

Gibbon Housing Agency



Colony Acres

Handbook of Rules and Regulations

Received: _____ Signature: _____

Gibbon HA Representative Signature: _____

Welcome

The Gibbon Housing Agency, Gibbon, 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 **468-6200**.

The Office, located at 413 1st Street is open Wednesday afternoons from 1:30 to 4:00 PM.

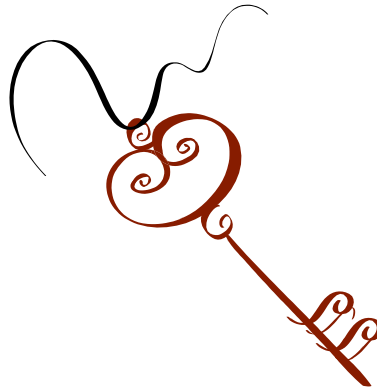


TABLE of CONTENTS

Security Deposits and Charges	3
Inspections	3
Rent	3
Non-Sufficient Funds Check	4
Your Lease	4
Your Apartment	4
Utilities	4
Cable T.V	4
Satellite Dishes	5

Security deposits will be refunded after the dwelling has been vacated and any charges for damages have been paid. 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.

Inspections:

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

A **Welcome Visit** will be conducted at one month.

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

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

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

Rent:

Rent is due on the first day of each month. If the first falls on a weekend or holiday, it must be paid the first working day thereafter. Rent is delinquent after the fifth of the month. A late fee of \$10.00 will be assessed to all tenants whose payment is not received by the 5th day of the month. *No partial payments will be accepted.*

You may bring the rent in person to the office or you may mail it to the following address:

**Kearney Housing Agency
P.O. Box 1236
Kearney, NE 68848-1236**

Non-Sufficient Funds Check:

Any tenant issuing a "Non-Sufficient Fund" (NSF) check will be assessed a \$20.00 NSF Bank Charge and a \$10.00 Late Charge, and is subject to a "**Cash 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 \$10.00 Late Charge) within five days.



If a problem arises regarding your rent, please call the Office as soon as possible. Situations such as a late arrival of retirement, Social Security checks, or lost checks should be reported.

Your Lease:

Your lease is a contract, binding both the Lessee and the Lessor. Before signing, *read your lease!*

Your Apartment:

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

Grandchildren may visit; however, they must be attended. *Children may not ride bicycles or skate on the sidewalks.* Please supervise all visiting children.

You may not sublease to others or *allow any other person to live or stay with you for extended periods.* Overnight guests are permitted as long as 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.*

Utilities:



Gas, electricity, water, sewer and trash are paid by the Gibbon Housing Authority.

Telephone and cable television are tenant choice and tenant responsibility to pay.

Excess Utility charges are for utility consumption for tenant-supplied appliances.

The charge for each utility used is \$3.50. This is posted on the bulletin board at the office.

(A washer would be two charges [water and electric] A dryer is one and a deep freeze is one)

Cable T.V.

At the present time the Gibbon Housing Agency has a contract with the cable company for tenants at Colony Acres to receive cable at a reduced rate.

Charter Communication 1-888-438-2427

Satellite Dishes:

Satellite dishes may be used but must be installed according to Gibbon Housing Agency's policy. **Before a satellite dish may be installed, an Approval Form must be completed by the tenant and written permission from GHA must be obtained.**

Waterbeds:

Waterbeds are allowed only with proof of liability insurance.

Learn to Conserve:

Cleaning the filter in the heat pump is the tenant responsibility and should be done monthly.

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

Pets:

Pets are allowed. You may be required to pay an additional security deposit. If you wish to have a pet, be sure that you read and understand the Pet Policy. *Please advise friends and relatives to 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.* Residents are responsible for the conduct of their guests, who should not disturb the peaceful enjoyment of other residents.



Smoking:

Smoking is allowed only in designated "Smoking Buildings."

No one, including tenants or visitors, is allowed to smoke inside the units, or on the porches of the units designated as "Smoke-Free."



No smoking is allowed in the laundry rooms or the Community Rooms.

Extended Absences:

Please advise the office of any extended absences from your apartment so that the unit may be checked periodically. Please notify the office if you are to be hospitalized.

Automobiles, Parking, Etc.:

The Housing Agency has parking on 1st and 2nd Streets and along Williams Street on the East side. There is designated "handicapped accessible" parking on 1st and 2nd Streets. There are no assigned parking places. Please be considerate of your neighbor's needs!

Only one (1) vehicle per unit will be allowed. A couple will be allowed to have two (2)



vehicles.

Inoperable, unlicensed or expired licensed vehicles cannot be parked in the parking lots. All vehicles must be registered at the Office.

Any vehicle requiring more than one parking space, must have written permission from the Office prior to parking it on Housing Agency property. No travel trailers or motor homes will be allowed on a permanent basis.

Vehicles will not be allowed on the grass areas when loading and unloading furniture.

The Gibbon Housing Agency will clear the parking lot of snow. You may be asked to move your vehicle to permit removal of snow from parking spaces.

When parking, please park your vehicle far enough back from the curb so the front of your vehicle is not hanging over the side walk. This is especially helpful during snow removal and also allows people to walk on the side walk.

Newsletter:

A newsletter is prepared each month with a calendar to remind you of all of the activities. The newsletter is available for pickup at the office the 1st day of the month.



Tenants' Association:

The Tenants' Association meets on a monthly basis. Check the date and time in the newsletter. This is a resident group which plans activities and brings concerns to the management. Anyone living at Colony Acres is encouraged to be an active participant.

A "Social Fee" is set by the Tenants Association. This fee covers the cost of the monthly Tenant Dinner and any other monthly activities. The Thanksgiving and Christmas Tenant Dinners have an extra charge to cover additional costs. The Tenant Dinner is usually the fourth Friday of the month.

Laundry Room:

The laundry rooms are open 24 hours with your assigned key. Please do your part in keeping the buildings and equipment clean. Wipe out the washers, clean the lint filter in the dryer and sweep the floor before leaving. If a key is lost, you will be charged for a replacement key.



Only tenants living at Colony Acres are allowed to use these facilities. Please do not abuse this privilege by washing a friend's or relative's clothing!

Smoking is not permitted in the Laundry rooms.

Community Room:

The Community Room is opened during regular office hours. 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. *The use of the Community Room is on a "first come, first served" basis, and must be cleaned after each use.*

Books and magazines are available in the Community Room. You are welcome to check out any of these items

General Information:



Your mailing address is:

**413 1st Street Apt # _____
Gibbon, NE 68840**

Your phone company in Gibbon is Nebraska Central Telephone.
The telephone number to order Phone Service: 1-308-468-6341

Tenants are responsible for having their own personal property insurance.

Keys: At the time you move in, you are issued an apartment key, a key tag for the annex if applicable, a mail box key and a Laundry Room key if applicable. If a key is lost, you will be charged for a replacement key. For security purposes **DO NOT LOAN YOUR LAUNDRY ROOM KEY TO ANYONE ELSE!** Laundry room keys may not be duplicated. If anyone asks to borrow your laundry room key, 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.

The Executive Director and Site Manager have a key to your apartment in the event of an emergency. It is a good policy to leave one of your storm doors unlocked in case of an emergency. If GHA has to break into your unit, you will be charged for any damages. **No soliciting** is allowed at Colony Acres. If someone approaches you or comes to your door, please contact the office.

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

No property belonging to the Housing Agency shall be removed from the Community Rooms, Laundry Rooms, Office or Maintenance shop without prior written permission from GHA.

Activities at Colony Acres include ~~the Friendship Bible Study~~, the Tenants' Association, Bingo, Card Party and other activities. Check the newsletter for times and dates of activities offered. Tenants are encouraged to participate in these activities.

Lock Out Charges:

If you lock yourself out of your unit, and GHA staff must come to let you in, there will be a **“Lock out Charge.”** The lock out charge is **\$10.00 during normal working hours, 8 a.m. to 5 p.m., Monday through Friday and \$50.00 after hours, weekends, and holidays.**

Caring for Your Apartment:

A Clean Apartment is a Comfortable Apartment:

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



the
for

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 refundable containers thoroughly before storing.
4. Remove refuse to dumpsters frequently.

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.

Garbage and Trash:

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

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.



Work Order Procedure

1. Work orders are addressed according to need:

Emergencies 1st: (no heat, no air, no electricity, no water, toilet overflowing, all drains plugged, pipe burst, faucet leaking (fast stream), broken window, refrigerator not working, smoke alarm or CO₂ detector not working, etc.)

If this is an emergency, please call the KHA office at 234-3000, GHA office at 468-6200, MHA office at 832-2811, or SHA office at 647-6673, 24 hours a day, 7 days a week

Routine 1 - 2nd: (furnace making noise, garbage disposal not working (elderly complex only), storm door not working, faucets leaking, slow leak, drain stoppers not working, door handles not working, etc.)

Routine 2 – 3rd: (doorbell not working, door sweeps replaced, changing furnace filters and light bulbs (Elderly Complex Only), fixing cabinet latches or drawers, etc.)

2. Getting units ready for new tenants, snow removal, and lawn care are combined in order of need with the above work order requests, and will take precedence above Routine Maintenance.
3. The Maintenance Supervisor assigns the Work orders to the Maintenance staff as they are available. Maintenance staff will not call the tenant before coming out to do a work order unless extenuating circumstances exist. They will ring the doorbell, knock twice, pause, then call out before entering the unit. If you are not at home, they will leave a “door knob tag” to let you know they were in your unit.
4. Tenants are to call the office to request a Work Order, do not stop a maintenance person and request something be done. Maintenance staff have their assigned duties, and will not address problems without a work order.
5. Work Orders for Scattered Sites, Gibbon, Shelton and/or Minden which are “routine” maintenance will not go out immediately but will “batch” the work orders and will address once or twice a week as needed.
6. Emergency Work Orders will be addressed immediately by Maintenance. They will check out the problem and proceed as needed.
7. Maintenance will not hang pictures at the Scattered Sites. Tenants are required to use the proper hanging hardware as specified in the “Rules and Regulations”. Maintenance Staff will not carry televisions or microwaves in/out of a unit; turn mattresses; move beds, sofa, or other items in/out of apartments; it is the tenant’s responsibility to have this done.
8. If maintenance is “not to go into the unit unless the tenant is home,” or the tenant requests to be present when the work order is done, the work order will be done at *Maintenance’s convenience* not the tenant’s, and Maintenance will schedule a time.
9. Questions about the status of a work order should be addressed to the front office.

General Policy on Snow Removal:



Snow removal will be done when it stops snowing. The fronts of all of the units will be opened first. If it snows on Saturday night, snow removal will be done on the fronts only on Sunday.

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. If it is not cleared at Colony Acres, the city streets and sidewalks will not be safe for driving or walking, so it is best to be patient and stay in your nice warm apartment.

When it snows, the routine work orders will be completed after the snow removal is completed.

Moving Out of Colony Acres:

Before you move out! **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 GHA receives 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.

At the time GHA receives 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 the Housing Agency.

At the Move-Out Inspection, the inspector will pickup all keys to the apartment, mail box and laundry room if applicable. You will be given a copy of the inspection for your records.

If you have any questions on the above information, please feel free to call the Office.

Other Services:



The “Call R.Y.D.E” bus comes to Gibbon every Monday, Wednesday and Friday between 10:00 & 10:15 AM. It picks participants up at the Senior Center located at 817 Front Street and will take you to Kearney.

The cost is \$3.00 for the round trip from Gibbon to Kearney.-It will return to Gibbon at approximately 3:30 PM. R.Y.D.E. will come on other days if called in advance and there will be an additional charge.

The number for the R.Y.D.E. Bus is 1-308-865-5677

Foster Foods, the local grocery store, will deliver groceries to your apartment if you need such services. The number to the store is 468-5333.

We are glad you have chosen to live at Colony Acres. Please do not hesitate to call the office with any problems or concerns you may have. There is always someone to answer the telephone, whether it is here in Gibbon or at Kearney.

Again, there is no long distant charge to you when you call the Gibbon Office and the call is forwarded to the Kearney Office

