

Minden Housing Agency



East View Court Handbook of Rules and Regulations

I have received a copy of this handbook on _____

Tenant Signature: _____

KHA Staff Witness: _____

Minden Housing Agency

849 East Second Street

P.O. Box 13

Minden, NE 68959-0013

Telephone: (308)832-2811

Welcome!

The Minden Housing Agency, Minden, 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 **832-2811.**

The Office, located at 849 East 2nd Street is open during the week as posted on the door. It is closed Saturdays, Sundays and all legal holidays.

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Security Deposits and Charges:

Tenants shall pay security deposits as required by their lease. Security deposits will be retained by the Minden Housing Agency to apply to any damage or loss other than ordinary wear, or for unpaid rent. *Under no circumstances can the deposit be applied by the tenant to pay rents due.*

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 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 of the month. If the 5th falls on a Saturday, Sunday or holiday, the rent is due by 5 p.m. on the next working day. ***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**

For your convenience we will be happy to provide you with some addressed, stamped envelopes for you to mail your rent to us. Please ask a staff person for some envelopes.

Non-sufficient Fund Checks: Any tenant issuing a "Non-Sufficient Fund" (NSF) check will be assessed a \$10.00 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 (\$10.00 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.***

The Community Room may be reserved by residents for family groups. This is done on a "first come, first served" basis. The room must be cleaned after use and the trash removed. The tables should be returned to the arrangement in which they were found.

Utilities:

Gas, electricity, water, sewer and trash are paid by the Minden Housing Agency. Telephone 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 posted on the bulletin board at the office.

Cable TV:

At the present time the Minden Housing Agency has a contract with the cable company for tenants at East View Court to receive cable for free.
Cable USA 832-0747.

Waterbeds:

Waterbeds are allowed only with proof of liability insurance.

Learn to Conserve:

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

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.

Pets:

Pets are allowed. 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:

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

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 Garber Street and 2nd Street and behind the office on the east side. There are designated "handicapped accessible" parking spaces. 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 lot or on the streets. 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 Authority 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 Minden 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. 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 of the activities. The newsletter is delivered by a volunteer.

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 East View Court is encouraged to be an active participant.

Activities at East View Court include:

First Monday - Coffee beginning at 9:30 a.m. followed by Devotions. People attending contribute \$.50 towards payment of coffee and rolls.

Second Tuesday - Potluck Dinner at 12:00 Noon.

Third Thursday - Birthday Dinner (potluck) at 12:00 Noon to honor tenants with birthdays that month.

Fourth Monday - The Tenants' Association Meeting at 9:30 a.m. to conduct monthly business and plan the next month's activities. Blood Pressures may be checked by a Home Health Nurse at 10:00 a.m. A resident serves as a hostess and provides rolls, coffee cake and/or muffins.

Check the newsletter for times and dates of activities offered. Tenants are encouraged to participate in the activities.

Social Fee: A Social Fee or "dues" are collected the first Monday of the month from residents to help cover expenses for the diners and other miscellaneous items. (Many tenants pay six months or a year at one time.) The Tenant Association maintains a checking and a savings account.

Laundry Room:

The laundry rooms are open 24 hours with your assigned key. When you move into East View Court, you will be given a scheduled time to do your laundry. If for some reason this time does not work out, please contact the office, and we will arrange another scheduled time. Please do your part in keeping the building and equipment clean.

Only tenants living at East View Court 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 room.

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. All activities must be completed and the Community Room closed and locked by 10:00 p.m. ***The use of the Community Room is on a "first come, first served" basis, and must be cleaned after each use.***

General Information:

Tenants are responsible for having their own personal property insurance.

Your mailing address is: **849 East 2nd Street Apt # _____
Minden, NE 68659**

Telephone Number to order **Phone Service: 1-800-244-1111**

Keys:

At the time you move in, you are issued an apartment key and a Laundry Room key. 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 has 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 they have to break into your unit you will be charged for any damages.

If you lock yourself out of your unit and MHA 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 \$20 after hours, weekends, and holidays.**

No soliciting is allowed at East View Court. 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 MHA shall be removed from the Community Rooms, Laundry Rooms, Office or Maintenance shop without prior written permission from MHA.

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 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.

Should you desire to paint the apartment or make other alterations, please contact the Office for prior approval and instructions.

If a tenant occupies a unit for more than two years, the Minden Housing Agency will supply the paint upon approval. A charge will be made for removal of paint on woodwork, etc., if caused by the tenant.

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. If there is no one in the office, please call 832-2811 and your call will be forwarded.

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

- ♦ ***Emergencies 1st:*** (no heat, no air, no water, toilet overflowing, drains plugged, faucet leaking fast stream, broken window, refrigerator not working, etc.) Please call the Office at 832-2811 regardless whether during office hours or after. If the 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 832-2811 during working hours 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 832-2811 during working hours to report your problem.
- ♦ ***Routine 3 - 4th:*** Tenant requests not related to dwelling unit maintenance: (hanging curtains, hanging pictures, putting up shelves, etc.) .) Please call the Office at 832-2811 during working hours to report your problem.

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 East View Court, 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 East View Court:

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 the Housing Agency.

At the Move-Out Inspection, the inspector will pickup all keys to the apartment. You will be given a copy of the inspection for your records.

Other Services:

The Senior Handi-Bus comes to East View Court every Friday morning at 9:00 a.m. to take you to the grocery store. If you are able to walk to the Community Room, that is the normal pick-up stop. If you are unable to do so, please contact the Community Action Office at 832-2139. The bus also goes to Kearney every Thursday at 1:00 p.m. If you would like to make this trip, please call the Community Action

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Office. The bus also picks up East View Court residents for dinners at the Senior Center. Reservations must be made if you plan to attend the dinner. **Call for dinner and/or bus reservations at 832-2139.**

We are glad you have chosen to live at East View Court. 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 be here in Minden or at Kearney. Again, there is no long-distance charge to you when you call the Minden office and the call is forwarded to the Kearney Office.