2021 Update

Volume

1

resident handbook

The Windsor and Bloomfield Housing Authorities

 

*This document is updated annually and Is subject to change.*

*Our Handbook contains important information …*

**Bloomfield Housing Authority is managed by Windsor Housing Authority**

**Executive Director: Urleen Naughton**

Office Information

Helpful Contact Information

Welcome

Non-Smoking Policy

What’s in the Resident Handbook?

About your tenancy

 Tenant telephone numbers

Rules regulations and family responsibilities

Exterior Maintenance

Interior Maintenance

Housekeeping

Housekeeping inspections

Procedures for inspections

Inspection types

 Maintenance

 Inspection protocols

Fire Safety

 Fire Charges

 Fire and Emergency Evacuation Policy

Oxygen Safety

Smoke Detectors and/or Carbon Monoxide Alarm Detectors

Emergency Preparedness

Energy Conservation

Rent/lease Information

Visitors/keys

No trespassing policy

Parking/Vehicles

 No storage or repair

Unit repairs and Maintenance Information

Pest Control

 Special Instructions for Bedbugs

Extra Non-Agency provided appliances

Community Area/Laundry Facilities

Insurance

Trash and Recycling

Lease termination and Eviction

Moving-Out

Pest Control

Reporting Maintenance Repairs and Emergencies

Severe Weather conditions

Safety Tips

 Kitchen Safety & Cleaning

 Smoke Detectors and Fire Safety Tips

Pets and visiting animals

Reasonable Accommodations/Live-In Aide

Rent collection

Renters Insurance

Resident Services/Councils

Security & Safety

Solicitation Policy

Transfers

Trash & Recycling

Recertification

Fire Damage & Prevention

Emergency Preparedness

Security

Reminder of Lease Violations

Lease Violations Recap

Domestic Violence

Glossary and additional information

 Repair charges

 Deposits

 Smoke Detectors

 Paying your rent

 Review of Income

 Changes in family size or composition

 Emergency entry

 Inspections

 Being a good neighbor

 Recertification

 Beware of Fraud

 Reporting abuse

We are committed to the achievement and maintenance of equal housing opportunity for all people. We encourage and support Fair housing and affirmative advertising and marketing programs in which there are not barriers to obtaining housing.

Enjoy Your New Home

Office Information

**Main Management Office:**

**Windsor Housing Authority**

**156 Bloomfield Ave.**

**Windsor, CT 06095**

 Phone: 860-285-8090

Fax: 860-688-7131

Website: www.Windsorha.org

Email: DWest@windsorha.org or DHolloman@windsorha.org

**Regular Maintenance Work order Line 860-285-8090 ext. 8**

**After Hours Maintenance Emergency 860-285-8090 ext. 9**

**Management Office Hours**:

Monday thru Thursday: 8am to 4pm Friday, Saturday & Sunday: Closed

The office is closed for all legal/Federal holidays

**Helpful Contact Information**

Windsor Police Routine Calls 860-688-5273

Windsor Emergency Medical, Police or Fire 911

Windsor Social Services 860-242-1895

Windsor Public Library 860-285-1910

Windsor Dial-A—Ride 860-285-1996

Senior Center 860-285-1992

Senior Center Lunch 860-285-1843

Town Hall 860-285-1800

**Utility Company Contact numbers:**

Eversource Gas 1-800-286-5000

Eversource Electricity 1-800-286-5000

Comcast (cable, internet or phone)

Frontier (cable, internet or phone)

**The Housing Authority does not endorse any particular supplier for service, residents are free to select the vendor of their choice for cable or internet, however there are no satellite dishes allowed on any of our properties. There is a $500.00 for violations.**

*Welcome*

 ***On behalf of Windsor Housing Authority and The Bloomfield Housing Authority, welcome to your new home. The Housing Authority is responsible for the home or apartment where you and your family will be living. The Housing Authority prides itself in being a professionally managed organization. All staff members and contractors are trained to follow procedures that are designed to provide efficient service and a pleasant living environment for all residents. Your cooperation with management and maintenance staff will enable these goals to be achieved and maintained. This Handbook will help you understand those rules, your rights, but more importantly your responsibilities as a resident of Windsor Housing Authority or The Bloomfield Public Housing Authority.***

***Please keep this Handbook handy and read it in its entirety, you will need to refer to it frequently during your tenancy. If you have questions, check your handbook and if you are still unsure, we welcome your calls and questions.***

*Respectfully,*

*Darlene West & Diann Holloman*

*Darlene West, Property Manager/Site Coordinator and Diann Holloman, Housing Coordinator*

Chapter

1

As a new resident, we would like to take the opportunity to welcome you to your new home, and introduce you to our guidelines, rules and policies. It is our sincere wish that you will be happy here.

**All Our Properties are No Smoking:**

**Effective, July 30, 2018 Fitch Court (FC) and Windsor Housing Authority (WHA) and Bloomfield Housing Authority in accordance with HUD policy is maintaining all properties as a non-smoking. At no time are residents permitted to smoke in units,(This includes garages and cars parked on the property). Residents may not smoke anywhere on the Bloomfield or Windsor Housing Authority property. There are no exceptions and this ban also applies to Hookahs, marijuana (including medical) and vapor pens. There is no smoking in or on any area of any Housing Authority properties.**

**If smoking is observed or a complaint is noted, the resident will be required to sign an agreement to abide by the No smoking policy.**

**After a second report or complaint the Manager or Executive Director will have a private conference with the resident. This could result in a Notice to Quit/Non-renewal of lease, if it is determined that a smoking violations have occurred. Eviction proceeding may begin after more than two validated violations (One if the violation causes any damage to the property or any tenants property).**

**The eviction process includes an informal meeting, formal hearing and court. When management holds the informal meeting, the tenant and management can often resolve the eviction with a settlement. Settlements can include a plan for the tenant to relocate, for the tenant to go outside to smoke (off the property), or if the tenant is interested referrals for cessation services.**

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As you read through this resident handbook, you will find some important information such as:

* The Rules, Regulations and Responsibilities of both the tenants and WHA and BHA.
* Procedures for requesting maintenance work orders (minor repairs that need to be done on your unit).
* How to report an emergency repair request
* Emergency procedures for fire evacuation
* Reasonable Accommodations
* Instructions regarding the use of the fire alarm and emergency call systems (if applicable).
* Recycling and trash disposal procedures
* Housekeeping requirements
* Inspections
* Fines
* Town phone numbers and additional important contacts and information.

# **About Your Tenancy**

Before moving in or immediately after moving in and to be certain your mail reaches you from your previous address, obtain a “change of address” card from any U.S. Post Office, or go online to www.usps.com to complete a change of address card. The closest post office to us is located in the center of town, adjacent to Town Hall on Jerome Avenue, Bloomfield and Broad Street, Windsor, CT. Complete the card with your name and new address and return it to the post office.

You **MUST** call the electric company and open an account in your name. The transfer of service can be no later than the DAY YOU RECEIVE YOUR KEYS TO THE UNIT. If this is not done, it is considered a lease violation and may result in lease termination.

 **Eversource** is the local electric and Gas Company. You should receive a

bill monthly for your service. We strongly encourage residents to use the

“equal payment plan” for budget management and planning of utility payments.

Also, heating assistance, weatherization and “renter’s rebate” programs are available

through the town and/or State. Program guidelines are subject to change and funding

availability. Check the local social service office or the Town Accessors office in your town.

**Telephone Numbers**

The Management Office must be notified of your phone number and any changes in

your phone number immediately for contact purposes. This includes land lines and

cell phones. We use a Robo call system for emergencies and information, if you do not **keep your number current, do not provide it to our office or opt out of the notifications, you are still responsible for obtaining this information, and it does not give you an excuse for non-compliance.**

** **

**This handbook is designed to acquaint you with your new home and your responsibilities. If you have any questions you should contact your property manager for specific information.**

As a tenant, you should:

1. Read your lease and Tenant Handbook completely and carefully. This is an agreement between you The Windsor/Bloomfield Housing Authority. This is a binding legal document that commits both parties to certain conditions. You were given a copy and it is in your possession.

You are required by the terms of your lease to report to the Management office, within (ten) 10 days of any change in family composition.

1. Know the procedures on maintenance requests and charges, if applicable.
2. Ask questions if you if you are unsure of any policies or guidelines. It is your responsibility to adhere to the rules, regulations and policies of the Authority. Ignorance is not an excuse for violations.
3. Read all your mail from the WHA or BHA for important information, changes in the rules and regulations, bills, modification of procedures, schedule changes and policy updates.
4. Work with your neighbors and maintenance personnel to make your home clean, comfortable and keep it as safe as possible.
5. Know your obligations and responsibilities as a tenant.
6. Keep your rental payments current.
7. Notify the Management Office immediately to take care of any maintenance issues or concerns that you have or see. By acting promptly you will save yourself and the Authority time and expense. Please note, that requests are reviewed and handled based on availability of staff/contractors, emergency or non-emergency status.

# **Rules, Regulations & Family Responsibilities**

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* Residents are required to keep their unit, entryways and the premises immediately adjacent clean, neat, and sanitary.
* PHA/WHA Family responsibilities include:
1. Providing WHA/BHA with complete and accurate information.
2. Attend all appointments scheduled by the WHA/BHA.
3. Allowing WHA/BHA to inspect the unit at reasonable times and after reasonable notice.
4. Take responsibility for care of the unit.
5. Comply with all terms and conditions of the lease.
6. Do not commit serious or repeated violations of the lease.
7. Do not smoke or engage in drug-related or violent criminal activity.
8. Using the unit for residence only and only for the family unit reported on your lease.
9. Promptly notify the Housing Authority of any changes in family composition.
10. Never misstate your income or the income of anyone living in your unit.
11. **Do not commit fraud, bribery or any other corrupt or criminal act in connection with any housing program**.
12. **Discrimination of any kind is not allowed on any BHA/WHA property based on FHA and the State of Ct guidelines**. Individuals who do not are subject to lease termination.

Life in any neighborhood can be enjoyable only if certain basic responsibilities are upheld. All of us expect everyday courtesies and should be willing to practice them. It makes life happier and more pleasant. Your neighbor has the right to peace and quiet. Please, be respectful.

**General Unit Information – Exterior**

* Residents are responsible for maintaining their property
* The yard and sidewalks are to be kept free of liter. Do not place your personal belongings, litter or garbage in any common area. This include bottles for recycling.
* The Authority does not permit anything on our sidewalks or to be placed anywhere on our lawns/property (this includes political signage, business advertisements, etc.). Celebratory signage may not remain on the property longer than 72 hours.
* Residents are required to take garbage containers to the curb on the designated day and are responsible returning it to the rear of the property. If this is not done, there will be a $20.00 charge per occurrence that we have to remove the container more than 12 hours after pickup. Those residents with dumpsters must place all trash **in** the appropriate dumpster.
* Do not litter or dispose of unwanted property, cigarette butts, wrappers, cups and papers discarded carelessly, personal items, grass clippings or sticks, leaves or twigs in any area of the Authority’s property; this leaves a false impression that the property is poorly kept. Anyone caught littering will be subject to a fine of up to $200.00, and/or lease offense notification. Police may also be called to issue illegal dumping summons in addition to WHW/BHA fines. Repeat offenses may result in the termination of one’s tenancy.
* Sand Barrels/buckets are available on the property and are filled as needed by The Authority and/or their contractors. Please use as needed and please advise if you have used all yours, or there is none on your property.
* There is to be no loitering in common areas. Residents are welcome to socialize, as is appropriate and no resident or their guests shall disturb the quiet enjoyment of any neighbor or town resident.
* Common areas, porches or entrances are not to be used as additional storage areas for any resident’s personal property. Items stored at entrance ways (including bikes, grills, etc.) to the property or units are subject to removal and immediate disposal by Housing Authority staff and the tenant’s will be billed for the removal expense. If the property has been disposed of, the Housing Authority has no obligation and will not reimburse tenant for any items stored inappropriately.
* All garbage should be securely wrapped before placing in the proper container. Do not put any garbage or grease in the sink, toilet or floor drain. Do not flush wipes of any kind into the sewage system. Tenants will be charged for the actual removal costs, if these items are disposed of in the sewage system.
* No garbage cans are to be kept outside the units under any circumstance. Those left will be confiscated and discarded at the tenant’s expense.
* Handicapped units that are designed and certified as ADA compliant cannot be modified in such a way that makes the unit non-ADA compliant.

**General Unit Information – Interior**

* **Right of Entry**, The Authority or its representatives, upon adequate notice, may enter units during reasonable hours to examine, make repairs, or show units for renting. The Authority or its representatives shall enter immediately for any and all perceived or real emergencies. This includes accompanying law enforcement or emergency medical personnel. If you are a pet/support animal owner, your unit will not be entered unless you are at home, or if it is an emergency, but Management is not responsible for pets in an unattended property.
* Tenants are responsible for the cost of electricity/gas/oil, which may be used for heating, cooling, cooking, refrigeration, lights and hot water. There are thermostats in each unit to regulate the heat and cooling for your comfort. Whenever possible, please avoid placing furniture, bedding or any other objects against or on the heating units. You are responsible for the electric and heating bills for your unit and you can regulate your usage as you see fit.
* Residents are responsible for contacting the telephone or cable companies if they wish to have telephone, internet or cable service started or disconnected. You are free to choose whichever carriers service your area, but you are **not allowed to attach satellite dishes to any part of the building(s) structure or locate on the property. You are not allowed to put a hole in the building siding for installation. All installation may only be done through the conduit provided or the “dog houses” located on the side of some buildings. Failure to observe these rules will result in removal of the units, wires and a $500.00 fine will be accessed.**
* Space heaters are not allowed for safety reasons, but may be required and provided/approved by the WHA/BHA during an emergency. If such an emergency occurs, you are required to make sure the unit is operated in accordance with the safety rules provided.
* Storage is subject to strict guidelines for the amount and types of items that can be stored in the storage areas. The following items are not allowed to be stored on the property:
1. No old used mattresses, or upholstered furniture
2. No propane tanks can be stored in any storage area connected to, attached to, or part of the house (basements). No gas grills.
3. No flammable or combustible items can be stored. Ex. Fireworks, fire crackers, large amounts of gas, flares, propane tanks.
4. Limited amounts of newspapers, magazines and books may be stored. No more than 3 boxes/bins.
5. No food stuffs
6. No bottles and cans.
7. No garbage of any kind
8. No clothes that are not in bins or hanging in bags at the indicated levels. Nothing can be hung from pipes in basements or storage areas. No bags of clothing.

All storage is at your own risk, and the Housing Authority is not responsible for lost, stolen, damaged or destroyed items. Items that are not allowed to be stored, must be removed within five (5) days of your notification that you are storing items that are not allowed. If the item(s) are not removed, on or after day 6 the items will be removed and the tenants will be charged the cost of such removal. The Housing Authority has no responsibility to compensate for items or return items once removed for cause.

* No tacks, nails, bolts or screws shall be placed in the floors, doors, windows, wall or trim.
* No pools of any kind or size are allowed, regardless of size.
* No hot tubs are allowed
* Units will not be painted by the Authority less than every five years. If requested and approval is given for painting your unit before that, the Authority will supply/or approve the paint, but not the labor. Residents are not permitted to make any alterations including painting to their unit without prior written approval from the authority. (If you are given permission to paint walls, any damage to the unit, ex. spilled paint, paint on carpeting/floors/other walls is your responsibility and you will be charged accordingly.) Residents who have painted their units with unapproved paint/color will be charged an additional $100.00 per room as part of the move-out charges when the unit is vacated. If during an inspection, it is found that rooms have been painted, the resident will be charged $100.00 per affected room paint change fee. Hallways are counted as a room for these purposes.
* Do not store gasoline or other flammable liquids in your unit.
* Keep windows clean by washing regularly with a product designed to clean glass before too much grime has settled. When washing windows, wipe the sash frame and window sill dry to prevent rusting or rotting. To keep shades/blinds in good condition, keep windows closed when it rains or snows. Roll up shades/blinds when windows are open.
* No resident or their guests shall smoke or permit others to smoke in their unit, hallways, common areas, or on the property anywhere, this included in cars parked on Housing Authority property. **Failure to observe this safety requirement imperils all residents, and can result in eviction or non-lease renewal action.**
* Tenants shall comply with all laws and city ordinances affecting the use and occupancy of the premises and with all rules and regulations now or hereafter adopted by the WHA/BHA for the protection, comfort and welfare of the occupants of the premises.
* The Authority or its representatives, upon adequate notice, may enter units during reasonable hours to examine, make repairs, or show units for renting. The Authority or its representatives shall enter immediately for any and all emergencies. This includes accompanying law enforcement or emergency medical personnel.

**Housekeeping**

**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.**

When you moved into your unit, everything was inspected. Walls and floors

have been cleaned and all necessary repairs have been made. Good

housekeeping will keep it that way. There is nothing better to prevent

disease and pest infestation in your home, than good cleaning habits.

* Do not put grease or food scraps down your sink, in the kitchen or bathroom.
* Clean your pots, pans, stove and oven each time you use them.
* Clean your toilet at least twice a week and your bathroom floor, shower walls and bathtub every week.
* Do not flush toys, grease, sanitary napkins or supplies, adult diapers, wash cloths, personal hygiene wipes, food, down the toilet.
* Drain clearance fees are very expensive and can affect the entire buildings plumbing. Keep in mind, the costs for these types of incidents will be passed on to the tenants if it is found you disposed of materials identified above as not allowed.
* Keep your garbage cans covered.
* Use a plastic bag inside your trash cans to avoid odors and wetness. Wash and disinfect kitchen trash cans weekly.
* Thoroughly clean your stove, oven, and hood inside and out regularly. On most stoves the stove top can be lifted up for cleaning. Use warm soap and water, when cleaning stove tops. Also pay attention to and clean the oven, the oven racks and vent hood filters as needed.
* Keep the kitchen sink and counters free of dirty dishes.
* Frequently, wipe down the inside and outside of cupboards and drawers.
* Store all cookies, crackers, cereal, sugar, etc. in covered containers.
* Keep all other appliances clean such as blenders, toasters and microwave ovens.
* Use a broom and mop for your daily floor cleaning.
* Wipe down walls as needed
* Do not put large holes in walls, no molly bolts allowed. No wall mounted televisions (if these items are mounted, there will be a damage charge of $100.00 per wall mount installed upon vacating the unit.)

**Housekeeping Inspections**

The purpose of housekeeping inspections is to :

Ensure that property which is owned or managed by the BHA/WHA is not being maintained in a manner that if left untreated could result in costs to the agency in repair and replacement;

Ensure that conditions do not exist which could jeopardize BHA/WHA’s ability to provide a decent and sanitary home environment for all residents and their neighbors.

Housekeeping Standards are met when areas are considered to be in the following condition:

* Clean- the absence of dirt, dust, grease, food, residue, soap scum, human and/or pet waste.
* Clutter-free the absence of excessive collections or retention of any materials to the point that it impedes day-to-day functions or creates a hazard or potential hazard for the resident, resident family, guest or WHA staff.
* Egress- the presence of two unobstructed exits (i.e. window and door) that are accessible with a minimum amount of effort and the absence of any additional locking devices.
* Accessible- all electrical panel and water shut-off valves must be accessible with a minimum amount of effort.
* Hazard-free- the absence of conditions that may cause physical harm to a resident, resident family, guest or WHA staff. This would include the following conditions that are not permitted at The Windsor Housing Authority:
1. Cooking oil may not be stored on or in the oven/stove.
2. Aluminum foil may not be places in, under or around stove or heating elements.
3. Appliances may not be left in operation during the absence of the resident (stove/oven, fans, crock pots, etc.)
4. Candles may never be left unattended, or in a room with children, pets or service animals.
5. Electrical outlets, extension cords and wires may not be overloaded, frayed or exposed.
6. Cabinets may not be loaded to the point of structural damage.
7. Insect or rodent droppings may not be present and if found, are required to be reported immediately to the Management office.
8. No flammable materials may be stored in the unit or storage areas.
* Housekeeping Standards apply to the following areas:
1. All doors and jams, walls, floors, ceilings, windows, stairs and baseboards.
2. Kitchens, including countertops, cabinetry and surrounding walls and appliances.
3. Bathrooms, including toilets, tubs and surrounding walls, sinks and cabinetry.

**Procedures for Inspections**

Immediately after you move in, both the tenant and the Property Manager/Housing Coordinator will inspect your apartment. A move-in inspection form will be completed and signed by both parties to establish a record of the condition of the unit upon your occupancy. It will be utilized in the move-out inspection. Doing this inspection can save on having any unnecessary misunderstandings. Damages noted in your apartment after you have moved in will be charged to you.

After your first 30 days of occupancy, the manager will schedule and conduct a home visit. The apartment will be inspected and you will be given the opportunity to express any concerns that you have. Periodically, the Authority will need to inspect your apartment and make necessary repairs. The Authority will provide a minimum of 48 hour written notice of the inspection.

**Housekeeping inspections will be conducted in the following instances:**

* Annual Inspections: All units are inspected once per year to ensure overall compliance.
* Interim Inspections: Occurs when it is learned by Property Management that a problem may exist with housekeeping conditions, or at the time of a transfer.
* Emergency inspections: Occurs when emergency conditions exist. This includes the occurrence of water, fire, or suspected fire, structural issue or severe pest infestation of your or a neighboring unit.
* Except in the case of an emergency inspection, residents will be given a minimum of 48 hour notice of inspection. The inspection notice will indicate the date of the inspection and an approximate time. Inspections cannot be rescheduled except by the Housing Authority.
* WHA/BHA staff will enter the unit if the resident is not at home.
* Inspection results will be recorded on a handheld electronic tablet, or with still photographs. Results will be retained in the resident/resident family electronic or paper file.
* Inspections will be rated using the following classifications and steps:
1. 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.
2. Re-inspection- The unit does not meet all housekeeping standards.
3. The resident will receive a notice within 3- 7 days defining the deficiencies and providing a date for the follow-up re-inspection.
4. At the re-inspection, the unit will either pas or fail.
* Fail- The unit does not meet standards. Further action will be taken in the following order:
1. The property manager, housing coordinator, executive director and resident service coordinator will be notified of the failed inspection.
2. The resident will be contacted to discuss the violation by either the Housing Coordinator, property manager, the resident service coordinator or the executive director.
3. The resident will be given an opportunity to remedy the violation within 7-14 days.
4. The resident will be notified of the date of the final inspection, and if;

The unit passes inspection, no further action will be taken.

The unit fails inspection, the violation will be considered to be a violation of the lease and an eviction notice/Non-renewal will be issued.

If maintenance deficiencies are noted during a housekeeping inspection (i.e. broken shades or appliance parts, holes in walls) the property management office will request action through a work order from the Facilities Department. This work may result in charges. Please note, the Housing Authority no longer provides blinds or shades for any units. Tenants are responsible for the acquisition, maintenance, repair and replacement of broken or defective window shades/blinds. If blinds or shades were provided in your unit at time of occupancy The Housing Authority is not liable for repair or replacement. All units must have appropriate window coverings, No sheets, etc. are to be used as window coverings. Please note, Bloomfield public housing units will follow housing rules and guidelines.

**Inspection Types**

WHA conducts several different types of inspections on an ongoing basis. Inspections are intended to ensure that conditions of the unit are acceptable and that the residents are safe. The following are the types of inspections that occur at WHA/BHA.

**Maintenance Inspections**

These inspections occur a **minimum** of once a year but may be as many as 4 or more time per year to check the overall conditions of the unit. Items that need repair or replacement will result in a work order, to be performed in accordance with all other work order procedures.

**Housekeeping Inspections/Annual Inspections**

**All** units are subject to inspection(s). It is important that you adhere to the following rules:

**We follow HUD safety guidelines which means…**

* You cannot block all windows in a bedroom, (there must be one window exit in all bedrooms).
* All smoke detectors and/or Co2 detectors, must be connected and operational.
* Window screens may not be removed from any windows for any reason.
* Do not block radiators or heating vents with furniture and keep these areas clean for the best heating results. Heating registers should be cleaned periodically for maximum efficiency (if applicable).
* Do not block windows or doors with furniture, etc.

In most circumstances, these inspections occur once per year to ensure that residents are maintaining the leased property in accordance with the housekeeping policy. Inspections may occur more frequently if a resident/resident family has a history of failed inspections, or deficiencies are noted. Inspections may also result from staff or contractor observation/reports of poor conditions that were observed while in the unit for another purpose. Inspections may also occur for resident-initiated requests related to transfers, or in an application for a pet, or Home Health Care live-in Aide.

**Inspection Protocols**

Residents are given a minimum of 48 hours written notice of an inspection, to include the date of the inspection and an approximate time. Inspections cannot be rescheduled.

WHA/BHA personnel will enter the unit if the residents not at home. Residents making use of “night chains” or other unauthorized “lock-out methods”, will have those items cut or removed.

Inspections may be recorded on a handheld electronic tablet or stills taken and retained in the family’s electronic file.

**Fire Safety**

* Please report any fires to the Fire Department (911) immediately; and then to the Management Office (do not call the office until after the fire has been safely extinguished or you are safely away from the building). Always provide an accurate and understandable address to emergency personnel.
* WHA will rely upon information provided by the Windsor Fire Department and/or maintenance department in determining liability for any repairs necessary to the unit.
1. If the fire is determined by the fire department or maintenance department not to be the fault of a resident or their guest, WHA shall be liable for the repair of the dwelling. If relocation is necessary, WHA shall bear all reasonable and necessary relocation expenses to a unit of WHA’s choice, however, WHA does not pay for loss of personal belongings.
2. If the fire is determined to be the fault of a resident of his/her guest, the resident/household shall be responsible for paying the cost of the repairs, and a claim will be filed against the tenant’s required tenants insurance. Relocation expenses and any personal loss shall not be the financial responsibility of the BHA/WHA.
3. Residents shall be responsible for any fire damage related to the personal property of residents and/or their guests. Residents are required to purchase and maintain Renters Insurance throughout their tenancy. Loss of Renter’s Insurance may result in loss of tenancy.
* Store all items safely. Empty waste and trash containers regularly. Dispose of newspapers and magazines at least weekly. Store all flammable materials tightly in closed metal (non-flammable containers). Clean any grease, spilled food daily from your walls, range/oven. Store any cooking grease containers away from your range. Never wear flimsy clothing or plastic aprons when cooking. Keep curtains, towels, potholders, etc. away from the range top. Never use combustible cleaning products or solvents indoors.
* Always keep household equipment clean and in good repair.
* Only clean /empty, metal cooking tools maybe stored in the oven.
* Range top drip pans must be cleaned regularly and may not be covered in aluminum foil.
* Have any worn or frayed electrical cords replaced immediately. Avoid overloading electrical wiring circuits. Do not use more than one extension cord or power strip per outlet.
* Multiple fires/negligent fire, or a destructive fire may be grounds for lease termination.
* Storage of kerosene, lighter fluid, gasoline or other flammable or explosive items/agents are strictly prohibited. On all our properties, **Effective 1-1-21 gas and charcoal grills of any size are no longer allowed on any of our properties. Any that are found will be tagged (for 5 days) for removal and removed from the property permanently on day 7. The Housing Authority has no obligation to store the items or reimburse tenants for items removed. Items removed are disposed of through contractors or donated to charities.**
* Fire regulations prohibit tenants from storing any items in the area where water heaters and furnaces are located.
* Kerosene heaters are not permitted in any housing authority property.
* The best way to stop a fire is to prevent it before it starts. You must keep your property neat, clean and free of hazardous materials.
* If there are fire doors located as in the laundry rooms, common stairwells or entrance and exit doors they must remain closed at all times, you are not allowed to prop open fire doors, under any circumstances.
* You are not allowed to detach automatic closing mechanisms at any time, including during the move-in and move-out or furniture delivery process. If it is done by your vendor, you are responsible for their actions
* Units that are equipped with smoke detectors and fire sprinkler system heads are not to be tampered with. Residents are not permitted to remove, replace, cover, modify or disengage either item in any way. If a detector or fire suppression unit has been found to be removed, replaced, covered, modified or disengaged, the action will constitute a lease violation. And can lead to lease termination.

**Fire Charges**

In 2020, the insurance deductible for the WHA/BHA is $1,000.00, which will be paid by the tenant if they are found liable or negligent in any capacity regardless of their insurance coverage/limitations. If there is a fire response charge, those charges will also be passed along to the tenant.

**Fire and Emergency Evacuation Policy**

* In the event of a fire in your unit, LEAVE IMMEDIATELY. EXIT THROUGH THE FRONT OR REAR DOOR IF POSSIBLE. If this is not possible, EXIT ANY SAFE WAY YOU CAN.
* Once you are safely outside your unit, CALL 911 from outside or a neighbor’s home. THE SMOKE DETECTOR IN YOUR UNIT or hallway DOES NOT NOTIFY THE FIRE DEPARTMENT.
* When exiting your building, mentally check for neighbors on either side, below or above you. If you have reason to believe they are still in their unit, PLEASE LET THE FIRE DEPARTMENT KNOW-DO NOT ATTEMPT TO ENTER THE UNIT ON YOUR OWN!!
* If you plan to be away from your unit for a few days, please tell a neighbor and/or notify the Authority. A fire fighter does not want to enter a burning unit to look for a resident who is not home. REMEMBER, A FIRE FIGHTER’S FIRST DUTY IS TO SAVE LIVES, THEN PUT OUT THE FIRE.
* If you are wheelchair bound, using a walker, or feel you will have difficulty leaving an unit in an emergency situation, please call the office so your name and address can be given to the Fire Department, and they will know you will need assistance in evacuating the unit.
* REMEMBER, in the event of a fire, **CALL 911.** Please, do not assume that someone else will take care of it.

**Oxygen Safety**

The Housing Authority of the Towns of Windsor and Bloomfield prohibit smoking in or on **all** its properties; this means in **all locations on the property.** Where oxygen is present, WHA prohibits matches, lighters, candles or any other source of open flame inside a property. This applies to all residents. This is a lease violation. Any non-compliance of this policy will result in immediate lease termination, non-renewal and/or eviction.

**Smoke Detectors and Carbon Monoxide Alarm Detectors**

All housing units are equipped with individual smoke detectors and/or carbon monoxide detectors that must be tested monthly by the individual resident. Each detector has a test button that can be depressed for a few seconds to sound an alarm. If after, the button was pushed, it does not sound an alarm, notify the Management Office immediately.

Please note, smoke detectors can be activated by smoke, steam, dust, etc. If your smoke detector is activated and there is no fire in your unit, you can clear the sound by fanning the area around the smoke detector. Smoke detectors and carbon monoxide detectors are installed for your protection, do not disconnect the detector or remove the batteries. Residents will be held responsible should the detector be rendered inoperable by any tenant, their guest or family and your account will be charged $50.00 per unit and occurrence. Multiple occurrences of unit tampering will result in lease termination and eviction.

**Emergency Preparedness**

It is the responsibility of all tenants to prepare for emergency situations. Emergencies might include weather-related events like extreme winter storms, tornados, fires, floods, hazardous material spills, warfare or other natural or man-made disasters.

Many services that residents rely on for comfort can be disrupted without any cause or resolution. In these circumstances, BHA/WHA cannot be responsible for any inconvenience, regardless of how significant the experience may be for the household.

BHA/WHA 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 family’s well-being, by being prepared. Emergency preparedness might include the following:

* Create an emergency plan with your family or friends. Discuss where you might meet if you are separated or could not make telephone contact.
* Have a radio in your home that uses batteries, because a radio station maybe the only way to get information from those whom are working in an emergency situation. Listen for alerts.
* Do not rely on cell phone service or cable television service to gain information, as these services maybe interrupted.
* Keep a supply of water-one gallon per person per day in your house and replace it every 6 months.
* Have some non-perishable, packaged, or canned food on hand along with a manually operated can opener.
* Keep your refrigerator and freezer closed, or open minimally to avoid food spoilage.
* Ensure that you have all your medications and medical needs, like oxygen, inhalers, etc.
* Have a flashlight and batteries.
* If you have to leave your home, make sure you take your important papers and cards, including insurance documents.
* Make sure you make plans for your pets and service animals.

**Energy Conservation**

Energy conservation results in lower utility bills which benefit both you and the Housing Authority, regardless of who pays the bill. Here are some ideas that will enable you to conserve energy.

* Don’t leave doors and/or windows open when you have the heat or air conditioner on.
* Remove several items from the refrigerator at one time and close the door immediately, instead of making several trips back and forth.
* When cooking use lower settings on the burners and cover the pots.
* Do not use your oven to heat or supplement heat in your unit, it is dangerous.
* Keep the water heater at no more than 120 degrees
* Do not run water constantly, turn water off then on for use.

**Rent/Lease Information**

* Tenant rent shall be due and payable on the first day of each month, by rental contract. Rent can be paid at the Authority main office or by mail. BHA/WHA does not accept cash for any payments. The Authority accepts money orders and checks for payment, with clear name and apartment number/address to assure credit to your account. Failure to pay your rent will result in a notice of lease termination. This starts the legal process for eviction. Returned checks (from you or any party on your behalf) are subject to a $35.00 returned check charge and loss of personal check payment privileges for the duration of your residency, meaning that all future payments will need to be made by money order or bank check.
* We do not offer a month to month rental option, however if your lease expires or is not renewed and you continue to occupy the unit, you will be charged 120% of your monthly contract rent standards for the unit you occupy.
* LATE RENTAL CHARGE: A 10-day rental payment grace period is permitted by Connecticut General Statues. Tenant rent unpaid after the 10th day of the month at 4pm (when the office closes) shall be subject to a delinquency charge of five (5) percent. Monies received by the Authority will be applied to oldest balance first, unless there is a current rent unless there is a current repayment agreement executed between the resident and management. Please note, not paying your balance in full, will result in late fees, whether it is for maintenance charges, rent or other charges.
* NOTICE TO QUIT: Tenant rent unpaid after the 10th day of the month will result in the Authority issuing a “Notice to Quit” for nonpayment and unit vacancy. Notices are served by a marshal or constable authorized to make such service. Once the “Notice to Quit “is authorized and/or served the Tenant is responsible and shall be charged actual attorney fees and all costs incurred for this service.
* SUMMARY PROCESS: Tenant rent unpaid for a period of ten (10) days or other time specified under the Connecticut General Statutes, after the Notice to Quit has been served will result in Authority issuance through its Attorney of a Summary Process Writ Notice and Complaint, serving of same by designated marshal or constable; copy of said certified Writ shall be filed with the State Superior Court, Housing Session for Hearing. Settlement costs at this point will not be negotiated with the Authority and their legal counsel. All inquiries and communication must be sent to the Authority’s Attorney of Record. The tenant will be responsible for the Authority’s Attorney costs and fees, in addition to additional Court’s judgment’s.
* JUDGEMENT & EXECUTION OF EVICTION: Tenant rent still unpaid after foregoing legal steps will result in the Authority requesting its Attorney to acquire Judgment for Eviction on or before the end of the month during which legal action has been taken. The cost to tenant for the Judgment shall be, all previous costs, all sheriffs’ fees relating to the cost and moving costs, plus the Authority Attorney’s reasonable fees.
* SECURITY DEPOSITS: Effective February 1, 2020, all new tenants were required to pay security deposits. Your security deposit is not rent, but a deposit to insure the fulfillment of the lease conditions and as a contingency against any damages to the apartment. If you fulfill your lease according to the terms, only charges for damages, (excluding normal wear and tear) and unpaid rent will be deducted from your security deposit. The security deposit is required to be paid in full when you sign the lease. It will be returned in accordance with CT State Statutes, under the following conditions.
1. Giving adequate notice of lease termination (30 days) or more of intent to vacate.
2. By leaving the housing unit and appliances clean and damage free
3. By removing all your possessions from the unit and delivering the unit in Broom swept clean condition
4. By supplying a forwarding address.

When you vacate your unit and return your keys, a move-out inspection will be done with the resident vacating to determine the condition of the apartment and to decide what charges, if any should be placed against your account. You will receive a detailed final statement in accordance with Connecticut law, within 30 days after you vacate the apartment with the balance of/or your security deposit with interest.

7. EXECEPTIONS: Any deviation from the aforementioned policy, based on facts of illness, unemployment or other unforeseen incident(s), may be granted only by the WHA Executive Director.

**Visitors/Keys**

Only the person(s) named on your lease are permitted to occupy your unit. Any guest and/or visitor staying for (7) consecutive days or more shall require written approval by management prior to visiting. A guest may stay in the unit for no more than a total of thirty days during the calendar year, **but not more than 15 consecutive days**.

Residents are responsible for the conduct of their children, their guests and their guests’ children. No children should ever be left alone or unattended. You are responsible for the damage to the property done by your children or guests. Please do not leave bicycles, toys, or tricycles etc., on steps, driveways or sidewalks. Toys can be a potential hazard to children’s safety are unattractive and can be a dangerous situation. Residents are responsible for the conduct of their guests. This applies to the unit as well as anywhere on or near the BHA/WHA property. **Any resident who opens their door, or provides access through a common doorway is considered to have assumed responsibility for that person or persons as their guest.**

* Visitors in your unit/home may be accommodated 7 consecutive days for up to a maximum of 15 inconsecutive days in any given calendar year/lease period. This is a change from previous guidelines.
* There is no child care allowed in Fitch Court/Millbrook or Shad Run properties. Visitors are always welcome, but patterns of visitation that indicate childcare, may be cause for termination/non-renewal of your lease.
* Residents who permit guests to stay overnight beyond the allowable time will be considered to be in violation of their lease and subject to termination or non-renewal of your lease.
* You are not permitted to sell or give accommodations to any boarders, lodgers, or roomers.
* Former residents who have been evicted are not permitted as overnight guests.
* Tenants shall not conduct any business activities whatsoever, nor display signs of any type in or about the premises. This includes congratulatory signs left for more than 72 hours. Any business, legal or not including but not limited to sewing, doing hair in any capacity or other cottage industry is not allowed. The Authority assumes no liability for persons or property injured or causing injury resulting from violation of this regulation.
* All residents and your neighbors are entitled to the quiet enjoyment of their premises. Tenants shall not commit any nuisance, and should try not to disturb their neighbors.
* Please notify the Authority of any ten (10) days or more when your premises will be unoccupied. This is for your safety and protection as well as that of the property.
* You will receive one set of keys (two sets if the occupancy is for 2 people) and shall agree to relinquish the key(s) upon termination of the lease. You are not allowed to duplicate common area keys, like exterior doors, community rooms, etc. keys.
* Keys nor entry will not be provided to the tenant family members or other persons unless there is written authorization on file prior.

**No Trespassing Guidelines**

WHA/BHA has a NO TRESPASS Guidelines which is a list of people who have been determined to no longer be permitted to enter onto agency property.

Inclusion on the list occurs when residents whose leases have been terminated, guest of residents, former employees of the WHA or any person who makes a threat of any kind against staff, another resident, first responders, etc. is found upon agency property and is not considered to be a guest of a resident family, either commits one incident of violent crime, or drug related activity, or destruction of BHA/WHA property, or weapons offense on BHA/WHA or neighboring property, or commits multiple incidents of nuisance crime on any BHA/WHA or neighboring property.

* The decision to include a person’s name and/or photo on a list is determined through agreement of the Bloomfield or Windsor Police Department and the Executive Director.
* A letter will be hand-delivered by Bloomfield or Windsor Police and certified mail to the person who has been placed on the list, if an address is known.
* Any current resident who is known to have had immediate association with the person will be informed that the person is no longer permitted to be on agency property and would be considered a trespasser; and any resident who is found to have permitted entry to a person who is on the list will be considered to be in violation of the lease/handbook and could be subject to eviction or non-renewal of their lease.
* All persons on the “NO TRESPASS LIST” will remain on the list indefinitely. Any person wishing to have their name removed from the list are required to submit a written request to the WHA Executive Director.

**Parking/Vehicles**

**No Storage or Repair**

Storage and repair of vehicles on BHA/WHA property is not allowed. No unregistered or uninsured vehicles are allowed on the property. Parking is provided for vehicles that are actively used by our residents. Any vehicle found to be in violation of the parking rules may be towed, ticketed and impounded immediately, without notice. Vehicles that are not displaying a current registration, or are inoperable will be towed. It is the tenant’s responsibility to know the parking policy and advise their guests.

* Tenants shall not park, or cause to be parked on the premises, any vehicle except a registered and insured automobile which is his own personal property and shall not permit the parking of any commercial vehicles within the area of the property.
* Commercial, Unregistered and/or uninsured vehicles are not allowed on the property in accordance with BHA/WHA guidelines.
* All automobiles must be parked in designated parking areas and not on lawns. In the event that there no assigned spaces for parking, residents cannot claim one space specifically for their own use.
* Tenants are not allowed to work on their or anyone else’s car on the property, that includes oil changes, etc.
* All vehicles (automobiles, trucks, motorcycles) must be registered with the Management Office. Only properly State licensed, insured and registered vehicles are permitted to use the Housing Authority parking lots/driveways. No unregistered/uninsured cars are allowed on the property and if any are found, they will be towed at the tenant’s expense; this includes private home driveways.
* There is no overnight parking on any property without vehicle registration with the Authority or a valid visitor pass. Those without proper registration are subject to being towed at the owner’s expense.

Parking is on a first come first served basis. Park only in designated areas that do not obstruct or hinder the flow of traffic. The Housing Authority parking areas/driveways are not to be used as storage, playgrounds or repair areas for junk or inoperable cars (which are not allowed to be kept on the property). No vehicles are to be driven or parked on sidewalks or lawn areas for any reason. Vehicles parked in violation will be towed at the owner’s expense. Residents must comply with Housing Authority Parking Policy/Guidelines.

**Pest Control**

WHA provides a range of pest control services. Residents are expected to call Property Management Office to report the presence of any pest problems in or nearby the unit including roaches, bedbugs, ants, bees, mice, fruit flies, fleas, skunks and squirrels.

Extermination is provided to all households and common areas on an as needed basis by a licensed, bonded exterminator. Concerns that occur must be reported to the management office, and will receive appropriate attention.

As needed, The Housing Authority provides pest control service on a regularly scheduled basis, however if you have a specific problem contact the Management Office for services. We ask for cooperation in not leaving any food open or dirty dishes lying around to attract insects. Garbage and waste should never be left in the unit. The best way to prevent unwanted bugs from entering your unit is to keep your apartment neat and clean.

The pest control service will enter your apartment with BHA/WHA management or maintenance staff if you are not home. In most cases, there are no costs associated with Pest control, unless there are multiple outbreak in your unit, or your unit is not kept in a clean, safe and sanitary condition.

**Special Instructions for Bed Bugs**

Preventative bedbug inspections will occur once to twice per year. A preventative bedbug inspection (typically using dogs) notice will be sent or delivered to the units 24-48 hours before personnel enter the unit.

* Residents must report suspicion of bedbugs to the work order line immediately at 860-285-8090 ext. 8 or email their Property Manager/Housing Coordinator.
* Do not remove anything from the unit or throw away any belongings until the unit has been inspected and treated and proper disposal protocols have been communicated.
* Inspection will be conducted within 48\* hours to determine whether treatment is necessary.
* Residents will be notified immediately of the treatment plan by hand-delivered notice
* Treatment will conducted by a contracted extermination company.
* Residents are required to prepare for each and every treatment in accordance with their lease agreement.
* Follow all direction give regarding preparing your unit for any treatments.
* Refrain from going to the community room, community laundry or visiting other tenants, until the unit has been cleared of all infestation.

**Things you should know about bedbugs.**

Bedbugs usually feed at night while you sleep and they are not known to transmit disease.

Most people are unable to feel their bites.

You can reduce your likelihood of getting bedbugs by not buying or accepting used furniture or mattresses or box springs

If you have been treated for bedbugs, you may be provided with a mattress cover, which must remain on the bed.

Please note over the counter pesticides will not help the process in eliminating bedbugs, in fact they make the treatment by the extermination company less effective.

Insect repellant that you spray on your body will be helpful in preventing the bites.

Bedbugs are very difficult to get rid of, and if left untreated can infest an entire unit or building. The cost for treatment is costly so immediate notification, even if you are not sure is important.

**Extra Non-BHA/WHA supplied Appliances**

The design of your unit may not permit the installation of certain additional appliances such as washers, dryers, air conditioners or deep freezers; none of these can be added without express written permission for WHA/BHA.

**Pet Policy**

Fitch Court’s currently does not allow dogs, but does allow one inside cat. There is a $100.00 non-refundable pet fee for all properties. **The following is only an overview of the pet guidelines, please refer to our full pet policy** which will provide full details of the WHA/BHA pet policy which apply to all other properties:

* All cats/dogs must be spayed or neutered and be fully vaccinated, and proof must be provided to the Authority office, prior to pet approval. Vaccinations must be maintained and documented annually.
* Pets may not stay in units alone, please make sure you have plans for your pets, should you be unable to care for them, or are away for any period of time.
* Tenants must be able to, or able to coordinate the pick-up and proper dispose of feces. If problems arise because of the inability or lack of interest to control the pet/service animal, permission for that tenant to have a pet/service may be withdrawn.
* All animals shall be vaccinated for rabies and shall be licensed and maintained in accordance with state and local law.
* Pets are not permitted in the common areas (if applicable).
* Pet owners must maintain compliance with all lease terms. This includes adherence to cleanliness and housekeeping guidelines, alterations to the unit and noise.
* If pet owner is not at home and there is a maintenance or inspection scheduled or emergency, the pet must be caged during the time of the visit.
* We recommend pet liability insurance. As an animal’s legal guardian, you may be held liable for any injury or damage the animal causes to other people, animals, or property. Pet liability insurance may help for coverage against such damages. Discuss this with your rental insurance agent.
* Residents are not allowed to take their pets to other units.
* Tenants are not allowed to pet sit other’s animals for any period of time in their unit.

All dogs and cats must registered, neutered and be fully vaccinated, and proof must be provided to the Housing Authority office. Dogs must be on a leash at all times and tenants must pick up and properly dispose of feces. If problems arise because of the inability or lack of interest to control the pet, permission for that tenant who has a pet will be withdrawn.

Service animals are reviewed on a case by case basis, but the resident must have the capacity to care for the animal including for the proper disposal of pet waste.

**All other WHA/BHA tenants are limited to the following:**

* One dog, less than 35 pounds
* One or two cats
* Caged birds (maximum of 2)
* Fish with tank with a maximum size limit of 20 gallons. These can only be housed on units on ground level, with nothing below them (including basements).
* Pets may not stay in units alone, please make sure you have plans for your pets, should you be unable to care for them, or are away for any period of time.
* Tenants must pick up and properly dispose of feces. If problems arise because of the inability or lack of interest to control the pet, permission for that tenant to have a pet may be withdrawn.
* All cats shall be vaccinated for rabies, and shall be licensed and maintained in accordance with state and local law.
* Pets are not permitted in the common areas (if applicable).
* Pet owners must maintain compliance with all lease terms. This includes adherence to cleanliness and housekeeping guidelines, alterations to the unit and noise.
* If pet owner is not at home and there is a maintenance or inspection scheduled or emergency, the pet must be caged during the time of the visit.
* We recommend pet liability insurance. As an animal’s legal guardian, you may be held liable for any injury or damage the animal causes to other people, animals, or property. Pet liability insurance may help for coverage against such damages.
* Residents are not allowed to take their pets to other units.
* Tenants are not allowed to pet sit other’s animals for any period of time in their unit.
* Tenants are not allowed to erect dog houses or tie animals up outside the property.

Bloomfield Residents’ should refer to the Pet Policy in its entirety, for additional information regarding their pet policy, including the restricted breed list.

**Community Room/Laundry Facilities**

The Housing Authority provides and maintains laundry facilities at all their 4 or more multi-family properties. Tenants are not allowed to install personal washers or dryers. These facilities are for the residents use only and **not** for the use of residents guests, family or employees. Residents are not permitted to hang laundry on trees or bushes, railings, doorways, windows etc. on the housing authority property.



**Insurance**

Effective February 1, 2020, BHA/WHA requires all residents of Fitch Court, Millbrook Village, Bloomfield Housing Authority and Shad Run apartments obtain and maintain Renter’s/Liability Insurance throughout their tenancy. Documentation must be provided annually at your recertification or as needed. Please contact an insurance agent to obtain details concerning apartment/renters insurance or household goods and liability insurance or another similar policy. Please remember, Windsor Housing Authority, policy does not cover you, if a disaster occurs, including fire, flood, wind or rain. Renter’s Insurance covers your belongings from things like:

Fire

Smoke Damage

Water Damage

Lightening

Theft

Vandalism

Power outages

Food spoilage

Could you afford to replace all your clothes and furniture in the event of a loss?

Were you the cause of a fire on the property?

Could you cover the cost of a hotel while your unit is being repaired after a loss?

Could you cover medical costs, if your guest fell in your home?

What if your child accidentally kicked a hole in the wall?

What if you are sued? What if your dog bites someone?

Renters Insurance is a low cost option that can afford you protections that can step-in when something catastrophic happens. Rental insurance benefits by far outweigh the costs. Many insurance companies provide discounts to those who have auto insurance with them. We cannot tell you that all your losses will be covered as they are subject to deductibles, and policy parameters, but it’s worth it. If you do have a loss, without insurance, you will be liable for the costs for repair, liability defense or replacement etc.

All personal property placed in the premises shall be at the risk of the tenant or owner of such property. The Authority will not be responsible for any damage or loss to such personal property for any cause.

Injury to a resident, family, or visitors, or damage to personal belongings or loss from theft, must be covered with the tenant’s personal renter’s insurance.

**Trash/Recycling**

There are trash receptacles provided for each property, there is one for garbage and another for recyclable garbage. Please wrap the garbage securely before depositing it into the dumpster or cans located on your property.

**Reporting Maintenance Repairs and Emergency Repairs/Maintenance Information**

Tenants must report to the management office at once, any accident or damage to water pipes, toilets, drains, electric wires or fixtures, or other property of the Authority and all breakage, damage, or loss of any kind. Personal injury, no matter how minor, should be reported to the Authority at once.

No alterations or repairs are permitted to the premises, or to the equipment therein, and tenants shall not install or cause to be installed any additional locks or fixtures without the express written approval of the housing authority

Authority maintenance staff will be responsible for the general maintenance and cleaning of the common areas. They will also be responsible for cutting the grass, branch and leaf removal and snow and ice removal on the main grounds, sidewalks and driveways.

Authority maintenance staff will be available to make minor repairs to units such as faucets, doors, stoves, refrigerators, etc. Maintenance staff will replace light bulbs in non-standard ceiling height rooms, however, the resident is responsible for the cost of the bulb. Maintenance staff will obtain replacement parts for appliances or storm doors, and will determine who is responsible for the cost. Please refer to the chart on the following pages and for costs resident may incur for requested maintenance services.

A. The Housing Authorities management office is located at 156 Bloomfield Avenue Windsor CT 06095. Housing Authority Office and is open Monday through Thursday from 8:00 a.m. to 4:00 p.m., except on legal holidays recognized by Windsor Housing Authority.

B. Routine maintenance repairs should be called in during regular business hours only. Call 285-8090 extension 8 for the Maintenance department. Leave a detailed message describing the problem or work needed, your name, your address and a phone number where you may be reached in case there are any questions. Your request will be processed and placed in queue by order of priority. Generally, we try to have work orders completed within 72 hours of receipt.

**C. Emergency Repairs during business hours:** Call 285-8090 x 9 (the maintenance line) leave a detailed message with call back contact information.

D**. Emergency Repairs After business hours**: Call 860-285-8090 ext.9 and stay on the line until your call is answered, or leave a detailed message, with a description of your emergency and a clear, complete call back number.

**What is an emergency repair?** All of the following are considered emergencies:

* No heat
* Flooding/running water
* Gas smell
* Water leaking into your unit from either outside or another unit,
* Water that won’t shut off in your unit
* No electricity (please check to make sure it is just your unit without power and not an area wide power outage).
* Furnace not working during heating season or when temperature is 45 degrees or less.
* Clogged toilets (if there is only one in the house or both are clogged)
* Fire or a condition that could cause a fire
* Any condition which threatens the life, safety or health of any resident or neighbor.
* Lock-outs after working hours (For maintenance emergencies at night, on weekends or holidays, you must call 860-285-8090 ext. 9) As a courtesy for the properties in Windsor, the police department maybe called and may be able to accommodate a lock out if their workload permits. You must have and ID that proves your identity and that you live in the property you are requesting access to.

 If you have a fire or a medical emergency, call 911 immediately.



Windsor Housing Authority’s policy is not to charge tenants for repairs that are the result of “normal wear and tear.” Negligence, non-compliance or deliberate breakage or other non-wear related repairs will be subject to change. This list is reviewed annually and updated to reflect the cost incurred by the Housing Authority to perform the repair. For any unlisted repair, the tenant is charged the cost incurred by the Housing Authority.

**The Housing Authorities of the Towns of Windsor and Bloomfield, CT**

**Maintenance Fees and Fines as of January 2021**

***This list is updated annually, however, charges are subject to change throughout the year.***

**Stove burner pan liners/protector**

**$8.00 each**

**$30.00 for set of 4**

**Plus cost of labor**

**Stove top Elements**

**Small $ 50.00**

**Large $80.00**

**Plus the cost of labor**

**Lock-outs from apartment**

 **$25.00 fee per occurrence**

**After hours or when on call staff have to be dispatched during non-business hours**

**Unit keys**

**Duplicate Keys: Unit $ 5.00 each Mailbox $15.00 each**

**Duplicate Building/Community Room keys $25.00 each**

 **Key Fob Replacement $25.00**

**Unit Lock Change w/new keys $150.00 (first door)**

 **Second door $ 130.00**

**For emergency service, there is a $50.00 premium charge (this charge may change based on the actual charges of the locksmith).**

**Garbage**

**Personal property removal (Unit /Storage)**

**TBD by Cost of removal, labor and disposal if necessary**

**Removal of garbage (normal clean-up)**

**$30.00 per occurrence**

**Return garbage cans to unit from street**

**$30.00 per occurrence**

**Pest Treatments**

**Insect/pest Extermination (caused by tenant) Cost of service**

**Or tenants guests**

 **Damaged/Misused Fixtures or Appliances**

**Screens $25.00 each Repair**

**$75.00/screen Screen replacement**

**Broken Glass/Windows Cost of materials & labor**

**Missing or damaged smoke/CO2 detectors $50.00**

**Removing batteries from smoke detectors $50.00 Fine per detector & up to lease violation**

**Improper use of facilities and/or appliances Cost of service/replacement**

**Furnace/water heater prime and relight $ 100.00**

**First call (if done in-house)**

**Second in house call $150.00 Plus $50.00 fine**

**Outside services will be the cost charged by a licensed vendor Plus the $50.00 fine**

**This occurs when the tenant runs out of oil or services are terminated by provider for non-payment. If contractor is called the tenant is liable for all costs incurred from their negligence.**

**Damage to WHA Washers and Dryers $60.00 per occurrence**

**WHA does not service tenant owned appliances and any and all damage caused by tenant owned/installed appliance will be the sole responsibility of the tenant and they will be billed for the actual cost of any and all repairs/replacements.**

**Damages beyond wear and tear in unit Cost of labor & materials**

**Oil spills –Driveways $75.00 per occurrence**

**Pet waste disposal $25.00 per occurrence**

**Window shades or blinds If window shades or blinds are provided, we do not repair or replace them.**

**Replace broken toilet seats $25.00 per occurrence**

**Replace Broken toilets (tenant caused) $275.00**

**Light bulbs & installation \* $7.50 per bulb**

**\* This does not include WHA installed fluorescent bulbs**

**Plumbing**

**Removal of foreign objects in plumbing Cost of service**

**Clogged drains, toilets and garbage disposals $45.00 per occurrence if able to repair in-house**

**If not, actual outside Contractor cost will be charged.**

**Garbage disposal repair/replacement $100 repair/$250 replacement**

**Light fixtures Fixtures $30.00**

**Globes only $20.00**

**(resident fault, not clip failure)**

**Holes in wall (repair less than 6 inches**

**in diameter) $25.00**

**Holes in walls larger than 6” $75.00 or actual cost of repair**

**Replace broken stove handles $75.00**

**Replace broken refrigerator handles $50.00**

**Stove knobs $10.00 each (if replaceable)**

**Stove replacements $450.00**

**Refrigerator replacements $550.00**

**More than 6 inches (hole repair) $50.00 for holes larger than 6” inches**

**Larger than 6” $ actual charges for supplies, material and labor**

**Split heating units –Deep Cleaning $400.00**

**Broken/lost outlet covers $10.00**

**Lost or Broken thermostats or $250.00**

**remote control thermostats**

**Damage to exterior door/door locks $100.00 (or actual cost)**

**Interior doors**

**Replacement $120.00 Repair $80.00**

 **Fire damages (tenant caused) All charges associated with repair and replacement and WHA insurance deductible if applicable.**

**Wall mounted televisions are not allowed.**

**Installation repair will be charged at $100.00 per**

**location. Additional damage charges may**

**apply for damage behind the walls.**

**Improper/Unauthorized installation of**

**Cable/telephone line installation $500.00**

**No satellite dishes can be installed on buildings or property. No holes may be drilled into siding or roofing for cable/satellite installation. No installation on stakes in the common areas of the property. There is one area per building located in the rear and it must go through the attic, into the unit.**

**Touch-up painting $50.00 Re-painting a room $150.00**

**Unauthorized painting (repaint fee) $100.00 per room/area**

**Broken Windows $300.00 per window or actual cost plus labor**

**Common area clean-up $45.00/hour**

**Fines**

**Failure to Report Damages \*$100.00**

**Fines waived if reported within 12 hours of incident**

**Kitchen/Stove Fires $100.00 fine plus cost of repair replacement**

**Smoke/CO2 detector battery removal or removal from ceiling $50.00 per unit**

**Misc. Repairs**

**We do not repair/replace items that were tenant installed (including items your contractor installed). If the item is found to be defective, unsafe, or unacceptable the Housing Authority will remove the item at the Tenant’s expense,**

**Residents are responsible for any repairs, maintenance, or replacement costs incurred due to negligence or misuse of any WHA managed property caused by themselves or their invited guests. Tenants are not allowed to install additional appliances, fixtures, heaters, etc. without the express written consent of The Housing Authority.**

 **\* Please note: Housing Authority labor charge is currently charged at $45.00 per hour, but is.subject to change without notice.**

 **\*After hours or when on call staff have to be dispatched. Please note: Housing Authority labor is currently charged at $45.00 per hour, but is subject to change without notice.**

Charges are incurred due to negligence or misuse of property by tenants, family members or their invited guests.

 **SEVERE WEATHER CONDITONS**

1. SNOW STORM-NO POWER FAILURE- Unless you need to move your vehicle for the storm removal crew, it is SUGGESTED residents REMAIN IN THEIR UNIT UNTIL THE SNOW AND ICE HAVE BEEN CLEARED.

2. SNOW STORM, BLIZZARD, HURRICANE, ETC.- EXTENDED POWER FAILURE- In the event of any of the above-mentioned severe weather conditions, the Authority will follow the Town of Windsor’s emergency preparedness plan. You will be notified as to what actions are to be taken for each particular emergency.

**Safety Tips**

The Windsor Housing Authority is committed to reducing the chances of accidents and maintaining a desirable living environment. What follows is a simple list of safety reminders and cleaning tips.

**Kitchen Safety & Cleaning**

A. Keeping your oven and stove clean and free of grease will reduce the chance of a kitchen fire and free from insects and rodents. Remember to clean the walls and counter area around your cooking areas well.

B. Do not hang or leave pot holders and towels around the stove top. Even radiant heat from cooking can catch these items on fire.

C. If you do have a grease fire do NOT put water on it. This will only spread the fire. Immediately call the FIRE department (911). If the fire is in the oven, leave the oven door CLOSED. If the fire is a small fire, baking soda and/or salt is a good extinguishing agent if you do not have a fire extinguisher.

D. Unplug electrical appliances every time you finish with them (i.e.: toasters, electric can openers, coffee makers, etc.).

E. When cleaning the inside of your refrigerator try using a warm water and baking soda solution. Use about a tablespoon of baking soda to every quart of water, this will clean and deodorize your refrigerator. Do not use cleaning powders or abrasive cleaners. Use warm water and a little dish detergent to clean the outside of your appliances.

F. The stove top should be cleaned after each use. Remember to clean the burner pans and grates on a regular basis. Not cleaning these areas can affect the use and performance and can promote unsanitary conditions and/or fire. Remember cleaning on a regular basis is the best way to avoid household pests as ants and roaches.

**Smoke Alarms**

Each unit has one smoke detector alarm run by electricity and/or battery backup. Alarms are sensitive to cooking smoke and/or heat. If your alarm goes off due to cooking smoke, please open your doors and windows and fan the smoke out. The alarm will shut off once the smoke is clear. There are also battery operated alarms. It is a criminal offense to tamper with smoke detector. Any resident who removes batteries without replacing them immediately will be subject to fullest extent of legal penalty.

**Smoke Detectors and Fire Safety Tips**

A. The Housing Authority inspects detectors on a minimum annually. Don’t ignore alarms!

B. Do not overload outlets. Limit use of extension cords to temporary use only. Never run an electrical cord underneath a carpet or other walking surfaces, this could result in unseen damage to the cord and result in a fire.

C. Report all damages to outlets, light fixtures immediately. Failure to report damage to electrical outlets can result in a lease violation.

**Reasonable Accommodations & Live-in Aides**

WHA/BHA strives to offer equal opportunity for everyone to use and enjoy our housing programs. You may be considered a person with a disability if a physical or mental impairment causes you substantial difficulty in performing a major life function(s), like seeing, hearing, the ability to walk, breath, think, read or care for yourself.

Persons with disabilities may request a reasonable accommodation in order to fully utilize this housing program and related services. The Housing Authorities will make all reasonable efforts to be flexible in assisting persons with disabilities to participate in the program successfully. Requests for accommodation will be verified to ensure that the accommodation is reasonable.

The Authorities will provide Reasonable Accommodations and Live-in Aide requests for residents who have such a need. Residents must complete the request form provided by WHA (in writing), this will begin the reasonable accommodation evaluation process.

Reasonable accommodations’ considered cannot result in an unreasonable financial or administrative burden for WHA or create a fundamental change to any of our policies or programs.

**Security**

Adequate protection for you and your property is of great concern to managements. Your security begins with your own actions. Be sure to incorporate the following:

* Please use the locks and other security devices provided
* Please do not let uninvited or guests you do not know into on onto the property
* Be suspicious of unexpected deliveries.
* Do not let anyone in your home who states they are operating on behalf of the housing authority, you will always be informed regarding the presence of a contractor or vendor
* Close doors behind you and report anything suspicious.
* Do not be afraid to call 911 if you see something suspicious.

**Move-out Time**

The following is the procedure to follow when vacating your unit:

* Notify the Management Office in writing by completing the “intent to vacate” form no less than 30 days prior to your tenancy termination/move out date. Failure to give proper notice may result in additional charges.
* Clear your account of any outstanding charges. It may be necessary to pay additional charges if damages are noted during the move-out inspection and are not covered by your security deposit.
* Clean your home and leave it as you would like to have it if you were just moving in.
* Be sure to remove everything from your apartment, otherwise we will assume it is unwanted. If rubbish is left inside or outside of your unit, the charge to remove it will be deducted from your deposit to dispose of it.
* Schedule for your move-out inspection. Failure to attend will forfeit your security deposit.
* Lock the windows and doors and return the keys to the Management office. If you leave after hours, make arrangements with the Management Office for the return of the keys. You have officially moved out only when the keys are returned to Management. You will be charged rent until the keys are returned. If the keys are not returned you will forfeit your security deposit.
* You must request final bills from utility companies and advise them of your move-out date.
* Any balance on the account that is left after 30 days of move-out is :
1. Reported to a collection agency
2. Reported to HUD and shared with all housing authorities nationwide through a HUD computer database.
3. As a condition of readmission to any WHA/FC program including public housing, Section 8 Housing Choice Voucher Program and any other private housing program that is operated by the agency.
* Provide Management with a forwarding address, so your final statement and/or security deposit may be mailed to you (if applicable). WHA does not take responsibility of resident’s mail. Mail received at the unit after move-out will be returned to the post office.
* If you have no lease and are on a month-to month tenancy, or are being charged for use and occupancy only you monthly rate is based on 120% of your contract rent.

**Reminder of Lease Violations**

Lease Violations include, but are not limited to:

* Crimes of drug related or criminal activity on or off the premises
* Unauthorized guests
* Use of firearms, BB guns, fireworks and slingshots are not allowed on the premises
* Unreasonable loud noises and disturbances of any kind. If you have a problem in your area, inform the office and/or the police.
* Parking on lawns
* Housekeeping violations
* Disconnection of smoke detectors
* Temporary or permanent disconnection of utilities
* Lack of heating oil or gas
* Unpaid utility bills
* Smoking in or on the property
* Disruptive behavior including excessive drinking and/or drugs, by you or your guests.
* Destruction of WHA or personal property
* Illegal dumping
* Allowing guests/visitors/relatives to reside in the property for more than 15 days annually, or 7 consecutive days.
* Incidents involving tenant safety, displacement or danger.
* Incidents of not adhering to the rules and guidelines in the tenant handbook and lease.
* Discriminatory behaviors
* No tenant is guaranteed lease renewal or continued residence in any of our properties. Tenants may be subject to non-renewal of leases, and if they do not vacate they are charged the market rent for their unit as use and occupancy until the eviction is completed.

**Violation of any of the following is cause for lease termination:**

**The Most Common Ways to Lose your Tenancy WHA/BHA**

* Non-payment of rent
* Criminal activity, such as theft, drugs, assaults, or threatening behaviors
* Guests, family, friends engaging in illegal activities in the unit or on the property
* Bullying and/or intimidation of other residents
* Noise disturbances
* Failure to pay maintenance charges or repayment agreements (non-rent charges).
* Unauthorized guests or people moving into household without permission
* Poor housekeeping, failed inspections, or not keeping inspection appointments
* Damage to property or unit
* Threats of any kind to staff or other residents
* Excessive and disruptive police activity

**Domestic Violence**

A tenant who experiences domestic violence cannot be evicted as a result of that violence—it is strictly prohibited by federal law.

The VAWA (Violence against women and justice Department Reauthorization Act (VAWA), is a federal law that applies to all Housing tenants, Section 8 participants and Landlords. In 2013 congress reauthorized VAWA and expanded HUD’s authority to protect survivors of domestic and dating violence, stalking and sexual assault living in HUD assisted housing. Please contact your Property Manager of Housing Service Coordinator for more information.

If you are experiencing domestic violence, you can call the confidential National Domestic Violence Hotline at 1-800-799-SAFE (7233) or 1-800787-3224 (TTY)

**Glossary of Terms and Rule Definition**

Read and Understand your Lease, it is a legal agreement between you and The Housing Authority of the Towns of Windsor and Bloomfield. If there is anything that you do not understand, please ask and we will be happy to explain. It’s a good idea to keep your copy of the lease somewhere safe and easy to find.

**Repair charges**: If you have a maintenance request, or inspection that identifies damages to your unit or unit property charges will be accessed to repair those damages caused by residents or their visitors. If you owe money for repairs, you will receive a bill and the charges will appear on your monthly rent statement.

**Deposits Vary by property, please see your Property Manager for more details.**

**Smoke Detectors:** The smoke detectors in your apartment may save your life during a fire. Never disconnect or make your smoke detector inoperable. You may be fined if your smoke detector is found to have been tampered with.

**Paying Your Rent**: Your rent payment is due on the first of every month. If we do not receive your payment by the tenth day of the month, there is a late fee and you may receive a termination notice.

**Review of Income**: The amount of rent you pay is based on your income level, so if your income changes, you must notify the Property Manager.

**Changes in Family Size or composition**: Your housing is based on the size of your household. If the size of your family changes in any way, up or down, you must notify your Property Manager immediately.

**Guests:**  You may have guests stay in your unit for a maximum of 7 days in a row, or 15 non-consecutive days per calendar year. If there is a reason that your guests need to stay longer, you have to request approval in writing and obtain consent from the WHA.

**Emergency Entry**: If there is an emergency WHA may need to enter your unit without advance notice. Some examples of emergencies are, running water, water pipe leaks, inspections (internal and external), smoke, fire, etc.

**Inspections:** WHA is required to inspect all housing units annually. More frequent inspections may be scheduled as necessary. You will be advised of the date and tine of your inspection (mailed or posted) to you at least 48 hours before your inspection.

**Being a good neighbor**: Noise level must be kept reasonable at all times. If your children live with you, it’s your responsibility to know where they are, and ensure that they respect your neighbors right to peaceful enjoyment, their property and their privacy.

**Recertification**: You must provide updated information at least once a year. Fitch Court is an income based property and you are required to report any changes in income or family/household composition immediately. You must report on recertification the following:

* All income changes, such as increases of pay and/or benefits, change or loss of a job and/or benefits, etc. for all household members.
* Any move-in or out of a household member.
* All assets that you or your household members own and any asset that was sold in the last two years for less than its full value.



All rules and guidelines apply to all tenants/residents. You are responsible to know and follow all rules as are applicable to you and your unit.

Updated January 2021

**Tenant Acknowledgement**

By signing the following, I acknowledge that I have been given a copy of the Resident Handbook for The Windsor Housing Authority, and it is my responsibility to read, review, understand and follow the rules established for residency for The Windsor Housing Authority, 156 Windsor Ave., Windsor, CT 06095

Resident Handbook received: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_2021

Resident Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Unit #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Resident Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Resident Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Any changes, modifications or additions to the Resident Handbook will be provided in writing, as adapted, modified or introduced by the Board of Directors and/or Executive Director.

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