

# Kearney Housing Agency



## Autumn Village

### Handbook of Occupancy & Rules

I have received a copy of this handbook on \_\_\_\_\_

Tenant Signature \_\_\_\_\_

KHA Staff Witness \_\_\_\_\_

# Welcome!

Autumn Village Inc. welcomes you as a new resident. Our objective is to provide safe and sanitary housing for you.

You have been determined as an "eligible" tenant for residency in our elderly, disabled and handicapped low-income housing. This is government housing under the United States Department of Housing and Urban Development regulations and guidelines. Specifically, you are living in a 202 Project for Elderly, which offers Supportive Services to those who are frail and are "at risk of becoming frail." This facility also offers rental assistance to those who qualify.

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: **234-3000 V/TDD.**

The Office, located at 2715 Avenue I opens at 8:00 a.m. and closes at 5:00 p.m. Monday through Friday. It is closed Saturdays, Sundays and all legal Holidays.





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**AUTUMN VILLAGE IS A SMOKE-FREE COMPLEX. Smoking is prohibited throughout the complex.** Tenants and guests who smoke, must do so outside of the building.

**SECURITY DEPOSITS AND CHARGES:**

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

The Security deposit 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 after move in.

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

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.

**RENT:**

Rent is due on the first day of each month. If the first falls on a weekend or holiday, it must be paid by the first working day thereafter. Rent is delinquent after the fifth 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:

Autumn Village Inc./Kearney Housing Agency  
2715 Avenue I  
PO BOX 1236  
Kearney, NE 68848-1236

If a problem arises regarding your rent, 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. Your lease was read to you at the Leasing & Orientation Session.

### **IMPORTANT PHONE NUMBERS**

234-3000 V/TDD      OFFICE HOURS      8:00 a.m. – 5:00 p.m. Monday – Friday - Closed Saturdays/Sundays/All Legal Holidays

234-3000 V/TDD      After Hours for Emergencies. Answering Service will contact the person on call.

### **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 run in the hallways; ride bicycles or skate on the sidewalks/parking lot. 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.*

Apartment Doors shall be closed and locked at all times. Propping the doors is prohibited. The hallway is pressurized to reduce odors. Leaving your door open may also create heating/cooling problems as well as safety concerns for you.

### **FIRE ESCAPE RULES:**

- ◆ If the fire is in your apartment, *leave your unit immediately* and have someone notify the fire department immediately.
- ◆ If the fire is not in your apartment and is not in the hallway, please *exit the building by the closest exit door*. (See Emergency & Fire Exits map.) All apartments in the west wing are to go out the west exit door or the main

entrance doors. All those in the east wing are to go out the east exit door or the main entrance doors.

- ◆ When the *fire alarm goes off, leave the building immediately.*
- ◆ If the fire should be in the hallway, your door should be closed, then put a wet towel or blanket against the bottom of the door. This will help keep smoke out of your apartment until the fire department arrives.
- ◆ Please keep in mind *your windows are a means of escape.*
- ◆ *Worry about getting yourself out of the building*, when fire department comes, you can notify them of other persons (if any) still in their apartments. They will rescue them.
- ◆ *Do not attempt to rescue neighbors yourself...*this is the job of the fire department.

### **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 and disposal of food, proper disposal of trash and garbage, spraying for insects and setting traps for mice (if necessary).

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

1. Wash dishes after each meal.
2. Wipe up spills immediately.
3. Rinse refundable containers thoroughly before storing.
4. Remove refuse to containers daily, making sure lids are secure.
5. For safety purposes, keep objects picked up.
6. Vacuum and dust as often as needed, but at least once a week.
7. Keep smudges removed from painted walls.

***PLEASE CONTACT THE OFFICE FOR PRIOR APPROVAL, INSTRUCTIONS AND WRITTEN PERMISSION FOR ANY ALTERATIONS TO YOUR APARTMENT.***

## **COMMUNITY AREA:**

If you wish to use the community area for a family gathering, please call the office 234-3000, to reserve it for that date. The community area may be used as an extension of your living room. We encourage you to use it for your social and family gatherings. The tables and furniture should be returned to the arrangement in which they were found. ***THE USE OF THE HALL IS ON A "FIRST COME FIRST SERVE BASIS" AND MUST BE CLEANED AFTER EACH USE.***

## **GARBAGE AND TRASH:**

Dispose of garbage by placing it in a plastic container or sack and placing it in the receptacle in the trash room. Trash, garbage, boxes, etc are not allowed to be placed in the hallways. Cardboard boxes must to be broken down prior to placing in the trash receptacle. Large boxes must be taken to the dumpster in the parking lot. The Trash Room is not a storage room for personal items. Any personal property must be stored in the tenant's apartment.

## **WORK ORDERS:**

The upkeep of your apartment is your responsibility. You must 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 orders are prioritized and completed in the following manner, starting with the highest priority:

### EMERGENCIES - 1st

An *emergency* may consist of NO HEAT, NO ELECTRICITY, PLUMBING PROBLEMS (STOOL RUNNING OVER, PIPE BROKE & FLOODING APARTMENT), ETC. An emergency is a maintenance problem "affecting the health and safety" of the tenant or complex. These are done immediately upon NOTIFICATION to the office, day or night, weekend or holiday.

### ROUTINE 1 – 2nd

*Routine* 1 is a maintenance problem, which needs to be addressed in a reasonable time. This may consist of dripping faucets, burned out light bulbs, screen and/or door problems. *Routine Work orders that are not a detriment to health and safety.* It may be inconvenient or irritating, and preventative type maintenance so the minor problem doesn't become major! These work orders are taken care of during normal business hours.

### ROUTINE 2 - 3rd

Routine 2 is non-mechanical, non-maintenance items, such as hanging pictures, curtain rods, shades, etc. These work orders will be done as soon as possible and after Type 1 and 2 work orders are completed.

### SERVICE 3 – 4th

Service 3 is not related to the dwelling unit but is a service above and beyond the normal duties of maintenance, such as getting a box off the top shelf. Autumn Village doesn't mind doing this type of service occasionally and must be done at the convenience of maintenance.

- **See Work Order Policy**

### **UTILITIES:**

Autumn Village pays gas, electricity, water, sewer and trash removal. Telephone and Cable Television are "tenant choice" and are the tenant's responsibility to pay. Excess Utility charges are for additional utility consumption by tenant supplied appliances such as freezers. These charges are posted on the bulletin board both at Autumn Village and the Management Office.

### **WATERBEDS:**

Waterbeds are allowed only with proof of liability insurance.

### **PETS:**

Pets are allowed. If you wish to have a pet you must have prior permission by completing the required paperwork and paying the Pet Deposit. Be sure that you have 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.

### **EXTENDED ABSENCES:**

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



## **AUTOMOBILES, PARKING, ETC:**

Autumn Village has parking available on the east side of the building. *No parking is allowed on 39<sup>th</sup> Street.* There are no assigned parking spaces. *Only cars with a handicap designation or license plate may park in the handicapped area.* Please be considerate of your neighbors' needs! When parking, please park your vehicle far enough back from the curb, so the front of your vehicle is not hanging over the sidewalk. This is especially helpful during snow removal and also allows people to walk on the sidewalk.

Any vehicle not currently licensed and/or is inoperable cannot be parked in the parking lot.

All vehicles must be registered at the office.

Vehicles are not allowed on the grass areas, when loading and unloading furniture.

Autumn Village will clear the parking lot of snow. Your vehicle may need to be moved to permit removal of snow from parking spaces.

## **NEWSLETTER:**

A newsletter is prepared each month including a calendar of events to remind you of the activities for that month.

## **LAUNDRY ROOM:**

The *laundry room is for resident use only.* The laundry room is on a "first come first serve" basis. Everyone should be considerate of others. Use of the laundry room is prohibited after 9:00 p.m. Please do your part in keeping the building and equipment clean. Please don't abuse this privilege by washing a friend's or relative's clothing. Clothes left in either the washers or dryers for a length of time will be removed and placed on the counter.

## **AUTHORIZED ENTRANCE:**

*Autumn Village is an authorized entrance building.* This means the entry door is locked at all times. Tenants will receive a "key tag" which will allow the doors to open. This key tag is computerized and cannot be duplicated. If you lose your key tag, there is a *\$20.00 replacement fee.* The lost key tag will then be deleted, and cannot be used by an unauthorized person to access the building.

Visitors will only have access by entering the appropriate apartment number code on the keypad in the entryway. Access is granted only when that tenant answers the phone, and gives them access to the building by pushing #\_\_\_ on their phone.

**Do not open doors for anyone you do not know! As you come through the doors, do not let in people you do not know!** When you let in unauthorized/unknown persons, you are jeopardizing not only yourself, but also your neighbors' safety and security. **Do not prop open any of the exterior doors.**

**DOOR KEYS, MAILBOX KEYS:**

One key will be provided for each apartment. This key will open the east-side entry door as well as your apartment door.

Tenants will receive one key tag to open the secured front entrance door. A family member may purchase an additional key tag for \$20.00.

**LOUD NOISE:**

Residents should be considerate of neighbors and refrain from making loud noises that will disturb other residents. When having guests, playing the radio or television, or just talking please think of your neighbors and how noise travels. It is requested that no unnecessary or loud noise be made after 10 p.m. or before 8 a.m.

**DRUG/CRIMINAL ACTIVITIES:**

Criminal and Illegal Drug activity is strictly prohibited in accordance with Federal regulations and Autumn Village policy.

Drug and Criminal activity on or near premises, engaged in by a resident, any member of the resident's household or other persons under the resident's control, or any drug and criminal activity that threatens the health or safety or right to peaceful enjoyment of their residences by tenants or threatens the health or safety of any management or maintenance staff is cause for termination of tenancy in accordance with the lease.

**MISCELLANEOUS:**

Tenants are responsible for having their own personal property insurance. Autumn Village's insurance will cover the building and office equipment, but will not cover your personal items.

Your mailing address is: 1712 East 39<sup>th</sup> Street # \_\_\_\_\_  
Kearney, NE 68847

No soliciting is allowed at Autumn Village.

## **MOVE OUT:**

### **Before You Move out:**

All tenants are required to give **advance 30 day written notice** in accordance with their lease before moving out. When we receive your notice, a move-out inspection date and time will be set.

All such inspections will be made during normal office hours with the tenant or a representative of the tenant present, unless the unit is determined to be abandoned.

The tenant should have all personal property removed from the unit before the move-out inspection. All property owned by Autumn Village should remain in the unit.

The apartment should be clean and in good condition, in accordance with the move-out guidelines furnished to the tenant by Autumn Village.

The move-out inspector will pick up the keys at the time of your inspection. You will be given a copy of the inspection for your records. Please be sure to give the inspector a forwarding address.

We hope this Handbook has answered your questions. If you ever have any questions which are not covered in the Handbook, please feel free to contact the office during working hours.



*Approved by Resolution No. 2000-8-B at the Regular Board Meeting of the Board of Directors of Autumn Village, Inc. on August 17, 2000.*