



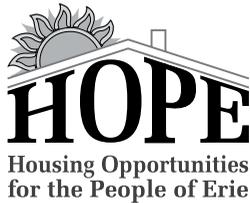
HOUSING AUTHORITY OF THE CITY OF ERIE

TENANT HANDBOOK



WELCOME

It's About People



John E. Horan

On behalf of the Housing Authority of the City of Erie, I am pleased to welcome you as a new resident of public housing.

This tenant handbook will help you to understand your rights, as well as your responsibilities, as a tenant of the Housing Authority. We, at the Authority, want to work with you to help make your new apartment or

house a real home. This publication, which is an addendum to your lease agreement, is designed to help make your stay in public housing a pleasant one.

If you have questions, please check your handbook first for the answer. If you are still unsure about anything, just call your manager, who is listed at the back of this handbook.

We offer not only housing, but also a variety of programs to help you achieve self-sufficiency and fulfillment. These include recreation and the arts, job training, summer employment for college students, and health care, to name just a few. Details on these services are set forth in the Authority's *Social Services Handbook*, which is included in your *Welcome Home* gift bag.

Our tenant handbook explains the rules but, for the Housing Authority, it's not just about rules. *It's about people...it's about you.*

Sincerely,

A handwritten signature in black ink, appearing to read "John E. Horan". The signature is fluid and cursive, written over a light gray background.

John E. Horan
Executive Director

TABLE OF CONTENTS

	Page
INTRODUCTION	1
MOVE-IN	2
Lease	2
Rent	2
Security Deposit.....	2
Occupancy	3
Inspections	3
Resident Insurance.....	3
Utilities	4
Storage Areas	5
Utility Rooms.....	5
GENERAL POLICIES	6
Keys	6
Children	6
Animals.....	6
Vehicles.....	7
Right of Entry	7
Extra Appliances.....	7
Alterations.....	8
Antennas	8
Satellite Dishes	8
Outside Areas.....	8
SERVICES	9
Garbage/Trash.....	9
Maintenance.....	9
Pest Control	10
Paint	10
SAFETY AND SECURITY.....	11
Doors and Locks	11
Illegal Activities.....	11
Fire Safety.....	11
Smoke Detectors.....	12
Furniture	12
APPLIANCES	13
Range	13
Refrigerator.....	13
Gas Furnace & Hot Water Tank.....	13
Energy Conservation.....	14
MOVE-OUT TIME.....	15
YOU AND YOUR NEIGHBORS	15
RESIDENT INFORMATION.....	16
NOTES.....	17, 18
SUPPLEMENT.....	Back Cover

THE HOUSING AUTHORITY OF THE CITY OF ERIE

TENANT HANDBOOK

Introduction

The Housing Authority of the City of Erie owns and manages affordable housing for low- and moderate-income families, elderly, and persons with disabilities. The Housing Authority manages 2,150 units of housing. This includes 210 units at Erie Heights and 63 units at Curry/Schell, which are moderate-income housing with fixed monthly rents. The rent for all other housing managed by the Authority is based on family income.

The information in this handbook, which is an addendum to your lease, applies to all of our residents. In addition, the supplement in the back pocket of the handbook provides specific information about the apartment/house and community where you reside.

The Housing Authority prides itself in being a professionally managed organization with the executive director and all the managers certified by the National Association of Housing and Redevelopment Officials (NAHRO) as *Public Housing Managers*. The management and maintenance staffs are trained to follow procedures that are designed to provide efficient service and a pleasant living environment for all residents. Your cooperation with the management and maintenance staff in following the rules and regulations described in this booklet will result in an excellent relationship between you and our staff.

MOVE-IN

Lease

The lease is an agreement between you and the Housing Authority of the City of Erie. It is important that you read and understand thoroughly what this agreement means. Read it carefully. Your manager will answer questions about the lease. It is a binding legal document that commits both parties to certain conditions. You have been given a signed copy for your records.

You are required, by the terms of your lease, to report to the management office, within ten days of the occurrence, any change in family income or family composition.

Rent

All rent is due on the first business day of each month, and payable by the 10th of each month. Rents in federally subsidized housing (all but Erie Heights and Curry/Schell) are based on family size and income. Failure to pay your rent by the 10th of the month will result in a notice of lease termination. This notice starts the legal process for eviction. Failure to pay by the 20th of the month will result in a \$10.00 late charge. Charges for repairs or damages are also due and payable with the rent. Each month, you will receive an itemized rent statement indicating the amount due on your account. Take the statement, along with your full payment, to any office of the First National Bank, Citizens Bank, Northwest Savings Bank, General Electric Federal Credit Union, or National City Bank. The bank teller will retain the white copy and mark the yellow copy "paid" and return it to you for your records. **The banks cannot accept partial payment.** No payments will be accepted at the management office or Central Office of the Authority. Arrangements can also be made to have your rent deducted automatically each month from your checking or savings account. Families who receive public assistance can have the rent deducted from their assistance checks.

The Authority is required to re-examine all leaseholders at least annually, to determine changes in income and rent. You will be notified in advance as to the date of the re-examination.

Security Deposit

Your security deposit is not rent, but a deposit to ensure the fulfillment of the lease conditions, and as a contingency against any damages to the apartment. If you fulfill your lease according to the terms, only charges for damages, excluding normal wear and

tear, will be deducted from your security deposit. The security deposit is required when you sign the lease. The security deposit will be returned to you if you meet the following conditions:

1. Give 15 days written notice to the manager prior to moving.
2. Leave the apartment and appliances clean and damage-free.
3. Remove all of your possessions.
4. Return all keys to the management office.
5. Furnish a forwarding address.

Occupancy

Only the persons named on your lease or the current recertification form are permitted to occupy your apartment/house. Guests and/or visitors to your apartment/house are permitted for a period not exceeding 14 days in a 52-week period.

Inspections

Just prior to or immediately after your move-in, both you and the manager will inspect your apartment/house. A move-in inspection form will be completed and signed by both parties to establish a record of the condition of the unit upon your occupancy. You will be provided a copy of this form. It can then be utilized as a reference point during the move-out inspection. This before- and after-inspection can save unnecessary misunderstandings. Any damages noted at the final inspection will be charged to you. The Authority will inspect units annually.

After your first 90 days of occupancy, the manager will inspect your apartment/house. At least annually thereafter, the Authority will inspect your apartment/house. Repairs identified in these inspections will be made, as necessary. Except in the case of an emergency, the Authority will give 48 hours written notice of the inspection and repairs. When you are ready to vacate the apartment, a move-out inspection will be scheduled with you and management to review the condition of the apartment and to determine if any charges for damages should be assessed. You will receive a detailed closing statement within 30 days after you vacate the apartment.

Resident Insurance

We strongly recommend that you contact an insurance agent to obtain details concerning Apartment Renter's Insurance or Household Goods and Liability Insurance or another similar policy. This is to cover your personal belongings against vandalism, fire, burglary,

water and sewerage damage, as well as personal liability. **Our insurance does not cover your personal property.**

Utilities

In some housing with individual utility meters, residents are responsible for paying for some or all of their own utility bill(s). In consideration for the residents paying their own utility bill(s), the Housing Authority provides a utility allowance in the form of a credit each month that is subtracted from the monthly rent. Residents who fail to pay their monthly utility bill(s) and have their service terminated for non-payment are in violation of the terms of their lease and are subject to eviction by the Housing Authority.

Residents are responsible for notifying the various utility companies concerning their utility service connections and terminations. You must show the manager proof of utility service before you will be allowed to move in. Residents are reminded not to terminate the utility service to their apartment/house when they are vacating the unit until they have moved out and returned the apartment/house keys to the management office.

In those housing communities where the utilities are not individually metered, the utilities are included with the rent. An energy charge will be assessed for additional appliances not included in the posted schedule of appliances. (See “Extra Appliances” on Page 7.) You are responsible for keeping windows and doors closed during cold weather and for keeping the thermostat set no higher than 72 degrees.

If your apartment has an entrance area or storage shed, these areas are not to be heated, and the door to the apartment itself should be kept closed. For those apartments with entrance areas, the main entry door must be kept closed in cold weather.

Residents are responsible for arranging for telephone installation with Verizon (1-800-483-4000). The Authority maintains the inside wiring, so you do not need to purchase this through the phone company. The management office should be notified of your phone number immediately after installation. Additional telephone lines may not be installed without permission of the Authority. If you live in Schmid Towers or Friendship Apartments, you must order a “touch tone” phone in order to operate the door-entry security system.

Storage Areas / Basements (where applicable)

Bicycles, spare tires, lawn mowers, and tools should be kept in the storage shed or basement, not in the living area of your apartment/house or outside the apartment/house. There is only one means of egress from the basement; therefore, it should not be used as additional living space. Keep flammable materials away from the furnace and hot water tank located in the basement. The Authority is not responsible for damage to personal property due to sewer backups. Again, we strongly recommend that all residents protect their personal property with appropriate renter's insurance.

Utility Rooms (where applicable)

Keep the area around the gas pilot lights of your hot water heater and furnace free and clear of all items that could prevent their efficient operation. This equipment needs access to air to operate correctly. For your safety, do not store gasoline or other flammable liquids in the utility room.

GENERAL POLICIES

Keys

The Housing Authority will supply you with two apartment keys. If you live in one of our high-rise apartment buildings, you will also receive two door entry chips that unlock the main doors to the building, and a mailbox key. You will be charged for any additional keys or chips. All keys and chips are to be returned to the office upon vacating the apartment. Residents are not permitted to alter any lock or install a new lock on the door.

Please be sure to take your key with you when leave your apartment/house. If you require assistance from the Authority, after normal business hours, to gain entry to your apartment/house, you could be assessed a charge. **The Authority will provide duplicate keys only to a leaseholder.**

Children

Residents are responsible for the conduct of their children and their guests' children. No small children should ever be left alone. You are responsible for damage to the property done by your children, or by visiting children. Please do not leave bicycles, toys, or tricycles on steps or sidewalks. Playgrounds and other recreational areas are available to children. For their own safety, we recommend that children be closely supervised. Strewn toys can be a potential hazard, are unattractive, and are an inconvenience to neighbors. **Swimming pools are not permitted because of potential health and safety hazards.**

Children play together, children disagree with one another, and children may fight. Please don't argue with each other over the fights of your children. Usually, children are back to playing together while the parents may still be feuding. Children will act like children. Adults should not.

Animals

The purpose of our pet policy and procedures is to permit pet ownership by family residents of public housing owned and managed by the Housing Authority of the City of Erie. Pet ownership is subject to compliance with reasonable requirements established by the Housing Authority. A resident of public housing (**not including Curry/Schell Apartments or Erie Heights**) may own a common household pet. The resident must maintain the pet responsibly, in accordance with applicable state and local public health, animal control, and animal anti-cruelty laws and regulations; and,

in accordance with the pet policies established in the Authority's Annual Plan for the Agency. A complete copy of the Housing Authority's Pet Policy can be obtained from the manager's office.

Vehicles

All tenant vehicles (automobiles, trucks, motorcycles) must be registered with the management office, and display the appropriate registration decal. Only properly licensed and inspected vehicles are permitted to use the Housing Authority parking lots. **Parking is on a first-come, first-served basis, with no assigned spaces.** Park only in designated areas that do not obstruct or hinder the flow of traffic. Boats, recreation vehicles, trailers, and campers may not be parked on Authority property. The Housing Authority parking lots and lawn areas are not to be used as storage or repair areas for vehicles. Handicap parking spaces are only for those with handicap license plates. Illegal parking tickets are very expensive. Pay attention to the posted parking regulations in your neighborhood.

No vehicles are to be driven or parked on sidewalks or lawns for any reason. Vehicles parked in violation of these regulations will be tagged as abandoned and towed by the City of Erie Police Department, resulting in a \$500 fine. This is a Commonwealth of Pennsylvania fine that we cannot change. A charge will also be assessed for any damage to Authority property caused by tenant and guest's vehicles.

Right of Entry

Generally, Housing Authority personnel will not enter your apartment without prior notification stating the reason for such a visit. Note, though, that the Authority reserves the right to enter your apartment without notification should we suspect an emergency, or to complete needed maintenance repairs. A 48-hour notice will be given for annual and other required inspections, for periodic pest extermination, for persistent poor housekeeping, or to show the apartment to prospective tenants.

Extra Appliances

The design of your particular apartment may not permit the installation of certain appliances. Make sure you receive authorization from the management office prior to the purchase and installation of any additional appliances. Electric clothes dryers are not permitted in the apartments. Window air conditioners must be installed properly, and removed during the heating season (November through March). Residents are permitted the following appliances with no extra utility charge: range, refrigerator, freezer, microwave oven, washer, dryer, computers, radios, television sets, and customary kitchen appliances. In our

senior buildings, where we provide laundries, washers and dryers are not permitted in the apartments. For appliances not listed here, a schedule of monthly utility charges is posted at the management office.

Alterations to the Apartment

Alterations of any kind inside or outside the apartment are strictly prohibited without the prior written approval of the Authority. Ranges and refrigerators are not to be removed from the apartment. The installation of carpet, or any other floor covering, is not permitted without approval in writing. Failure to comply will result in charges being assessed to your account for damages to the property. Waterbeds, showers, and/or other items not furnished by the Housing Authority are prohibited.

If you wish to install a fence or storm door, they must meet the Authority's specifications, have our prior written approval, and, in the case of permanent fencing, be left in place when you vacate the apartment/house. Damage caused by tenant's removal of fencing or storm doors will be charged to the tenant at move-out.

Antennas

A hookup to the master TV antenna is available in your apartment. All apartments are also wired for cable. You must contact Time Warner Cable (453-4553) to make arrangements for cable. No other antenna of any kind (e.g., TV, radio, or C.B.) may be installed on the exterior or roof of the apartment/house, or property of the Authority. The Authority will remove any such installation, after 48 hours notice.

Satellite Dishes

Residents who are interested in satellite TV dishes must get prior approval from their manager. Installers must contact the Authority management office to obtain a copy of the Authority's satellite installation specifications. The Authority will remove any satellite dish not meeting our specifications, or not having prior approval.

Outside areas

Residents are responsible for maintaining the porches, stoops, steps, and front and back walks leading to their individual apartment/house. They are to be kept clean in the summer and free from ice and snow in the winter, from your door through the length of the lead walk, in both the front and rear of your apartment/house. Residents are also responsible for keeping the outside of their apartment/house free of litter. If the area must be maintained by Authority personnel because of the resident's failure to do so, residents will be charged

for such work.

SERVICES

Garbage and Trash

There are a number of different methods used by the Housing Authority to remove garbage, trash, and recyclable items, depending on the location of your apartment. Information specific to your location is contained in the supplement. For health reasons, do not permit trash and garbage to accumulate. All garbage must be securely wrapped before placing it in the proper container. In the family units, the Authority provides a 90-gallon container for garbage and trash. Do not put any garbage or grease in the sink, commode, or floor drain. Do not dispose of diapers or feminine sanitary articles in the commode. Plumbing problems caused by these actions are both expensive and unpleasant for you. We strongly encourage recycling in accordance with the plan for your area as described in the supplement.

Maintenance

For all maintenance service requests, call 898-0937. This number is to be used for both regular maintenance problems occurring during the workday and for emergencies at night, on weekends, and holidays. Be sure to state your name, address, telephone number, and the nature of your maintenance problem. Also, be sure to give the operator your manager's name. The operator will then contact the maintenance department to take care of your request. You must report any and all damages to your apartment. Requests for service are not to be made at the management office. However, if a request for service is not completed satisfactorily, contact your manager.

Only the following emergencies will result in maintenance service after normal working hours:

- Fire
- Furnace Problem (no heat)
- Smoke Alarm
- Plugged Sewer
- Refrigerator Not Working
- Major Water Leak
(not dripping water)
- Plugged Commode
(only if one commode)
- Hot Water Tank
- Roof Leak
- No Electric
- Gas Leak
- Gas Range
- Break-In

Only emergencies that endanger the health of residents will be responded to between

midnight and 6:00 AM.

Pest Control

The Housing Authority provides pest control service on a regularly scheduled basis. However, if you have a pest emergency, contact the management office for immediate service. Please cooperate by not leaving food open or dirty dishes lying around to attract insects. Garbage and waste should never be left in an apartment. The best way to prevent unwanted bugs, mice, and other pests from entering your dwelling is to keep it neat and clean. Residents must permit the Authority's pest extermination service personnel to enter their apartments. If a resident is not home when a pest problem must be handled, the exterminator will enter the unit to perform the needed work. You will receive specific instructions in advance on how to prepare for the extermination servicing. For us to do an effective job, you must cooperate.

Paint

Paint for use in each apartment is available to residents every four years. Paint is applied by the tenant and will be inspected by the manager. A maximum of two gallons per room will be provided. No paint will be given out until the areas to be painted have been thoroughly cleaned. No other material, such as contact paper, wallpaper, paneling, carpeting, or mirrors, may be used on the walls or ceilings. Dark paint is not permitted. Use very small nails and hook-type picture hangers on the walls. Adhesive-backed hangers are not permitted. No exterior painting is permitted.

SAFETY AND SECURITY

Doors and Locks

Adequate protection for you and your property is of great concern to the Authority. Your security begins with your own actions. Be sure to make use of any locks and other security devices provided to ensure that uninvited persons cannot gain access to your apartment. Close and lock your doors at all times. Many of our apartments are equipped with security screens for your protection. Exterior security lighting is provided at all Authority properties. Report security lighting that is not operating to your management office. **We also provide extra police patrols in our various neighborhoods and buildings.**

At our senior buildings, do not let anyone whom you do not know into the building.

Illegal Activities

The Authority has a very strict policy on illegal activities, drugs, and alcohol abuse. Specifically, any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the premises of other residents or Authority employees will result in eviction. **Any drug-related criminal activity, on or off public housing premises, will result in eviction.** Also, drug or alcohol abuse that interferes with the health, safety, or right to peaceful enjoyment of the premises by other residents will result in eviction. The Authority has NO tolerance for these types of activities. If we know about it, the lease will be terminated.

The term “drug-related criminal activity” means the illegal manufacture, sale, distribution, use, or possession with intent to manufacture, sell, distribute, or use a controlled substance.

A safe community is one where residents are involved. If you see illegal activity taking place, report it to the police, or to your manager. The Authority has “silent complaint” forms designed to allow you to report suspicious activity while remaining anonymous.

Fire Safety

Store all items safely. Empty all waste and trash containers daily. Dispose of newspapers and magazines regularly. Store all matches in tightly-closed, metal, child-proof containers. Do not leave your apartment while food is cooking. Clean grease and spilled food daily from cooking range and oven. Store cooking grease containers away from range. Never

wear flimsy clothing or plastic aprons when cooking. Keep curtains, towels, potholders, etc., away from cooking range top. Never use combustible cleaning products or solvents indoors. Do not smoke in bed. Have plenty of ashtrays for smokers to use. Never empty ashtrays in wastebaskets until cigarette butts and ashes have been soaked. Always keep household equipment clean and in good repair. Have worn and frayed electrical cords replaced immediately. Avoid overloading electric wiring circuits. Use a fireproof pad under toasters, grills, and other appliances. Call the maintenance work order number **(898-0937)** to report beeping smoke detectors.

The Fire Department number is listed on the last page of this handbook. All fires must be reported to the Fire Department and the management office immediately. Always give an accurate and understandable address to aid firefighters in locating the fire. Storage of kerosene, gasoline, or other flammable or explosive materials is strictly prohibited. Fire regulations prohibit residents from storing any items in the area where the water heater and furnace are located. Kerosene heaters are not permitted.

The best way to stop a fire is to prevent it. You must keep your apartment neat, clean, and free of hazardous materials. You must control your children and keep matches and lighters out of their reach.

Smoke Detectors

All apartments are equipped with smoke detectors. The smoke detectors can be activated by smoke, steam, dust, etc. If your smoke detector is activated and there is no fire in your apartment, you can clear the sound by fanning the area around the smoke detector with a magazine or newspaper.

The smoke detectors are installed for your safety. Do not disconnect, remove the battery, or try to repair a smoke detector. Residents can be fined should a smoke detector be damaged or made inoperable. The Authority checks the smoke detector during our annual inspection. You can also check it by depressing the button on the face of the detector. All detectors are wired into the electrical system with battery backup. If the battery begins to beep intermittently, it needs to be replaced. **You can replace it with another 9-volt battery, or call the work order number (898-0937).**

Furniture

Furniture should not be located in front of doors or windows, as these could be needed as a means of escape in the event of fire.

APPLIANCES

(PROPER CARE AND USE OF EQUIPMENT)

Range

For gas ranges, clean burners and grids with a damp cloth and mild detergent. A plastic scouring pad can be used, but *never* use gritty cleaners and steel-wool soap pads. Range tops should be wiped after each use. “Soft scrub” cleanser is good to use for hard to remove spatters and will not damage porcelain. The range top will lift up from the front for easy cleaning underneath.

For electric ranges, wipe electric surface coil when cool with a damp cloth. Do not use scouring pads at any time. For oven and oven racks, a spray-on oven cleaner can be used according to directions. This should be used to prevent spilled food from baking on the surface. Wash drip-pans and the broiler pan in hot, sudsy water after each use. Grease catches fire easily, so do not let it accumulate. Do not dispose of grease in sink drains. Put grease in a sealed container, wrap, and place in the garbage. Never cover oven racks or drip pans with aluminum foil. This is a fire hazard.

Refrigerator

Clean inside and outside of refrigerator with warm water and baking soda or mild dish detergent (about one teaspoon soda or detergent per quart of water). Rinse thoroughly and wipe dry. All of the Authority’s refrigerators are frost-free. Do not overstock your freezer, as this limits ability to freeze food and to automatically defrost.

Gas Furnace and Hot Water Tank (where applicable)

Keep a clear space around the furnace and hot water tank at all times. This equipment is automatic and should not be tampered with. **Call the Maintenance work order number (898-0937) in case of trouble.** The utility room where this equipment is located must be kept clean and free from all flammable items. If the pilot light on the furnace or hot water tank goes out, or if water heater does not heat your water, notify maintenance immediately.

If you live in an apartment with an individual furnace, the Authority will change the filter prior to the start of the heating season. Check your filter periodically. If it appears dirty, call the Maintenance number, and we will replace the filter at no cost to you. Considerable gas savings will result if this practice is followed.

Do not block radiators or heating vents with furniture, and remember to keep these areas clean for best heating results. Heating registers should be cleaned periodically for maximum efficiency.

Energy Conservation

Energy conservation results in lower utility bills, which benefit both you and the Housing Authority. Energy conservation is everyone's responsibility. Don't waste energy .

Following are some common sense tips that will help you conserve energy:

- ✓
- ✓ Don't leave doors and windows open when heat is on.
- ✓ On hot summer days, try to use a fan rather than a window air conditioner.
- ✓ Do not overstock your freezer.
- Remove several items from refrigerator at one time and close door immediately. Don't
- ✓ make several trips back and forth.
- ✓ When cooking, use lower settings on the burners and cover the pots.
- Don't use your oven to heat the apartment/house. It is dangerous and adds excessive
- ✓ moisture to apartment/house.
- ✓ Turn lights and appliances off when not in use.
- ✓ Set hot water heater at 120 degrees.
- Turn furnace thermostat down. The suggested high is 72 degrees in the daytime and 65
- ✓ degrees at night.
- Use energy-saving settings on your computer. Turn off the computer and monitor when
- ✓ not in use, especially overnight.
- Television sets draw a great deal of electricity. Turn TVs off when no one is watching them.

MOVE-OUT TIME

1. Notify the management office 15 days ahead of your planned departure date and complete a “Notice of Intent to Vacate” form. Rent is due and payable for those 15 days. Failure to give proper notice will result in your being charged an additional 15 days’ rent.
2. Clear your account in full. It may be necessary to pay additional charges if damages are noted during the move-out inspection which are not covered by your security deposit.
3. Clean your apartment/house and leave it as you would like to have it if you were just moving in.
4. Be sure to remove everything from the apartment; otherwise, we will assume it is unwanted. If rubbish is left inside or outside the unit, the charge to remove it will be deducted from your security deposit.
5. Lock the windows and doors and return all the keys and chips (for high-rise senior buildings) to the management office. If you leave on a weekend, make arrangements with your manager for the return of keys. You have officially moved only when the keys/chips are returned to the office and your apartment/house inspection is completed. You will be charged for changing the locks if you do not return your keys/chips.
6. Provide the management office with a forwarding address so we can mail your final statement and security deposit refund to you.

YOU AND YOUR NEIGHBORS

Life in any neighborhood can be pleasant, if certain basic responsibilities are upheld. All of us expect everyday courtesies and should be willing to practice them. It makes life happier and more enjoyable for everyone.

If you have a party, remember that your neighbor may not enjoy it second-hand. He/she has a right to peace and quiet; so please, don’t be loud. Don’t play your radio, stereo, or TV too loud at any time. Be considerate of the rights and privileges of your neighbors.

People in all neighborhoods can live with respect for one another. The alternative is not a peaceful neighborhood, but one of fear and mistrust.

RESIDENT INFORMATION

Your management office is _____

Your manager is _____

Office phone is _____

Maintenance and Emergency phone **898-0937**

Management office hours: Monday through Friday, 8:30 AM to 4:30 PM.

The Housing Authority Central Administration Office

Address: 606 Holland Street, Erie PA 16501

Hours: Monday through Friday, 8:30 AM to 4:30 PM

Phone: 452-2425 / FAX 452-2429 / TDD 454-3507

Police Emergency(911)

Fire Emergency(911)

Ambulance(911)

Doctor _____

Thank You

The Erie Housing Authority looks forward to providing you and your family with safe and affordable housing. We strive to make your new residence the best possible place to live. If we fail to meet your expectations in any way, please contact us.



Agnes R. Priscaro
Chair

C. Ted Dombrowski
Vice Chair

Bishop Dwane Brock
Treasurer

Trelane C. Sherrod
Commissioner

Donald C. Meyers
Commissioner

John E. Horan
Executive Director and Secretary

Donald E. Wright, Jr., Esquire
Legal Counsel

It's About People



**The Housing Authority of the City of Erie
is an Equal Opportunity Agency.**



Tenant Handbook Inserts
For
Each Development

TENANT HANDBOOK SUPPLEMENT

Agnes R. Priscaro Apartments

Basement: The basement in your apartment should be used for storage of bicycles, rakes, shovels, barbecue grills, and other items that should not be stored in the living area of the apartments. Do not store anything near the furnace or hot water tank. Power mowers and gasoline containers must be emptied prior to storage. For safety reasons, the basement is not to be used as a living area. **Any damage to personal property stored in the basement is not covered by the Authority's insurance.**

Cleaning: The bathroom tub and sink, kitchen sink, counter tops, and tile floors and walls throughout your apartment should be cleaned with a mild liquid detergent. Do not use abrasives for cleaning these areas. You may use cleanser to clean the bathroom toilet.

Lawn Areas and Walkways: The Housing Authority provides all lawn service. You do not need to cut the grass, but you do need to move outdoor furniture and pick up toys and debris prior to our weekly cuttings, which start in April and go through November 15. You are responsible for shoveling the snow from the porch and the sidewalks leading to your apartment doors. The Authority is responsible for snow removal in parking areas. Your cooperation in moving your vehicle, as requested, **is essential** for the Authority to do a good job of snow removal.

Locks and Keys: Your apartment has a security deadbolt lock on both the front and rear entry doors. Do not change the locks for any reason. You will be given two keys, which work in your front and rear door locks. There is a charge for additional keys.

Parking: The parking lots are for tenant parking of properly licensed, inspected, and registered vehicles. Do not park on the sidewalks or the lawn areas for any reason. Disabled vehicles may not be kept on Authority property. These vehicles will be tagged and towed at the owner's expense.

Recycling and Refuse Disposal: Each tenant is required to recycle aluminum, metal cans, and plastic containers. Recyclables should be thoroughly rinsed before being placed in a "blue bag." The blue bag should be placed at curbside by 9:00 PM, on every other Thursday. A schedule is

available from your manager. All non-recyclable garbage and trash must be securely packaged in a plastic bag and placed in the green Housing Authority container, which will be picked up at curbside weekly. The trash container is to be stored at the rear of your apartment, except on pick-up day. Check with your manager for the pick-up day in your neighborhood.

Miscellaneous: If you shop at Tops Market on 26th Street, do not remove the shopping carts from their property.

Brabender Park to the north of Priscaro Apartments belongs to the City of Erie. It is a very nice facility to have in your neighborhood. Please make sure that none of your garbage or trash finds its way onto the park property.

For your protection, the Authority has installed security screens on the windows at Priscaro Apartments. **These screens cannot be removed.** However, the windows can be opened in the summertime for ventilation. The second story security screens can be opened in case of fire.

(Rev. 5/06)

TENANT HANDBOOK SUPPLEMENT

Bird Drive

Basement: The basement in your apartment can be used for storage of bicycles, lawn mowers, rakes, shovels, barbecue grills, and other items that should not be stored in the living area of the apartment. Do not store anything near the furnace or hot water tank. Because there is only one means of exit, the basement is not to be used as a living area. **Any damage to personal property stored in the basement is not covered by the Authority's insurance.**

Cleaning: The bathroom tub and sink, kitchen sink, counter tops, kitchen cabinets, and linoleum floors and walls throughout your apartment should be cleaned with a liquid detergent. Do not use abrasives for cleaning these areas. You may use cleanser to clean the bathroom toilet.

Lawn Areas and Sidewalks: The Housing Authority provides all lawn services. You do not need to cut the grass, but you do need to move lawn furniture, and pick up toys and debris prior to our weekly cuttings, which start in April and go through November 15. You are responsible for shoveling the snow from the porch and the sidewalks leading to your apartment doors. The Authority is responsible for snow removal in the parking areas. Your cooperation in moving your vehicle, as requested, is **essential** for the Authority to do a good job removing snow.

Locks and Keys: You will be provided with two keys to your apartment. There is a charge for additional keys. Do not change the locks on your doors without prior permission from your manager.

Parking: The parking lots are for tenant parking of properly licensed, inspected, and registered vehicles. Do not park on the sidewalks or on the lawn areas for any reason. Disabled vehicles may not be stored or repaired on Authority property. These vehicles will be tagged and towed at the owner's expense. Parking tickets issued by the Erie Police Department are very expensive. Please obey the posted parking regulations.

Recycling and Refuse Disposal: Each tenant must recycle aluminum, metal cans, and plastics. Recyclables must be thoroughly rinsed before being placed in a "blue bag." The blue bag should be placed at curbside by 9:00

PM, every other Thursday evening. Check with your manager regarding recycling weeks. The Authority, not the City of Erie, collects recyclables. All non-recyclable garbage and trash must be securely packaged in a plastic bag and placed in the green Housing Authority trash container assigned to you. Your container will be picked up at curbside weekly. Check with the manager for the pick-up day in your neighborhood.

Miscellaneous: The fenced property to the west and south of the apartments belongs to St. James Church and School. Please do not trespass on their property.

(Rev. 5-06)

TENANT HANDBOOK SUPPLEMENT

Curry/Schell Apartments

Address: Your new address is 3909 Schaper Avenue, Box # _____, Erie, PA 16508.

Appliances: The Housing Authority supplies a refrigerator, range, and microwave for your apartment. Each appliance has an instruction booklet. Review the operating and cleaning instructions before using the appliances.

Cleaning: The tub and basin are fiberglass and should be cleaned with liquid detergent. Do not use cleansers. The carpeting should be vacuumed regularly. If the carpeting becomes stained, you are responsible for having it professionally cleaned or shampooed.

Community Spaces: The community spaces (community room, craft room, game room, laundry room, patios, and decks) are for the use of tenants only. The Authority reserves the right to set reasonable hours for the use of these areas. You must clean up after you use any of the community spaces.

Emergency Call System: An emergency call system is located in the bedroom and bathroom of your apartment. There is a pull-cord, which will sound an alarm and activate a light in the corridor above your apartment door. If the cord is pulled accidentally, push the button down to shut off the alarm. If you see or hear someone else's alarm, contact the floor captain.

Fire Safety: A copy of the building fire safety rules is hung on the hook on your pantry door. If one is not there, ask the manager for a copy. The building fire exits (stairwells) should only be used in case of an emergency.

Parking: Parking is on a first-come, first-served basis. The handicap spaces are to be used only by physically disabled tenants. Vehicles must be licensed, inspected, and registered with the manager. Please direct your guests to park only in the spaces designated for visitors, or on Schaper Avenue.

Pets: No pets are permitted in the building, except for fish or birds (canary or parakeet only). A fish tank must not exceed a five gallon capacity. A birdcage must be no larger than three feet high by two feet wide.

Recycling and Refuse Disposal: Each tenant must recycle aluminum, metal cans, and plastics. Recyclables should be thoroughly rinsed before being placed in the recycling bins located on each floor. All non-recyclable garbage and trash must be securely packaged in a plastic bag and disposed of on a daily basis. No liquid, or cigarette ashes that have not been completely extinguished, are to be placed in the trash chute. If you have bulky items or glass to dispose of, place it in the trash room on the ground floor.

Security: You will receive two keys for your apartment door and two entry chips for the building entrance doors. You will also receive a separate mail box key. There is a charge for additional keys and chips.

The name of each tenant is listed on the door entry roster located in the front vestibule. All visitors must use this door entry system. **DO NOT ALLOW STRANGERS IN THE BUILDING.**

Service Requests and Office Hours: Any request for maintenance service is to be made by calling the work order number (898-0937). The office phone number is 864-9790. The office is usually staffed on Wednesday afternoons. If no one is there, leave a message. The manager can also be reached at the Erie Heights office, 4020 Garden Avenue (864-4511). Emergency numbers are posted on the bulletin board by the office.

Smoking Policy: Smoking is prohibited in the building except in your apartment. When you do smoke, you must keep your apartment door closed. The deck to the rear of the building is also a smoking area.

Storage Locker: Each tenant will be assigned a storage locker on the ground floor. The locker will be labeled the same as your apartment. You must provide your own padlock. Do not store tires or flammable liquids in your locker. The Authority is not responsible for stored personal property.

Utilities: Each tenant is responsible for making arrangements for electric, telephone, and cable TV service. The gas service is included in the rent.

Miscellaneous: There is no formal dress code at Curry/Schell. However, you must dress appropriately when outside your apartment. Nightgowns, pajamas, bathrobes, and housecoats are not considered proper attire in the public areas of the building.

C. Ted Dombrowski Apartments

Cleaning: Your bathroom tub and sink, kitchen sink, counter tops, and tile floors and walls throughout the apartment should be cleaned with a liquid detergent. Do not use abrasives for cleaning these areas. You may use cleanser to clean the bathroom toilet.

Lawn Areas and Sidewalks: The Housing Authority is responsible for cutting lawn areas in the summertime and for shoveling the snow from the walks in the winter. You are responsible for keeping the front and backyards clean. You must also keep the front and rear porches neat and clean. The front porches are not to be used for storage.

Locks and Keys: Your apartment has a security dead bolt lock on both the front and rear entry doors. Do not change the locks for any reason. You will be given two keys, which work in all your locks. If you require additional keys, you will be charged for them. For your added protection, we recommend that the front and rear porch lights be left on overnight.

Paint: The Housing Authority is responsible for all interior and exterior painting. No painting is to be done by the tenant.

Parking: The parking areas off the alley are for properly licensed and inspected vehicles. Do not park on the sidewalks or the lawn areas for any reason. Disabled vehicles may not be stored or repaired on Authority property. These vehicles will be tagged and towed at the owner's expense. No vehicles are permitted on the lawn areas for any reason.

Pets: Under federal regulations, the C. Ted Dombrowski Apartments tenants are allowed to have a small pet. A copy of the regulations governing the ownership of a pet can be obtained from your manager.

Recycling and Refuse Disposal: Each tenant must recycle aluminum, metal cans, and plastics. Place your thoroughly-rinsed recyclable items in a "blue bag" at the rear parking area every other Thursday evening by 9:00 PM. Check with your manager to find out which weeks. The Authority collects recyclables, not the City of Erie. Regular trash and garbage must be properly wrapped in a plastic bag and placed in the green Authority trash container assigned to you. Your container will be picked up in the alley weekly. The trash pick-up in your neighborhood is on Monday evening. The trash container is to be stored at the rear (alley side) of the apartment.

Smoke Detectors: Smoke detectors have been installed in your apartment for your safety. Do not disconnect, remove the battery, or attempt to repair a smoke detector. The Authority checks the smoke detectors during our annual unit inspections. You can check the smoke detector at any time by depressing the test button on the face of the detector. All detectors are wired into the electrical system for your unit and also have a battery backup. If your smoke detector battery begins to beep intermittently, you can replace it with another 9-vold battery, or call the work order number (898-0937) and one will be installed for you.

Miscellaneous: There is a Community Library Building located at the southeast corner of East 14th and Wallace Streets. This building is available for tenant and neighborhood meetings. The building is ***not*** available for private parties, wedding receptions, etc. Please contact your manager to schedule the use of the building.

TENANT HANDBOOK SUPPLEMENT

Eastbrook

Basement: The basement in your apartment can be used for storage purposes. Do not store anything near the furnace or hot water tank. Power mowers and gasoline containers must be emptied prior to storage. There are hookups for a washer and dryer in the basement. For safety reasons, the basement is not to be used as a living area. **Any damage to your personal property stored in the basement is not covered by the Authority's insurance.**

Cleaning: The bathroom tub and sink, kitchen sink, counter tops, kitchen cabinets, and linoleum floors and walls throughout the apartment should be cleaned with a liquid detergent. Do not use abrasives for cleaning these areas. You may use cleanser to clean the bathroom toilet.

Lawn Areas and Sidewalks: The Housing Authority provides all lawn service. You do not need to cut the grass, but you do need to move lawn furniture and pick up toys and debris prior to our weekly cuttings, which start in April and go through November 15. You are also responsible for shoveling the snow from the porch and the sidewalks leading to your apartment. The Authority is responsible for snow removal in the service drives and parking areas. Your cooperation in moving your vehicle, as needed, is **essential** for the Authority to do a good job removing snow.

Locks and Keys: Your apartment has a security dead bolt lock on both the front and rear entry doors. Do not change the locks for any reason. You will be given two keys, which work in your front and rear door locks. There is a charge for additional keys.

Parking: The parking lots are for tenant parking of properly licensed, inspected, and registered vehicles. Do not park on the sidewalks or on the lawn areas for any reason. Disabled vehicles may not be stored or repaired on Authority property. These vehicles will be towed at the owner's expense.

Recycling and Refuse Disposal: Each tenant must recycle aluminum, metal cans, and plastics. Recyclables must be thoroughly rinsed before being placed in a "blue bag." The blue bag should be placed at curbside by 9:00 PM, every other Thursday. Recyclables are collected by the Authority, not the City of Erie. The non-recyclable garbage and trash should be properly

packaged and placed in the green Housing Authority container. Your container will be picked up at curbside weekly, on Monday nights.

Miscellaneous: For your protection, the Authority has installed security screens on the windows at Eastbrook. These screens cannot be removed. However, the windows can be opened in the summertime for ventilation. The second story security screens can be opened in case of fire.

(Rev. 5-06)

TENANT HANDBOOK SUPPLEMENT

Erie Heights

Appliances: You are responsible for providing your own range and refrigerator at Erie Heights. You cannot occupy the apartment without a range and refrigerator. You must have a drip pan under the refrigerator. The space available between the kitchen cabinets will accommodate a 30"-wide gas range.

Basement/Storage Shed: The two- and three-bedroom apartments at Erie Heights have basements. The basement can be used for storage of bicycles, lawn mowers, rakes, shovels, barbecue grills, and other items that should not be stored in the living area of the apartment. Do not store anything around the furnace or hot water tank. Power mowers and gasoline containers must be emptied before being stored. There is only one means of exit from the basement; therefore it should not be used as additional living area. **Damage to personal property stored in the basement is not covered by the Authority's insurance.**

Cleaning: The bathroom tub and sink, kitchen sink, counter tops, and tile floors and walls throughout your apartment should be cleaned with a liquid detergent. Do not use abrasives for cleaning these areas. You may use cleanser to clean the bathroom toilet.

Lawn Areas and Sidewalks: The Housing Authority provides all lawn service. You do not need to cut the grass, but you do need to move lawn furniture, pick up toys and debris prior to our weekly cuttings, which start in April and go through November 15. You are responsible for shoveling the snow from the porch and the sidewalks leading to your apartment doors. The Authority is responsible for snow removal in the parking areas. Your cooperation in moving your vehicle, as requested, is **essential** for the Authority to do a good job removing snow. Garden Avenue and Crestmont Avenue are City Streets and the responsibility of the City Streets Department.

Locks and Keys: Do not change the locks for any reason. You will be given two keys, which work in your front and rear door locks. If you require additional keys, you will be charged.

Parking: The parking lots are for tenant parking of properly licensed, inspected, and registered vehicles. Do not park on the sidewalks or on the lawn areas for any reason. Disabled vehicles may not be stored or repaired on

Authority property. These vehicles will be tagged and towed at the owner's expense. Motorcycles must be parked on paved areas, and wood blocks must be used under the kickstand. Boats, trailers, RVs, are not permitted in the parking areas without prior approval of the managers, and payment of an additional storage fee.

Recycling and Refuse Disposal: Each tenant must recycle aluminum, metal cans, and plastics. Rinse your recyclables and take them to the Maintenance Garage and place them in the separate containers for the different materials. The recycling bins are available Monday through Friday, from 8:30 AM to 4:30 PM. All non-recyclable garbage and trash must be securely packaged in a plastic bag and placed in the green Housing Authority trash container assigned to you. Your container will be picked up at curbside weekly. Check with the manager for the pickup day in your neighborhood.

Utilities: You are responsible for all utilities at Erie Heights. The gas, electric, water and sewer service must be in your name prior to the move-in. Payment is made by you directly to the utility company. If the gas, electric, or water and sewer utilities are terminated, this is a lease violation and subjects you to eviction proceedings.

(Rev. 5/06)

TENANT HANDBOOK SUPPLEMENT

Friendship Apartments

Address: Your new address is 111 East 11th Street, Box # ____ Erie, PA 16501. Do not use your apartment number as your address. The US Postal Service will not deliver mail without the proper PO box number.

Appliances: The Housing Authority supplies a refrigerator and range for your apartment. The gas range has an automatic pilot light on each burner and a safety pilot for the oven. Turn the control to the desired temperature and wait for approximately one minute for the oven to light.

Cleaning: Tubs and basins can be cleaned with cleanser. Shower stalls in the handicap apartments are fiberglass, and a liquid detergent should be used for cleaning. The marlite around the tub, kitchen appliances, counter tops, and the stainless steel sink should all be cleaned with a liquid detergent. The floors are vinyl and can be cleaned with liquid detergent.

If you have carpeting installed, the installer must use two-way tape. Glue-down or nail-strip carpet installations are not permitted.

Community Spaces: The community spaces (library, community room, craft room, game room, laundry, and waiting areas) are for the use of tenants only. The Authority reserves the right to set reasonable hours for the use of these areas. You must clean up after you use any of the community spaces. Do not place boxes, mats, or furniture in the corridor. Do not hang pictures on the corridor walls. The rear lobby is for tenants waiting to be picked up. It is not the place to gather and visit. Use the other rooms or your apartment for visiting.

Emergency Call System: An emergency call system is located in your bathroom and bedroom. There is a pull-cord, which will sound an alarm and activate a light above your door in the hall. If the cord is pulled accidentally, push the button up to shut off the alarm. Do not block access to the emergency pull-cord with furniture.

Fire Safety: A copy of the building fire safety rules should be in the plastic holder located on your apartment entry door. If one is not there, ask the manager for a copy. Do not use the fire exit doors except in case of emergency. In the event of a fire, the Erie Fire Department recommends that you remain in your apartment with the door closed until you are evacuated by a firefighter.

Parking: Friendship has very limited parking, so please ask your guests to park in the public lot on the west side of French Street. Do not park in the fire lane or in the handicap spaces reserved for residents with physical disabilities. Your car must be properly licensed and inspected at all times. You must register your car with the manager, who will issue a parking decal that must be displayed on your car. You will also receive an operator to open the gate on French Street.

Pest Control: Your apartment will be sprayed upon request, or when an infestation is reported to the manager. Do not feed the pigeons. They cause problems for the Housing Authority and are a potential health threat to the residents of Friendship.

Pets: A copy of the Pet Policy can be obtained from the manager.

Recycling and Refuse Disposal: Each tenant must recycle aluminum, metal cans, and plastics. Recyclables should be thoroughly rinsed before being placed in the recycle bins located in the trash room on the ground floor.

There is a trash chute on each floor. All non-recyclable garbage and trash must be securely packaged in a plastic bag and disposed of on a daily basis. No liquids, or cigarette ashes (that have not been completely extinguished), are to be placed in the trash chute. If you have bulky items or glass to dispose of, carry it to the trash room on the ground floor.

Security: You will receive two keys for your apartment door and two keys/chips for the building entrance door. Your apartment key also fits your mailbox located on the ground floor. There is a \$5 charge for a third entry key/chip and a \$20 charge thereafter.

The name of each tenant is listed on the door entry roster located in the rear vestibule. All visitors must use this door entry system. For your protection, the entrance doors are locked at 9 PM in the summer and 7 PM in the winter.

DO NOT ALLOW STRANGERS IN THE BUILDING.

Service Requests: ALL requests for maintenance services are to be made by calling the work order phone number 898-0937.

Smoking Policy: Smoking is prohibited in the building, except in your apartment, and the game room located next to the laundry room on the ground floor. If you smoke in your apartment, the entry door must be closed.

Miscellaneous: There is no formal dress code at Friendship. However, you must dress appropriately when outside your apartment. Nightgowns, pajamas, bathrobes, and housecoats are not considered proper attire in the public areas of the building.

TENANT HANDBOOK SUPPLEMENT

Harbor Homes Annex

Cleaning: The bathroom tub and sink, kitchen sink, counter tops, and tile floors and walls throughout your apartment should be cleaned with a mild liquid detergent. Do not use abrasives for cleaning these areas. You may use cleanser to clean the bathroom toilet.

Lawn Areas and Sidewalks: The Housing Authority provides all lawn service. You do not need to cut the grass, but you do need to move lawn furniture, pick up toys and debris prior to our weekly cuttings, which start in April and go through November 15. You are also responsible for shoveling the snow from the porch and the sidewalks leading to your apartment doors. The Authority is responsible for snow removal in the service drives and parking areas. Your cooperation in moving your vehicle, as requested, is essential for the Authority to do a good job removing snow.

Locks and Keys: Your apartment has a security deadbolt lock on both the front and rear entry doors. Do not change the locks for any reason. You will be given two keys, which work on both doors. If you require additional keys, you will be charged for them. For added safety, your apartment has unbreakable lexan glass and security screening on the first floor storm windows.

Parking: The parking lots are for tenant parking of properly licensed, inspected, and registered vehicles. Do not park in the service drive, on the sidewalks, or on the lawn areas for any reason. Disabled vehicles may not be stored or repaired on Authority property. These vehicles will be tagged and towed at the owner's expense.

Recycling and Refuse Disposal: Each tenant must recycle aluminum, metal cans, and plastics. Rinse your recyclable items, take them to the Harbor Homes administration building, and place them in the separate containers for the different materials. The recycling bins are available Monday through Friday, 8:30 AM - 4:00 PM. All non-recyclable garbage and trash must be securely packaged in a plastic bag and placed in the green Housing Authority container assigned to you. If you live on East 19th Street, your container will be picked up

at curbside in the service drive (kitchen side of the apartment). If you live on East 18th Street, place your container at the street curb. Check with the manager for the pick-up day in your neighborhood. **If you are a resident on the north side of East 18th Street, do not dump trash, garbage, or unwanted furniture on the property to the north of the back yard fence. This is private property, not a dump. Violators will be prosecuted.**

Vestibule/Basement: The vestibules at the front and rear entrances will help conserve energy and provide extra storage space. In the wintertime, the outside doors must be kept closed. All the family apartments have full basements. The basement can be used for storage of bicycles, rakes shovels, barbecue grills, and other items that should not be stored in the living area of the apartment. There is only one means of exit from the basement; therefore it should not be used as additional living area. Do not store anything near the furnace or hot water tank. Power mowers and gasoline containers must be emptied prior to storage. **Any damage to personal property stored in the basement is not covered by the Authority's insurance.**

(Rev. 5-06)

TENANT HANDBOOK SUPPLEMENT

Harbor Homes

Cleaning: The bathroom tub and sink, kitchen sink, counter tops, and tile floors and walls throughout your apartment should be cleaned with a mild liquid detergent. Do not use abrasives for cleaning these areas. You may use cleanser to clean the bathroom toilet.

Lawn Areas and Sidewalks: The Housing Authority provides all lawn service. You do not need to cut the grass, but you do need to move lawn furniture and pick up toys and debris prior to our weekly cuttings, which start in April and go through November 15. You are responsible for shoveling the snow from the porch and the sidewalks leading to your apartment doors. The Authority is responsible for snow removal in the service drives and parking areas. Your cooperation in moving your vehicle, as requested, is **essential** for the Authority to do a good job removing snow.

Locks and Keys: Your apartment has a security deadbolt lock on both the front and rear entrance doors. Do not change the locks for any reason. You will be given two keys, which work in all your locks, including the storage shed door. There is a charge for additional keys.

Parking: The parking lots are for tenant parking of properly licensed, inspected, and registered vehicles. Do not park in the service drive, on the sidewalks, or on the lawn areas for any reason. Disabled vehicles may not be stored or repaired on Authority property. These vehicles will be tagged and towed at the owner's expense.

Recycling and Refuse Disposal: Each tenant must recycle aluminum, metal cans, and plastics. Rinse your recyclable items, take them to the Harbor Homes maintenance garage and place them in the separate containers for the different materials. The recycling bins are available Monday through Friday, 8:30 AM - 4:30 PM. All non-recyclable garbage and trash must be securely packaged in a plastic bag and placed in the green Housing Authority trash container assigned to you. Your container will be picked up at curbside (kitchen side of the apartment) weekly. Check with the manager for the pick-up day in your neighborhood.

Storage Shed: The storage sheds can be used for bicycles, lawn mowers,

rakes, shovels, barbecue grills, and other items that should not be stored in the apartment. Power mowers and gasoline containers must be emptied prior to storage. Do not use the utility room where the furnace and hot water tank are located as a storage area, or as a place to dry clothes.

(Rev. 5-06)

TENANT HANDBOOK SUPPLEMENT

John E. Horan Garden Apartments

Cleaning: The bathroom tub and sink, kitchen sink, counter tops, refrigerator, range, tile floors, doors, woodwork, kitchen cabinets, and walls throughout your apartment should be cleaned with a mild liquid detergent. Do not use abrasives for cleaning these areas. Do not use oven cleaner on the exhaust fan. You may use cleanser to clean the bathroom toilet.

Lawn Areas and Walkways: The Housing Authority provides all lawn services. You do not need to cut the grass, but you do need to move lawn furniture and pick up toys and debris prior to our weekly cuttings, which start in April and go through November 15. You are responsible for shoveling the snow from the porch and the sidewalks leading to your apartment doors. The Authority is responsible for snow removal in the service drives and parking areas. Your cooperation in moving your vehicle, as requested, is essential for the Authority to do a good job in removing snow.

Locks and Keys: Your apartment has a security deadbolt lock on both the front and rear entrance doors. Do not change the locks for any reason. You will be given two keys, which work in all your locks. If you require additional keys, you will be charged for them.

Parking: The parking lots are for tenant parking of properly licensed, inspected and registered vehicles. Do not park in the service drive, on the sidewalks, or on the lawn areas for any reason. Disabled vehicles may not be stored or repaired on Authority property. These vehicles will be tagged and towed at the owner's expense. Parking tickets are issued by the Erie Police Department and are very expensive. Please obey the posted parking regulations.

Recycling and Refuse Disposal: Each tenant must recycle aluminum, metal cans, and plastics. Rinse your recyclable items, take them to the John E. Horan Garden Apartments Administration building, and place them in the separate containers for the different materials. The recycling bins are available Monday through Friday, 8:30 AM - 4:00 PM. All non-recyclable garbage and trash must be securely packaged in

a plastic bag and placed in the green Housing Authority trash container assigned to you. Your container will be picked up at curbside weekly. Check with the manager for the pick-up day in your neighborhood.

Storage Shed: The storage sheds should be used for bicycles, lawn mowers, rakes, shovels, barbecue grills, and other items that should not be stored in the apartment. Do not use the utility room where the furnace and hot water tank are located as a storage area, or as a place to dry clothes.

(Rev. 5-06)

TENANT HANDBOOK SUPPLEMENT

Lake City Dwellings

Cleaning: You should use a non-abrasive cleanser to clean the toilet, tub, and basin in your bathroom, and your kitchen sink. The refrigerator, stove, and counter top in the kitchen should be cleaned with a mild liquid detergent. The walls, painted woodwork, doors, and hardwood floors should also be cleaned with a liquid detergent. There are hook-ups in the kitchen for a washer and dryer.

Lawn Areas and Sidewalks: The Housing Authority is responsible for cutting the lawn at your apartment. You do not need to cut the grass, but you do need to move outdoor furniture and pick up toys and debris prior to our weekly cuttings, which start in April and go through November 15. You are also responsible for shoveling the snow from the porch and the sidewalks leading to your apartment doors. The Authority is responsible for snow removal in the service drives and parking areas. Your cooperation in moving your vehicle, as requested, *is essential* for the Authority to do a good job removing snow.

Locks and Keys: Do not change the locks for your apartment for any reason. You will be given two keys, which work in all your locks, including the storage shed door. If you require additional keys, you will be charged for them.

Parking: The parking areas behind 318 and 328 East 17th Street are for tenants in those two buildings. Other tenants must park on East 17th or German Streets. Do not park in the service drive, on the sidewalks, or on the lawn areas for any reason. All vehicles must be properly licensed, inspected, and registered with the manager. Disabled vehicles may not be stored or repaired on Authority property. These vehicles will be towed at the owner's expense.

Recycling and Refuse Disposal: Each tenant must recycle aluminum, metal cans, and plastics. Rinse your recyclable items, take them to the administration building, and place them in the separate containers for the different materials. The recycling bins are available Monday through Friday, 8:30 AM - 4:00 PM. All non-recyclable garbage and trash must be securely packaged in a plastic bag and placed in the

green Housing Authority container assigned to you. Your container will be picked up at curbside (kitchen side of your apartment) weekly on Monday evenings.

Storage Shed: The storage sheds should be used for bicycles, lawn mowers, rakes, shovels, barbecue grills, and other items that should not be stored in the apartment. Do not use the utility room where the furnace and hot water tank are located as a storage area, or as a place to dry clothes.

(Rev. 5-06)

TENANT HANDBOOK SUPPLEMENT

Ostrow Apartments

Address: Your new address is 4220 Davison Avenue, Box # _____, Erie, PA 16504.

Appliances: The Housing Authority supplies a refrigerator and range for your apartment. Each appliance will have a guide with instructions on use and care. The refrigerator has an automatic frost-free feature. The range hood takes a 25-watt bulb.

Cleaning: Your bathroom tub and sink should be cleaned with a liquid detergent. Do not use abrasives. Use a mild, stainless-steel cleaner for the kitchen sink. The bathroom and kitchen floors should be cleaned with a mild detergent. The carpet in the living room and bedroom should be cleaned regularly with a standard vacuum. Stains and damage should be cleaned/ repaired by a professional.

Community Spaces: The community spaces (community and laundry rooms) are for the use of tenants only. The Authority reserves the right to set reasonable hours for the use of these areas. You must clean up after you use the community room or laundry. Do not leave the window open in the laundry room, when the room is unattended. Do not hang or attach anything to the hallway walls. No mats, rugs, furniture, or boxes are permitted in the hallways.

Ostrow has no formal dress code, but when you are outside your apartment, you must dress appropriately. Nightgowns, bathrobes, and housecoats are not considered appropriate attire in the public areas of the building.

Emergency Call System: An emergency call system is located in the bedroom and bathroom. The pull-cord will send an alarm and activate a light above the apartment door. If the cord is pulled by mistake, push in the button to turn off the alarm. If you hear or see someone else's alarm, contact the floor captain.

Fire Safety: A copy of the building fire safety rules should be on the inside of your apartment door. If one is not there, ask the manager for a copy. Do not use the fire exit doors at the end of the hallways, except in case of an emergency.

Parking: Generally, the parking lot is for tenant use only. Spaces are not assigned, except that several are designated for tenants with physical disabilities. All vehicles must be registered with the manager and have a current registration and inspection sticker. Visitors are permitted to park at the east end of the lot.

Recycling and Refuse Disposal: Each tenant must recycle aluminum, metal cans, and plastics. Recyclables must be thoroughly rinsed before being placed in the recycling bins.

All non-recyclable garbage and trash must be securely packaged in a plastic bag and disposed of on a daily basis. No liquids, or cigarette ashes that have not been completely extinguished, are to be placed in the trash chute. If you have bulky items or glass to dispose of, carry it to the trash room on the ground floor.

Pets: A copy of the pet regulations can be obtained from the manager.

Security: You will receive two apartment keys and two door entry chips for the front door to the building. The apartment keys will also open your mailbox on the ground floor. There is a charge for extra keys and chips.

The name of each tenant is listed on the door entry roster located in the front vestibule. When you have a visitor, he or she should push your number. When the call box in your apartment buzzes, you can converse with the visitor by using the “talk” and “listen” buttons. You can see the vestibule on your television by tuning to Channel 8. After you identify the visitor, push the door button to unlock the entry door to the elevator lobby. **DO NOT ALLOW STRANGERS IN THE BUILDING.**

Service Requests and Office Hours: All requests for maintenance service can be made through the work order phone number (898-0937). The office phone number is 825-6022. The office is usually staffed on Monday mornings. If no one is there, leave a message. The manager can also be reached at the Harbor Homes office (899-0678). Emergency numbers are posted on the bulletin boards.

Smoking Policy: Smoking is prohibited in the building, except in your apartment. When you do smoke, you must keep your apartment door closed.

Utilities: All utilities, except electric, are included in your rent. You will be billed directly by Penelec for electric consumption, which is individually metered for your apartment. You have been given an allowance for use toward your electric bill. This amount has been deducted from your rent calculation.

Miscellaneous: A locker is assigned to each tenant for additional storage space. You must provide your own padlock. The locker should be labeled the same as your mail box number. The Authority assumes no responsibility for articles stored. Do not store spare tires in your locker.

TENANT HANDBOOK SUPPLEMENT

Pineview

Basement: The basement in your apartment can be used for storage of bicycles, lawn mowers, rakes, shovels, barbecue grills, and other items that should not be stored in the living area of the apartments. Do not store anything near the furnace or hot water tank. Power mowers and gasoline containers must be emptied prior to storage. There is only one means of exit from the basement; therefore it should not be used as an additional living area. **Any damage to personal property stored in the basement is not covered by the Authority's insurance.**

Cleaning: The bathroom tub and sink, kitchen sink, counter tops, and tile floors and walls throughout your apartment should be cleaned with a mild liquid detergent. Do not use abrasives for cleaning these areas. You may use cleanser to clean the bathroom toilet.

Lawn Areas and Sidewalks: The Housing Authority provides all lawn care service. You do not need to cut the grass. You do need to move lawn furniture and pick up toys and debris prior to our weekly cuttings, which start in April and go through November 15. You are also responsible for shoveling the snow from the porch and the sidewalks leading to your apartment doors. The Authority is responsible for snow removal in parking areas. Your cooperation in moving your vehicle, as requested, is **essential** for the Authority to do a good job of snow removal. Schaper Avenue is a city street and the responsibility of the City Streets Department.

Locks and Keys: Your apartment has a security deadbolt lock on both the front and rear entry doors. Do not change the locks for any reason. You will be given two keys, which work in your front and rear door locks. There is a charge for additional keys. For your protection, the Authority has installed security screens on the windows at Pineview. These screens **cannot be removed.** However, the windows can be opened in the summertime for ventilation. The second story security screens can be opened in case of fire.

Parking: The parking lots are for tenant parking of properly licensed, inspected, and registered vehicles. Do not park on the sidewalks or the lawn areas for any reason. Disabled vehicles may not be kept on Authority property. These vehicles will be tagged and towed at the owner's expense. Parking tickets issued by the Erie Police Department are very expensive.

Please obey the posted parking regulations.

Recycling and Refuse Disposal: Each tenant is required to recycle aluminum, metal cans, and plastic containers. Recyclables should be thoroughly rinsed before being placed in a “blue bag.” The blue bag should be placed at curbside by 9:00 PM, on every other Thursday. A schedule is available from your manager. All non-recyclable garbage and trash must be securely packaged in a plastic bag and placed in the green Housing Authority trash container, which will be picked up at curbside weekly. Check with the manager for the pick-up day in your neighborhood.

Miscellaneous: The Authority has a gas well at Pineview. This well is used to provide part of the gas needed to heat each apartment. Make sure your children do not play around the gas well located just north of the apartments or the gas meters located near the center area of the apartment complex. The fence to the west of the apartments is part of the Interstate 79 property. Instruct your children to not trespass on the highway property. It is illegal and extremely dangerous. **Do not dump trash or unwanted furniture onto I-79 property. Violators will be prosecuted.**

(Rev. 5-06)

TENANT HANDBOOK SUPPLEMENT

Scattered Sites

Basement: Your house has a full basement, which can be used for storage purposes. Do not store anything near the furnace or hot water tank. Power mowers and gasoline containers must be emptied prior to storage. There are also hookups for a washer and dryer in the basement. Because there is only one means of exit from the basement, it should not be used as a living area. **Any damage to personal property stored in the basement is not covered by the Authority's insurance.**

Cleaning: The bathroom tub and sink, vanity, kitchen sink, counter tops, kitchen cabinets, and tile floors and walls throughout your house should be cleaned with a mild liquid detergent. Do not use abrasives for cleaning these areas. You may use cleanser to clean the bathroom toilet.

Lawn Areas and Walkways: The Housing Authority provides all lawn service. You do not need to cut the grass, but you do need to move lawn furniture, and pick up toys and debris prior to our weekly cuttings that start in April and go through November 15. You are responsible for shoveling the snow from your porch, the sidewalk leading to your house, and the driveway.

Locks and Keys: You will be given two keys to your house. There is a charge for additional keys. Do not change the locks on your doors without prior permission from your manager.

Parking: The driveway next to your house is for parking of properly licensed, inspected, and registered vehicles. Disabled vehicles may not be kept on Authority property. These vehicles will be tagged and towed at the owner's expense. In addition, you may not repair vehicles on Authority property, or park or drive vehicles on the lawn area for any reason.

Recycling and Refuse Disposal: Each tenant in the Authority's Scattered Site units must recycle in accordance with the City's "blue bag" program. Check with your manager for the recycling dates in your neighborhood. All non-recyclable garbage and trash must be securely packaged in a plastic bag and placed in the green Housing Authority trash container, which will be picked up at curbside weekly. Check with the manager for the pick up day in your neighborhood.

Utilities: As a tenant in one of the Housing Authority's Scattered Site houses, you are given a monthly utility allowance. Based on the number of bedrooms in your house, a predetermined amount has been deducted from your rent. This amount represents a reasonable monthly average for electric and gas consumption.

You are responsible for paying the electric and gas bills directly to Penelec and National Fuel Gas. If your actual charge for electric or gas is less than the allowance, you keep the difference. Likewise, if the charge is greater than the allowance, you are responsible for paying the difference. The Authority reviews the allowance annually to determine its adequacy. If Penelec or National Fuel terminates their service to you for non-payment, this is a lease violation and subjects you to eviction proceedings.

Miscellaneous: No fences or storage sheds may be installed on Authority property without the prior approval of your manager.

(Rev. 5-06)

TENANT HANDBOOK SUPPLEMENT

Schmid Towers

Address: Your new address is 153 East 6th Street, Box # _____, Erie, PA 16501.

Appliances: The Housing Authority supplies a refrigerator and range for your apartment. The gas range has an automatic pilot light on each burner and a safety pilot for the oven. Turn the control to the desired temperature and wait for approximately one minute for the oven to light. Your refrigerator has an automatic defrost feature.

Cleaning: Tubs, showers, and basins can be cleaned with cleanser. Do not use cleanser on the tub surround or the splash guard around the stove. Powdered cleansers are too harsh and will ruin the finish. Liquid cleanser is permissible. The floors are vinyl and can be cleaned with liquid detergent.

If you have carpeting installed, the installer must use two-way tape. Glue-down or nail-strip carpet installations are not permitted.

Community Spaces: The community spaces (library, community rooms, chapel, laundry, lounges, and waiting areas) are for the use of tenants only. The Authority reserves the right to set reasonable hours for the use of these areas. You must clean up after you use any of the community spaces. Use of the large community room must be reserved in advance with the manager. Do not place boxes, mats, or furniture in the corridor. Do not hang pictures on the corridor walls.

Emergency Call System: An emergency call system is located in your bathroom and bedroom. The pull strings will activate a light in the corridor above your apartment door. If the alarm is activated accidentally, slide the button to shut off the alarm.

Fire Safety: A copy of the building fire safety rules should be in a frame located on the back of your apartment entry door. If one is not there, ask the manager for a copy. The fire alarm system in the building is tested every Wednesday at 10AM. Do not use the fire exit doors at the end of each corridor except in case of emergency. In the event of a fire, the Erie Fire Department recommends that you remain in your apartment with the door closed until you are evacuated by a firefighter.

Parking: The 7th Street parking lot is generally reserved for tenant parking. Tenants may also use the Holland Street lot after normal Housing Authority

office business hours and on weekends and holidays. Visitors should also be directed to use the 7th Street lot. Tenant vehicles must be properly licensed, inspected, and registered with the manager.

Pest Control: Your apartment will be sprayed upon request, or when an infestation is reported to the manager.

Recycling and Refuse Disposal: Each tenant must recycle aluminum, metal cans, and plastics. Recyclables should be thoroughly rinsed before being placed in the recycle bins located in the trash room on the ground floor.

There is a trash chute on each floor. All non-recyclable garbage and trash must be securely packaged in a plastic bag and disposed of on a daily basis. No liquids or cigarette ashes that have not been completely extinguished are to be placed in the trash chute. If you have bulky items or glass to dispose of, carry it to the trash room located in the basement of Schmid Towers.

Pets: A copy of the Pet Policy can be obtained from the manager.

Security: You will receive two keys for your apartment door, two chips for the building entrance door, and one mailbox key. There is a \$5 charge for a third entry key/chip and a \$20 charge thereafter.

The name of each tenant is listed on the door entry roster located in the 7th Street entrance. All visitors should be directed to use the 7th Street entrance. The 7th Street entrance is locked at 8:00 PM, in the summer, and 7:00 PM in the winter, each night for your protection. **DO NOT ALLOW STRANGERS IN THE BUILDING.**

Smoking Policy: Smoking is prohibited in the building, except in your apartment. If you do smoke, please keep your apartment door closed.

Miscellaneous: A locker is assigned to each tenant for additional storage space. The locker area is located in the basement of Schmid Towers. You must provide your own padlock. The locker should be labeled the same as your mail box number.

There is no formal dress code at Schmid Towers. However, you must dress appropriately when outside your apartment. Nightgowns, pajamas, bathrobes, and housecoats are not considered proper attire in the public areas of the building.

The outside of your windows are cleaned each spring by the Authority. You are responsible for cleaning the inside of your windows.