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| ***LAFAYETTE HOUSING AUTHORITY***

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| **RESIDENT HANDBOOK** **AND**  **COMMUNITY POLICIES**  |

  **Office Information**Lafayette Housing Authority613 Dycus CircleLafayette, Tn 37083(P) 615-666-2140 (F) 615-666-4921**Website**[www.lafayetteha.org](http://www.lafayetteha.org) Sign up online for access to your account information twenty-four hours a day.**Office Staff**Lisa Gentry: Executive Directorlafhouse@nctc.comCrystal Carver: Deputy Director crystal.carver@lafayetteha.org**Maintenance Hours**Monday – Friday 7:00 am – 3:00 pm**Maintenance Staff**Troy CothronTerry GillimKevin Gregory**MISSION STATEMENT**The Lafayette Housing Authority strives to improve the quality of families and communities, by helping to develop, produce and manage low-cost affordable housing in safe neighborhoods. To ensure that every citizen in our region, regardless of their economic status, has good choices in where they live and opportunities to reach their fullest potential. We believe Quality housing at an affordable price is a springboard for success in educational, employment and health pursuits and that all individuals are intitled to this.**Emergencies:**  For maintenance emergencies, call the office at 615-666-2140 during regular business hours or 615-561-2328 after hours and on weekends or holidays. Calling this number for afterhours nonemergency’s will result in $75.00 charge to your account.Note: Maintenance emergencies are defined as those situations where a work order is needed to correct a condition that poses an immediate threat to life, health, safety or property, or related to fire safety. For all other emergencies, call 911.**This Handbook will be updated periodically and is available at the website listed above. We recommend you review it occasionally to make sure you remain in compliance with any community policy changes.**  |

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# WELCOME

Welcome to our neighborhood! We are pleased that you have chosen to make your home with us. This Resident Handbook is designed to familiarize you with your new community. Please keep it handy and discuss these policies with all members of your household. Many questions you may have are answered in this handbook. It is our desire to provide the highest quality living environment possible for our residents. The information provided in this handbook is also part of your legal obligations under your lease. Thank you very much for your cooperation, because together we can make your new home a great place to live!

# FAIR HOUSING STATEMENT

Management is committed to compliance with all federal, state and local Fair Housing Laws. In the spirit of these laws, your community policies are designed to provide for consistent and fair treatment of all residents.

# GOOD NEIGHBOR POLICY

All policies apply to residents, occupants and their guests. Please remember your neighbor’s right to live peaceably and quietly and help us maintain an environment favorable to all residents.

# COMMUNITY STANDARDS OF OCCUPANCY

All new residents in your apartment community meet the same non-discriminatory qualification standards based on income, employment, credit, criminal and rental history.

# COMMUNITY POLICIES

**Alcoholic Beverage Consumption.** Drinking of alcoholic beverages in areas outside of your individual unit is not permitted.

**Barbecue Grill Use.** Never leave the grill unattended even for a moment or place hot or warm coals in your trash can. The grill may be stored on the back patio. Lighter fluid and charcoal must be stored inside the unit when not in use.

**Businesses.** Conducting any kind of business (including child care services) in your apartment must be approved - except that any lawful business conducted “at home” by computer, mail, or telephone is permissible if customers, clients, patients, or other business associates do not come to your apartment for business purposes.

**Fires Due to Negligence.** If a fire occurs due to your (you, your household, or guests) negligence, you will be charged the lessor of the deductible applicable to our insurance policy or the actual cost to repair the damage. We are not required to offer replacement housing if a fire occurs due to your negligence.

If a fire occurs in your unit, you will be required to attend the next scheduled fire safety presentation provided by Lafayette Housing Authority.

**Social Media Policy.** Please do not use Facebook or any other forms of social media to contact any employee of this Housing Authority. We have a strict policy against this. If you need assistance during a time when the office is closed, call the office number and leave a voicemail. That voicemail will be sent to the management staff’s phones in the form of an audio email and we will respond to those when we receive them.

**Safety Policy Statement.** The safety and good health of the employees, residents and public is of the utmost importance to the Lafayette Housing Authority and will be given the highest priority. The Authority will not tolerate unsafe acts or conditions created by its employees, residents or the public inside the confines of the Housing Authority. The Authority will make every effort to comply with all city, state and federal safety and health regulations and enforce the policies and procedures set forth in the Authority’s Risk Control Manual.

**Holiday Decorations.** You may decorate for any holiday, but all decorations must be removed not later than two weeks after the holiday. For safety purposes, please do not leave lights burning on your Christmas tree when you are not home. Also, water live trees frequently to keep them from drying out and becoming a fire hazard.

**Inspections.** Apartments will be inspected on a monthly basis. A notice is provided to each unit with the inspection date. Units not meeting Housing standards will be placed on reinspect list for the following week. Residents will be required to attend a Housekeeping Workshop if **any** inspection is failed. Any deficiencies found in the unit during the inspections will be repaired, and the resident may be responsible for the cost of those items. Please refer to your current Schedule of Charges for amounts.

**Move-Out Cleaning Instructions & Housekeeping Standards.** To receive a satisfactory rating and avoid cleaning charges, the apartment must be clean and free of trash and insect infestation. We recommend that you accompany management on the move-out inspection. The following cleaning instructions should be followed:

## • All Rooms

1. Clean all light switches, all window and sliding door tracks, windows, the front door, mini-blinds and all light fixtures and ceiling fans.
2. Sweep patio and remove debris, trash, cobwebs, etc. from entire area. Clean patio light fixture.
3. Remove debris from the apartment, including furniture, clothes hangers, phone books and trash bags.
4. Replace all burned out or missing light bulbs with the same type of bulb.
5. Replace dead or missing smoke detector batteries.

## • Bathroom(s)

1. **Bath/Shower:** Thoroughly clean tile, porcelain or fiberglass surfaces. Do not use Ajax or similar abrasive on fiberglass. Polish faucet sets and chrome.
2. **Commode:** Remove disinfectant devices from the tank. Clean and disinfect all surfaces.
3. **Sink:** Clean and scour sink. Polish faucet set.
4. **Mirror:** Clean with glass cleaner.
5. **Cabinets, Drawers, Medicine Cabinet:** Remove all lining material, wash and disinfect all shelves and interior surfaces. Clean countertop and cabinet fronts.
6. **Floor:** Sweep, clean and disinfect.

## • Kitchen

1. **Refrigerator:** Defrost, clean, wash and disinfect all surfaces.
2. **Range:** Clean all surfaces to remove grease and burned-on particles. Thoroughly clean knobs and polish chrome surfaces. Clean underneath burners.
3. **Vent hood:** Clean all surfaces to remove grease and burned-on particles. Remove, clean and reinstall filter.
4. **Sink:** Scrub and clean sink with appropriate cleanser and polish faucet set.
5. **Cabinets and Drawers:** Remove all lining material, wash and disinfect all shelves and interior surfaces. Clean countertops and cabinet fronts.
6. Thoroughly clean light fixture covers, electrical outlet covers and switch plate covers.
7. Clean areas between appliances, walls and cabinets.
8. **Floor:** Sweep and mop.

**Notice Regarding Appliance Inventories, Filters and Smoke Detectors.**

The maintenance department completes monthly replacement of the filters for air conditioning units and checks smoke detector(s) quarterly. They also do an annual inventory of all appliances. Notices for the dates on which these tasks will be conducted will be provided to all residents.

**Parking Policy.**

* **Loitering** is not allowed in parking lots. If you see suspicious persons, strange vehicles or unusual activity, please notify the office and the police department (615-666-4725) immediately.
* **Parking spaces** are limited to one assigned space per unit. All V spots are not assigned or reserved.
* **Recreational activities** are not allowed in parking lots, or on sidewalks.
* **Recreational vehicles.**  Boats, jet skis, campers, tractor-trailers and truck trailers cannot be brought onto the premises without obtaining prior written consent from management.
* **Speed limit** in the parking lot is 10 mph.
* **Vehicle alarm systems** must be set so they are not frequently activated.
* **Vehicle maintenance or cleaning** is not allowed. Residents may change a flat tire while the vehicle is parked at our apartment community. Vehicle ashtrays should not be dumped onto the parking lot.
* **Vehicle towing policy.** Towing signs are posted, therefore, all drivers entering LHA grounds are notified that unauthorized, inoperable or illegally parked vehicles can be towed without further verbal or written notice to the vehicle operator or owner.

**Patios, Porches, Sidewalks and Yards.** The following topics apply to these areas:

* Areas must be kept neat and clean.
* Bagged trash, trash cans, mops or brooms are not to be left outside the apartment, even temporarily.
* Shades are not allowed to be hung (aluminum foil, bamboo shades, film or other material).
* Management reserves the right to monitor décor and appearance. Residents may be required to remove items that, in the sole judgment of management, detract from the appearance of the complex.
* Only patio style furniture, barbecue grills, bicycles and plants should be visible when stored on patios or porches. Items may not be stored in the yard.
* Residents who wish to install a satellite dish or antenna should refer to the Satellite Dish section of this handbook.
* No bicycles, roller blades, etc. are allowed on sidewalks.

**Pet Policy.** A Pet Agreement must be executed between management and the resident before a pet can enter the property. All pets must be leashed at all times when outside the apartment. Pets are not allowed in common areas or other dwelling units. Pet owners must clean up after their pets and are responsible for disposing of pet waste. Refer to your Pet Agreement or contact management for more information about the Pet Policy.

**Playgrounds.** The following rules apply to playgrounds.

* They are for use by residents and their guests only.
* Children under 6 years of age must be supervised by an adult.
* Unacceptable behavior (profanity, fighting, etc.) is prohibited.

**Prohibited Conduct.** You and your occupants or guests may not engage in the following activities:

* Behaving in a loud or obnoxious manner;
* Disturbing or threatening the rights, comfort, health, safety, or convenience of others (including our employees, agents, or law enforcement officials) in or near the apartment community;
* Disrupting our business operations; manufacturing, delivering, possessing with intent to deliver, or otherwise possessing a controlled substance or drug paraphernalia;
* Engaging in or threatening violence; possessing a weapon prohibited by state law;
* Discharging a firearm in the apartment community;
* Displaying or possessing a gun, knife or other weapon in the common area in a way that may alarm others;
* Storing anything in water heater closets;
* Tampering with utilities or telecommunications;
* Bringing hazardous materials into the apartment community;
* Allowing children under the age of six (6) to be unsupervised by an adult; • Injuring our reputation by making bad faith allegations against us to others. • Littering on the property.

**Quiet Time and Curfew.** A 10:00 p.m. quiet time is to be observed by you, members of your household and guests. No loitering or gathering is allowed on porches, parking lots or outdoors in any other place on the complex after this time. In consideration of other residents, noise from radios, televisions, etc. must be kept to a minimum after 10:00 p.m.

**Satellite Dish.** Residents who wish to install a satellite dish or receiving antenna must: (1) obtain management approval prior to installation; (2) sign a “Satellite Dish and Antenna Addendum to Lease Contract;” and (3) comply with the requirements of that addendum. A resident may install only one satellite dish or receiving antenna on the leased premises (i.e., inside his or her dwelling or in an outside area that is leased exclusively to the resident such as the patio, yard, etc.) No other satellite dishes or antennas are allowed.

**Smoking.** Smoking is not allowed in common use areas. Smoking is not permitted in your apartment. Smokers must be twenty five feet away from all buildings and common areas. Cigarette butts must be properly disposed of and not thrown on the ground.

**Solicitors.** Management does not allow solicitation on the complex. If you see any solicitors on the complex or a solicitor comes to your door, please advise management as soon as possible. Management will contact the company whose employees have violated the policy to ensure future solicitation will not occur.

For your personal safety and protection, do not allow a solicitor to enter your apartment for any reason. Not every stranger who enters the property is a criminal, but criminals do take advantage of residents in apartment communities by pretending to be legitimately involved in sales, repair or service businesses.

**Transfers.** Transfers from one apartment to another or from one building to another will not be approved unless the

Housing Director deems such transfer necessary and in the best interest of the resident and management. If a transfer is approved, the resident’s account will be charged a transfer fee in accordance with our current Schedule of Charges.

**Utilities.** You must not allow utilities to be disconnected – including disconnection for not paying your bills – until the Lease Contract term or renewal period ends. Utilities may be used only for normal household purposes and must not be wasted.

Some utility company phone numbers are listed below for your convenience. Others are available.

* Cable - NCTC (615-666-2151) / Comcast (800-934-6489)
* Electricity – Tri County (615-666-2121)
* Gas – City of Lafayette (615-666-2194)
* Telephone – NCTC (615-666-2151)
* Water/Sewage/Trash Services – City of Lafayette (615-666-2194)

**Window Appearance.** Mini blinds that have been installed in the apartment should be the only window coverings visible to the outside. Aluminum foil, bamboo shades or other materials may not be placed over the windows. Window coverings such as drapes or curtains may be installed on the inside of the unit.

# GENERAL INFORMATION

**Air Conditioning/Heating System.**

* Maintenance staff will change your filter monthly. Do not operate the system without a filter. This will damage the system and cause expensive repairs.
* Arrange furniture and drapes so supply and return air registers are not blocked.
* Keeping doors, windows and blinds closed will help reduce cooling and heating costs.
* Avoid excessive use of kitchen exhaust fans.
* Do not allow children to use the outdoor unit for a play stand. This can be dangerous for the children and necessitate expensive repairs.

**Thermostat Operation.** Air-conditioning/heating units are installed with a thermostat, which includes a manual cooling/heat system switch and a manual/auto fan switch. Select the room temperature you desire by use of the thermostat temperature selector. Do not constantly adjust the thermostat. Set it and leave it. If the temperature selection procedure is new to you, ask management to familiarize you with thermostat operation. For comfort and energy conservation purposes, we suggest 70° for heat and 74° for air conditioning.

**For Cooling**, position the system switch to “cool” and the fan switch to “auto”. If constant fan operation is desired, place the fan switch in the “on” position. If your unit is not providing sufficient cooling, determine if:

* Air filter is properly installed.
* Return air system is blocked.
* Supply registers are closed.
* Doors and windows are open.

If none of the above apply, submit a request for service.

**When heating is desired**, position the system switch to “heat” and place the fan switch in the “auto” position. If the unit is not providing adequate heating, follow the above instructions for cooling listed above.

**Blinds.** Children can accidentally strangle in window blind cords. Keep cords out of reach of children and off the floors. Do not place cribs near window blind cords. Devices are available at local stores to keep cords out of reach of children such as clamps, clothespins, or tie-downs. Blinds require a minimum of care. Clean blinds with a damp cloth and mild detergent.

**Countertops.** To protect the finish, do not place hot or other burning objects or heated containers directly on the counter. Always use a cutting board when chopping food.

**Disturbances.** If you have a noise or disturbance complaint concerning a neighbor, we recommend the following procedure:

1. First, speak to your neighbors yourself. They may not be aware that they are disturbing you.
2. Second, if the problem persists, contact the management office during normal business hours or the police after normal business hours. These calls are considered low priority, but they will respond.

If a serious problem occurs during normal working hours, contact the manager at the office to assist you.

If a serious problem occurs after hours, on weekends or holidays, obtain police assistance and then inform management.

**Exterior Lighting.** Report any vandalized or non-working exterior lights to management so they can be repaired.

**Faucet Care.** Although the finish is extremely durable, harsh abrasives can damage it. To clean, wipe gently with a damp cloth and blot dry with a soft towel. Warning: Dow Bathroom Cleaner with Scrubbing Bubbles and Lysol Foaming Basin Tub and Tile Cleaner must not be used on clear knob handles and levers. Use of these cleaners can result in cracked or severely damaged handles. If over spray gets onto the handles, immediately wipe them dry with a soft cotton cloth.

**Floor Tile Care.** To help prevent damage to the floor tile:

* Furniture should be carried and not slid across tile.
* Mop weekly with a mild floor cleaner.
* Use a no-wax floor dressing to restore shine.
* Do not use steel wool, scouring pads, abrasive cleaners or petroleum solvents to remove dirt or stains.
* Immediately clean up spills with a damp sponge or mop. This will prevent dirt from being ground into the tile and stains from developing.

**Garbage.** All trash must be properly bagged and tied upon disposal. Do not empty trash cans with unbagged waste directly into the outside can. Garbage should be taken to the road weekly for waste removal. The regular trash removal day is Friday but is subject to change for holidays. See your City of Lafayette bill for your waste removal schedule.

**Gardening (Plants/Flowers).** Planting flowers or small shrubs/plants must be pre-approved by management. There is a limit on quantity and size in order to maintain the landscaping on the property. Management reserves the right to monitor décor and appearance of the complex. Each family is responsible for their own yard. You must keep it free of liter. The Lafayette Housing Authority will mow your yard for a $5.00 fee for the months of May through September. If the lawn mower operator has to get off of the machine to remove an item that could be a hazard to the mower, the resident of the unit will be charged another $5.00 fee.

**Hanging Pictures.** Use nail type hangers for hanging pictures. Sticker types leave adhesive on walls and are difficult to remove and frequently damage walls when removed.

**Light Bulbs.** Working bulbs are in your unit at move-in. Replacement of bulbs is your responsibility. Maintenance can do this for a fee. If bulbs burn out frequently, contact management for a service request.

**Pest Control.** Pest control is a joint responsibility. Do your part by keeping your apartment clean and promptly removing trash. Your apartment will be treated periodically. A schedule is provided.

**Plumbing Issues.** We recommend you keep a plunger available in your apartment. To help prevent toilet overflow, use the plunger if you notice slow drainage. NOTE: A clogged toilet WILL NOT overflow if you flush it only once. If the toilet appears to be clogged and the water is higher than normal, use the plunger. DO NOT flush it again.

**Reporting Natural Gas Leaks.** A distinctive “rotten egg” odor has been added to natural gas to make it detectable. If you smell a gas odor inside your apartment or anywhere outside, leave your apartment and contact the office immediately by calling 615-666-2140, during our regular business hours. If you smell gas during any time the office is closed, leave your apartment and call our emergency Maintenance number immediately: 615-561-2328.

If you are inside your apartment:

* Do not turn any electrical switches on or off.
* Do not ring door bells or use telephones. Leave your apartment to call us.
* Do not open windows.
* Leave the apartment until the issue is resolved.

**Reporting Suspicious Activity.** Working as partners with police, all residents have a responsibility to report any suspicious behavior or criminal activity. Never attempt to apprehend a person committing a crime or to investigate suspicious activity. Leave confrontations to the police. They are trained to handle unusual situations.

**Resident Emergency Guide.** A Resident Emergency Guide has been provided to help you prepare, in advance, for emergency situations. Please review it carefully and implement as many of the preparatory actions as possible.

**Resident Services & Organizations.** Services designed to help residents experience a better quality of life are available. These services include but are not limited to the following activities:

* **Employment.** Job training and counseling, job placement assistance, vocational college courses.
* **Social Services.** Food, clothing and furniture, parenting skills seminars, family and domestic counseling, temporary childcare assistance.
* **Residence Promoting a Better Community.** The resident council is an**independent, organized group of residents** who meet on a regular basis to promote and enhance the quality of life for all residents. Resident councils create change, address needs of residence, plan resident activities, and discuss any matters brought before the council.

You can obtain information about any of the programs listed above from your complex manager.

**Schools.**

Pre-K PreK-1 2nd -3rd 4th -5th

Lafayette Head Start Fairlane Elementary Central Elementary LES

2703 Hwy 52 305 Fairlane Dr. 905 Sycamore St. 401 Meador Dr.

Lafayette, Tn 37083 Lafayette, Tn 37083 Lafayette, Tn 37083 Lafayette, Tn 37083

615-666-4392 615-666-2970 615-666-3265 615-666-8868

6th -8th 9th – 12th Pre-K -12th

MCJHS MCHS Macon Christian Academy

1003 Hwy 52 2550 Days Rd. 707 Warrior Lane

Lafayette, Tn 37083 Lafayette, Tn 37083 Lafayette, Tn 37083

615-666-7545 615-666-4320 615-688-8131

**Security.** Residents and guests must cooperate with law enforcement officers and LHA staff. ID’s must be provided if requested by any of these parties.

**Smoke Detectors.** Smoke and Carbon Monoxide detectors are required by law to be functional. If my smoke detector is not working properly, I must report it to the Authority. I must not disable the smoke or carbon monoxide detector. Tampering with smoke or carbon monoxide detectors is a threat to the safety of residents. **There will be a $20.00 charge imposed the first time a smoke detector is disabled. Eviction will result from a second occurrence.**

**Work Orders.**  If you need to request routine maintenance services for your apartment, there are a couple ways this can be done.

1. Call the office during regular business hours. The phone number is listed on the front of this booklet.
2. Submit your request in writing through the mail drop slot of the office door.

If you have an emergency maintenance need after business hours, call 615-561-2328. Emergencies are defined as situations that pose an immediate threat to life, health, safety or property.

**Rules on House Guest.**  Residents who have guests are required to comply with the following rules. Failure to comply with any of these rules is a lease violation and may result in termination of your lease. Guest registration. Residents must inform Management in writing of the name, address, and proposed length of stay of all guests who stay overnight in your unit more than three (3) times in a thirty-day (30) period.

Residents responsible for guests. Residents are responsible for the conduct of their guests. If a guest creates any nuisance or otherwise disturbs other residents of the Lafayette Housing Authority, he or she will be required to leave the site immediately. Residents are also responsible for any damages to the unit, common areas, or other Lafayette Housing Authority’s property caused by their guests. Proof of residence. If management suspects that a guest has moved into a resident’s unit, management has the right to demand proof that the guest doesn’t live at the site. Acceptable proof includes leases, current utility bills, pay stubs, bank statements, car registration, mortgage coupon, or house deeds. The following proof will not be accepted: driver’s license, phone book listing, tax returns, or any other documents that may contain out-of-date information. Limits of stays. No guest may stay overnight at the site more than fourteen (14) days in a year (365 days). To stay longer, the guest must apply and qualify for residence at the Lafayette Housing Authority. If a guest who applies for residence meets the housing authority’s eligibility and selection criteria, the household must re-certify with the guest as a new member of the household. The guest will then be considered a member of the household, and the rent will be adjusted accordingly.

**Lafayette Housing Authority Safety Rules for Residents.**

1. The cooking range must be kept free of grease. This includes the stove top, oven, vent hood and filter
2. When cooking with grease, an adult should stay within close proximity of the stove.
3. Smoking in the units is prohibited. You must be 25 feet away from the buildings.
4. Gasoline operated equipment and all flammable liquids must not be kept in the units.
5. All of your electrical appliances should be checked periodically to assure that none are used with worn or defective cords. They should all have U.L. (Underwriters Laboratories) labels.
6. All Electrical switches, plugs, or wiring found to be defective within the unit must be reported to the office immediately. This includes covers that are cracked or broken.
7. Before leaving your unit, make sure that all electrical appliance, such as a toaster, heaters, etc., are unplugged with the exception of the refrigerator. Always double check your stove and oven to make sure they are turned off.
8. Do not use extension cords on a permanent basis and do not overload the wall outlets with too many appliances. This is a fire hazard.
9. Candles should only be burned while contained in a safe container. They should never be burned while the family is away or asleep.
10. Never leave your Christmas tree or Christmas decoration lights on while away or asleep.
11. Do not store things in your furnace or hot water heater closet should you find them to be unlocked. This is a fire hazard.
12. Do not allow your child to play with matches or lighters inside the units or on the premises.
13. No BB guns are allowed on this property what so ever. This rule applies to all tenants and any visitors.
14. Any Firearms that you own must be kept out of the reach of children and locked up if possible.
15. The unit must be kept clean neat and safe at all times. You must not fill your unit with clutter. This could be a fire hazard.
16. Do not attempt to put out an electrical or grease fire with water. Grease fires may be smothered by a damp towel, baking soda, or flour.

# COMMUNITY POLICIES ADDENDUM

I acknowledge receipt of a copy of the Resident Handbook, which contains Community Policies and General Information that become a part of the Lease contract. The policies set forth in this handbook are additions to the rules and policies outlined in your Apartment Lease contract and are binding on all residents, occupants and guests. Reasonable change to these rules may be made as provided in your Lease contract.

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 Resident Signature Date

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