

RESIDENT HANDBOOK

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Revised: 2/10

READING HOUSING AUTHORITY – RESIDENT HANDBOOK

Dear Resident:

The Reading Housing Authority presents to you this RESIDENT HANDBOOK, which contains basic information about the facilities.

Apartment living creates problems that require a great amount of consideration and cooperation from each and every resident.

This handbook has been designed for your review, as a guide to conduct, convenience and a reminder of the mutual obligations between the Reading Housing Authority and you: the resident.

May you enjoy each day of your residence here. The units are designed for decent, safe, and sanitary housing.

You may want to reread the lease agreement carefully. If there are any questions, please contact your management office.

READING HOUSING AUTHORITY
MANAGEMENT

MANAGEMENT & MAINTENANCE

OFFICE HOURS: 8:30 a.m. to 4:30 p.m.

<u>OFFICE</u>	<u>ADDRESS</u>	<u>PHONE</u>
Applications	815 Franklin Street	(610) 372-3933
Accounting	400 Hancock Boulevard	(610) 775-4811
Central Administration Building	400 Hancock Boulevard	(610) 775-4813
Dwight D. Eisenhower Apartments	835 Franklin Street	(610) 372-4629
George M. Rhodes Apartments	815 Franklin Street	(610) 375-4737
Glenside Homes	1301 Schuylkill Avenue	(610) 375-4308
Hensler Homes	1301 Schuylkill Avenue	(610) 375-4308
Kennedy Towers	300 South 4 th Street	(610) 374-9373
Oakbrook Homes	1001 Scott Street	(610) 777-7627
Resident Services	1301 Schuylkill Avenue 1001 Scott Street	(610) 378-0104 (610) 775-4515
Samuel G. Hubert Apartments	125 North 10 th Street	(610) 376-8881
Section 8 Office	120 South 6 th Street	(610) 373-5088
Sylvania Homes	1001 Scott Street	(610) 777-7627
Work Orders	FOR ALL DEVELOPMENTS	(610) 777-5500

EMERGENCY MAINTENANCE

(610) 378-1800

PLEASE NOTE: This number is to be used for emergencies, (see Section D for the definition of an emergency,) which occur after 4:30 p.m., on Saturdays, Sundays & Holidays.

MANAGEMENT RESPONSIBILITIES: The Reading Housing Authority will be responsible for the following, excluding those circumstances beyond its control:

1. The physical maintenance of properties and equipment.
2. To maintain the premises in decent, safe and sanitary condition.
3. To make necessary repairs.
4. To comply with requirements of applicable building codes, housing codes and HUD Regulations materially affecting health and safety.

RESIDENTS RESPONSIBILITIES: Residents shall be responsible as follows:

1. Not to provide accommodations for boarders or lodgers.
2. To report income changes to management WITHIN 10 days. (A decrease in income may result in a lower monthly rent.)
3. To report changes in family structure to management.
4. To maintain units in decent, safe, and sanitary condition.
5. To meet financial obligations with RHA.
6. To promptly report maintenance repairs.
7. To refrain from driving vehicles on lawns and sidewalks. You will be responsible for damages incurred.
8. Review dwelling lease for more detailed information.

I. SERVICE

- A. **Low-Income Housing Agency.** RHA manages low-income public housing and is subsidized by the Department of Housing and Urban Development (HUD).

The Board of Commissioners of RHA is composed of five (5) members, who establish all policies related to the operation in any area of RHA.

- B. **Hours of Service.** The management office is open from 8:30 a.m. to 4:30 p.m., Monday thru Friday. Please be advised that management offices are closed each day from 12:00 noon to 1:00 p.m. The staff seeks to provide the maximum possible service and constant choice must be made as to how the needs of the residents can be best served.

- C. **Routine Maintenance.** Reporting needed repairs. All regular maintenance problems are taken care of Monday thru Friday between 8:30 a.m. and 4:30 p.m. If your unit needs a repair, call your work order office, **immediately**. Repairs cannot be made without being reported to the work order line or the management office. You will be required to pay for any unnecessary damages to your unit caused by any family member.

The staff there will fill out the proper work order form and give it to the Maintenance Department to make the repair. Repairs will be handled according to the order received, except in matters of safety or emergency. Do not stop maintenance man or office employee on the street to tell them the problem. You must call the work order number or go to the management office. Residents will be held responsible for repairs due to neglect, accident and abuse. Specified items of materials or service will be charged on a cost of material and labor basis.

- D. **Emergency Service.** During the weekdays after 4:30 p.m., Saturday, Sundays and holidays, the following number is used for **emergencies** only 610-378-1800.

The following situations would be considered emergencies: gas leaks, stopped up commodes and sinks, broken faucets or water lines, electrical power failure, flooded apartments, stopped up sewer or service lines, three (3) or more burners and oven not working on stove, refrigerator not working. Report any leak or stoppage promptly.

II. OCCUPANCY CONDITIONS

- A. **Lease Agreement.** The lease agreement between the RHA and the resident lists basic legal obligations. Read it carefully and understand its conditions. If there are any questions concerning the agreement, contact your management office immediately.
- **SMOKE ALARMS.** Do not remove or cover smoke alarms. If there is a problem, contact the appropriate office immediately. If it is determined that the smoke alarm has been removed or covered, you will be held responsible for costs and damages. Smoke alarms should be tested once a month-family units only.
- B. **Rent.** Monthly rents are due in advance on the first day of every month. You will receive a monthly rent statement in the mail. Monthly rents are to be sent to P.O. Box 13700, Philadelphia, PA 19191-1379.

Prompt payment in full on the first day of each month is a condition of the lease that you signed with us. Prompt payment will not only save you money but will build your credit rating. If you are chronically late in paying your rent, you will face eviction. If you can't pay on time, let your manager know; they may be able to make arrangements, depending on the circumstances. A late payment is defined as failure to pay the amount of rent or other charges due by the first of the

month. Four (4) such late payments within a six (6) month period shall constitute a repeated late payment.

Your rent is based on your income and family composition. At the end of each twelve (12) months of occupancy each family will be requested to come into the office for the purpose of reviewing the family's income. Extra charges for damages, caused by a willful act or negligence of the resident or any member of the family, are collectable in the same manner as rent.

- C. **Security Deposit:** When you sign your lease a security deposit in an amount equal to one (1) months rent, will be required, in addition to your first rental payment. The full amount of security deposit will be refunded after you move, if you have given proper notice of intent to move, have taken proper care of your unit, and do not owe the RHA any money. Cost of all damages, missing items and cleaning, if necessary will be subtracted from the security deposit. **NOTE AND MAKE CERTAIN THAT YOUR UNIT IS INSPECTED BY MANAGEMENT AND YOU ARE NOTIFIED OF ITEMS THAT HAVE TO BE CORRECTED OR REPLACED. THOSE ITEMS WHICH HAVE TO BE REPAIRED OR REPLACED WILL BE DEDUCTED FROM YOUR SECURITY DEPOSIT.**
- D. **Intent to Move Notice.** PUBLIC HOUSING residents must notify management in writing, of their intent to vacate fifteen (15) days prior to the date of moving. The vacancy notice will be honored up to and including a thirty (30) day period. After which time, the notice will be cancelled. When moving within the fifteen (15) day period, you are required to pay rent for each day until the keys are returned to the Management Office.
- SYLVANIA HOMES residents must give a 30-day notice in writing of their intent to move.
- E. **Occupancy.** Your unit is to be occupied solely by yourself and only those members of household as listed on the lease agreement. Management must be notified of changes in occupancy. Normal visits of friends and relatives are permitted upon prior notification to management. If any such visit will extend beyond two (2) weeks, management must be notified in writing, stating the reasons for the extended visit. The extended visit must be approved by management.
- F. **Right of Entry.** Management personnel generally will not enter your unit without prior notification and/or approval. In cases of emergencies such as fire, water leaks, etc., an emergency entry will be made. You will be notified in advance of performing annual

inspections. (See Item H. below for information on annual inspections.)

- G. **Keys & Lock Out Service.** At the family developments, two (2) keys are issued at the time of leasing. At the High Rise apartments, one (1) key is issued at the time of leasing.

Be very careful not to misplace the key/keys. If you should lose a key a duplicate may be purchased at the Management Office. Extra keys are \$2.00 and mail box keys are determined by locksmith. Price is subject to change.

1. **DURING WORKING HOURS.** If you become locked out during office hours, you shall contact the Management Office. The Management Office will have your unit unlocked for you. There will be a charge for this service. Price may vary between low-rise and hi-rise and is subject to change.
2. **AFTER WORKING HOURS** will be charged as follows:

GLENSIDE, OAKBROOK & SYLVANIA HOMES RESIDENTS. No emergency or non-emergency lock out service.

HIGH RISE RESIDENTS. If you should be locked out after office hours and the emergency staff has to come and open the door, the first time you get locked out it is free; thereafter you will be charged the overtime rate of the maintenance employee. This service is provided until 12:00 a.m. only.

HENSLER HOMES. If you should be locked out after office hours and the emergency staff has to come and open door, you will be charged the overtime rate of the maintenance employee. This service is provided until 12:00 a.m. only.

- H. **Annual Inspection.** An inspection of your unit will be made once a year. If any damages are found that are not normal wear and tear, they will be corrected and you will be charged for them. The condition of your unit is your responsibility. The use of contact paper, paneling and/or similar materials is not permitted. You will be charged for labor and damages caused by the removal of these materials. When hanging pictures or mirrors be careful not to damage the walls.

- III. **UTILITIES.** Utilities such as hot and cold water, heat, electricity and trash removal are furnished by the RHA. Please conserve energy by

turning out lights in rooms not in use, radios and televisions not in use and porch lights during the day.

IV. GENERAL INFORMATION

- A. **Referrals.** Management will be glad to supply information about services in the community of either a personal nature, or in regard to recreational, educational, health and similar programs. Referrals to appropriate sources will be made.
- B. **Waiting List for Occupancy.** A list of eligible applicants is kept. Vacancies will be filled in the order of application.
- C. **Transfers.** A list of requests by residents for necessary transfers to a smaller or larger unit will be kept.
- D. **Pets.** In accordance with the RHA's Pet Policy, pets may be kept in buildings or units designated by the Authority for elderly or handicapped. Management must be notified before obtaining a pet. Refer to the pet policy.
- E. **Vandalism.** Vandalism such as damaging fixtures, marking walls and breaking windows is strictly forbidden. Parents will be responsible for any such damages. Repeated acts of vandalism by members of a family will result in eviction.
- F. **Things the RHA Asks of You.** Good housekeeping is expected of all residents. It is your responsibility to take care of the yard assigned to your unit. All residents except elderly are required to cut the grass and shovel snow in their yard. Keep yards neat and clean by picking up paper. Please keep the volume of radios, stereos, and television sets at a level where it will not annoy your neighbors.
- G. **Parking.** There is no visitor parking available at the high rise apartment buildings. Parking spaces are assigned to residents with automobiles.
- H. **Rumors.** They can never be depended upon. Come to the office and ask management when you have any doubts or questions.

I. **Resident Charges for Other Appliances** are listed below. These charges are subject to change.

Washer	\$1.50/month
Washer/Dryer.....	\$8.50/month
Freezer	According to size
Air Conditioner	\$5.00/month

READ YOUR LEASE!