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**Pickaway Metropolitan
Housing Authority**

TTY/TDD Customers:
Contact Ohio Relay Services
@711 or 1-800-750-0750



RESIDENT HANDBOOK 2021

PICKAWAY METROPOLITAN HOUSING AUTHORITY

It is the policy of the Pickaway Metropolitan Housing Authority to fully comply with all Federal, State and local nondiscrimination laws; the Americans with Disabilities Act; and the U.S. Department of Housing and Urban Development regulations governing Fair Housing and Equal Opportunity.

No person shall, on the grounds of race, color, sex, religion, national or ethnic origin, familial status, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under the Pickaway Metropolitan Housing Authority's programs.

Pickaway Metropolitan Housing Authority
176 Rustic Drive
Circleville, Ohio 43113
Telephone: 740-477-2514
Fax Number: 740-477-7456

Kim Hartinger, Executive Director
Dale Hendrix, Supervisor of Maintenance

PUBLIC HOUSING - WHERE DO YOU LIVE?????????

If you reside in our Public Housing program, many times you may hear us refer to your housing as 001, 002, or 003. Those are the final three digits of the HUD project number that your home was built under. So you know, these are the designated area's by streets:

001

Rustic Drive, east of the PMHA office; Pontious Lane, Barry Drive, Francene Court

002

Rustic Drive, west of the PMHA office; Rustic Court in Circleville and Lexington Avenue, Rich Street, Griggs Street, Madison Street in Ashville

003

Kingston Court, Washington Street, Logan Street, Walnut Street, Meadow Drive in Circleville and School Street in Williamsport

RURAL DEVELOPMENT

Our Public Housing Division is also responsible for managing our Rural Development property in Williamsport, Ohio. Known as Williamsport Terrace, this property has 16 apartments on South Water Street in the Village of Williamsport.

WELCOME TO YOUR NEW HOME

The Pickaway Metropolitan Housing Authority (PMHA) was established in 1972 to provide affordable housing for low to moderate income families. We are a government entity that is directed by a Board of Commissioners who serve 5 year terms. To ensure the organization represents all of Pickaway County, the Common Pleas Court and Probate/Juvenile Court Judges each appoint a member of this Board, as does the Pickaway County Commissioners. The Mayor of Circleville appoints two persons.

These Commissioners work without pay and are responsible for setting PMHA policy. The Executive Director is responsible for implementing these policies and managing the PMHA's day to day operations.

The Public Housing Department manages the property where you reside. This department manages 108 public housing apartments and houses for families in Circleville, Ashville, and Williamsport and 16 family and elderly apartments in Williamsport. These 16 apartments are funded by Rural Development with all other properties funding by the Department of Housing & Urban Development. Therefore, you will frequently hear us use the terms RD or HUD when we speak about the type of property where you reside.

Your rent covers only a portion of PMHA's total operating costs. The remainder comes from the U.S. Department of Housing and Urban Development (HUD) or Rural Development (RD). Because a significant amount of our funding comes from the government, they demand that these funds be used wisely and honestly. This is why we try to enforce the lease to the best of our ability, while at the same time, trying to be fair to you, our tenants.

Hopefully, this handbook will help you be a good tenant, while also allowing you to understand our role.

HOUSEKEEPING

To cut down on the amount of time it takes to clean your residence, we've included some tips on how to get the job done more quickly.

You will find that your home is designed for comfort and easy cleaning.

- You are expected to maintain a clean home.
- Floors are to be swept and mopped regularly.
- Floors, closets and utility rooms are to be kept free of excessive clothing or trash.
- **ARTICLES ARE NOT TO BE STORED CLOSE TO FURNACES OR HOT WATER TANKS!!**
- Clothes are not to be hung from gas pipes or water lines in utility rooms.
- Garbage and trash are not to remain in your apartment for more than one week. Residents should place trash in dumpsters, not beside it. Residents in HUD's public housing apartments and houses should use the trash waste wheeler provided by PMHA for storing trash. The waste wheeler should be placed at curbside the night before trash pickup. The waste wheeler should be returned to the tenant's property on trash day, after trash has been collected. Williamsport Terrace residents are encouraged to remove their trash regularly to the dumpster that is located on-site.
- Stoves, refrigerators, and other appliances are to be kept reasonably clean.
- Bathroom fixtures are to be cleaned regularly.
- Walls are to be kept free of excessive markings, smoke and grease.
- Windows are to be washed when needed.
- Families are expected to keep their front, side, and rear yards free of trash and litter. We ask that each family devote five minutes a day to cleaning up their yard to maintain its attractiveness.
- Please do not leave your trash container in front of your unit. It can be stored at the back or side of your unit.

SUGGESTED CLEANING TIPS FOR:

Bathrooms: Bath tubs, sinks, toilet bowls: Use soap powder, detergent or mild scouring powder to clean glazed enamel surfaces (if your tub is fiberglass, do not use scouring components to clean it). Avoid strong cleaners which roughen the enamel and make it difficult to clean. It is not necessary to use metal polishes on chrome surfaces. Do not place heavy objects on the toilet tank lid.

Carpets: Carpets or rugs may be laid on top of the floor, but please do not fasten them with tacks, nails or glue.

Floors: Dust floor with a dry mop regularly. Do not use oil based products because they will spoil the surface. Wash with hot water and soap suds. Wring out a soft cloth or mop in sudsy water and wipe, covering a small area at a time. A scrub brush helps to wash off heavy dirt and makes cleaning corners easier. Do not let floors get very wet. If you use a lot of water, it may loosen the tile. After the floor has been washed, wring out the cloth in clean water, allow the floor to dry thoroughly, and wipe the floor to get rid of residue.

To polish the floors, apply a thin coat of self-polishing, nonskid, liquid wax designed for use on asphalt tile.

KITCHENS

- **Cabinets and Work Tables:** in apartments where cabinets are wooden, care should be taken not to let water stand or settle on surfaces. Too much water will cause the glued pieces to come apart. Cleaners and polishers containing grit will not only spoil the finish, but will make cleaning difficult. Do not sit hot pans or other appliances on Formica surfaces. Also, do not cut food directly on the counters since it will damage them – use a cutting board instead.
- **Sinks:** Porcelain surfaces can be easily cleaned with hot, soapy water. If the sink is stained, use a mild scouring powder and rinse well. To remove stubborn stains, fill the sink with hot water (using a stopper) and add about ¼ cup of chlorine bleach. Let solution stand for a while and it will rinse clean. Avoid scouring powders containing grit. Do not use metal polish. Report all leaking faucets or valves to the Housing Authority. No charge is made for such repairs unless caused by abuse.

Flush drains after use with plenty of cold water, occasionally using a little washing powder to cut grease. Do not dispose of grease or coffee grounds in the sink since they will clog the drain and stain your sink. If your drain should become clogged, try to unstop it with a plunger or drain opener like Liquid Plum'r before calling the Housing Authority. If you have used any type of cleaner or drain opener, please notify the maintenance staff. This is to guarantee the maintenance staff safety.

- **Refrigerators:** Your refrigerators should be cleaned regularly. All refrigerators are frost free.

Cleaning outside: Wash with soap and water, rinse and dry with a soft cloth. Please do not stick decals on refrigerators.

Cleaning inside: Shelves and freezing trays should be washed with warm, soapy water, rinsed and dried. **CAUTION:** Plastic trays are sensitive to changes in temperature. Before washing, let plastic trays reach room temperature and then use only warm water to clean them. The walls and freezing compartments should be washed with warm water in which 2 tablespoons of baking soda or borax have been added for each quart. Rinse and dry with a soft cloth. The rubber gasket on the refrigerator door can be ruined by butter, grease or other fats, or by fruit acids. Unless the gasket is kept in good condition, your refrigerator will not cool properly.

Repairs: If your refrigerator is not working in good order, ask the maintenance staff for repair service. If the trouble is serious, disconnect the electric plug.

Ice Trays: Never use an ice pick or other instrument to remove ice trays.

Surrounding Areas: The area behind the refrigerator should be cleaned as needed to avoid buildup of dust and food. The dust on the back of the refrigerator should be vacuumed off. This will allow the unit to use less energy and to last longer. Food buildup around your refrigerator, stove or other areas in your kitchen can cause a problem with pests since roaches and mice are attracted to these areas.

- **Stoves:** Keep your range and oven clean at all times. Wipe out the oven after each use or use an oven cleaner. Accumulations of spilled grease can be a fire hazard, so wipe up spills immediately. Grease also attracts roaches.

All residences have electric stoves and gas water heaters.

WALLS, CEILINGS, AND DOORS

Painted surfaces can be cleaned easily. Wash the surfaces lightly with a damp cloth, rinse and dry with a soft cloth. Wash walls from the bottom to the top. (Water running down over dirty walls will cause spots and streaks which are difficult to remove). Any cleaner containing lye or grit should be avoided. Be careful not to let water seep into the electrical outlets.

WINDOWS AND SHADES

In cold weather, steam and moisture causes water to form on window frames. Therefore, please keep it wiped up because this will prevent rusting and other damage to your apartment. Wipe steam from windows with a crumpled newspaper or towel. When this happens, think of ways which can be used by your family to reduce the amount of moisture in the air.

Cleaning can be done by washing windows regularly before too much grime has settled. Add ½ cup of vinegar or 1/3 cup of ammonia to a pail of water for a sparkling job. Wash window panes from top to bottom. Rub dry with a cloth or newspaper.

Be sure to dry window frames, sashes and sills to prevent rusting. If your window frames need repair, notify the Housing Authority so that they can be repaired.

To keep shades and blinds in good condition, keep windows closed when it rains or snows. Roll up the shades when windows are open.

Many parents involve their children in the care of their home by giving them daily, weekly or monthly chores to accomplish. These chores can instill a sense of pride and responsibility for maintaining the family home and community.

MAINTENANCE

Sometimes a maintenance problem crops up that requires your attention or repair. These are some suggestions and avenues to fix them or receive help.

Electrical: Mechanics of circuit breakers are located in a panel box in your dwelling. If your lights go out or an appliance fails to operate, push the appropriate circuit breaker switch in the panel box to the "off" position, wait a few seconds, then return it to the "on" position. If the lights or appliances still do not work, call the Housing Authority.

Common Areas: Maintenance of apartments is only part of PMHA's ongoing efforts to beautify our neighborhoods. We're doing our best to spruce up the place but we can't do it alone. If residents make the effort to keep their area free from litter and debris, over time we will have litter free communities.

Yards: Keep yards free from litter, weeds, snow, tall grass and ice as necessary. We don't want to see cigarette butts, pop cans, candy wrappers, straws, etc. Toys not being played with should be put away. The areas adjacent to your entrances that have shrubbery or are locations for flower beds require weeding. This is the resident's responsibility.

PEST CONTROL

If you notice evidence of a pest problem in your home, please report it immediately to the Maintenance Department.

For effective barrier against roaches, it is necessary to treat all apartments and houses on a quarterly basis. You must cooperate fully with PMHA's effort in this regard, even if your dwelling does not have infestation.

The biggest pest issue facing housing providers at this time is bed bugs. Bed bugs are brought into units by residents, their guests or on items that residents bring into their home. Therefore it is absolutely necessary that you know your furniture and belongings are bed bug free BEFORE you bring them into a residence. Signs to look for in your home or on furniture include blood stains from crushed bugs, rusty or dark spots on mattresses or bedding, bed clothes and walls. You may also find fecal spots from the bugs, eggshells and shed skin close to their hiding spots.

Bed bugs do not bite everyone. They may bite one person in a household but not anyone else. Their bite is painless, however it can cause a small, hard, swollen, white welt on the skin that itches intensely. Rows of three or more welts on exposed skin is a good indication of bed bug bites.

These are the tips we can provide to help you stay bed bug free:

- **DO NOT BRING FURNITURE INTO YOUR HOME FROM UNKNOWN SOURCES, CURBSIDE PICKUPS OR THRIFT STORES. EVEN SOME OF THE MOST WELL KNOWN FURNITURE RENTAL STORES HAVE HAD ISSUES WITH BED BUGS....AND FAMILY MEMBERS OR FRIENDS WHO ARE ANXIOUS TO GET RID OF FURNITURE MAY ALSO HAVE THEM! INSPECT EVERYTHING YOU BRING INTO YOUR HOME FOR PRESENCE OF BED BUGS!**
- Reduce the amount of clutter in your home. Bed Bugs like to hide and if you get rid of clutter, it lessens the places they have to hide.
- Vacuum mattresses, box springs, carpets and dispose of the contents of the vacuum in a sealed plastic bag. This will keep the bed bugs you have vacuumed from getting back out into your home.
- Cover your mattress and box spring with plastic covers
- Wash bedding and garments in hot water (120 degrees)
- Put your clothing in the dryer and run the dryer for at least 5 minutes to kill the bed bugs
- If you travel, inspect your luggage and clothing for bed bugs.

Policy for pest eradication: Once roach or pest infestation does occur, the Authority will provide professional treatment to rid the unit of pests. The Authority will also closely monitor housekeeping of the household to guarantee that the problem does not reoccur.

If the Authority determines that the resident's poor housekeeping is solely responsible for the infestation, or if the tenant refuses to properly prepare for extermination as requested the Authority can file for termination of the lease.

Preparation for the Exterminator and Treatment

The failure to be properly prepared or to admit the pest control contractor will be regarded as grounds for the lease to be terminated.

For roach treatment, **DO NOT WASH OFF THE PESTICIDE AFTER THE TREATMENT!** The treatment can continue to work four to six weeks after application. The quarterly spraying is meant to be a preventative treatment. We ask that you prepare for this treatment by making sure that the pest control contractor can get to the baseboards in all cabinets in the kitchen and bathroom.

If you have an infestation problem, please be honest with us! We can give your unit a more thorough treatment if we are aware that a problem does exist! If you have roaches we will ask you to do the following before we spray:

- Remove all food, dishes and utensils from kitchen cabinets.
- Remove all towels and personal items from bathroom shelves.
- Remove all items from shelves and floors of closets and the pantry. (Hanging clothes do not need to be removed)
- Wash out all cupboards and drawers before the exterminator arrives.
- Wash the areas behind and beneath your stove and refrigerator.
- Remove pets for four hours after the treatment is applied. Tropical fish can stay, but cover the fish tank.
- Put contents of your cupboards and shelves on tables and cover them.

- Always make sure that the exterminator knows when sleeping rooms belong to children two or younger. These rooms will not be sprayed.

The exterminator is able to do a better and more thorough job in applying the treatment if you do a good job in getting your apartment ready.

Do not touch any surface until the spray has dried, even though the chemicals should not be harmful unless put directly on the skin or in the eye.

Tips for keeping roaches out of your home:

- Cockroaches need four things to live: food, water, shelter and warmth. Don't give it to them.
- Keep your apartment clean. Wash away grease, food spills and crumbs. Wash your kitchen floor, counter top, range/oven, and refrigerator at least once a week.
- Keep your dishes clean. Wash dirty dishes and pots/pans after every meal. Do not let them pile up in your sink.
- Store all food, including rice, flour and grains in airtight containers, cans, buckets or ziplock plastic bags.
- Do not give water to roaches by leaving dishes soaking in water or standing water in sinks or tubs. Report all water leaks.
- Take out your trash daily by putting it in a garbage can. Be sure your trash is in a plastic bag.
- Keep your apartment cool since roaches like warm places.
- Keep moisture low. If your apartment gets humid after cooking, air it out.

NOTE: IF YOU SEE ANY LIVE ROACHES - EVEN ONE - IN YOUR APARTMENT SEVEN DAYS OR MORE AFTER YOUR APARTMENT HAS BEEN SPRAYED, PLEASE TELEPHONE THE HOUSING AUTHORITY OFFICE.

For the sake of your family and neighbors, let's work together to eliminate roaches from all of the homes in our housing program. Roaches are proven to be a major health concern causing breathing disorders and other health related problems, especially in children.

If you see mice, use mousetraps to rid your apartment of the problem. If you have more than one mouse occasionally, please contact the Housing Authority so we can try to determine where they are gaining access to the apartment.

The Housing Authority uses a heat treatment for bed bug treatment and you will be given specific instructions on preparation for this treatment if it becomes necessary. Again, be sure to report bedbugs to the Housing Authority as soon as you see them as they are much easier to treat when the infestation is small.

OTHER MAINTENANCE TOPICS

Mold and Mildew: Some units retain high levels of moisture and humidity that can condense on walls and the inside of windows. When this moisture is combined with dust and dirt, it can cause mold and/or mildew to grow.

The main cause of moisture in apartments comes from washers and dryers that are not properly installed.

The following is a list of other causes of excessive moisture and humidity:

- Taking long baths and/or showers
- Not covering pots and pans while cooking
- Frequently boiling water
- Using humidifiers and vaporizers
- Allowing water to stand in sinks, tubs, etc.
- Cooking with unvented gas ranges, and heating with gas ranges or kerosene heaters
- Using unvented clothes dryers and hanging clothes to dry in the unit
- Keeping too many house plants
- Washing floors, clothes and dishes
- Failing to open windows for ventilation

- Keeping drapes continuously closed – this causes moisture to condense on walls and windows behind the drapes.

Some of the situations listed above cannot be eliminated. However, most can be controlled, minimized or stopped. The following is a list of suggested remedies

:

- Run the bathroom fan
- Cover the pots and pans while cooking
- Do not boil water excessively
- Limit the use of humidifiers and vaporizers
- Do not allow water to stand in sinks, tubs, etc.
- Do not heat your dwelling with your range/oven or a kerosene heater
- Keep fewer house plants or use glazed pots
- Open drapes and shades during daylight hours
- Increase ventilation

Painting and Decorating: Tenants are not allowed to paint. Tenants are not allowed to install wallpaper or borders. Contact shelving paper may be laid on the shelves, but not glued or permanently installed.

Maintenance activity by the tenant: PMHA allows residents to perform some routine maintenance. Here are some examples:

- Minor plumbing work: unplugging drains, sinks, toilets, laundry tubs and floor drains by using a rubber plunger only. If this does not work, call the Housing Authority.
- Replace all burned out light bulbs (including refrigerator and oven bulbs) and fluorescent tubes. Reset breakers if needed. If the breaker continues to trip, call the Housing Authority.
- Yard Care: includes picking up litter, removing dandelions and other weeds including the ones between the joints of sidewalks or driveways; keep lawns and driveways free of debris. Be sure to remove snow from the driveway and sidewalks, including the one in front of the dwelling. The PMHA will do all mowing and edging.

Tenants are permitted to plant flowers. Any other landscape changes require prior approval of the maintenance department.

Charges: If negligence or resident abuse occurs, charges for maintenance may be assessed against the resident(s). The PMHA bases charges on a schedule of maintenance charges, or on the actual cost of the replacement item. The schedule of maintenance charges is available for viewing in the Housing Authority office.

Reporting Maintenance Requests: Maintenance requests are taken between the hours of 8:00 a.m. and 4:00 p.m. Monday through Friday by calling 477-2514 ext 300. Emergency problems will receive top priority. When you have a potentially serious maintenance problem, please let us know immediately. Examples are leaking hot water tanks and furnaces that do not work.

Maintenance Emergencies: Emergency calls after hours can be made to the Housing Authority Staff for the following items:

- No heat at all if the outside temperature is at 40 degrees or less
- Flooding in unit (**Please remember that all toilet overflows can be stopped immediately by turning the valve off at the bottom/back of your toilet**)
- Main sewer stoppage
- No electric at all (Please remember we can do NOTHING about power outages that are the result of a storm or other situations involving the power company. If the entire area is without power, please call your electric company).
- Gas Leaks should be reported immediately to Columbia Gas (or the Village of Williamsport if you live in Williamsport). Please vacate the residence when you smell gas and make any calls from outside the residence.

- Fires should be reported by dialing **911**. Then report to a staff member of the Housing Authority.

These are telephone numbers for Housing Authority personnel. **WE REQUIRE THAT ANY TELEPHONE CALL TO A STAFF PERSONS HOME BE MADE ONLY IN THE EVENT OF AN EMERGENCY. ABUSE OF TELEPHONE CALLS TO PMHA PERSONNEL AT HOME WILL BE DOCUMENTED AND MAY BE GROUNDS FOR LEASE TERMINATION.....**

Maintenance: Dale Hendrix 740-207-0638
Bailey Feldman 740-207-0635

Public Housing & Williamsport Terrace: Natalie Steed Public Housing Specialist
740-477-2514 Ext 304
Derek Robinson Agency Specialist
740-477-2514 Ext 300

Prevention: Accidents are a part of everyday life. However, you can reduce the likelihood of their occurrence by heeding the following tips:

- **NEVER LEAVE CHILDREN AT HOME ALONE**
- **FIRE.....LET'S NOT HAVE ANY!!!**

Fire Departments report that the majority of fires are caused by CARELESSNESS. PMHA investigates all fires in its buildings, and when evidence indicates carelessness, neglect, or disregard of safety practices, the family will be charged for the damage or EVICTED. This will never happen to you if you will take a few simple precautions:

1. **NEVER LET CHILDREN PLAY WITH MATCHES:** Keep matches, lighters, and candles where children cannot reach them.
2. **NEVER SMOKE IN BED:** Toxic gases from burning mattresses can cause suffocation even before flames break-out.
3. **KEEP YOUR STOVE FREE OF GREASE:** Don't allow greasy rags or rubbish to pile up in your kitchen and do not allow spills to remain or build up in your oven.
4. **NEVER** leave your apartment while food is cooking on the stove. If for any reason the fire suppression canister is missing or has engaged, you must report this to the Housing Authority immediately.
5. **IF YOU SMELL GAS,** notify Columbia Gas (1-800-344-4077) or the Village of Williamsport (986-9505). Then contact the Housing Authority office.
6. **DO NOT PLACE ANYTHING NEAR THE FURNACE OR WATER TANK:** Piles of clothing or bedding near the furnace or hot water heater is a good place for a fire to start. This is absolutely prohibited.
7. **DO NOT STORE FLAMMABLE MATERIAL IN THE HOME:** Gasoline, propane tanks or flammable liquids must not be stored in the unit. Kerosene heaters are prohibited. Cleaning parts with gasoline or cleaning clothes with flammable liquids should never be done indoors.

Test the Smoke Detector: Your family's life may depend on a working smoke detector. Residents are responsible for maintaining smoke detectors, reporting any non-working smoke detector and replacing the batteries if necessary. Smoke alarms will be tested during monthly inspection and each time a PMHA staff member enters your home. If they forget, remind them! You can test the detector yourself by pressing in on the button located on the lid of the detector. Twice a year, vacuum the openings in the detector cover. To stop the alarm noise after a fire or from cooking smoke, open the windows and fan the smoke away from the detector. Do not remove the battery from the alarm because it will put your family at risk in case there is a fire. Smoke detectors are of no use unless they are kept in working order.

The following areas have the following types of smoke detectors:

- Most units have electric smoke detectors with battery back-up and a carbon monoxide detector in an all-in-one unit. There are some units on Francene Court that have battery operated smoke detectors.

Williamsport Terrace has electric smoke detectors with battery back-up and a carbon monoxide detector in an all-in-one unit.

Providing your own: There are certain items PMHA does not provide but you may wish to have. This section outlines these items.

- Carpeting – carpeting and area rugs are permitted, but cannot be permanently installed.
- Clotheslines – outside clotheslines should be taken down when not in use. They may be a hazard for persons walking in the area, or children playing. They are also sometimes vandalized when not in use. **You may not install clothesline poles at any PMHA location.**
- Exterior Decorations, Antennas and Recreational items– Any attachments to exterior wall surfaces or patios must have prior management approval before being installed. They must be pleasing to the eye, easily removed, and do no damage to the surfaces to which they are attached. Examples of permitted installations are: hanging flower pots, flag brackets, decorative flower trellises and the like. Examples of attachments that may not be permitted by management depends on the look, location and means of attachment. Fences and antenna are not permitted.
- Installation of outside antennas cannot be allowed because of potential damage to roofs, patios and other parts of the building. Residents must rely on interior antennas or cable television.
- **Swings, trampolines, swimming pools, and fire pits are prohibited at all PMHA locations.**
- Range and Refrigerators – PMHA furnishes a range and refrigerator for each home. Residents must use these appliances. They cannot be replaced with privately owned appliances.
- Washers and Dryers – Washers and dryers are allowed in public housing units but must be properly hooked up. Washers and dryers are not permitted in one bedroom apartments or at Williamsport Terrace. Washer and dryer facilities are provided on site at these buildings. Dryer fires are the primary cause of fires recently in PMHA units. **ALL DRYERS MUST BE HOOKED UP PROPERLY AND VENTED!**
- Ceiling Fans – Tenant's may install ceiling fans in locations where a ceiling light fixture exists. The installation must be handled by someone who is properly trained to make the installation.

REGULATIONS AND RESPONSIBILITIES

- Prohibitions from Property – Housing authorities have the right to control what occurs on their property as does any other rental agency. As managers of rental property, they are obligated to take every action to ensure a “safe”, decent and sanitary environment in which families may live. Part of that responsibility includes the right to request that people not congregate on public and semi-public areas of the community. In addition, the authority has the right to refuse entrance to their property to persons engaged in activities not approved of by the organization, or which threaten the lives and well-being of its residents.
- Criminal Activities – Periodically, PMHA encounters persons who do not live in a PMHA community, who refuse to obey the reasonable rules of the authority, who repeatedly engage in harmful behavior, or who engage in serious criminal activity. PMHA will take steps to bar such persons from its property. These steps are as follows:
 1. The person engaged in these activities will be warned of the action to be taken if they don't leave the property. Such warnings may be given in person or in writing. If it is given in person, it is recommended that a police officer be present when the person is warned. If the warning is by letter, a copy should be sent to the police department
 2. If the person returns to the property, the manager or staff should:
 - a. Call the police to inform them of the violation and to have the person arrested if the person refuses to leave.
 - b. Take information concerning name, date of birth, residence, and dates and times of past warning(s) to the police department and secure a warrant for trespassing.All PMHA regulations have been established for the health and safety of every resident in our communities. Complying with these regulations will help create healthier communities.
- Cable Television - Your unit has been wired to cable television and if you wish to have cable hooked up, contact your local cable company to arrange for service. This service is at your own expense. No additional wiring is permitted for more than one cable hookup without the permission of the Authority. PMHA assumes no responsibility for cable equipment as it belongs to the cable company. The resident assumes total responsibility for any and all maintenance and/or charges for services.

- Children's Safety – The PMHA requests all drivers to be especially aware of children when driving in family community areas. There are many children who reside in our housing, and their safety is important to everyone. Please drive slowly and carefully! Your consideration will be greatly appreciated. Sledding on any hill that is situated so that sleds can run into obstacles or onto parking lots, walkways or roads, is forbidden.

Be respectful of neighbors and teach your children to stay off of other persons lawns.

Children's play should be carefully supervised by parents at all times.

Remember: the health and safety of your children is your own responsibility.

CONSERVING ENERGY

Things that can be done to help conserve energy are:

- Open shades and drapes on cold days to let sunlight in during daylight hours. Close them at sundown. Keep interior doors (bedroom, bathroom when not in use) open to allow heat to circulate throughout your unit.
- If you have an adjustable thermostat, keep it set between 66 degrees and 72 degrees for heating. Cooling temperatures are recommended between 72- 76 degrees.
- Make sure your storm and inside windows are installed properly and shut tight. On cold days, keep windows closed as much as possible because open windows waste energy. In addition, cold weather may also cause water pipes to freeze and burst, damaging your unit and furnishings and those of your neighbors. On those days when temperatures are forecast for below 30 degrees, open the cabinet doors under water faucets so that warm air may flow into the cabinet. Also, allow your faucets to drip slightly.
- On cold days wear clothing, such as a sweater, to keep warm.
- Call the HA and request repairs for leaking faucets and running toilets. There is no charge for this service.
- Wash one large load of clothing rather than several small ones. Use warm water instead of hot water when washing clothes.
- When possible, cook on the burners instead of using the oven. Use flat bottom pans with covers to cut cooking time. When using the oven, only open the door when absolutely necessary.
- Never use your range burners or oven to heat your unit. This is both wasteful of energy and dangerous!
- Turn off unused TV's, radios, lights, and use smaller wattage bulbs, where possible.
- Precautions should always be taken to prevent frozen water lines at the outside faucet. Beginning October 1st of each year, hoses should be unattached and stored. You can continue to use a hose at the outside faucet, but it should be unattached from the faucet each time. This will prevent a freezing situation when the first freeze occurs.
- Residents in 003 housing should keep the outside water faucet turned off at the inside spigot. This prevents children from turning on the outside faucets and playing in water while you are not home.

GUESTS

The PMHA will not interfere when you entertain guests, provided that you and your guests do not disturb your neighbors or damage PMHA property. You will be held responsible for the behavior and actions of your guests. Both you and your neighbors have the right to "quiet enjoyment" of your apartments. It is both disrespectful and rude to blast music, televisions and other loud noises. Do your part in creating a community atmosphere.

Visitors and guests from out of the area, are permitted to stay in your home for 14 days annually. Visitors are also expected to be "good neighbors" while guests in your home. PMHA reserves the right to limit the amount of time a visitor or guest may stay at the premises of a tenant.

Your home is for the use of your family only. The only persons who may live in your apartment are those listed on your original lease, and those added after proper screening. The PMHA screens all applicants and has sole discretion in granting approval to add someone to the lease. An interim certification adding any individual to the lease must be completed. Those tenants requesting the addition of someone to their lease must realize that, once added, all tenants have equal rights and obligations of tenancy.

For any other visitor or guest, daily visits are not prohibited. However, daily visitors spending in excess of 6-8 hours when not providing child care, assistance, etc. are considered abusing the definition of visitor or guest and will likely cause surveillance activity of the tenant in questions.

Those tenants involved in a personal relationship with someone not on their lease must realize that they are residing in subsidized housing, not private housing. The PMHA will not allow unauthorized persons to be regular, overnight guests in public housing.

If a tenant wishes to add someone to their lease by means other than natural birth, the person to be added must undergo the same screening as all potential tenants or applicants.

REMOVAL OF MEMBER FROM LEASE

Whenever members of the household determine that their living situation is no longer satisfactory, they have the right to ask that their name be removed from the lease. When this situation occurs, PMHA asks for the cooperation of the involved family member in providing a dated, written statement which requests their name be removed. When this is received, PMHA will remove the person with the understanding that no reconsideration of this person's status will take place for a minimum of 30 days. The PMHA will also prepare a lease addendum removing the member which will also reflect any rent change based on loss of income for the absent family member.

If the family member does not cooperate in requesting their name be removed after they have physically left the household, the PMHA will take all precaution to determine the status of this member in the household. This can include, but not be limited to, discussions or receipt of written statements from neighbors and family members of the remaining or removed household members, interviews with employers of the removed member, or interviews with other service providing agencies such as DHS.

It is a lease requirement that residents participate with the removal of their name from the lease when they no longer reside there. Failure to do so may result in bifurcation of the lease by eviction. At that time, the resident will be determined to be evicted legally and all PMHA rules on future leasing opportunities will apply.

HOME BASED BUSINESS

Your home provides a comfortable living environment for you and the members of your family. It is not to be used for the purchase, sale or exchange of any merchandise or services for profit. Having a business in your home requires written approval from the PMHA office.

LITTER AND GARBAGE

Work with us to maintain a pleasant atmosphere by eliminating litter.

Litter is ugly. Litter can strip a community of its pride. Don't throw litter on your lawn. Find an appropriate trash container or take it inside and throw it away.

KEYS AND ENTRY CARDS

Keys only work when they are used properly. Teach your children not to let in strangers, and how to use keys properly so the security of your home isn't violated. By doing so, you ensure the safety of your family, neighbors and guests. Duplication of keys is not permitted.

OXYGEN USAGE

If you are required to use medical oxygen please inform the management office. There are some restrictions and obligations with respect to the use of oxygen with which you must comply. These restrictions include, but are not limited to, the following:

- a. A sign must be posted on the entry door(s) of your unit indicating that oxygen is in use within the home.
- b. The use of an oxygen tent is prohibited.
- c. Smoking in any form will not be permitted by residents or their guests in homes where oxygen is used or stored

- d. Only one large tank and an appropriate amount of portable tanks of oxygen will be permitted to be stored or used in the unit at any time.

PETS

Public Housing residents are permitted to have pets. The PMHA must issue prior approval, and the pet policy of the agency will be enforced strictly.

An assistance animal is exempt from the pet policy. Persons having a disability which requires an assistance animal are entitled to full and equal access to all types of housing accommodations owned and operated by PMHA. Please contact the PMHA office for information prior to adding an assistance animal or pet to your residence.

No visiting pets are allowed. You may not harbor a pet without prior approval. You may not pet sit in your home. (Assistance animals are an exception to this policy).

Williamsport Terrace residents are not permitted to have pets. An assistance animal is exempt from the pet policy. Please speak with a Housing Authority representative for information on this matter.

PROBLEMS WITH NEIGHBORS

If you fail to observe the lease conditions, your lease provides for the termination of tenancy. PMHA wishes to avoid such action at all costs. Below are suggestions that will ensure a pleasant and safe stay for all.

If you are having a minor problem with a neighbor, the problem would have to be repetitive in nature before a lease termination could be considered by management. Examples of minor problems include, but are not limited to: loud noise, music or parties, interference with the use of enjoyment of your yard or the area surrounding your unit. This includes arguments between neighbors.

Steps to take when dealing with a minor problem or disturbance:

- Discuss the problem with your neighbor
- Call the police or management office if necessary, for immediate relief or to restore order
- If you feel that you must call the management office during business hours to report the incident. You will be asked to submit a written statement.

PMHA will assist in solving persistent problems over the long-term, but your cooperation is necessary. When you prepare a written complaint, explain what happened, and give dates, times, names and addresses when possible. Management can then write a letter to the offending party. This provides needed documentation in the event that a lease termination should be required in the future. If the disturbances stop and there are no further problems, our joint efforts will have been successful. If the problem continues, make another report to the management office. A lease termination may be in order at this time, but that decision is solely made by the PMHA. Continue to discuss the problem with your neighbor, especially at a time when you are not angry.

In the event a neighbor violates the terms of the lease by engaging in physical violence, illegal drug activity, direct threats of bodily harm, theft from an apartment or automobile, or destruction of your property or PMHA property, call the police - a lease termination may be instituted by the management. However, you must be prepared to support the management action. Keep in mind that all termination actions by management must be justified. In the event the offending party asks for a Grievance Hearing, it will be necessary for those witnessing the incident(s) to testify at the hearing. You may need at least one other witness to substantiate your charges, otherwise, it is just your word against the offending party's word.

It is important that management be given all information needed to effectively prepare and pursue a termination. The information should be in writing. Things to keep in mind in the event you have a serious problem of the kinds stated above are:

- If you have a serious problem, you should call the police for immediate relief or protection. If you call them, it should be serious enough to warrant filing a report. You need to always keep in mind that the local law enforcement agencies have a tremendous responsibility to their community. They are not here to just

serve your neighborhood, or to settle petty disagreements. You also need to remember that if you make a habit of calling the police department every time you think you have a problem, they are soon going to lose patience with you, and not take you seriously.

- If you have a serious problem, call the management office as soon as possible during business hours and report the incident.

If you cannot identify the offending persons or obtain an apartment or automobile license number, a termination action by management will generally not be possible. If you and other residents cannot or will not give evidence of a lease violation by a troublesome family, it is difficult for PMHA to terminate the lease or win in a Grievance Hearing or a court trial.

STORAGE

All household items, such as bicycles, toys, baby carriages, etc. should be kept inside your home in the garage or the storage shed when not in use. Motorized vehicles using gasoline, such as motorcycles or motorbikes, cannot be kept inside any unit, and should be stored in an appropriate place. They are fire code violations which could endanger the lives of many people if they are kept inside.

TELEPHONE

Your dwelling is pre-wired for telephone installation, and PMHA is responsible for the maintenance of the telephone jacks in your dwelling. For your safety and convenience, we recommend that you have a telephone.

Refer to your telephone directory for information on additional telephone services for disabled persons who have difficulty using standard telephone equipment because of hearing, speech, vision, or mobility impairments.

VACATIONS / EXTENDED ABSENCES

Residents are required to notify the management office if you are going to be away for an extended period of time (more than 1 week). Before you leave:

- Be sure that all windows and doors are securely locked.
- Stop newspaper delivery.
- Stop mail delivery or arrange for someone to pick it up for you.
- Check your refrigerator and remove any food that may spoil.
- Disconnect your radios, TV's, VCR's, lamps, and other electrical appliances.
- Make sure all stove controls are in the "Off" position.
- Make sure that all water faucets are tightly turned off.
- Do not disconnect your refrigerator! If you have removed your perishables, you can set the refrigerator at a lower setting.

VANDALISM

Damage caused by vandals must be reported immediately to both the Police Department and the management office. If you see graffiti, please call in a work order.

VEHICLE REGISTRATION/PARKING

PMHA requires all residents owning vehicles to register them with the management office. PMHA allows one vehicle per each driving member of the household. It is your responsibility to notify us if you get another car. To register it, you must know the license plate number and provide a current registration. The PMHA and the Ohio Department of Insurance (ODI) would like to remind you that it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) proof in Ohio. The PMHA requires proof of insurance in order to park on PMHA property, if you are unable to provide proof of insurance you are not permitted to park on PMHA property. You also must remove from PMHA property any abandoned, wrecked, without current plates, stripped or junked automobiles belonging to you. Repairs other than minor work on cars are not permitted on PMHA property.

All "No Parking" areas are clearly marked, so please obey the signs. Do not park in fire lanes, spaces reserved for the handicapped or block trash dumpsters.

Instruct your guests not to park in prohibited areas unless they are authorized. Do not park on sidewalks, at the end of parking lots, **or on the grass at any time**. Management will have your car or your guest's car towed at the owner's expense if these parking rules are violated. **Do not drive on the grass at any time**.

WEAPONS, EXPLOSIONS AND FLAMMABLES

No one is permitted to bring illegal explosives, ammunition, weapons, or other dangerous items into the agency buildings or use them on the grounds. The use of explosives, guns, ammunition, air rifles, or other weapons on the premises will cause eviction.

YARD CARE

Flowers are welcome. Contact your property manager for designated areas. Vegetable gardens are allowed in size not to exceed 6' by 6'.

It is your responsibility to care for the entire yard area assigned to your dwelling and to keep the sidewalks connected with your dwelling reasonably free and clear of ice and snow. The PMHA completes all mowing and edging.

INSPECTIONS

Inspections are completed monthly with the exception of the months when pest control occurs. Notice of inspection is provided with your monthly rent statement. Special inspections can be scheduled with 48 hour notice.

YOUR LEASE – COMPLY WITH IT!!

Correct payment of rent is extremely important! Your lease is a legal document, enforceable in a court of law. Your rent is due on the 1st day of each month. It will be considered late after the 10th day of each month. It must be paid before the close of business on that day. Our business office closes at 4:30 p.m. **THIS IS NOT FLEXIBLE!**

- Rent statements will be mailed to each household two days prior to the end of the month. Return envelopes are provided.
- Payments should be made by check or money order, and returned in the return envelope, along with your copy of the rent statement. Our office will accept no cash payments over \$10.
- You must include the copy of the rent statement. This is so everyone has a certified receipt of payments made.
- Your check or money order can include both the security deposit and rent payment.
- Make the payment out to the Pickaway Metropolitan Housing Authority.
- Rents can be:
 - 1) mailed to PMHA; 176 Rustic Drive; Circleville, Ohio 43113
 - 2) placed in our drop box
 - 3) personally submitted at the PMHA office.

FAILURE TO PAY YOUR RENT WILL RESULT IN THE PMHA ISSUING A NOTICE OF TERMINATION OF TENANCY. THIS NOTICE WILL BE ISSUED ON THE 11TH DAY OF THE MONTH.

A \$25.00 LATE FEE WILL BE ASSESSED TO ANY RENT ACCOUNT NOT PAID IN FULL BY 4:00 P.M. ON THE 10TH DAY OF THE MONTH.

GRIEVANCE PROCEDURE

The Grievance Procedure serves to protect your rights as a PMHA resident. It applies to issues between individual residents and the Housing Authority. The Grievance Procedure does not apply to disputes between residents which do not involve PMHA.

When it is necessary to terminate the tenancy or to refuse to renew the lease of any resident, the Housing Authority must have good cause, such as, but not limited to non-payment of rent or other charges, serious or repeated interference with the rights of other residents or other individuals, serious or repeated damage to the premises; creation of physical hazards; or failure to abide by the terms of the lease agreement.

The PMHA Grievance Procedure provides the right to request a hearing within ten (10) days of any action involving the tenant and PMHA. The Grievance Process allows for an informal hearing and a formal hearing process if the matter is not settled.

ANY GRIEVANCE PROCESS DOES NOT CONSTITUTE A WAIVER, NOR IN ANY WAY AFFECT THE RIGHT TO A TRIAL OR JUDICIAL REVIEW IN COURT.

A copy of the grievance procedure is available at the Housing Authority office. Please do not hesitate to ask if you have a question about the Grievance Policy.

RENTAL INSURANCE

The Housing Authority does not carry insurance on the personal property of its residents. We recommend that you obtain a renters insurance policy to cover your personal property. Renters insurance is very reasonable and can be important to covering your personal belongings in the event of a disaster, fire, theft, or other situations.

TRANSFERS

Transfers from one home to another within the PMHA community are made at the sole discretion of the management staff. Usually a transfer is made when it is determined that the size of a family warrants relocation to a different size unit. Medical needs are another reason to consider a transfer.

Residents who transfer for any reason must leave their current unit in an acceptable condition, according to PMHA housekeeping standards.

Any resident requesting a transfer must meet the following:

- A good housekeeping record
- Must be current in their rent, other charges and utility payments
- Be lease compliant

ADMINISTRATIVE FEES, COSTS AND SERVICE CHARGES

Special charges may be applied to a resident's account in instances where extraordinary expenses are incurred, or where the PMHA has provided services or repairs beyond "normal". Examples include:

- Court costs and eviction costs
- Service fees for bounced checks, late fees, failure to comply with pest control efforts and transfer requests
- Charges for damages to the unit.

These rates are available for review, but are subject to constant review and change. Where a charge originates but is not on the list, the actual charge for the repair or assessment will be made.

INCOME AND REVIEW

At admission and each year in preparation for their annual reexamination, each family is given the choice of having their rent determined under the formula method or having their rent set at the flat rent amount.

FLAT RENT

Families who opt for the flat rent will be required to go through the income reexamination process every two years, rather than the annual review they would otherwise undergo.

Families who opt for the flat rent may request to have a reexamination and return to the formula based method at any time for any of the following reasons:

- The family's income has decreased.
- The family's circumstances have changed increasing their expenses for child care, medical care, etc.
- Other circumstances creating a hardship on the family such as the formula method would be more financially feasible for the family.

The flat rent rate schedule is available for your review in our office.

FORMULA RENTS

The formula rent involves basing rent on 30% of your adjusted gross income and the number of persons in your family. PMHA is required by law to monitor your family income and size so that the amount of rent can be determined. The Housing Authority requires that any changes in income or family composition must be reported within ten days.

CONTINUING OCCUPANCY

Residents paying calculated rent must be recertified annually. This is done by having you make an application for continued occupancy. You have a legal obligation to disclose all of your household income and assets so that you pay the correct rent.

Another requirement of Public Housing residents in continued occupancy is participation in a community service activity for eight hours each month. Persons who are exempt from this requirement are:

- Family members are 62 or older
- Family members who are blind or disabled
- Family members who are the primary care giver for someone who is blind or disabled
- Family members engaged in work activity
- Family members who are exempt from work under Part A, Title IV of the Social Security Act or under any other State welfare program, including the welfare-to-work program.
- Family members receiving assistance under a State program funded under part A title IV of the Social Security Act or under any other State welfare program, including welfare-to-work and who are in compliance with that program.

Williamsport Terrace residents are not required to complete Community Service.

We appreciate and expect your full cooperation in always supplying complete income and asset information. Failure to report all of your changes can result in termination of your lease. It will also result in PMHA charging additional rent for the months when you should have paid a higher rate. This is referred to as assessing a retroactive rent.

MOVING OUT

If you decide to move, you are required to provide notice to the management office in writing, 30 days prior to the day you are moving from the unit. You must also provide the PMHA your forwarding address so that we can properly dispose of your security deposit. We consider your move out date to be the date ALL keys are returned to our office.

SECURITY DEPOSITS

Every resident is required to pay a security deposit before moving into a unit. The amount of the public housing security deposit is \$100. A minimum of \$25.00 must be paid at the time you sign the lease for the unit. \$25.00 is due, by the close of business on the 10th day of the month, for the following three months, until the \$100 is paid.

Williamsport Terrace Residents pay the equivalent of one month of Contract Rent.

Within 30 days of your move out, the deposit will be returned to you if there are not charges against your account, and if you have provided the PMHA with a forwarding address.

The deposit is refunded to you when you move, if:

- You do not owe rent
- Your apartment is left clean
- There are no repair charges or replacement charges to the apartment or appliances
- The management office is notified in writing at least 30 days before the move out, and if you provide your new address.

EVICTION

The termination of the lease is the last resort in combating problems within public housing. As a general rule, lease termination is not considered until all other resources available for correcting the problem have been exhausted. When communication with the household does not result in the necessary change, a notice to terminate the tenancy will be issued.

A 30 day notice is issued for material violations, etc. of the lease. A 14 day notice is issued for failure to pay rent. In drug related or serious crime occurrences, a 3 day notice may be issued.

Nonpayment of rent or four late payments during any 12 month period will result in a notice of termination or non-renewal of the lease.

Appearing in court for an eviction proceeding is not a pleasant experience for either the PMHA staff or the resident who is being evicted. The Housing Authority will make every effort to resolve issues so that court proceedings are not necessary. However, the residents of the public housing program should not take advantage of, or abuse, regulations and enforcement policies of the Housing Authority. The PMHA staff members have many responsibilities that may not be obvious to the residents of the housing program. They simply do not have time to act as babysitters or dispute negotiators.

Residents must also remember that once an eviction action is filed in court, it becomes a matter of public record. Credit agencies and future landlords will have access to this record for years to come.

UTILITIES

If you fail to pay your utilities, the utilities are put back into the Housing Authority's name. PMHA then issues a notice of termination to the resident. We will negotiate with the tenant to remain in the unit only if they can have utilities reinstated in their name. The utility company will only do this if the resident can pay the ENTIRE balance owed! It is therefore very important that you keep your utility bill current!

MANAGEMENT OBLIGATIONS

The Pickaway Metropolitan Housing Authority is committed to providing you with decent, safe and sanitary housing. Our maintenance staff, however, works for the Housing Authority, not the tenants. They are not available upon "demand", and it is the discretion of the Maintenance Supervisor which maintenance requests deserve priority attention. The Maintenance Supervisor is available to answer questions about maintenance situations or problems. Please ask for him to contact you at his earliest convenience when you have a

question. The management staff is not the maintenance staff. Just as maintenance does not answer questions concerning rent calculations, management cannot provide answers on maintenance questions.

The Housing Authority supplies each residence with a range and refrigerator. The Housing Authority is responsible to maintain these appliances.

All exterior locks are provided by the Housing Authority. Locks should not be installed on any interior or exterior door by any resident without prior permission of the maintenance staff. If you accidentally get locked out of your home, a housing authority staff member will admit you to your home. If this becomes a habitual problem after working hours, the Housing Authority reserves the right to charge the hourly rate of the person responding to the request.

If at any time, you feel your furnace is not working properly, please contact the office to report it. **DO NOT WAIT UNTIL 4:00 p.m. TO REPORT A FURNACE PROBLEM!!**

If your furnace fails during the week-end or on a holiday, please contact the maintenance staff:

Dale Hendrix	207-0638
Bailey Feldman	207-0635

AS STATED EARLIER, OUR STAFF IS HERE TO PROVIDE YOU WITH A DECENT, SAFE AND SANITARY HOME. WE CAN ONLY DO THIS IF YOU ARE COMMITTED TO THE SAME GOAL. WE WANT TO MAKE YOUR LIVING EXPERIENCE AS NORMAL AND PLEASANT AS POSSIBLE. THERE IS NO REASON THAT A GOOD RELATIONSHIP CANNOT EXIST BETWEEN THE LANDLORD (PMHA) AND THE RESIDENT (YOU).

THANK YOU FOR CHOOSING THE PICKAWAY METROPOLITAN HOUSING AUTHORITY AS YOUR LANDLORD!!

USDA Non-Discrimination Statement

This institution is an equal opportunity provider.

HUD Notification of Non-Discrimination on the Basis of Disability Status

Pickaway Metropolitan Housing Authority does not discriminate on the basis of disability status in the admission or access to, or treatment or employment in, its federally assisted programs and activities. The person named below has been designated to coordinate compliance with the nondiscrimination requirements contained in the Department of Housing and Urban Development's regulations implementing Section 504 (24 CFR, part 8 dated June 2, 1988): Jean Maynard, Pickaway Metropolitan Housing Authority, 176 Rustic Drive, Circleville OH 43113, Phone: 740-477-2514, Email: jmaynard@pickawaymha.com