



Reading Housing Authority

Resident Handbook – Affordable Rental Homes

- *Sylvania Homes*
- *River Oak Apartments*
- *Scattered Site Apartments*
- *Emma Lazarus Townhomes*

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Welcome to Reading Housing Authority!

WE WELCOME *YOU* TO YOUR HOME.
THIS IS *YOUR* COMMUNITY.

A special welcome to Reading Housing Authority, where we believe that all persons, regardless of their financial means, deserve a safe, inviting and affordable place to call home. This handbook is intended to be a resource to help as you settle in to your new house or apartment, and for as long as you make this RHA property your home. The information prepared in this handbook can serve as a guide for the most commonly asked questions regarding the rules and procedures at RHA and should be considered as important as your Residential Lease Agreement.

Please feel free to ask any questions that you may have regarding the information contained in this handbook. The best place to direct your questions is to the Property Management Office in your development. They look forward to getting to know you, to answering your questions, and providing you with RESPECT, HONESTY and ACCOUNTABILITY. We ask the same of you during your residency, and hope that together, we can continue to strengthen the community that we believe to be so important to our mutual success. Communities are the most successful when all members know, understand and meet their obligations, so we ask that you join us in following these rules. You may count on us to do the same, by providing you with more than just a place to live – but a place to truly feel at home.

*AT READING HOUSING AUTHORITY, WE
PROVIDE THE FOUNDATION FOR
PEOPLE TO FIND A HOME OF HOPE AND
ACHIEVE THEIR ASPIRATIONS.*

Office Information

SOUTH CAMPUS

SYLVANIA HOMES MANAGEMENT OFFICE
1001 SCOTT STREET, READING, PA 19611-1797
610-777-7627 **oakbrook@readingha.org**

Monday – Friday: 8:30 a.m. – 12:00 p.m.

Tuesday, Thursday: 1:00 p.m. – 4:30 p.m.

Monday, Wednesday & Friday: 1:00 p.m. – 4:30 p.m.

By appointment only

NORTH CAMPUS

**RIVER OAK APARTMENTS &
SCATTERED SITE APARTMENTS MANAGEMENT OFFICE**
1301 SCHUYLKILL AVENUE, READING, PA 19601-1601
610-375-4307 **glenside@readingha.org**

Monday – Friday: 8:30 a.m. – 12:00 p.m.

Tuesday, Thursday: 1:00 p.m. – 4:30 p.m.

Monday, Wednesday & Friday: 1:00 p.m. – 4:30 p.m.

By appointment only

CENTER CITY

EMMA LAZARUS TOWNHOMES MANAGEMENT OFFICE
835 FRANKLIN STREET, READING, PA 19602-1150
610-372-4629 **highrises@readingha.org**

Monday – Friday: 8:30 a.m. – 12:00 p.m.

Monday – Friday: 1:00 p.m. – 4:30 p.m.

By appointment only

APPLICATIONS

815 FRANKLIN STREET, READING, PA 19602-1149

610-372-3933 applications@readingha.org

Monday – Friday: 8:30 a.m. – 4:30 p.m.

By appointment only

VOUCHER PROGRAM

120 S. 6TH STREET, READING, PA 19602-1653

610-373-5088 section8@readingha.org

Monday – Friday: 8:30 a.m. – 12:00 p.m.

Monday – Friday: 1 p.m. – 4:30 p.m.

By appointment only

RESIDENT SERVICES

125 NORTH 10TH STREET, READING, PA 19601-3732

610-376-8413 residentservices@readingha.org

Monday – Friday: 8:30 a.m. – 4:30 p.m.

By appointment only in the Property Management
Office, at the home, or in a common area

WILLIS CENTER FOR ADMINISTRATION

400 HANCOCK BOULEVARD, READING, PA 19611-1802

610-775-4813 info@readingha.org

Monday – Friday: 8:30 a.m. – 4:30 p.m.

MAINTENANCE WORK ORDERS

Work Order Telephone Line - 610-777-5500

After-Hours Emergency Number - 610-378-1800

Non-Emergency Work Orders may be submitted
online via the RHA website
www.readingha.org.



AIR CONDITIONERS

1. River Oak Apartments, Emma Lazarus Townhomes & Scattered Site Apartments only: Central air conditioning systems are provided. Residents who wish to have the central system activated must contact the Property Management Office.
2. Sylvania Homes & River Oak three-bedroom apartments only: All ACs must be approved, installed and removed by RHA. Resident MAY NOT install air conditioners on their own. It will be considered a violation of the lease agreement to self-install an air conditioner.
3. All ACs must:
 - a. Have a sticker or label that lists the number of BTUs.
 - b. Have an ENERGY STAR sticker if over 8,000 BTUs. If under 8,000 BTUs, the AC does not need to have an Energy Star sticker, but it must have a minimum Energy Efficiency Ratio (EER) of 9.7. AC may not exceed 10,000 BTUs.
 - c. Be free from faulty wires.
4. Sylvania Homes only: The number of ACs permitted in each unit is based upon the U.S. Department of Energy (DOE) Standards for Air Conditioning. The DOE has determined how many BTUs are necessary to cool a unit, based upon the square footage of the unit and assuming that the AC is used properly. The following are the total maximum number of BTUs permitted in a unit by bedroom size.

1-bedroom	10,000 BTUs
2-bedrooms	15,000 BTUs
3-bedrooms	15,000 BTUs
4-bedrooms	18,000 BTUs
5. The location of ACs permitted in each unit is determined by the City of Reading Code of Ordinances for fire safety. This is intended to ensure that there is safe egress in/out of all sleeping rooms. Only rooms that have 2 or more windows are permitted to have an AC. Air conditioners are not permitted to be installed in any kitchen windows because of the demand upon electric by appliances.
6. ACs must be installed as intended by the manufacturer.
7. New AC installations will only occur during the cooling season of April 1 to September 30.

8. ACs will not be permitted to be installed/reinstalled on a seasonal basis. Units that are installed are expected to remain in the window throughout all seasons. Residents wishing to control any air flow through the unit are encouraged to affix covers to the interior of the AC.

Procedures

1. All requests for installation must be reported to the Property Management Office. The Management Office will verify the number of BTUs, the energy efficiency of the unit, the requested location for installation, and will determine whether the unit may be installed. If approved, the office will contact the Maintenance Department.
2. The Maintenance Department will issue a Work Order. The Work Order will be classified as a Non-Emergency and the installation will occur within 30 days. RHA will make every reasonable effort to install the ACs as soon as possible within the 30-day period.
3. Maintenance Personnel will confirm the BTUs and install the AC, placing an “approved” sticker on the AC unit.

Charges

1. There is a ½-hour maintenance labor charge for the installation of every AC.
2. Materials must be supplied by RHA for every installation. There is a \$20.00 charge for materials for the installation of an AC. This fee does not apply if the same materials can be used to reinstall the unit at a later time or in another location.
3. There is no charge for the removal of AC units if the unit is broken (and is to be repaired or discarded) or upon move-out from the unit.
4. There is a ½ -hour maintenance labor charge for the un-install of illegally installed AC units, even if the AC unit cannot be reinstalled because the unit fails to meet approved AC guidelines.

CONSTRUCTION & MODERNIZATION

1. In effort to maintain and improve the properties, RHA performs modernization and construction. This includes work that pertains to individual units and to entire developments. Modernization and/or construction are typically performed by a private contractor who has been hired to work for Reading Housing Authority. It may also include inspections of building systems

- (elevators, sprinklers and smoke detectors), which could require entry into the leased unit.
2. You will be provided with no less than a 48-hour written notice for entry into your unit.
 3. RHA reserves the right to:
 - a. Make one or multiple visits to the unit or site.
 - b. Use multiple contractors, based upon skills that are needed and in accordance with our Purchasing (buying) Policy.
 - c. Perform work over one or several days.
 4. In order to permit modernization and construction, a resident family may have to:
 - a. Remove personal items from a work area.
 - b. Secure personal items.
 - c. Be absent from the unit for a period of time not to exceed 8 hours, during reasonable daytime hours.
 - d. Have any pets caged in the unit or removed from the unit when necessary.
 - e. Perform modest clean up in the unit after the work is completed.
 5. The RHA contractor is expected to:
 - a. Treat you, your unit and your property with dignity and respect.
 - b. Clean up the immediate work area after the work is completed for the day.
 - c. Ensure the security of your unit while working, including locking the door upon departure.

Procedures

1. Except for very unusual circumstances, Reading Housing Authority does not cover costs associated with any damage or loss to resident's personal property resulting from events due to modernization or construction work.
2. If a resident/resident family has complaints regarding property damage or property loss sustained during an episode of modernization or construction, they must:
 - a. Contact Reading Police Department to file a police report.
 - b. Obtain a copy of the report and provide this copy to Property Management.

- c. Participate in an investigation of the complaint, to be conducted by RHA and the contractor's designee.
- d. Be aware that claims which are found to be in need of a financial settlement will be made at the conclusion of the overall project.

EMERGENCY PREPAREDNESS

1. While Reading Housing Authority has systems in place to ensure that most services can be sustained through different types of weather and other circumstances, our agency cannot guarantee that all services can be maintained in emergencies. Emergencies might include weather-related events like extreme winter storms, tornadoes or hurricanes, fires, hazardous material spills, warfare, or other natural or man-made disasters.
2. Many services that residents rely upon for the comfort and use of their unit, like water, and electric for heating, cooling and use of appliances and electronics can be disrupted without any cause or resolution by Reading Housing Authority. In these circumstances, it is important that all residents understand that RHA cannot be responsible for any inconvenience, regardless of how significant the experience may be for the household.
3. RHA will do its best to support residents in the event of an emergency, but residents are urged to take responsibility for their own, and their families' well-being, by being prepared.

Emergency Preparedness might include the following:

- a. Create an emergency plan with your family or friends. Discuss where you might meet if you were separated or could not make contact by telephone.
- b. Have a radio in your home that uses batteries, because a radio station might be the only way to get information from those working on the emergency situation. Listen for alerts.
- c. Do not rely upon cell phone services or cable television to gain information, as these services might be disrupted.
- d. Keep a supply of water – one gallon, per person, per day – in your house and replace it every 6 months.
- e. Have some non-perishable, packaged or canned foods on hand, along with a non-electric can opener. Keep your refrigerator closed – or opened very minimally – to keep

- your food cool.
- f. Ensure that you have a supply of items to meet any medical needs. For persons who use oxygen, ensure that you have back-up canisters that do not require electric. If you use an electric breathing machine, have a supply of inhalers or other doctor-recommended treatments. Electric wheelchairs should be charged in advance of an event, if possible. Electric reclining positions may need to be kept in an upright position or battery-charged.
 - g. Have a flashlight and batteries.
 - h. If you have to leave your home, be sure to take your important cards and papers.
- 4. Residents are required to make sure that windows are closed and secured during any bad weather (this applies to any emergency event, as well as all other times).
 - 5. In certain circumstances, the City of Reading or other government offices may have instructions for coping with the storm. Please be reminded that as a resident of the City, or Berks County, or beyond – you are urged to make use of local services, and not rely exclusively on RHA to meet your needs during the emergency.
 - 6. Reading Housing Authority will take every possible step to be in touch with you and keep you informed of efforts to remedy the emergency condition.

EXTERIOR MAINTENANCE

- 1. Rules regarding exterior maintenance refer to the responsibilities of a resident or resident family in the care and conditions of an area outside of the interior, but included as part of, the leased unit. This includes areas such as porches or balconies, yards, and exterior doors and windows.
- 2. Rules for exterior maintenance that apply to ALL APARTMENTS include the following:
 - a. All exterior areas must be clean and free from trash, graffiti and prohibited items. Prohibited items include:
 - i. Automobile parts.
 - ii. Cleaning supplies (brooms, mops, buckets).
 - iii. “Interior” furniture, such as recliners or cloth chairs.

- iv. Items hung from railings or light fixtures or affixed to brick or siding.
 - v. Licensed or unlicensed motor vehicles (i.e. gas-powered cycles).
- b. All exterior areas must be accessible and free from hazards that could cause harm or danger to residents, their guests, and RHA or that could damage the property.
- c. Seasonal decorations, including window lights and outside displays, may not be displayed more than 30 days before or 15 days after the holiday is celebrated.
- d. Residents are required to keep their yard free from trash or litter, without regard as to how or by whose action the litter was placed in their yard.
- e. Residents are required to rake and bag any leaves that fall into the areas that are part of the leased unit.
- f. River Oak Apts. & Sylvania Homes only: Residents are permitted to garden in the areas along the front of their building. Gardens may not extend past the outer edge of the porch. Residents may use fencing in front of their plantings, provided that they are ornamental, are sold commercially and are not more than 24" in height.
- g. Firepits and any open flames are prohibited.
- h. Sylvania Homes only: All items included but not limited to lawnmowers, grills, bikes, outside furniture, or any other items that are blocking the gas meters must always remain at least 1 foot clear and unchained from the gas meter.
- i. Residents are permitted to place (RHA approved) picnic tables and chairs, canopies, etc., provided they are removable and not permanently affixed. Exceptions will be granted as to the location on a case-by-case basis.
- j. Residents are permitted to store charcoal or propane grills, lawn mowers, garden equipment, outdoor planters and bicycles outside of the unit.
- k. Grills while in use must be 10 feet from building and only placed against your home after fully cooled.
- l. Pools of any type or size are not permitted. Water slides, sprinklers, and other recreational lawn toys that involve water are also not permitted.

- m. Hoses may not be used for any reason (including washing of cars, watering plants, etc.).
 - n. Grills are not permitted to be stored on personal or common balconies.
 - o. Scattered Site Apts. only: Items are not permitted to be hung over fire escapes, (i.e. decorative flags, carpets, hanging boxes).
 - p. Scattered Site Apts. only: Residents are permitted to place patio furniture and outdoor planters on their balconies.
 - q. River Oak Apartments, Emma Lazarus Townhomes, & Scattered Site Apts. Only: Snow removal is provided by RHA.
3. Sylvania Homes only:
- a. Residents are required to maintain the grass areas that are part of the leased unit. Grass may not exceed 6 inches in length during the growing season. Lawn mowers are available at no charge for resident use in the Maintenance Shop.
 - b. Leaf bags are available at no charge for resident use in the Property Management Office.
 - c. Residents are required to remove snow from their porches and walkways within 24 hours of accumulation.
4. RHA will periodically conduct Exterior Maintenance ("Yard") Inspections to ensure yards are kept in accordance with our Exterior Maintenance policy.
- a. Exterior Maintenance Inspections will occur on a regular basis. No advance notice shall be provided. Households that are found to be in violation of a rule will be given written notice of the violation. If the violation is not remedied by the resident, a minimum of 1-hour maintenance labor will be charged to the rental account. Repeat violations may result in lease termination.

FIRE DAMAGE & PREVENTION

- 1. IF YOU HAVE OR SUSPECT A FIRE, CALL 911 IMMEDIATELY.
- 2. All fires must be reported to the Property Management Office. Do not call the office until after the fire has been safely put out. The presence or use of personal fire extinguishers is strongly

discouraged.

3. RHA will rely upon information provided by the Reading Fire Department and/or the Maintenance Department in determining liability for any repairs necessary to the unit.
 - a. If the fire is determined by the Fire Department/Maintenance Department to not be the fault of a resident or his/her guest, RHA shall be liable for the repair of the dwelling.
 - b. If the fire is determined by the Fire Department/Maintenance Department to be the fault of a resident or his/her guest, the resident/household shall be responsible for paying the cost of all repairs not to exceed RHA's insurance deductible. Relocation expenses will not be paid by RHA.
4. Residents shall be responsible for any fire damage related to the personal property of residents or their guests. Residents are urged to purchase Renters Insurance.
5. Residents are required to take reasonable precautions to prevent fires and to refrain from storing or keeping flammable material on the premises. Specifically:
 - a. Residents are not permitted to store propane or gasoline, or items containing propane or gasoline, in their units. These items must be stored outdoors in the proper container.
 - b. Only clean/empty, metal cooking tools may be stored in the oven.
 - c. Range-top drip pans may not be covered in aluminum foil.
6. Repeated fires may be grounds for lease termination.
7. All units are supplied with smoke detectors and stove-top automatic fire suppressor units unless equipped with fire extinguishers. Residents are not permitted to remove, replace, cover, modify or disengage either item in any way. If a detector or fire suppressor unit has been found to be removed, replaced, covered, modified or disengaged, the action will constitute a lease violation. A second violation will result in lease termination.
8. Non-working or problematic smoke detectors are required to be reported to the Maintenance Department Work Order Line

immediately.

9. "False alarms" may occur in the presence of cooking or other fumes without the occurrence of an actual fire. Repeated false alarms are reported by the Fire Department to RHA and may be grounds for charges or termination.

Charges

1. In 2019, the insurance deductible is \$1,000.00. See item (3.b.) above.
2. The City of Reading may charge RHA for its fire response. These charges may be passed on to the resident.

GUESTS

1. Residents are not permitted to have long term guests without the consent of Reading Housing Authority.
2. Residents who permit guests to stay beyond 30 days will be considered to be in violation of their lease.
3. Residents are responsible for the conduct of their guests. This applies to inside the unit, as well as anywhere on or near RHA property.
4. Former residents who have been evicted are not permitted as overnight guests.
5. RHA has a "NO TRESPASSING POLICY", which is a list of people who have been determined to no longer be permitted to enter onto any agency property. Further information is available in your Property Management office.

HOUSEKEEPING

1. Rules regarding housekeeping refer to the responsibilities of a resident or resident family in the care and conditions of the interior and exterior of the leased unit.
2. The purpose of housekeeping inspections is to:
 - a. Ensure that property which is owned by RHA is not being maintained in a manner that, if left untreated, could result in costs to the agency in repair and replacement;
 - b. Ensure that conditions do not exist which could jeopardize RHA's ability to provide safe and sanitary housing to neighbors and the community.
3. Housekeeping standards are met when areas are considered to be in the following condition:

- a. Clean – The absence of dirt, dust, grease, food residue, soap, or human/pet waste.
- b. Clutter-free – The absence of excessive collections or retention of any materials to the point that it impedes day-to-day function or creates a hazard or potential hazard for the resident, resident family, guest or RHA staff.
- c. Egress – The presence of two unobstructed exits (i.e. window, door) that are accessible with a minimum amount of effort, and the absence of any additional locking devices.
- d. Accessible – All electrical panels and water shut-off valves must be accessible with a minimum amount of effort.
- e. Hazard-free – The absence of conditions that may cause physical harm to the resident, resident family, guest or RHA staff. This would include the following conditions that are not permitted at RHA:
 - i. Cooking oil may not be stored on or in the stove/oven.
 - ii. Aluminum foil may not be placed in, under or around stove or heating elements (including drip pans).
 - iii. Appliances may not be left in operation during the absence of the resident (stove/oven, fans, etc.).
 - iv. Candles may never be left unattended.
 - v. Electrical outlets and wires may not be overloaded, frayed or exposed. Wires or cords may not extend across rooms or into walking paths.
 - vi. Cabinets may not be loaded to the point of structural damage.
 - vii. Insect or rodent droppings may not be present, and if found, are required to be reported to the management office.
 - viii. Flammable materials (i.e. lighter fluid, gasoline, propane, paint) may not be stored in the unit.
- f. Housekeeping standards apply to the following areas:

- i. All doors and jams, walls, floors, ceilings, windows, stairs and baseboards.
- ii. Kitchens, including countertops, cabinetry and surrounding walls, and appliances.
- iii. Bathrooms, including toilets, tubs and surrounding walls, sinks and cabinetry.

Procedures

1. Housekeeping inspections will be conducted in the following instances:
 - a. Annual Inspections - All units are inspected at a minimum of one time per year to ensure overall compliance.
 - b. Interim Inspections - Occur when it is learned by Property Management that a problem may exist with housekeeping or maintenance conditions, or in accordance with the Pet Policy.
 - c. Emergency Inspections - Occur when emergency conditions exist. This includes the occurrence of water, fire or suspected fire, structural issue, illegal modifications to the unit or severe pest infestation in your unit and/or the neighboring units.
2. Except in the case of an emergency inspection, residents will be given a minimum of 48 hours written notice of inspection. The inspection notice will indicate the date of the inspection and an approximate time. Inspections cannot be rescheduled.
3. RHA personnel will enter the unit if the resident is not found at home.
4. Inspection results will be recorded on a handheld electronic tablet. Results will be retained in the resident/resident family's electronic file.
5. Inspections will be rated using the following classifications and steps:
 - a. Pass – The unit meets all housekeeping standards. No further action will be taken. A notice will be left in the unit advising that the inspection is complete.
 - b. Re-inspection – The unit does not meet all housekeeping standards.
 - i. The resident will receive a notice within three days, defining the deficiencies and providing a

- date for a follow-up inspection.
- ii. At the re-inspection, the unit will either 'pass' or 'fail'.
- c. Fail – The unit does not meet standards. Further action will be taken in the following order:
- i. The Property Manager will be notified of the failed inspection.
 - ii. The resident will be contacted to discuss the violation by the Property Manager.
 - iii. The resident will be given an opportunity to remedy the violation.
 - iv. The resident will be notified of the date of a final inspection, and if:
 - 1. The unit passes inspection; no further action will be taken.
 - 2. The unit fails inspection; the violation will be considered a violation of the lease, and an eviction notice will be issued.

Charges

1. If maintenance deficiencies are noted during any RHA or third-party inspection (i.e. broken shades or appliance parts, holes in walls), RHA will request action through a Work Order from the Building and Maintenance Department. This work may result in charges.

INSPECTIONS

1. Reading Housing Authority conducts several different types of inspections on an ongoing basis. Inspections are intended to ensure that conditions of the unit are acceptable and that residents are safe. The following are the types of inspections that occur at RHA:
 - a. Maintenance Inspections – These inspections occur at a minimum of once a year to check overall conditions of the unit. For example, staff will look at windows, screens, doors, appliances, electrical and plumbing fixtures, and smoke detectors. Items that need repair or replacement will result in a Work Order, to be performed in accordance with all other Work Order

procedures.

- b. Housekeeping Inspections – In most circumstances, these inspections occur at a minimum of once a year to ensure that residents are maintaining the leased unit in accordance with the Housekeeping Policy (see Housekeeping section). Inspections may occur more frequently if a resident/resident family has a history of failed inspections. Inspections may also result from staff or contractor reports of poor conditions that were observed while in the unit for other purposes. Inspections may also occur for resident-initiated requests related to an application for a Pet Permit.
- c. Third-Party Inspections – Occur at a minimum of once a year to a random percentage of units. (This means that not all units will be inspected.) This inspection is conducted by a third-party inspector, who is accompanied by an RHA employee. The inspector is examining the unit for all the same items as the Maintenance Inspection, AND:
 - i. Health and Safety: Residents must make sure that there is not furniture placed in front of windows; that there is no cable or electrical cords that could create a trip-hazard; and that smoke detectors are in working order. Any instance of a health and safety violation MUST BE FIXED within 24 hours.

2. Inspection protocols will be as follows:

- a. Residents will be given a minimum of 48 hours written notice of inspection, to include the date of the inspection and an approximate time. Inspections cannot be rescheduled.
- b. RHA personnel will enter the unit if the resident is not found at home. Residents whose units currently have night-chains may not make use of the chain during this inspection time frame. If found in use, the chain will be cut and replaced by RHA within 30 days.
- c. Inspection results will be recorded on a handheld electronic tablet. Results will be retained in the resident/resident family's electronic file.

- d. A notice will be left on the inside of the front door with the results of the inspection.
 - i. If the unit has passed inspection, there will be a checkmark in the “YOU PASSED!” box.
 - ii. If the unit has not passed inspection, the “There is work to be done-letter to follow” box will be checked and will be followed by contact from the Property Management or Maintenance Offices.
- e. Follow-up visits may take place as follows:
 - i. Maintenance Inspections are likely to result in follow-up visits to the home to remedy any maintenance issues. No further notice will be provided. Any maintenance issues found will be remedied within 30 days of the inspection. If issues are not remedied within the 30 days, residents will be given a minimum of 48 hours written notice prior to RHA entering the unit.
 - ii. Residents who do not pass a Housekeeping Inspection will be notified by mail of the date and approximate time of the next inspection.
 - iii. Follow-up from third-party inspections for emergency issues and/or issues of health and safety, will be done immediately and without notice.

LAUNDRY

- 1. Laundry facilities, when provided, are an amenity. This means that they are not a guaranteed or a fundamental requirement.
- 2. River Oak Apartments only:
 - a. Laundry facilities are located on site.
 - b. Washers and dryers can be operated only by use of a laundry card.
 - c. Laundry cards are available upon request by the resident at the Property Management Office.
 - d. “Smart Card Centers” are in the laundry room, in which residents insert money to be placed upon the card for use.

- e. Laundry facilities are provided solely for the laundering of clothing belonging to leased residents. Residents are permitted to allow others (caregivers, family, friends, etc.) to use the facility on their behalf if necessary. Residents are not permitted to allow non- residents to use the facilities.
 - f. Washers and dryers are high-efficiency machines. For optimal performance, residents should use no more than ¼ cup of liquid detergent or 2 tablespoons of powder detergent. Machines are equipped to launder no more than 30 pounds of laundry per load. “Overloading” of a machine will not allow the machine to perform as intended. Evidence of misuse of the equipment by residents will result in charges to the resident.
 - g. Washers and dryers must be properly cared for and maintained by those who use them. Residents are asked to clean the interior and exterior of the machine after usage, empty lint traps, and dispose of any trash in the proper receptacle.
 - h. Problems with machines must be reported to the Maintenance Department Work Order Line. Residents are asked to provide the number of the machine, identified by a label on top of the machine, when placing this call.
 - i. Residents who use the laundry facilities are doing so “at their own risk”. Reading Housing Authority is not responsible for any loss of or damage to residents’ clothing or property.
 - j. Residents are asked to use courteous behavior. This would include not leaving laundry unattended.
3. Certain Scattered Site Apartments:
- a. Laundry (washer and dryer) hook-ups are available in units. Washers and/or dryers must be supplied by the resident.
 - b. Residents are not permitted to launder non-residents clothing or items or allow non-residents to use the facilities.
 - c. Laundry appliances must have proper electrical connections. Installation of these items is the

responsibility of the resident.

- d. RHA will not provide any maintenance service to resident-owned laundry appliances.

Charges

1. River Oak Apartments only:

- a. One laundry card and one fob per household is provided free-of-charge upon leasing.
- b. There is a charge to replace a lost card and fob. Cards and fobs may be obtained through the Property Management Office.
- c. Cards and fobs must be returned upon move-out from the unit. A charge will be applied for cards and fobs that are not returned.
- d. Residents may be charged for damages inflicted upon laundry machines due to intentional or unintentional misuse. Charges may be incurred up to the amount corresponding with the damage.

2. Sylvania Homes, Emma Lazarus Townhomes only & some Scattered Site Apartments:

- a. Appliances must fit within the space provided, without the removal of doors.
- b. Residents will be charged for any damage that results from leaks or self-installation.
- c. Residents may launder items belonging to members of the household/leased unit only. Laundering of items for non-household members is a violation of this policy and a violation of the Utility and Energy Efficiency policy.

LEASE TERMINATION & EVICTION

Lease Termination

1. Reading Housing Authority may take steps to terminate a lease of a resident/resident family when there are violations of the terms of the lease. This means that Reading Housing Authority is requesting that the resident/resident family vacate the unit.
2. Notice of lease terminations, called a 'Notice of Proposed Adverse Action', are made in writing, and will state the reason for the termination and the date the termination will take place. The notice will be hand-delivered and sent by first-class mail.

3. Notice of termination is given to a resident/resident family for acts as follows:
 - a. Most lease violations (see lease) – Notice of 30 calendar days to vacate the unit.
 - b. Failure to pay rent and any additional charges – Notice of 14 calendar days to vacate the unit.
 - c. Events that threaten the health and safety of other residents, RHA employees or persons in the immediate vicinity – Notice of 3 days to vacate the unit.

Eviction

1. When a family does not vacate the unit after receipt of a lease termination notice by the deadline given in the notice, Reading Housing Authority will follow the Pennsylvania Landlord-Tenant Law in filing an eviction action. In order to enforce a lease termination and require that a resident/resident family vacate the unit, RHA is required to request that a law official authorize an eviction. The steps to this are as follows:
 - a. RHA files a complaint with the Office of the Magisterial District Judge (MDJ) in the area that the development is located. This complaint (form) is how RHA requests a hearing before the MDJ. The cost for this step and other MDJ steps results in charges. This step typically costs \$147.05 in 2019. All costs are passed on to the resident if the MDJ makes a judgement in RHA's favor.
 - b. The MDJ selects a court date, and a Constable delivers a letter to RHA and to the resident, informing each party of the date of the hearing.
 - c. The MDJ holds a hearing, during which both parties are invited to provide testimony. At the close of the hearing, the MDJ makes a judgment as to whether to support or overturn the decision of RHA.
 - d. After the hearing, the MDJ sends a letter to RHA and to the resident/resident family with his/her determination. Either side has 10 days to appeal the MDJ's decision. If an appeal is made, all processes are placed on hold, pending the outcome of the appeal.
 - e. If the MDJ rules in favor of RHA and no appeal is made by the resident, RHA can file for "Order of Possession" on the 11th day. There is an additional charge for this step.

This step typically costs \$39.30 in 2019. The Order of Possession informs RHA that after 10 days, the resident is ordered to be out of the unit.

- f. If the resident does not vacate the unit after the 10 days, RHA can go to the MDJ's office to request that a Constable change the locks on the unit. Contact your local MDJ office or your Property Manager office for current costs. At any time after RHA pays the fee, the Constable comes to the unit to supervise the changing of the locks. If necessary, the Constable escorts the resident/resident family out of the unit.
 - g. After a lock-out, the resident/resident family is permitted to enter the unit to gather their belongings during normal business hours. It is the position of RHA that a reasonable time to perform this activity is during the next five business days. After that time, any belongings remaining in the unit are discarded.
2. Other Important Information:
- a. If the MDJ rules in favor of the resident/resident family, all court action ceases, and all terms of the resident/resident family's lease are resumed, and the costs are paid by RHA.
 - b. A resident/resident family is permitted to move out at any time during the lease termination and eviction processes. This avoids further court action and further charges.
 - c. RHA reserves the right to pass along any monies owed upon move-out, including court charges (and including voluntary move-outs) to the collection agency of their choice. Any unpaid debt owed to RHA may be reviewed as a condition of re-admission. Any resident/resident family wishing to move back into an RHA property in the future must satisfy this debt before being considered for future residency.

MOVING-OUT PROCESS

- 1. Residents are required to give notice of thirty (30) calendar days when they wish to move.
- 2. Residents will be asked to provide the move-out notice in person

by the Head of Household. If this cannot occur because of a serious reason (illness, hospitalization, etc.), the notice can be provided by another adult member, emergency contact, or another person who has the right to act on behalf of the Head of Household.

3. Residents will be asked to complete a Move-Out Form, which tells RHA a forwarding address and the reason for moving.
4. Residents are encouraged to prepare for moving by:
 - a. Emptying the unit of all personal property, furniture, and trash.
 - b. Cleaning the unit.
 - c. Leaving in the unit the following items if these items were made part of the unit at move-in: Rake, shovel, recycling can, toilet plunger and trash can.
 - d. Return all keys once move-out is completed.
5. Residents will be invited to attend a move-out inspection. This inspection is when Property Management and Maintenance will determine what charges, if any, will be applied to the security deposit and rental account. Residents are strongly encouraged to attend.
 - a. Inspections must be scheduled in advance with Property Management and must occur within two business days of the actual move-out or the resident will be considered to have waived his/her right to attend.
 - b. Staff will make every effort to accommodate a scheduled move-out inspection time if advance notice of at least two days is given by the resident. In most cases, RHA will not accommodate holding a move-out inspection without prior notice.
6. In most cases, move-out charges that are directly related to labor and materials are applied to the security deposit/rental account when:
 - a. Damages are found in the unit that exceed normal wear and tear.
 - b. More than routine cleaning has to occur in order for RHA to prepare the unit for the next resident.
 - c. Items are left in the unit and have to be removed by Maintenance (and thus are disposed of at RHA's discretion).

7. Move-Out Inspection Guide and Maintenance Charge List can be obtained at the Property Management Office to be used as a guide for any anticipated move-out charges.
8. Common reasons for move-out charges include the following items: (Residents are encouraged to pay attention to these areas in order to avoid or limit charges.)
 - a. Keys.
 - b. River Oak Apartments only: Key fob and laundry card.
 - c. Items that accompany the unit (shovel, rake, recycling can, and trash can) that are not returned.
9. Residents are encouraged to participate in the inspection process. If the resident disputes a charge during an inspection, and the Property Manager has reason to believe that information may be available to support the resident's claim, the Property Manager will investigate the claim before determining that the charge will be applied to the account.
10. After the move-out inspection takes place, a final bill is prepared and mailed (in absence of a refund) to the forwarding address that is supplied by the resident. Important information includes:
 - a. The total of your final bill which may include any unpaid rent, retroactive rent, excess utilities, and additional charges – including maintenance move-out charges.
 - i. The final month of any rent and excess utilities is prorated, and any unused rent will be adjusted to your account.
 - ii. Any refund that is due to the resident is to be processed and mailed by U.S. mail within 30 days of move-out. Refunds are mailed to the forwarding address. If no forwarding address is supplied, refunds will be issued to the emergency contact. If no emergency contact is given, the refund will be sent to the PA Treasury Department of Unclaimed Funds.
 - iii. Any balance on the account that is left after 90 days of move-out:
 1. RHA reserves the right to report any uncollected balances to any collection agency of choice.

2. Is owed to RHA and may be reviewed as a condition of readmission.
11. Residents are responsible for changing their address with the U.S. Postal Service to ensure their mail is forwarded to their new address. RHA does not take responsibility of resident's mail. Mail received at the unit during transition will be returned to the post office.

PARKING & VEHICLES

1. Vehicles are defined as cars, trucks, sports-utility vehicles (SUVs) and motorcycles.
2. Sylvania Homes & Scattered Site Apts. only: All streets in and around the apartments are the property of the City of Reading. All terms of the *City of Reading Code of Ordinances, Motor Vehicles & Traffic* apply.
3. River Oak Apartments only: All streets and lots in and around the apartments are owned by RHA. Parking spaces are unassigned and available on a first-come, first-served basis.
4. Emma Lazarus Townhomes only: In order to receive a parking permit the resident must have a valid driver's license, insurance and registration. The vehicle must be registered in the resident's name and address. In 2019, RHA will issue one parking permit for \$30 per month. Additional parking permits are determined upon availability.
5. Important reminders include:
 - a. All vehicles are required to have a valid Pennsylvania Department of Transportation (PennDOT) inspection and registration. Inoperable or "nuisance" vehicles are not permitted to remain on a city street or RHA private lot (i.e. a car with a flat tire, a car on a jack, a car without windows).
 - b. Parking is not permitted along any yellow curbing, which includes areas in front of dumpsters, bus stops, and within 15 feet of intersections and fire hydrants.
 - c. Reserving of spaces (by use of chairs, etc.) at any time including periods of inclement weather is prohibited.
 - d. Auto repair work or any work that involves grease may not be performed on city streets or RHA lots.
 - e. Parking against the flow of traffic is not permitted.

6. Designated handicapped parking spaces are reserved for persons with a PennDOT permit only, which must be displayed at all times. These spaces are not reserved for individual use, but are available on a first-come, first-served basis. Resident must contact the City of Reading for additional designated spaces.
7. Residents who use parking lots are doing so at their own risk. RHA is not responsible for any loss or damages to any vehicle or property.
8. Residents who are awarded parking permits who have a change in circumstances (lapse in required coverage, dispose of the covered vehicle, etc.) are required to notify the Property Management Office within 14 days.
9. Any violation of these rules may immediately result in a loss of parking privileges.
10. RHA reserves the right to have vehicles towed from RHA lots that are considered abandoned by the Reading Police Department, that pose a danger to other vehicles or to RHA, that are considered to be inoperable or a “nuisance” as described above, or that are blocking access to property.
11. Additional information is contained in the Parking Addendum.
Charges
1. Vehicles that are parked on RHA lots that lack a current permit sticker will be ticketed and fines will be assessed. Charges will be applied for any towing that occurs in accordance with this policy. Charges may be applied for any costs incurred by RHA for damages, etc.
2. RHA reserves the right to apply a monthly fee for any RHA owned private lot.

PEST CONTROL

1. RHA provides a range of pest control services. Residents are expected to call the Property Management Office to report the presence of any pest problems in or nearby the unit, including roaches, bedbugs, ants, mice, fruit flies, fleas, skunks, and squirrels.
2. Preventative extermination is provided to all households and common areas up to three times per year by a licensed, bonded exterminator. Concerns that occur in between

routine treatments must be reported to the Property Management Office and will receive additional treatment.

3. Resident families will be notified of the date of the preventative treatment plan one week in advance by U.S. mail.
4. The extermination contractor will enter the unit if the resident family is not found at home.

Charges

1. In most cases, there are no costs associated with Pest Control.

Special Instructions for Bedbugs

1. Preventative bedbug inspections will occur once per year. A preventative bedbug inspection notice will be sent or hand-delivered 24-48 hours before personnel enter the unit.
2. Residents MUST REPORT any suspicion of bedbugs to the Work Order Line immediately at 610-777-5500.
3. Do not remove anything from the unit or throw away any belongings until the unit is inspected.
4. Inspection will be conducted within 48 hours to determine whether treatment is necessary.
5. Residents will be notified of the treatment plan by hand-delivered notice within one day of confirmation of bedbugs.
6. Treatment will either be conducted by a qualified RHA employee or a contracted extermination company.
7. Treatment typically occurs over three sessions every two weeks.
8. Residents are required to prepare for each and every treatment in accordance with their lease agreement.

Process for Treatment

1. If you sleep in a location anywhere other than your bed, i.e., recliner/sofa, please tell the exterminator and prepare this location as if it were your bed.
2. Remove all bedding from your bed (sheets, blankets, pillowcases, etc.).
3. Before treatment, machine-wash the bedding using the hottest cycle, and machine dry the items for at least 45 minutes. Bag and seal the items or place in a sealed container until after the first treatment.
4. Empty nightstands, dressers, and tables that are close to where you sleep. Box these items until after the first treatment.

5. Remove and wash curtains near where you sleep. If you need boxes, call the Work Order Line.
6. Eliminate clutter. If you are throwing out any items, bag and seal the items before taking to the appropriate location to discard. If you are throwing out any furniture items, call the Work Order Line in advance so that necessary measures can be taken.
7. Move everything three feet away from the walls.
8. Arrange for the family to be out of the unit for four hours following the arrival of the extermination company.
9. Arrange for the removal of pets during treatment.
10. Vacuum your unit throughout the entire process. If you need a vacuum, call the Work Order Line.

Things You Should Know

1. Bedbugs usually feed at night while you sleep, and they are not known to transmit disease.
2. Most people are unable to feel their bites.
3. You can reduce your likelihood of getting bedbugs by not buying used furniture or used mattresses and box springs.
4. If you have been treated for bedbugs, you may be provided with a mattress cover which must remain on the bed.
5. Please note that over-the-counter pesticides will not help the process in eliminating bedbugs. In fact, they may make the treatment by the extermination company less effective.
6. Insect repellant that you spray on your body will be helpful in preventing the bites.
7. Bedbugs are very difficult to get rid of, and if left untreated, can infest an entire unit, and an entire building.
8. Bedbugs are highly resistant to pesticides and are difficult to treat.
9. The treatment process is long and can be frustrating.
10. You may experience an increase in activity after each treatment.

PETS & VISITING ANIMALS

1. Scattered Site Apartments only: No pet permitted.
2. Sylvania Homes, River Oak Apts. & Emma Lazarus Townhomes: Pet permitted, subject to a Pet Addendum.
3. Sylvania Homes, River Oak Apts. & Emma Lazarus Townhomes: Pets must be approved by and registered with RHA before they

are brought onto the premises. Once the pet is approved, RHA will record within the file that the household has been issued a “pet permit”.

4. The following pets are permitted:
 - a. Dogs – Limit: 1
 - i. Must be/expected to be 25 lbs. or under, or whose adult height will be 14 inches or under.
 - ii. Must be spayed/neutered at the time of registration, or within 30 days of reaching six months of age.
 - b. Cats – Limit: 1
 - i. Must be spayed/neutered at the time of registration, or within 30 days of reaching six months of age.
 - c. Commercially sold birds – Limit: Two birds within one cage.
 - d. Commercially sold fish and turtles – Limit: No more than can be maintained in a safe and healthy manner in one 10-gallon tank.
5. Resident/resident families may have only one type of pet at a time. (For example, it would not be permitted to have a dog AND a turtle.)
6. The following pets are not permitted on RHA property.
 - a. Reptiles (except for turtles).
 - b. Rodents.
 - c. Insects.
 - d. Arachnids (such as spiders).
 - e. Wild or feral animals.
 - f. Pot-bellied pigs.
 - g. Any animals used for a commercial (business) purposes.
7. Pets must be kept in the resident’s unit. Residents with pet permits are not permitted to take their pets to other residents’ units, except with prior approval by Property Management in circumstances in which the resident with the permit has emergency circumstances.
8. Dogs must always be kept on a leash when outside of the unit. Extendable leashes may not be used in their extension capacity. Cats and other pets must be kept in a cage or carrier when outside of the unit.
9. Pets are not permitted in any common space, neighboring yards,

laundry areas, playgrounds and courtyards (except for those areas within a courtyard that are designated as 'exercise areas').

10. Pet owners are required to immediately dispose of pet waste by placing it in a sealed plastic bag and disposing of it in a trash container.
11. Pet owners are required to designate at least one person to act on their behalf in the care of the pet in the case of the owner's illness, injury or emergency. Dogs may not stay in a unit alone at night. Cats may stay in a unit alone for no more than two days. It is the responsibility of the pet owner to make all arrangements for the pet's care.
12. Pet owners must maintain compliance with all lease terms while under pet ownership. This includes adherence to cleanliness and housekeeping guidelines, alterations to the unit, and noise.
13. When an RHA maintenance call or management inspection is scheduled, the pet owner must be available to restrain the pet. If the pet owner is absent, the pet must be caged during the time of the RHA visit. In the case of an emergency maintenance or management visit, RHA will make a good faith effort to ensure the safety of the pet, but under no circumstances will the agency be responsible for any pet that escapes during such visit.
14. Pets are required to be treated humanely, in accordance with Pennsylvania's Animal Cruelty laws. Pets may not be kept in closets. Dogs and cats may not be kept in cages for extended periods of time.
15. "Visiting" pets are not permitted on any premises of RHA. This includes the leased unit and its yard, community spaces, and common areas such as playgrounds and courtyards.
16. Residents are not permitted to feed stray or wild animals.

Procedures

1. Residents may request permission to have a pet at any time during the year by contacting the Property Management Office during normal business hours. At a minimum, the approval process may take up to two weeks.
2. A complete application for the pet policy includes:
 - a. Completed Pet Permit Application form.
 - b. Completed Pet Lease Addendum.
 - c. Certification by a licensed veterinarian that the dog or cat is in overall good health and has up-to-date shots.

- d. RHA will rely on most recent “PASSED” Housekeeping Inspection before issuing approval.
3. Pet permits are renewed annually.
4. ANY violation of the pet policy will result in follow-up by Property Management. If the pet owner fails to correct the violation, RHA reserves the right to revoke the pet permit.

Charges

1. A \$50 deposit for dogs and cats must be paid in full before a pet permit will be issued.
2. Deposits may be applied to any outstanding charge at the time of move-out of the resident.

REASONABLE ACCOMMODATIONS

RHA complies with all requirements of the fair housing act, see your Property Management Office for details.

RECERTIFICATION

RHA will require to update demographic information on a yearly basis.

RENT COLLECTION

1. Rent and all charges are due on the 1st of every month.
2. Rent statements are prepared by RHA or its contractor and mailed to the resident/resident family to the leased unit five days before the end of the month for the following month's residency.
3. Payments:
 - a. May be made by check or money order. The current mailing address will be posted in the Property Management Office. If a rent statement is lost, a duplicate can be obtained by contacting the Property Management Office.
 - b. May be submitted online with PayLease. Residents must retrieve a PayLease account number at the Property Management Office in order to register with PayLease.
4. Questions about charges on a rent statement should be directed to the Property Manager.

5. If the rent and all charges are not paid in full (received by RHA) by the 7th business day of the month, the resident will be sent a Notice of Proposed Adverse Action, which will serve as a 14-day notice of proposed lease termination.
6. Except in extraordinary circumstances, Repayment Agreements are afforded only in response to charges that were not predicted (such as for maintenance costs).
7. Residents are encouraged to contact the Property Management Office with any questions regarding the rent statement or amount of monies due.

RENTERS INSURANCE

1. Renters insurance is a form of property insurance that provides coverage for a policyholder's (the renter's) belongings and/or personal property. Except for very unusual circumstances, RHA does not cover costs associated with any damage or loss to resident's personal property, resulting from events like theft, vandalism, fire or smoke, storms, water damage, or an injury to you or your guest that occurs in your unit.
2. Residents are strongly encouraged to purchase renter's insurance.
3. RHA does not endorse any insurance companies.
4. Renter's insurance policies can be very affordable. Sometimes people can find renters insurance policies from the same companies that sell car insurance or life insurance.
5. A renter's insurance policy may pay for the resident's costs (the RHA insurance deductible) in resident-caused damage to the unit, following events like fire or water damage.

SAFETY & SECURITY

1. RHA seeks to ensure that all resident families are able to safely use and enjoy their homes. As noted below, the agency undertakes efforts to promote residents' safety and security. Residents are also encouraged to practice smart personal safety skills in and around their unit, including locking all doors and windows.
2. All households are provided with one exterior door key per adult at the time of leasing. Additional keys may be requested

from the Property Management Office for a cost. Keys may not be duplicated independently. Lost or stolen keys must be reported to the Property Management Office and will be replaced for a cost. Lock change information is described in the “Work Order” chapter of this handbook.

3. Additional locks or locking or limiting-access devices such as chains or bars, are not permitted to be installed on any exterior or interior door.
4. Sylvania Homes only: All items included, but not limited to, lawnmowers, grills, bikes, outside furniture, or any other items that are blocking the gas meters must always remain at least one foot clear and unchained from the gas meter.
5. RHA maintains close working relationships with Reading Police Department (RPD), including contracting with the Department for dedicated police services from Community Police Officers. The role of the Community Police Officers is to conduct patrol of agency properties, investigate agency or resident complaints regarding illegal activities, serve as a liaison between the agency and RPD, and act as a member of the RHA community in keeping residents safe. While EMERGENCIES SHOULD ALWAYS BE DIRECTED to 911, the dedicated Community Police Officers for RHA can be contacted for help, support and follow-up regarding any non-emergency issues. Officers can be contacted by calling 610-655-6116.
6. In order to ensure the safety and security of the resident population, RHA maintains a list of individuals who are not permitted on agency property. This “No Trespassing” list includes those who are known to pose a threat of danger against agency property, personnel, or clientele from entering onto the property. Membership on this list is extended to persons who commit violent crime, drug-related activity, destruction of RHA property, have a weapons offense, or commit multiple acts of nuisance crimes.
7. RHA does its best to ensure safe physical properties, but residents are responsible for their own personal safety. Some elements of personal safety include:
 - a. Ensuring that any hazardous condition is reported to the Work Order Line, so that conditions can be remedied.
 - b. Using surfaces for their intended purpose.

- c. Keeping window screens closed/in place at all times and supervising persons of any age whose safety might be compromised by an open window.
- d. Ensuring unobstructed exits in each room.

SMOKING

RHA has taken a stance that smoking is permitted according to the Residential Lease.

SOLICITATION POLICY

1. This overview is based on the official Policy of Reading Housing Authority Regarding Canvassing and Soliciting on Reading Housing Authority Property. Any difference in the language is intended to make it easier to understand. In the event of any difference in the actual or perceived message, the official policy shall prevail.
2. “Canvassing” is defined as going door-to-door throughout properties owned by Reading Housing Authority, in order to solicit votes, to conduct a survey or a poll, or to have an uninvited discussion.
 - a. Canvassing directly by Reading Housing Authority agency representatives or their designees, on business that has determined to be official acts of RHA, is permitted.
 - b. Canvassing by any other individual or entity is not permitted, except when it is permitted under the Codified Ordinances of the City of Reading. In this case, the person or organization must have a permit, and provide a copy in advance to the Reading Housing Authority Executive Director’s office.
 - i. An exception to this rule is that canvassing is not permitted for any reason at any highrise that is under ownership or management by Reading Housing Authority. This is because the property has a secure access system for residents and permits guests under the supervision of residents only.
 - ii. Reading Housing Authority does not engage in any political activity. Candidates for elected office may meet with residents in the unit of the

resident if the resident permits him/her to do so. Resident Councils may also, at their discretion, invite candidates for elected office to properly scheduled resident council meetings.

3. "Solicitation" is defined as going door-to-door asking for donations, selling items or giving away items. Solicitation is not permitted on Reading Housing Authority owned or managed properties.

TRASH & RECYCLING

1. Reading Housing Authority contracts the removal of trash with a private trash hauler in all developments.
2. In River Oak Apartments & Sylvania Homes:
 - a. Trash must be retained in the unit until the time at which it is to be discarded. Trash bags, cans or bulk items may not be kept outside of the unit at any time.
 - b. Trash must be discarded into the dumpsters in the trash containment areas. A responsible family member must discard the bag or item into the actual dumpster. Trash may not be left outside of the dumpster. If the dumpster is full, trash should be discarded in the next available dumpster.
 - c. Bulk items are accepted in River Oak Apartments at the side of the dumpster.
 - d. Trash and bulk items are picked up curb-side at Sylvania Homes.
 - e. Repeat violations may result in lease termination. Violations may be remedied by the Maintenance Department, for which a minimum of 1-hour maintenance labor will be charged to the rental account.
 - f. Bulk items include:
 - i. Furniture – Sofa, chair, box spring, mattress, dresser, table, carpets and bed parts.
 - ii. Auto Parts – Tires, wheels, car bumpers, doors, fenders, seats and batteries.
 - g. Recycling must be conducted at each of the trash containment areas, using the 90-gallon containers, for acceptable, recyclable items only (details below).
3. Recycling information for all properties are as follows:

- a. Residents are asked to use CLEAR PLASTIC BAGS to recycle glass and plastic jars, bottles and jugs, tin and aluminum cans, and cardboard and newspapers.
- b. Only raw recycling items are accepted. The following items DO NOT get recycled: Plastic bags (grocery bags), plastic tubs (fast food containers), garbage (food), and other glass such as drinking glasses, light bulbs or mirrors.
- c. “Sharps”, such as needles, or any other biohazard materials or medical waste must be discarded appropriately. Users of such items are encouraged to discuss disposal methods with their doctor or pharmacy. As an alternative, residents may elect to use sturdy, plastic jugs (such as laundry soap containers), with the lid closed and taped, and the container marked “HAZARD” in large, bold letters. This item should be discarded in the regular trash.
- d. Appliances and electronics may not be discarded at an RHA trash site. This includes televisions, stereos, microwaves, computers, or anything with an electrical cord. Pennsylvania state laws require that these items cannot be disposed of with municipal trash. Disposal of these items WILL NOT be provided by Reading Housing Authority. Violations to this policy will result in charges. Residents are responsible for making their own arrangements for disposal of these items. Some possible options for disposal include:
 - i. Disposal at a retail supplier of like-items (such as disposing of a computer at a store that sells computers).
 - ii. Disposal at a special electronic recycling event, sometimes hosted by environmental groups.
 - iii. Disposal at a local recycling center, including:
 - 1. Berks County Recycling Center, 1316 Hilltop Road, Leesport, PA 19533: There is no charge to drop off the following items: televisions (max two per resident per vehicle per day), computer equipment (monitors, laptops, keyboards, modems,

printers, copiers), microwaves, stereos, VCRs, telephones, answering machines, florescent bulbs, air conditioners, rechargeable and lead acid batteries (excluding alkaline batteries).

	TRASH	RECYCLING
331 ELM STREET	WEDNESDAY	WEDNESDAY
201 NORTH 3RD STREET	MONDAY & THURSDAY	TUESDAY
SYLVANIA HOMES	MONDAY & THURSDAY	WEDNESDAY
460 CENTRE AVENUE	TUESDAY	TUESDAY
EMMA LAZARUS TOWNHOMES	MONDAY & THURSDAY	TUESDAY
RIVER OAK APARTMENTS	MON-WED-FRI	WEDNESDAY

UTILITIES, APPLIANCES & ENERGY EFFICIENCY

1. For the specifics of the utilities provided by RHA and the responsibilities of the resident refer to your Residential Lease.
2. RHA has taken aggressive steps to ensure that utilities are made available and are used in the most cost-effective and environmentally sound methods. As such, this policy is intended to ensure that residents make good decisions regarding use of the heat, water and electric in their homes.
3. Regarding heating and cooling:
 - a. During the heating season, RHA shall ensure that a _____ degree of heat is provided that is at least as warm as 68°.

- b. For units with thermostats, the thermostat must be set at a constant temperature between 65°- 70°.
- c. To ensure that heating systems work most effectively, move furniture away from the heating or cooling system to ensure unrestricted (warm or cool) air flow.
- d. Windows and doors must be kept closed when heating or air conditioning is in use.
- e. Do not use oven/stove to supplement heat.
- f. Portable heaters are not permitted.
- g. Sylvania Homes & River Oak three-bedroom apartments only:
 - i. Air conditioners should be covered to reduce airflow from the inside during the heating season.
 - ii. Air conditioners should not be in use at the same time as the heat.
 - iii. Further information regarding air conditioners for Sylvania Homes and River Oak three bedroom only apartment residents is supplied in a separate “Air Conditioners” section of this handbook.

4. Regarding water:

- a. Residents are required to notify the Work Order Line immediately regarding any leak in a faucet, sink, pipe or toilet.
- b. Pools of any type or size are not permitted. Water slides, sprinklers, and other recreational lawn toys that involve water are also not permitted.
- c. Residents are encouraged to use water sensibly and in keeping with efforts to conserve.

5. Regarding appliances:

- a. Stoves and refrigerators are supplied by RHA and cannot be replaced or supplemented by personal items. Small freezers are permitted.

6. Regarding land-line telephone service:

- a. RHA provides access to telephone services inside individual units. Issues regarding internal wiring will be addressed on a case-by-case basis and should be directed to the Work Order Line.

- b. For telephone or television services requiring the use of lengths of cable: Residents are instructed to obtain cabling that is long enough to be secured to baseboards and around doorways with proper materials. Wires or cords may not extend across rooms or walking paths.
- 7. Regarding television services:
 - a. All wiring within RHA units is the property of Comcast Cable.
 - b. All contractual issues regarding use of cable services are between the resident family and the cable company.
 - c. Satellite dishes, antennas, wires, etc. may not be erected in any interior or exterior location.

WORK ORDERS

- 1. A “Work Order” is a request for the maintenance department to do work in or around a resident’s unit.
- 2. A Work Order is generated by:
 - a. Calling the Work Order Telephone Line, 610-777-5500.
 - b. Non-Emergency Work Order Requests may be submitted online via the RHA website, www.readingha.org.
- 3. Work Orders are generated by RHA Building and Maintenance Division, located at the Willis Center for Administration.
- 4. In most routine cases, maintenance work will only be performed through the process of a Work Order. Except in extreme circumstances, RHA will not honor requests made verbally to maintenance personnel. In some cases, property management will accept reports of maintenance needs and make the report for the Work Order.
- 5. Work Orders are accepted during the normal business days of Monday through Friday, from 8:30 AM to 12:00 PM and 1:00 PM to 4:30 PM.
- 6. Work is performed under a Work Order Monday through Friday, from 8:00 AM to 4:30 PM. Work Orders may result in one or more visits to the unit to remedy the issue.
- 7. On weekends, holidays and after routine business hours, RHA will provide maintenance services for emergency issues only.
 - a. The After-Hours Emergency Telephone Number is 610-378-1800.

- b. Emergencies are defined below in Procedures, 2. a.
 - c. In the case of charges, as defined below in Procedures, 3. a. iii. and iv., any labor charges and materials applied for the work will accrue at an “overtime” or “double time” rate. An updated list of charges is available, each year, in the Property Management Office of each development.
8. Any complaints or disputes regarding Work Orders (i.e. satisfaction with work performed, timeliness, and charges) should be reported to the Property Manager, who will begin the process of looking into the complaint.
9. Issues regarding entry to unit – Locks, Keys and Lockouts:
- a. Each adult member of the household is provided one key at the time of leasing. Additional or replacement keys may be made by the Property Maintenance Department, at a per-key cost, and must be requested from the Property Management Office. Residents are encouraged to obtain back-up key/keys to provide to family, friend or neighbor, in the case of a lockout.
 - b. Requests for lock changes must be reported to the Property Manager. The Property Manager will report the Work Order, and the resident will be billed for all actual labor and materials.
 - c. If a resident is locked out of the unit during a routine business day, he/she must contact the Property Management Office, who will generate a Work Order. Only adult residents listed on the lease will be provided access to the unit upon satisfactory proof of identity. Residents will be charged for ¼-hour labor for the third and each consecutive lockout occurring in any calendar year.
 - d. Lockouts occurring after routine business hours will only be performed for an adult member of the household and only until midnight. The household member must be able to supply proof of identification prior to or upon entry into the unit. Maintenance personnel are not required to allow a household member to remain in the household without satisfactory proof of identification. Residents will be charged for overtime services.

Procedures

1. A resident must place a call to the Work Order Line. RHA staff will document in a computerized record:
 - a. The name of the caller.
 - b. The address of the unit.
 - c. The location of the problem (i.e.: “the bathroom”).
 - d. A description of the problem (i.e.: “the drain in the tub is clogged”).
 - e. (Except in the case of an emergency), whether or not the caller gives permission to RHA to enter the unit if no one is at home. RHA personnel will ask, “Is it okay to enter?” and document the response on the written Work Order. If the resident does not state that it is “okay to enter”, the Maintenance worker will make two attempts to find the resident at home. If the resident is not found at home, the Work Order will be cancelled.
 - f. The date and time of the request.
2. The Work Order will be sent, by computer, to the development’s Maintenance Shop. Work Orders are categorized as:
 - a. Emergency - Includes smoke alarms, police or fire calls, no heat, broken water or sewer lines, gas leaks, or any life-threatening issue. In the case of an Emergency Work Order, RHA Work Order Line Personnel will contact Maintenance staff in the appropriate development by telephone or 2-way radio. This work will be performed immediately.
 - b. Per Your Request
 - i. Urgent – Urgent Work Orders include clogged sinks, tubs and toilets, no hot water, overflowing sinks or tubs, inoperable refrigerator, inoperable range (three or more burners) and lock changes in the case of lost or stolen keys. This work will be performed on the same business day.
 - ii. Non-Emergency – Non-Emergency Work Orders include lock changes, any work related to air conditioners, and any general maintenance complaints that do not pose a safety issue. This work will be performed within 30 days; however, RHA shall make a good faith effort to perform

this work as quickly as possible.

3. When a Work Order is completed, Maintenance personnel will:
 - a. Document on the written Work Order and/or handheld tablets:
 - i. The date of the Work Order.
 - ii. Time spent on the Work Order (time in/time completed).
 - iii. Any Labor Charges – Labor Charges are applied when there is evidence of damage or negligence inside or outside the unit which has been caused, either intentionally or unintentionally, by the resident or any guest of the resident. Labor Charges are based upon an hourly rate that is established to cover agency personnel costs.
 - iv. Any Material Charges – Material Charges are applied when an item needs to be replaced that is either lost or damaged through an intentional or unintentional act of the resident or any guest of the resident.
 - v. The signature of the resident, if in the unit at the time of the Work Order.
 - b. Leave a “hang tag” on the doorknob on the inside of the front door, which indicates that Maintenance personnel were in the unit. The note will indicate the date, time, and purpose of the visit.

Charges

1. An updated list of charges is available, each year, in the Property Management Office of each development.

Miscellaneous

1. RHA will supply and install light bulbs in those interior fixtures that belong to the property at no cost to the resident. Installation will be considered under the non-emergency category. Residents may also pick up lightbulbs from the Maintenance shops and replace the lightbulbs themselves.
2. RHA will perform snow removal on the main entries and exits into Property Management buildings, on the sidewalks and main crosswalks in the family developments, and in the central-use areas of RHA parking lots.

www.readingha.org

NOTES