaceful enjoyment of the premises by other residents or employees of the Housing Commission.

EVICTION OF FAMILIES FOR DRUG-RELATED AND/OR CRIMINAL ACTIVITIES

Management shall commence eviction proceedings of the resident family for:

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

NOISE AND DISTURBANCES

The Coldwater Housing Commission wants you to be happy living at Horizon. One way to remain happy is to show kindness and consideration for your neighbors at all times. When having a party or playing the radio or television, have consideration for those nearby. Your apartment should be sound proof; however, in the summertime with the windows open you may be able to hear noises from other apartments.

KEYS

Each Resident is supplied with one key to their apartment entrance door, one key for their mailbox, and a key which will open the front entrance door. It is recommended that you keep these keys in a safe place. Your entrance door will lock on you. If you are going out of the apartment and intend to lock your door, be sure to have your key with you. Also, a \$10.00 fee will be charged for replacement of each key that is lost. Do not have duplicate keys made, this only breaks down our security and your protection. Any questions please consult Management.

LOCKED OUT OF YOUR APARTMENT?

You have two options - First, call the Monitor, if he is not available call the Management office or Manager on-call. These numbers are listed at the beginning of this handbook. In this situation, response time may not be immediate. Please feel free to visit with a neighbor or wait in the community room until someone arrives to open your door. There will be a fee charged for excessive lock outs. Carry your keys with you at all times.

MAIL ROOM

Individually keyed mail boxes are located in the lobby area. The number will correspond to your apartment number. Due to the cost of replacing these keys, a charge to the tenant will be made if this is necessary.

SAFETY RULES

Fires can be prevented. Don't be careless with lighted cigarettes. Don't let combustible material or rubbish accumulate. Inflammable, gasoline, naphtha, etc. must not be kept in the dwelling units. Please keep oily dust clothes, etc. in a tin can. The outside doors should be locked at all times. This is necessary for the protection and safety of all residents.

SMOKING

SMOKING IS NOT ALLOWED IN ANY COMMON AREAS OF THE BUILDING.

Apartment doors must be closed whenever you are smoking or cooking. At no time should the smoke detector be disconnected or turned off (this may be considered a violation of your Lease). If your smoking activates the alarm, open the windows in your apartment and/or use a fan to blow the smoke outside.

UNIT INSPECTION

Inspection of all apartments will be made by the Management quarterly and by HUD annually. It is necessary that we know the condition of the unit in order to plan for needed repairs and replacements to the structure and the equipment. General maintenance, cleanliness, and fire hazards are also noted and if found to be serious, corrective action will be taken by Management. The inspection schedule is posted in the building's lobby area.

HOUSEKEEPING

You are responsible for keeping your apartment in a clean, safe and sanitary condition. In addition, you are responsible for promptly cleaning any common areas (including hallways, community room & laundry room) that you, your household or guests make dirty. Please dispose of trash properly. Disagreeable odors, vermin, or hazardous conditions will not be tolerated under any conditions.

PAINTING AND WASHING OF WALLS AND WOODWORK

All painting of dwelling units will be taken care of by the Management. Please consult Management before washing the walls. Use warm water and mild soap on the woodwork. Please wash surface without scrubbing. Alterations to the dwelling units are not allowed. If you have a special problem, consult the Management Office.

REFRIGERATORS and STOVES

The refrigerator and stove/oven must be kept clean and sanitary. Consult instructions furnished with refrigerator relative to cleaning and defrosting.

REPAIRS, ALTERATIONS, AND SERVICE REQUESTS

Report any needed repairs to the Management Office or the Monitor as soon as they are discovered. Each report will be given prompt and courteous attention. Horizon must be properly maintained for a long period of time. Report to Management immediately any leaking water faucets or fixtures, appliance failure, or other mechanical problems. Screens and shades/mini blinds are provided when you move into the apartment. If repairs or replacement of these items is required, the replacement cost and a maintenance charge will be applied to the residents account. Full cooperation by Residents is required to permit the Management to keep the dwelling units in a decent, safe and sanitary condition.

REPAIRS IN YOUR APARTMENT

If something in your apartment needs fixed (and it is not an emergency):

1. Take the white card with your apartment number on it, and slide it under the Monitor's apartment door. This is apartment # 118.
2. The Monitor or another Housing Commission maintenance employee will come to your apartment, find out what is broken, and take care of getting it fixed. It's just that easy.
3. The white card will then be returned to you. Please hang the card on the nail near your door until you need it again for another repair.

In an emergency, after hours or on weekends, call the Horizon Monitor. His number is listed at the front of this book. These calls should be EMERGENCY CALLS ONLY after hours, nights and weekends. Where repairs become necessary due to negligence, carelessness or abuse on the part of the tenant and/or the tenants guest, a charge will be made by the Management.

PLUMBING FIXTURES

Sinks, lavatories, toilets and shower pan must be kept clean and sanitary. Use recommended cleaners only. Never use acids of any kind. Please report needed repairs to Management promptly. Toilets should be cleaned often, at least once a week, because of the hard water conditions in the City.

GARBAGE

Residents should take all garbage, trash, and rubbish outside to the big dumpster. Garbage must be wrapped and tied securely in a plastic garbage bag before depositing it in the dumpster.

SOLICITATION

Solicitation, defined as door to door sales, is not allowed in the building

UTILITIES - Electric - Telephone - Cablevision

Electric – Payment for electricity is your responsibility. **Residents must contact the Coldwater Board of Public Utilities (CBPU) to have the electricity put into their own name before moving into the apartment.** CBPU is located at One Grand Street, Coldwater and that phone number is 279-9531. Other utilities such as water, heat, and garbage are furnished

Telephone - Residents are responsible for ordering and paying the cost of their own telephone (contact Verizon customer service at 1-800-483-4000).

Cablevision – Payment for this service is up to you. Currently Charter Communication lines are in the building (contact Charter at 1-800-545-0994).

ENERGY CONSERVATION

We do not mean to imply that the Residents cannot use the utilities as needed. This is your home and we want you to be comfortable in it. But, please shut off water, lights, stove, T.V., and other appliances when not needed. Energy conservation is everyone's business.

LAUNDRY

Coin operated washers and dryers are provided in the building's laundry room. Instructions for operating the washing machines are on the inside cover of the machine. Do not call the Management office if there is a problem with the machines. For repairs contact Great Lakes Laundry at 1-800-236-5599.

PARKING

Front parking lot should allow plenty of space for you and your guests. There are no reserved spaces and all parking spaces are on a first come basis. Vehicles that are inoperable should be removed from the parking lot or it will be towed by the Housing Commission at the owner's expense.

PETS

See Pet Policy. No pets allowed without permission from Management.

Extended Absence of Abandonment

Coldwater Housing Commission house rule specifies when tenants give up their right to occupancy because of their extended absence or abandonment of the unit. Coldwater Housing Commission defines extended absence as the tenant being absent from the unit for longer than 60 continuous days, or for longer than 180 continuous days for medical reasons. Under these rules, Coldwater Housing may initiate action to terminate tenancy in response to an extended absence or abandonment of the unit by tenant or individual listed on lease. Coldwater Housing may allow exceptions for extenuating circumstances.

THE USE OF FIREARMS IS STRICTLY FORBIDDEN!