

*Family Affordable Housing Program
Scattered Site Rental
Homes
For
Low-Income Families*

Resident Handbook

A guide to your rights and responsibilities as a FAHP resident

Revised 5/2010



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INTRODUCTION

Welcome to your new home!

The Resident Handbook is designed to provide answers to some of the questions you might have about your new home. It explains what is asked of you as a resident and what you may expect from your Property Manager regarding the proper care and upkeep of your residential dwelling unit. It explains the various rules of occupancy not specifically outlined in your lease.

This Handbook has been given to you for your information and guidance. The information and practices contained in this Handbook are subject to change, without prior notice to you, by action of the Department of Housing and Urban Development (HUD) and/or action of the Metropolitan Council (Metro HRA).

You are expected to comply with the terms and conditions in your lease and abide by the guidelines in this Handbook. If you have any questions, please contact the Property Manager.

IMPORTANT TELEPHONE NUMBERS

Important telephone numbers are listed below. Please keep this Handbook near your telephone for easy reference.

| | |
|----------------------------|----------------|
| Fire, Police or Paramedics | Dial 911 |
| Gas Odor Emergency | 1-800-895-4999 |

After calling the Police or Fire Department, please report all accidents, gas odors and/or fires to the Property Manager as soon as possible.

| | |
|--|-------------------------|
| Kingwood Management | |
| Emergency Maintenance (after hours/weekends) | (651) 439-7812 |
| Non-Emergency Maintenance (during regular business hours) | (651) 439-7812 Ext. 429 |
| Property Manager | (651) 439-0858 |
| Poison Control Center | (800) 222-1222 |
| HRA Coordinator | (651)-602-1047 |

RESIDENT AND MANAGEMENT RESPONSIBILITIES

RESIDENT RESPONSIBILITIES

Your dwelling unit is your home. When you move into your dwelling unit, you assume definite responsibilities for its care and maintenance. These include day-to-day house cleaning, proper care of appliances and equipment, clearing of walkways, maintenance and upkeep of grounds and yard, proper rubbish disposal and adherence to the necessary rules of occupancy. These rules are stated in your Dwelling Lease and outlined in this Resident Handbook. If you live in a townhome unit, you must also comply with any townhome association bylaws, rules and regulations. If there is a discrepancy between townhome association bylaws, rules and regulations and the dwelling lease, the most restrictive shall apply.

You should always remember that you have an obligation to respect the personal rights and property of your neighbors. You must also see to it that other members of your household, guests and visitors conduct themselves in a way that will not disturb your neighbors or result in damages to the property. Always be considerate of your neighbors' right to live in a peaceful way. Excessive noise is disturbing and can be a major cause of conflict among neighbors.

MANAGEMENT RESPONSIBILITIES

Your rental unit is owned by the Metropolitan Council (Metro HRA). The authorized Property Manager for the units is Kingwood Management. Metro HRA, the Property Manager and their representatives are committed to maintaining your unit in a decent safe and sanitary condition. Your unit will be managed according to federal public housing regulations, state and local laws and sound property management practice.

We respect your right to privacy in your dwelling unit. However, Metro HRA, the Property Manager or their representatives must be permitted to enter your dwelling unit upon reasonable notice for the purpose of performing routine or periodic inspections and maintenance, for making improvements or repairs or to show the dwelling unit for re-leasing. Metro HRA, the Property Manager or their representatives will enter the dwelling unit without advance notification if there is reasonable cause to believe that an emergency exists. If any entry, emergency or non-emergency, is made during your absence, you will be notified.

TENANCY

DWELLING LEASE

Your Dwelling Lease is a legal agreement between you and the Metropolitan Council (Metro HRA). All FAHP unit residents are required to sign a Dwelling Lease with a one-year lease term. The lease explains your basic responsibilities as well as those of the Metro HRA and the Property Manager. We explained the lease to you when you signed it, but suggest that you look it over again and refer to it when you have questions about lease obligations or requirements. It is important that you understand your Dwelling Lease. Knowing and abiding by the terms of the lease will help you enjoy your tenancy.

Evaluation will be made as to whether or not you are complying with all aspects of the lease. A deficiency in any of the following items may be cause for terminating the lease: timely rent payments, respect of neighbors, respect of property, proper housekeeping and abiding by other material terms of the lease. If you find that it is difficult to adhere to any of the lease requirements, you are urged to seek guidance from your Property Manager who will try to help you find assistance in the areas that are most difficult for you. However, you are responsible for abiding by the terms of your lease.

MOVING OUT

If you decide to move, the Dwelling Lease requires you to give at least sixty (60) days written notice to the Property Manager on or before the last day of the month, two months before the month you intend to vacate the dwelling unit. *For example, if you want to move out by December 1, you must give written notice to the Property Manager on or before September 30.* Once your notice is received, you will be given a check-out list to assist you with the move out process. You must be completely out of your dwelling unit and have all cleaning completed by noon on the last day of the month. All keys must be turned in to the Property Manager and a move-out inspection will be done at that time. The condition of your dwelling unit at the time of the move-out inspection will determine how much of your security deposit will be returned to you. You will be required to leave your forwarding address with the Property Manager at that time. If you move out during cold weather, you must ensure the furnace is operating so water pipes do not freeze and break.

GRIEVANCE PROCEDURE

The Grievance Procedure, which is part of your Dwelling Lease, serves to protect your rights as a resident. It is intended to promote informal discussion and settlement of disputes which may arise between individual residents and management. The Grievance Procedure does not apply to disputes between residents or disputes between neighbors.

You may file a grievance when you feel you have a dispute with respect to management's action or failure to act in accordance with your Dwelling Lease or with the regulations that could adversely affect your individual rights, duties, welfare or status. If no informal solution can be reached, you are entitled to a formal hearing. You received a copy of the Grievance Procedure when you signed your lease. Please read it carefully. If you have any questions, please contact the Property Manager.

PAYMENT RESPONSIBILITIES

RENT PAYMENTS

Monthly rent is due on or before the first day of each month. If your rent is not paid on time and has not been received by the Property Manager on or before the 5th day of the month in which the rent is due, a \$25.00 late fee will be charged. Failure to pay your rent will result in a delinquency notice terminating the Dwelling Lease. A \$25.00 fee will also be charged for checks returned for insufficient funds or account closed.

You are given rent envelopes with which to mail your rental payments. Please use them and ask for more envelopes if you need them. It is extremely important that you pay your rent on time. A history of late rent payments could result in termination or non-renewal of your lease or eviction. This will mean that you will have lost your subsidized housing and you and your family will have to move out.

The Property Manager cannot accept cash payments. Please pay your rent and other charges or fees due by personal check, cashiers check or money order.

SECURITY DEPOSIT

Residents are required to pay a security deposit upon moving into a FAHP dwelling unit. The security deposit will be held until you move out and will be returned, with interest, in accordance with state law less any deductions for cleaning, damage repair, unpaid rent or any other amounts due. The security deposit will be returned within 21 days after your tenancy in your dwelling unit is terminated and you have returned your keys and left your forwarding address. If your security deposit is insufficient for the purposes stated above, you will be billed for any amounts due over and above the original deposit. The Metro HRA will file Revenue Recapture Claims with the Minnesota Department of Revenue for amounts left unpaid. Under Minnesota law, you may not withhold payment of rent for the last payment period for your dwelling unit and apply your security deposit against your last month's rent.

ADMINISTRATIVE FEES, COSTS AND SERVICE CHARGES

Special charges or fees may be charged to you when expenses are incurred for extra utilities or services and are considered extraordinary or excessive. These reasonable charges may be for, but not limited to maintenance and repair (beyond normal wear and tear), late rent payment fees, fees for returned checks, excess consumption of owner-supplied utilities, and legally allowable court costs. These charges are due and collectible two (2) weeks after the Property Manager gives written notice to you of the charges.

RENT AND INCOME RE-EXAMINATIONS

Your monthly rent is based on your total household income received and adjusted in accordance with federal regulations. Every year, you will be required to fill out a recertification packet and meet with an HRA Coordinator in your home to re-examine your household income and household composition to determine if:

1. Your rental rate should be changed;
2. Your dwelling unit size is appropriate for your household size;

3. You are still eligible to receive project based assistance.

You are required by your lease to report all increases in income to the HRA Coordinator. The HRA Coordinator may not process a rent adjustment resulting from an increase in income until the next regularly scheduled annual reexamination except when:

1. An additional adult with income is added to the household.
2. A household member who previously reported zero now reports an increased income
3. A household member's Earned Income Disregard changes after 12 and 24 cumulative months of increased earnings
4. A household member misrepresented or under-reported income or misrepresented or over-reported expenses at annual reexamination to avoid a rent increase.

You have a legal obligation to disclose all of your household income and assets so that you pay the correct rent. We appreciate and expect your full cooperation in always supplying complete income and asset information. Your failure to report all of your household income and assets will result in termination of your tenancy and in possible prosecution for fraud. It will also result in back rent charges for additional rent for months when you should have paid a higher rent.

MANAGEMENT'S OBLIGATIONS

MAINTENANCE

It is the responsibility of the resident to notify the management when equipment is damaged or doesn't work right, or when repairs are needed to your apartment or house. Cost of maintenance and repair due to resident caused negligence or misuse will be charged to the resident.

Requests for non-emergency maintenance should be submitted to Kingwood Management, (651) 439-7812 ext. 429 during normal business hours. Work orders will be written up and repairs will be scheduled by the Property Manager. All work orders will be completed as promptly as possible. If you wish to be present during the repair, special arrangements may need to be made. This may add some time to the completion of the work.

A maintenance technician is on call after hours and on weekends for emergency maintenance. Emergency maintenance examples include fire, lack of heat in the winter, flooding caused by plumbing breakdown, lack of hot water, damage caused by wind or storm and serious electrical failure. Emergencies such as these must be brought to the immediate attention of the Property Manager or maintenance technician. The telephone number for after hours maintenance emergencies is (651) 439-7812.

All normal maintenance and repair services are provided at no cost to you. We recognize the fact that common building equipment wears out and sometimes may not operate properly. We also know that ranges, ovens, refrigerators and toilets need periodic repairs and, in some cases, replacement. When these breakdowns occur, you need to report them so that the Property Manager can correct the problem quickly. Common malfunctions or wearing out of equipment or appliances under normal use conditions is expected and is considered normal "wear and tear". No charge is made for such repairs or replacement. Small repairs that are not reported turn into large, more costly repairs, so please report repair problems as soon as they occur.

There are times when you may be charged for repair work or replacement. This is done when the repair or replacement is beyond normal wear and tear and is the result of conduct, actions or abuse by you, members of your household, your guests or your visitors. For example, if someone drops a foreign object down a toilet, causing a blockage, or allows water pipes to freeze by having windows open in cold weather, or punctures an evaporator coil while using an improper method to defrost a refrigerator, the Property Manager will charge you for the repair work. Such incidents are handled on a case-by-case basis and most charges are made in accordance with how much time and material are used. All charges will be due and collectible two (2) weeks after the Property Manager gives written notice of the charges. A current schedule of charges for typical repair work is listed on the check-in list given to you at move in time.

If you have any questions about how to operate or maintain anything in your home, please contact the Property Manager for assistance.

PRIVACY AND ENTRY

We respect your right to privacy in your dwelling unit. However, Metro HRA, the Property Manager or their representatives must be permitted to enter your dwelling upon reasonable notice for the purpose of performing routine or periodic inspections and maintenance, for making improvements or repairs or to show the premises for re-leasing. Metro HRA, the Property Manager or their representatives will enter the premises without advance notification if there is reasonable cause to believe that an emergency exists. If any entry, emergency or non-emergency, is made during your absence, you will be notified.

SAFETY

When you signed your Dwelling Lease, you agreed to keep your dwelling in a clean and sanitary condition. Doing so will allow you to avoid many safety hazards. Some safety precautionary suggestions follow:

- If you smell gas, telephone Excel Energy at 1-800-895-4999, then immediately notify the management company as soon as possible. If it is after hours or on a weekend, telephone the emergency maintenance number.
- Never store gasoline or gas powered equipment, kerosene or car batteries in your dwelling unit.
- Extreme care should be used at all times when handling any explosive liquids such as cleaning fluids, lacquers, paint or paint thinners.
- Do not cover, disconnect or otherwise tamper with smoke detectors.
- Keep your stove free of grease accumulations.
- Do not allow greasy or oily rags or other rubbish to pile up anywhere in your dwelling unit.

UTILITIES PROVIDED

The Metro HRA provides for running water, garbage collection and sewer services for your dwelling unit. You are responsible for the gas, electricity and heat. Please use the utilities wisely and prevent waste. If you have leaking faucets or running toilets, call for maintenance to have the plumbing repaired.

RESIDENT OBLIGATIONS

LEASE COMPLIANCE

Each resident is responsible for making sure they act in such a way which does not have a detrimental effect on neighbors or the dwelling unit. The Property Manager has a right to evaluate whether a resident is complying with all aspects of the lease. Non-compliance could result in termination of your Dwelling Lease.

YARD MAINTENANCE STANDARDS

The Metropolitan Council has made representations to each city containing Family Affordable Housing Program (FAHP) units that these units will be well maintained and will remain an asset to the communities in which they are located. Although most FAHP residents take great pride in maintaining their yards, one or two poorly maintained homes reflect negatively on all FAHP residents.

Residents are currently responsible for ensuring yards remain neat and orderly at all times. Each single family home was furnished with a lawn mower, gas can, hose, sprinkler and trimmer. The expense to purchase these items for all the FAHP homes was quite high. Please take great care of these items.

You are required as part of your lease to maintain the entire yard of your dwelling unit in a neat and orderly manner at all times. These requirements include:

1. Mow the lawn- height not to exceed four inches - This requires mowing at least once per week during the mowing season.
2. Water the lawn as needed.
3. Re-seed worn lawn areas.
4. Water trees and shrubs as needed.
5. Rake, bag and properly dispose of leaves and other debris.
6. Keep yard free from weeds, rubbish, garbage or other litter.
7. Remove all weeds, saplings (small tree chutes) along foundations, landscaped areas, fences, walks, driveways, decks and other grounds as assigned to the individual unit. All gardens and areas covered with landscaping bark or rock must be regularly weeded by hand. Weeds in these areas must not get more than 6 inches high.

If it is determined that the equipment was well cared for and your mower breaks beyond repair, the Metropolitan Council may agree to purchase a manual push mower for your use. If you wish to re-purchase your own power mower, you are welcome to do so.

Gardens are permitted with management's prior written approval. However, there may be additional charges to restore the yard to its original condition.

If you live in a townhome unit, the association may be providing the lawn service. However, you are still responsible for maintaining the areas around your unit.

Inspections:

Unannounced drive-by inspections will be conducted by Metropolitan Council staff and Property Manager to ensure all yards are in acceptable condition. If the maintenance standard is not being met during a drive-by inspection, a notice will be left at the house. If the work is not completed in the time frame stated, the owner or Property Manager will hire someone to complete the work and the resident will be charged for the service.

INTERIOR PROPERTY AREAS

Walls, ceilings, doors and room trim

There shall be no holes or other marks made on doors or trim. There shall be no holes in walls or ceilings other than those made for pictures or hanging plants. Upon move out, the resident shall properly patch all holes. Objects such as pictures may be hung on walls. Only picture nails or proper-ceiling hooks may be used to secure objects. Avoid making numerous and excessively large holes. Hardware shall be in good working condition. No adhesives, (stickers, tape or glue) shall be used on the doors, ceilings or walls.

Floors

Broken or missing tile, gouges, holes, tears, burns, etc. in flooring shall be reported to the management.

Windows and Screens

Windows shall be free from open cracks, chips, holes or missing glass. Windows shall open and close easily.

Screens shall have no holes large enough for insects to penetrate or tears longer than one inch and shall fit tightly to the frame.

Toilet Repairs

Kingwood Management will not send a maintenance technician to plunge toilets. Residents will be expected to purchase a plunger and attempt to un-clog their own toilets. If Kingwood responds to a maintenance call that requires plunging a toilet, you will be charged at a rate of \$40 per hour, much more than the cost of a plunger.

EXTERIOR STRUCTURE

Residents shall inform the Management when there is any exterior damage on their buildings, fences, sidewalks, etc. as soon as possible. Any exterior damage to the building such as bent, broken or missing down-spouts, handrails, storm doors and hardware, or other property such as sidewalks, etc. shall be reported to the management as soon as possible. Charges to residents will be determined on a case-by-case basis.

The exterior walls and doors of your house and garage or apartment shall be kept free of dirt and adhesives. All window glass shall be kept clean.

Garages, Fences, Gates and hardware shall be kept in good repair and working condition.

GUESTS

The Metro HRA, the Property Manager or their representatives will not interfere when you entertain guests, provided that you and your guests do not disturb your neighbors. You will be held responsible for the behavior and actions of your guests.

Your dwelling unit has been assigned to meet your space requirements. Therefore, additional adults or minors are not allowed to live with you without prior written approval of the Property Manager.

PATIOS

Your residence may be equipped with an outdoor patio or deck. It is provided for your own personal enjoyment and use. Patios and decks are not storage areas. Please do not store any large items or boxes on the deck or patio. No hanging out clothes for drying or airing is allowed. We want to keep the unit looking neat and orderly and insist on your cooperation in doing so.

PEACEFUL ENJOYMENT

You, as a resident, are entitled to the “peaceful enjoyment” of your dwelling unit. Please conduct your activities in and about the dwelling unit in a manner that does not interfere with the rights, comforts or conveniences of your neighbors. No musical instrument, radio, television or stereo should be operated in a manner that is disturbing or annoying to others. You are responsible at all times for your conduct and the conduct of your household members, your guests and your visitors.

RENTER’S INSURANCE

The insurance carried by Metro HRA covers only the building structure and does not include coverage for any of your belongings. You should have your own renters insurance to cover your furniture, clothing and other valuables. Neither the Metro HRA nor the Property Manager is responsible for damage or loss of your personal property, unless caused by our negligence or willful misconduct. Also, the Metro HRA and the Property Manager are not liable for any personal injury to you, your family or your guests caused by acts of a third party, fire, acts of nature, bursting pipes, water or other like causes. **We strongly recommend that you secure renters insurance to protect yourself and your belongings.** It is inexpensive and the benefits can be great should damage occur in your unit. Any insurance agent in the yellow pages should offer it.

APPLIANCES

Each dwelling unit is equipped with a refrigerator and range. Some units may also have clothes washers, clothes dryers or dishwashers. All appliances in the dwelling unit must be treated with care. They must be kept clean and in good repair. If a unit is equipped with a clothes washer, dryer or dishwasher, tenant may use these appliances. The owner

is not responsible for the repair, maintenance or replacement of any clothes washer, dryer or dishwasher.

If you have questions concerning appliance operation or need to request a repair for your refrigerator or range, contact the Property Manager.

Range

Keep your range and oven clean at all times. Wipe out the oven after each use or use an oven cleaner. Accumulations of spilled grease can be an extremely dangerous fire hazard, so wipe up spills immediately. Lining the bottom of your oven with tin foil helps keep your oven clean. Use your range hood to help control cooking odors, smoke and grease. Clean the filter often using mild soapy water to prevent grease build up.

Refrigerator

Your refrigerator will operate the most efficiently if kept clean and defrosted at all times. DO NOT use sharp objects to remove frost or ice from the freezer compartment.

Washing Machine

Overloaded machines do not get clothes as clean and cause breakdowns which are inconvenient and costly. Please be sure each load is distributed evenly around the washer tub. Please do not wash heavy items such as quilts and rugs in machines. Resident is responsible for washing machine repairs.

Clothes Dryer

When using the clothes dryer, remove lint from the lint trap after each use. This will increase efficiency of drying your clothing while keeping the appliance in good repair. Resident is responsible for clothes dryer repairs.

TELEPHONE

Your dwelling unit is pre-wired for telephone installation. For your safety and convenience, we recommend that you have a telephone. The telephone service is at your own expense. Refer to your telephone directory for information on telephone hook-up and make arrangements with the telephone company directly. You must obtain permission from the Property Manager before you may install any new telephone jacks or outlets in the dwelling unit. Failure to get permission will result in removal of any items at your expense.

CABLE TELEVISION

If your unit has been wired for cable or satellite dish television and you wish to have cable or dish service hooked up, you must contact your local cable or dish company to arrange for service. The service is at your own expense. Neither the Metro HRA nor the Property Manager is responsible for cable or dish service equipment as it belongs to the service company. You assume total responsibility for any and all maintenance and charges for all cable and dish services. No additional cable outlets, satellite dishes or antennas may be installed without prior written approval of the Property Manager.

If your dwelling unit is not equipped for cable or satellite dish television and you want the service; you must contact the Property Manager to get written approval before having any cable or dish equipment installed. Failure to get permission will result in removal of any items or installation at your expense.

WASTE DISPOSAL

A weekly trash pick-up is provided for your dwelling unit. All trash and garbage shall be contained in tied plastic garbage bags and stored in appropriate rodent-proof and leak-proof containers. The outside garbage containers shall have workable lids. Unusable cans and lids should be replaced. Garbage cans shall only be placed outside the night prior to scheduled pick-up and must be placed back in the proper storage location within 24 hours of pick-up.

RECYCLING

Cans, glass, paper, magazines and cardboard must be separated and should be set out at the curb on the designated day. The recycling container must be placed back in the proper storage location within 24 hours of pick-up.

EXTERMINATION

Extermination is a resident responsibility. If you have a problem with ants, bees, mice or other rodents in or outside your home, you are responsible to remedy the problem. If the Owner or Property Manager notices a pest problem during an inspection or becomes aware in some other way, the Owner or Property Manager may hire an extermination service. The resident will be responsible for paying for the cost of the extermination and is required to cooperate with all extermination services.

VACATIONS/EXTENDED ABSENCES FROM YOUR DWELLING UNIT

Please notify the Property Manager if you are going to be away for an extended period of time. Before you leave you should:

1. Be sure that all windows and doors are securely locked.
2. Stop the mail delivery and newspaper, or arrange for someone to pick it up for you.
3. Check your refrigerator and remove food that may spoil. Do not disconnect your refrigerator! If you have removed your perishables, you can set the refrigerator at a lower setting
4. Disconnect your radios, TV's, VCR's, lamps and other electrical appliances.
5. Make sure all stove controls are in the "Off" position.
6. Make sure that all water faucets are tightly turned off.
7. Turn down your thermostat in winter months to save energy (58 degrees is a sufficient temperature), but do not turn off the furnace or extinguish the furnace pilot light.

A REMINDER OF OTHER MINOR MAINTENANCE ITEMS THAT ARE A RESIDENT RESPONSIBILITY INCLUDE:

1. Furnace Filters - Two furnace filters will be provided to each home annually. Kingwood Management will not send a technician to change the filters. You will need to learn how to change your own filter. If you need assistance with how to replace the filter, please contact Kingwood Management.
2. Smoke Detectors - Smoke detectors must be kept in working order at all times. Residents must keep working batteries in the smoke detectors and must not disconnect the detectors.
3. Light Bulbs - changing light bulbs are a resident responsibility.

HOUSEKEEPING STANDARDS

INTRODUCTION

Maintaining a clean house or apartment is the responsibility of the resident. Cleanliness of the house interior and areas adjacent to the house, including the yard, driveways and walkways, is also the responsibility of the resident.

Repairs are the responsibility of management or the resident, depending upon the nature of the damage or breakage. It is always the responsibility of the resident to report all deficiencies, damages or breakage to the management. The units are leased in very good condition, free of defects and deficiencies. However, if you observe a defect or deficiency during the move-in inspection, please see that it is noted on the move-in checklist.

It is important that you call us when you need repairs. There is usually no charge for repairs unless you caused the damage. The MANAGEMENT fully expects normal wear and tear over time. Infestation of insects or rodents must be reported to management immediately.

Residents who are elderly or have a disability are cautioned to avoid doing any repairs or cleaning that might endanger their safety. The resident should make arrangements for assistance.

CLEANING

INTERIOR PROPERTY AREAS: *(Areas inside your home)*

ALL ROOMS – SECTION A

Walls and ceilings

Surfaces shall be free from dirt, cobwebs, marks, mold, adhesives and grime.

Floors, stairs, baseboards and corners

Shall be free from the accumulation of dirt, grease and built-up wax. Stairs shall be free of clutter. Carpet shall be free of the accumulation of dirt, litter, paint, and stains. Carpet shall be kept clean and sanitary.

Windows and screens

Glass shall be free from the accumulation of dust, smoke residue, dirt and smudges. The window frame and sills shall be free from dust, dirt and mold. Window tracks shall be free from dust, dirt and debris so that windows open and close smoothly. All window coverings such as shades, curtains, drapes, blinds, etc. shall be clean, undamaged and in good condition.

Doors, hardware, handrails and room trim

Shall be free from accumulation of dust, dirt, adhesives and grease. Sliding door tracks shall be free from dust and debris so that they slide smoothly.

Electrical fixtures, outlets and coverplates

Shall be free from paint, dust, grease and grime.

Heat vents and cold air returns

Shall be free of visible dust, dirt, debris, food, grease and grime. Only the covers on the cold air returns shall be removed for cleaning.

KITCHEN (Also includes all items in Section A.)**Cabinets, cupboards, drawers and counter tops**

All shall be free of grease, grime, sticky substances, dust, paint, food spills and splatters.

Stove and exhaust fan/hood and broiler

The entire outside and inside of the range and oven, including the knobs, drip pans, burners, burner rings, the area under drip pans, inside oven, racks and broiler pan shall be free from grease, dust, dirt, food spills and burnt-on substances.

Refrigerator

The entire outside and inside surfaces including the racks, trays, shelves, door seal strips, etc., shall be free from food spills, sticky substances, spoiled foods and accumulation of frost more than one-fourth inch thick.

Sink and plumbing fixtures

Shall be free from dirt, grease and grime.

BATHROOM (Also includes all items in Section A.)**Shower walls, floor, tub, sink, medicine cabinet, etc.**

Shall be free from mold, dirt, grime, paint splatters, soap residue, lime build-up or other residue.

Toilet

Inside and outside of toilet bowl, tank and seat shall be free from stains, dirt, lime build-up and grime.

Accessories

Towels bars, grab bars, shower seats, faucets, etc. shall be free from mold, dirt, grime, paint or other residue.

STORAGE AREAS

Combustibles and Flammables

Combustible or flammable materials shall not be stored in the dwelling unit.

Food Storage

To minimize the risk of rodent and insect infestation, perishable and nonperishable foods should be properly stored.

Personal Property

All personal property shall be stored in a manner to allow for easy access to shut-off valves and other service connections, proper air circulation and swift exit in case of emergency and in a manner that will not attract pests or create a health or fire hazard. Items must be neatly stacked on shelves or in boxes and placed in such a manner to allow for a safe traffic flow.

BASEMENT AND FURNACE ROOM (Also includes all items from Section A)

Nothing shall be placed within two feet of the furnace, water heater or vent pipes. This area shall be free from loose dirt, litter, and cobwebs and free of clutter. Clothes shall not be strewn all over the floor. Laundry should be stored in laundry bags, baskets or other proper containers.

INSIDE TRASH AND GARBAGE CONTAINERS

All discarded food and wet garbage must be wrapped and disposed of properly. All grease and food spills shall be washed from both the inside and outside of the trash and garbage container.

DEFINITIONS

This section is intended to avoid any misunderstandings and eliminate any confusion related to the terms used in the Resident Handbook.

| | |
|-----------------------|--|
| Accumulation: | A heap, pile or collection. |
| Adhesive: | A substance such as glue, cement or tape |
| Baseboards: | Board or covering at bottom of the wall. |
| Burn: | Marks caused by a hot item such as a hot pan, cigarette, iron, etc. being placed or dropped on a surface. |
| Burnt-On Food: | Food on surfaces of stove that has been burned or baked on (black or brown in appearance). |
| Clutter: | Items not in an orderly condition such as clothes lying around. |
| Cobwebs: | Webs caused by spiders or dust. |
| Combustible: | Material capable of burning and easily ignited. |
| Debris: | The scattered remains of something broken or destroyed; litter. |
| Deficiency: | When something doesn't work correctly or is damaged. |
| Dirt | Soiling substance such as mud, dust or grime. |
| Flammable: | Capable of being easily ignited and burning or exploding very quickly, such as gasoline, kerosene, propane, etc. |
| Flush: | Fitting tightly together, no movement or spaces between parts. |
| Free From: | Nothing there, such as no grease, dirt, grime, damage etc. |
| Gouges: | Grooves or holes in floor, counter tops, etc. |
| Grease/Greasy: | Oily in appearance or slippery to the touch. |

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| Grime: | Soot or dirt embedded in a surface. |
| Intact: | All in one piece, not damaged, not broken or cracked. |
| Mold: | Fungus caused by dampness or decaying food. |
| Perishables: | Food that will spoil unless properly stored. |
| Ragged Condition: | Torn or worn to tatters, having an irregular edge or outline. |
| Residue: | Something that remains on a surface such as a film or scum from soap, dirt, adhesive left when tape is removed etc. |
| Rubbish: | Trash or garbage. |
| Scratch: | A mark that does not or slightly penetrates the surface. |
| Smudge: | A blurry spot or streak. |
| Splatter: | Drops of food, paint, etc., on surfaces. |
| Stains: | A soiled or discolored spot. |
| Sticky Substance: | Glue, food, grease, honey, sugar, etc. |
| Trash: | Worthless or discarded non-food items. |
| Wax Build-Up: | Several layers of wax on the floor or baseboard. |