

**LONDON TOWERS
TENANT INFORMATION**

ILION HOUSING AUTHORITY



**London Towers
100 W Main Street
Ilion, NY 13357
315-894-2159**

August 2017

London Towers is a home for over 100 senior and disabled residents. Owned and operated by Ilion Housing Authority and governed by the US Department of Housing and Urban Development with the mission of providing safe, decent and affordable housing. Located at 100 West Main Street near churches, banks and restaurants, our residents have the opportunity of having downtown facilities close to home. If a day of leisure is what a tenant may want, London Towers has a gazebo with benches in the front and a pavilion with a game table for hours of relaxation.

The building itself is an eight story high rise containing 106 apartments. There are 15 apartments on each of the upper floors. Each floor has an alcove for sitting where tenants have time to chat with each other, play games and build puzzles. The ground floor houses the main office that is open Monday – Thursday from 9:00am – 1:00pm and 2:00pm – 4:00pm, Friday 9:00am – 1:00pm only. The Housing Authority staff is available for you to report your maintenance requests and collect rent payments. Also, on the first floor is a Community Room for all to use, with a library, a big screen television, computer room and a dining room where the Office of the Aging Nutrition Program serves lunch on weekdays. In addition, a laundry room offers laundry machines, magazines and vending machine.

This building is governed by regulations provided in the following packet. The Ilion Housing Authority and the Board of Commissioners oversee the policies of the Housing Authority, in accordance with the regulations set by the Department of Housing and Urban Development. The policies guarantee comfortable surroundings, taking into consideration your needs while striving to create a facility that meets our highest standards.

The staff of the Ilion Housing Authority welcomes you and sincerely hopes that you will find living in your new home an enjoyable experience. This handbook was prepared to guide and assist you. Its aim is to provide information regarding services designed for your comfort and protection and to discuss your responsibilities and privileges. Keep it in a convenient place and consult it frequently.

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IMPORTANT PHONE NUMBERS

| | |
|--------------------------------------|---------------------|
| Ilion Police Department | 315-894-9911 |
| Ilion Fire Department | 315-895-7424 |
| Ambulance | 315-895-7424 |
| Ilion Housing Authority Office | 315-894-2159 |
| Ilion Housing Authority Maintenance | 315-894-8524 |
| Ilion Housing Authority Fax | 315-894-8553 |
| After Hours Lock-outs – Erwin Youker | 315-444-9199 |

WELCOME

The staff of the Ilion Housing Authority welcomes you and sincerely hopes that you will find living in your new home an enjoyable experience. This handbook is your reference to information you may need as a resident of London Towers. We hope the handbook answers many of your questions, but always feel free to ask or discuss any concerns with the staff.

APARTMENT MEASUREMENTS: Measurements for room size and window size are approximate and exact measurements should be taken for any floor coverings or window dressings.

1 bedroom apartments:

| | | |
|-------------|-------------|---------------|
| Room sizes: | Kitchen | 6'6" x 8'6" |
| | Living Room | 13'4' x 10'8" |
| | Bedroom | 10'5" x 13'3" |

Window sizes: Living Room & Bedroom 53" x 64"

Efficiency:

| | | |
|-------------|-------------|-------------|
| Room sizes: | Kitchen | 6'6" x 8'7" |
| | Living Room | 21'7" x 10' |

Window sizes: Living Room/Bedroom 52" x 64"

SECURITY

Keys: All single tenants will receive 2 keys while couples will receive 3 keys. Your key provides access to all building entrance doors and only your apartment door. The extra key may be given to whomever the tenant chooses. You will also be given a mailbox key. It is the responsibility of the tenant to return all keys at time of move-out.

Lost apartment keys must be reported to the office immediately. The fee for replacement key is \$10.00 for labor plus the cost of the key and core. The fee for not returning all keys at move-out is \$30.00 for core replacement and will be deducted from the security deposit. Lost mailbox keys should be reported to the Office.

Intercom: The entrance doors of London Towers are locked at all times. Visitors are asked to use the intercom to notify a tenant that he or she has visitors. If the tenant chooses, he or she may ‘buzz’ the intercom to release the lock so the visitor may enter.

No one is to allow entry through the front door for anyone who is not there to specifically see him or her.

The intercom system works through your telephone. Please familiarize yourself with the following instructions included in your packet. For tenants who do not have a telephone, the Ilion Housing Authority has phones to loan. These loaner phones are to be used for the intercom entry system only.

LEASE

The Ilion Housing Authority is responsible for maintenance and repairs and for the enforcement of rules and regulations necessary to preserve our buildings and set neighborhood standards. You also have family responsibilities. They are set forth in your dwelling lease – a mutual agreement between you and the Authority. Read it carefully. It states the amount of your rent and the conditions under which you occupy your new home.

Household members: All persons residing in an apartment are required to be on record in the management office. If there is a change in family composition whether temporary or permanent, the tenant is to IMMEDIATELY notify the Housing Authority of the change in writing.

Tenant: All who occupy residence in London Towers are tenants. Tenants must obtain the Executive Director’s consent in writing before allowing any person to take up residence in the tenant’s apartment.

NEW ADDRESS

Each apartment in the London Towers has a number. Use this address with your apartment number to insure prompt delivery service and to avoid confusion and delay.

London Towers Apt. # _____
100 W. Main Street
Ilion, NY 13357

SECURITY DEPOSIT

As a new resident, you are required to pay a security deposit of \$350.00 or equal to one month's rent, whichever is greater. Damages other than wear and tear are at the expense of the tenant and are payable upon repair. The security deposit may not be used to pay for any charges during occupancy. Upon vacating, if your apartment passes inspection, the money will be returned. If repair and/or cleaning are done by Housing Authority personnel, you will be charged for material and labor. Any monies due the Authority will be deducted from your security deposit before it is returned to you.

YOUR RENT

Rent is payable in person or by mail on or before the first business day of each month during regular business hours. Rent is determined according to your income and family size. Your rent may be re-adjusted when required and will not exceed the 'contract rent'.

Prompt payment of your monthly rent is mandatory. In the event that you are unable to pay your rent by the fifth business day of the month, a 5% late charge will be added.

Partial payment of rent will only be accepted if prior written arrangements are made with the Executive Director.

Rent may be paid by check, money order or credit/debit card. If you wish to make a cash payment, you will need to pick up a "cash receipt" form from the London Towers office or contact the office to have the form mailed to you. You will need to take the form to Adirondack Bank, located at 296 W. Main St, Ilion to make your payment.

If rent is paid with a check that is returned for insufficient funds, a fee will be charged equal to the bank charges. Also, no further checks will be accepted from the resident. All further rent payments must be paid with a money order or credit/debit card.

Also, the Management has the right to serve notice to a resident with a delinquent rent account to pay rent within three days or be prepared to vacate the apartment.

Contract Rent Schedule

| <u>Unit Size</u> | <u>Contract Rent</u> |
|------------------|----------------------|
| Efficiency | \$ 473.00 |
| 1 bedroom | \$ 474.00 |

STATEMENT OF INCOME

Income to report includes (but not limited to): fixed income, overtime, income from self-employment, tips and bonuses, welfare assistance, SSI, social security payments, workmen's compensation, disability benefits, unemployment insurance benefits, military, veterans pay, alimony, pensions, annuities, IRA payments, dividends, interest, and regular contributions by a relative or any other person.

Any and all lump sum payments must be reported. Lump sum payments are treated as assets and may not affect your rent payment. Reporting lump sum payments immediately may prevent the need for making repayments to the Housing Authority.

At the time of application, annual recertification and any other change, it is the responsibility of the tenants to submit accurate information regarding household members, their social security numbers, and all income information and income verifications.

Income verifications include such items as: copies of social security letters, W-2 form, current pay stubs and pay envelopes, statement of workmen's compensation, proof of unemployment, military allotment checks, pension letters, IRS tax returns, bank interest statements, stock dividend statements, court orders, affidavits from person making contribution in case of contributions by relatives or other persons and employer's report or standard allotment for tips.

The failure, neglect or refusal of a tenant to furnish information concerning his income or that of any family member of the household, or to cooperate in verifying reported income will be considered non-cooperation and will be assumed to indicate excess income. The tenant will be notified of his ineligibility, increase of rent, and legal action taken to obtain his eviction as not complying with the rules and regulations of the Housing Authority. However, upon submission of proper documents, rent will be recalculated on the basis of verified income. In no event will credit be given for excess rent already charged as a result of failure, neglect or refusal of tenant to cooperate in income determination.

INTERIM RENT CHANGE

All tenants are required to report to the management in writing within ten (10) days when there has been a change that will in turn affect the tenant's rent. The tenant will be sent a rent change notice when there has been a reported change or during the annual recertification. Changes to report include:

- The receipt of public assistance by the tenant or a spouse or the discontinuance of such assistance
- Any change of employment status of a tenant or the tenant's family members, for example increased/decreased hours, lay-off, new job, second job
- Addition of a household member
- A household member's departure from residence
- Regardless of age, a household member's start of employment, or receipt of income such as social security, alimony, workmen's compensation, unemployment benefits, pension, annuities, interest (which has not been previously reported)

SELF EMPLOYMENT

A copy of IRS tax returns and business records relating to all income and expenses will be used by the Housing Authority to determine income. Records and their supporting evidence, including bills, receipts, bank pass books, statements, canceled checks and copies of tax returns, shall be available for examination by the management.

Any business, professional or commercial enterprises of any sort is strictly prohibited on the premises. This includes laundry for non-household members, cosmetology, car repair, etc.

STATEMENT OF POLICY

The Ilion Housing Authority Administrative Plan is available at the Housing Authority Office. It states the policies set by the Board of Commissioners under which the Authority operates. You should become familiar with them.

RESPONSIBILITIES OF MANAGEMENT

It is the responsibility of management to provide maintenance, so that you and the families who come after you may live in healthful surroundings.

As in most privately owned apartment buildings, management reserves the right to enter your dwelling to make necessary repairs. In addition, inspections will be made to check the condition of your apartment in order to determine what is needed to carry on our continuing maintenance program.

Right of Entry: The Housing Authority reserves the right to enter an apartment at reasonable times to make necessary repairs or changes that are required to be made. The Housing Authority may also enter the apartment at reasonable times to show the apartments to workmen and contractors. The Housing Authority may also enter the apartment at any time without the tenant's consent in case of emergency. When possible the Housing Authority will give twenty-four (24) hours notice before entering an apartment. If the tenant is not home, two staff members will enter.

Maintenance requests: All maintenance requests/work orders should be made to the office. No charge will be made for normal wear. You will be charged for any damages inside your apartment or in the public areas, which have been caused by your or your visitor's carelessness or neglect.

Interior painting: Each apartment, when it becomes vacant, will be painted. Although it is the Authority's goal to maintain a five-year paint cycle, repainting of apartments during continued occupancy will be done as time permits.

Move-in inspections: If requested by the tenant the Ilion Housing Authority and an adult member of the family will inspect the unit prior to signing the lease. Both parties will sign a written statement of the condition of the unit. A copy of the signed inspection will be given to the family and the original will be placed in the tenant file.

Annual inspections: The Ilion Housing Authority will inspect each Project-based Section 8 Housing unit annually to ensure that each unit meets the Ilion Housing Authority's housing standards. Work orders will be submitted and completed to correct any deficiencies.

Preventative Maintenance Inspections: This is generally conducted along with the annual inspection. This inspection is intended to keep items in good repair. It checks weatherization; checks condition of smoke detectors, automatic thermostats and water temperatures; checks for leaks; and provides an opportunity for other minor servicing to extend the life of the unit and its equipment.

Special Inspections: A special inspection may be scheduled to enable HUD or others to inspect a sample of housing stock maintained by the Ilion Housing Authority.

Housekeeping Inspections: Generally at the time of annual reexamination, or at other times as necessary, the Ilion Housing Authority will conduct a housekeeping inspection to ensure the family is maintaining the unit in a safe and sanitary condition.

Notice of Inspection: For inspections defined as annual inspections, preventative maintenance inspections, special inspections, the Ilion Housing Authority will give the tenant at least two (2) calendar days written notice.

Emergency Inspections: If any employee and/or agent of the Ilion Housing Authority has reason to believe that an emergency exists with the housing unit, the unit can be entered without notice. The person(s) that enters the unit will leave a written notice to the resident that indicates the date and time the unit was entered and the reason why it was necessary to enter the unit.

Pre-Move-Out Inspections: When a tenant gives notice that they intend to move, the Ilion Housing Authority will offer to schedule a pre-move-out inspection with the family. The inspection allows the Ilion Housing Authority to help the family identify any problems which, if left uncorrected, could lead to charges. This inspection is a courtesy

to the family and has been found to be helpful both in reducing costs to the family and in enabling the Ilion Housing Authority to ready units move quickly for the future occupants.

Move-Out Inspections: The Ilion Housing Authority conducts the move-out inspection after the tenant vacates to assess the condition of the unit and determine responsibility for any needed repairs. When possible, the tenant is notified of the inspection and is encouraged to be present. This inspection becomes the basis for any claims that may be assessed against the security deposit.

RESPONSIBILITIES OF THE TENANT

Boarders, Roomers, Businesses: Regulations prohibit boarders, roomers, conducting a business in your apartment; hanging a sign or anything else in the windows. **Visitors staying more than three days should be reported to the office.**

Alterations: Tenants are not to alter any electrical wiring, fixtures, or fittings in the premises, not to use stencils, borders, paint, contact paper or wallpaper in the premises, not make any alterations whatsoever, without the written consent of the Executive Director.

Carpets and linoleum may be added to the apartments. They can not be nailed or glued down. Black rubber padding is not allowed. Tenants may hang pictures and decorations on the walls, but when hanging pictures, please use small hooks, nails or screws. For removal purposes, the Housing Authority advises against using adhesive tabs.

Interference of Other's Rights: The tenant shall not disturb, annoy, endanger or inconvenience other tenants of the building or neighbors, nor use the premises for an immoral, unlawful purpose, nor violate any law or ordinance, nor commit waste or nuisance upon or about the premises.

All tenants and their visitors will be respectful of the rights of others, their personal property and the Housing Authority's property. Violations include:

- Abusive or vulgar language
- Destruction or taking of personal items, i.e. plants, decorations, property in the hallways
- Excessive noise (see below)
- Defacing property

Noise Levels: Noise should not be excessive as to interfere with the rights of others. The Housing Authority asks that all tenants be respectful of others' sleeping hours.

Smoking: Smoking is prohibited in all apartments, IHA offices or internal areas as of October 1, 2017. Smoking is only allowed in the designated areas on the Ilion Housing Authority property. If a tenant or a guest of a tenant is smoking in an apartment or in non-designated are, the tenant will receive written warnings from the Director. Two written

warnings may result in eviction proceedings. Please refer to the Ilion Housing Authority Smoking Policy for additional information.

The first offense will be a written warning from the Executive Director. The second offense will be a written warning and a \$150.00 fine. After two written warnings, eviction proceedings will begin.

Drug/Violence: Sale or use of illegal drugs is not permitted on the Housing Authority's property. Violent behavior will not be tolerated. Tenants are responsible for their visitor's actions. The first offense involving drug or violent behavior will result in immediate eviction.

Alcohol Policy: The consumption of alcoholic beverages is prohibited in all the interior and exterior common areas at London Towers. This includes any open containers of alcoholic beverages. The one exception to this policy will be a sanctioned party or event (weddings, holiday parties, picnics, etc.) that is approved by the Executive Director. Approval must be obtained before the event is scheduled.

Maintenance: You will want to keep the interior of your apartment clean and neat at all times. Bathrooms and kitchens (especially fixtures) should be cleaned daily. You are also responsible to assist the maintenance in maintaining common areas. The carpet outside your apartment door and the exterior of your door should be kept clean and neat. The foyers located adjacent to the elevators are for your enjoyment and should be dusted and vacuumed as needed.

The cooking range will give you maximum service only if you keep it clean and know how to use it. Broilers, trays and racks are easily removed for washing. Enamel surfaces should be wiped off daily. Use oven cleaner to clean the oven only. Do not use it on the outside. Cleaning liquids for the exterior of the stoves should be of a non-abrasive type such as "409" or "Bon-Ami".

Range Hoods have been installed for your protection and convenience. They should be used every time you use your stove. Low speed can be used except when frying or broiling in the oven, then high speed should be used. Use it even while making toast. If you do not use the range hood, you may set off the smoke detector in your apartment and the fire department will have to make an unnecessary trip, which is costly to the village.

Refrigerators: Please do not put warm items in your refrigerator, as it causes condensation. Do not try to clean units with sharp instruments. If you have any questions on use or maintenance, please call the office or maintenance.

Clean your bathtub and sinks with any good scouring powder or cleanser. It is important to keep the bathrooms free and clear from mold. After taking a shower, check the outside of the tub for water. Wipe up any water immediately. Each time the shower is used, make sure the curtain is tight to the wall. You will be responsible for any damage to the floors, walls or ceilings below. For an effective bathroom cleaner, use this

solution: In a gallon jug, mix one quart bleach with ½ cup (any brand) powdered laundry detergent. Then fill with water. Spray and leave on for 15 minutes and then scrub.

Floors: Cleaning the tile can be accomplished with any good cleanser, such as Spic & Span. Waxing of floors is desirable provided you use a water emulsion wax; that is one that will dissolve in soapy water. Do not use a paste wax or plastic wax.

Insects sometimes get into the best kept homes. Promptly dispose of your entire garbage and keep floors clean. If you see any strange insects in your home, call maintenance immediately. Tenants are requested to call the office before using any insect sprays or bombs, as other tenants in the building may have allergic reactions to these products. Tenants are required to abide by all regulations pertaining to the moving of furniture in order to provide for proper insect control, and to pay the cost of fumigation or extermination.

Window shades should be rolled up when your windows are open. They won't last very long if you permit them to flutter in the breeze or get waterlogged from the snow or rain.

Window Screens: Do not remove window screens for any reason. If removing a screen seems necessary, call maintenance and let them do it. Holes in screens caused by family members or pets will be replaced by maintenance and charged to the tenant.

Litter: You, your home and your neighborhood – in fact the entire Project-based Section 8 Housing program is judged by its outside appearance. Do not litter on Housing Authority property. It is your responsibility to keep your home and surrounding area attractive; it is not our responsibility to pick up after you.

Put newspapers, wrappers from cigarettes and candy, bottles, cans, debris, trash, junk in the waste containers, not on the lawn or sidewalks or in the doorways.

Sewer plugging: Please do not allow foreign objects such as toys, hair curlers, diapers of any kind, or sanitary napkins in toilet bowls or drains. A plugged sewer is usually not fair wear and tear and the tenant will be charged for the maintenance call.

Light bulbs are your responsibility. We will sell them to you at approximately our cost. Sixty watt is the maximum that can be used.

Trash and Garbage disposal: All garbage, with the exception of kitty litter, must be bagged and placed in the compactor chute, located in the closet directly behind the elevators. Keep your trash parcels small, so that they will readily fit the chute. Kitty litter needs to be bagged and taken out to the garbage dumpster. Oversized, long or rigid items can jam the machine. Place these items at the end of the Community Room next to the maintenance department. Help us by not allowing your garbage to leak on the way to the chute. Do not place liquids, hot or glowing material, glass, newspapers and magazines, in the trash chute, as they could jam the machine or could cause a fire. A container for recyclable materials is located in the closet housing the compactor chute. Be sure to rinse

all plastic, metal, glass and aluminum containers before placing in the recycling bin. Due to the space constraints, cardboard boxes should be broken down. Shredded paper should be placed in a clear bag and left next to the recycling bin.

When in doubt - Refer to the Recycling poster or ask the maintenance department.

Window Cleaning: The Ilion Housing Authority will attempt to wash your windows. This will depend on our maintenance workload. If and when this service is provided, it will be at no charge to you. We will attempt to do an entire floor on a scheduled day, weather permitting. We will notify you in advance. There will be no skips or callbacks. If you are not home, we will enter your home and clean the windows. Please assist us by clearing the window areas of furniture, curtains, drapes, nick-knacks, plants and fragile articles.

Mineral Deposits – Toilet Bowls: We have had some trouble with lime and other minerals from the water supply forming obstructions in the plumbing. The flushing holes under the upper rim of some toilet bowls become plugged with these minerals, causing slow or non-flushing. If you encounter slow flushing for no apparent reason, call maintenance. Cleaning helps. If you don't have a bowl mop, please get one and clean regularly under the upper rim.

Snow Removal: We will plow the parking lots as we can. Please assist us by moving your car when you see the maintenance department plowing.

Laundromat: A laundromat with four (4) washers and four (4) dryers are furnished for your exclusive use on the first floor. Please cooperate by removing your laundry promptly from the machines, and keeping the laundry room clean. Washers or dryers are not permitted in the apartments. Cards to operate the washers and dryers are available for sale in the laundry room.

Home health aides assist tenants with laundry tasks. To ensure that the aides can complete their tasks in the time allotted, the tenants are requested to leave one washer available during the weekday mornings from 8:00 AM to 11:00 AM.

Storage Space: There is no storage space provided outside your apartment. Please do not attempt to store anything in the hall.

Telephone and Television: One telephone outlet has been pre-wired in the living room. The phone company will not locate the outlet anywhere else, and they will not furnish a wall phone. You may obtain a longer phone cord if you desire.

One cable TV outlet has been built into the apartment for your use. Its location may not be changed.

Arrangements for phones and/or cable TV, with the exception of standard cable service, are made between you and the supplier; they are not a function of the Housing Authority.

The Housing Authority provides a standard cable package at for \$40.00 per month. A Digital Adapter is required for cable service and should be obtain through Spectrum (formally Time Warner Cable). If the tenant is unable to obtain the Digital Adapter, contact the office for assistance. If a resident cancels their service or if it is turned off by the Ilion Housing Authority for overdue payment, the resident will have to pay a \$10 fee when they restart the service.

Air Conditioning: Air conditioners are permitted in all apartments subject to the following;

- a. Must be 110 volts, maximum BTU 9000.
- b. May be installed May 1st and must be removed by September 30th.
- c. Only one unit per dwelling.
- d. The unit may go in the window of the living room or the bedroom.
- e. Procurement, installation and removal is at resident's expense.
If you have any problem about selection or installation, please contact maintenance at (315) 894-8524.
- f. Only extension cords designed for AC may be used.
- g. Installation and removal charge: there will be a \$10.00 labor charge for installation and a \$10.00 labor charge for removal of the air conditioning unit. First time installation will also require a charge for materials used.
- h. Utility charge of \$30.00 per year, payable upon installation; one payment due in May, or two successive monthly payments of \$15.00 each paid in May and June.

Maintenance: The Housing Authority maintenance staff is not able to assist residents with repairs to personal items. The only exception to this rule is installation of air conditioners and ceiling fans.

Fee for first time installation of air conditioner is \$10.00 plus materials
Annual fee for installation of air conditioner is \$10.00
Annual fee for removal of air conditioner is \$10.00

Fee for installation of ceiling fan is \$10.00
Fee for removal of ceiling fan is \$10.00

Only Ilion Housing Authority personnel may install or remove ceiling fans, unless the tenant provides proof that a licensed electrician has been hired to do this procedure.

Solicitors: According to Village of Ilion policy, all solicitors must obtain a permit. If the tenant has questions regarding a solicitor, call the Police Department at (315)894-9911. Solicitors are prohibited on the Ilion Housing Authority property without the proper permit for the safety and privacy of our residents.

Display: Tenants are not to place any signs or notices on the premises, including windows.

Tenants will refrain from erecting or hanging antennas, satellite dishes or any other article on or from any part of the building or dwelling unit or any other structure.

If such items are discovered and not immediately removed by the resident, the article will be removed at the tenant's expense. Charges will be assessed to the resident for labor and damage to Iliion Housing Authority property.

Renter's Insurance – The Housing Authority is insured for Iliion Housing Authority structures and property only. **The Housing Authority does not insure tenant's personal belongings.** The management suggests that each tenant purchase renter's insurance from his or her own insurance company.

The tenant shall not add or change locks on any of the doors in the premises.

MOVE OUT PROCEDURES:

Upon proper notification (see lease section) of intent to vacate an apartment:

- All personal items must be removed.
- The stove and refrigerator must be cleaned, both inside and outside.
- All sinks, tub and toilet must be cleaned.
- Floors must be swept and mopped.
- At time of move-out inspection, it will be determined if the walls and ceilings need to be cleaned. (Tenants who have smoked in the apartment will need to wash down the ceilings and walls.)
- All shades and fixtures present at the time of move-in must remain.
- All keys must be returned to the Iliion Housing Authority office by the effective date of move-out.

If move out procedures are not followed and the apartment is left in poor condition, the tenant could be charged for additional cleaning.

YOUR TENANT REPRESENTATIVE

Your tenant representative is your voice in setting policy for the administration of the Housing Authority. Representatives are elected by the tenants to sit on the Board of Commissioners for a term of two (2) years. It is the responsibility of the representative to act on behalf of the tenants while serving on the board. It is the tenant's responsibility to make his/her opinion on policies and administrative matters known to the representative. It is not the responsibility of the representative to hear grievances or complaints. These should be directed to the office staff and/or the Executive Director.

ELEVATORS

The elevators are the safest available but the possibility of any emergency does exist. If the elevator should stall, **DON'T PANIC**, there is a call button located in the panel below the floor buttons. Simply push the button and you will be connected to the

elevator company's service line. If for some reason, you cannot get through to someone on the phone, there is also an emergency button, which will summon capable help.

Both elevators are for passengers, but the large one on the right, as you face them, is also for freight. Don't try to carry freight on the small (left) elevator. The maximum capacity is six persons in the small car and twelve in the large car. Should an emergency arise, please do not use the large elevator; leave it for emergency crews. Please **DO NOT** allow children/grandchildren to play in or around elevators or halls.

For the sight and hearing impaired, the call buttons are written in braille and the floor number is displayed above the call buttons.

EMERGENCY POWER

Your building is equipped with an emergency generator, which automatically starts after about 30 seconds. This will light all the halls, and all the escape doors. It will also provide heat for the Community Room and operate the large elevator. In a power failure, please do not use any elevator unnecessarily. They should be kept available, as much as possible, for emergency personnel (firemen, maintenance men, etc.).

FIRE EMERGENCY

Fire Control – Alarm – Evacuation

There is a fire control and alarm system built into the building. You will notice red PULL fire alarm boxes in all halls near your apartment, and in all public areas. A diagram showing the location of these fire alarm boxes, exits and instructions, has been affixed to the back of your apartment door. These diagrams are also located at the fire alarm boxes. Note where the closest alarm to you is located, and pull it in case of fire. It will sound directly in the fire station. Opposite each elevator opening, there is a cabinet with a fire extinguisher.

In at least two locations on each floor, you will see or hear a fire alarm bell, which sounds along with the alarm when it is pulled. **When you hear the bell, please stay in your room and wait for directions.** In any kind of emergency, please **DO NOT TRY TO USE ELEVATORS.**

Exterior doors can be opened from the inside without a key. Push the panic bar (fire escape) or depress the emergency latch (front and rear entrance).

The building is as fire resistant as it can be. We believe it is the safest building for miles around. However, we can't control fires in your apartment. As of October 1, 2017 smoking is prohibited in apartments and the Housing Authority is hoping this will prevent fires in the future. Safety is a priority so please use caution when cooking with oil.

The entire fire alarm system (e.g. smoke detectors, pull boxes, extinguishers, etc.) are checked semiannually.

Buddy System: It may be to your benefit to establish some kind of a “Buddy System” with a neighbor or two. Check on one another occasionally; lend a hand if you can. Be sure your Buddy is responding in case of an emergency.

Emergency Call System: There is an emergency pull cord located next to the bathroom door in each apartment. When pulled, it will sound an alarm in the hallway and in the first floor lobby area. The floor number will be lighted in the panel located in the lobby and the light above your apartment door will be lit. Your apartment door will unlock to allow entrance for emergency assistance.

Medic Alerts: The Ilion Housing Authority does have a medical alert system called Cordmates, they are for internal use only. It attaches to your emergency pull cord and works with a necklace you wear around your neck. The system will sound an alarm, light up a light outside your apartment and unlock your door. There is a deposit of \$40.00 required for the necklace. You may inquire through the office.

Lifeline: The Housing Authority pull cords and Cordmates only open your door for assistance. There are companies, such as Lifeline phone which will call assistance and contact the friend or relative you have listed.

VEHICLES

Parking: Parking space is provided, one per family. Please don't use or overlap your neighbor's space. Don't use your space for dead storage. Visitors may park in the visitor's parking or on adjacent streets. Park heading in to avoid overhanging the sidewalk or damaging the yard or lights. No motorized dirt bikes, four wheelers, snowmobiles or recreational vehicles shall be permitted, stored or used on Authority property.

Car washing, repairs or oil changing will not be permitted in the parking area or anywhere on Authority property. **All automobiles parked on the premises must be registered with the office.** The office should be notified regarding the cars of overnight guests. No unregistered vehicles will be allowed on the premises. If your vehicle has an oil or gas leak, you may be asked to park on the street until repaired. Car leaks ruin the blacktop.

PET POLICY

EXCLUSIONS: This policy does not apply to animals that are used to assist persons with disabilities. Assistive animals are allowed in all Project-based Section 8 Housing facilities with no restrictions other than those imposed on all tenants to maintain their units and associated facilities in a decent, safe and sanitary manner and to refrain from disturbing their neighbors.

Pets in Project-based Section 8 Housing: The Ilion Housing Authority allows for pet ownership in its developments with the written pre-approval of the Housing Authority. Residents are responsible for any damage caused by their pets, including the cost of fumigating or cleaning their units. In exchange for this right, resident assumes full responsibility and liability for the pet and agrees to hold the Ilion Housing Authority harmless from any claims cause by an action or inaction of the pet.

Approval: Residents must have the prior written approval of the Housing Authority before moving a pet into their unit. Residents must request approval on the Authorization for Pet Ownership Form that must be fully completed before the Housing Authority will approve the request.

Types and number of pets: The Ilion Housing Authority will allow only common household pets. This means only domesticated animals such as a dog, cat, bird, rodent (including rabbit), fish in aquariums or a turtle will be allowed in units. Common household pets do no include reptiles (except turtles). If this definition conflicts with state or local law or regulation, the state or local law shall govern.

All dogs and cats must be spayed or neutered before they become six months old. A licensed veterinarian must verify this fact.

Only **one** pet per unit will be allowed according to this schedule.

Any animal deemed to be potentially harmful to the health or safety of others, including attack or fight trained dogs, will not be allowed.

No animal may exceed **twenty-five (25) pounds** in weight projected to full adult size.

Inoculations: In order to be registered, pets must be appropriately inoculated against rabies, distemper and other conditions prescribed by state and/or local ordinances. They must comply with all other state and local public health, animal control, and anti-cruelty laws including any licensing requirements. A certification signed by a licensed veterinarian or state or local official shall be annually filed with the Ilion Housing Authority to attest to the inoculations due at re-exam time.

Pet Deposit: A pet deposit \$150.00, is required at the time of registering a pet. The pet deposit must be paid in full before the pet enters the apartment. The deposit is refundable when the family vacates the unit, less any amounts owed due to damage beyond normal wear and tear.

Financial obligation of resident: Any resident who owns a keeps a pet in their dwelling unit will be required to pay for any damages caused by the pet. Also any pet-related insect infestation in the pet owner's unit will be the financial responsibility of the pet owner and the Ilion Housing Authority reserves the right to exterminate and charge the resident.

Nuisance or threat to health or safety: The pet and its living quarters must be maintained in a manner to prevent odors and any other unsanitary conditions in the owner's unit and surrounding areas.

Repeated substantiated complaints by neighbors or Ilion Housing Authority personnel regarding pets disturbing the peace of neighbors through noise, odor, animal waste, or other nuisance may result in the owner having to remove the pet or move him/herself.

Pets that make noise continuously and/or incessantly for a period of 10 minutes or intermittently for one half hour or more to the disturbance of any person at any time of day or night shall be considered a nuisance.

Designation of pet areas: **Designation of pet areas:** Pets must be kept in the owner's apartment or on a leash at all times when outside the unit (no outdoor cages may be constructed). Pets will be allowed only in designated areas on the grounds of the property if the Ilion Housing Authority designates a pet area for the particular site. Pets must be walked directly to the designated areas. Pet owners must immediately clean up after their pets and are responsible for properly disposing of pet waste.

London Towers: Southwest near the creek.

Pets must be kept in the owner's apartment or on a leash at all times when outside the unit (no outdoor cages may be constructed). Pets will be allowed only in designated areas on the grounds of the property if the Ilion Housing Authority designates a pet area for the particular site. Pet owners must clean up after their pets and are responsible for disposing of pet waste.

With the exception of assistive animals no pets shall be allowed in the Housing Authority main office or Community Room.

To accommodate residents who have medically certified allergic or phobic reactions to dogs, cats, or other pets, those pets may be barred from certain buildings in our development. This shall be implemented based on demand for this service.

Miscellaneous pet rules: Pets may not be left unattended in a dwelling unit for over **twenty-four (24) hours**. If the pet is left unattended and no arrangements have been made for its care, the Housing Authority will have the right to enter the premises and take the pet to be boarded at a local animal care facility at the total expense of the resident.

Pet bedding shall not be washed in any common laundry facilities.

Residents must take appropriate actions to protect their pets from fleas and ticks.

All dogs must wear a tag bearing the resident's name and phone number and the date of the latest rabies inoculation.

Pets cannot be kept, bred or used for any commercial purpose.

No visiting pets or “pet sitting” is allowed on the Housing Authority property.

Residents owning cats shall maintain waterproof litter boxes for cat waste. Refuse from litter boxes shall not accumulate or become unsightly or unsanitary. Pet waste from litter should be removed and disposed of daily. Litter should not be put down the garbage chute. Kitty litter needs to be placed in bags and taken out to the garbage dumpster.

A pet owner shall physically control or confine his/her pet during times when Housing Authority employees, agents of the Housing Authority or others must enter the pet owner’s apartment to conduct business, provide services, enforce lease terms, etc.

If a pet causes harm to any person, the pet’s owner shall be required to permanently remove the pet from the Housing Authority’s property within 24 hours of written notice from the Housing Authority. The pet owner may also be subject to termination of his/her dwelling lease.

A pet owner who violated any other conditions of this policy may be required to remove his/her pet from the development within 10 days of written notice from the Housing Authority. The pet owner may also be subject to termination of his/her dwelling lease.

The Housing Authority’s grievance procedures shall be applicable to all individual grievances of disputes arising out of violations or alleged violations of this policy.

Removal of pets: The Ilion Housing Authority, or an appropriate community authority, shall require the removal of any pet from a project if the pet’s conduct or condition is determined to be a nuisance or threat to the health or safety of other occupants of the project or of other person in the community where the project is located.

MAINTENANCE WORK ORDERS

How to report needed repairs: During business hours, call the office (315) 894-2159 and the staff of the Housing Authority will answer, make record of the request and inform the maintenance staff. When calling, the tenant should provide their name, apartment number and the repair needed. Please do not ask a maintenance staff member for a repair. All repairs must be written by office staff before it is assigned to maintenance.

Maintenance Emergencies: After office hours, call the maintenance line at (315) 894-8524. The on call maintenance worker should answer. If there is no answer, call the Police Department at (315) 894-9911. Minor repairs, complaints, and rental inquiries are to be referred to the office during regular office hours. Emergencies include:

- Fire (Call the Fire Dept. first)
- Broken lock on a first floor window or entry doors
- Waterlogged ceiling in danger of falling
- Electrical outlet smoking or sparking
- Major plumbing leaks or flooding

- Electrical situation which could result in shock or fire
- No heat when the outside temperature is below 50 degrees
- No running water
- Utilities shut off
- Broken glass where someone can get cut
- Obstacle which prevents tenant's access or exit
- Nonfunctioning toilet
- Lock out (after hours lock-out person should be contacted first (315) 444-9199)
- Elevator break-down
- Refrigerator not working

MISCELLANEOUS

Respect for lawns: Cutting across lawns will ruin the appearance of your home. Please use the sidewalks.

The hot water is centrally heated. There is plenty for all if you use it carefully. All water is metered. Please use it sensibly to prevent extra utility charges.

The heat in your apartment is sufficient to keep you comfortable and healthy. To avoid the necessity of assessing extra utility costs on all of us, please use the electricity with good sense. You can help by not opening windows while the heat is on.

Space heaters of any kind are prohibited.

If a circuit breaker kicks out, find out the cause and correct it before snapping it back in. If you cannot find the cause, call maintenance.

Hanging pictures: Tenants may hang pictures and decorations on the walls, but when hanging pictures, please use small hooks, nails and screws. For removal purposes, the Housing Authority advised against using adhesive tabs.

Curtain Rods are available at the maintenance department. These curtain rods are spring loaded and will be installed between the window frames with no hardware.

Water beds are not permitted in the apartments.

Fire Safety: Please use good judgment with electrical appliances, especially with Christmas trees and decorations. Use the kitchen range with total safety in mind; never use the oven as additional heat source.

Doormats: As a result of accidents involving doormats, we cannot permit them outside of your apartment.

All charges are based on actual cost to the Housing Authority and are therefore subject to change.

Maintenance Duty Hours: 7:30 am – 4:00 pm

ANTI-FRAUD POLICY

The Ilion Housing Authority is fully committed to combating fraud in its Project-based Section 8 Housing program.

Although there are numerous different types of fraud that may be committed, the two most common are the failure to fully report all sources of income and failure to accurately report who is residing in the residence. The Ilion Housing Authority shall aggressively attempt to prevent all cases of fraud.

When a fraudulent action is discovered, the Ilion Housing Authority shall take action. It shall do one or more to the following things depending on circumstances and what it determines appropriate:

- A. Require the resident to immediately repay the amount in question;
- B. Require the resident to enter into a satisfactory repayment agreement as set forth in a previous section of this policy;
- C. Terminate the resident's tenancy;
- D. Refer the case for criminal prosecution; or
- E. Take such other action as the Ilion Housing Authority deems appropriate.

GRIEVANCE PROCEDURES

INFORMAL REVIEW PROCEDURE: Any grievance shall be personally presented either orally or in writing to the Authority office so that it may be discussed informally and settled without a hearing. A summary of such discussion shall be prepared within a reasonable time and a copy given to the tenant. The summary shall specify the names of the participants, date of the meeting, the nature of the proposed disposition of the complaint and the specific reasons, therefore, and shall specify the procedures by which a hearing may be obtained if complainant is not satisfied.

HEARING PROCEDURES:

- A. The complainant shall submit a written request for a hearing to the Ilion Housing Authority office within **ten (10) days**. The written request must specify the reason for the grievance and the relief sought.

B. The Ilion Housing Authority will utilize the services of the Dispute Resolution Center to provide a hearing officer.

C. Failure of the complainant to request a hearing in accordance with this paragraph will make the Housing Authority's determination final.

DECISION OF THE HEARING OFFICER:

A. The hearing officer shall prepare a written decision together with the reasons within a reasonable time after the hearing. A copy of the decision shall be sent to the complainant and the Housing Authority. The Housing Authority shall retain a copy of the decision in the tenant's file.

B. The decision of the hearing officer shall be binding on the Authority which shall take all actions, or refrain from any actions, necessary to carry out the decision unless the Housing Authority Board of Commissioners determines within a reasonable time, and promptly notifies the complainant of its determination that

- 1) The grievance does not concern Housing Authority action or failure to act in accordance with or involving the complainant's lease on Authority regulations, which adversely affect the complainant's rights, duties, welfare or status; or
- 2) The decision of the hearing officer is contrary to applicable Federal, State or local law, HUD regulations or requirements of the Annual Contributions Contract between HUD and the Housing Authority.

C. A decision by the hearing officer or Board of Commissioners in favor of the Authority, or which denies the relief requested by the complainant in whole or in part shall not constitute a waiver of, not effect in any manner whatever, any rights the complainant may have to trial de novo or judicial review in any judicial proceedings, which may thereafter be brought in the matter.

EVICTION ACTIONS:

If a tenant has requested a hearing in accordance with these procedures on a complaint involving an Authority notice of termination of the tenancy and the hearing officer upholds the Authority's action to terminate the tenancy, the Housing Authority shall not commence an eviction in a State or local court until it has served a notice to vacate on the tenant, and in no event shall the notice to vacate be issued prior to the decision of the hearing officer having been mailed or delivered to the complainant. Such notice to vacate must be in writing and specify that if the tenant fails to quit the premises within the applicable statutory period, or on the termination date stated in the notice of termination, whichever is later, appropriate action will be brought against him and he may be required to pay court costs and attorney fees.