



# Port Huron **HOUSING** Commission

905 Seventh Street - Port Huron, Michigan 48060  
Phone: (810) 984-3173 "TDD" - Fax: (810) 984-6430

# Tenant Handbook

## Welcome Home!

(Effective August 1, ~~2019~~2020)

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## Welcome Home!!

The Port Huron Housing Commission extends to you and your family a most cordial welcome to your new home!

Your home has been provided with the assistance of your Federal Government through the Department of Housing and Urban Development to insure persons of modest income with decent, safe and sanitary homes. The Port Huron Housing Commission is especially proud of this achievement to provide you with a comfortable home. We are confident that during your residency here, you will acquire the same feeling of pride that we have in these homes.

### *Mission Statement*

*“The mission of the Port Huron Housing Commission is to:  
Offer or provide housing assistance to the needy in ways that support families,  
neighborhoods, and economic self-sufficiency,  
Strive for financial soundness,  
Improve and maintain the overall quality of its assets thereby improving the  
quality of life for its residents, and  
Partner with organizations and individuals to strengthen the Housing  
Commission and provide assistance and referrals to enhance the lives of our  
residents.”*

### *Vision Statement*

*“It is the vision of the Port Huron Housing Commission to be an asset to the  
community, to be considered not the last resort housing but an opportunity for  
those in need to regain self-sufficiency, and to be a viable partner with residents,  
local landlords, community organizations, and local governments.”*

We hope you will be considerate of your neighbors and their rights. Be friendly, and at all times a good citizen of the community. It is our goal and responsibility to provide you with good neighbors. Please help us ensure this goal by being a good neighbor.

The Port Huron Housing Commission wishes you a pleasant stay and every success to families in their quest for eventual home ownership. Best wishes for a happy home!

## Introduction

This Tenant Handbook is part of your Dwelling Lease by reference and you are obligated to observe the terms of both with equal exactness. Our rules and regulations are necessary to keep operating expenses at a minimum, thus maintaining our low rent schedule, and to insure successful management/tenant relations. From this Handbook you should have a better understanding of what is expected of you, your household members, and your guests during your residency here.

All tenants are encouraged to take the time that is necessary to read completely the Dwelling Lease along with all attachments including this Tenant Handbook and more importantly understand their contents. Please consult the Management Office of the Port Huron Housing Commission with any questions or concerns.

*The Management Office is located at:*

*905 Seventh Street  
Port Huron MI 48060  
(810) 984-3173  
(810) 984-6406 "TDD"  
Fax: (810) 984-6430  
Hours: Monday- Thursday 7:30 am to 5:00 pm*

The Port Huron Housing Commission is governed by a board of five commissioners. The current Members of our Board of Commissioners are available in the Management Office.

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## Frequently Used Telephone Numbers

### Port Huron Housing Commission

Management Office .....(810) 984-3173  
 Hearing Impaired (TDD) Line ..... Michigan Relay Service

**Office Hours:**

Monday through Thursday  
 7:30 am - 5:00 pm  
 Closed Fridays and Holidays

Maintenance Office .....(810) 984-6410

**EMERGENCY MAINTENANCE NUMBER..... (810) 984-6410**  
 When system answers, Press #1.

To be used ONLY for maintenance emergencies

Desmond Village Property Manager..... (810) 984-3173, Ext.  
413403

Dulhut Village Property Manager ..... (810) 984-3173 Ext.  
407413

Gratiot Village Property Manager ..... (810) 984-3173 Ext. 403

Huron Village Property Manager ..... (810) 984-3173 Ext.  
403408

Peru Village Property Manager ..... (810) 984-3173 Ext.  
413408

Resident Service Specialist..... (810) 984-3173 Ext. 421

**EMS, Fire Department, Police Department..... 911**

**Police Non- Emergency ..... (810) 984-8415**

**CAPTURE ..... (810) 987-6688**

**Drug Task Force..... (810) 985-8201**  
(800) 243-DRUG

**Hospitals and Health Services:**

Lake Huron Medical Center..... (810) 985-1500

McLaren - Port Huron Hospital ..... (810) 987-5000

Poison Control Center..... (800) 764-7661

St. Clair County Health Department ..... (810) 987-5300

**Utilities:**

**Electric Services:**

DTE Energy Customer Service and Electric Emergencies ..... (800) 477-4747

**Natural Gas Services:**

SEMCO Customer Service..... (800) 624-2019

SEMCO Gas Leaks or Emergencies ..... (800) 427-1427

My Choice Energy..... (888) 505-9104

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Cable Television/Internet:

Comcast..... (888) 266-2278

## Maintenance and Repairs Call (810) 984-6410

DO NOT make any repairs or alterations without the written consent of the Port Huron Housing Commission management.

All residents must promptly call in any needed repairs they notice in their apartments including faulty or damaged equipment. **You must have a touch-tone telephone to use our answering system.** Each report will be given prompt and courteous attention. These homes must be properly maintained for a long period of time and there is no excuse for any structure showing signs of neglect. Full cooperation by the resident is required to permit Management to keep the dwellings in a decent, safe, and sanitary condition.

**Normal repairs** (referred to as “routine work orders”) should be called in to our Maintenance line (810) 984-6410. When the system answers, Press #32. Be sure to leave your name, address, and telephone number along with a clear message of the problem. These repairs will be completed during normal working hours.

**EMERGENCIES** should be called in immediately regardless of the time. When the system answers, Press #1. Please clearly leave your name, contact telephone number, address including your apartment number, and a short description of the problem. If it is after hours, our 24 Hour Emergency Line will alert us and we will respond immediately. Reasons to call in an “emergency work order” are:

- You are locked out of your apartment
- Electrical hazards or power failure
- Elevator malfunction
- Sewer or drain back ups
- Water leaks that are causing damage
- Smell of gas in or around your unit
- No heat (in winter months)
- Toilet is plugged or overflowing

If repairs are required due to neglect, carelessness or abuse on the part of the resident and/or their household or guests, a charge will be assessed to your account according to our Damage and Service Charge Schedule which is supplied to all residents at move in and annually as it is updated or will be computed on a time and material basis in accordance with local prices and wage rates.. These charges must be paid in full within fourteen (14) calendar days after the charge has been placed on your account.

Please do not ask our maintenance staff to do any work directly – you must contact the Maintenance Department and a work order will be issued for the work to be done.

### System Operation Instructions:

When you call for a repair or service, you will be prompted by our system as follows:

First the system will answer...

“You have reached the Port Huron Housing Commission Maintenance Department. If this is a police, fire, or medical emergency ... please hang up and DIAL 911. Our normal office hours are Monday through Thursday 7:30 am to 5:004:30 pm.”

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Then you will be prompted...

1. "If this is a Maintenance Emergency such as:
  - You are locked out of your apartment
  - You smell gas
  - You have no heat
  - Your sewer or drain is backing up
  - Your toilet is plugged or overflowing
  - Water is leaking causing damage
  - There is an electrical hazard
  - ~~You have no power~~
  - The elevator is not working

and you feel this emergency requires an employee to come out immediately, Press 1 now."

~~IF YOU PRESSED 1, YOU WILL NOW HEAR:~~

~~"After the tone, please leave your name, village and apartment number, along with your telephone number and your emergency message. Someone will be paged immediately and will respond as soon as possible. It is imperative that you leave a telephone number for us to contact you. Thank you for calling the Port Huron Housing Commission Maintenance Department." You will be directed to Port Huron's answering service.~~

2. If you need something repaired that can be done during normal work hours, Press ~~3~~2 now."

~~IF YOU PRESSED 3, YOU WILL NOW HEAR:~~

~~"After the tone, please leave your name, village and apartment number, along with your telephone number and your message. This work will be handled in the order it was received during normal working hours. Thank you for calling the Port Huron Housing Commission Maintenance Department." You will be directed to leave a message and a Port Huron Housing Commission employee will return your phone call.~~

- ~~3. If you would like to leave a message for an employee, please Press 5 now."~~

~~IF YOU PRESSED 5, YOU WILL NOW HEAR:~~

~~"After the tone, please leave your name, village and apartment number, along with your telephone number, who you would like your message delivered to, and your message. You will be contacted no later than the next business day. Thank you for calling the Port Huron Housing Commission Maintenance Department."~~

## History of the Port Huron Housing Commission:

The Port Huron Housing Commission was originally created by Ordinance #269 on August 17, 1950. It was re-activated by action of the City Commission at a regular meeting held on December 19, 1962, when the City Commission appointed five lay persons to serve without pay on a steering committee and policy making body dedicated to improving the living conditions of the low-income citizens of Port Huron.

The five villages subsequently created are the result of what unselfish giving of time and effort by private citizens can achieve through the cooperation of local and federal governments.

Port Huron's five Public Housing sites have been named for their historical significance on recommendations of the St. Clair County Historical Society. The first four sites were named after the four villages that later merged to form the City of Port Huron. The fifth site was named after the builder of Fort St. Joseph-Dulhut. Following is the original composition of each village:

### Huron Village (January 1967)

<u>No. Units</u>	<u>Type</u>
4	1 BR
20	2 BR
26	3 BR
8	4 BR
<u>1</u>	<u>5 BR</u>

59 TOTAL UNITS

### Gratiot Village (May 1967)

<u>No. Units</u>	<u>Type</u>
8	1 BR
20	2 BR
24	3 BR
6	4 BR
<u>1</u>	<u>5 BR</u>

59 TOTAL UNITS

### Peru Village (April 1968)

<u>No. Units</u>	<u>Type</u>
92	1 BR
<u>5</u>	<u>2 BR</u>

### Desmond Village (October 1968)

<u>No Units</u>	<u>Type</u>
100	1 BR
<u>5</u>	<u>2 BR</u>

97 TOTAL UNITS  
105 TOTAL UNITS

### Dulhut Village (September 1970)

<u>No. Units</u>	<u>Type</u>
8	1 BR
30	2 BR
32	3 BR
16	4 BR
<u>4</u>	<u>5 BR</u>

90 TOTAL UNITS

## Your New Home!

### Your Mailing Address:

Your mailing address is included on your lease and should include your full name, street address, and apartment number.

### Your Telephone Number:

It is your responsibility to contact the telephone carrier of your choice should you wish to have a land-line installed. Please keep the Management Office of the Port Huron Housing Commission informed of all current resident telephone numbers to include both land-lines and cellular lines.

### Your Email Address:

Please keep the Management Office of the Port Huron Housing Commission informed of the head of household's (or another responsible adult on the lease) current email address at all times.

### Your New Home:

Renting an apartment here is not much different than renting elsewhere other than you can enjoy the benefits of a low-rent program. We hope that you enjoy the usual privileges of peaceful possession provided you accept certain responsibilities such as paying your rent when it is due and conforming to all other conditions of your Lease and this Tenant Handbook. Adequately maintaining your apartment rests entirely upon you. The Management of the Port Huron Housing Commission will always be ready to cooperate with you to the best of our ability.

Our facilities are open to all persons without discrimination. The policy of the Port Huron Housing Commission is to permit no intolerance of any kind and will terminate the Lease of any person who chooses to disturb the peace with intolerant activity.

The rules and suggestions are not meant to restrict you in your new apartment, but to familiarize you with those items about which you will want to be informed from time to time. We cannot hope to cover everything in this booklet, about which numerous questions will undoubtedly arise. We reserve the right, therefore, to add to or change the instructions and suggestions contained herein without further notice.

You are participating in a HUD program. Because of this, there may be additional responsibilities that you as the tenant, and us as your landlord, are required to fulfill which may not take place on the private market.

### Keys and Lock Changes:

#### Family Sites:

Two unit keys will be issued to each tenant at the time of move in. The tenant is responsible for obtaining any additional keys that are needed. The PHHC can accommodate requests for additional keys for a fee (as indicated on the Damage and

Service Charge Schedule), however, the tenant may have additional keys made where ever they so choose.

#### Senior Sites:

One entrance/unit key will be issued to each adult person on lease. Tenants requiring additional building entrance keys must complete a request form. If approved, the tenant will be charged a Key Deposit per additional key (the amount of this deposit is noted in your Lease). This deposit shall be returned within thirty (30) calendar days following return of the key.

Tenants requiring a replacement key must sign a form for its receipt and will be charged a Lost Key Fee per key at the rate listed on the Damage and Service Charge Schedule.

Each adult person on the lease will also receive a mailbox key. If additional mailbox keys are needed Tenants are required to contact the Maintenance Department and will be charged the rate listed on the Damage and Service Charge Schedule.

#### All Sites:

Locks will be changed as a standard procedure prior to a new tenant move in. Any lock changes requested by the tenant after move in will be subject to a standard charge at the rate listed on the Damage and Service Charge Schedule.

For Family Sites: Two keys will be included.

For Senior Sites: Keys will be replaced for those tenant's on the lease. Additional keys will be replaced on a one-for-one basis for those keys returned. All old keys (free and extras) must be returned. Keys to old locks not returned will be considered lost and a lost key fee will be assessed.

### Insurance:

The Port Huron Housing Commission carries Fire & Extended Insurance Coverage as well as General Liability on all of its buildings and grounds. These coverages DO NOT cover your personal belongings regardless of the reason for theft or damage.

Should you choose to have Renter's insurance, it is YOUR responsibility to purchase **RENTER'S INSURANCE** to cover all of your personal belongings (i.e., furniture, clothing, personal appliances, etc.) in the event of theft or damage from fire, water damage, and other causes of loss which may occur while residing in your apartment. The Port Huron Housing Commission CANNOT reimburse residents for the loss or damage of personal property **no matter what the cause may be**. This includes damages or loss resulting from vandalism, fire, sewer back-up, broken pipes, theft, etc.

You are urged to contact your insurance agent to obtain this insurance. If you do not have an insurance agent, please check the Yellow Pages of the Telephone book under Insurance and select one of your choice. It is always good practice to obtain more than one quote to ensure you are getting the best price.

### Utilities:

#### Water:

Title: PHHC - Tenant Handbook  
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Water is furnished by the Port Huron Housing Commission. Please report water leaks of any kind to the Maintenance Office promptly. Report any prolonged absences especially during the winter months so precautions can be taken to see that water pipes and other equipment are not damaged due to changes in temperature should your furnace malfunction. It is your responsibility to keep the temperature setting in your apartment at a level high enough to prevent water from freezing.

Residents of family sites can obtain water keys by contacting our Maintenance Department at (810) 984-6410. The use and/or replacement of this water key is the sole responsibility of you, the resident. It is recommended that you keep your water key inside your apartment when not in use.

Allowing outside or inside water to run needlessly or excessively is strictly prohibited. Wasteful use of outside water such as water fights, overflowing swimming pools, etc., is strictly prohibited. Washing vehicles or other large items (such as recreational vehicles) is also strictly prohibited.

#### Cable Television:

Each apartment is provided with a cable outlet for reception of cable television.

Residents of Dulhut, Gratiot, and Huron Villages must contact the local cable television provider to have this service activated.

Residents of Desmond and Peru Villages have basic cable television provided and must include payment for this service with their monthly rental payments to the Port Huron Housing Commission. If additional services are wanted or necessary, residents need to contact the local cable television provider to order these services and make any additional payments for the extra services directly to the local cable television company. **PLEASE BE ADVISED:** If you fail to make your additional payment to the local cable television company for any additional services you ordered, the company will deactivate your cable box which will also deactivate your basic channels provided by the Port Huron Housing Commission. You must resolve this situation directly with the local cable television provider. In the meantime, if you bypass the cable box and connect your television directly to the wall outlet you will receive some of the basic channels provided by the Port Huron Housing Commission. Credits will not be issued by the Port Huron Housing Commission for your loss of channels caused by deactivation of your cable box and you must continue to pay your monthly TV Cable fee or eviction proceedings could be initiated as non-payment of your bill to the Cable Company has nothing to do with the service we provide.

#### Electric and Natural Gas:

Residents of Dulhut, Gratiot, and Huron Villages must contact the appropriate companies to have service activated. Service must not be in the Port Huron Housing Commission's name at any time during the term of your dwelling lease without prior written permission or your Dwelling Lease may be terminated. Electric and Natural Gas are included in the rental payment for residents of Desmond and Peru Villages.

For electricity, your home is equipped with a circuit breaker system. These circuit breakers will trip when 1) the circuit is overloaded, 2) shorts caused by frayed iron, toaster, or other defective appliance cords. See that your appliances and cords are kept in good condition.

### **Community Buildings:**

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Each Village has either a Community Building or Community Room which is there for our residents use and enjoyment free of charge. You must fill out an application at least one week before you would like to use the building and be a resident in good standing with the Port Huron Housing Commission. Please refer to our Community Building Use Policy included as an attachment to your lease.

### Reinvestment Center:

If the size of your gathering is too large for the Community Building/Room, please consider making a reservation to hold your party at our Reinvestment Center located at 3013 - 24<sup>th</sup> Street in Port Huron. This facility will hold approximately 120 persons with tables and chairs supplied, has kitchen facilities, and plenty of parking. Rental rates are "extremely affordable". Refer to the Community Building Use Policy included as an attachment to your lease for use of this facility.

### Concerns, Complaints, and Suggestions:

All residents are welcomed to state their concerns, complaints, issues and suggestions directly to the Port Huron Housing Commission by contacting either their Property Manager or Resident Service Specialist.

### Newsletter:

The Port Huron Housing Commission publishes a newsletter regularly which is distributed free of charge to all residents. This publication contains important information about various meetings scheduled, upcoming activities, scheduled inspections of your apartment, pest treatments, etc. It is very important that you read your newsletter so you are "in the know"! Please feel free to contact your ~~Resident-Service Specialist~~ Property Manager with any items you may feel would be a valuable addition to our newsletter.

### Parking:

All vehicles must have a valid parking permit issued by the Port Huron Housing Commission to park in our parking lots. You will need to complete a request form and bring a copy of your vehicle's registration to apply for a permit. Vehicles should be registered to a member of your household. Each family is allowed one permit. If additional permits are necessary, tenants must complete a request form which must include a valid reason. **VEHICLES WITHOUT VALID PERMITS ~~WILL~~ MAY BE TOWED AT THE OWNER'S EXPENSE.** Please refer to our Parking Policy, included as an attachment to your lease, for further information which will include other reasons vehicles could be towed at the owner's expense.

There will be no assigned parking spaces for any reason.

Visitors are NOT allowed to park in the parking lots at any time. They are to park along the sides of the streets or in designated visitor areas. Tenants are responsible to ensure their visitors follow this policy.

### Transportation:

The St. Clair County Council on Aging provides transportation for seniors on a regular basis as well as activities such as mini trips. Please feel free to utilize this service whenever possible. PLEASE CALL 984-4200 FOR MORE INFORMATION.

### Rumors are Unreliable!

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 Adopted effective: ~~08-01-1920~~  
 Resolution No.: ~~201920-???~~



Consult your Property Manager when in doubt about any subject pertaining to your stay here.

## Important Information

### Dwelling Lease:

Your Lease is an important document and contains personal information such as your monthly rental amount, your security deposit, and your responsibilities. Treat it as you would other valuable papers. We recommend that you re-read it carefully at your first opportunity. Consult the Management Office if you are in doubt concerning any conditions of your Lease.

### Monthly Rent:

Your rent is based on your choice of family income or is set at the flat rent for your village and bedroom size. Consequently, rents are subject to change based upon changes in your family's income or composition, changes in the flat rent amount, or changes in the regulations provided by the Department of Housing and Urban Development.

If you have selected for your rent to be computed on your family income, you will be required to provide verifications of all household income and deductions at least annually at the time of your re-certification. Failure to do so could be cause for eviction and termination of your lease.

If you have selected flat rent, you will only be required to provide verifications of all household income and deductions every three (3) years.

Regardless of which rent you have selected, you must report within ten (10) calendar days of their occurrence any of the following changes in household circumstances when they occur between Annual Rent Re-certifications:

- a. A member has been added to the family through birth, adoption, or court awarded custody.
- b. A household member is leaving or has left the family unit.
- ~~b-c.~~ An increase in household income or a change in a source(s) of household income.

Any member(s) the Tenant wishes to add to the household not listed in (a) above, must complete an application and go through the screening process with the ~~Port-Huron Housing Commission~~ Landlord and will be either approved or denied based on all normal screening requirements. Members denied will not be allowed to reside in the household. Failure of the tenant to abide by this determination can result in lease termination and eviction pursuant to your Lease.

Tenants paying rent based on income may also want to report other changes. Please refer to your Lease for details.

You will be notified of any changes to your monthly rental amount pursuant to the provision noted in your Lease.

### Rent Due Date:

Your monthly rent is due and payable in full in advance on the first day of each month. We appreciate your cooperation in making payment on or before the due date. Rents

not paid in full by the date noted in your Lease will be subject to a late charge and you may risk your lease being terminated and losing possession of your apartment. Please refer to the "Rent Collection Policy" included as an attachment to your lease. If unforeseen difficulties arise, do not wait until the day your rent is due to discuss the matter with your Property Manager. The nature of our low-rent operation does not permit tolerance of late rent payments. The firm stand we take on this is in the best interest of residents and essential to the continuance of this low-rent program.

Chronic late rent payers are subject to eviction.

### **Security Deposit:**

All residents will be required to furnish a security deposit, payable as outlined in your Dwelling Lease. The Deposit will be returned in full upon vacating if the following conditions are met:

- 1) Your rent is paid in full at the time of vacating.
- 2) You have paid all service charges due because of damages to the premises beyond normal wear and tear.
- 3) No extra cleaning or repairing is necessary after you vacate your home.
- 4) The Management incurs no rent loss because of your failure to give the required advance notice of your intent to vacate.
- 5) All keys to the unit are returned to the Management Office before vacating.
- 6) Court fees and any other charges due under the Lease.

### **Drop Boxes:**

Drop boxes are provided at Desmond and Peru Villages. A drop box is also located at the Management Office for your convenience for the hours when we are closed.

### **Making payments:**

For those residents who choose to make payments on their account using a drop box, please remember:

1. To avoid a late charge, your rental payment must be in the drop box by 11:59pm on the 10<sup>th</sup> of each month.
2. When using any drop box for payments, please pay with CHECK OR MONEY ORDER ONLY. Do not put cash in any drop box. The Port Huron Housing Commission will not be responsible for any lost payments placed in the drop box. Although this has not been a problem, please understand your use of the drop box is at your own risk.

### **For returning Keys:**

Only the Drop box located at the Management Office can be used to return keys.

In the event that tenant uses the drop box located at the management office to return keys after hours or on weekends or holidays, it should be understood that official receipt of the keys will not be documented until the keys are extracted from the drop box which shall be the next day the management office is open for business.

**Drop boxes located at Desmond and Peru Villages should not be used for returning unit keys.**

## Lock Outs:

Residents must contact the Maintenance Office if you are locked out of your apartment. Our employees will only let members of the household who are listed on the Dwelling Lease into the apartment should they be locked out. There is no charge for this service during normal business hours unless you have utilized this service more than three (3) times within months. The fee charged for this service is listed on your current Damage and Service Charge Schedule. After hours, residents need to call our 24-Hour Maintenance Voice Mail System. The fee charged for this service is also listed on your current Damage and Service Charge Schedule, which has been included as an attachment to your lease.

## Use of Your Apartment:

Your apartment must be used as the primary residence for your household and cannot be subleased.

## Absence from Your Apartment/Abandonment:

“**Absence**” means that no member of the family listed on the dwelling lease is residing in the unit.

You and your family can be absent from your apartment for periods of up to sixty (60) calendar days without PHHC approval, however, the tenant must contact the PHHC Management Office within ~~ten (10)~~fourteen (14) calendar days of the onset of the absence and provide contact information for the family, as well as contact information for a responsible party (up to and including a temporary Power of Attorney if deemed necessary) to represent the family to assist with any issues that may arise during the period of absence.

Absences of more than sixty (60) calendar days must be approved by the PHHC. Absences between 60-180 calendar days may be approved by the PHHC for extenuating circumstances (i.e., illness, incarceration, etc.). All other Program/tenancy obligations must be met or the risk of Program/lease termination may occur.

The family must supply any information or certification requested by the PHHC to verify that the family is living in the unit, or relating to family absence from the unit, including any PHHC requested information or certification ~~on~~regarding the purposes of family absences.

The family must cooperate with the PHHC for this purpose. ~~The family must promptly (within ten (10) calendar days) notify the PHHC of its absence from the unit.~~

Authorized absences may include, but are not limited to:

1. Prolonged hospitalization;
2. Absences beyond the control of the family (i.e., death in the family, other family member illness);
3. Incarceration;
4. Other absences that are deemed necessary by the PHHC.

Any family absent from the unit for more than one hundred eighty (180) calendar days, regardless of good cause or not, will be terminated.

**“Abandonment”** is distinguished from an absence from your apartment by the failure to pay your rent and failure to acknowledge or respond to notices from the PHHC regarding overdue rent. (If rent is paid, a tenant is still in possession, whether or not the unit appears to be vacated.)

The Port Huron Housing Commission will consider a unit to be abandoned if/when a resident has both fallen behind in rent with no response or acknowledgement of notices from the PHHC AND has clearly indicated by words, actions or inactions, an intention not to continue living in the unit.

### **Emergencies:**

The Port Huron Housing Commission has developed policies that pertain to all type of emergencies which could occur during your stay with us such as fires, tornados, the need for evacuation, etc.

PLEASE BE SURE TO READ IN FULL THE EMERGENCY POLICY FOR YOUR VILLAGE (which has been included as an attachment to your lease)! **When you sign your Lease you will be certifying that you have read and understand this policy and that you are able to comply with the instructions noted if need be or if called upon.**

### **Lead-Based Paint:**

It is very important that you read the Lead-Based Paint information that has been included as an attachment to your lease! **When you sign your Lease, you will be certifying that you have received, read, and understand about Lead Poisoning.**

### **Malicious Destruction of Property:**

Residents are encouraged to report malicious destruction of property to the Management Office. Problems within the Villages after Housing Commission hours should be reported to the Port Huron Police Department.

### **Pets:**

Various pets are allowed, however they are strictly regulated. Application to the Port Huron Housing Commission must be made PRIOR to obtaining a pet. If approval is granted, then the pet can be moved into your home.

There are **MANY restrictions and fees involved**. Please refer to the Pet Policy which has been included as an attachment to your lease. Failure to follow this policy MAY result in eviction proceedings being initiated.

### **Economic Uplift and Self-Improvement:**

The Port Huron Housing Commission is committed to providing opportunities for economic uplift and self-improvement for our residents. Through this end, we try to offer or provide referrals to various programs such as:

Self-Sufficiency Program  
Head Start Program

Homeownership Opportunities  
 Resident Training/Education  
 On-Site Health Facilities/Screening  
 Elderly Care and Services Coordination

### **Resident Councils and Involvement:**

The Port Huron Housing Commission formally recognizes Resident Councils at all Villages and has developed a system of ongoing communication and collaboration with each Resident Council. The development and continuation of active Resident Councils is strongly encouraged at each village.

Further, the Port Huron Housing Commission makes every effort and strongly encourages resident involvement in policy development and planning. To this end, a resident is appointed to the Board of Commissioners and residents will be encouraged to participate on committees when a committee has been formed. The Port Huron Housing Commission has also created a Resident Advisory Board which meets at least twice annually and reviews policies and procedures in the areas of resident screening, security, maintenance, operating budgets, development and implementation of resident programs, and relocation plans.

Anyone interested in serving in any capacity should contact the Port Huron Housing Commission.

### **Tracking Crime and Crime Related Problems:**

The Port Huron Housing Commission is committed to ridding all villages of crime and crime related problems and therefore actively tracks all crime and crime related problems through the use of logs by village and reports incidents of crime to the Port Huron Police Department. The Port Huron Housing Commission fully cooperates with any police department in tracking crime and crime related problems, provides space on-site for the sole use by police officers, and attends meetings on a regular basis for discussions on such topics.

### **Screening of Applicants:**

The Port Huron Housing Commission has implemented policies that provide for background checks and the screening of applicants prior to admission (as well as at certain times during residency). Please refer to the posted Admissions and Occupancy Policy for further details.

## Rules of Occupancy

Our Rules of Occupancy require that the tenant agree to the following:

1. The tenant shall use the premises as a private dwelling for himself or herself and the person's names in the Lease, and addendum if applicable, and shall not permit its use for any other purpose without written permission of the Landlord.
2. The tenant has exclusive use and occupancy of the dwelling unit, which includes reasonable accommodation of the Tenant's guests, visitors and, with the consent of the Landlord, foster children and/or adults and the live-in care giver of the Tenant's family.

The Tenant further agrees to:

- Keep the dwelling unit in a clean and sanitary condition.
- Not to make repairs or alterations without the written consent of the Landlord.
- Not to display any signs without written permission from the landlord.
- Not to use screws or other adhesive fasteners except as prescribed by Management and to notify Management promptly of the need of any repairs to the premises.
- Dispose of garbage and other waste from the dwelling unit in a clean and safe manner and in the manner prescribed by Management and to not litter the grounds or common areas of the property.
- To follow all rules and regulations of Management concerning occupancy, use and care of the premises, and of any common areas or community space including stairwells, halls, laundry rooms, etc.
- With proper notice given, permit Management to enter the premises at all reasonable hours to inspect same.
- Not to keep, feed or allow any animals or pets on the premises without the prior approval of the Landlord.
- To authorize the Landlord to dispose of any personal property left on the premises by the Tenant at move out time.
- Not to install any type of play equipment such as trampolines, swing sets, monkey bars, etc.
- Not authorize anyone who does not live in your apartment to "use your address" as this will constitute a roomer and boarder and may cause eviction proceedings.
- Notify the Landlord of any extended periods of time the unit will be vacant.

Title: PHHC - Tenant Handbook

Introduced: ~~06-19-1906~~- 17-20

Adopted effective: 08-01-~~1920~~

Resolution No.: 20~~1920~~-???



- To use all appliances, fixtures and equipment in a safe manner and only for the purposes for which they were intended.
- Not undertake, or permit family members or guests to undertake any hazardous acts or do anything that will damage the property or disturb the rights or comfort of neighbors.
- Not to destroy, deface, damage or remove any part of the dwelling unit, common areas, or property grounds.
- Not to park any unregistered vehicles or vehicles without valid Housing Commission permits on the property or park any vehicle in an unauthorized location.
- Not store or carry illegal weapons on Landlord property and to adhere to the Port Huron Housing Commission's Weapons and Firearms Policy.
- Not permit persons listed on the Landlord's No Trespassing list on the grounds of the Landlord or in the dwelling unit.
- Be responsible for all personal belongings and for the purchase of Renters Insurance on those belongings, should you so choose to have such insurance.
- Not allow guests to stay in the household for a period of time that exceeds a cumulative time of fourteen (14) days in any twelve (12) month period.
- Not to disable the operation of the smoke detector in any way and to maintain and test all smoke detectors regularly between the Landlord's inspections and to notify the Landlord immediately of any smoke detectors that are broken or malfunctioning.
- Immediately report to the Landlord when a member has been added to the household through birth, adoption, or court-awarded custody or when a household member is leaving or has left the unit.
- Immediately report to the Landlord the discovery or suspicion of bed bugs or any other pest. Please refer to the Bed Bug Policy, which has been include as an attachment to your lease.
- Request Landlord approval prior to adding any other members to the household.
- To act in a cooperative manner with neighbors, police officers, and Housing Commission staff. To refrain from acting or speaking in an abusive or threatening manner toward neighbors, police officers, and Housing Commission staff.
- To follow the Pet Policy (please refer to the Pet Policy which has been included as an attachment to your lease).

- To perform Community Service as required (please refer to the Community Service Policy, which has been included as an attachment to your lease).
- Not to wash vehicles on the premises

### Roomers and Boarders:

Under no circumstances may roomers, boarders, or other extra persons, whether relative, friend, or stranger be permitted to share your dwelling unit. Possession of your dwelling unit shall under no condition be sublet or transferred to anyone. Your Dwelling Lease specifically provides that the premises you occupy are for your exclusive use and the members of your household as named on the latest Dwelling Lease and/or Addendum. Allowing unauthorized persons to occupy your dwelling unit may result in eviction proceedings.

In addition and as stated above, you are restricted from giving anyone not living in your household your permission to use your address. **If someone is using your address who is not listed on your lease, this will be considered this person's place of residence and you may be evicted for having a roomer and boarder.**

### Terminations/Evictions:

The Port Huron Housing Commission will evict any resident who:

- 1) Is determined to be involved, or allows any member, guest or other person under the tenant's control to be involved, in any drug related criminal activity **on or off the premises** or abuses alcohol in that it interferes with the health, safety, and right to peaceful enjoyment by other residents.
- 2) Engages in any criminal activity that threatens the health, safety or right to peaceful enjoyment by other residents.

Please refer to your Lease and the posted Admissions and Continued Occupancy Policy for all other reasons for termination/eviction.

## House Rules

### Air Conditioning:

Residents of Dulhut, Gratiot, and Huron Villages are required to supply their own window air conditioner. Residents are responsible for the installation of their own window air conditioner however they must use Plexi-glass ONLY around the air conditioning unit. Due to safety and egress reasons, residents of Dulhut Village are only allowed to install window air conditioners in windows located on the 1<sup>st</sup> floor (downstairs). You cannot use wood, cardboard, or any other material. Do not secure your air conditioner unit with screws, nails, or anything else that is permanent. If screens are removed, you will be held accountable for their replacement. If we notify you that this policy has been violated, you will have 1 week to correct the violation noted. If it is not corrected within this time frame, we will correct it and you will be charged and responsible for payment in full of our cost. Residents are responsible for the disposal costs associated with Resident supplied air conditioners. All window air conditioners must be stored for the winter no later than September 30<sup>th</sup> of each year.

Desmond and Peru Village have central air installed in the apartments. Residents wishing to utilize the air conditioning must complete the necessary paperwork and will be required to pay an excess utility charge per season. A resident's failure to complete and return the required forms by the deadline may be subject to additional miscellaneous fees. Non-payment of the above fees could result in possible eviction and the central air usage being disabled. **NOTE: window air conditioners will not be allowed.**

### Apartment Entry Doors (Desmond and Peru Only):

For your health, all buildings have air make-up systems installed in each common hallway to provide for circulation and fresh air. So this system can work effectively and efficiently, we ask that all residents **keep their hallway doors shut at all times**. If you leave your door open, it overloads the air make-up system and causes mechanical problems. The system could shut down causing our hallways to be without cool and fresh air. EVERYONE MUST COOPERATE to help keep the air make-up system working properly.

### Bicycles (Desmond and Peru Only):

Bicycles must be stored in the designated exterior storage areas and are not allowed to be stored in your apartment or anywhere else inside the building.

To protect the bicycles of residents of Desmond and Peru Villages, these residents are required to register their bicycles with the Housing Commission Management Office immediately. A permit will be issued at no charge which must be installed on the bicycle in visible location. Only one bicycle per household member is allowed. Any bicycles found on the premises of Peru or Desmond Village without a permit will be assumed to not belong to any of our residents, will be removed and taken to the Police Department as a lost/found bicycle. Residents must notify the Housing Commission Management Office if they have a visitor parking a bicycle on the premises which will be allowed for no more than one day. The Port Huron Housing Commission will immediately dispose of any bicycles left behind after a tenant has moved out.

### Children and Visitors:

Residents are responsible for the behavior of their children and/or visitors and for the care and safety of their children at all times and especially while using the playgrounds or while playing in any common areas. Parents must restrict their children to playing in the designated play areas and not in parking lots or on the streets. Residents will be charged for all damages cause by their children and/or visitors. It is the resident's responsibility to inform all visitors of the need to comply with all rules and regulations.

Training-Teaching the children to observe the rules of safety with due regard for the welfare of other residents, and to avoid damage to the property and equipment of others, is the parent's job. We urge you to teach your children the rules of good citizenship, fair play, and due respect for others. Children learn readily and their conduct is dependent on a few early lessons which can be best taught by parents. Your effort along these lines will be greatly appreciated.

### Circle Drives (Peru and Desmond Only):

The circle drives are for **emergency vehicles** (ambulances, police cars, fire engines) to park while responding to emergency calls. They also provide for **pick-ups and deliveries of 15 minutes or less**. These drives are **not for tenant/visitor parking**. If a vehicle is clocked at being parked in the circle drive for more than 15 minutes, the Housing Commission will call to have it **towed at the owner's expense**. **PLEASE DO NOT PARK IN THE CIRCLE DRIVES**, your health and safety could be seriously jeopardized.

### Contagious Diseases:

The resident must report to the Health Department and the Management Office any cases of infectious or contagious disease occurring in a dwelling. Consideration for yourself and family, as well as all other residents of the village, requires such immediate reporting. The residents must strictly observe all quarantine regulations.

### Cooking (Desmond and Peru Only):

For your safety, each building is equipped with smoke detectors in the common hallways that are connected directly to the Fire Department. To avoid false alarms, we ask that when you are cooking to please do the following:

- PLEASE KEEP YOUR DOOR CLOSED AT ALL TIMES - so that the cooking heat does not set off the smoke detectors in the hallways.
- PLEASE TURN YOUR KITCHEN EXHAUST FAN ON so that the heat and smoke can escape without setting off the smoke detectors.
- NEVER LEAVE YOUR STOVE/OVEN UNATTENDED TO WHILE COOKING so that the food does not boil over or dry out causing smoke to fill the room setting off the smoke detectors.

You may also want to turn on your bathroom fan and open your exterior windows. **REMEMBER**, if heat or smoke is allowed to escape into the hallway, it may set off the smoke detectors.

Your cooperation will prevent a great deal of false fire alarms!

### Crime:

The Port Huron Housing Commission adheres to a strict “zero tolerance” policy toward criminal activity. Involvement in a criminal activity of any kind can result in eviction. The Port Huron Housing Commission will evict any resident who is determined to be involved in any drug related criminal activity or abuses alcohol in such a way to interfere with the health, safety, and right to peaceful enjoyment of other residents.

Residents are encouraged to contact local law enforcement with knowledge of suspected criminal activity in their village. Keep in mind, contacting the local CAPTURE line is anonymous and you can be paid if your tip leads to an arrest!

### Decorating:

Generally, the following rules apply for the decoration of your apartment:

- It is recommended that small nails be used for hanging pictures. Please do not use adhesive-type hangers.
- Installation of contact paper, wallpaper border, or wallpaper is strictly prohibited.
- Painting or tampering with the exterior of the building is not allowed.
- Painting on the interior is subject to approval of the Port Huron Housing Commission management. Recommended paint colors are those prescribed by our Maintenance Department or be of a color that can be painted over with one coat of our prescribed color. In the event that the color of paint cannot be covered with one coat of the prescribed paint color, the cost of re-painting will be charged to the resident when the resident moves.
- Repairs or structural changes of any kind to either the interior or exterior of the dwelling is strictly prohibited.
- You are welcome to plant flowers in pots to be set around the exterior of your apartment. You will need to move all pots to your porch area on lawn cutting days.

### Drug Free Public Housing – How You Can Help:

The Port Huron Housing Commission **will not tolerate drugs** in public housing. Your dwelling lease specifically points out to refrain from illegal or other activity which impairs the physical or social environment of the village. If a tenant is in violation of this, eviction proceedings will be pursued.

The Port Huron Housing Commission maintenance and management staff have no direct ties with the Drug Task Force, so **we are asking you, the tenants, for your help** and in return you will be helping all of us.

We are concerned, and would like to let our tenants know how we can help to make our villages “**Drug Free**” to have a safe and better home for you and your children.

## HERE IS HOW YOU CAN HELP!!

- 1) **Call the St. Clair County Drug Task Force.** They have two phone numbers you can call with any tips you may have:

**Port Huron (810) 985-8201**  
**Toll Free (800) 243-DRUG**

- 2) **Call the Port Huron Police Department C.A.P.T.U.R.E. line at:**  
**(810) 987-6688**

You **DO NOT have to leave your name at either spot.** If you suspect a neighbor, another tenant, or outsiders using, buying, or selling drugs – PLEASE CALL the Drug Task Force. They need your help in identifying names, race, sex, how many involved, apartment number, car type, license number, etc. and “will act accordingly”!

Remember, you DO NOT NEED TO GIVE YOUR NAME. Keep these numbers handy for future reference. DON'T WAIT!!! NOW WOULD BE A GOOD TIME TO CALL!!!

## Extra Appliances

If you find it necessary to have extra refrigerators or freezers in addition to those supplied by Port Huron Housing Commission, please contact your – Property Manager. In senior sites only since all utilities are included in your rental amount, there is an annual flat charge per appliance for the additional cost of utilities (excess utility charge). These charges are posted in our office. These fees are reviewed on an annual basis and are posted in the PHHC Management Office.

## Grounds, Playgrounds, and Common Areas:

The Port Huron Housing Commission is responsible for the general care and maintenance of all grounds, playgrounds, and common areas. Each resident, however, is responsible for cleaning up by removing their personal belongings, toys, garbage, etc. after using any of these spaces.

- Children or adults are not permitted to climb on any trees, fences, clotheslines, buildings, or vehicles located on Port Huron Housing Commission property.
- Do not hang anything on any tree located on Port Huron Housing Commission property except for bird feeding devices specifically designated for the feeding of birds. The person hanging this bird feeder is solely responsible for its upkeep. Bird feeders not being used for a length of time may be removed by the Port Huron Housing Commission with no obligation to the person who originally placed the feeder.

For residents of Dulhut, Gratiot, and Huron Villages:

- Ball playing is restricted to the designated courts and cannot be played between buildings

- Parents should instruct their children to show consideration for other residents when riding their bicycles, skateboards, etc., on the sidewalks and in the parking areas.
- All playground equipment must only be used for its intended use. For example: Climbing is not allowed on swing sets – these must only be used for swinging. Etc.)
- Residents are restricted from installing their own play equipment such as trampolines, swing sets, monkey bars, etc.
- All Housing Commission playgrounds are play at your own risk.

### Hallway Decorations:

Personal decorations are not to be hung on the walls in the hallway or colonnade areas of Desmond and Peru Village.

### Inspections:

Regular inspections of your apartment are required to be completed each year. Inspections are completed for various reasons including, but not limited to, Housekeeping, maintenance, special HUD inspections as well as random inspection as deemed necessary.

### Housekeeping:

Your apartment will be inspected shortly after move-in and at least bi-annually by a Housing Commission representative and more often if there are concerns or problems regarding housekeeping. Random inspections are also conducted and your household could be selected at any time. If you are selected, you will be given 48 hours advance written notification. We will be looking for:

- ◆ Damage to kitchen cabinets, counter tops, shelves, etc.
- ◆ Broken or cracked window panes and torn screens
- ◆ Interior and exterior of the range, oven and refrigerator for excessive dirt or food spillage that could pose a fire safety issue or attract pests and/or rodents
- ◆ Damaged or leaking faucets, toilets, drain pipes, shower heads, etc.
- ◆ Clogged drains
- ◆ Excessive dirt or food spillage on floors that may attract pests and/or rodents
- ◆ Damage or excessive dirt, grease, etc. to any portion of the interior or exterior of the building which includes all doors, door knobs, walls, floors, lighting fixtures, plumbing or electrical parts, etc.
- ◆ Overall will check for abnormal wear and tear, for fire and safety hazards, and for unsanitary issues that may pose a threat to a person's health or attract pests and/or rodents.
- ◆ It is very important that you keep all appliances in the same condition as the day you moved in. For example, appliances that are white in color must

remain white in color.

- ◆ Please refer to “Information on Your Housekeeping Inspection” in this Handbook for further information on why they are conducted and what we are looking for.

### **Maintenance:**

Your apartment will also be inspected at least annually by your Maintenance staff and more often if there are concerns or problems. Your Maintenance staff will be:

- ◆ Changing all furnace filters and checking to overall operation of your furnace and/or thermostat.
- ◆ Checking the operation of all smoke detectors and replacing their batteries.
- ◆ Checking the operation of all ground fault outlets.
- ◆ Checking all plumbing for leaks and/or clogs in drains.
- ◆ Checking the operation of the garbage disposal, range hoods, exhaust fans, etc.
- ◆ Making sure items are not stored near flammable items such as the furnace and hot water heater.

Please make sure these areas are readily accessible to your Maintenance person.

### **Department of Housing & Urban Development:**

Since you are participating in a government program, occasionally your apartment may also be inspected by HUD personnel. They will be looking for many of the same items noted above. You will be notified in advance if your apartment may be selected for this inspection.

### **Failed Inspections:**

Should your apartment contain failed items during an inspection noted above, you will be notified.

For items that are the Housing Commission’s responsibility:

- ◆ A work order will be generated.

For items that are **YOUR RESPONSIBILITY**:

- ◆ A work order will be generated.
- ◆ You will be sent notification regarding the deficiencies as well as the time frame for which you will have to correct the deficiencies.
- ◆ A follow-up inspection will be scheduled.
- ◆ Should the corrections not be made, further action may be pursued by the PHHC.
- ◆ Should you fail an inspection that involves a health or safety issue that is due to tenant negligence, there may be a charge to your account for the time involved to correct the issue and eviction could result.



### Keys and Lock Changes:

Locks to entrance doors are changed as standard procedure and keys are provided to all residents at move in. Additional keys may be requested by the resident by contacting your Property Manager. Additional fees may apply and some requests may be denied depending on the circumstances.

Residents are NOT ALLOWED to install their own door locks of any kind on any entrance or interior doors. This includes locking door handles, hook-and-eye locks, etc.

### Laundry:

If you are a resident of Dulhut, Gratiot, or Huron Village, your apartment has the necessary hook ups for the installation of washers and dryers. Purchase and installation of these appliances are your responsibility. All dryers must be installed by a professional installer. Clothes poles are also provided for drying however each resident must supply the clothes line.

Coin operated energy efficient washers and dryers are provided in each building at Desmond and Peru Villages. Please check for the nearest location to your apartment. The washers are larger capacity front loading machines and require special attention for use. Please clean up after yourself. All garbage needs to be thrown away in its proper place. PLEASE FOLLOW THE POSTED INSTRUCTIONS CAREFULLY TO AVOID DAMAGE.

### Law Violation:

The residents and members of their household and guests shall comply with all laws and ordinances affecting the use or occupation of the premises. A plea of guilty on a charge of any act in violation of any State statute or City ordinance, and the conviction thereof, by any court of competent jurisdiction, MAY be grounds for the termination of the lease under which such persons so pleading or convicted are residing in these homes.

### No Trespassing List:

The Port Huron Housing Commission has established and maintains a “No Trespassing” list which is published periodically in our newsletter and distributed to all residents. Anyone placed on this list is prohibited from being on Port Huron Housing Commission property as designated on the “no trespass” notice served – including apartments located on the designated property. Any resident allowing someone who is on this list in their apartment or on Port Huron Housing Commission property is in violation of their Dwelling Lease and subject to eviction.

### Peaceful Enjoyment:

Show consideration of your neighbors by applying the “Golden Rule”. This will eliminate any complaints of this type. Have your parties, play your radio or television, sing that song, but remember, there is a proper time and place to soft-pedal your activities or to stop them entirely. Good neighbors always do!

Noise and disturbances are lease violations. Complaints of loud music, parties, televisions, children, etc. can result in eviction. Sound systems, televisions, radios, etc.

must be kept at a sound level that does not disturb other residents.

You are also reminded of the City of Port Huron's Ordinance addressing the issue of children under 17 not being allowed to be outside unsupervised during late evening to early morning hours. (Please refer to the City of Port Huron's website for more information).

Residents are urged to report malicious destruction of property to the Port Huron Housing Commission. Problems within the Villages after Housing Commission hours should be reported to the Port Huron Police Department.

### Political Meetings:

The Management has no interest in, nor control over, political activities of the tenants except that in its desire to avoid difficulties, it hereby prohibits the use of our facilities for the conducting of political meetings. Each eligible voter, however, is urged to Register and Vote.

### Pools:

For residents of Dulhut, Gratiot, and Huron Villages, wading pools and shallow swimming pools are allowed only on your back patio. **The size of the pool CANNOT EXCEED Six Feet (6') in diameter and Twelve Inches (12") in depth. Each household is limited to ONE POOL.** Pools must be drained and stored every night. Pools must be taken down and stored when maintenance or other crews are working in the area. A responsible adult must be present at all times to supervise children when they are playing in a pool. All pools must be stored for the winter no later than September 30<sup>th</sup> of each year.

### Porches and Patios:

Residents of Dulhut, Gratiot, and Huron Villages must keep their front and back porches/patios clean and free of clutter as these areas are for recreational purposes and not meant as storage facilities.

- Front porches/patios (area facing the road):

Only furniture which is meant for the outdoors may be kept in this area and must fit within the area provided not causing clutter. Grills and other items are not allowed.

- Back patios:

Only furniture and items meant for the outdoors may be kept in this area and must fit within the area provided not causing clutter. Examples of items meant for the outdoors: Trash cans, grills, bicycles, outdoor patio furniture.

In order for your area to not be considered as cluttered, you should restrict the number of items in these areas and keep those items in these areas in a neat and orderly fashion. Clear access to and from your doorways is required at all times for safety and/or fire hazard purposes. Ultimately, it will be the decision of the Port Huron Housing Commission to determine if these areas are cluttered, if the items are items not meant for the outside, or if it poses a safety and/or fire hazard. Should the Port Huron Housing Commission make this determination, you will be notified once of the need to remove items. Upon notification, items must be removed within 24 hours. Items not

removed within the deadline may be removed by the Housing Commission staff accompanied by a charge assessed to your account, and/or eviction proceedings could be initiated for a violation of this policy. If the issue occurs again after correction, eviction proceedings will be initiated and the items could be removed without notification and a charge assessed to your account.

Residents are encouraged to plant flowers in flower pots only and place them around their apartments. We do ask that flowers not be planted in the ground for lawn upkeep reasons. All pots must be moved to your patio area on the days we are cutting grass.

Residents of Desmond and Peru Villages must keep all common areas such as their hallways and colonnades clean and free of clutter. Storage of personal items is not allowed in these areas.

### **Recreational Vehicles:**

Due to liability reasons, excessive noise, and space, recreational vehicles are not allowed to be driven or stored on any Port Huron Housing Commission property. This includes but is not limited to vehicles such as mopeds, mini-bikes, 4-wheelers, dirt bikes, or the miniature versions of any of these plus miniature versions of motorcycles. Also note that motorcycles or any of the above mentioned items are not allowed to be ridden on any sidewalks or stored/parked on patios or in units. This rule applies to all residents, their household members, and their guests. We apologize for this inconvenience, however there is too big of a risk for personal injury or damage.

Any mode of transportation that requires registration through the State must be treated like a vehicle and must adhere to our Parking Permit Policy. Any mode of transportation not requiring registration through the State will be treated as a Recreational Vehicle and must adhere to this policy.

### **Religious Meetings:**

While the Port Huron Housing Commission does respect the right of its residents to freedom of religious belief, in order to avoid any difficulties in this regard it does prohibit the use of its facilities for the conducting of religious services.

### **Security Doors:**

All security doors must remain closed at all times. Please DO NOT prop them open at any time. They are locked for your security as well as all other resident's security. Security doors are entrance doors to buildings which are locked at all times and require a key or buzzer to enter.

### **Shopping Carts:**

Shopping carts are not allowed on the premises of the Port Huron Housing Commission at any time. Removing shopping carts from the store location is considered theft and will be reported.

### **Smoking:**

Smoking is strictly prohibited in all public areas of all Housing Commission buildings. Public areas include community buildings, community rooms, computer labs, all offices, the Maintenance building, the Reinvestment Center, and all hallways (in senior sites).

Effective July 1, 2011, smoking is prohibited in all buildings including all individual units, balconies, under porches, interior court yards, etc.

Please refer to the No Smoking/Smoke Free Policy included as an attachment to your lease for details as to where smoking is allowed as well as consequences for violating this policy. Please contact our Resident Service Specialist for information on smoking cessation classes.

Additionally, persons smoking outside of their buildings MUST leave the area as they found it. For example, cigarette butts must be disposed of properly in proper containers (provided by the PHHC at the senior sites). They cannot be left on the ground. Please help us to keep your home looking good!!

### **Snow Removal:**

All vehicles must be removed from the parking lots by 9:00 am on the days we are removing snow. Those not removing their vehicles by the deadline or moving their vehicles later to a cleared spot will not be tolerated and may result in eviction, the vehicle being towed at owner's expense, and/or charges to their account in accordance with the "Schedule of Fees".

Your cooperation is essential. If you are unable to move your vehicle, you must find a friend, neighbor, or relative that can move your vehicle by the deadline.

If you are interested in being a volunteer for your Village to move vehicles, please let your Property Manager know. We will post your name and contact information on the bulletin board at that Village.

Housing Commission maintenance will not plow between parked vehicles which are not moved.

### **Studio Apartments:**

Some residents live in Studio Apartments – or apartments without a bedroom. It is strictly against policy to use your walk-in closet as a sleeping room. Section 801 of the Uniform Housing Code, which is a part of the Port Huron City Code, provides in part that, "Every sleeping room below the fourth story shall have at least one operable window or exterior door approved for emergency escape or rescue." Inasmuch as your walk-in closet has neither an operable window nor an exterior door, it may not be used as a sleeping room.

### **Transfers:**

Tenants wishing to transfer to another apartment must complete an application to request a transfer. You will be notified if your request has been approved or denied in writing. If approved, you will be placed on a transfer waiting list according to the priority assigned. Transfers will not be approved nor will you be allowed to transfer if your account and/or status with the Port Huron Housing Commission is not in good standing.

Tenants approved to transfer will be allowed to view the unit prior to acceptance or rejection. Please refer to the Transfer section of the Admissions and Continued Occupancy Policy which has been included as an attachment to your lease.

### **Water Usage:**

Allowing outside or inside water to run needlessly or excessively is strictly prohibited.

Wasteful use of outside water such as water fights, overflowing swimming pools, etc., is strictly prohibited. Washing vehicles or other large items (such as recreational vehicles) is also strictly prohibited.

**Waterbeds:**

Due to weight restrictions and possible water damage, water beds are NOT allowed in any apartments.

**Wellness Checks:**

For your safety, the Port Huron Housing Commission may occasionally perform a wellness check if it is felt that you may be at home but unable to answer your door or telephone due to injury or illness, or at the request of a family member who is concerned about your wellbeing but unable to perform the check personally. These checks will be conducted during working hours only and attempts will be made to contact you by telephone and/or knocking on your door before entering your apartment.

**Wildlife/Stray Animals:**

DO NOT feed the wildlife (such as squirrels, chipmunks, etc.) or any stray animals. It is OK, however, to feed birds through the use of bird feeders only provided for that specific purpose.

**Yard Sales/Lawn Sales Etc.:**

Yard Sales/Lawn Sales are allowed at Dulhut, Gratiot, and Huron Villages only and must be limited to only two in a 12 month period and cannot exceed a duration of three (3) days per sale. All items and display furnishings must be removed from your yard each evening between sale days and at the end of the sale. Your Property Manager may require you to notify them of Yard or Lawn Sales.

Yard sales/Lawn sales are not allowed at Desmond and Peru Villages due to the fact that there is not a direct outside entrance to your apartment. You may, however, participate in events sponsored by your Resident Council.

Yard or Lawn Sales are not allowed in the Community Buildings.

Any other type of individual sales (such as car washes, business related sales in or outside of your home or in any Community Building/Room, etc.) are prohibited.

All sales/businesses must be in conformance with the City of Port Huron Zoning Ordinance, specifically Chapter 52, Section 52-695, Home occupations. Contact the City of Port Huron for further information.

## Upkeep, Use, and Features of Your Apartment

As a good housekeeper, you will want to keep your home neat and clean at all times. Following are the occupancy standards set by the Port Huron Housing Commission. Residents are required to comply with these standards.

### Appliances:

#### Furnace:

Each apartment in our senior and family sites are equipped with an individual furnace with the temperature controlled by a thermostat located on the wall. The resident should care for their furnace as follows:

- Do not store any flammable material in the vicinity of the furnace.
- Call the Maintenance Office immediately (during months requiring heat) if problems occur with your furnace or if it is not heating your apartment to the temperature set.
- Do not tamper with the controls on the heating system.

#### Hot Water Heater:

Each apartment in our family sites are equipped with a hot water heater (apartments in our senior sites have community hot water). The resident should care for their hot water heater as follows:

- DO NOT store any flammable material in the vicinity of the hot water heater.
- Set the temperature setting in the middle of the dial to avoid scalding.
- DO NOT touch or hang items of any kind on or around the hot water heater. The vent pipe is HOT and could easily be damaged due to excessive weight.
- If water is leaking from the tank, shut the water off using the shut-off valve located on the top of the tank.
- NEVER try to light your hot water heater if it goes out. Shut the gas off and call the Maintenance Office at (810) 984-6410.

#### Range/Oven:

The Port Huron Housing Commission has supplied each apartment with either an electric or gas cooking range and oven. It is the resident's responsibility to maintain and clean it as follows:

- Remove soil after every use using hot soapy water after the stove has thoroughly cooled. DO NOT allow food spills to remain on the surface as they could dull the surface, but more importantly could provide for a fire hazard.
- The original color of your appliance must be apparent at all times.
- DO NOT use abrasive cleaners on the surface.
- DO NOT spray cleaners on electrical controls, thermostat or switches, they can short circuit.
- Make sure all burners are completely cooled prior to removing the burner covers to clean. Wash them in warm soapy water. Clean thoroughly around each burner while the covers are removed.
- Clean the interior of the oven with an approved oven cleaner and use as directed.
- Allow oven to cool prior to cleaning.
- DO NOT spray oven cleaner on the oven door seal.
- Wear rubber gloves when using any chemical cleaner.
- Clean the exhaust vent located over your range top regularly. DO NOT allow grease, dirt, or debris to build up on this vent. Clean with warm soapy water and rinse.
- CONTACT THE MAINTENANCE DEPARTMENT IMMEDIATELY IF YOU SMELL GAS.
- Contact the Maintenance Department during work hours if your range/oven malfunctions or if your burners smoke or need adjustments, or if your "Fire Stop" containers discharges.

### Refrigerator:

The Port Huron Housing Commission has supplied each apartment with a frost free refrigerator. It is the resident's responsibility to keep it clean as follows:

- The manufacturer suggests you keep the temperature setting at "4" for best results.
- Set the temperature for the freezer section in the middle.
- At least weekly, clean the exterior with mild dish soap and warm water, then dry. The original color of the appliance must be apparent at all times.
- At least monthly, clean all shelves with mild dish soap and warm water, then dry.
- At least every 3 months, pull your refrigerator out from the wall



and vacuum the dust off the coils and clean the floor underneath.

- At least every 6 months, even though your refrigerator is frost free you need to defrost your freezer by:
  - Turn the refrigerator and freezer off
  - Unplug the unit
  - Remove all food from both sections and store in coolers
  - Open both doors
  - Leave your refrigerator this way for at least 12 hours (this defrosts any ice that may have built up inside the walls of the unit)
  - DO NOT USE SHARP OBJECTS in the defrosting process.
  - Thoroughly wash down all walls and shelves and dry
  - Plug the appliance back in
  - Set the temperature as recommended above in both areas
  - Replace all food (do not over pack the freezer unit, this does not allow air to circulate and can cause damage to both the freezer and the refrigerator)

In most cases when your refrigerator is not working properly, the Port Huron Housing Commission will utilize an outside repair company to service this appliance. Most repair companies require a 48 hour defrost period before service. Please contact the Maintenance Office with any questions should problems with this appliance occur.

## **Housekeeping (Interior):**

### **Common Areas (Senior Sites):**

Due to fire hazards, you are not allowed to store any items in the common areas. Please store all items except bicycles in your apartment. Bicycles must be stored in the designated storage areas. Electric motorized mobility scooters can be stored in your apartment or in the designated areas. Gas motorized scooters are not allowed inside due to fire hazards and must follow regulations for that type of device (i.e., recreational vehicle).

Do not charge Electric motorized mobility scooters, or the like, in the common areas.

### **Doors:**

To guard against damage to your doors, please:

- Always make sure they are tightly closed and latched. Do not permit the entrance doors to slam or swing in the wind.
- Report damages to the Maintenance Office.
- Take normal precautions in preventing damage to doors.

The cost of repairing damages to doors caused by the resident, their guests or visitors, or their lack of care during windy conditions will result in charges to your account.

Damages which are not the fault of the tenant, their guests or visitors, will not be the tenant's responsibility, provided the Maintenance Department is immediately notified of such occurrence.

### **Fire hazards:**

Take every precaution to prevent fires. You cannot be too careful in protecting your family, your neighbors, and your home from fire.

Please **DO NOT** permit these major causes of fire to exist in and about your home:

- Do not block any windows or doorways with furniture, boxes, materials, etc.
- Do not store excessive items causing clutter.
- Do not leave candles unattended.
- Do not allow fumes from gasoline, naphtha and flammable fluids of any kind, and other volatile liquids in your home. Such gasses can ignite and cause an explosion or fire.
- Do not allow your stove top to become greasy. This grease can ignite and cause an explosion or fire.
- Do not keep oily or greasy rags in your apartment that are not stored in covered containers.
- Do not use electrical items with frayed cords.
- Do not plug more than the required number of items into outlets.
- Do not leave matches or flammable items within a children's reach.
- Do not use alternate heating sources in addition to your furnace.
- Do not start outdoor fires – they are strictly prohibited, either on the premises of your Village or the surrounding area.

### **DO –**

- Keep your utility room or furnace and hot water closets clean and free from clutter.
- Call the Fire Department immediately in case of fire.

### **Floors:**

Resident should sweep and wash all hard surfaced floors at least weekly using a non-abrasive floor cleaner or tile cleaner as appropriate. Residents with carpet should also vacuum weekly and use an approved carpet spot remover

as needed. Following are some helpful tips to keep your floors looking their best:

- Use rubber coasters under the legs of furniture to prevent denting and scratching.
- Do not tack, glue, nail, or affix in any way carpet to hard surfaced floors.
- Use non-skid backing or tape to prevent rugs from sliding.
- Do not paint any hard surfaced floors.
- Do not set hot items or burning tobacco on your floor.
- Place cardboard under items which may leave rust or scratch marks.
- Do not leave items burning such as cigarettes, cigars, candles, etc. unattended at any time.

Please consult with the Maintenance Department before installing carpeting or other floor coverings.

### **Garbage Disposal:**

Each unit is equipped with a sink-type garbage disposal. All soluble waste (garbage) is to be ground in the disposal. To use your garbage disposal properly:

1. Turn water on (cold or Hot)
2. Turn on disposal
3. Gradually feed food items
4. When finished, turn off disposal and let water run for one minute.

Please avoid putting items in your garbage disposal that may cause damage such as:

- All Greases (found in cooking oil, shortening, butter, margarine, meat fats, sauces, gravies and dairy products)
- Bones (including chicken bones, pork bones, beef bones)
- Corn husks
- Potatoes and peelings
- Noodles (including spaghetti, macaroni, etc.)
- Rice
- Cabbage leaves and greens

Also, be sure to keep silverware, coins, buttons, toothpicks, and other miscellaneous objects away from your disposal.

Improper use can result in charges to your account.

### **Pest control:**

It is a requirement of HUD that the Port Huron Housing Commission take all necessary steps to rid the apartments of pests. Therefore, we will follow all

necessary steps noted below strictly. Tenants who continue to have pests which pose a threat the health and safety of their household as well as any neighbors and who do not take the required steps and precautions to rid their apartment of the pests may be evicted.

Preventive measures:

To keep your apartment free from pests and rodents, please:

- Keep all doors and windows shut unless a screen is in use.
- Do not leave food out that is not stored properly in a container or in your refrigerator or freezer.
- Keep garbage and food waste in bags that are securely tied or in trash containers with lids.
- Regularly remove properly secured garbage from your apartment and place in the designated area at the designated time(s).
- Sweep floors and wipe down counter tops and appliances to remove all crumbs and excess food spills after every meal.
- **Do not** bring in any furniture which was obtained from an unreliable source (such as those items set out as trash or purchased from re-sale stores or garage sales, etc.) before ensuring the item is free of pests (i.e., bed bugs, roaches, etc.).

Reporting problems:

If you notice you have pests and/or rodents, **YOU MUST** call our Maintenance Office **immediately**. Upon your report or if the Port Huron Housing Commission sees any evidence of pests and/or rodents, the apartment will be treated accordingly and perform follow up inspections and further treatment if necessary.

The requirement for pest control due to tenant negligence may be charged to the tenant. If bed bugs are reported immediately which will be verified by the Pest Control Company, the cost of pest control will be paid by the Housing Commission. Please refer to the Bed Bug Policy attached to this Tenant Handbook.

Treatment by our Maintenance Office:

Spraying may be done by our Maintenance Office to prevent and rid all apartments of pests. Spraying will be on an as-needed basis and those residents affected will be given a written statement specifying the date and approximate time their apartment will be treated.

If it becomes necessary, our Maintenance Office may do routine spraying. If this occurs, it will most likely be done on alternating months throughout the year. A written statement specifying the date, time, and specific apartments to be sprayed will be posted in our newsletter.

Professional Treatment:

In most cases, buildings will be treated professionally if there is evidence of pests

and/or rodents. You will be notified of the date and approximate time that treatment will occur. You must vacate your apartment during treatment. You will be issued clear instructions on what you will need to do to prepare for treatment, the length of time you must remain out of your apartment following treatment, what clean up may be necessary after treatment, any follow up treatments which may be required, and any other necessary information.

All residents of the same building and/or floor may also be required to have their apartments treated as these pests and/or rodents travel easily from one apartment to the next.

### **Smoke detector:**

As stated in your lease, all residents are responsible for ensuring all smoke detectors are in good operating order. All residents are provided with a manufacturer's user's manual for their smoke detector at move in. Please:

- Test all smoke detectors regularly between the Port Huron Housing Commission's inspections in accordance with the manufacturer's requirements (which were attached to your lease).
- DO NOT disable the operation of any smoke detector in any way (do not remove batteries, do not remove the unit, etc.).
- Notify our Maintenance Office immediately of any smoke detectors that are broken or malfunctioning.

### **Toilets, Sinks, Tubs, Faucets:**

It is of primary importance that bathtubs, wash tubs, sinks, and toilets be cleaned regularly in order to prevent accumulation of dirt rings. In cleaning bathtubs and basins, soap and non-abrasive cleaners will work as fast as gritty powders and will not damage the surface. When enamel and fiberglass have been scratched with gritty powder, it becomes difficult to keep clean. All enamel should be treated carefully to prevent scratching and marring. Therefore, under no circumstances are you to use gritty powders or acids of any kind.

The original color of this item must be apparent at all times.

Running toilets, stopped up tubs, sinks and wash basins should be reported to the Maintenance Department at once. Do not use solvents of any type for sink stoppages.

A clogged toilet drain usually results in unnecessary inconvenience and expense, both to the family and Management. All parents should especially caution their children against dropping such articles as bars of soap rubber balls, pencils, sticks and small toys into the toilet bowl. In addition, all feminine supplies should ONLY be disposed of in the proper trash containers – NEVER FLUSHED DOWN THE TOILET.

All stoppage of toilets and sinks will be corrected at the tenant's expense.

### **Trash disposal:**

Residents must dispose of garbage, rubbish, and all waste materials in the designated containers. The small trash containers located throughout each

village are for small items such as candy wrappers, cigarette butts, pieces of paper, etc. These containers are not for the disposal of household trash.

To avoid attracting pests, trash should be disposed of properly. Here are some helpful tips prior to disposing of items:

- Rinse out cans and bottles before disposing of them
- Wrap items such as bones, corn husks, and any larger items of food in tin foil or a sealable bag

Dumpsters are located in Dulhut Village for the disposal of household trash. Please take precautions to ensure your trash gets placed in the dumpster and is not left on the surrounding grounds. Trash collectors empty these Dumpsters on a regular basis.

Curbside pick-up is provided on a weekly basis at both Gratiot and Huron Villages. Although City Ordinance states otherwise, we ask that you **DO NOT TAKE YOUR TRASH TO THE CURB UNTIL THE DAY OF THE SCHEDULED PICK UP**.

At a minimum, you are solely responsible for following the City Ordinance which is cited in the City Ordinance Section of this Handbook. The Port Huron Housing Commission **WILL NOT** be responsible for any violation!

Trash rooms are provided at Desmond and Peru. Please deposit your “secured trash bags” in the containers provided in this room. Please note: NO furniture or boxes are allowed in the trash rooms. Boxes must be broken down and taken to the dumpsters.

If a resident deposits trash in any place other than in the designated containers and is picked up and/or disposed of by Maintenance, a charge will be assessed to your account. The amount of such charges is contained in our Damage and Service Charge Schedule, which is supplied to each resident upon move in and annually as it is updated.

**Make sure you dispose of diabetic syringes/needles in a safe and secure manner!** Please seek advice from a medical professional on the proper disposal procedures.

### **Walls and Doors:**

Residents should keep all wall and door surfaces free of crayon, marker, pen, pencil, and grease from cooking, excessive dirt build up, etc. You should wash your walls and doors regularly with warm soapy water or a cleaner specifically for these surfaces. Contact maintenance immediately to repair any holes.

### **Windows:**

Residents should clean the inside of all window surfaces, sills, and tracks at least every two months or as needed. Broken window panes and torn screens should be reported immediately to the Maintenance Office. If damages are due to neglect or carelessness of the household and/or guests, charges may be assessed to your account.

Metal window frames and window sills will cause condensation, especially

during cold weather and when cooking. This condition can be prevented by opening windows very slightly. This will prevent an accumulation of moisture on the windows, walls, etc., particularly in the kitchen and bathrooms. It is very important that you clean your windows and frames of this frequently as it will cause rust and the windows will become hard to open and close.

### **Window coverings:**

Blinds for all windows are provided by the Port Huron Housing Commission. Repairs or replacements of blinds due to neglect or carelessness will be charged to the resident.

### **CARE FOR YOUR OR BLINDS:**

Blinds are not meant for hanging on or pulling on forcefully. Please use the wand provided for opening and closing your blinds. Please ensure the blinds are in the open position before pulling them to one side (stacking them). Writing on or painting your blinds is prohibited. Ensure you blinds are stacked to one side prior to opening the window as the wind could cause damage. They can be cleaned with soap and water.

Report broken shades or blinds to maintenance.

### **Housekeeping (Exterior):**

#### **Building:**

Please do not alter the exterior of your apartment building in any way. Do not paint, mark on, or affix any antennas, satellite dishes or signs to the exterior of your building. Sidewalk chalk must **not** be used on the exterior of the buildings and is restricted to use only on the sidewalks. Tenants may be charged for repairs due to tenant neglect.

#### **Flowers/Vegetables:**

With the exception of existing perennials, all flowers, decorative plants, and vegetables must be planted in pots that can be moved during lawn cutting days or in designated locations. Each household will be responsible for moving all pots to their patio area prior to lawn cutting days.

Residents of Desmond and Peru Village can plant flowers and decorative plants only in the designated locations. All vegetables must be planted in pots or in designated gardening areas.

All residents are responsible for the care of their plants.

#### **Grounds/Sidewalks:**

The Housing Commission has endeavored to beautify your homes by planting shrubs, trees, and grass in open areas. We hope each resident will take as much pride in the grounds as we do.

Please keep your area free from litter, debris, broken glass, cigarette butts, etc. Pick up all trash and put it in its designated place. Please do not allow children to climb or hang on trees. Tenants may be charged for the replacement of trees

or shrubs which were damaged due to tenant abuse. For residents of Dulhut, Gratiot, and Huron, please keep your sidewalks swept and free of debris.

The neglect of walks, lawns, and shrubs adjacent to your home will not be tolerated. Do not drive on the lawns or sidewalks, etc., at any time for any reason. Tenants may be charged for lawn repairs which were damaged due to tenant abuse.

You will be expected to maintain sidewalks in cooperation with your neighbor. Children's toys, bicycles, wagons, and other play things are to be kept off the sidewalks as they create a safety hazard. When not in use, these articles should be stored on the rear patios or in the utility rooms.

You will also be expected to keep the sidewalk running directly to your unit free of snow and ice. Each tenant must supply their own snow shovel. Only main sidewalks will be maintained by the Port Huron Housing Commission with regard to snow removal during the winter months. All other sidewalks will be the responsibility of the tenant.

### **Rooftops, Downspouts, etc.:**

Tenants, their household members, or their guests are not permitted on roofs, pavilions, or any structures on the Port Huron Housing Commission property and are advised to caution their children to not climb on rooftops and downspouts.

### **Screens and Storm Windows:**

There are screens in your unit for every window to assure ample ventilation. Window screens and storm windows are to be left in place.

The screens and storm windows will be in good order at the time of your occupancy and you will, or course, be held responsible for their care, reasonable wear and tear excepted. If they become damaged in any way, report it to the Maintenance Department at once, do not attempt to make the repairs yourself.

### **Watering Hoses:**

Each tenant must furnish their own watering hoses.

### **General:**

- We ask you not to hang clothes, rugs or bedding out of windows.
- Do not throw paper, rubbish, or sweepings out of the windows or doorways. Put all such trash in proper containers.
- No tubs, sleds, wagons, or similar items are to be hung on the exterior of the buildings.

### **Pull Cords (Desmond and Peru Residents Only):**

All apartments in Desmond and Peru Villages are equipped with an emergency pull cords located in the bathrooms and bedrooms. In studio apartments (zero bedrooms) the pull cord that would be located in the bedroom is located in the living area.



These emergency pull cords are for your use if you need help and cannot get to your telephone or door to call for help. The following alerts take place once you use your pull cord:

- Your entry door is automatically unlocked so your neighbors or Building Monitor can assist you and contact medical personnel if required.
- A light illuminates outside your entry door.
- A bell sounds in the hallway where your apartment is located.
- Your Building Monitor is alerted.

If you have pulled your emergency pull cord by mistake, please push the switch Located on it back to its original position. This will stop all alerts. The pull cords are not to be cut, covered, pinned or taped. This compromises the integrity of the safety system and such action will violate the emergency call system code, which would constitute as a lease violation.

### **Intercom System (Desmond and Peru Residents Only):**

For your security, all main entrance doors are locked at all times. For visitors to gain entry to your hallway, they must buzz you on the intercom system provided. This will ring the wall-mounted handset which is located near your door.

Once you pick up the handset, you can talk to the person buzzing you just as you would talk on a telephone. If you want to allow entry to the person, you must push the top button (which contains a small key symbol) on the base of the handset, this will unlock the door for your visitor.

The door intercom system works independently of your home phone. You do not need a home phone for the system to work.

**PLEASE REMEMBER ... FOR YOUR SECURITY...**

- DO NOT let strangers into your building. Only allow persons you know and are specifically coming to visit you.
- DO NOT leave the entry doors unlocked or propped open.

## GRILL SAFETY TIPS

Every year, 7,000 Americans are injured while using backyard barbecue grills. It's usually a case of good products used incorrectly. To keep you and your family and friends safe, please follow these safety tips when using a barbecue grill.

### ALWAYS

1. Keep your grill away from all buildings and away from dry leaves or brush. Farther is even better. Place the grill on a level surface. Do not use the grill under low hanging trees, wooden overhangs, overhanging porches or any other combustible material, as the fire could flare up into the structure above.
2. Clean your grill regularly.  
If you allow grease and fat to build up on your grill, they provide more fuel for a fire. Grease is a major source of flare ups.
3. Use long handled barbecue tools and flame retardant mitts.  
A flare up could occur and burn you if you aren't prepared. Also, coals are HOT – they can reach up to 1000 degrees F.
4. Keep a spray bottle of water handy.  
That way, if you have a minor flare-up you can spray it with the water to instantly clam it. The bonus of this tip is that water won't harm your food, so dinner won't be ruined!
5. Keep a fire extinguisher within a couple steps of your grill.  
And KNOW HOW TO USE IT. If you are unsure how to use the extinguisher, don't waste time fiddling with it before calling 911.

### NEVER

1. Turn on the gas while your grill lid is closed.  
NEVER do this. It causes gas to build up inside your grill, and when you do light it and open it, a fireball can explode in your face.
2. Wear loose clothing while grilling.  
Watch for dangling apron strings and shirt sleeves.
3. Leave a grill unattended or leave children or pets unattended near a hot grill.  
Unattended fires can double in size every minute. Plan ahead so that all of your other food prep chores are done and you can focus on grilling.
4. Never store your grill in your apartment or the building.
5. Overload your grill with food.

This applies especially to fatty meats. The basic reason for this tip is that if too much fat drips on the flames at once, it can cause a large flare-up that could light nearby things on fire.

6. Use a grill indoors even if ventilation is provided.

People often think it will be safe to use a grill, especially a small one, indoors. NOT TRUE. In addition to the fire hazard, grills release carbon monoxide, the deadly colorless, odorless gas. Gas and charcoal, both, need well-ventilated areas or the carbon monoxide they release can kill you, your family and pets. Until the charcoal is completely extinguished do not store the grill indoors with freshly used coals.

7. Use gasoline or kerosene to start charcoal.

Both can cause an explosion. After using charcoal starter fluid, cap the container and move it away from the fire.

8. Add any type of flammable liquid starter once the charcoal is burning.

The flame could travel up the stream of fluid and burn you.

## DISPOSAL OF USED COALS

When you are done with your grill, dispose the used coals as described in this section. Used coal when improperly disposed of has started many fires, even when they were a day or more old. Because used coals can easily reignite when they are exposed to fresh coals, it is very important to follow the following precautions:

- Allow coals to burn out completely and then let the ashes cool for 48 hours.
- To dispose of the ashes, wrap them in foil and put them in an empty non-combustible container.
- If you must dispose of coals before they have completely cooled, remove them individually with long-handled tongs and carefully bury them in a can of sand or in a bucket of water. Never pour the hot coals into a pail of water, or vice versa. Steam from the briquettes may burn you.
- Never store used coals inside a building or let them come in contact with any combustible material.

## GAS GRILL SAFETY CHECKS

Liquid petroleum (LP) gas or propane, used in gas grills, is highly flammable. Each year people are injured as a result of gas grill fires and explosions. Many of these fires and explosions occur when consumers first use a grill that has been left idle for a period of time or just after refilling and reattaching the grill's gas container. To reduce the risk of fire or explosion, you should routinely preform the following safety checks:

- Check for gas leaks.

You can make sure no gas is leaking from your gas grill by making a solution of

half liquid dish soap and half water and rubbing it on the hoses and connections. Then, Turn the gas on (with the grill lid open.) If the soap forms large bubbles, that is a sign that the hoses have tiny holes or that the connections are not tight enough. If you detect a leak, immediately turn off the gas and do not attempt to light the grill until the leak is fixed. Keep lighted cigarettes, matches, or open flames away from a leaking grill.

- Check the tubes that lead into the burner for any blockage from insects, spiders, or food accumulations.  
Use a pipe cleaner or wire to clean blockage and push it through to the main part of the burner.
- Check grill hoses for cracking, brittleness, holes, and leaks.  
There should be no sharp bends in the hose or tubing.
- Move gas hoses as far as possible from hot surfaces and dripping hot grease.  
If you cannot move the hoses, install a heat shield to protect them.
- Replace scratched or nicked connectors, which can eventually leak gas.
- Do not attempt to repair the tank valve or the appliance yourself.  
See an LP dealer or a qualified appliance repair person.
- Always follow the manufacturer's instructions that accompany the grill.
- Always close the gas valve when you are through using the grill
- Purchase gas grills having the October 1, 1995 requirement to eliminate leak hazards which include:
  - A device to limit the flow of gas in the event of hose rupture.
  - A mechanism to shut-off the grill; and
  - A feature to prevent the flow of gas if the connection between the tank and the grill is not leak proof.

## **STORING AND TRANSPORTING LP GAS CANNISTERS**

- Use caution when storing LP gas containers. Always keep containers upright.
- To avoid an accident while transporting LP gas containers. Transport the tank in a secured upright position.  
Never Keep Filling tank in a hot car or car trunk. Heat will cause the gas pressure to increase, which may open the relief valve and allow gas to escape.

# FACT SHEET

## “How Your Rent Is Determined”

### For Public Housing And Housing Choice Voucher Programs

Office of Public and Indian Housing

November, 2002

*This Fact Sheet is a general guide to inform the Public Housing Agency (PHA) and HUD-assisted residents of the responsibilities and rights regarding income disclosure and verification. Since some of the requirements vary by program, residents should consult their PHA to determine the specific policies that apply.*

#### **Why Determining Income and Family Payment Correctly is Important:**

The Department of Housing and Urban Development’s studies show that many resident families pay the incorrect amount of rent. The main causes of this problem are:

- under-reporting of income by resident families, and
- PHAs not granting exclusions and deductions to which resident families are entitled.

PHAs and residents all have a responsibility in ensuring that the correct family payment is paid. Paying the correct amount eliminates fraud, waste, and abuse.

#### **PHAs’ Responsibilities:**

- Obtain accurate income information
- Verify residents’ income
- Ensure that residents receive the exclusions and deductions to which they are entitled
- Accurately calculate family payment
- Recalculate family payment when changes in family composition and income are reported between annual re-certifications (in accordance with PHA policy)
- In Public Housing, execute a lease with the tenant
- In the Housing Choice Voucher program, provide a copy of the required lease language
- Provide tenant a copy of PHA determination of income and family payment
- Provide information on PHA policies upon request
- Notify residents of any changes in requirements or practices for reporting income or determining family payment
- Terminate tenancy for grounds allowed by federal law

#### **Residents’ Responsibilities:**

- Provide accurate information on family composition
- Report all income at admission and annually (or as required by PHA policy)
- Keep copies of papers, forms, and receipts which document income and expenses
- Report changes in family composition and income between annual re-certifications (in accordance with Public Housing and Housing Choice Voucher PHA policy)

- Sign consent for income verification and criminal history checks
- Comply with lease and House Rules

### **What is Total Income?**

A family's income before any taxes or other exclusions or deductions have been taken out of it.

### **What is Annual Income?**

Total Income - Income Exclusions = Annual Income

### **What is Adjusted Income?**

Annual Income - Allowable Income Deductions = Adjusted Income

### **Family Payment (Total Tenant Payment)**

- The amount of rent a family will pay is the highest of the following amounts:
- 30% of the family's monthly adjusted income;
- 10% of the family's monthly income;
- Welfare rent (in States where applicable); or
- Minimum Rent (\$0 - \$50 set by the PHA)

### **Annualization of Income**

If it is not feasible to anticipate a level of income over a 12-month period (as in the case of seasonal or cyclic income), or the PHA believes that past income is the best available indicator of expected future income, the PHA may annualize the income anticipated for a shorter period, subject to a re-determination at the end of the shorter period.

### **What Counts as Annual Income for Calculation of Family Payment?**

Annual income means all amounts, monetary or not, which:

- Go to, or on behalf of, the family head of household or spouse (even if temporarily absent) or to any other family member; or
- Are anticipated to be received from a source outside the family during the 12-month period following admission or annual reexamination effective date; and
- Which are not specifically excluded.
- Annual income also means amounts derived (during the 12-month period) from assets to which any member of the family has access.

Annual income includes, but is not limited to:

- The full amount, before any payroll deductions of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services;
- The net income from the operation of a business or profession. Expenditures for business expansion or amortization of capital indebtedness shall not be used as deductions in determining net income. An allowance for depreciation of assets used in a business or profession may be deducted, based on straight line depreciation, as provided in Internal Revenue Service regulations. Any withdrawal of cash or assets from the operation of a business or profession will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested in the operation by the family;
- Interest, dividends, and other net income of any kind from real or personal property. Expenditures for amortization of capital indebtedness shall not be used as deductions in determining net income. An allowance for depreciation is permitted only as authorized in above section. Any withdrawal of cash or assets from an investment will

be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested by the family. Where the family has net family assets in excess of \$5,000, annual income shall include the greater of the actual income derived from all net family assets or a percentage of the value of such assets based on the current passbook savings rate, as determined by HUD;

- The full amount of periodic amounts received from Social Security, annuities, insurance policies, retirement funds, pensions, disability or death benefits, and other similar types of periodic receipts, including a lump-sum amount or prospective monthly amounts for the delayed start of a periodic amount.
- Payments in place of earnings, such as unemployment and disability compensation, worker's compensation and severance pay.
- Welfare assistance. If the welfare assistance payment includes an amount specifically designated for shelter and utilities that is subject to adjustment by the welfare assistance agency in accordance with the actual cost of shelter and utilities, the amount of welfare assistance income to be included as income shall consist of: (I) the amount of the allowance or grant exclusive of the amount specifically designated for shelter or utilities; plus (ii) the maximum amount that the welfare assistance agency could in fact allow the family for shelter and utilities.
- Periodic and determinable allowances, such as Alimony and child support payments, and regular contributions or gifts received from organizations or from persons not residing in the dwelling;
- All regular pay, special pay and allowances of a member of the Armed Forces.

Annual income does not include the following:

- Income from employment of children (including foster children) under the age of 18 years;
- Payments received for the care of foster children or foster adults (usually persons with disabilities, unrelated to the tenant family, who are unable to live alone);
- Lump-sum additions to family assets, such as inheritances, insurance payments (including payments under health and accident insurance and worker's compensation), capital gains and settlement for personal or property losses;
- Amounts received by the family that are specifically for, or in reimbursement of, the cost of medical expenses for any family member;
- Income of a live-in aide, as defined in §5.403;
- The full amount of student financial assistance paid directly to the student or to the educational institution;
- The special pay to a family member serving in the Armed Forces who is exposed to hostile fire;
- Amounts received under training programs funded by HUD;
- Amounts received by a person with a disability that are disregarded for a limited time purposes of Supplemental Security Income eligibility and benefits because they are set aside for use under a Plan to Attain Self-Sufficiency (PASS);
- Amounts received by a participant in other publicly assisted programs which are specifically for or in reimbursement of out-of-pocket expenses incurred (special equipment, clothing, transportation, child care, etc.) and which are made solely to allow participation in a specific program;
- Amounts received under a resident service stipend. A resident service stipend is a modest amount (not to exceed \$200 per month) received by a resident for performing a service for the PHA or owner, on a part-time basis, that enhances the quality of life in the development. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn maintenance, resident initiatives coordination, and serving as a member of the PHA's governing board. No resident may receive more than one such stipend during the same period of time;

- Incremental earnings and benefits resulting to any family member from participation in quality State or local employment training programs (including training programs not affiliated with a local government) and training of a family member as resident management staff. Amounts excluded by this provision must be received under employment training programs with clearly defined goals and objectives, and are excluded only for the period during which the family member participates in the employment training program;
- Temporary, nonrecurring or sporadic income (including gifts);
- Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by persons who were persecuted during the Nazi era;
- Earnings in excess of \$480 for each full-time student 18 years old or older (excluding the head of household and spouse);
- Adoption assistance payments in excess of \$480 per adopted child;
- Deferred periodic amounts from supplemental security benefits that are received in a lump sum amount or in prospective monthly amounts;
- Amounts received by the family in the form of refund or rebates under State or local law for property taxes paid on the dwelling unit;
- Amounts paid by a State agency to a family with a member who has a development disability and is living at home to offset the cost of services and equipment needed to keep the developmentally disabled family member at home; or
- Amounts specifically excluded by any other Federal statute from consideration as income for purposes of determining eligibility or benefits under a category of assistance programs that includes assistance under any program to which the exclusions are set forth.

### **Other Income Exclusions**

#### Federally Mandated Income Exclusions –

The following statutory exclusions apply to HUD-assisted and other government programs:

- The value of the allotment provided under the Food Stamp Act of 1977.
- Payments to volunteers under the Domestic Volunteer Services Act of 1973.
- Payments received under the Alaska Native Claims Settlement Act (cash including cash dividends on stock received from a Native Corporation and on bonds received from a Native Corporation to the extent that it does not in the aggregate exceed \$2,000 per individual per year).
- Income derived from certain sub-marginal land of the United States that is held in trust for certain Indian tribes.
- Income Home Energy Assistance Program.
- Payments received under programs funded under the Job Training Partnership Act (Workforce Investment Act of 1998).
- Income derived from the disposition of funds to the Grand River Band of Ottawa Indians. The first \$2,000 of per capita shares received from judgment funds awarded by the Indian Claims Commission or the U.S. Claims Court, the interests of individual Indians in trust or restricted lands, including the first \$2,000 per year of income received by individual Indians from funds derived from interests held in trust or restricted lands.
- Amounts of scholarships funded under Title IV of the Higher Education Act of 1965 (including Federal Work Study program or Bureau of Indian Affairs (BIA) Student Assistance programs).
- Payments received from programs funded under Title V of the Older American Act of 1985.



- Payments received on or after January 1, 1989, from the Agent Orange Settlement Fund or any other fund established pursuant to the settlement in Re Agent-product liability.
- Payments received under the Maine Indian Claims Settlement Act of 1980.
- The value of any child care provided or arranged under the Child Care and Development Block Grant Act of 1990.
- Earned income tax credit (EITC) refund payments received on or after January 1, 1991.
- Payments by the Indian Claims Commission to the Confederated Tribes and Bands of Yakima Indian Nation or the Apache Tribe of Mescalero Reservation.
- Allowances, earnings and payments to AmeriCorps participants under the National and Community Service Act of 1990.
- Any allowance paid to a child suffering from spina-bifida who is the child of a Vietnam veteran.
- Any amount of crime victim compensation under the Victims of Crime Act.
- Allowances, earnings and payments to individuals participating in programs under the Workforce Investment Act of 1998.

### **Earned Income Disallowance for certain Public Housing Residents and Housing Choice Voucher Family Members with Disabilities**

Certain amounts will not be counted in determining a qualifying family's rent for a specific period of time. A qualifying family is one whose annual income increases as a result of:

- Employment of a family member who was unemployed for at least 12 months prior to employment;
- New or increased earnings during participation in an economic self-sufficiency or other job training program;
- New or increased earnings during or within 6 months after receiving Temporary Assistance to Needy Families (TANF).

During the first 12 months after a qualified family member starts working, 100 percent of the incremental increase of that family member's income is disallowed. The incremental increase is the amount of earned income that exceeds that family member's income prior to starting work.

In the second cumulative 12-month period after the date of first employment, 50 percent of the incremental increase in income is disallowed. Total time of benefit is limited to a lifetime 48-month period.

**NOTE:** For Public Housing Only, PHAs may offer to establish Individual Saving Accounts (ISA) for eligible families in place of the earned income disallowance. If offered, the family makes the choice whether or not to participate.

### **What are deductions from income?**

Deductions are amounts that are subtracted from a family's Annual Income to produce Adjusted Income. There are two types of deductions: mandatory and permissive.

Mandatory Deductions:

- \$480 for each member of the family (excluding head of household or spouse) who is less than 18 years of age or who is a student or person with a disability
- \$400 for any elderly family or disabled family
- The sum of the following to the extent the sum exceeds 3% of annual family income:

- Unreimbursed medical expenses of any elderly family or disabled family
- Unreimbursed reasonable attendant care and auxiliary apparatus expenses for disable family member(s) to allow family member(s) to work. This deduction may not exceed the income received.
- Any reasonable childcare expenses (children under 13 years old) necessary to enable a member of the family to be employed or to further his or her education.

#### Permissive Deductions (Public Housing Only):

PHAs may establish other deductions as they wish but should understand that HUD does not provide any additional operating subsidy and the PHA must establish a written policy for the deductions.

#### Other Provisions

Hardship Exceptions: PHAs must waive the minimum monthly rent requirement for any family unable to pay due to financial hardships as described in the PHA's written policies.

HUD has specified some circumstances that would constitute hardship which are:

- Switch from flat rent to income-based rent because of hardship.
- A family that is paying a flat rent may at any time request a switch to payment of income-based rent (before the next annual option to select type of rent) if the family is unable to pay flat rent because of financial hardship. The PHA must adopt written policies for determining when payment of flat rent is a financial hardship for the family.
- If the PHA determines that the family is unable to pay the flat rent because of financial hardship, the PHA must immediately allow the requested switch to income-based rent. The PHA shall make the determination within a reasonable time after the family request.
- The PHA's policies for determining when payment of a flat rent is a financial hardship must provide that financial hardship include the following situation:
  - The family has experienced a decrease in income because of changed circumstances including loss or reduction of employment, death in the family, or reduction in or loss of earnings or other assistance;
  - The family has experienced an increase in expenses, because of changed circumstances, for medical costs, child care, transportation, education, or similar items; and
  - Such other situations determined by the PHA to be appropriate.

#### Maximum Initial Rent Burden (Housing Choice Voucher Only):

The family's share may not exceed 40% of the family's monthly adjusted income when the family initially moves into the unit or signs the first assisted lease for a unit. The maximum initial rent burden applies only when the gross rent for the unit selected exceeds the applicable payment standard.

#### Flat Rent (Public Housing Only):

Annually at recertification families must be offered a choice of a flat rent or an income-based rent. If a family elects to pay a flat rent a PHA can (if desired) re-certify family income as infrequent as every three (3) years instead of annually. Family composition must be re-certified annually. Flat rent is based on the market rent charged for comparable units in the private

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unassisted rental market and will not increase or decrease as changes in income occur. A family can request a switch to an income-based rent at any time due to a financial hardship.

#### Welfare Sanctions:

If the welfare agency reduces the welfare payment because of fraud of a family member in connection with the welfare program or non-compliance with economic self-sufficiency requirements, the PHA must still include the amount of the reduction in the Annual Income that is used to calculate total tenant payment.

#### Reference Materials

##### Legislation:

- United States Housing Act of 1937, 42 USC 1437, et seq. as amended

##### Regulations:

- General HUD Program Requirements; Waivers, 24 CFR Part 5
- Admissions to, and Occupancy of, Public Housing, 24 CFR Part 960
- Section 8 Tenant-Based Assistance: Housing Choice Voucher Program, 24 CFR Part 982
- Determining Adjusted Income in HUD Programs Serving Persons with Disabilities: Requiring Mandatory Deductions for Certain Expenses; and Disallowance for Earned Income, 66 FR 6218, issued January 19, 2001; 24 CFR Parts 5, 92, et al. (effective April 20, 2001)

##### Notices:

- “Federally Mandated Income Exclusions” Notice 66 FR 4669, April 20, 2001
- “Improving Income Integrity in Public and Assisted Housing” Notice PIH 2001-15, issued May 2, 2001
- Frequently Asked Questions about the Admissions and Occupancy Rule:  
[http://www.hud.gov/offices/pih/phr/about/ao\\_faq2.cfm#2c](http://www.hud.gov/offices/pih/phr/about/ao_faq2.cfm#2c)

##### For Additional Information:

Contact your Public Housing Authority (PHA) in your area. In addition, you can find information about HUD’s programs on HUD’s Internet homepage at <http://www.hud.gov> or call the Public and Indian Housing Information Resource Center at 1-800-955-2232.

U.S. Department of Housing and Urban Development  
Rental Housing Integrity Improvement Project

## WHAT YOU SHOULD KNOW ABOUT EIV

### A Guide for Applicants & Tenants of Public Housing & Section 8 Programs

#### What is EIV?

The Enterprise Income Verification (EIV) system is a web-based computer system that contains employment and income information of individuals who participate in HUD rental assistance programs. All Public Housing Agencies (PHAs) are required to use HUD's EIV system.

#### What information is in EIV and where does it come from?

HUD obtains information about you from your local PHA, the Social Security Administration (SSA), and U.S. Department of Health and Human Services (HHS).

HHS provides HUD with wage and employment information as reported by employers; and unemployment compensation information as reported by the State Workforce Agency (SWA).

SSA provides HUD with death, Social Security (SS) and Supplemental Security Income (SSI) information.

#### What is the EIV information used for?

Primarily, the information is used by PHAs (and management agents hired by PHAs) for the following purposes to:

1. Confirm your name, date of birth (DOB), and Social Security Number (SSN) with SSA.
2. Verify your reported income sources and amounts.
3. Confirm your participation in only one HUD rental assistance program.
4. Confirm if you owe an outstanding debt to any PHA.
5. Confirm any negative status if you moved out of a subsidized unit (in the past) under the Public Housing or Section 8 program.
6. Follow up with you, other adult household members, or your listed emergency contact regarding deceased household members.

EIV will alert your PHA if you or anyone in your household has used a false SSN, failed to report complete and accurate income information, or is receiving rental assistance at another address. **Remember, you may receive rental assistance at only one home!**

EIV will also alert PHAs if you owe an outstanding debt to any PHA (in any state or U.S. territory) and any negative status when you voluntarily or involuntarily moved out of a subsidized unit under the Public Housing or Section 8 program. This information is used to determine your eligibility for rental assistance at the time of application.

The information in EIV is also used by HUD, HUD's Office of Inspector General (OIG), and auditors to ensure that your family and PHAs comply with HUD rules.

Overall, the purpose of EIV is to identify and prevent fraud within HUD rental assistance programs, so that limited taxpayer's dollars can assist as many eligible families as possible. EIV will help to improve the integrity of HUD rental assistance programs.

### **Is my consent required in order for information to be obtained about me?**

Yes, your consent is required in order for HUD or the PHA to obtain information about you. By law, you are required to sign one or more consent forms. When you sign a form HUD-9886 (*Federal Privacy Act Notice and Authorization for Release of Information*) or a PHA consent form (which meets HUD standards), you are giving HUD and the PHA your consent for them to obtain information about you for the purpose of determining your eligibility and amount of rental assistance. The information collected about you will be used only to determine your eligibility for the program, unless you consent in writing to authorize additional uses of the information by the PHA.

***Note: If you or any of your adult household members refuse to sign a consent form, your request for initial or continued rental assistance may be denied. You may also be terminated from the HUD rental assistance program.***

### **What are my responsibilities?**

As a tenant (participant) of a HUD rental assistance program, you and each adult household member must disclose complete and accurate information to the PHA, including full name, SSN, and DOB; income information; and certify that your reported household composition (household members), income, and expense information is true to the best of your knowledge.

Remember, you must notify your PHA if a household member dies or moves out. You must also obtain the PHA's approval to allow additional family members or friends to move in your home **prior** to them moving in.

### **What are the penalties for providing false information?**

Knowingly providing false, inaccurate, or incomplete information is **FRAUD** and a **CRIME**.

If you commit fraud, you and your family may be subject to any of the following penalties:

1. Eviction
2. Termination of assistance
3. Repayment of rent that you should have paid had you reported your income correctly
4. Prohibited from receiving future rental assistance for a period of up to 10 years
5. Prosecution by the local, state, or Federal prosecutor, which may result in you being fined up to \$10,000 and/or serving time in jail.

**Protect yourself by following HUD reporting requirements.** When completing applications and reexaminations, you must include all sources of income you or any member of your household receives.

If you have any questions on whether money received should be counted as income or how your rent is determined, **ask your PHA**. When changes occur in your household income, **contact your PHA immediately** to determine if this will affect your rental assistance.

### **What do I do if the EIV information is incorrect?**

Sometimes the source of EIV information may make an error when submitting or reporting information about you. If you do not agree with the EIV information, let your PHA know.

If necessary, your PHA will contact the source of the information directly to verify disputed income information. Below are the procedures you and the PHA should follow regarding incorrect EIV information.

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**Debts owed to PHAs and termination information** reported in EIV originates from the PHA who provided the assistance in the past. If you dispute this information, contact your former PHA directly in writing to dispute this information and provide any documentation that supports your dispute. If the PHA determines that the disputed information is incorrect, the PHA will update or delete the record from EIV.

**Employment and wage information** reported in EIV originates from the employer. If you dispute this information, contact the employer in writing to dispute **and** request correction of the disputed employment and/or wage information. Provide your PHA with a copy of the letter that you sent to the employer. If you are unable to get the employer to correct the information, you should contact the SWA for assistance.

**Unemployment benefit information** reported in EIV originates from the SWA. If you dispute this information, contact the SWA in writing to dispute **and** request correction of the disputed unemployment benefit information. Provide your PHA with a copy of the letter that you sent to the SWA.

**Death, SS and SSI benefit information** reported in EIV originates from the SSA. If you dispute this information, contact the SSA at (800) 772-1213, or visit their website at: [www.socialsecurity.gov](http://www.socialsecurity.gov). You may need to visit your local SSA office to have disputed death information corrected.

**Additional Verification.** The PHA, with your consent, may submit a third party verification form to the provider (or reporter) of your income for completion and submission to the PHA.

You may also provide the PHA with third party documents (i.e. pay stubs, benefit award letters, bank statements, etc.) which you may have in your possession.

**Identity Theft.** Unknown EIV information to you can be a sign of identity theft. Sometimes someone else may use your SSN, either on purpose or by accident. So, if you suspect someone is using your SSN, you should check your Social Security records to ensure your income is calculated correctly (call SSA at (800) 772-1213); file an identity theft complaint with your local police department or the Federal Trade Commission (call FTC at (877) 438-4338, or you may visit their website at: <http://www.ftc.gov>). Provide your PHA with a copy of your identity theft complaint.

#### **Where can I obtain more information on EIV and the income verification process?**

Your PHA can provide you with additional information on EIV and the income verification process. You may also read more about EIV and the income verification process on HUD's Public and Indian Housing EIV web pages at:

<http://www.hud.gov/offices/pih/programs/ph/rhiip/uiv.cfm>.

**The information in this Guide pertains to applicants and participants (tenants) of the following HUD-PIH rental assistance programs:**

1. Public Housing (24 CFR 960); and
2. Section 8 Housing Choice Voucher (HCV), (24 CFR 982); and
3. Section 8 Moderate Rehabilitation (24 CFR 882); and
4. Project-Based Voucher (24 CFR 983)

**My signature on the Lease is confirmation that I have received this Guide as a part of the Tenant Handbook and have read this portion.**

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# APPLYING FOR HUD HOUSING ASSISTANCE?

## THINK ABOUT THIS... IS FRAUD WORTH IT?

### Do You Realize...

If you commit fraud to obtain assisted housing from HUD, you could be:

- Evicted from your apartment or house.
- Required to repay all overpaid rental assistance you received.
- Fined up to \$10,000.
- Imprisoned for up to five years.
- Prohibited from receiving future assistance.
- Subject to State and local government penalties.

### Do You Know...

You are committing fraud if you sign a form knowing that you provided false or misleading information.

The information you provide on housing assistance application and recertification forms will be checked. The local housing agency, HUD, or the Office of Inspector General will check the income and asset information you provide with other Federal, State, or local Government and with private agencies. Certifying false information is fraud.

### So Be Careful!

When you fill out your application and yearly recertification for assisted housing from HUD make sure your answers to the questions are accurate and honest. You must include:

All sources of income and changes in income you or any members of your household receive, such as wages, welfare payments, social security and veterans' benefits, pensions, retirement, etc.

Any money you receive on behalf of your children, such as child support, AFDC payments, social security for children, etc.

Any increase in income, such as wages from a new job or an expected pay raise or bonus.

All assets, such as bank accounts, savings bonds, certificates of deposit, stocks, real estate, etc., that are owned by you or any member of your household.

All income from assets, such as interest from savings and checking accounts, stock dividends, etc.

Any business or asset (your home) that you sold in the last two years at less than full value.



The names of everyone, adults or children, relatives and non-relatives, who are living with you and make up your household.  
(Important Notice for Hurricane Katrina and Hurricane Rita Evacuees: HUD's reporting requirements may be temporarily waived or suspended because of your circumstances. Contact the local housing agency before you complete the housing assistance application.)

### **Ask Questions**

If you don't understand something on the application or recertification forms, always ask questions. It's better to be safe than sorry.

### **Watch Out for Housing Assistance Scams!**

- Don't pay money to have someone fill out housing assistance application and Re-certification forms for you.
- Don't pay money to move up on a waiting list.
- Don't pay for anything that is not covered by your lease.
- Get a receipt for any money you pay.
- Get a written explanation if you are required to pay for anything other than rent (maintenance or utility charges).

### **Report Fraud**

If you know of anyone who provided false information on a HUD housing assistance application or recertification or if anyone tells you to provide false information, report that person to the HUD Office of Inspector General Hotline. You can call the Hotline toll-free Monday through Friday, from 10:00 a.m. to 4:30 p.m., Eastern Time, at 1-800-347-3735. You can fax information to (202) 708-4829 or e-mail it to [Hotline@hudoig.gov](mailto:Hotline@hudoig.gov). You can write the Hotline at:

HUD OIG Hotline, GFI  
451 7th Street, SW  
Washington, DC 20410

form HUD-1141  
December 2005

## SERVICES AVAILABLE FOR OUR RESIDENTS

Following is a list of some of the services extended to all of our residents:

- ❖ 24 Hour Emergency Maintenance Department
- ❖ Yearly Preventive Maintenance Program
- ❖ Snow Removal
- ❖ Grass Cutting
- ❖ Timely Work Order Response
- ❖ Full Apartment Maintenance
- ❖ Yearly Modernization Program
- ❖ Illuminated off-street parking
- ❖ Playgrounds with play-scapes
- ❖ Basketball courts
- ❖ Computer Learning Centers
- ❖ Head Start Program
- ❖ Community Building use for special events
- ❖ Community Policing Program
- ❖ Employment Opportunities
- ❖ Many Seasonal Special Events: Halloween Parties, Christmas Parties, National Night Out Activities, Picnics...

If you should have any questions about any of the above programs, please contact our Resident Services Specialist at (810) 984-3173, Ext. 421.

## WHAT TO DO IF YOU ARE MOVING

If you are moving out or transferring to another apartment, the following is a partial checklist to help you try to avoid charges for damages beyond normal wear and tear. This is just a sampling and does not include all possibilities.

- Remove all personal belongings. Management is not responsible for belongings left on the premises. Any personal belongings left after an apartment has been vacated will be disposed of as described in your Lease.
- Remove all trash from the inside of your apartment and all grounds outside (please dispose of it properly)
- Clean all appliances to make sure they are the color they are supposed to be (wipe grease off stoves, clean fingerprints off all surfaces, remove food debris, etc.)
- Wipe down all cupboards and discard any unwanted food
- Clean the tub, sinks, and toilet so they are the color they are supposed to be
- Scrub all floors so it appears the color it is supposed to be
- Make sure all light fixtures and smoke detectors are not missing
- Make sure there are no holes in the walls
- Make sure there are no broken windows or screens
- Make sure there are no damaged doors and they operate properly
- Remove all wallpaper, boarders, and stickers
- Scrub walls to remove dirt and other marks. If your walls require painting, there will be a charge for this service if more than one coat of light colored paint is needed.
- If you painted your walls, make sure it is a color that can be covered with one coat of light colored paint. Additional coats of paint will result in a charge to your account.
- Things you can do to prepare for the move:
- Contact your Property Manager and inform them of your intent to move (please refer to your Lease for the proper notification time frame).
- Ask for a pre-vacate inspection allowing enough time for any repairs to be made and the charges paid. This inspection will inform you of any possible charges “at that point in time” such as holes in the walls, broken screens or windows, damaged doors, missing items, etc.
- Schedule necessary repairs and refer to your “Damage and Service Charge

Schedule” to estimate charges if the items were beyond normal wear and tear Pursuant to your Dwelling Lease, you shall give thirty (30) calendar day written notice before moving from the dwelling unit. If the Tenant does not given full notice, the Tenant shall be liable for rent to the end of the notice period or to the date the dwelling unit is re-rented, whichever comes first.

Further, rent will be charged until all keys are returned. Returning your keys as soon as possible will avoid unnecessary rent being charged to your account. If you are transferring, you will have five (5) calendar days to complete the transfer and return the keys to your old apartment before being charged rent on both apartments.

It is your responsibility to inform the Port Huron Housing Commission of your forwarding address.

#### **ABANDONED PERSONAL PROPERTY:**

When you move, be sure to take all personal property with you as the Port Huron Housing Commission will not be responsible for articles left on the premises. Any articles left after the unit has been vacated will be disposed of as provided in the Dwelling Lease.

## INFORMATION ON YOUR HOUSEKEEPING INSPECTIONS

We would like to take a moment to clear up any confusion concerning why we do Housekeeping Inspections and what we are actually looking for. According to the Department of Housing and Urban Development rules and regulations section 880.221(c) Periodic inspections, the Port Huron Housing Commission must inspect or cause to be inspected each apartment at least annually and such other times we may determine to be necessary to assure that we are meeting our obligation to maintain the apartments in a decent, safe, and sanitary condition.

We are solely concerned with your safety, the safety of your neighbors and everyone's right to decent and sanitary living conditions, and the condition of our buildings and appliances.

What we look for to assure the apartments are decent, safe, and sanitary:

- Look for damage to the structure and/or the equipment owned by the Port Huron Housing Commission. This may involve opening closet doors, cupboards, ranges, refrigerators, etc. Some of the items we look for are holes in walls and doors, markings on walls and doors with items such as but not limited to crayon and markers, dents and scratches and markings on appliances, etc.
- Look for items which may cause energy loss such as leaky seals on windows or refrigerators, freezers needing to be defrosted, settings on your refrigerator, etc.
- Look for items such as excessive dirt or grease, food spillage or food not in containers, etc., that may cause pests and/or health issues.
- Look for items which may be a fire hazard such as excessive clutter of loose papers and/or boxes, excessive grease on stoves, cupboards and walls, too many electrical items plugged into one outlet, etc.
- Look for safety issues such as inoperable smoke detectors, outlets or light switches without covers, cracked or broken window panes or screens, inoperable windows or doors, tripping hazards, etc.

We are not judging your ability to keep a “dust free” apartment or spotless floors. We may, just as a courtesy, point out items which may cause you to be charged upon move-out such as dirty walls that would need to be repainted rather than just cleaned, excessive dirt on the carpet or flooring that may require over and above cleaning, etc. Items requiring immediate attention will be repaired and charges will only be assessed should it be due to tenant negligence.

Please do not wait for your annual inspection to call in any of the above items that may need to be repaired – call them in right away. You will not be charged for items that are not your fault.

Keep in mind that we are required by HUD to perform annual inspections. Occasionally, HUD may also inspect your apartment to ensure we are doing our job.

We appreciate and thank you for your cooperation and patience during this time. If you have any questions concerning your housekeeping inspection, please feel free to call your Property Manager or our office at any time at (810) 984-3173.