



GRANITE CITY
HOUSING AUTHORITY

RESIDENT
HANDBOOK

Effective January 1, 2007





THE COMMISSIONERS AND STAFF OF THE
GRANITE CITY HOUSING AUTHORITY
WELCOME YOU AS A RESIDENT

WE WANT TO MAKE YOUR NEIGHBORHOOD A FINE AND
WHOLESOME PLACE TO LIVE.

- THIS WILL RESULT ONLY FROM MUTUAL TRUST AND
COOPERATION.
- WE MUST BOTH ASSUME AND CARRY OUT OUR SHARE
OF RESPONSIBILITY.





MANAGEMENT RESPONSIBILITY

- To so manage the community as to insure the residents all the privileges set forth in the lease.
- To make prompt repairs to the property caused by normal wear and tear.
- To instruct the resident in the economical and intelligent use of his/her home and its equipment.
- To assure every resident adequate privacy and peaceful possession while living in his home.
- To guard against admitting residents whose presence would endanger the reputation of the community.
- To assist in making community facilities available to the residents for social and recreational purposes.





RESIDENT RESPONSIBILITY

- To avoid damage to the equipment, buildings & grounds.
- To keep walls, ceilings, floors, cabinets & utilities in clean and sanitary condition at all times.
- To maintain outside areas, adjacent to your apartment and keep clean and orderly windows, walks, and garbage cans.
- To report any damage or defect of any nature in the equipment or building.

Rent is due **on or before the first day of each month**. After the fifth day of each month, if your rent has not been paid, it is delinquent, and a late fee will be assessed. You are responsible for any costs incurred.

All residents must give fifteen days notice in writing before moving. Failure to give such notice may make you liable for rent through this period. All keys must be surrendered at the Management Office at the end of occupancy.



MAINTENANCE OF APARTMENT

1. REFRIGERATORS

It is recommended by the Maintenance Staff that the electric plug be pulled from the outlet when cleaning the interior of your refrigerator.

Do not plug your refrigerator into any other outlet. Plugging your refrigerator into a GFI breaker may cause an interruption of power.

Do not strike or chip ice with knife or hard object for this might damage the freezing unit.

Do not attempt to make any adjustments on your refrigerator. These adjustments will be done by the Maintenance Department at your request.

2. RANGES

The burners, bowls and drip pan of the ranges should be cleaned frequently. Burners should light from the flame of the pilot light. If the burner does not light, call the Maintenance Department for repairs.

Do not disconnect the stove or make mechanical adjustments. This will be done by the Maintenance Department at your request.

3. KEYS - LOCKS

Extra keys, when needed, must be bought at the Management Office. Keys will be sold only to adult members indicated on your lease.

Do not change the door locks or put chain locks on the doors. No extra locks are allowed on interior, exterior doors or storm doors.

4. WINDOWS

Window shades are provided at the time of leasing your apartment. Always close windows before leaving home.

A charge will be made for replacement of all broken windows and window shades.

5. SINKS

In order to avoid waste and damage, please notify the Maintenance Department when faucets begin to leak. Any evidence of slow draining of your sink should also be reported.

Strainers should not be removed from sink drains. Care should be taken to keep pins, matches, toothpicks, mop strings, etc. out of sinks and basins, as they will stop up drains.

6. **WALLS**

Painting of the apartment is not permitted without prior consent of the Housing Authority. Paint will be supplied once every three years for repainting of your apartment. Paint may be obtained by contacting the Maintenance Department.

Painted walls may be cleaned with a solution of good neutral soap, soap flakes or powder. Do not apply soap directly to the cleaning rag or sponge; make a solution. Do not use a caustic soap or powder or one containing grit, as these will ruin or remove the paint.

Do not use large nails to hang pictures or mirrors. Acceptable is bulldog hooks.

Do not install wallpaper or contact paper in the apartment.

7. **LIGHT BULBS**

Residents will supply their own electric light bulbs. A maximum of 60 watts is recommended by the Management.

Light bulbs for refrigerators are provided and will be installed by the Maintenance Department.

8. **WINDOW SHADES, SCREENS AND STORM DOORS**

Use the cords for regulating window shades up or down. Do not handle the shade cloth.

You should familiarize yourself with operation of window and screens. If you have difficulty operating your windows, please call the Maintenance Department.

Keep storm doors closed. Open, they are unsightly and a nuisance and are liable to be damaged by wind.

9. **AIR CONDITIONERS - 110 VOLTS ONLY**

Air conditioners may be installed in windows where outlets are provided. Air conditioners may not be installed at any other place.

Contact Maintenance Department for proper installation of air conditioners.

10. **WATER CONSUMPTION**

The resident must not waste or allow unreasonable use of water.

11. **INSTALLATION OF ANTENNAS**

The resident shall not install radio, CB radio, or television wires or antennas of any description on the buildings or hang them from the window.

The resident shall not allow any cables or wires to be laying on floors or across doorways.

12. **HOT WATER HEATERS**

For normal use, do not set the thermostat on the tank above 120 degrees. If it is necessary to have the water hotter for special purposes such as laundering, be sure to set it back as soon as possible. Setting a continual temperature of more than 120 degrees will result in higher than necessary natural gas usage.

13. **GARBAGE AND TRASH**

Receptacles for the disposal of wrapped garbage, trash, tin cans, etc. are at the rear of each apartment. All garbage should be wrapped before placing in trashcans.

Trash pick up is Monday, Wednesday and Fridays. Due to City Ordinance, trash may not be placed outside of your receptacle prior to 6:00 PM of the night before collection. Do not burn your trash.

14. **SHRUBBERY, LAWNS AND YARDS**

You can help prevent damage to shrubbery by being careful that your children do not play in the shrub beds or run through the shrubbery, or climb in or pull on the trees. Replacement expense of damaged shrubbery will be charged to the resident. A reasonable length of time should intervene before playing on newly sodded areas.

Help protect lawns and keep them attractive. Do not make paths by walking across the grass-use the sidewalks. You are responsible for keeping your yard neat and attractive.

Everyone can help by remembering to keep his front and backyards free of any papers, boxes or other unsightly articles. Do not sweep trash from the house into the yards.

Let us take pride in seeing the lawns are as beautifully kept as any in the City.

15. **PLAY EQUIPMENT**

Individual sand boxes, fences and playground equipment shall not be placed in any yard.

Swimming pools may be placed in the yard while in use. Once the pool is no longer being used, please empty the pool and remove from the yard. The pool must be of a reasonable size. Reasonable is defined as not being more than 12 inches in depth and containing no more than 150 gallons of water.

Playing ball or batting rocks or other articles in front of apartments or in service drives will not be permitted. Children should use the play area provided within the project.

16. **RESIDENT PARKING**

Limited parking space has been provided, but walks or service drives must not be obstructed. Parking must be only in

designated areas. Guest parking is located in the parking lot across Nameoki Road. Do not park on the lawns. Tickets will be issued by Police Department if car is parked in yard or in a service drive. No maintenance of vehicles is permitted in lots, streets or service drive.

17. **CHARGES FOR DAMAGES**

The resident shall pay reasonable charges for repair of any damage to the premises, or to the Development caused by the resident, a member of the family unit, or guests of the resident. Charges for repairs or services shall specify the repairs and services, and shall be charged in accordance with Schedule of Charges.

18. **EXTERMINATIONS**

Upon the first indication of infestation of any kind, notify the Management Office at once. The Maintenance Department will exterminate upon your request. Wednesday is the day exterminations are scheduled. Please call the Maintenance Department no later than Tuesday afternoon to request this service. Quick eradication will save much trouble later.

19. **CLOTHES POLES AND LINES**

Clothes poles and hooks are provided for each apartment. Resident will furnish his own clothesline and props.

20. **REPORTING EMERGENCIES**

Maintenance emergencies may be reported between the hours of 8:30 AM and 5:00 PM by calling the Work Order request Number, **877-0726**.

Emergencies occurring after normal business hours may be reported by calling **781-2350**.

Please report gas leaks immediately.

The resident must report to the Management Office at once, any accident or damage to water pipes, toilets, drains, or fixtures, electric wires or fixtures, or other property of the Authority, and all breakage, damage or loss of any kind.

Call Maintenance Department upon failure of any utilities or equipment. Do not attempt to make repairs yourself under any circumstance.

Do not tamper with the furnace controls. Regulate the furnace and temperature by means of thermostat only.

21. **REQUESTING MAINTENANCE SERVICE**

Requests for maintenance service can be reported by calling the Work Order request number **877-0726**. If you have a maintenance request, call early in the day to allow enough time to complete your request.

21. **INSPECTIONS**

At least annually an inspection of your unit will occur. A written notice will be delivered to your unit at least 48 hours in advance.

22. **SMOKE/CARBON MONOXIDE DETECTOR**

Smoke/Carbon Monoxide Detectors must remain up and in working conditions at all times. Removal of smoke/carbon monoxide detectors or batteries is a Lease violation and will be cause for termination of the tenancy.

23. **LATE NIGHT ACTIVITIES**

To enable each resident to have peaceful enjoyment of their apartment, activities on the outside in yards and parking areas will be required to stop after 10:00 PM. Noncompliance with these policies will be subject to lease and/or city ordinance enforcement.

24. **ALCOHOL CONSUMPTION**

Alcohol consumption in common areas is prohibited. Common areas are defined as being in the yard areas, on porches, sidewalks, parking lots and streets. Any alcohol consumption must be within the interior of an apartment. This policy will apply to all residents and guests. Please remember that each resident is responsible for the actions of his/her guests. Noncompliance with these policies will be subject to lease and/or city ordinance enforcement.

OTHER IMPORTANT INFORMATION

The home atmosphere must be maintained; no boarders, lodgers, or roomers. No business can be conducted in your home. No signs displayed.

Pets may be kept in accordance with The Pet Policy of Granite City Housing Authority. An application for a pet must be submitted to the Management of Granite City Housing Authority prior to obtaining a pet. A Pet Deposit of \$100.00 is required and a non-refundable pet fee is required.

Remember that the community is an intimate association of neighbors dependent upon one another for privacy and happy relationships. You, as a good neighbor, must be considerate of other families. Your neighbors and you are entitled to rest and quiet in your homes. Some work nights and it necessitates sleeping during the day.

All rents are based on total family income. You are to notify the management office within five days of any change in your family income. Changes in rents as a result of such an increase or decrease in income shall be made effective the first of the month following the month in which the change occurs.

At least once each year, a re-examination of your status will be made to determine your eligibility for continued occupancy. If it is found, upon such a review, that the rent being charged no longer conforms to the approved rent schedule, the rent will be

adjusted accordingly.

The Management or a representative of the Maintenance Department shall have the right to enter the resident's premises, upon a written notice in advance, to examine same or to make such repairs, additions, or alterations as may be deemed necessary for the preservation thereof, or for the purpose of removing placards, signs, fixtures, alterations, or additions in the premises which are in violation of the Resident's Lease or of the conditions of occupancy.

B-B guns and pellet guns are not allowed in project areas. A city ordinance prohibits the use of B-B guns and pellet guns within the city limits.

Damage, which you will have to pay for, can arise from breakage of windowpanes, overflow of basins, sinks, and bathtubs, or toilets, due to stoppage caused by you. You will be held liable for all property damage unless it was caused by something over which you had no control. Some articles placed in toilet bowls and sinks clog them and the plumbing can be badly damaged. Be careful. If sinks or toilets are slow in draining, notify the Management Office at once.

The Management shall have the right, without further notice, to sell or otherwise dispose of any personal property left on the premises or in the project by the Resident after the resident vacates the premises. All personal property placed in the premises shall be at the risk of the resident or owner of such personal property and the Management will not be responsible for any damage to such

personal property from any cause.

Automatic washers and gas clothes dryers will be permitted provided:

1. Dryer is installed in accordance with AGA standards.
2. **Gas dryers are vented to the outside.**
3. Appliances are not connected until our Maintenance Superintendent has been informed of the intention to connect such, and they are not put into use until our Maintenance Superintendent has inspected the installation and advised that it may be put into use. After installation, a charge will be made for any labor required to disconnect or move the dryer or washer in order to service the hot water heater or furnace.