

# TENANT GUIDEBOOK



*Columbus Housing Authority*

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\*Sycamore Tenant Only

# WELCOME TO YOUR COLUMBUS HOUSING AUTHORITY PROPERTY

THE BOARD OF COMMISSIONERS AND THE HOUSING MANAGEMENT STAFF OF THE COLUMBUS HOUSING AUTHORITY EXTEND TO EACH NEW TENANT A HEARTY WELCOME!

THIS HOUSING IS MADE AVAILABLE SO THAT YOU MAY HAVE A COMFORTABLE AND PLEASANT PLACE TO LIVE AT A RENT YOU CAN AFFORD TO PAY.

LIVING IN SUBSIDIZED HOUSING MAY BE A NEW EXPERIENCE FOR SOME OF YOU. IT OFFERS YOU AN EXCELLENT OPPORTUNITY TO ENRICH YOUR DAILY LIVES, MEET GOOD FRIENDS AND NEIGHBORS, AND BECOME INVOLVED IN THE GROWING COMMUNITY.

THIS TENANT GUIDEBOOK IS BEING PROVIDED TO ASSIST YOU IN UNDERSTANDING THE TENANT DWELLING LEASE AGREEMENT YOU SIGNED WITH THE HOUSING AUTHORITY. IT OFFERS SUGGESTIONS FOR GETTING THE MOST OUT OF YOUR HOME AND ITS EQUIPMENT. THE GUIDEBOOK ALSO EXPLAINS YOUR RESPONSIBILITIES IN MEETING THE OBLIGATIONS OF YOUR LEASE.

THE ONLY WAY CHA CAN AFFORD TO PROVIDE YOU WITH A DECENT HOME AT AN AFFORDABLE RENT IS WITH YOUR COOPERATION. YOU CAN HELP US KEEP OPERATING COSTS DOWN BY MAINTAINING YOUR HOME AND ITS EQUIPMENT. THE ADVICE, INSTRUCTIONS AND REGULATIONS OUTLINED ON THE FOLLOWING PAGES AND MADE A PART OF YOUR LEASE, ARE DESIGNED TO HELP YOU ENJOY YOUR NEW RESIDENCE. PLEASE READ THIS GUIDEBOOK AND YOUR LEASE CAREFULLY. IF THERE IS ANYTHING YOU DO NOT UNDERSTAND YOU SHOULD CONTACT YOUR HOUSING MANAGER FOR ASSISTANCE. YOU WILL FIND COLUMBUS HOUSING AUTHORITY FAIR AND READY TO HELP.

## MANAGEMENT

Columbus Housing Authority is a City agency supported by federal funding from the Department of Housing and Urban Development (HUD). CHA runs two separate housing programs; Section 8 and Public Housing. Section 8 refers to the Housing Choice Voucher Program that uses private landlords to provide apartments and homes for eligible families who receive a voucher that subsidizes their monthly rent. Currently, CHA manages nearly 600 vouchers. Public Housing is a program that provides subsidized rent from a portfolio of 157 CHA owned apartments, townhomes and scattered site homes to eligible families. CHA has 24 apartment units for elderly and disabled persons, 8 one-bedroom, 42 two-bedroom and 40 three-bedroom townhomes; and 43 scattered site home located throughout Columbus.

## YOUR DWELLING LEASE

The leasing and occupancy of the unit is regulated by a policy adopted by the Board of Commissioners of the Housing Authority called the "Admissions and Continued Occupancy Policy".

This policy may change from time to time in the interest of good management, and all tenants will be notified when such changes occur. A copy of this policy may be obtained at the CHA office.

The lease is a legal and binding contract between you and Columbus Housing Authority. The lease states your responsibilities as a tenant; it also explains the Housing Authority's obligations to you. If you violate any provisions of the LEASE, and legal actions become necessary, you can be held responsible for all expenses.

You may terminate your lease by giving CHA 30 day's written notice. A "Notice of Intent to Vacate" form is available at your manager's office and must be signed to insure that no unearned rent is charged after you move and keys are returned.

CHA may process the termination of your lease by giving you 30 days written notice, and must state the reason for termination. In the case of non-payment of rent, you will be given 15 days written notice. Please refer to your lease for more details regarding terminations.

## INSURANCE

As stated in your lease, CHA 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. CHA suggests that you buy renter's insurance from a reputable insurance agent for the protection of your possessions. The agent can provide you with this coverage at a reasonable cost, often as low as \$10 per month.

## RENT

The amount you pay for rent will be reviewed every year at the time of the Annual Recertification of Income for the purpose of determining eligibility for lease renewal. This 'recertification' is mandated by Federal Law. If upon such income review, it is found that the rent being charged no longer conforms to the approved rent schedule, the rent will be adjusted accordingly.

Once rent is established, the rental rate shall remain in effect until the next recertification or until circumstances occur that warrant a special rent and income review. You may also opt to pay a set monthly rent amount established by CHA if it is to your advantage. Discuss this option with your Housing Manager.

Your monthly rent is based on your annual income and family composition. Basically, if your family's income goes up, so does rent; if it goes down, your rent will also go down. *All tenants must report decreases in family income within 10 days of the change, and family composition must be reported immediately to your Housing Manager.*

*Rent is due and payable on the 1<sup>st</sup> day of each month and must be received no later than the 5<sup>th</sup> day of the month. A late charge of \$50 will be added to your account and an eviction notice will be sent if your rent is not paid by the 5<sup>th</sup> day of the month.* Prompt payment of your rent is a must and helps establish a good rent payment history. We request that you mail your payments by money order or check. You may also pay in person in the same way at the Main Office.

### **NON-PAYMENT OF RENT AND OTHER CHARGES OWED CHA AND/OR CHRONIC LATENESS FOR PAYING RENT ARE CAUSES FOR EVICTION.**

## SECURITY DEPOSIT

You are required to pay a security deposit before moving in. This will be applied, in the event you move, against any damage to the apartment except ordinary wear and tear, or any delinquent rent or other charges. Any refund due to you will be mailed within 45 days after the receipt of **ALL KEYS** to your home. Keys should be given to your housing manager or left with the receptionist at the main office. Be sure we know your forwarding address. ***Without a forwarding address NO REFUND will be sent.***

## UTILITIES

Utility allowances (a deduction from gross rent) are based on the size of the unit. Tenants are responsible for arranging for, paying for and maintaining at all times, the utilities for which they are liable. Not maintaining electric and/or gas or water to your unit and in your name results in the issuance of a 30 day notice of eviction.

## KEYS & LOCKS

After signing your lease, you will receive the keys for your unit and mailbox (if applicable). Please put these keys on a separate ring and take care not to lose or misplace them. All duplicate keys must be obtained through your Housing Manager or the Maintenance Department. This protects all CHA tenants from possible threatening circumstances. There is a small charge for replacement keys.

If you should lock yourself out of your home after hours, you must call the Maintenance Emergency number at 812-371-8288. Check your Tenant Handbook – Maintenance Section, for cost of charges. **Tenants are not to install their own locks on doors or duplicate any keys.** Non-compliance can result in eviction.

## GARBAGE

Garbage dumpsters have been provided at all apartment complexes in various designated areas. All garbage should be in tied plastic bags. Tenants are responsible to place all items inside the dumpster. All the dumpsters have lids, so small children should not be allowed to 'take out the trash' as they will not be able to reach the dumpster. Do not leave large items such as mattresses, televisions, and other furniture by the dumpsters. Contact the Maintenance Department to haul away large items and appliances. Tenants will be charged for clean-up of their yards if Maintenance must be called. Garbage abuse is a lease violation.

Scattered site tenants are to follow City guidelines and have cans with tight fitting lids. All trash must be placed at the curb on the designated pick-up day.

## PEST CONTROL

Bugs and mice can be a problem in the best of homes. Management will treat your unit for pests on an as needed basis. You must let Maintenance know immediately if you have a problem. The earlier the detection, the sooner you can be free of the pests. All units are treated at least annually. If a unit near you has a problem, we may decide to treat the entire 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 the treatment. Be sure to report any faucets that leak and remove your trash and garbage daily to avoid giving the insects what they need to thrive. Clutter, debris and poor housekeeping habits also add to the problem.

## LAUNDRY FACILITIES

Most apartments have washer and dryer hook-ups. Please be sure your appliances are properly installed to prevent any health or safety hazards. All dryers must be vented to the exterior of the building to properly avoid excess moisture in the apartment. If you need help with installation, call Maintenance at 378-0005 extension 29.

Persons living in Sycamore Place have a community laundry room on the third floor of the building. These machines are coin operated. Please handle the laundry equipment with care to help us avoid costly repairs. When finished using the washers and dryers, leave them neat and clean for the next user. Do not over-fill these machines. They operate much more efficiently if you observe regular size loads. If these machines need service, call Maintenance at 378-0005 extension 29. The laundry facilities are for the use of tenants only, NOT their friends and relatives.

## PARKING

Parking is provided for tenant with cars. Please instruct your visitors to park in visitor's parking and to abide by CHA policies.

Tenants must provide proof of current vehicle insurance and registration of the vehicle in the tenant's name, along with a valid driver's license.

DO NOT PARK ON ANY CHA LAWN. You risk being charge for lawn repair. Mechanical repairs of any kind are not permitted on CHA property. Abandoned or inoperative vehicles may be removed from CHA properties at the owner's expense. There is to be no parking in the loading and unloading zones. Service lanes should be used only by emergency vehicles, delivery trucks, garbage trucks, and service vehicles. Warning letters are issued when a violation is observed. Failure to comply by the specified time will result in adverse action and possible eviction.

Sycamore Place has a very small parking lot. Tenants are allowed only 1 (one) parking place in the parking lot. **ALL VISITORS MUST PARK ON THE STREET.**

All tenants are cautioned to drive carefully and safely through CHA parking lots. Children often ride bikes and toys in these lots. Parking lots have posted speed limits of 10mph.

Any cars or motorcycles parked on sidewalks will be towed at the owner's expense.

## PETS

Tenants are NOT allowed to have pets unless *in accordance with the CHA Pet Policy*. The CHA Pet Policy must be complied with BEFORE bringing the pet on the premises. Contact your Housing Manager for a copy of the policy. Tenants are NOT allowed to keep pets for others. CHA may call the local Animal Control to remove animals as needed.

## MAINTENANCE REPAIR SERVICE & CHARGES

In the event something in your apartment does not operate properly, such as plumbing fixtures, drains, light switches, closet or cabinet doors, etc., **please report this to Maintenance**. You will need to describe the problem as accurately as possible; a work order will be issued and someone will visit your unit within 3 days (emergency call within 24 hours). Please do not ask Maintenance employees to fix the problem when you see them about the property. A work order must be logged at the main office in order for the repair to be scheduled.

No charges are made for repairs due to normal wear and tear. The Maintenance Department will answer all requests for service according to the seriousness of the problem and the time the problem was logged. Each tenant will receive a *Tenant Handbook* upon lease-up and should check this handbook for further information and charges. Outside contractors should not be hired without prior approval from management. Any damage, other than normal wear and tear, or loss of equipment will be charged to you. Service charges will be made to all tenants causing damage. *Charges are to be paid within 14 days of the written notice from CHA*. All appliances, equipment, etc., furnished by the CHA will be inventoried at the time you move in and again when you vacate. Damages caused by the tenant not reporting items that need repair will be assessed to the tenant.

**For non-emergency work orders (Monday-Friday, 8AM to 5PM) call 378-0005 ext. 29.  
For emergency work orders (after hours, holidays and weekends) call 371-8288.**

## RIGHT TO ENTER

Management reserves the right to inspect units. You will be given appropriate prior notice when such inspection(s) will be made, except in the case of an emergency. The CHA will make periodic housekeeping inspections of your unit to determine need for repairs or changes in housekeeping habits. You will be notified in advance of this inspection. The Housing Manager or designee reserves the right to make unscheduled inspections to your unit if they suspect there is a problem or lease violation.

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. Management reserves the right to videotape or



photograph the unit at or near the time of move-in and move-out and during occupancy as necessary to document unit damage or condition.

### SECURITY

Maximum security can be obtained only through the tenant's help. All acts of vandalism, break-ins, or suspicious individuals should be reported immediately to the Columbus Police Department at 376-2600. For emergencies, dial 911. You may also call the Maintenance Technician on call at 371-8288 to inform them of the problem ***after you call the police.***

Sycamore Place has a call registry in the main building vestibule. The tenant's name and apartment number will appear on the registry. Opposite to the registry is a buzzer connected to the apartment. Visitors can ring the apartment, but letting guests in the building is the tenant's responsibility. The doorway into the living quarters is always locked. *Security of the building is dependent on tenants not opening the door for strangers.* As a precautionary measure, do not admit anyone to your home or building without prior identification. Tenants are encouraged to call Columbus Police Department about any suspicious activity.

All CHA personnel have identification. Do not hesitate to ask for proper ID. We advise all tenants to exercise caution before opening the door to callers.

### ALCOHOL, DURGS, & GUNS

CHA management wants you to feel comfortable in your new home however; open drinking outside your unit is prohibited. Drugs and guns are also prohibited on or near these government-subsidized properties much like school yards. Violation of these serious rules is grounds for a swift eviction and up to permanent denial for any future assistance. Most developments have many young children. We encourage a healthy and safe environment for our families.

### MAIL/MESSAGES

CHA personnel cannot accept or deliver personal messages, packages, or phone calls for you, except in the case of emergencies.

By Federal Law, the community mail boxes are accessible only by Post Office personnel. Be sure to include your apartment number in your address so mail will reach you. NO ONE other than those listed on your lease can use your address to receive mail. Doing so is evidence of an illegal boarder or visitor and grounds for eviction.

## TENANT'S RESPONSIBILITY

As a tenant, some of your responsibilities include, but are not limited to:

1. Prompt payment of rent and other charges when due.
2. Keep your home and yard clean and in good order, free of litter and debris.
3. Abide by all CHA policies and procedures, your lease, this guidebook and your community.
4. Be a good neighbor. CHA will not tolerate harassment of any kind, including the use of racial/ethnic slurs toward others and CHA employees.
5. No open drinking of alcoholic beverages is allowed in a building's common areas, parking lots or yards.
6. See that your children are supervised at all times. You are held responsible for any damages to CHA property caused by your children. Children should keep any wheeled toys on the sidewalk and avoid the busy parking lots. NO propellant devices are allowed such as BB guns, slingshots or air pistols.

## PRIVACY

Every person's home is a place where he/she is entitled to privacy. Your rental unit is your home, as well as being a part of the local community. In the apartment dwellings, you are only a wall apart. Management requests that you respect your neighbor's privacy by keeping your radio, TV, stereo, etc. at a 'considerate' volume. If you have a problem with your neighbor, try to talk to him/her about the problem before lodging a formal complaint. Let us all be the kind of neighbor that the "Golden Rule" describes. Excessive complaints to the management regarding disturbances and/or lack of courtesy can result in eviction.

## VISITORS

Your home may be used for living purposes only and only by those persons whose names appear on the lease. **BOARDERS OR LODGERS are not permitted.** Any person living/staying in your apartment not listed on your lease is considered a lodger. Tenants are not permitted to rent any part of their unit to others.

Visitors are welcome; however, visits should be limited. No visitor is allowed to stay longer than **14 days per calendar year, (these do not have to be consecutive days)** without written permission of management.

In the interest of safety, please accompany visiting children and guests of Sycamore Place. Do not permit them to ride the elevators alone or run up and down the corridors unsupervised. Children should never be left unattended in your apartment or in the building.

Your lease states that you are responsible for your visitors. If they are in or near your unit (with or without your permission) you are responsible for their actions.

## YARD CARE

Tenants of Heritage Woods and Pence Place have small yards, patios and storage areas they are responsible for keeping clean. CHA will mow the grass and remove snow from parking lots and common sidewalks as quickly as possible. Tenants are responsible for snow and ice removal on the walkways to their apartment doors.

Scattered Site tenants have taken on more responsibility similar to a homeowner and are responsible for leaf removal from yards and gutters, trimming shrubs and bushes and general lawn care. The scattered site tenant may need longer ladders or trimming equipment and can call CHA Maintenance for assistance. Scattered site tenants must follow City guidelines for removal of weed, leaves and yard waste. Tenants who do not manage the upkeep of the lawn and shrubbery will be charged for Maintenance to do the work and may be in jeopardy of eviction. The scattered site tenant is responsible for all snow and ice removal. Tenants who are disabled and have no assistance to maintain the exterior of the scattered site may contact maintenance for a service agreement.

All tenants are encouraged to plant flowers and care for their yard. Satellite equipment may not be attached to the unit in any way, obtrusive cables and fences are also prohibited. Please contact your Housing Manager if you have questions.

Swimming Pools – Pools are a particular concern in Heritage Woods and Pence Place because of the close proximity and lack of fencing between the units. It is not uncommon to see children around the development without adult supervision, although this is discouraged. With that in mind, tenants are required to limit the size of swimming pools to 6 inches deep and 4 foot around. Even this size can be dangerous for smaller children. Do not leave pools filled or unattended. Pools must be emptied after use. Supervise all children while they are playing near swimming pools.

## ABSENCES

If you plan to be absent from your home longer than 1 week, please report to your Housing Manager the length of time you plan on being away from your home for security purposes and protection of CHA property. Absences over 1 month must have written authorization from the Housing Manager. Absences in excess of 30 days will be considered abandonment of the unit unless the absence is approved. Abandoned units will be reclaimed by CHA and prepared for rental. Extended stays at nursing homes, rehabilitation centers, etc., will be dealt with on a case-by-case basis.

## DISPOSAL OF PROPERTY

CHA has the right to dispose of any personal property left in a home or in the community by the tenant after that tenant has vacated the premises or been evicted. The cost of removing such property will be charged to the vacating tenant. All remaining property will be taken to the landfill, given to a needy tenant or given to Sans Souci.

## CARE OF YOUR HOME

It is important that you maintain your apartment/home and yard in a good and clean condition. By maintaining your home and yard in a good clean condition you will avoid extra charges for cleaning and repair. Please refer to the HOUSEKEEPING STANDARDS included as part of your lease agreement. These standards provide you with simple instructions on how to maintain your home and its equipment. CHA reserves the right to place tenants on a housekeeping monitor as they deem appropriate. Poor housekeeping is a violation of your lease and grounds for eviction.

SEE THE TENANT HANDBOOK MAINTENANCE SECTION FOR FURTHER GUIDANCE.

## SYCAMORE TENANTS

Welcome To Your New Home:

We hope you will enjoy living at Sycamore Place Apartments. With the cooperation of all tenants, it will be a pleasant place in which to live. To make this possible, Columbus Housing Authority has endorsed the following policies as guidelines. Unforeseen situations may make additions and changes as necessary.

### GENERAL INFORMATION

- There is no storage space for tenants other than that in the individual apartments.
- The deposit of \$150.00 will be refunded if there is no damage to the apartment and no rent is due at the time you move.
- In case of short-term illness or recovery from an operation or accident, the tenant may have "live-in" help with prior approval from the Housing Authority.
- The Housing Authority provides the first \$71.00 worth of utilities for your apartment. You will be billed for any additional utility costs on your apartment.
- Tenants who will be gone for a few days or more must notify the Housing Manager.
- Copies of the Housing Authority's rules and regulations and grievance policy will be posted on each floor's bulletin board.
- In case of emergency, i.e. fire, elevators are not to be used. Use the staircase at either end of the building.

### COMMUNITY SPACE

- There are no assigned parking spaces at Sycamore. Residents are asked to park only one car per unit in the parking lot. Guests are to park on the street.
- The community room may be used by the tenants in entertaining family groups, social groups, or church groups to which they belong. **Use of the room must be scheduled through the Housing Authority at least 72 hours in advance.**
- A list of special events to be held in the community room as well as any public notices will be posted on the bulletin board on each floor.
- The community room kitchen must be cleaned by those who use it.
- Each tenant must help in eliminating undue noise and other disturbances such as televisions and radios turned up too loud or visiting children running outside the apartment/community room.
- No furniture or equipment shall be removed from the community room or front lobby.
- Date the front cover of any magazines you choose to donate to the common areas. Maintenance staff will check the magazines often and will dispose of any magazines 4 months or older. This prevents magazines from piling up and causing tripping and other hazards. **Columbus Housing Authority pays for a subscription to the Columbus Republic. This paper is to stay in the main lobby.**

## LAUNDRY ROOM

- The laundry room is located on the third floor and is for tenant use exclusively.
- Machines should be left clean after use.
- The laundry room is open 7 days a week from 8:00 A.M. to 8:00 P.M.
- No storage of laundry products is allowed in the laundry room.
- Clothing is not to be left in the machines.

## SERVICES OF MANAGEMENT & MAINTENANCE

- The Housing Authority's office is located at 799 McClure Road. Our telephone number is 812-378-0005.
- The Housing Manager will assist in forming but will not be responsible for any tenant council formed within the complex.
- The Housing Manager will keep a schedule of dates for those wishing to use the community room for special events.
- Management will listen to all grievances or problems of tenants and will follow the directives of Columbus Housing Authority.
- Management reserves the right to inspect apartments at any time.
- Maintenance will be on call from 8:00 A.M. to 5:00 P.M. Monday through Friday if repair(s) is needed in your apartment. **Call 812-378-0005 extension 29 for routine work orders. For after hour emergencies, call 812-371-8288.**

## RENT

- Rent must be paid on or before the 5<sup>th</sup> of every month to avoid a \$50.00 late fee.
- All checks or money orders are to be made payable to the Columbus Housing Authority. All returned checks will be charged to the tenant.
- Rents will be reviewed each year. However, if a person's income changes drastically for any reason, the management must be notified and an adjustment will be made.

## APARTMENTS

- Each tenant is expected to keep the apartment clean and in good condition.
- Each tenant is asked to check for insects or rodents. Any indication of such infestation should be brought to the attention of the Housing Authority.
- All trash should be properly bagged and taken to the dumpster.
- Kitchen garbage disposal unit instructions should be followed explicitly.
- Apartments will not be altered or redecorated.
- The Housing Authority will provide picture hangers for each apartment.

- If you wish to install plant hooks in the ceiling, you may purchase the hook and maintenance staff will install them. No more than 1 plant hook in the living/dining room and 1 in the bedroom.
- Please keep all emergency numbers by the phone and your copy of the tenant information sheet in the tenant handbook.

### SECURITY

The Columbus Housing Authority's goal is to provide a safe and secure apartment complex for senior citizens; without the cooperation of the tenants, the building will not be secure. Please follow these rules:

- If someone buzzes your apartment, use the intercom to determine who has buzzed and their business. Do not push the "Entry" button until you know who they are and what they want. If it is a serviceman (telephone, cable, and/or elevator) and you did not ask or request service, tell them to call the Housing Authority office. **Do not let them in the building.**
- If you allow a person to enter, they should come straight to your unit and not wonder the hall or stairs. If your guest wishes to tour the building, please accompany them.
- If you are entering the building or you are in the first floor elevator lobby and see a person use the intercom, **do not open the door for them.** Let the tenant they have come to see use the entry button to allow them in.
- Side doors should only be used during move-in and emergencies. Use the main lobby door for everyday use. If you have to use a side door, be sure that you close the door behind you and that it is locked.

**It is also important for the Housing Authority to know who has keys to the building. If you have given your spare key to a friend or relative, we need to know.**

### ADVERSE WEATHER CONDITIONS

- During bad weather, remain calm and keep your radio tuned to a local radio station for weather updates.
- Since flying debris causes most tornado damage and injuries, not collapsed buildings, it is important to cover yourself with a thick blanket.
- During extreme bad weather or during a tornado warning, go to the first floor hallway, stay near the wall, and stay away from the glass door/window. Be sure to take a blanket or other thick articles to cover yourself and use the stairs. **DO NOT USE THE ELEVATOR.**
- If you do not have time to go to the first floor, take shelter in your tub/shower enclosure since it is a windowless interior room.

**Please remember the safest areas are the interior first floor hallway or your bathroom's tub/shower enclosure. Do not use the elevator since wind damage could knock out electrical service and cause the elevator to shut off.**

COLUMBUS HOUSING AUTHORITY HOUSEKEEPING STANDARDS

**Columbus Housing Authority 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 unit 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 your refrigerator, including wiping the rubber gasket, at least weekly.
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. Do not use bleach or scouring cleanser.
6. Sweep and mop all floors weekly. Wax floors periodically. Do not glue, staple or nail rugs to tile floors.
7. Do not apply any 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. In order to help reduce possible infestation, remove all boxes, paper, garbage and other rubbish daily to their proper containers at the designated locations. Do not place trash on ground near dumpsters.
9. Maintain all sidewalks, lawns, shrubbery, patios and grounds in a clean and sanitary condition as instructed. Scattered site tenants must also clean gutters as needed.
10. You will be held responsible for all repairs or damages to your apartment caused by the installation and servicing or disconnecting and removing of personal equipment or furnishings.

I HAVE READ AND UNDERSTAND THESE HOUSEKEEPING STANDARDS AS WELL AS THOSE OUTLINED IN CHA'S LEASE, TENANT GUIDEBOOK AND TENANT HANDBOOK FOR MAINTENANCE.

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Tenant Signature

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Date



# TENANT HANDBOOK FOR MAINTENANCE



**Columbus Housing Authority  
Maintenance Department  
Columbus IN  
812-378-0005**

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## **REGULAR, URGENT, & EMERGENCY MAINTENANCE:**

Regular maintenance hours are from 8:00 A.M. – 5:00 P.M. Monday through Friday. We have an excellent maintenance department that maintains 179 units on a daily basis. They give excellent service and respond as quickly as possible.

Maintenance's goal is to respond to all work orders excluding emergencies in less than 3 days. Emergency work orders are completed within 24 hours.

Routine work orders are those such as torn screens and changes of light bulbs. Routine work orders must be called and logged into maintenance at 378-0005 extension 29. These will be sent to maintenance the next morning.

Urgent work orders are those such as water leaks, toilets not working properly, or drains overflowing. Urgent work orders should be called into maintenance at 378-0005 extension 29 during regular maintenance hours. These work orders will be taken care of immediately. If you should have an urgent work order **after hours, please call the on-call maintenance technician at 812-371-8288.**

Emergency work orders are explained in depth on the next page. These are work orders that maintenance will respond to after regular office hours. Emergency work orders are to be absolute emergencies ONLY. Maintenance will not respond after regular office hours unless the work order is an EMERGENCY ONLY. **Emergency work orders can be called into the on-call maintenance technician at 812-371-8288.**

## **MAINTENANCE REQUESTS**

For ANY Maintenance request/work order Monday-Friday from 8:00 A.M. -5:00 P.M. call 378-0005 extension 29.

When you call and request Maintenance service, the dispatcher will take the necessary information and fill out a work order. It is important that you give as much information as possible about the maintenance problem you are reporting so that we can send out the appropriate personnel, equipment, and parts. Work orders are answered on a priority basis. A minor problem such as changing light bulbs may not be answered as quickly as an emergency problem such as no heat.

If you have an EMERGENCY work order after 5:00 P.M., on weekends, or on holidays, please call the on-call maintenance technician at 371-8288.

### **Emergency Work Orders:**

**Maintenance will respond in less than 24 hours under the following circumstances:**

- No heat **only if outside temperature is below 50 degrees**
- Broken water pipes
- Secure property only when requested by Columbus Housing Authority, Columbus Police Department, or Columbus Fire Department
- Inability to lock or unlock a door
- No air conditioning **only if temperature is over 75 degrees**
- Toilet not working **only if there is only 1 (one) in the house**
- Refrigerator not working
- No hot water
- Loss of power
- Gas lines broken or smell of gas
- Exposed electrical line
- Loose ceiling

**For Fire, Police, or Ambulance call 911 first, then notify the on-call number.**

**For gas leaks call Vectren first at 1-800-227-1376 then notify the on-call number.**

**For loss of power or line down call Duke Energy first at 1-800-521-2232 then notify the on-call number.**

**CHA TENANT MAINTENANCE CHARGES**

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

The following is a partial list of materials with **approximate prices** used for repairs. You will be charged for the actual cost of the material PLUS the labor charge of \$40.00 per hour. The minimum call is \$10.00 for every 15 minutes. Prices listed below are for approximate materials cost only and do not include labor charges.

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

**APPLIANCES: Prices are subject to change due to supplier pricing.**

<u>Refrigerator</u>	<u>Material Price Only</u>
Light Bulb.....	\$1.29
Shelf (depending on style).....	\$29.00
Crisper Drawer (depending on style) .....	\$90.00
Refrigerator Door Handle.....	Order Part Mfg.
Freezer Door Handle .....	Order Part Mfg.

<u>Stove (electric)</u>	<u>Material Price Only</u>
Small Element (6").....	\$16.97
Large Element (8").....	\$18.98
Small Burner Pan (6") .....	\$2.66
Large Burner Pan (8") .....	\$3.33
Small Rings (6").....	\$1.42
Oven Rack.....	\$32.30
Bake Element.....	\$9.06
Broil Element .....	\$7.95
Timer Knob .....	\$2.50
Stove Knob (burner-1354-style) .....	\$20.00
Oven Knob .....	\$14.24-\$16.09
Oven Door Handle .....	Order from Mfg.
Oven Door Hinge .....	Order from Mfg.

<u>Range Hood</u>	
Filter (with charcoal) .....	\$5.99
Light Lens (different styles) .....	\$6.99

<u>Kitchen Cabinets</u>	
Door (cost & labor) .....	\$50.00
Drawer Roller.....	\$3.97
Hinge.....	\$2.95
Handle (depending on type).....	\$7.00
Drawer .....	Cost & labor

**DOORS Prices are subject to change due to supplier pricing.**

<u>Doors/Parts</u>	<u>Material Price Only</u>
Exterior Metal.....	\$150.00
Interior.....	Depending on Size

Bathroom/Bedroom .....	\$50.00-\$80.00
3' Closet Panelfold.....	\$65.00 (each set)
4' Closet Panelfold.....	\$81.00
5' Closet Panelfold.....	\$92.00
Shelf/Rod Support .....	\$3.97
Closet Rod.....	\$6.99
Closet Shelf .....	Lumber cost + labor
Door Bell .....	\$35.00
Door Bell Button .....	\$3.99

**Storm Door**

Door (storm) .....	\$190.00
Screen (standard) .....	\$120.00
Fix Screen.....	\$12.00
Screen (security).....	\$10.00
Glass (security) .....	\$10.00
Replace Glass.....	\$140.00
Closure.....	\$5.97
Handle .....	\$4.79
Patio Door Glass .....	\$95.00
Panel (most irreparable).....	New Door

**ELECTRICAL**

**Lighting**

**Material Price Only**

Single Switch/Receptacle (15/20amp) .....	\$1.25-\$2.00
Single Cover (single switch/receptacle) .....	\$0.30
3-Way Switch (20amp) .....	\$3.70
Stack Switch.....	\$3.49
Double Switch Cover .....	\$0.45
Ground Fault Receptacle .....	\$12.99
220 Receptacle .....	\$17.55
Cable Plate.....	\$0.99
Dryer – Receptacle .....	\$9.45
Screws for Plates .....	\$0.20

**Light Fixtures**

4' Fluorescent Fixture .....	\$26.99
Light Lens (4'fluorescent fixture).....	\$6.97
12" Square Fixtrue.....	\$20.00 (up to)
Light Lens (12" square fixture/glass 04) .....	\$3.97
Bathroom Light Fixture (24" lens) .....	\$6.99
Closet Fixture.....	Depends on Style
Bedroom Fixture.....	Depends on Style
Light Lens (closet/bedroom fixture).....	\$15.00
8" Circline Lens .....	\$12.99

**Light Bulbs**

40-60-75 Watt Standard.....	\$1.29
3' Fluorescent .....	\$3.61
4'Fluorescent .....	\$3.75
8" Circline .....	\$2.79
12" Circline .....	\$3.29

**FLOOR**

**Covering**

**Material Price Only**

Carpet (per yard) .....	Actual Cost + Labor
Square Floor Tile (each).....	Actual Cost + Labor
Linoleum (per yard) .....	Actual Cost + Labor

**JANITORIAL**

***Vacated units requiring heavy cleaning will be charged a minimum of \$35.00 per hour. Hauling trash or furniture from vacated units, \$75.00 per load.***

**LOCKS**

**Lock Sets During Normal Hours**

Interior Lock Set .....	\$40.00
Exterior Lock Set.....	\$40.00

Keys .....	\$3.00 each/\$3.25 (Sycamore)
Swipe card replacement (Sycamore).....	\$25.00

**Lock Sets After Hours & Holidays..... \$120.00**

\*If locks must be purchased tenant will be billed for material costs in addition to the above labor charges.

**Lockouts**

Regular Hours Lockout (8:00 A.M.-5:00 P.M.).....	\$25.00
After Hours, Holiday, & Weekend Lockouts.....	\$60.00

**LOCK CHANGES MUST BE REQUESTED THROUGH THE PUBLIC HOUSING  
MANAGER ONLY \*\*\*DO NOT DUPLICATE KEYS!\*\*\***

**WINDOW, SCREENS, & BLINDS**

**Window**

**Material Price Only**

20x35 Glass Inserts (frame included) .....	\$25.00
20x36 & Smaller Glass Inserts .....	\$30.00
21x36 & Larger Glass Inserts .....	Depending on style
Basement Window .....	\$2.28 + Labor
Aluminum Frame.....	\$13.50
Window Locks.....	\$2.89 each

***Prices are subject to change due to supplier pricing.***

**Screens (standard)**

20x35 & Smaller .....	\$12.00
21x36 & Larger .....	\$15.00
Patio.....	\$80.00
Finger Slide Latch.....	\$3.00
To reinstall screens knocked out by tenant .....	\$25.00

**Blinds**

**Material Price Only**

**Pence Place:**

Patio Door.....	\$60.16
Large Dining Window .....	\$63.42
Master Bedroom .....	\$32.92
Bedroom 2 & 3 .....	\$7.59
Small Living Room Window .....	\$4.09
Small End Window & Small Dining Window.....	\$4.09

**Heritage Woods:**

Patio Door.....	\$42.41
Kitchen Window .....	\$4.09
Master Bedroom .....	\$9.85
Bedroom 2 .....	\$8.00

**Sycamore Place:**

Patio Door.....	\$42.41
Living Room Window.....	\$45.47
Bedroom Window .....	\$51.96

**Scattered Sites**

Various Sizes & Prices

***Prices are subject to change due to supplier pricing.***

**MISCELLANEOUS**

**Material Price Only**

Furnace Filters .....	\$1.25 (each)
Thermostat .....	\$38.00 (up to)
Smoke Detector Battery Operated.....	\$6.50
Smoke Detector Electric .....	\$15.00
Mail Slot.....	Actual Cost + Labor
Mail Box.....	Actual Cost + Labor
Counter Top (per foot) .....	Actual Cost + Labor
Pence Heat Pump Top Grill cover.....	Actual Cost + Labor
Pence Heat Pump Front cover.....	Actual Cost + Labor

**SMOKE DETECTORS**

Tenants are responsible for smoke detectors in their apartments and homes. If a battery dies you may bring it to the main office and receive a new one free of charge. Any smoke detectors found with dead batteries, removed or tampered with or otherwise inoperable will result in a **\$25 fine** and a lease violation warning. Multiple offenses will result in eviction.

**FIRE EXTINGUISHERS**

Fire Extinguishers are provided in every unit. Tenants are responsible for knowing how to use the extinguisher provided BEFORE it is needed. Read all instructions on the extinguisher. Familiarize your family with the location of the extinguisher and how to use it. Have an escape plan, each room should have at least two (2) escape routes and have a prearranged meeting place outside your home. If you use your Fire Extinguisher call maintenance at 378-0005 ext.29 and a new one will be brought to your home.



### **TRASH PICKUP**

Trash is to be placed **in the dumpsters**. Bags of trash found on the ground or on patios will result in a fine. You will be charged **\$25.00** for the first offense, **\$50.00** for the second, and so on. Please do not put large items like washers, dryers, and furniture by the dumpsters. Call the main office and place a work order for these items to be picked up. Pence residents can put such items in the Housing Authority pickup truck when it is parked on site.

### **TELEPHONES**

Additional telephone outlets must be approved by the Public Housing Manager and the actual installation done by an authorized telephone technician. All costs are to be paid by the tenant.

### **TV CABLE & STELLITE DISHES**

Additional telephone outlets can be installed free of charge if you contact CHA and request them. It is a safety violation to run cable outside the building or up a stairway. **NO** satellite dishes are allowed except at Scattered Sites and then they are not to be connected to the structure in any way.

### **ELECTRICAL SERVICE**

All units and Scattered Sites are equipped with standard 220 outlets in the laundry area for your dryer. **These outlets may not be changed**. If a plug on your appliance does not fit the outlet, call in a work order at 378-0005 ext. 29.

### **WASHER/DRYER HOOK-UPS**

All CHA units, except Sycamore Place, have washer and dryer hookups. Washer and dryers must be installed properly. If Maintenance installs the appliances, the tenant will be billed.

- 1.) Washer hook-ups can be done by our Maintenance Department upon request for a charge of \$50.00
- 2.) All dryers must be vented to the outside. Our Maintenance Department can do this upon request for a charge of \$50.00

### **AIR CONDITIONERS**

CHA Maintenance staff will repair only those air conditioners owned by CHA.

### **CEILING FANS**

Ceiling fans **MAY NOT** be installed without **PRIOR** permission from the Public Housing Manager.

### **PICTURE HANGING**

Please hang pictures using small nails or picture hooks. Do not use tape or glue type hangers. We strongly recommend that heavy items (mirrors, shadow boxes, etc.) be hung by our Maintenance Staff. A waiver must be signed by the tenant releasing CHA from liability related to installation.

### **GRASS MOWING/TRIMMING**

Tenants of Scattered Sites are responsible for mowing and trimming of their yards. The Public Housing Manager will conduct regular yard inspections of your property. If your grass is found to be longer than 5" (inches), CHA will "tag" your yard for mowing and/or trimming. Tags will be placed on front doors. If your yard is not cut within 3 days of receiving a "tag", Maintenance will cut/trim the grass and your account will be charged \$50.00.

**INFESTATION**

Infestation (insect) control is performed by an independent contractor on a regularly scheduled basis. Tenants must allow entry to the contractor. Not cooperating with pest control is a lease violation and grounds for eviction.

**Please be prepared when your unit is to be treated by either our contractor or CHA Maintenance. The following are instructions for treatment:**

**Before Treatment:**

All food items must be put away. **The unit must be clean and orderly.** All trash should be removed and disposed of properly.

**After Treatment:**

Do not remove "bait" placed by the contractor.

**KEY REQUESTS**

Tenants requesting additional key(s) must receive authorization form the Public Housing Manager. The Manager will request the key. It will take approximately 2 working days to receive additional keys. The keys will be delivered to the Main Office (799 McClure Road). **The tenant will be charged \$3.00 per key.**

**\*\*\*DO NOT DUPLICATE KEYS! ONLY CHA IS ALLOWED TO MAKE KEYS!\*\*\***

**OTHER ITEMS**

All requests other than those listed that, in the opinion of management, are the result of tenant damage or neglect will be charged to the resident on a time plus cost of materials basis. Current contract wages and benefits will be the rate charged for time, and actual material cost will be charged to the tenant.

**CHA OFFICE PHONE NUMBERS**

**MAIN OFFICE: 812-378-0005**

**PUBLIC HOUSING MANAGER: 812-376-6115**

**WORK ORDER: 812-378-0005 ext. 29 (Monday-Friday 8:00 A.M.-5:00 P.M.)**

**EMERGENCY WORK ORDER: 812-371-8288 (After hours/holidays/weekends ONLY)**

## **CARING FOR YOUR HOME**

*The following information is from your initial orientation. It is included here to help you care for your home.*

The Staff at Columbus Housing Authority has enjoyed providing you with a good, clean, and safe place to live. We expect that you will help us keep it in a clean, safe, and sanitary condition.

First and foremost, your unit is YOUR home. We expect everyone will want to add some personal touches. Hanging pictures for example – is fine; you will not be charged for a few small nail holes. Please DO NOT hang any type of wallpaper or mirrored tiles. The walls must be in approximately the same condition when you move out as they were when you moved in.

### **Furnace:**

Be careful where you place your furniture. Do not put anything in front of heating or return air vents. Keep these vents clean and do not let children stick anything in them. Vacuum ducts monthly. For even heat, keep thermostat set at one temperature not higher than 75 degrees. It is hard on a furnace to run constantly and will be very expensive for you. For energy efficiency, leave the temperature on 68 degrees and dress warmly; it will save you a lot of money. When you turn the heat on, it can take as long as 5 minutes before the blower actually kicks on. Be patient; if the blower does not come on in 10 minutes, check your thermostat and make sure the temperature in the room is lower than the temperature the thermostat is set on. If the heat still does not work, call maintenance.

### **Stove:**

Keep your stove clean! It won't work right if it is dirty and greasy. For gas stoves, if a burner does not light, it is usually because it's full of grease and the gas cannot get through to ignite. If none of the burners will light, your pilot light may be out, same with the oven. Electric stove burners should be cleaned or they will smoke and cause your smoke detector to go off. Wipe with a clean cloth and hot soapy water.

### **Stove Vent:**

When you are cooking, use the stove vent! This keeps humidity and odors from building up in your home. If you are cooking or something accidentally burns, the vent will take the steam or smoke out so your smoke detector doesn't go off. Keep the filter clean. Wash it out in warm, soapy water each month.

### **Refrigerator:**

Keep the inside of your refrigerator clean. Wipe up spills and clean under the crisper drawers regularly. The freezer will not work properly if the air vents are blocked by food, stack items away from the vents. Your electric bill will be lower and your refrigerator will work better if you keep the floor and the coils under the refrigerator clean.

### **Kitchen Sink:**

**Never pour grease or anything greasy down the drains!** It may be liquid when it goes in, but when it gets in the drain, it cools and solidifies. This includes cooking oil. Put old grease in an empty can and put the can in the garbage. When you wash dishes and get ready to empty the water, clean out the strainer to keep anything that is solid from going down the drain. It is expensive for Maintenance to come unclog a sink. If your sink is full of grease and food, you will be charged for all Maintenance work.

### **Plumbing:**

**Never use Drain-o or other chemicals to unclog a drain.** If your plunger will not unclog the drain, call maintenance. If a drain or toilet is clogged due to tenant damage you will be charged for labor and materials (excessive toilet paper, Barbie dolls, razors, army men, silverware, wrappers and hair brushes are just a few things that have been found in the past.)

### **Garbage Disposals:**

- **Never overstuff your disposal!** Start by running cold water a few seconds before and continue to run water for a full minute/60 seconds after adding small amounts of food waste.
- **Never** turn the water off while grinding food.
- **Never** pour any type of grease down the drain.

To remove odors heat a large sauce pan of water, add a ½ cup of baking soda, turn disposal on and pour mixture in.

If the disposal is not working, be sure it is shut off and check if any objects are stuck inside. If you discover something lodged in the disposal remove it with tongs. **NEVER PUT YOUR HAND IN THE DISPOSAL UNIT!** If it still will not work, check the breaker. If the unit still does not work call maintenance.

If maintenance repairs a garbage disposal because of tenant damage (spoons, toys, grease, excessive amounts, etc.) there will be a tenant charge.

### **Circuit Breakers:**

If power goes out anywhere in your unit, check the breaker box first. If one of the small switches is in the off position switch it back on. The switches won't hurt you. There is no electricity where you touch the switch. If a switch is not tripped and you still have no power, call Maintenance.

### **Screens & Windows:**

Screens are meant to keep bugs out – not kids in. If you push on them, they will come out. CHA will charge you for the cost of fixing or replacing the screen. The screens will not keep a child from falling.

Windows should be opened only slightly in a child's room. Never place a child's bed near a window. Window slide to open and slide to close. Please do not slam them. The energy seals will break and ruin the efficiency of the window.

### **Toilets:**

Your toilet is not a garbage disposal. It is not meant for ANYTHING but human waste. It is very expensive for CHA to unclog or replace a toilet. If it is full of toys, diapers, or anything that shouldn't be in there, you will be charged for all repairs.

### **Doors:**

If someone locks a bedroom or bathroom door and you need to get in, do not kick it in. It will cost you approximately \$140.00 to replace a bedroom or bathroom door. Push a small sharp object (bobby pin, wire hanger, or small nail) into the hole in the knob and the lock will pop out. If that does not work, call maintenance.

**CHA WELCOMES YOU TO YOUR NEW HOME!**