

Main Office - 223 S. Winnebago Street

Purchasing

Accounting

Resident Services

Development

Housing Operations

Housing Choice Voucher (Section 8) (815) 489-8500

Maintenance Services (815) 489-8736

RHA Police (815) 966-2900

**Blackhawk Courts
338 15th Ave. (815) 489-8600**

**Brewington A & B
505/515 Seminary St. (815) 489-8634**

**Fairgrounds Valley
1015 W. Jefferson St. (815) 489-8690**

Low-Rises (815) 489-8650

**Buckbee Apartments – 4124 Harrison Avenue
Midvale Apartments – 5410 Midvale Drive
Summit Green Apartments – 1514 E. State Street**

**North Main Manor
505 North Main St. (815) 489-8670**

**Olesen Plaza
511 North Church St. (815) 489-8680**

**Orton Keyes
633 Ranger St. (815) 489-8640**

**Park Terrace
1000 Chamberlain St. (815) 489-8663**

**Scattered Sites
330 15th Avenue (815) 489-8732**

ROCKFORD HOUSING AUTHORITY

Mission Statement

The PHA's mission is to partner with the community and responsible residents to transform houses into homes while guiding families to self-sufficiency.



MEET YOUR MANAGEMENT TEAM

Manager:

Assistant Manager:

Maintenance Personnel: _____

WE ARE HERE TO HELP YOU!

OUR OFFICE HOURS:

Management Offices are conveniently located in each development.

The Management Office is open from 8:00 A.M. to 5:00 P.M.,
Monday through Friday.

Please remember that all Management Offices are closed from 12:00 P.M. to 1:00 P.M. daily
and our offices are also closed on Saturdays, Sundays, and Holidays.

EMERGENCY MAINTENANCE INFORMATION

Emergency work items will normally be repaired within 24 hours of notice.

THE FOLLOWING ARE CONSIDERED MAINTENANCE EMERGENCIES:

- Natural gas leaks or fumes
- Major plumbing leaks or flooding
- Lack of or non-functioning toilet
- Clogged main sewer lines
- Locks not working/Lockouts
- Unresponsive or down person call 911, then maintenance if necessary to open door
- Broken windows / window locks not working
- No running water
- Refrigerator not working
- No heat when outside temperature is below fifty (50) degrees F
- Declared natural disaster
- Smoke detector missing or not working properly
- Broken stairs

If you are experiencing any of the above problems you are to notify the Housing Authority immediately!

To report RHA emergency maintenance, after office hours, or on weekends and holidays please call (815) 489-8585. To report Gorman managed properties (Brewington Oaks, Fairgrounds, Orton Keyes, Scattered Sites) after hours or on weekends and holiday please call (800) 494-4150. The Housing Authority may require a time extension for repair work whenever it is beyond our control to complete a repair within a 24 hour period.

NON-MAINTENANCE EMERGENCY INFORMATION

You have been issued an "Emergency Handbook" which is written to assist you in the event of an Emergency or Hazard.

It includes information related to Fires, Tornadoes, Floods, Major Disasters, Natural Gas Leaks, Evacuation Procedures, Medical Emergencies, Poisons and Chemical Emergencies, Crime, Elevator Malfunctions, and Power Outages.

It is important to be prepared in case of an actual Emergency.

Therefore please keep your "Emergency Handbook" near you and read it thoroughly. If you lose your booklet or are unable to locate it please contact your Property Manager to request another copy.

Important Numbers to Remember:

Fire	911
Police	911
Nicor Gas	(888) 642-6748
ComEd	(800) 334-7661
Poison Control	(800) 222-1222
Animal Control	(815) 319-4100
TTY Relay	711 or 800-526-0844

ALWAYS REMEMBER TO REMAIN CALM AND USE YOUR BEST JUDGMENT!

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Rockford Housing Authority

Resident House Rules Handbook

MOVE-IN INSPECTION

Before you move in, your apartment is cleaned and made ready for occupancy. The apartment has been inspected for items in need of repair and, they have been corrected. However, in case we missed something, you have the first ten days after your move-in date to report any maintenance work which you may discover. This work will then be scheduled for completion or noted on your move-in inspection report. This protects you from being charged for damages which you did not cause!

AFTER THE FIRST 10 DAYS, YOU ARE SOLELY RESPONSIBLE FOR DAMAGES TO YOUR APARTMENT.

YOUR LEASE AGREEMENT

It is your responsibility to read and understand your Lease Agreement and this Resident House Rules Handbook completely. If there is any part of it that you do not understand or are not sure of, contact your Property Manager.

It is important that residents understand their basic responsibilities under the Lease Agreement and House Rules. They can in broad terms be summarized as follows: a) Your rent and any other money's owed must be paid on time. b) You must keep your home clean and in good order. c) You must report family income when required. d) You must report all changes in your household composition immediately e) You, your family, and your guests must not disturb the peaceful enjoyment of your neighbors. f) You, your family, and your guests must not commit any criminal act. g) The head of household and/or co-head must attend all mandatory meetings set forth by RHA. Failure to attend mandatory meetings is a lease violation.

Your failure to comply with any of the above responsibilities will result in the termination of your lease.

It is very important to the welfare of all families in your development that every adult accepts personal responsibility for the safety and well-being of their fellow neighbor's children, apartment, and property. Cooperation and respect for each other are key to living in a successful community.

SECURITY DEPOSIT

The amount of your security deposit is stated on the front of your Lease Agreement. Security Deposits are payable at the time of move-in. Security Deposits are refundable after you move out less any outstanding charges or fees for damages.

Resident's failure to provide a 30 day written notice of their intent to move, will result in the forfeiture of their Security Deposit.

RENT

Paying your rent on time is your first responsibility as a resident. Rent is due on or before the first day of each month. This is a condition of the Lease Agreement you signed with the Rockford Housing Authority (RHA). If you pay your rent late, you will receive a "14 day late notice" and be charged a \$25.00 late fee. This notice means that you have 14 days to pay all rent moneys owed or the RHA will file papers in court to evict you from your home.

Take the responsibility to pay your rent seriously, we do! If your rent is paid late more than four (4) times within a one year period of time you may be evicted.

UTILITIES

Utilities paid for by the resident will be billed directly from the utility company and are the responsibility of the resident to pay. Failure to maintain utility service in a consenting adult member of the household's name is cause for termination of your lease. If you are unable to maintain your utility service, you must notify your manager immediately. Any damages resulting from your failure to maintain utility service, i.e. water damage caused by frozen pipes breaking, will be your responsibility.

Illegal utility hookups between apartments and tampering with utility meters is dangerous and a violation of your lease. Residents who allow another resident to hookup to their utility service and/or residents who use another resident's utility service through an illegal hookup will be evicted.

ANNUAL REVIEW (RE-EXAMINATION)

Once a year you will be asked to update and confirm information concerning your family income and composition. Any changes in the number of people living in your apartment or their incomes, must be reported to RHA when they occur. At your annual reexamination you have the option to choose Income Based Rent (30% of your income – can change based off an income change) or Flat Rent (market based rent – does not change unless market rates change). HUD requires that every household who chooses income base rent come in annually to have their income and composition reviewed. If you choose Flat Rent, you are asked to come in to review your household income and family composition every three years. Weather you choose Income Based Rent or Flat Rent, you still are required to report any change in your household composition to RHA within 10 days to their manager.

INTERIM REVIEW

Interims are conducted if there are any changes in a family's income or household composition between annual re-examinations. If your income increases above the market rate determined for your unit size, RHA will set your rent to the Ceiling Rent amount which is no more than the Flat Rent amount for your unit. It is the residents' responsibility to report any change of income or family composition within 10 days to their manager.

FRAUD

Willfully providing false information or willfully not reporting all of your income is fraud and a violation of the law. RHA will pursue collection of moneys owed as a result of fraud, as well as issue a notice to vacate and/or prosecute in a court of law. If it is found the resident has misrepresented or failed to report to the RHA, the facts upon which his/her rent is based so that the rent being paid is less than what should have been charged, then the increase in rent will be made retroactive. Failure to report accurate information is also grounds for initiating eviction proceedings in accordance with the RHA's Dwelling Lease. **Your cooperation in providing timely, accurate information is appreciated.**

CRIMINAL ACTIVITY

Public housing residents have the same rights as other members of our community to live in peace and be free from fear, intimidation, and abuse. Therefore any drug related or other criminal activity will be treated as a serious violation of the material terms and conditions of the lease and a violation of the "House Rules" which are a part of the lease agreement. Criminal activity is cause for eviction. Lease termination notices based upon criminal activity will be issued using the shortest notice allowable by law.

To report crime in your area please use the numbers below:

RHA Hotline	815-489-8549
RHA Police	815-966-2900
Non-Emergency	815-966-2900
Crime Stoppers	815-963-7867
Park Dist. Police	815-966-2900

Please note, any information given is confidential and you are not required to give your name. Your name or personal information will not be given when following up on any crime reported.

REMEMBER: It is everyone's responsibility to report crime! Reporting crime makes public housing a safer place for law-abiding residents!

WHO MAY LIVE IN YOUR APARTMENT?

The only persons who may live in your apartment are those persons listed on your Lease Agreement.

To add someone to your Lease, you must obtain advance approval from your Management Office.

Notify your Manager within 10 days of any marriages, births and/or deaths in your family. An adult not included on the Lease Agreement who has been in your home more than fourteen (14) days in any 52 week period is considered to be living in your home as an unauthorized household member. Allowing persons to live in your home other than those listed on your Lease Agreement and/or without prior management approval is a violation of your Lease Agreement and can result in eviction. In any 12 month period a resident shall not have more than 3 guests that stay for more than 14 days.

GUEST NOTIFICATION

If a resident has to leave their apartment/home due to work, school, medical appointments, etc. and will have a guest in their home during these times, you must get prior, written approval from their Property Manager. If the manager does not consent to a guest being on the property, the resident is able to request a hearing, following all proper grievance policies. Any guest found in the home, without the resident present will be banned and the resident will receive a warning for not receiving prior approval. If there are repeated violations, the resident may receive a lease violation or termination notice for non-compliance.

A resident family must notify the PHA prior to any guests staying in the unit for more than 3 days, except in the event that the PHA office is closed, notification must occur on the next business day. All guests, may only stay in the unit 14 total days during any 12 month period. In any 12 month period a resident shall not have more than 3 guests that stay for more than 14 days.

TRESPASS POLICY

RHA has a policy which requires photo identification for all residents family members fourteen years of age and older. This is a requirement for initial and continued occupancy. Residents may also be required, upon request, to present their identification card to Rockford Police Officers, Security personnel, or RHA personnel. Updates of the photo identification may be required periodically.

The Rockford Housing Authority has posted signs in each development prohibiting trespassing. RHA staff, Security personnel, and the Rockford Police Department will periodically monitor parking lots, grounds and community buildings of your development in order to identify individuals who are trespassing on Rockford Housing Authority property. Guests are not allowed in any common areas unless accompanied by the resident they are visiting. Persons who are determined to be trespassing will be required to leave the premises and/or arrested.

Persons who have committed acts of violence or drug related criminal acts and/or exhibited behavior which is not conducive to the residents peaceful enjoyment of the property will be identified by our staff and/or security officers and will be issued a "Criminal Trespass" warning notice. If this person is known to visit your apartment you will also be notified that this person has been banned and that if you invite the person to your home or let the person into your home you will be in violation of the RHA Lease Agreement and House Rules and will be subject to eviction.

COMMON AREA USAGE AND LOITERING

Loitering is not permitted. No person shall congregate, lounge, play, sit, or unnecessarily obstruct any of the common areas. The sidewalks, entrances, drives, passages, courts, vestibules, stairways, corridors and halls must not be obstructed or encumbered or used for a purpose other than entry and exit to and from your housing unit. Guests, employees or invitees of the resident may be asked to leave the premises if they are loitering or causing a nuisance. Trespassers will not be allowed on the premises, and violators will be prosecuted to the full extent of the law. RHA residents and their guests must be compliant with all local and state noise ordinance requirements.

PROPER ATTIRE

Residents are to be properly attired at all times when in the public areas and public areas of the building. These areas include the lobby, community rooms, hallways, stairways, and laundry areas. Appropriate dress is considered to be "street clothing", which includes shoes. Violation of this building requirement is considered a lease violation.

CHILDREN

Children must be supervised at all times. Children are not allowed to play unsupervised.

RIGHTS OF YOUR NEIGHBORS

Each of your neighbors has the right to the "peaceful enjoyment" of their home. This means that you do not have the right to disturb your neighbors. The following are some examples of violations of the "peaceful enjoyment" clause of your lease agreement.

Your television, stereo, radio, musical instrument, or any other device which can cause a loud noise must not be audible (able to be heard) outside of your apartment or through adjoining walls.

Your family or your guests must not at any time make any noise or conduct themselves in any way that disturbs other residents or that threatens the personal property of another resident.

Your family or your guests shall not loiter, or congregate, in hallways, community rooms, parking lots or other common ground areas. Except in going to and from

your apartment, guests are not allowed in any common areas unless accompanied by the resident they are visiting.

You, your family and your guests shall not consume alcoholic beverages in the common areas of the building or grounds.

A serious and/or repeated violation of the "peaceful enjoyment" of your neighbors is grounds for your eviction from your apartment.

ALCOHOL POLICY

No alcoholic beverages are allowed in public areas of your building or grounds at any time. Residents violating this rule are in violation of their lease agreement. Guests who violate this rule will be required to leave the premises.

PET POLICY

In compliance with the Quality Housing and Work Responsibility Act of 1998, RHA will permit residents, to own and keep one common household pet in their home. The Pet Policy is not applicable to trained animals that are used to assist persons with disabilities as defined in 24 CFR Part 5.306. Please see your Management staff for policy and rules **before** you get a pet.

COMMON HOUSEHOLD PETS ARE DEFINED AS FOLLOWS:

- **Bird** – including canary, parakeet, finch, and other species that are normally kept caged; birds of prey are not permitted.
- **Fish** – in tanks or aquariums, not to exceed 10 gallons in capacity; poisonous or dangerous fish are not permitted.
- **Dog** – not to exceed 20 pounds – weight at maturity.
- **Cat** – species commonly used for household pets (felis catus).
- **Rabbit** - Rodent, Guinea pig, Gerbils, and Hamsters
- **Turtle** - Common household pet does not include reptiles, except turtle

The resident shall pay a \$200.00 Pet Security Deposit for a dog or a cat; there is no deposit required for any other listed common household pet and a \$10.00 per month, non-refundable pet fee. The monthly pet fee will not apply to elderly/disabled residents.

Common household pets are not allowed to be in any common areas. A pet needs to be leashed, tied up, or otherwise restrained and supervised at all times. Neither dogs nor cats shall be permitted to run loose.

ASSISTIVE AND WORKING ANIMALS

All areas of the pet policy are not applicable to assistive and working animals that are used to aid persons with disabilities as defined in 24 CFR, Part 5.306. Assistive and working animals are exempt from certain areas of the RHA pet policy and no deposit for such animal will be charged. However, individuals with assistive and working animals shall observe and comply with local and state ordinances involving domestic animals (i.e., licenses, vaccinations, leash laws, etc.) In addition the resident shall exercise due care and diligence on public health and safety issues, as well as lease requirements to maintain a decent, safe, and sanitary apartment.

FIREARMS – CONCEALED CARRY POLICY

Residents who own and/or possess a firearm or ammunition are required to ensure that all firearms or ammunition in the possession of any household member, guest or person under the control of the tenant is legal and registered to that person. Firearm registration is defined as the household member, guest, or other person under the control of the tenant being in possession of a valid firearm “Firearm Owner’s Identification Card” as defined in the “Firearm Owner’s Identification Card Act”, 430 ILCS 65/0.01 et.seq. **and written permission from Rockford Housing Authority.**

The term firearm shall mean any device whatever name known, which is designed to expel a projectile or projectiles by the action of an explosion, expansion of gas, or escape of gas, as defined in the Firearm Owner's Identification Card Act, 430 ILCS 65/0.01 et. seq.

The term firearm ammunition shall mean any self-contained cartridge or shotgun shell by whatever name known, which is designed to be used or adaptable to use in a firearm, as defined in the Firearm Owner's Identification Card Act, 430 ILCS 65/0.01 et. seq.

FIRE SAFETY

The Fire Department reports that most fires are caused by carelessness and can be avoided. RHA investigates all fires in its buildings. If a fire is caused by carelessness, neglect or disregard of safety practices, the resident may be charged and/or evicted.

This won't happen to you if you just take a few simple precautions:

NEVER LEAVE CHILDREN ALONE AT HOME! Keep matches, cigarette lighters and candles on high shelves where children cannot reach them.

RHA is a smoke free facility. Smoking inside your unit is considered a serious lease violation.

Smoking is not allowed anywhere inside RHA properties or 25 feet from any RHA building.

EXAMINE ELECTRIC CORDS. If they are worn out, have a qualified appliance repairman replace them with new cords. **NEVER USE A WORN CORD AND NEVER REPAIR A CORD YOURSELF.**

KEEP YOUR STOVE FREE OF GREASE Don't allow greasy rags or rubbish to pile up in your kitchen or other rooms such as the utility room or a storage closet. Sometimes such waste material catches on fire by itself.

NEVER LEAVE YOUR APARTMENT WHILE FOOD IS COOKING ON THE STOVE.

LIVE CHRISTMAS TREES When they become dry they can pose a fire hazard. RHA reserves the right to restrict usage of live trees if it is determined a fire hazard exists.

CLUTTER Improve your storage practices by eliminating clutter. Blocking entry doors and windows with furniture and other items is considered a fire hazard.

Consult the Resident Fire Prevention Policy for additional rules on fire prevention.

SMOKE DETECTORS

The RHA provides smoke detectors as required by local building code for each apartment. These detectors are in good working order when you move-in and are checked each time we do an inspection of your apartment. Per your lease, you are required to change the battery of the smoke detector. Should any of your detectors not work properly or continue to sound off, report this immediately by calling the RHA Maintenance Call Center (815) 489-8736, Gorman Property Manager, RHA after hours (815) 489-8585, or Gorman after hours (800) 494-4150.

Smoke detectors are for the protection of you and your family. **Do not disconnect or remove a detector at any time.** This is a serious violation of health and safety standards and is considered a material violation of your lease agreement. You will be charged a fee of \$100.00 for any smoke detector that has been determined to be intentionally dismantled or deactivated.

CHARCOAL GRILLS

Residents may not use charcoal or gas grills within twenty (20) feet of any building or structure for safety reasons. Charcoal or gas grills are to be stored only after they have completely cooled. **Hot coals are never to be put into trash receptacles or on the ground! No gas grills are allowed to be used or stored on the property.**

SMOKE FREE POLICY

RHA buildings are smoke free and in compliance with the U.S. Department of Housing and Urban Development(HUD) Smoke Free Rule, no smoking ordinances of the State of Illinois and the City of Rockford. There is to be no smoking in the lobby area, hallway, stairwells, elevator, public restroom, community room, meeting room, offices, and laundry room.

Smoking is prohibited in your apartment. All smokers must remain 25 feet from any RHA building. Repeated violations could be cause for termination of your lease.

PARKING

Parking spaces have been provided for your convenience. Parking spaces have not been assigned so parking is on a first come first served basis. Visitors must park in visitor parking areas only or on public streets. **No vehicles are allowed on grass areas or sidewalks. Improperly parked vehicles are subject to towing at the resident's expense.**

Parking stickers are provided at move-in and they should be displayed on the vehicle you will be using. If you purchase a car or get a different car, see your manager for a parking sticker. Proof of registration is required at least annually.

Residents are allowed one vehicle per adult listed on the Lease Agreement, with a maximum of two vehicles. In certain locations where parking space is severely limited RHA may restrict residents to one parking space per apartment. All cars and motorcycles must be parked between the lines, which mark each parking stall. Vehicles are not allowed anywhere but in these areas. **No vehicles are**

allowed on grass, sidewalks, or other concrete areas. Areas in parking lots where vehicles are prohibited are marked with "No Parking" signs or the curbs or asphalt are painted yellow. **"Accessible Parking" (handicapped) will be strictly enforced by the Rockford Police Department. The fine for illegally parking in one of these spaces or adjacent access aisles is \$350 or any amount deemed by state or local law.** All vehicles must be moved at least every 72 hours. Please see your manager if you require a reasonable accommodation.

All vehicles must be in good repair and in operating condition. License plates must be current and visible. All tires must be inflated. Vehicles left without tires or on jacks will be towed immediately as safety hazards. Any vehicle that is abandoned, junked, unlicensed, and/or inoperable will be towed at the owner's expense after 24 hours of removal order being placed on the vehicle if the violation is not corrected. Removing the order will not void your car from being towed. All vehicles which are in violation of these rules will be towed at the owner's expense. You must contact your manager to inform your manager that the violation has been corrected.

All repair work, including but not limited to; oil changes, tune ups, pulling motors, replacing exhaust systems, and work on transmissions is STRICTLY PROHIBITED.

MAIL SERVICE

You will either receive mail service directly to your house or you will have an assigned mailbox. The property manager will notify you of the type of service you will receive. If you are in a development with assigned mailboxes you will visit the mail area at move in.

Each resident receives a mailbox key. Should you receive a package or mail which will not fit in your mail box, your postman will leave a notification slip in your box with instructions on how to receive your mail.

**The management office is not permitted to accept any packages
There are no exceptions to this rule.**

DELIVERIES

Residents must make their own arrangements for personal deliveries of any kind. This includes flowers, medications, meals, and so forth. The management office is not permitted to accept any packages on your behalf.

SOLICITATION

For your protection RHA prohibits door to door solicitation of any kind. Should anyone knock on your door for this purpose please report it to your Management Office immediately and call RHA Police at (815) 966-2900.

CABLE & SATELLITE

Residents who are interested in cable or satellite service must contact the cable or satellite company directly in order to set up installation and service. If using a satellite provider you must get written approval from your management office prior to installation of the satellite dish. If approved, installation guidelines will be provided at the time of approval. The resident will be responsible for all damages if they fail to get prior approval from the management office. All costs for services are paid directly to the cable or satellite company by the resident.

GROUNDS

Our appearance influences how others feel about us and our community. It is your responsibility to take care of these areas. Unless you live in a "walk-up" apartment, it is your responsibility to take care of the grounds in front and in back of your home. Keep your yard neat and clean by shoveling snow, raking leaves, picking up papers, and toys left out. If you have an area of responsibility which is defined by a fence it is your responsibility to keep this area clean.

Those whose trash needs to be removed will be charged a \$75.00 clean up fee.

Trees, shrubbery and flowers add beauty to your community. Be sure no member of your family or friends damage them.

GROUNDS SAFETY

Due to safety and liability concerns residents are not allowed to have wading pools, trampolines, or swing sets on Housing Authority grounds. Exceptions may be made in cases where the resident provides the Housing Authority with a copy of a personal liability policy with limits which are acceptable to the Housing Authority and which names the Housing Authority as an additional insured.

All personal items must be properly stored such as garden hoses, lawn mowers, grills, etc. If there is anything that constitutes a safety hazard or detracts from the appearance of the grounds, The Housing Authority will notify you in writing that the item(s) must be removed. If you do not remove the item(s) the Housing Authority will remove the item or items at the owners expense. If there is a second violation, you will again receive a removal notice, and consider the resident to be in violation of their Lease Agreement.

Residents may not use charcoal within twenty (20) feet of any building or structure for safety reasons. Charcoal grills are to be stored only after they have completely cooled. **Hot coals are never to be put into dumpsters or on the ground!**

SNOW REMOVAL

RHA will plow parking lots, common areas and the common sidewalks at the end of a snowfall. Generally, you will not have to move your car before 7AM or after 7PM. The removal of snow from a private sidewalk to the door is the responsibility of the resident. Residents are responsible for clearing snow away from individual vehicles. **Please assist by moving your vehicle when asked.**

PERSONAL PROPERTY

You are responsible for you and your family's personal property. The RHA, its agents and its employees do not assume responsibility for the loss or damage of your personal property. It is therefore strongly recommended that you purchase renter's insurance.

RIGHT OF ENTRY

RHA staff, Gorman staff, and service contractors shall be permitted to enter your apartment during reasonable hours in order to perform inspections and maintenance, after reasonable advance notification to you. **A written statement specifying the purpose of the entry delivered to your unit at least forty-eight hours in advance shall be considered reasonable notification.** Maintenance may enter for making improvements or repairs, with proper advance notification, or when a maintenance service order is requested. When there is reasonable cause to believe that an emergency exists, staff may enter your apartment without advance notification.

MAINTENANCE CHARGES

Your monthly rent covers all routine repair services needed for your apartment. **You will not be charged for routine maintenance.** You will, however, be charged for damages caused by negligence or abuse of the property by yourself, your family, or your guests. If you are assessed a maintenance charge, a notice will be sent to your residence stating the reason and amount of the charge(s) and establishing a due date for payment. In order to limit damage to an apartment it is also your responsibility to report maintenance promptly. Failure to report maintenance which results in additional damage to property will be considered negligence. You can report maintenance by calling the maintenance call center at (815)489-8736 for RHA managed properties and the management office for Gorman managed properties.

Your apartment will be inspected a minimum of two times per year. Any routine or emergency maintenance needed will be noted and then repair work will be scheduled shortly thereafter. This ensures that maintenance is regularly taken care of in your apartment. Emergency maintenance will be completed as soon as possible after it is reported. The number for reporting emergency maintenance is through your Manager, RHA maintenance call center (815) 489-8736 or after hours emergency phone number at (815) 489-8585. Gorman emergency after hours phone number (800) 494-4150.

Residents are not to make any repairs or alterations to their apartment without getting prior written approval from management. This includes, but is not limited to appliances, antennas, and satellite dishes. Help us to help you.....you may need to move some of your belongings before repairs can be made.

VANDALISM

Vandalism to RHA property caused by any family member or guest is strictly prohibited. Residents will be required to pay for any such damages caused by themselves, their dependents, their guests or their visitors. Repeated incidents or one serious offense will subject the resident to eviction.

KEYS AND LOCKOUTS

A complete set of keys are issued to you when you move into your apartment. **It is your responsibility not to misplace these keys.** However, should you be locked out, the Housing Authority provides lock out service. You will be charged for such service and from 8 a.m. to 5:00 p.m., you must request it through your

Manager and RHA after hours and during weekends, call (815) 489-8585 or Gorman after hours at (800) 494-4150. **Also, remember that the RHA will only allow family members over the age of 13, which are listed on the lease entry into an apartment with permission of the head and/or co-head. There will be no exceptions to this rule.** A picture identification may be required by management or security personnel in order to verify residency.

The fees for keys and lock outs are as follows:

Apartment Keys - \$10.00

Mailbox Keys - \$10.00

Lock out (8am – 5pm) - \$50.00

Lock out (5pm – 10pm) - \$100.00

Lock out (10pm – 8am) - \$150.00

ELECTRIC PANEL CIRCUIT BREAKERS

Your apartment has an electric panel circuit breaker box. **If the lights in your apartment go out, look at the circuit breakers for a RED MARK or "OFF". Flip that switch or push that button.** (Note: you may have to wait a few minutes and try again when system cools down) If you do this and the electricity still does not come back on, during regular business hours, phone your Management Office or RHA maintenance call center (815) 489-8736. After regular business hours, phone the Emergency Maintenance Service number, (815) 489-8585. Gorman (800) 494-4150.

APPLIANCES FURNISHED FOR YOU

RHA supplies you with a refrigerator and range/oven. The responsibility for the normal care and cleaning of these appliances, however, belongs to you. If any of these appliances do not work properly, report the problem to your management office immediately, and the Maintenance Department will repair them without charge, if the repair work results from normal usage. You will, however, be charged for damages which result from carelessness or negligence.

WARNING: Do not under any circumstances move the Range/Oven. Moving this appliance may cause a natural gas hazard.

WARNING: Do not use your oven to heat your apartment.

WARNING: Do not sit, stand or place objects on the oven door. This may cause the Range/Oven to tip over.

The refrigerator you have been provided with is frost-free. You therefore will not need to defrost your refrigerator. **Never use sharp objects in your refrigerator they can cause serious and costly damage.**

RESIDENT WASHER AND DRYER INSTALLATION

The Rockford Housing Authority does not provide service for washer or dryer hook-up and/or installation.

In approved locations only, residents may have washer and dryers installed by a licensed contractor. The Housing Authority has no contracts or agreements with any contractors for this purpose and therefore will decline to make a recommendation if requested.

The responsibility for setting up installation service and the cost of such service is the sole responsibility of the resident. All installations must be in compliance with health and safety codes, and must meet "Housing Quality Standards".

The following locations are APPROVED for washer and dryer installation:

- Scattered Site units with basements or laundry rooms
- Units at Fairgrounds with laundry rooms
- Units at Blackhawk with laundry areas
- Orton Keyes apartments (washer Only)

The following locations are NOT APPROVED for washer and dryer installation:

- Scattered Site units without basements or laundry rooms
- Blackhawk Court units without designated laundry areas

The Housing Authority reserves the right to disconnect any hook-ups, which are inappropriate and/or constitute a health or safety violation. All costs associated with disconnecting an improper connection will be charged to the resident.

Where proper storage facilities are available, portable washers/dryers may be used. The Housing Authority reserves the right to make this determination.

HEATING

Your home is heated by a gas furnace with a thermostatic control. If the thermostat or furnace is not working properly call the Maintenance call center (815) 489-8736 or your Gorman Property Manager. Do not try to adjust your furnace by yourself.

YOUR APARTMENT WALLS

The use of contact paper, paneling, mirror tile, decals, wall paper, paint etc., on walls, cabinets, refrigerators, ranges, plumbing fixtures, bathtubs, or other equipment owned by the Rockford Housing Authority is prohibited. Pictures and other light to medium wall hangings are to be fastened using a metal picture hook which is fastened with a nail. Residents are not to use tacks, screws, or other fasteners in any part of the apartment except in a manner prescribed by Management. The removal of these materials causes damage to the walls which will result in a deduction from your security deposit upon move-out, or an additional charge on your rent statement.

CARPETING

Please consult with your Manager prior to installing any carpeting. If carpeting is not provided in your apartment and you wish to furnish your own please follow these rules. Carpeting may not be nailed, tacked or glued to the floor. No rubber backed carpeting is allowed. The RHA reserves the right to remove any carpeting which is improperly installed with proper notice and to charge the resident for damages caused to floors and baseboards. You will be also be charged for repairing any damage your carpeting may cause.

HOUSEKEEPING STANDARDS

In an effort to improve the livability and conditions of the apartments owned by the RHA, uniform standards for resident housekeeping have been developed for all resident families.

RHA Responsibility: The standards that follow will be applied fairly and uniformly to all residents. Management will inspect each unit a minimum of once per year. Management will advise the resident of the specific correction(s) required to achieve compliance and indicate if training is also required. Within a reasonable period of time as established by Management, a second inspection will be

scheduled. If the resident fails the second inspection, it will be considered a material violation of the terms and conditions of the lease agreement.

Resident Responsibility: The Resident is required to abide by the standards set forth below. Failure to abide by the Housekeeping Standards that results in the creation or maintenance of a threat to health or safety is a violation of the lease terms and can result in eviction. **The storage of flammable or combustible materials is not allowed in a resident's apartment. This includes the storage of any fuel or any gas powered device.**

Housekeeping Standards: Inside the Apartment

General -

- (1) Walls: must be clean, free of dirt, grease, holes, cobwebs, and fingerprints.
- (2) Floors: must be clean, clear, dry, and free of hazards.
- (3) Ceilings: must be clean and free of cobwebs.
- (0) Windows: must be clean and not nailed shut. Shades or blinds must be intact. Sheets are not allowed to be used.
- (4) Woodwork: must be clean, free of dust, gouges, or scratches.
- (5) Doors: must be clean, free of grease and fingerprints. Doorstops must be present. Locks must work.
- (6) Heating units: must be dusted and access uncluttered.
- (7) Trash: must be disposed of properly and not left in the unit.
- (8) Entire unit must be free of rodent or insect infestation. If you see any, report the rodent or insect infestation to your manager immediately.

Kitchen -

- (1) Stove: must be clean and free of food and grease. All burners must light and the oven and broiler must be clean.
- (9) Refrigerator: must be clean. Do not pack freezers to restrict air flow. Restricted air flow will cause the freezer to malfunction.
- (10) Cabinets: must be clean and neat. Cabinet surfaces and countertop must be free of grease and spilled food. Cabinets must not be overloaded. Storage under the sink must be limited to small or lightweight items to permit access for repairs. Heavy pots and pans must not be stored under the sink.
- (11) Exhaust Fan: must be free of grease and dust. Cold air return vents must be kept clean and unobstructed.
- (12) Sink: must be clean, free of grease and garbage. Dirty dishes must be washed and put away in a timely manner.
- (13) Food storage areas: must be neat and clean without spilled food.

- (7) Trash/garbage: must be stored in a covered container until removed to the disposal area.

Bathroom -

- (1) Toilet and tank: must be clean and odor free.
- (2) Tub and shower: must be clean and free of excessive mildew and mold. Where applicable, shower curtains must be in place, and of adequate length.
- (3) Lavatory: must be clean.
- (4) Exhaust fans: must be free of dust.
- (5) Floor must be clean and dry.

Storage Areas -

- (1) Linen closet: must be neat and clean.
- (2) Other closets: must be neat and clean. No highly volatile or flammable materials can be stored in the unit.
- (3) Other storage areas: must be clean, neat, and free of hazards.

Clutter –

- (1) Apartment must be maintained neat, clean, and without clutter.

Common Areas and Grounds-

- (1) Any trash, litter, food, garbage, furniture, and or other property cannot be left in the common areas and/or grounds including but not limited to the hallway, community room, community bathroom, smoking area, etc. by any resident, family member or guest. Any violations will be charged for removal of items left.

CARE OF SINKS AND DRAINS

Your apartment is not equipped with a garbage disposal. Putting grease, coffee grounds, food or other types of garbage down your drain will cause serious plumbing problems. Likewise do not dispose of newspaper, paper towels, sanitary napkins, tampons, cigars, cigarettes, grease or cooking oils, disposable diapers, or food in toilets or sinks. Repair costs for this type of abuse will be charged to the resident.

STORAGE

The storage of flammable or combustible materials is not allowed in a resident's apartment or around the buildings. This includes gas cans, gas powered lawn mowers, motorcycles, or any other gas powered device.

To maintain standards of safety and appearance in and around all buildings and "areas of responsibility" storage of the following is Not Allowed:

Toys, playpens, bicycles, baby carriages, wagons, carts, tires, boxes, and any other items or debris which in the opinion of the RHA, detracts from the appearance of the home must be removed or placed in storage.

GARBAGE AND TRASH REMOVAL

Proper garbage and trash disposal is important for health and sanitary reasons. Dumpsters are located though out the property for your convenience. All garbage must be wrapped securely in plastic bags, which are tied shut. **Never** throw loose garbage on the ground or outside your home. Never dispose of garbage or grease outside your apartment window or door. Cats are to use litter boxes kept in resident's premises. The Resident is not allowed to let waste accumulate. Waste must be removed daily and litter changed a minimum of twice a week. Items which are too large for your garbage can are to be taken to a garbage dumpster immediately. Garbage must be disposed of daily. Collecting garbage and trash in your apartment may cause you to have unwelcome pests. **Pick up garbage wherever and whenever you see it.** Please don't walk by litter.

GARBAGE AND TRASH REMOVAL IS AN ADULT RESPONSIBILITY - DON'T SEND SMALL CHILDREN! It is everyone's responsibility to see that garbage is properly disposed of. Management will make periodic inspections of the garbage dumpster areas, etc. Violators of these rules will first be warned. Those that then fail to cooperate within twenty-four hours of the warning will be charged \$75.00. If repeated violations of these rules are noted, Management will assess a \$75.00 charge and consider the resident to be in violation of their Lease Agreement.

TVs and electronic equipment are not allowed in the garbage. Additional fees will be assessed to the resident for the removal of any electronics that require disposal in accordance with the Illinois EPA Consumer Electronics Recycling Act (CERA), at the actual rate charged by the Registered E-Waste Collection Location utilized by RHA.

If you wish to dispose of old chairs, beds, tables, and any other larger item please put them in the large dumpster or contact your manager for instructions. If you leave them outside your apartment, you may be charged to remove them. When in doubt call the Management Office for assistance.

Dumpster diving is prohibited. Residents are not allowed to go into or take any item that has been put into the dumpster. Violators of this rule will first be warned. If there are any repeated violations, Management will consider the resident to be in violation of their Lease Agreement.

To improve the outside appearance of your apartment and protect the health of the residents, only trash cans with lids tightly closed or plastic garbage bags tied tightly will

be allowed in your garbage stalls or trash storage areas. Items which are not allowed include: furniture, appliances, bicycles, tires, etc.

Wrap your garbage carefully. All garbage cans must have tightly fitted lids. It is your responsibility to place your garbage cans at the curbside on the designated pick-up day for your neighborhood. You can call Rock River Disposal, the City of Rockford's waste disposal company, if you are unsure of your weekly pick-up day.

Rock River Disposal – 815-965-2489

Management will make periodic inspections of these trash areas. Violators of these rules will first be warned. Those that then fail to cooperate within twenty-four hours of the warning will be charged \$75.00. If repeated violations of these rules are noted, Management will assess a \$75.00 charge and consider the resident to be in violation of their Lease Agreement.

Remember if we are to be proud of the place we live we need everyone's cooperation.

PEST CONTROL SERVICES

RHA provides free extermination service. If a retreat is necessary due to the resident's lack of cooperation, the resident will be charged the cost of the retreat. To prepare your home for pest control service, please follow these procedures:

RESIDENT RESPONSIBILITY

Your scheduled treatment at _____, _____,
is on _____ unless otherwise notified.

If a home must be retreated, it is required that the resident:

Empty and clean all kitchen drawers and cabinets of their contents. Place the contents of kitchen drawers and cabinets on the kitchen table.

All floor areas must be swept and cleaned. If boxes or other items are stored on the floor, they must be moved. Place these items on chairs. Boxes, papers, paper bags, etc. should be discarded as they provide a living space for pests.

Report any problems and/or problem areas to the pest control service.

Please see Bed Bug Policy regarding resident's responsibilities.

PEST CONTROL SERVICE RESPONSIBILITIES

When a home is properly prepared, a pest control technician will inspect and treat the premises.

Failure to prepare your home properly will result in delaying service.

The RHA and our pest control service thank you for your cooperation.

Keep in mind.....

The control of pests is only accomplished by keeping your home clean. Improve your storage practices by eliminating clutter. Remember, pests eat what you leave. Do not leave dirty dishes in your sink or food on your stove or tables. Remove garbage from your home every day.

Please see Bed Bug Policy regarding Pest Control Service's responsibilities.

RESIDENT SERVICES AVAILABLE TO YOU

RESIDENT LEADERSHIP COUNCILS

The Resident Leadership Councils are made up of residents that live within the Rockford Housing Authority developments and sites. All residents are encouraged and welcomed to attend the monthly resident meetings at their sites as this is an opportunity as a resident to be a part of the decisions that will affect your site overall. This is also a good way for you to meet your neighbors and members of the community that support the Resident Leadership Councils and your neighborhood. Elections are every two years on the odd numbered years. You must be a Rockford Housing Authority resident 18 years of age or older and/or a legally emancipated lease holder who is the signatory of the lease agreement, be in good standing with Rockford Housing Authority (i.e. no open lease infractions, no violations of criminal activity and current with community services hours). Persons not on the lease such as guests or "personal assistants" are not members of the Resident Leadership Councils and are not eligible to serve as leaders for the Councils.

RESIDENT ADVISORY BOARD

The Resident Advisory Board (RAB) is comprised of residents that live within the Rockford Housing Authority developments and sites. This organization is the

“Executive Board” over the Resident Leadership Councils. RAB is an organization that has the responsibility of working with Rockford Housing Authority for the good of all residents that live within Rockford Housing Authority. Every resident listed on the lease agreement, 18 years of age or older and/or legally emancipated is automatically a general, non-voting member of the RAB. The Resident Advisory Board normally meet on a monthly basis to address issues which affect the quality of life of all Rockford Housing Authority residents. The RAB’s office phone number is (815) 966-1204.

RHA HUMAN SERVICES DEPARTMENT

Human Services staff are located at RHA sites and are available to assist you in networking with local community agencies if you are in need of services. Feel free to contact them. The site Service Coordinators and Family Self Sufficiency programs offer self-help programs for persons interested in becoming economically and socially self-sufficient.

We encourage you to contact the Human Services Department for more information on how to enroll in these programs. For additional information or to schedule an appointment, please call (815) 489-8506 to be directed to your site of interest for a Human Services staff member.

FLOOR CAPTAIN AND NEIGHBORHOOD WATCH PROGRAMS

RHA encourages residents to participate in floor captain and neighborhood watch programs.

The floor captain program consists of volunteers who represent a "floor" of their building. The floor captains on each floor periodically check on the welfare of their neighbors. This is a program that is sponsored and run totally by residents, for the benefit of residents.

Training and support for neighborhood watch programs is provided by the Rockford Police Department.

AGENCY SERVICES

DO YOU NEED ASSISTANCE?

Listed below are some agencies which may help you:

RHA Human Services Department

Blackhawk Courts (815) 489-8791

Brewington Oaks/Jane Addams (815) 489-8630
 Buckbee Apartments (815) 489-8661
 Fairgrounds Valley (815) 489-8511
 Midvale Apartments (815) 489-8661
 North Main Manor (815) 489-8528
 Olesen Plaza (815) 489-8684
 Orton Keyes Courts (815) 489-8643
 Park Terrace (815) 489-8661
 Scattered Sites (815) 489-8791
 Summit Green Apartments (815) 489-8661
 Family Self-Sufficiency – Public Housing (815) 489-8591
 Family Self-Sufficiency – Housing Choice Voucher..... (815) 489-8579
 Resident Advisory Board (RAB)..... (815) 966-1204

Transportation

Rockford Mass Transit District (RMTD)(815) 961-2222
 Rockford Para-Transit (815) 961-2257

Safety, Domestic Violence & Substance Abuse

RHA Security Dispatch . (815) 489-8516
 RHA Confidential Hotline (815) 489-8549
 RHA After-Hours Emergency..... (815) 489-8585
 Remedies – Domestic Violence (815) 962-6102 Remedies – Addiction &
 Treatment (815) 962-0871 Rockford Police Department – Non-Emergency
 (815) 966-2900
 Rockford Police Department Domestic Violence Unit..... (815) 987-5075
 Winnebago County Domestic Violence Assistance Center . (815) 516-2440

Meals

Lifescape Community Kitchen..... (815) 963-1609
 Rockford Rescue Mission (815) 965-5332

Healthcare, Mental Health & Senior Nursing Needs

Crusader Clinic (815) 490-1600
 National Alliance of Mental Illness (NAMI) (815) 963-
 2470 Oak Street Health (815) 668-7810 Rosecrance
 Ware Center (815) 968-9300
 Visiting Nurses Association..... (815) 971-3550

Children & Teen Services

Children’s Home + Aid (815) 742-1351
 Department of Family & Child Services (DCFS) 1(800) 252-2873
 Youth Services Network(815) 986-1947

Legal Services

Prairie State Legal Services (815) 965-2902

Disability Issues

Rosecrance Ware Center..... (815)968-9300

Steppingstones Inc (815)963-0683

Government Programs and Utility Services

City of Rockford – LIHEAP / Services 1 (844)710-6919

Department of Human Services (815)987-7620

Lifescape Community Services, Inc (815)963-1609

ComEd – Customer Service 1 (800)334-7661

Nicor Gas – Customer Service..... .. 1 (888)642-6748

Senior Advocacy

Lifescape Community Services, Inc (815)963-1609

Northwestern Illinois Area Agency on Aging (815)226-4901

RHA works directly with many local agencies in order to make services available to our residents. These include but are not limited to: Lifescape Community Services, Inc., Remedies, Visiting Nurses Association, Rockford Rescue Mission, Rockford Police Department, Rosecrance Ware Center, Steppingstones Inc., Milestone Inc., and many others. Should you be in need of services and are unable to access them, please contact your RHA Human Services Staff or Site Manager for assistance or call (815) 489-8506 and we will help you with a referral.

GRIEVANCE PROCEDURES

Many of the items appearing in this booklet are also stated in your lease. The rules and regulations established help provide maximum comfort and safety for all residents. Sometimes, however, the enforcement of these rules results in conflict between the management and residents. When this occurs, the management staff will work with the residents to the best of our ability to correct the difficulty. If a solution cannot be reached using informal means, the resident and the Housing Authority can resort to the grievance procedures in accordance with directives set forth by the Department of Housing and Urban Development.

The RHA Grievance Procedure is attached to and made part of your Lease Agreement. If you have questions on how to request a Grievance Hearing please contact your Manager.

TRANSFERS

RHA permits transfers only under special circumstances:

A transfer within a development or to another development will be considered for the following circumstances and in the priority listed below

1) EMERGENCY TRANSFERS – (Hazardous Maintenance Conditions)

Maintenance conditions in the resident's unit, building or at the site that pose an immediate, verifiable threat to the life, health or safety of the resident or family members that cannot be repaired or abated within 24 hours. Examples of such unit or building conditions would include: a gas leak; no heat in the building during the winter; no water; toxic contamination; and serious water leaks.

Emergency transfers are mandatory for the resident and warrant an immediate transfer of the tenant or family.

2) HIGH-PRIORITY TRANSFERS

a) Threat of harm or criminal activity

When there has been a verified threat of physical harm or criminal activity. Such circumstances will include an assessment by law enforcement or other knowledgeable professional indicating that a family member is the actual or potential victim of a criminal attack, retaliation for testimony, a hate crime, or domestic violence, dating violence, sexual assault, or stalking in accordance with all Violence Against Women Act (VAWA) requirements and policies.

b) Medical Condition and Reasonable Accommodation

When a family requests a transfer to another unit as result requesting a reasonable accommodation. Examples of a reasonable accommodation transfer include, but are not limited to, a transfer to a first floor unit for a person with mobility impairment, or a transfer to a unit with accessible features

c) Demolition, Disposition, Revitalization, or Rehabilitation

The RHA will relocate a family when the unit or site in which the family lives is undergoing major rehabilitation that requires the unit to be vacant, or the unit is being disposed of or demolished. The RHA's relocation plan may or may not require transferring affected families to other available public housing units.

If the relocation plan calls for transferring public housing families to other public housing units, affected families will be placed on the transfer list. In cases of revitalization or rehabilitation, the family may be offered a temporary relocation if allowed under Relocation Act provisions, and may be allowed to return to their unit, depending on contractual and legal obligations, once revitalization or rehabilitation is complete.

d) Successful Residents in the Family Self-Sufficiency Program

Participants of the FSS program have been given a priority in placement on waiting lists for discretionary transfers from RHA family developments to Scattered Site housing. Residents wishing to be considered for transfer must complete a "Transfer Request Application" and meet all of the following minimum requirements listed in Chapter 12-III.C Transfer Policy refer to Scattered Site Rental Units.

e) Occupancy Standards

The RHA will transfer a family when the family size has changed and the family is now too large (overcrowded) or too small (over-housed) for the unit occupied.

Overcrowded and over-housed are defined as follows:

Overcrowded: the number of household members exceeds the maximum number of persons allowed for the unit size in which the family resides, according to the chart in Section 5-I.B.

Over-housed: the family no longer qualifies for the bedroom size in which they are living based on the RHA's occupancy standards as described in Section 5-I.B.

3) LOW PRIORITY TRANSFERS

a) Other RHA required transfers

When a new development is constructed, all tenants that qualify for the development will be offered the opportunity to transfer to the new development.

b) Other tenant requested transfers

Residents requesting a transfer to another unit or development based on discretionary needs of their self or family.

IF YOU DECIDE TO MOVE

You are required to give RHA a 30 day written advance notice should you decide to move. This notice must be in writing and presented to the Management

Office. Forms are available in the Manager's Office for this purpose. Also, at this time, a move-out inspection will be scheduled. Your Manager will inspect your apartment along with you and provide you with a copy of your move-out inspection form. We urge you to join the manager for your move-out inspection. In addition, you must return your keys and provide a forwarding address.

WE CAN WORK TOGETHER TO SOLVE PROBLEMS

The manager is your best resource and has the authority to solve most of the problems that occur which are related to your residency. Because of this RHA staff ask that if you have a problem you contact your **DEVELOPMENT MANAGER**. Should the development manager be unable to answer your question he or she will consult with other RHA staff and get back to you with an answer as soon as is possible.

WE ARE CONFIDENT THAT MOST PROBLEMS CAN BE RESOLVED BY YOUR MANAGER; AND, WE APPRECIATE YOUR COOPERATION.