

Shelton Housing Authority



Pioneer Apartments Handbook of Rules and Regulations

I have received a copy of this handbook on _____

Tenant Signature: _____

SHA Staff Witness: _____

Shelton Housing Authority

306 C Street

PO Box 73

Shelton, NE 68876

Telephone: (308)647-6673

E-mail: director@sheltonhousing.org

Website: sheltonhousing.org

Welcome!

The Shelton Housing Authority (SHA), Pioneer Apartments, Shelton, Nebraska, welcomes you as a new resident. Our objective is to provide safe and sanitary housing for you and your family.

This booklet contains general information that will assist you in becoming acquainted with us and with your new apartment.

Should any of the material herein appear to be in conflict with your lease, the provision of your lease will prevail.

If you have any questions, problems, or complaints, *please call us*. You may contact our staff by dialing **(308)647-6673**.

The Office, located at 306 C Street is open during the week as posted on the door. It is closed Saturdays, Sundays, and all legal holidays.

WARNING: Section 1001 of Title 18 of the U.S. Code makes it a criminal offense to make willful false statements or misrepresentations to any Department or Agency of the United States as to any matter within its jurisdiction.

Shelton Housing Authority does not discriminate on the basis of handicap, race, color, religion, sex, familial status or national origin in the admission or access to, or treatment or employment in its federally assisted programs and activities.

_____ *Equal Opportunity Housing* _____

The services of a Spanish speaking interpreter are provided to all applicants and residents with no cost to the applicant or resident.

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Security Deposits and Charges:

Tenants shall pay security deposits as required by their lease. Security deposits will be refunded after the dwelling has been vacated and any charges for damages beyond ordinary wear and tear have been deducted. Rent is charged through the date of the move-out inspection or through the date for which a proper vacate notice was given, whichever is later.

If the security deposit has been paid in part or in full by another agency, that portion of the security deposit will be refunded back to that agency, if there are no outstanding charges.

Under no circumstances can the deposit be applied by the tenant to pay rents due.

Inspections:

A **Move-in** inspection will be performed before you move in. The new occupant must be present.

A **Welcome Visit** will be conducted at three (3) months.

An **Annual** inspection of your apartment is required.

A **Move-out** inspection will be performed when you move out. Make sure you accompany the inspector because this is your opportunity to discuss or question charges for damages or cleaning.

HUD inspections are conducted once a year. The inspector randomly selects units to physically examine. A notice will be sent to all tenants prior to this inspection. However, notification of which unit HUD will inspect is not known to SHA until HUD is here. You do not have to be present for this inspection.

Subsequent visits or special inspections may be performed when it is determined that a housekeeping or other problem exists and is not being corrected.

Rent:

Rent is due on the first day of each month and delinquent after the fifth (5th) of the month. If the fifth (5th) falls on a Saturday, Sunday or holiday, the rent is delinquent after 5 p.m. on the next working day.

A \$20.00 late fee will be assessed to cover the added costs of a rent payment received after the fifth (5th) day of the month.

You may pay your rent with a check or money order. You may place your payment in the rent drop box at the office or you may mail it to the following address:

Shelton Housing Authority
306 C Street
PO Box 73
Shelton, NE 68876

You may also wish to contact your financial institution about bill pay options.

Non-sufficient Fund Checks: Any tenant issuing a "Non-Sufficient Fund" (NSF) check will be assessed a \$20.00 NSF Bank Charge and a \$20.00 Late Charge and is subject to a "**Certified Funds Only**" policy on all future payments. Tenants will receive a notice to pick up the NSF check and replace with cash or a money order to include the additional charges (\$20.00 NSF Bank Charge and a \$20.00 Late Charge) within 14 days.

Your Lease:

Your lease is a contract, binding both the Lessee and the Lessor. Please be aware that SHA has the right not to renew your lease at your annual recertification if your rent has been late more than four times in a twelve-month period or for failure to comply with the lease.

Your Apartment:

Your apartment is your home and the choice of having a long and happy residency is yours. Neatness and cleanliness are very important when families are living in such close proximity.

You may not sublease to others or *allow any other person to live or stay with you*. Overnight guests are permitted if the unit is not overcrowded. The overnight guest privilege is meant to accommodate *visitors from out of town on a non-recurring and infrequent basis for no more than fourteen (14) days per year*. Residents are responsible for the actions of their guests.

Utilities:

Gas, electricity, water, sewer, and trash are paid by the Shelton Housing Authority. Telephone, internet, and cable television are tenant choice and tenant responsibility to pay. Excess utility charges are for utility consumption for tenant-supplied appliances. These charges are \$5.00 per month per appliance per utility used (example: dryer - \$5.00, freezer - \$5.00, washer - \$10.00, dishwasher - \$10.00).

Satellite Dishes:

Satellite dishes may be used but must be installed according to Shelton Housing Authority policy. Before a satellite dish may be installed, an Approval Form must be completed by the tenant and written permission from SHA to the tenant must be obtained.

The Wiring for Cable and Satellite connections have been installed and services must be connected via the exterior box and then in the apartment pantry. Prior to installation all Satellite dishes must be approved and coordinated with Maintenance.

Waterbeds:

Waterbeds are allowed only with proof of liability insurance.

Landscaping/Lawn Area:

The landscaping cannot be changed or altered. Residents are not allowed to dig or plant or change the landscaping adjacent to their apartments. Container gardening is permitted on the concrete patio at your unit. Three small items may be placed in the garden area at your unit. No items may be on the lawn or sidewalks.

Learn to Conserve:

Maintenance will replace and clean furnace filters regularly for efficiency of the heating and cooling unit.

When a lightbulb goes out, call the office so maintenance can replace it with an energy efficient LED lightbulb.

Use utilities economically - wear heavier clothing and lower the thermostat. Turn off lights when not in use. Keep inside doors closed when heating or cooling units are in use.

If staff sees windows or doors opened while the air conditioner or furnace is in use, you will be issued a Notice of Non-Compliance.

Pets:

A pet is allowed with prior approval. If you wish to have a pet, be sure that you read and understand the Pet Policy. *Advise friends and relatives they must leave their dog or cat at home when they visit.*

Guests:

You are allowed to have guests and visitors, so long as they do not disturb others. *You may not allow others to live in your unit or to stay in your unit.* The overnight guest privilege is meant to accommodate *visitors from out of town on a non-recurring and infrequent basis for no more than fourteen (14) days per year.* Residents are responsible for the actions of their guests.

Smoking:

Pioneer Apartments is a Smoke-Free Facility. No smoking is allowed in the apartments or in any of the public areas. This applies to cigarettes, e cigarettes, any vapor products, or hookahs. Smoking is allowed only in the designated smoking area. Smoking by residents and guests in the dwelling unit is a lease violation and will result in a notice of Non-Compliance.

Extended Absences:

Please advise the office of any absences greater than seven (7) days from your apartment so that the unit may be checked periodically.

Automobiles, Parking, Etc.:

Only one (1) vehicle per adult will be allowed. Inoperable, unlicensed, or expired licensed vehicles cannot be parked in the parking areas or on the streets. No travel trailers or motor homes will be allowed on a permanent basis. Vehicles will not be allowed on the sidewalk or grass when loading and unloading furniture. The Shelton Housing Authority will clear the parking areas of snow. You may be asked to move your vehicle to permit removal of snow from parking spaces. Please remember to park your vehicle so the front end is not hanging over the sidewalks to make it easier for snow removal.

Newsletter:

A newsletter is prepared each month with a calendar to remind you of all the activities and is delivered to your apartment. SHA also uses the newsletter for agency notices, such as holiday closing, staff changes, and other important information.

COMMUNITY SERVICE

All adult residents in public housing are required to perform eight (8) hours of community service per month. This requirement is intended to be a rewarding activity that will assist residents in improving their economic and social wellbeing and give resident's greater stakes in their community. Certain exemptions apply.

Shelton Housing Authority is mandated not to renew the lease for any household in which one or more adults fail to comply with the community service requirement.

Further information is found in the lease and the community service packet that you will receive.

Laundry Room:

The laundry room is open 24 hours with your assigned key or key card. There are no scheduled times, as it is on a first come first served basis. However, please be considerate of your neighbors, and do not leave your laundry unattended. Please lock the door when you have finished.

Only tenants living at Pioneer Apartments are allowed to use these facilities. Please do not abuse this privilege by washing a friend's or relative's clothing or allowing non-residents to use the facility. Washing and drying pet bedding/laundry is prohibited.

Smoking and pets are not permitted in the Laundry Room.

Community Room:

The Community Room is open to residents with a key card from 8 a.m. to 10 p.m. If you wish to use the Community Room for a gathering, please call the office to reserve the date. The Community Room is an extension of your living room; we encourage you to use it for your social and family gatherings. All activities must be completed, and the Community Room closed and locked by 10:00 p.m. The room must be cleaned after use and the trash removed. The tables should be returned to the arrangement in which they were found. *The use of the Community Room is on a "first come, first served" basis, and must be cleaned after each use. No smoking or alcohol is allowed in the Community Room.*

General Information:

Tenants are responsible for having their own renter’s insurance.

Your mailing address is: **306 C Street, Apt # _____
Shelton, NE 68876**

Keys:

At the time you move in, you are issued an apartment key, a mailbox key and a key card to the Laundry Room. If a key or key card is lost, you must notify the office immediately and you will be charged for a replacement key or key card.

For security purposes **DO NOT LOAN YOUR LAUNDRY ROOM KEY OR KEY CARD TO ANYONE ELSE!** Laundry room keys may not be duplicated.

If anyone asks to borrow your laundry room key or key card, please do not loan it to them, instead tell them they must get one from the office. Please call and notify the office of anyone asking to borrow your key.

If you lock yourself out of your unit and staff must come and let you in, there will be a “Lock out charge.” **The Lock out charge is \$10 during normal working hours 8:00 a.m. to 5:00 p.m. Monday-Friday, and \$50 after hours, weekends, and holidays.**

No soliciting is allowed at Pioneer Apartments.

Management reserves the right to restrict any individual tenant’s access to the laundry facilities and other areas.

No property belonging to the Housing Authority shall be removed from the Community Rooms, Laundry Rooms, Office, or Maintenance shop.

CARING FOR YOUR APARTMENT:

A Clean Apartment is a Comfortable Apartment:

Pest control is a part of good housekeeping practices. This includes the prevention of insect infestation by proper care of food, proper disposal of trash and garbage, spraying for insects and setting traps for mice.

The following are some simple daily tasks noted to insure a decent, safe and sanitary apartment:

1. Wash the dishes after each meal.
2. Wipe up spills immediately.
3. Rinse reusable containers thoroughly before storing.
4. Remove refuse to dumpsters daily.

For safety purposes, keep objects picked up.

Vacuum and dust as often as needed, but at least once a week. Keep smudges removed from painted walls.

No painting, alterations, or additional window coverings will be allowed.

Do NOT put holes in exterior or interior doors or woodwork.

Do NOT place wallpaper or borders on the walls

Blinds are furnished, no other window coverings are allowed

Do NOT put any CONTACT PAPER on any shelves.

You are allowed to hang pictures with a single nail in the wall.

Only Command Strips are allowed on any doors.

Garbage and Trash:

Dispose of garbage daily by placing it in a container or sack and dumping it in the designated container. Cardboard boxes need to be broken down before disposal in the dumpster.

Work Orders:

The upkeep of your apartment is your responsibility. Report needed repairs to the Office as soon as you are aware of the problem, so that a "Work Order" can be initiated, and the repair completed. Please call (308)647-6673 to request repairs.

If you have an emergency that needs to be addressed immediately, please call the Kearney Housing Agency at (308)234-3000.

Work Orders are prioritized and completed in the following manner, starting with the highest priority.

- ◆ ***Emergencies 1st: (no heat, no air, no water, toilet over-flowing, drains plugged, faucet leaking fast stream, broken window, refrigerator not working, etc.)*** Please call the Kearney Housing Agency Office at (308)234-3000. If the management office is closed, your call is forwarded to an answering service. They then contact a staff person who is "on call" 24 hours. The staff person will contact Maintenance to address your problem.
- ◆ ***Routine 1 - 2nd: (furnace making noise, garbage disposal not working, storm doors not working, faucets leaking slow leak, drain stoppers not working, door handles not working, etc.)*** Please call the Office at (308)647-6673 to report your problem.
- ◆ ***Routine 2 - 3rd: (doorbell not working, light bulbs to be replaced, door sweeps replaced, changing furnace filters, fixing cabinet latches or drawers, etc.)*** Please call the Office at (308)647-6673 to report your problem. NOTE: SHA is moving to all LED lightbulbs, so when a lightbulb in your apartment goes out, please call the office and we can come replace it with an LED.

General Policy on Snow Removal:

Snow removal will be done when it stops snowing. The severity of the storm will determine the length of time in getting every unit open. Snow removal will be completed as quickly as possible.

Moving Out of Pioneer Apartments:

All tenants are required to give a 30-day written notice in advance before moving out.

This policy is in accordance with your lease. When we receive your notice, a "Move-out Inspection" date and time will be set. All such inspections will be scheduled to be done during normal office hours. The tenant or a representative of the tenant shall be present at the time of the move-out inspection. Also, at the time we receive your notice you will receive a copy of the "Charges for Move Out or Tenant-Caused Damages." These charges will apply to anything damaged or not cleaned and will be so noted on the "Move Out Inspection" sheet. The apartment should be clean and in good condition, and in accordance with move-out guidelines furnished to the tenant by Shelton Housing Authority.

At the Move-Out Inspection, the inspector will pick up all keys and key cards to the apartment. You will be mailed a copy of the inspection for your records.

Other Services:

We are glad you have chosen to live at Pioneer Apartments. Please do not hesitate to call the office with any problems or concerns you may have.