

THE HOUSING AUTHORITY OF THE CITY OF REIDSVILLE, GEORGIA

REIDSVILLE, GEORGIA 30453

RESIDENT'S POLICY GUIDEBOOK

Approved March 12, 2015

Amended February 13, 2019



Office Hours

Monday thru Thursday
8:00 a.m. to 12:00 p.m.
1:00 p.m. to 4:30 p.m.

Friday
8:00 a.m. to 11:30 a.m.

Housing Authority Street Address:

131 Hill Street
Reidsville, GA 30453

Housing Authority Mailing Address:

PO Box 608
Reidsville, GA 30453

Rent Payment

Rent is due in advance on the first day of each month. Your rent will be considered delinquent if not paid by the tenth (10th) day of each month; there will be a \$20.00 late charge assessed.

Under no circumstances will rent be accepted at the Project Manager’s residence after office hours.

Important Telephone Numbers

Housing Authority Office912-557-4259
Fire Department912-557-4444
Police Department.....911
After Hours Maintenance.....912-237-3012
Executive Director912-237-3010

Procedures for Emergency and Routine Maintenance

Office Hours Phone # -- 912-557-4259

After Hours Phone # -- 912-237-3012

The following problems are considered emergencies that should be reported immediately:

- Flood as a result of sewer backup, burst water lines, stuck valve(s), or elements of nature;
- No heat in the housing unit;
- No electricity (not due to non-payment);
- Glass breakage where damage will occur to Housing property or result in discomfort to the tenant;
- Roof leaks where the tenant cannot control the situation or when further damage may occur;
- Plugged toilet or sink where there is no other available or the water is overflowing;
- Lock outs. You will be charged a fee for all lockouts;
- Situations/problems that could threaten your safety or damage property.

All other calls are considered routine and should be reported to the office during regular business hours. Routine calls are handled by the maintenance staff based on priority. Please allow up to five working days for your maintenance request to be addressed. If your request has not been addressed within five working days, please call the office again.

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MAIL ADDRESS:
P. O. BOX 608

912-557-4259
Fax 912-557-3424

Dear Tenant:

Welcome to your new apartment! We hope that you enjoy your new home and take pride in its upkeep. Please report any maintenance issues to us in a timely manner, and we will respond promptly to the problem. With your assistance, we can keep problems from progressing into larger problems.

Operating a clean, well-performing Housing Authority requires the cooperation between management, maintenance and tenants. We rely on you to keep us informed of problems within the authority and within your own apartment.

This is Low-Rent Public Housing. It was built to provide decent safe, and sanitary housing for low-income families at rents which they can afford to pay.

It is a non-profit corporation organized under the laws of the State of Georgia, and its members are appointed by your Mayor and City Council to serve without pay.

We call your attention to the regulations with respect to the use and care of your apartment and grounds around your apartment furnished by the Authority.

If you will give this Authority your cooperation, we are sure that you will be happy in your residence.

Beth A. Bruce
Executive Director

1. RENT PAYMENT

Your lease provided that your rent is payable in advance on the first day of each month. This means the entire amount of your rent. You are delinquent if your full rent is not paid by the tenth (10th) of the month.

Prompt rent is a good habit. We encourage you to pay your rent promptly. We cannot continue to house you if you continue to be delinquent in your payments. If for some reason you are going to be late paying your rent and FAIL to notify us, you will receive a NOTICE TO VACATE.

Failure to pay rent could result in court action. If a Dispossessory is filed, you will be responsible for the \$97.00 fee. If you are served two (2) Dispossessory in a twelve (12) month period, the eviction will stand.

2. SECURITY DEPOSIT

You are required to make a Security Deposit with us in the amount of \$_____. If you move out within 6 months of moving in, your security deposit refund will be forfeited. Within 30 days of move out, your deposit will be refunded if your unit is left clean, no damages have incurred, and no money is owed.

3. FAMILY INCOME

When you applied for housing, you were advised that your rent would be based on your entire family income and would be reviewed annually.

4. FAMILY SIZE

Under the terms of your lease, you agreed to keep us posted about members of your household. The names that appear on your lease are the only persons who may live in your dwelling unless you have notified Management. If there is a birth, death, divorce, or marriage, you must report it to Management immediately. You may not operate a business or have boarders in your dwelling.

5. VISITORS

The apartment you lease from us is your home. You may have visitors; however, the guest shall not reside in the unit longer than 14 consecutive days or 15 cumulative days without prior written consent of Management.

6. CURFEW

Quiet hours are observed on Housing Authority property. These hours are from 10:00 p.m. until 7:00 a.m. Between these hours residents and their guests should be in their prospective yards and not loitering in common areas or neighbors' yards.

7. MOVE-OUTS

In the event you plan to move out, you are required to give 15 days prior notice in writing. This notice must be signed by you in the office. If you fail to give notice in writing, then you will forfeit your security deposit.

Upon move-out, please clean your apartment thoroughly or additional charges will be assessed. Leave it as you would like to have it if you just moved in. Return all keys to the office. The home is not considered vacant until keys are returned to the office, and you will be charged rent accordingly.

8. TRANSFERS

If your family increases or decreases in size to the point where the number of persons living in the house are too many or too few for the number of bedrooms, the Authority may require you to transfer to a larger or smaller unit.

A family desiring to move from the dwelling it occupies to another location or different size apartment, must file a request in writing giving the reasons for the request or transfer. Management will determine if reasons are sufficient to grant the transfer and will so inform the tenant. Families must have all rent and charges paid in full consecutively for at least six (6) months prior to transfer.

The cost of extra cleaning and any loss of rent caused from such requested move must be charged to the tenant who desires to make the change.

Transfers may be required if the unit becomes uninhabitable or does not meet the Uniform Physical Condition Standards. In these instances the Authority will offer a comparable unit in the same neighborhood and may provide relocation assistance for utilities.

9. PETS

No family living in any of our projects may have any cats, dogs, or other pets. Doing so is an explicit violation of the lease. Call the office for information on the pet policy.

10. AUTOMOBILE AND TRUCK PARKING

Provisions have been made for parking your cars in front of your dwelling. Never park on the grass. Keep bicycles off sidewalks. There will be an additional charge for cars or trucks found parked on the grass.

Vehicles must be in running condition at all times, have fully inflated tires, and have current license plates. Tenant must not do any major repairs or change the oil while parked on public housing property. Additional charges will be made to the tenant if found in violation. Tenants may wash their vehicles while parked in the appropriate areas. Be respectful of those who park nearby while washing vehicles.

11. UTILITIES

The rent you pay does not include electricity, water, or gas. You will have to make your own application to Canoochee Electric Membership or Georgia Power Company for electricity, City of Reidsville for water, and one of the Georgia Gas companies for gas service. All utilities must remain on or you will be in violation of your lease.

12. ABSENCE FROM HOME

When you plan to leave home for three (3) days or more, please contact and report to the management office. This notification is for your protection, for example, should sudden freezing weather occur during the winter while you are away, we would cut off the water service to prevent damage to pipes.

13. KEYS AND LOCKOUTS

The telephone numbers of the persons who will answer emergency calls in the event of a lockout are posted at the local office, and in the front of this book. The charge for an extra key is \$5.00. The charge for maintenance personnel to unlock your house during working hours is \$25.00, after working hours \$45.00, and during hours from 11:00 p.m. to 7:00 a.m. is \$50.00.

You CANNOT change the locks on any of the doors. All rooms must be accessible to Housing Authority Personnel.

14. MAINTENANCE OF PROPERTY

The housing authority has maintenance employees whose duties are to maintain buildings and equipment. Your lease provides that we have the right to inspect the premises as often as may be required at reasonable hours, to keep property and premises in proper condition.

You will not be billed for any maintenance work, which normally occurs through ordinary wear and tear of the buildings, grounds, and equipment. However, you will be billed for any damages to the property of the Authority caused by your carelessness and your

negligence or for any special services rendered to you. You will be required to pay such damages or special services at cost. The fee is due the first rent cycle after services are rendered. You are listed as a delinquent tenant until it is paid.

ANY REQUEST FOR SERVICE SHOULD BE MADE DIRECTLY TO THE OFFICE.

15. HOUSEKEEPING

It is your responsibility to keep your dwelling NEAT and CLEAN at all times. Your failure to correct bad housekeeping can be the basis for cancellation of your lease.

- *Inside Apartment*
 - General
 - Walls: should be clean, free of dirt, grease, holes, cobwebs, and fingerprints.
 - Do not drive nails or tacks into the wood work or walls. Use picture hangers.
 - Floors: should be clean, clear, dry and free of hazards.
 - Ceilings: should be clean and free of cobwebs.
 - Windows: should be clean and not nailed shut. Shades and blinds should be intact.
 - Woodwork: should be clean, free of dust, gouges, or scratches.
 - Doors: should be clean, free of grease and fingerprints. Doorstops should be present. Locks should work.
 - Heating units: should be dusted and access uncluttered.
 - Trash: shall be disposed of properly and not left in the unit.
 - Entire unit should be free of rodent or insect infestation.
 - No inside painting is to be done unless permission is given by the Housing Authority Office.
 - Kitchen
 - Stove: should be clean and free of food and grease.
 - Refrigerator: should be clean. Freezer door should close properly and freezer have no more than one inch of ice.

- Cabinets: should be clean and neat; cabinet surfaces and counter tops should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access to repairs. Heavy pots and pans should not be stored under the sink.
 - Range hood exhaust fan: should be free of grease and dust. The filter should be cleaned regularly.
 - Sink: should be clean, free of grease and garbage. Dirty dishes should be washed and put away in a timely manner.
 - Food storage areas: should be neat and clean without spilled food.
 - Trash/garbage: should be stored in a covered container until removed to the disposal area.
- Bathroom
 - Toilet and tank: should be clean and odor free.
 - Don't flush any materials that will cause a stoppage.
 - Wet/feminine wipes should NOT be flushed down the commode; it will cause a stoppage.
 - Tub and shower: should be clean and free of excessive mildew and mold. Where applicable, shower curtains should be in place and of adequate length.
 - Lavatory: should be clean.
 - Exhaust fans: should be free of dust.
 - Floor: should be clean and dry.
- Storage areas
 - Linen closets: should be neat and clean
 - Other closets: should be neat and clean; no highly flammable materials should be stored in the unit.
 - Other storage areas: should be clean, neat and free of hazards.
- *Outside Apartment*
 - Yards: should be free of debris, trash, and abandoned cars. Exterior walls should be free of graffiti.

- Porches (front and rear): should be clean and free of hazards. Any items stored on the porch shall not impede access to the unit.
- Steps (front and rear): should be clean and free of hazards.
- Storm doors: should be clean with glass or screens intact.
- Sidewalks: should be clean and free of hazards.
- Parking lot: should be free of abandoned cars. There should be no car repairs in the lots.
- Utility room: should be free of debris, motor vehicle parts and flammable materials.

16. CARE OF KITCHEN EQUIPMENT

The burners and drip pans of the stoves should be thoroughly and frequently cleaned. Burners and drip pans may be removed from the stove for cleaning. The enamel surfaces should never be washed while hot because the enamel will crack. A blue flame is more desirable than a yellow flame, because it means more heat and less blackened pots and pans. As a matter of safety always hold the lighted match near the burners before turning on the oven switch. The pilot light on your stove should be burning at all times. Do not attempt to make mechanical adjustments to your stove.

Your appliances will be inspected monthly. If they are not cleaned you will get a warning. The second inspection, if they are not cleaned, you will be charged \$25.00.

Call the office for any service required. Do not leave your oven door open for heating, as this will damage controls. You will be charged for these repairs.

After you have moved into your unit, a representative of the Authority will come to your home and discuss all the mechanical equipment in your apartment with you.

17. REFRIGERATORS

If your negligence damages the freezing unit, you will be required to bear the cost of repairing or replacing the unit.

If you spill something inside your refrigerator, please clean it up in a timely manner. Cleanliness will reduce infestation of bugs. Also, if a spill happens on the rubber seal of the door, it can cause damage to the seal resulting in the refrigerator not cooling properly.

18. CABINETS

Don't put anything hot enough to burn the counter tops on top of them. They are not fireproof; use a potholder. When handles on drawer pulls are loose, call the management office.

19. FLOORS

We have gone to a lot of expense to install tile floors for you, and we expect you to take good care of them.

Don't put down linoleum rugs over the tile because they will stick to the tile and damage it. Do not use sticky tape to secure rugs on the floor. If you place a piece of carpet down, please ensure that it doesn't interfere with opening any doors.

Don't wax the floors with paste wax. Use only liquid wax.

You may clean the floors with a wet mop, but don't pour water on the tile.

20. GROUNDS

It is your responsibility to keep your yard area clean surrounding your apartment. We do provide for the yard to be mowed.

- Damage to lawn areas will be charged to tenants responsible for damage.
- Keep porches and yards free of old furniture, boxes, broken bottles, and other unsightly articles. No freezers or washing machines will be allowed on porches.
- Keep all paper, glass, and other trash in your yard picked up. Do not dump raw garbage in your yard.
- Follow management instructions about your garbage. Please, don't pile trash behind your unit.
- You are furnished garbage cans; please use them.
- Use back yard clothesline for all sunning of clothes or bedding, not your front yard.

21. INSECT CONTROL

The first Thursday of every month is scheduled for monthly spraying. If there is inclement weather, the spraying will be delayed to the second Thursday of the month. Keep your dwelling free of roaches, bedbugs, or vermin of any description. We ask that you help us by not leaving food or other debris for the pest to eat. Keep the cabinets and floors clean at all times. Do not leave raw garbage open, use a plastic bag and tie it up. The Authority reserves the right to spray the unit and charge accordingly.

22. LAUNDRY

Most people do their wash in their utility rooms, bathrooms, or kitchens. Any type of washing machine is permissible, but requires additional water connections or sewer connections. Clotheslines are installed in the backyard of each apartment.

Dryer vents MUST be utilized.

23. BARBECUE GRILLS

Barbecue grills are only authorized to be used/stored in the backyards. Gas Grills: All liquid propane gas cylinders shall be stored in accordance with manufacturer's recommendations and local fired codes.

24. HOLIDAY SEASON LIGHTING POLICY

Decorative ornaments may be used in yards, providing they present no safety hazards to children, are in good taste, and meet commonly acceptable community norms. Displays are not allowed on rooftops nor blocking walkways. Displays must be removed within one week after celebration of the holiday.

25. SWIMMING POOLS

Due to safety concerns and insurance purposes, swimming pools are NOT allowed on Housing Authority property.

26. TRAMPOLINES

Due to safety concerns and insurance purposes, trampolines are NOT allowed on Housing Authority property.

27. BASKETBALL GOALS

Due to safety concerns and insurance purposes, basketball goals are NOT allowed on Housing Authority property.

28. SWING SETS

Due to safety concerns and insurance purposes, swing sets are NOT allowed on Housing Authority property.

29. TELEVISION SERVICE

- Cable TV hook-ups are provided in the living room of each apartment.
- You may install TVs in the bedrooms, but the cables must not represent a trip hazard.
- Satellite Systems are allowed. Contact the office for our Satellite Policy. A deposit of \$25.00 has to be paid before it can be installed.

30. SOME SAFETY DO NOTS

- Don't allow members of your household or visitors to play in the streets.
- Don't store paint, oil, gasoline, dirty rags, or newspaper in your home or around it. These are first class fire hazards, and the law says they must be properly stored.
- Don't clutter up the space around stoves or hot water heaters.
- Don't ignore, even for a moment, the odor of gas. Immediately open all windows and put out all flames. If you have checked and found that all jets are turned off, notify the office so that the leak can be repaired at once. If the office is closed, call the emergency number for such service or call the gas company.
- Don't allow members of your household or visitors to throw glass, tin, nails, or other dangerous objects on the streets, sidewalks, or lawn.
- Don't put your faith in rumors. If you hear talk about some new regulation that affects you, go directly to the office.

31. SPECIAL CONDITIONS

Since you are living in a neighborhood, certain restrictions are necessary to prevent you from disturbing your neighbor.

- Televisions, radios, and other musical instruments must not be played so loud they disturb your neighbors at any time, day or night.
- Drinking parties will absolutely not be allowed.
- You will be responsible for any damage done to your apartment by either outsiders or neighbors.
- Caution members of your household about playing on your neighbor's porch or in their yard, unless they are invited to do so.
- Be a good neighbor and try to get along with everyone.

32. INSPECTION

The Authority has on its staff a Director and Maintenance Manager. It is a part of their responsibility to regularly inspect the dwelling ground and equipment to determine their

condition. Should any defect be found for which the authority is responsible they will investigate and correct such defects.

In the event the maintenance work needed was caused by the carelessness or the negligence of the tenant, the Maintenance employee will inspect and make a proper charge for correcting the damage.

It is the desire of this Authority that the dwelling is kept in as clean and neat condition as possible. For this reason the Director or Maintenance Manager will also report on the housekeeping habits and the cleanliness of each dwelling. If proper cooperation is not received in maintaining a sanitary and clean condition for each dwelling unit you will be called in for a discussion of the matter with the Executive Director.

CARELESSNESS OR NEGLIGENCE IN HOUSEKEEPING HABITS OR IN THE ABUSE OF EQUIPMENT MAY BE THE BASIS FOR TERMINATION OF YOUR LEASE.

We solicit your whole-hearted cooperation and interest in maintaining your dwelling, grounds, and equipment in a clean and sanitary condition.

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REIDSVILLE, GEORGIA 30453

MAIL ADDRESS:
P. O. BOX 608

912-557-4259
FAX 912-557-3424

Tenant Handbook Acknowledgement

I have read and understand the Tenant Handbook that was provided to me.

Tenant

Date

Housing Authority Representative

Date