

WINDMILL MANOR

HANDBOOK OF RULES AND REGULATIONS

IMPORTANT PHONE NUMBERS

KEARNEY HOUSING
AGENCY 234-3000

WINDMILL MANOR
236-8332

KEARNEY COUNTY
SHERIFF DEPARTMENT
NON-EMERGENCY
832-2805

AXTELL FIRE 911
DEPARTMENT
NON-EMERGENCY
743-2601

HEALTH AND HUMAN
SERVICES 865-5592

COMMUNITY ACTION
PARTNERSHIP OF
MID-NE 865-5680

SALVATION ARMY
234-9998

JUBILEE CENTER
234-3880

SAFE CENTER
237-2599



I have received a copy of this handbook on _____

Tenant Signature: _____

AHA Staff Witness: _____



This institution is an equal opportunity provider and employer.



**KHA MISSION
STATEMENT**

To assist low-income families with safe, decent, and affordable housing opportunities and various opportunities to develop life skills as they strive to achieve self-sufficiency and improve the quality of their lives

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Security Deposits and Charges



Tenants shall pay security deposits as required by the appropriate lease. Security deposits shall be paid in full, in advance of the move-in date.

Security deposit is required.

Security deposits will be retained by the Axtell Housing Authority to apply to any damage or loss, other than ordinary wear, or for unpaid rent at move out. Under no circumstances can the deposit be applied to any rents due.

Security deposits will be refunded within 14 days after the

lease has been terminated and any charges for damages have been paid. ***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.*** Rent is charged through the date of the move-out inspection, or proper vacate notice date (30 days), whichever is later.

A special inspection may be scheduled due to an "Incident Report" or a complaint being filed with the office.

Inspections

A MOVE-IN inspection will be conducted before you move in. You must be present. A staff person and you will walk through the unit and garage and note any infractions such as stains on carpets, or other items that could be charged to you upon vacating.

A WELCOME VISIT will be conducted after one month of occupancy. The purpose of the Welcome Visit is to check if you have any problems or questions. Completion of any work orders that were generated during the initial Move-In inspection will also be checked. The inspector will be looking at housekeeping as well, checking to see that boxes have been unpacked and removed, and the general condition of the unit.

AN ANNUAL inspection of your home is required. The staff will do a walk-through inspection, checking for any health or safety

issues. Poor housekeeping or damage to the unit are grounds for eviction. Issues that will be checked by staff;

- Are stove and burners clean?
- Drip pans—are they dirty, is there burned or caked on food on them?
- Refrigerator—is it clean, black mold around gasket, food spilled?
- Is there more than one day accumulation of dirty dishes?
- Are dirty dishes in the sink?
- Bathroom tub and sink—is there soap scum or black mold?
- Bathroom walls and ceiling—is black mold growing?
- Toilet—is it clean and free of stains, is it working?
- Laundry—are wet or damp clothes sitting around?

- Are closet doors operable?
- Floors are for walking—are there clothes, food, and other items on the floor?
- Mini blinds—are they clean, bent broken or inoperable? Are the cords separated or tied together?
- Is there pest infestation, mice or roaches?
- Is access to the breaker box blocked?
- Are the furnace/ac filter and vent clean?
- Is bedroom egress blocked by furniture.
- Is the carpet dirty or stained?
- Is there evidence of an unauthorized adult living in the unit?



Regular inspections insure safe and decent housing.

Inspections cont.



A SPECIAL inspection may be required when it has been reported that housekeeping or other problems exist. You must be present for this inspection.

HUD inspections are conducted. The inspector randomly selects units to physically examine. A notice will be sent to all tenants prior to the inspection. However, notification of

which unit HUD will inspect is not known until HUD is here. (AHA has no control over which units are chose.) You do not have to be present for this inspection. Any deficiencies found on this inspection will generate another inspection by AHA staff.

A MOVE-OUT inspection will be conducted when you move out, and only during normal business

hours. All furniture and personal items must be removed and the unit cleaned prior to a move-out inspection. You must be present for this inspections. After the inspection is completed, the staff will discuss any damages and charges to you. Damages or cleaning charges found by maintenance after the move out inspection will also be assessed to you.

Rent is due on the first day of each month and payable by the fifth.

Rent

RENT IS DUE ON THE FIRST DAY OF EACH MONTH AND PAYABLE BY THE FIFTH.

If the fifth falls on a weekend or holiday, it must be paid the first working day thereafter. Rents not paid by the fifth of the month are considered delinquent and will be charged a \$10

late fee. Rent must be paid by cash, check or money order. Cash should not be placed in the drop box. You may mail your rent to the following address:

Axtell Housing Authority
PO Box 1236
Kearney NE 68848-1236

Any tenant issuing a "Non-Sufficient Funds" (NSF) check will be assessed a \$20 charge and is subject to a CASH ONLY policy on all future payments.

Always get and keep receipts for rent.

Renter's Insurance

Proof of liability insurance is required before a waterbed, trampoline, or any fish aquarium larger than 10 gallons are brought onto the premises.

Renter's insurance is recommended for all tenants.



Renter's insurance is recommended for all residents.

Utilities

Water, sewer, refuse and cable services and electricity are provided. It is resident responsibility to provide telephone and internet, if desired.

An excess utility fee of \$5 per month is charged for a deep freeze. The excess fee for a portable dishwasher will be \$10.

Laundry Facilities



The laundry room is available for a fee of \$4 per month, payable with the rent. Please do your part in keeping the building and equipment clean. Damages by tenants will result in maintenance charges.

Keep the laundry room in a clean and neat condition.

Clothes are not to be left in the machines any longer than necessary, and lint filters must be cleaned after each use. Dyeing clothes in the machines is not permitted. No storage of personal items is permitted in the laundry room. There is no laundry schedule. If you are generally home during the day, please do your laundry during that time so that residents that work may use the ma-

chines in the evening. Any problems with the laundry equipment should be reported immediately to AHA. **Only Windmill Manor residents are allowed to use these facilities.** Please do not abuse this privilege by allowing others to use the laundry area, or washing other people's laundry.

SMOKING IS NOT PERMITTED IN THE LAUNDRY ROOM.

Teach children ways that they can help conserve energy.

Learn to Conserve

Use utilities economically—In cold weather, wear heavier clothing and lower the thermostat—In summer, wear lighter clothes and raise the thermostat. Keep windows and doors closed tightly in inclement weather. Unplug electrical items when not in use.

CONSERVE

Maintenance

The upkeep of your home is your responsibility. For routine maintenance, call in during normal office hours, 8 a.m. to 5 p.m. Monday through Friday. **IF AN EMERGENCY OCCURS, CALL ANYTIME**—the answering service will connect you with the proper party.

During both office hours and after hours, call 234-3000. **Always report defects promptly.**

Report any damages caused by your family or guests. You are responsible for all tenant damage such as but not limited to; broken windows, torn

screens, repair of broken closet doors or mini blinds. You will be charged accordingly.

No modifications including painting, wallpapering, or borders shall be made by you or your family. Existing varnished surfaces shall not be painted.





Egress must be clear to allow escape in the event of fire.

Egress

In the bedrooms, furniture may not block the windows. This is to provide proper escape route in the event of a fire, or to allow rescue personnel to enter in the case of a fire or other emergency. Blocked egress is an emergency inspection fail item and will trigger another inspection within 24 hours to insure that egress is clear.

Your Lease

Your lease is a legal contract, binding both you and the Axtell Housing Authority. Breaking your lease will jeopardize your eligibility for future housing assistance through Axtell Housing Authority and other housing agencies.

Pets



Pets are not permitted without prior written permission from the management.

A pet deposit of \$100 is required, as well as proof of vaccination and spay or neuter.

If you wish to obtain a pet, contact management to sign the appropriate forms

and pay the deposit.

Please advise friends and relatives to leave their dog or cat at home when the visit.

“Babysitting” other people’s pets is prohibited. Unauthorized pets may be grounds for eviction.

Pets that create a disturbance by noise, odor, or

danger may be required to be removed from the premises. Pets should be under the control of the owner and not allowed to jump on other residents.

All pet waste must be discarded immediately.

Guests



Your home is for you and those members of your family who are listed on your lease. Only those people may reside in it. You must report changes in family composition and receive prior written approval from AHA before

allowing anyone to move into your home.

You are allowed to have guests and visitors and to use your dwelling unit as your home, so long as you do not disturb others. HOWEVER, you may not allow others to live in your

home or stay in your home. An overnight guest privilege is meant to accommodate visitors from out of town on a non-recurring and infrequent basis for no more than 14 days out of a one year period.

Extended Absences

Home Operated Businesses



Please contact AHA if you are going to be away from your home. Notify the office if you are going to be on vacation, hospitalized, etc., for more than five days at a time.

Please advise the office of any extended absences from your house so it may be checked periodically.

Home operated businesses may be permitted with prior written permission from AHA and all requirements are met. A profit and expense report as well as receipts must be filed regularly with the Axtell Housing Authority.

Caring for your Home

A clean home is a comfortable home.

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.

If pest problems are severe, AHA will call an exterminator. You will be charged for this service.

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

- Wash dishes after each meal.
- Wipe spills immediately.
- Rinse recyclable containers thoroughly before storing.

- Take garbage out daily, putting it in city containers, making sure its lid is secure.
- Have children eat at the table, not in the living room or bedrooms.
- For safety purposes, keep toys and/or clutter picked up.
- Vacuum and dust at least once a week or more often as needed.
- Keep smudges removed from painted walls.
- The walls are plaster-board. You may hang pictures with

picture hooks only. Do not use large nails, screws, scotch tape or stick up hangers. Do not use "Funtack" (a clay like substance).

- Do not use self adhesive contact paper on walls, shelves, or any other surface.

POOR HOUSEKEEPING IS GROUNDS FOR EVICTION!

Trash

Remove trash, accumulation of papers, boxes, broken toys, automobile parts, etc. in a timely man-

ner. These items give the home a run-down appearance regardless of the condition or age of the home.

Trash is **not** to be stored in the entryway.





Windmill Manor is a Smoke-Free Facility

Smoking is not permitted in the apartments or in the hallways or common areas. Residents are responsible for the actions of their guests. This includes the use of e-cigarettes or other smoking apparatus. Smoking materials shall not litter the exterior spaces of the complex, or be used or extinguished in a manner that may cause fire or damage to the property. Smoking is not permitted near entries.

Keep hallways and common areas in clean and nice condition for all residents and guests..

Hallways and Common Areas

Hallways shall be maintained in a decent, safe, and sanitary condition. Each resident must use care in keeping hallways clean.

There will be no smoking in hallways or the entire building.

Dirty shoes and overshoes should be cleaned at the

entrance.

Items left in the hallways will be collected.

Front and rear doors shall not be propped open in warm weather as bugs and rodents may enter the building.

Pets and assistance animals must be on a leash and un-

der control in common areas. They should not be allowed to jump on or invade the personal space of others.

Personal items such as bicycles must be kept in the apartment and not stored in common areas.

Snow Removal



Snow removal will be done when it stops snowing.

The severity of the storm will determine the length of time in getting the snow removal. Snow removal will be completed as quickly as possible. If it is not

cleared at Windmill Manor, 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 if possible

Automobiles, Campers, Mobile Homes, Boats, and Trucks



Vehicles in non-working order will NOT be parked or overhauled in the parking lot or on the property. No vehicles are to be left up on jack stands or blocks.

The parking area shall not be used to store trailers, boats,

Encourage campers, other guests to park in person's vehicles, "visitor parking" area. or for vehicle maintenance. You shall take care to protect parking areas

from vehicles that leak grease or oil. Vehicles are to have all tires inflated. Unlicensed and non-running vehicles are not permitted to be parked on the property.

No automobiles will be driven or parked on sidewalks or

lawns.

Vehicle license plate numbers must be registered with KHA, and parking permits will be issued to Plaza Boulevard residents.

Designated parking areas are provided for guests and non-residents.

Penalties for parking violations apply. The Plaza Boulevard parking policy and map are provided at the leasing session and is available upon request.

You may not change locks or install any auxiliary locks on any doors or windows of the unit.

Keys and Locks

You shall not change any locks on the outside doors. If you lose your keys and/or request locks changed, you will be charged. Child proof locks are not allowed, as these prevent maintenance to enter the unit to perform your requested work orders.

TV, CB ANTENNAS, SATELLITE DISHES, AND INTERNET CONNECTIONS

No antennas or other connections will be attached to the building or common areas of the

property. Cable TV is provided. You are to make your own arrangements for internet.



Nothing that attaches to any part of the structure.

Apartment Maintenance



Call for repairs as soon as possible to prevent further damage.

A well kept apartment is less costly to maintain and can help to reduce rent increases.

- Apartment doors should be kept closed in consideration of other tenants.
- Doors should be locked when you are absent from your apartment.
- An effort should be made at all times to be considerate of other tenants, particularly with regard to loud television sets, stereos, or conversation, especially after 9:00 p.m. and before 9:00 a.m. Tenants shall not conduct nor permit loud parties or noisy activities in their dwelling, or in any manner create any disturbances, which cause annoyance or discomfort to other tenants or to the community.
- AHA will not be responsible for any lost or stolen articles or personal property.
- Please notify AHA when the rules and regulations are being violated, and law enforcement when the law is being broken.
- Window blinds are not to be removed under any circumstances. Tenant owned draperies are permissible. Cardboard, tinfoil, or blankets shall not be hung in the windows.
- Inflammables, gasoline, solvent, etc. must not be kept in the dwelling unit.
- Please notify KHA immediately of any plumbing leaks or malfunctions as well as any problems with electrical outlets, switches, light fixtures, or appliances.
- Residents are not to install or replace additional major appliances unless approved in writing by AHA.
- Parents are liable for any damage their children may cause.
- Children's playthings must be cleaned up after use and kept in your apartment.
- Tubs and showers must be cleaned with non-abrasive cleaners to prevent damage to surfaces.
- Waterbeds are not permitted.
- Regular cleaning of the stove top, oven, refrigerator, and range hood is necessary.
- Thermostats should not be turned below 55 degrees during cold weather as it may cause pipe damage. In severely cold weather, open doors under sinks to allow heated air to surround pipes.

Holes shall not be placed in any doors for hanging decorative or other items

Resident assistance

The Kearney Housing Agency's Elderly Supportive Services staff is available for referrals for assistance with such items as;

- Medicaid Applications

- Food Stamp Applications
- Agency on Aging Referrals

The Windmill Manor Newsletter is a monthly newsletter sent to all

residents to help you stay informed of rule and policy changes, upcoming events, important dates, pest control, inspections, and sometimes just a witty story or joke to brighten your day!



Pest Control



Pest Control is resident responsibility. House-keeping is an essential part of maintaining a pest free home. If you have an infestation of any kind, especially cockroaches or bedbugs, contact AHA right away for remediation.

Bedbug treatment is provided at no cost to the resident.

Moving Out

All tenants are required to come to the office and complete a 30-day written notice at least 30 days prior to moving out. The 30-day advance written notice is a requirement in accordance with your lease.

At the time of completing the form, a date and time for the move-out inspection will be set. All such inspections will

be made during normal business hours with you or your representative, unless the unit is determined to be abandoned. If you are not present for the agreed move-out inspections, the

inspection will be conducted anyway.

Please be sure we have a forwarding address.

You should have all your personal property removed from the unit prior to the move-out inspection. All property owned by the Housing Authority should remain in the unit.

The inspection will not be done if you still have personal property in the unit when the inspector arrives. A \$25 fee will be assessed each time the inspector must return at a later date for the move-out inspection.

The unit should be left in a clean, neat and good condition in accordance with the move-out guidelines furnished to you by AHA.

The inspector will pickup the keys at the time of the inspection.

You will receive a copy of the inspection for your records. You will also receive a detailed list of tenant damages

and cleaning beyond normal wear and tear and charges due.

“Beyond normal wear and tear” includes, but is not limited to:

- Excessive holes in walls
- Pen, magic marker, pencil, crayon, markers, or other writing instruments on walls, floors, appliances and carpet.
- Grease.
- Candle smoke and or other soot.
- Nicks, tears and dents.
- Stains in carpet.
- Burns in carpet.
- Dirty appliances, sinks, bath tubs, stools.
- Holes in doors.
- Holes in or broken tiles.
- Broken mini blinds.

