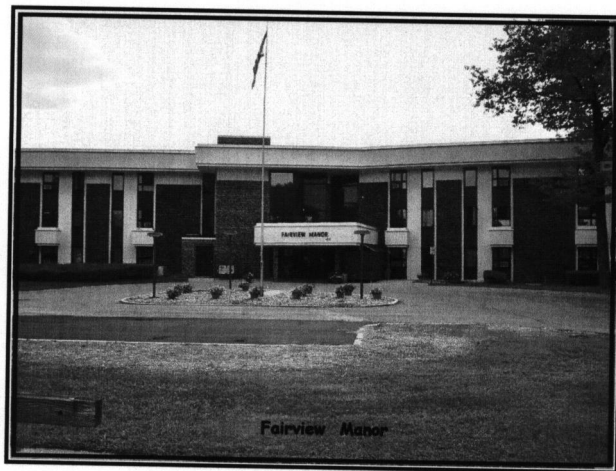
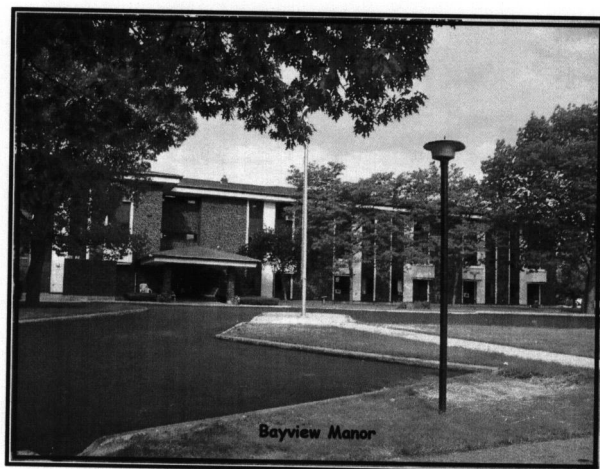


# **Gladstone Housing Commission Resident Handbook**



***Welcome to Bayview and  
Fairview Manors***

**The Gladstone Housing Commission  
extends to you a most cordial welcome  
to Bayview and Fairview Manors.**

**T**he staff and management of Gladstone Housing Commission would like to take this opportunity to welcome you to your new home. We will strive to provide prompt and efficient service and maintain your apartment in the best possible condition.

It is necessary to keep operating expenses at a minimum to maintain our present low-rent schedule. We trust that a cooperative spirit between residents and our Management staff will enable us to operate the apartment buildings in the most efficient manner.

This handbook provides some suggestions, regulations, and answers to commonly asked questions. As this Handbook for residents is a part of your Dwelling Lease, and you are required to observe both articles with equal exactness. If you have any questions, or if any part of your Dwelling Lease or related materials is unclear, please contact management for clarification. Working together we can keep the building and grounds as pleasant as possible, and a place you will be delighted to call home.

**WELCOME**

**OFFICE HOURS:**

The office is open from 8:30 a.m. to 4:00 p.m., Monday through Friday. The office is closed during lunch hours, weekends, and holidays. **The office telephone number is 428-2215.** Please leave a message on our answering machine if the office is closed.

**EMERGENCY TELEPHONE NUMBER:**

An employee of Gladstone Housing Commission is on call 24 hours a day, seven days a week. 365 days per year. On-call personnel carry cell phones.

***Types of Emergencies***

- A plumbing leak or sewer stoppage that may damage personal or Commission property.
- Any condition which may cause a fire.
- No heat during heating sessions.
- No electricity.

**WORK ORDERS:**

If you require service in your apartment that is not an emergency, please call the office for a "work order". A work order is necessary for work on the building or on the grounds. Maintenance personnel are not allowed to perform any work in an occupied apartment without a written work order, approved by management, except in the case of an emergency.

**DWELLING LEASE:**

Your Dwelling Lease is an important agreement, and we suggest that you review it along with this Handbook from time to time. Your lease is a legal document enforceable in a Court of Law, if necessary.

If you fail to abide by the conditions contained in your lease or Commission policies, the Housing Commission may terminate your lease and evict you. If there is anything that you do not understand, please ask us about it.

**SECURITY DEPOSIT:**

Your security deposit will be returned in full upon vacating, if the following conditions are met:

- Your rent is paid in full.
- You have paid all service charges because of damages to the premises beyond normal wear and tear.
- The Management incurs no loss because of your failure to give 30 days notice of your intent to move.
- All keys are returned to the Management Office before vacating.

**CLOSED CIRCUIT TELEVISION SYSTEM:**

As an extra means of security, we have installed a security camera in the lobby of Bayview and Fairview Manors. You may watch who enters the lobby of Bayview or Fairview Manor, depending where you reside. To use the Closed-Circuit Television system, Turn to Channel 19 on your television.



**RENT PAYMENT:**

Rent is due and payable on the (3) third and (4) fourth of the month. Any time after that is delinquent. Rent is payable by check or money order only. **Please make checks or money orders payable to the Gladstone Housing Commission.** Please deliver or mail all rent checks to the Gladstone Housing Commission's office. If the office is closed, rent may be deposited in the OFFICE MAIL slot next to the office door.

The nature of our low-rent operations does not permit tolerance of late rent payment. The firm stand we take on this is in the best interest of residents and essential to the continuance of low-rent housing programs. *Delinquent rent payments may be subject to a \$5.00 surcharge.*

Unforeseen difficulties should be discussed with the director on or before the rent is due. Time extensions must be fully justified and requests must be in writing. Repeated failure to pay rent or other charges when due is sufficient reason for the Gladstone Housing Commission to terminate your lease.

**APARTMENT OCCUPANCY:**

Only those persons listed on your Dwelling Lease may live in your apartment. You must notify management immediately if you have any changes in family size, persons in occupancy, or income. (See Dwelling Lease, Section 1.)

**OVERNIGHT GUESTS:**

You may have an overnight guest up to fourteen (14) times per year. No guests are allowed to remain for a period in excess of fourteen nights without prior consent from management. In the case of extensive illness, special arrangements may be made for extensions of overnight guest privileges.

**KEYS:**

Your first key will be supplied by management. All keys after this will have a \$2.00 charge for each additional key purchased. NO ONE, OTHER THAN THE RESIDENT, is allowed to have a duplicate outside door key. Keys must be returned to the management office before vacating, in order to claim your security deposit.

**MAILING ADDRESSES:**

If you do not provide the correct address and your apartment number on all correspondence, you may not receive your mail on time or it may be delivered to the wrong apartment or building. Your return address should be given as shown by the following examples:

**FAIRVIEW MANOR**

Mr. John Doe  
415 S 4th St. #101  
Gladstone, MI 49837

**BAYVIEW MANOR**

Mr. John Doe  
217 Dakota Ave. #101  
Gladstone, MI 49837

### **MOVE-IN & MOVE-OUT INSPECTIONS:**

At move-in, an Inventory Checklist is prepared for signature by the resident and management. This inventory checklist sets forth the condition of the unit at the time it was originally leased to you.

At move-out, Management performs another inspection to determine the condition of the unit. Dwellings are to be left clean and in good condition, including appliances. Any damage to property will be assessed against your security deposit. If necessary, a lawsuit will be filed in small claims court to recover money owed the commission for damages. All cost associated with the collection of an account will be charged to you; this includes attorney fees, court costs, and cost of garnishment of your wages, etc.

The resident is encouraged to be present during the move-out inspection. Remember, your lease requires a 30-day written notice of vacancy. Failure to provide written notice, you will be charged rent for those days. **RENT CONTINUES TO BE CHARGED UNTIL ALL YOUR KEYS ARE RETURNED TO THE OFFICE.**

### **SERVICE CHARGES:**

Damages to the premises or equipment, due to negligence, carelessness, misuse or failure to report promptly any need for repairs, must be paid by the resident on the first day of the month following receipt of charges.

### PARKING:

Rules for the parking lots:

- The parking lots shall not be used for outdoor repair shops, business purposes, or playgrounds.
- When there is a heavy to moderate snowfall, cars must be removed from the parking lots by 10:00 AM. If you are going to be away during the winter months, please make arrangements to have your car moved during snowfalls.
- *Parking spots are for RESIDENTS ONLY*, please notify your guests of this so they DO NOT PARK in the RESIDENT'S places. Limited parking for visitors are indicated by signs. If these places are filled, guests are to park on the streets.

### TELEPHONES:

Residents may have telephones installed by making the necessary arrangements with the telephone company; the same as would be done in any private home. Wall phones are permitted.

### REPORTING CHANGES IN FAMILY INCOME/COMPOSITION:

In order to make proper rent adjustments, it is necessary that the management be notified immediately of any change in the family income or composition. Residents will be held liable for all retroactive rents due because of failure to report changes in income or family composition within 30 days of occurrence. Failure to report such changes may be cause for eviction.

**RE-EXAMINATION OF RESIDENT FAMILIES:**

An annual re-examination is required to verify family income and composition. Your cooperation, by supplying proof of the information required at the time of re-examination, is necessary. Residents found ineligible at the time of re-examination, will be required to look for other housing. If none can be found that is equal to present housing, a signed statement is to be filed with the management office.

**USE OF DWELLING:**

Only those persons named on your approved application are lawfully allowed to share the unit with you. Visits by friends or relative, if longer than two weeks, **MUST** be reported to the management office. Additional charges for approved guests will be levied for the overtime. You may **NOT** sublet your apartment or conduct any business, or display any commercial signs, in or about our dwellings.

**VISITORS AND CHILDREN:**

*You* are responsible for the conduct of your guests and visitors. Please do not allow children to play or loiter in the lobby, public hallways, stairways, elevator, lawn, or parking areas. No child will be allowed in any common area or apartment with adult supervision. Residents will be held responsible for the actions of visitors.

**NON-SMOKING:**

In order to comply with the Michigan Public Act of 188 of 2009, which prohibits smoking in public places, places of employment & in food establishments. Smoking is only permitted in designated areas outside the buildings.

## NOISE:

### General Sound

No resident will make or allow guests or visitors to make any noise on the premises which interferes with the rights, comfort, convenience, or quiet enjoyment of the property by other residents.

### Musical Instruments

No resident shall play upon, or allow guests or visitors to play any musical instrument between the hours of 9:00 p.m. and 8:00 a.m. However, if the playing an instrument at any time should disturb or annoy other occupants, you will be advised to discontinue immediately.

### Televisions/Radios, Appliances, and Other Sounds

No resident shall operate or allow guests or visitors to operate any television, stereo, appliance, radio, etc., in a loud manner, which would disturb other residents, between the hours of 9:00 p.m. and 8:00 a.m.

### Excessive Noise

At no time shall any resident create or allow guest or visitors to create sounds that increase the noise level in other apartment(s) or any other area of the premises outside the rented apartment to 42 decibels or above (according to the ANSI "A" scale standard). Such sounds shall be deemed excessive and constitute a violation of the resident's Dwelling Lease agreement.

**HOUSEKEEPING HABITS:**

You are responsible for keeping your apartment in a clean, safe, and sanitary condition. In addition, you are also responsible for promptly cleaning any common areas (including hallways and elevators, that you, your household or guests make dirty. Please dispose of trash on a regular basis. Disagreeable odors, vermin, or hazardous conditions will not be tolerated under any circumstance.

- Telephone and electrical outlets are provided in the apartment. No alterations or additions are allowed without prior consent from management. Please do not overload circuits.
- No clothing, bedding or similar household articles shall be hung from the window or doors, or placed on the exterior window sills of dwelling units.
- Nothing is to be thrown, shaken from the windows, swept or thrown out of the doors of dwelling units.
- Your kitchen range and fridge must be kept clean and sanitary. Consult the instructions for defrosting and/or cleaning instructions.
- Shake mops and rugs at 1st floor level at North and South exits only.
- Your range hoods have filters in them. These filters should be cleaned at least once a month and replaced periodically.
- Residents are responsible for the upkeep and cleaning of the floors and walls in the apartment.

**COMMUNITY AREAS:**

Common areas are available to all residents for your recreational and social pleasure. You are expected to treat these areas as your own, and keep them in such a manner that all residents may enjoy their use. Call the office if you would like to schedule the community room.

**LAUNDRY FACILITIES:**

Laundry rooms are found on the second and third floors of each building, and may be used between the hours of 7:00 AM and 9:00 PM, every day. In consideration of those residents whose apartments are near the laundry facilities, please do not use the laundry rooms before 7:00 AM or after 9:00 PM.

**The washers and dryers are free of charge at this time.** These facilities are intended for resident use only. Please remain in the laundry room while operating washers and/or dryers. Management cannot assume responsibility for loss. We ask that directions for the use of these machines be followed strictly. Report any problems promptly to management so arrangements can be made for repair. Do not overload either the washers or dryers, as this causes breakdowns. **DO NOT** abuse the use of these machines, or the Commission will have to resort to coin operated ones.

Please keep the appliances and the laundry rooms clean. Wipe the appliances down with a damp cloth and remove lint from the dryers. Lint not only interferes with the efficient operation of the dryers, but also poses a potential fire hazard. No washing machines or dyers will be permitted in apartments.



**DECORATING:**

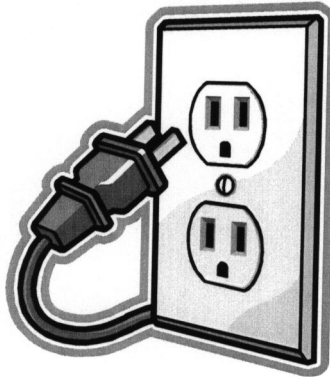
Please do not paint, install wallpaper, or alter the apartment in any way without prior approval from management. However, you may hang mirrors, pictures, etc., on wall. You may be charged for damages for excessive nail holes.

**UTILITIES:**

Due to the large volume of consumption, water, and electricity are obtained at a reasonable rate. Electricity may be checked, and if found to be in excess, a charge will be made for the excess consumption. **Air conditioners and freezers will be charged extra and must be approved by the Management Office.** Humidifiers are allowed.

Heat is provided at no cost. Please use the appliances provided in the manner intended. **Do not use your oven for heat.** If you have trouble with heating your apartment, please contact the office.

**Kerosene, ceramic, and additional electric heaters are expressly forbidden.**



**WALLS AND WOODWORK:**

Be sure to keep your walls clean. You should wash your walls every 6 months, taking care not to use too much water. It is important that washing be done from the floor up to the ceiling, otherwise water running on the lower dirty surface of the walls creates streaks that cannot be removed. Decals or transfer pictures are not permitted on the walls, woodwork, cupboards, or any interior surfaces, as removing them damages the surfaces.

DO NOT put any nails or tacks in any of the woodwork, cabinets, or doors in the apartment, or on the outside of your apartment door.

**PAINTING:**

Interior and exterior painting of all buildings will be provided by the management at regular intervals.

**PICTURE HANGING:**

You are requested NOT TO USE LARGE NAILS OR SCREWS in hanging pictures or mirrors. Special picture hooks of various sizes can be readily obtained at variety or hardware stores. Any other hanging devices must be approved by the management.



**CARPETING:**

Carpeting in the apartment is provided by the Gladstone Housing Commission. Keeping it clean is the responsibility of the resident. Be sure to vacuum it regularly to keep it in good condition. Though it is cleaned thoroughly before you move-in, you may hire a professional to deep clean your carpeting, if desired, at your own expense. Residents will be held responsible for out-of-ordinary damages to the carpeting, such as cigarette burns or stains.

**ELEVATOR:**

Consult the management office if the elevator is to be used for purposes other than transporting people, such as moving furniture. Please report one day in advance when furniture is being moved in or out to allow time to pad the elevator. Report any malfunction to the management office.

CHILDREN UNDER 16 YEARS OF AGE ARE NOT ALLOWED ON ELEVATORS, UNLESS ACCOMPANIED BY AN ADULT. If the child is alone, he/she must use the staircase.

**INSECT CONTROL:**

Any infestation of bugs or vermin must be reported to the management office immediately. Do not try to control pest infestations yourself.

**RUMORS ARE UNRELIABLE:**

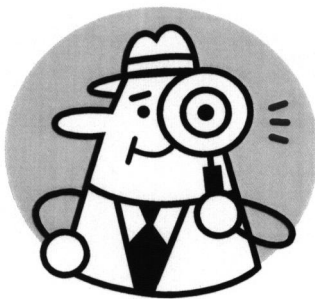
Consult the management office when in doubt about any subject pertaining to the buildings. DO NOT rely on hearsay.

### ANNUAL UNIT INSPECTIONS:

Inspection of all dwelling units must be made by the management from time to time. Each year the Housing Commission performs a routine inspection of your unit during reasonable working hours. At least two days before this inspection, a sign will be posted on the bulletin boards notifying when the inspections will commence.

During this inspection, we will be checking for items which require routine maintenance, damage beyond normal wear and tear, and poor housekeeping. It is necessary that we know the condition of the unit in order to plan for needed repairs and replacements to the structure and the equipment. If damage beyond normal wear and tear exists or there is evidence of poor housekeeping, you may be scheduled for regular housekeeping inspections or your lease may be terminated.

In the event that the resident and all adult members of his/her household are absent from the premises at the time of entry, Management shall leave on premises a written statement specifying the date and any findings prior to leaving the premises. Residents will be required to sign and return this statement to the Management office as soon as possible.



**EMERGENCY & SAFETY NOTES:**

Burglary, vandalism, and disturbance of the peace are situations to be handled by the Police Department. Report improper operation of all electric fixtures or outlets to the management office, so that we may issue a work order. Replace worn cords or extensions for electrical appliances. Do not store or use flammable materials within your dwelling. Oily waste and rags should be disposed of or kept in a metal container. Fires can be prevented. You must always guard against the possibility of a fire, and we urge you to be alert at all times. Don't be careless with lit cigarettes. Keep matches and lighters away from children. Don't let combustible materials or rubbish accumulate. Outdoor fires of any kind are prohibited with on the premises or surrounding areas. IN CASE OF FIRE, CALL 911. The fire inspector make periodic check ups.

FIRE ALARM ~ When the alarm rings, go out your designated exit route.

Basement and roof are off limits to all occupants, unless emergency requires your presence. Use precaution on the balcony, including no storage on the railing, the balcony door is to remain locked at all times. When you hear the emergency alarm bell ring, check each floor until you find the unit with emergency light on and take proper measure to help the occupant. The use of firearms, including air rifles, is strictly forbidden. Anyone violating this regulation will be reported to police authorities and terms of the lease will be enforced. Moveable objects should not be stored or placed on outside window sills.

**EMERGENCY & SAFETY NOTES, CONT.**

Small children should never be left alone in the apartment. For your own protection, know your neighbors. Located on your apartment door there is map showing your emergency escape route. Please use this route unless blocked by fire or other life threatening obstacle. If your escape route map is missing, contact the management office to have it replaced.

UNDER NO CIRCUMSTANCES IS A RESIDENT OR GUEST TO DISCONNECT THE SMOKE DETECTOR! If you smoke detector is not functioning properly, it is your responsibility to contact the Management office. Residents who disconnect the smoke detector, or allow it to be disconnected by a guest, are violating the health and safety sections of their lease and may be subject to eviction. By disconnecting the smoke detector, you have placed your family and neighbors at risk, should there be a fire. Residents who have their smoke detector disconnected will be responsible for labor and materials to replace the detector.

**VACATIONS & ABSENCES:**

Please notify the management office if you are to be away from home for any length of time. Extra precautions will be taken by the management office.

**PETS:**

The Housing Commission has a PET POLICY. See the management office concerning pets, **BEFORE** you bring a pet of any kind into the buildings.

**BUILDING FLOWER BOXES:**

The flower boxes are not the responsibility of the resident. They will be attended to by the maintenance staff. No bird or animal food is to be set out on the flower boxes.

**HALLWAYS & STAIRWELLS:**

Don't store anything in the hallways and on the stairwells. Throw rugs are NOT permitted to be placed on the carpet in the hallways.

**WINDOWS & SCREENS:**

The windows and screens are self-storing. They are not to be removed by residents, family members, friends, or cleaning people. Windows will be cleaned by the maintenance staff at least annually.

**CLEANING:**

For health reason, keep showers clean. Occupants will be responsible for cleaning their own units. All floors in corridors and recreation areas will be the responsibility of the management office. Ask management on proper care and cleaning of your floors. If the resident is unable to clean the unit, IT IS THEIR RESPONSIBILITY to hire someone to do the cleaning.

**DRAPES:**

The drapes are supplied by the management. They are cleaned periodically by the management.

**FLOORS:**

Residents will be responsible for their own unit floors. All other floors will be the responsibility of the Gladstone Housing Commission. Ask the management proper care and cleaning of your floors.

**LAWNS & SEEDED AREAS:**

Considerable time and expense has been and continues to be expended for the plantings and landscape work. Driving or parking of automotive and heavy vehicles on the lawn areas will not be permitted at any time. Residents will also be held responsible for all broken glass.

**CONTAGIOUS DISEASES & ACCIDENTS:**

Consideration for yourself, family, and community demands that any suspected or known case of a contagious disease be reported to the management office immediately. Accidents within the manors should be reported immediately to the management office.

**ABANDONED PERSONAL PROPERTY:**

Except as provided in the lease, management will not be responsible for articles left behind when a unit is vacated. If you intend to discard furniture or other items of personal property, please contact the proper authority to take care of this. If this is not possible, notify the management office and it will be arranged for pick-up and disposal, however, you will be charged for any additional fees occurred for this.



**SMOKE DETECTOR:**

Your apartment is furnished with two smoke detectors. Smoke detectors are also located in the hallway of each floor. If your detector beeps, you may need a new battery. Please call the office if your detector beeps.

**PROPERTY DAMAGE:**

You are responsible for damage to the apartment, fixtures, building, or grounds cause by you, your household, or guests. Repairs will be calculated on a time and materials basis, and are due and payable according to the schedule listed in your Dwelling Lease. Please report all damage to the office promptly.

**BULLETIN BOARDS:**

*Fairview's* bulletin boards are located at the community room entrance on the first floor and by the elevator on the second and third floors.

*Bayview's* bulletin boards are located by the management office on the first floor and by the elevator on each floor. Please periodically check the boards for additional information posted.

Please do not place any items on, or remove any items from the bulletin boards without permission. It is to be noted that only building residents and authorized personnel, upon receiving permission, may use the community rooms and kitchens. The management office has a community room policy stating the rules and regulations regarding the use of these facilities.

**REFUSE DISPOSAL:**

Garbage is picked up twice a week. Since the garbage truck arrives first thing in the morning, we ask that you put your garbage out the night before.

**GARBAGE:** All garbage goes outside in the garbage cans.

**RECYCLEABLES:** Cans and aluminum foil, plastic containers with a #1 or #2 on the bottom of container (no car oil or antifreeze containers), and newspapers. **MAKE SURE TO RINSE.** Remove any caps, rings, and/or labels that may be left. Place in proper containers in the laundry rooms or outside the building.

**GARBAGE DISPOSAL USE AND CARE:**

1. Remove the stopper from the sink sleeve and turn on the cold water full flow. Water should remain on during complete disposal operation. Failure to turn on a full flow of water before turning on the disposal can cause drain blockages.
2. Flip the switch to the "on" position to start disposal. Feed food waste into the disposal while it is running.
3. To avoid drain blockage, allow water to flow a sufficient time after grinding is completed to be sure all waste is flushed away. A minimum of 15 seconds is recommended.
4. **Do NOT insert hand into disposal.**

### **DISPOSAL ODORS:**

Objectionable odors coming from your disposal are usually a signal of build up of grease and food waste left in disposal as a result of insufficient water usage. Here's how to take care of this problem:

1. Shut off the disposal Lift the rubber splash baffle and use a scouring pad to clean the underside of the baffle and the upper lip of the disposal body.
2. Fill sink halfway with lukewarm water. Add baking soda and mix to form a solution.
3. Turn on the disposal and remove sink stopper. This will thoroughly flood the inside to wash and freshen the inside of disposal.

<b>Disposal DO's and DON'Ts</b>	
<b><u>DO's</u></b>	<b><u>DON'Ts</u></b>
Do grind food waste only with a strong water flow.	DON'T grind extremely fibrous material cornhusks, artichokes, etc. to avoid possible drain
DO grind citrus and other melon rinds. DO dispose of coffee grounds in disposer.	DON'T use hot water when grinding waste. Hot water can be drained into disposer between grindings.
DO flush disposer for cleaning. Allow disposal and water to run after grinding.	

## REFUSE DISPOSAL, CONT.

### NEEDLES:

Proper disposal of needles used for insulin and other injectable drugs are a MUST! The health and safety of all residents, as well as our maintenance staff and the city and county waste removal personnel is involved. If you do not have a container from the pharmacy/doctor to put your needles in, you can make your own. A coffee can or empty laundry/dish soap container works very well. Once the container is full, tape the top on and mark the container with the word "NEEDLES" in big black letters. Once the container is sealed and marked, you may put it in the garbage.



### SOLICITORS:

All solicitors, salesmen, and candidates running for local offices must get permission from the management office prior to calling on residents. This includes children selling items to benefit the school system or scouting activities. Also, no door-to-door Halloween trick or treating will be allowed in the buildings. Your grandchildren are welcome to see you on Halloween, but please do not allow them to knock on doors up and down the hallways. If you believe a salesman has called on you without obtaining permission first, notify the management office immediately so that we may address the issue.