



# House Rules

## Nu-Dimensions, Inc.

1/2020  
Revised

### 1. YOUR MANAGEMENT TEAM

Hickory Housing Authority (HHA) is the Managing Agent for your community. As the Managing Agent, it is our responsibility to manage and maintain the community according to federal, state and local government regulations. Under these regulations, Hickory Housing Authority will be responsible for tenant selection, monthly rent collection, and establishment of sound management and maintenance policies.

### 2. OFFICE HOURS

Office hours are 8:30: AM to 5:00 PM, Monday through Thursday. Please use these hours to conduct your business with the management office. You may reach your property manager at [828-328-5373](tel:828-328-5373).

We request that you please be considerate of the Maintenance Personnel who must answer your emergency call after hours. Please do not call after hours unless there is an emergency. Listed below are items we consider an emergency:

- a) Fire: Fire department # 911; notify Hickory Housing Authority immediately after calling the fire department;
- b) Flood: Natural flood, broken water pipe (interior or exterior), flooded home;
- c) Criminal activity: Police department # 911; notify Hickory Housing Authority immediately after calling the police department;
- d) Other events that may jeopardize the health or well-being of the resident.

*When reporting the emergency, please give your Name, Address, Phone Number and a description of the emergency.*

AFTER HOURS      EMERGENCY MAINTENANCE                      828-328-6546 Maintenance

### 3. MAINTENANCE

Normal work order requests are to be conducted during the business day from 9:00AM to 4:00PM, Monday through Friday. We ask that all requests for maintenance be made directly to the management office so that work can be scheduled. Your request for service authorizes us to enter your apartment during normal business hours. HHA does not make appointments for servicing work orders because of obvious variances in each day.

A notice will be provided informing resident that maintenance personnel have been in your home to perform service/repairs.

A Preventive Maintenance Program is assigned to each apartment. In order to perform preventive maintenance, we must enter your apartment as the tasks are scheduled. You will be notified of our intention to enter the unit for this purpose three (3) days in advance. A follow-up notice will be provided, informing you that we have completed this maintenance.

Residents will be billed for repairs resulting from negligence, deliberate destruction or items damaged beyond normal wear and tear. Defective and/or inoperative conditions that may develop within the apartment are NOT considered justification for refusal to make prompt rental payments.

#### 4. PAYMENT OF RENT

Rent is due and payable the 1<sup>st</sup> of the month and shall be considered delinquent on the 6<sup>th</sup> of the month. Rent shall be paid at the depository of funds (financial institution) from the 1<sup>st</sup> of the month thru the 10<sup>th</sup> of the month. If the 10<sup>th</sup> of the month falls on a weekend or holiday payments shall be due no later than the close of the next business day.

A 10-day notice will be sent on the 6<sup>th</sup> of the month with the delinquent amount due. If the 6<sup>th</sup> falls on a weekend or holiday the notice shall be mailed the next business day.

On the 10<sup>th</sup> of the month a \$15.00 late fee will be assessed to each delinquent tenant account. Court fees will also be applied to the tenant account on the 11<sup>th</sup>.

Rent is accepted at the management office for new move-ins, and delinquent accounts only.

All payments shall be in the form of check, money order, or cashier's check. No cash payments shall be accepted. If a check is returned for insufficient funds, this shall be considered a non-payment of rent and will incur a fee of \$35.00 on the second or any additional time a check is not honored for payment (bounces).

No cash or partial payment of rents will be accepted.

#### 5. RESIDENT ASSOCIATION

Management encourages residents to become a part of the community. Management recognizes the strength of the community is enhanced by the resident's participation. This includes input for establishing recreational programs and social activities. When residents form an organization, there should be an executive committee with whom management can work with in order to meet the needs of all the residents within the community.

#### 6. TENANT COMPLAINT/GRIEVANCE PROCEDURES

If you have a general complaint concerning your apartment or management, please put your complaint in writing and deliver it to your Property Manager for immediate action. Please keep a copy of the complaint for your records.

Grievance Procedures are posted in the management office on the bulletin board and are included in **Addendum A** to these House Rules (attached).

#### 7. TENANT INSURANCE

Tenants are responsible for insuring their personal property. Items placed in the dwelling unit or any other place adjacent thereof, shall be placed at the Tenant's sole risk. HHA shall not be liable to the Tenant or Tenant's family, guests, licensees for any damage, loss, theft or destruction thereof unless caused by the negligence of the MHA. The Tenant is responsible for obtaining insurance on Tenant-owned furnishings and personal property if desired. Tenant should keep a detailed list of valuables with description, serial number, and any other information separate from other valuable papers.

We strongly recommend that you obtain renters insurance to protect your belongings and provide liability coverage. Neither Hickory Housing Authority, Nu-Dimensions, Inc., nor the property staff, is responsible for articles left with any employee or contractor.

#### 8. TENANT SAFETY

The safety of our tenants and their property is always a concern for Hickory Housing Authority. If any suspicious persons or activities are noticed around your apartment or community, promptly notify management and report it to the police. Tenants should always lock windows and doors to ensure that "uninvited" persons cannot gain access.

Management **MUST** have your home, cell and work telephone numbers in case of emergency. This information will help us contact you as quickly as possible should the need occur. Please report any changes or corrections in these telephone numbers promptly. Tenant telephone numbers are confidential and company policy prohibits employees from disclosing that information to other persons.

Tenant and Tenant's guest will not discharge or threaten to discharge a firearm of any type, including "B-B" guns, on the property. Tenant and Tenant's guest further agree not to use or threaten to use, a knife, club or any other weapon against any person on the property.

## 9. KEYS AND LOCKS

Two keys to your apartment will be supplied to each head of household at move-in. All keys are to be returned to management upon vacating your apartment. Tenants are NOT permitted to alter locks, to reproduce keys, install new locks, knockers or other attachments to any door. HHA may charge Tenant \$25.00 for each key not returned.

Make sure all members of your household have a key and keep the key with them always. No one will be permitted to borrow a key; we are not permitted to give your key to anyone. A fee of \$30.00 will be assessed if management is called to unlock a door after office hours; a fee of \$48.00 will be assessed if HHA changes locks at the tenant's request.

## 10. OCCUPANCY

Only tenants listed on the Dwelling Lease shall have the right to exclusive use and occupancy of the leased dwelling unit. Any additions to the household including live-in aides, foster children, or adults, but excluding live births, must have the advance written approval of the Property Manager. The Tenant shall immediately notify the Property Manager in writing whenever any member of the household that is authorized to reside in the dwelling unit is no longer residing in the dwelling unit.

The Tenant must live in the unit and the unit must be the Tenant's only place of residence.

Guests of Tenant may be accommodated for a period of fourteen (14) days within any twelve (12) consecutive month period. In the event the Tenant wishes to accommodate a guest for a period in excess of fourteen (14) days, Tenant must notify the Property Manager in writing stating the reasons for such extended accommodations and obtain the HHA's approval of such arrangements in advance. The HHA's consent will not be unreasonably withheld, but the decision of HHA shall be final.

## 11. TENANT LIABILITY

Tenant agrees to conduct himself/herself and cause others who are in the dwelling unit with his consent to conduct themselves in a manner that will not disturb his/her neighbors' peaceful enjoyment of their accommodations and will be conducive to maintaining the neighborhood in a decent, safe and sanitary condition.

Tenant agrees not to allow any person or guest in the dwelling unit or on the premises leased by the Tenant to engage in any illegal activity.

## 12. TOBACCO FREE/SMOK FREE POLICY

Smoking is prohibited at all property managed by the Hickory Housing Authority, including all community centers and offices. Smoking is prohibited on the entire properties, including but not limited to all apartments, shared areas, entryways, hallways, stairwells, balconies, lobbies, community rooms, laundry rooms, building grounds, and the parking lots. Smoking is also prohibited in all HHA vehicles. "Smoking" means inhaling, exhaling, burning, or carrying any lighted or heated cigar, cigarette or pipe or any other lighted or heated tobacco or plant product intended for inhalation, including hookahs and marijuana, whether natural or synthetic, in any manner or in any form. "Smoking also includes the use of an electronic smoking device which creates an aerosol or vapor, in any manner or in any form. (See attached Tobacco Free/Smoke Free Policy)

## 13. PET POLICY

In most cases pets are allowed. Tenants agree not to keep pets unless prior written approval is given by the Property Manager or designee in accordance with the Pet Policy, which is posted in the HHA's Central Office and the Property Management office. Tenants with a pet must pay a pet deposit of \$200.00 unless it is a service animal. HHA will refund the Pet Deposit to the Tenant, less any damage caused by the pet to the dwelling unit, upon removal of the pet or the owner from the dwelling unit. The HHA will refund the Pet Deposit to the former Tenant or to the person designated by the former Tenant in the event of the former Tenant's incapacitation or death.

## 14. APPEARANCE

Please help us ensure that the appearance of your home reflects only the best. It is your responsibility to help keep your yard, front and back, neat and tidy. HHA is responsible for making sure your grass is maintained. We are proud of our neighborhoods and communities and encourage this pride in our tenants. Clutter is unsightly on your porch or in windows. No yard sales or porch sales are permitted without prior written approval from management.

Please remove any toys, bicycles, etc. that are not in use from sidewalks, lawns, porches, driveways, etc. These items may be stored in pantries or utility room in your apartment. Any item left for any period of time will be removed and resident will be charged the current rate of trash pickup.

No items should be placed in the bushes. Items placed in the bushes will be picked up by maintenance and charged as a trash pickup at the current rate.

Any vehicle without a current license tag or that is inoperable will be considered abandoned and will be tagged and after notice period will be towed away at owner's expense.

No vehicle will be allowed to drive or park on the grass at any time. Resident will be charged the current rate as defined on the Maintenance current list of charges.

Furniture on the porch must be either white or green plastic chairs that are not broken. Nothing else should be on your porch.

Motorcycles are licensed vehicles and must be parked only in the parking lot and driven only on the highway. No vehicle is to be driven on the grass.

Automobile repair is not permitted in the parking lot or any other area. (Exceptions: repair flat tire or replacing battery). If your vehicle leaks oil, etc., you will not be permitted to park it in the parking area.

There shall not be any disturbances or loud noise.

No heavy items such as carpet, large rugs, etc. are to be hung or placed in the clothes lines.

Clothes are to be placed on the clothesline with clothespins. Clothes that are not on the line with clothespins and fall to the ground will be picked up by maintenance and charged the current rate for picking up trash.

There will be a trash charge for trash found at the front or back doors of apartments at the current rate.

## 15. CARE OF YOUR HOME

HHA requires tenants to maintain a safe, sanitary, damage-free home. Your unit has been cleaned and maintenance has been performed prior to your occupancy. The Property Manager will perform a move-in inspection with the resident to ensure the home is in proper condition. Upon a satisfactory inspection, an inspection form will be signed by both parties, signifying that the condition is acceptable. Your unit will have also passed all required HUD inspections prior to occupancy.

When decorating, use small nails for pictures; do not use adhesive type hangers, large nails or make excessive holes in the walls. Mirror tile, contact paper, wall paper, etc. with adhesive backing are **NOT PERMITTED** to be applied to walls, ceilings, floor surfaces or cabinets. Interior painting can only be done by Maintenance. Do not make any alterations in the apartment without prior written consent from Property Manager.

Keep walls and woodwork free from dirty hand prints, ink, crayons, stickers and holes. Carpet, vinyl, tile and baseboards are to be kept clean at all times. If your apartment has carpeting, vacuum it frequently. Beverage and food spots can be removed with cold water and a mild soap. Clean vinyl or tile thoroughly before waxing. Keep floors free from clutter, toys, clothes, etc.

The lavatory, vanity, tub, tile and surrounds, commode and fixtures are to be kept free from mildew, black rings, dirt, soap, and grease buildup. Keep shower curtains closed and inside the tub while the shower is in use. Do not allow excess water on the floor. Report any water leaks, running or hard to flush commodes to management immediately.

Windows, window glass, blinds, drapes, screens and locks are to be kept clean and free from damage. If you want to install window blinds, obtain written consent from your property manager. Curtain backings must be white. Foil, signs, wires, aerials, stickers, newspaper, etc. are not permitted. No articles of any description shall be hung from the windows or door or placed on the window sills. No articles shall be hung or suspended from porch banisters or railings.

Substances that may leave stains should be wiped up promptly from counter tops; hot pads should be used to protect the surface from burns. Do not use a sharp knife to cut items directly on your counter tops. Uncovered food or dirty dishes are not to be left on counter tops. Do not abuse drawers or cabinets.

Clean burned food and grease from under burners, oven and range top. All burners and oven are to be in operating order at all times; if not, notify management. Keep the range hood and range hood filter clean and free from grease. Clean the floor under the range at least once every six (6) months. When requested, maintenance will assist in moving the range.

Keep refrigerator interior and exterior clean. The interior should be free from spoiled food and odors. All refrigerators are frost free. Clean the rubber door gasket weekly with mild soap and water. Clean the floor under the refrigerator at least once every six (6) months. When requested maintenance will assist in moving the refrigerator.

Wipe sinks and fixtures each time they are used. DO NOT pour grease down the drain. Food and dirty dishes are not to be left in the sink as this constitutes a possible health hazard and pest problem.

Remove trash from your home when the trash bag is full. Do not leave discarded food in the trash to cause odors and attract pests. Remove trash bags regularly and put directly in your trash can or dumpster for pick up.

Water beds or any type of water filled furniture are not permitted.

Light bulbs are furnished and replaced by HHA (does not include personal light fixtures).

## 16. PEST CONTROL

HHA provides pest control services. Notification for this service will be delivered to you prior to service. Requests for unscheduled pest control services should be made to the Property Manager.

Tenants must promptly notify the Property Manager of any pest infestations noted in or around their dwelling unit. Tenant must fully cooperate in any pest control efforts made by Hickory Housing Authority. Residents must permit the exterminator in the apartment for quarterly pest prevention. Resident will be charged current rate if he/she refuses entry to the exterminator.

## 17. UTILITIES

HHA is responsible for securing utilities (electricity, sewage, water, and garbage) to all residents. Tenants are responsible for any connections and/or payments for telephone, cable or satellite services to their units. **ONLY STOVES AND REFRIGERATORS SUPPLIED BY THE COMPANY ARE ALLOWED.**

## 18. ENERGY CONSERVATION

Conserving energy saves dollars for you and HHA. Listed below are several energy saving guidelines:

- a) Turn off lights and appliances when not in use;
- b) Set thermostat on 78° or above in the summer; 68° or below in the winter;
- c) Keep windows and doors closed when the air conditioning or heat is in use;
- d) Report broken or cracked window glass,
- e) Maintenance will change filters as needed when the air conditioning or heat is in use;
- f) Keep vents clean and free from obstruction;
- g) Close drapes or blinds to keep out sun or cold;
- h) Keep the refrigerator doors closed as much as possible;
- i) Report water leaks and running toilets as they occur;
- j) Use cold water when possible for washing clothes;
- k) Vacuuming and dusting on a daily basis will lower your electricity bill.

## 19. FIRE PROTECTION

Smoke detectors are provided for safety and protection. Each tenant is responsible for notifying management when a smoke detector is inoperable. If reported, management will replace the smoke detector. If management discovers unreported damage to smoke detectors or it has been removed, a charge of \$100.00 will be charged to tenant's account. **DO NOT REMOVE OR TAMPER WITH FIRE PROTECTION EQUIPMENT!**

Absolutely DO NOT:

- a) Leave any cooking unattended, or
- b) Allow grease to accumulate in cooking areas;
- c) Allow matches or lighters to be played with;
- d) Leave burning decorative candles unattended;
- e) Leave an iron on or unattended;
- f) Overload wall plugs or extension cords;
- g) Use barbecue grills, unless they are at least twenty (20) feet away from the apartment/building;
- h) Store or use fireworks;
- i) Leave a space heater on while unattended or near flammable material.

Fire or fire related damage to the apartment caused by a tenant, the tenant's family, or guests is cause for immediate action up to and including lease termination. The tenant will be responsible for all repairs to HHA's property.

## 20. INSPECTIONS

INITIAL & FINAL INSPECTIONS – An authorized representative of the Hickory Housing Authority and an adult family member will inspect the premises prior to - signing the lease to move into the unit. An authorized Hickory Housing Authority representative will inspect the premises at the time the resident vacates and will furnish a statement of any charges to be made provided the resident turns in the proper notice under State law. The resident's security deposit can be used to offset any damage to the unit.

ANNUAL INSPECTION – The Hickory Housing Authority will inspect each unit at least annually to ensure that each unit meets the Hickory Housing Authority's housing standards. Work orders will be submitted and completed to correct any deficiencies.

HOUSEKEEPING INSPECTION - In an effort to maintain the condition of the properties, housekeeping inspections will be conducted every three (3) months by Property Managers in each unit at each property to ensure the family is maintaining the unit in a safe and sanitary condition. These inspections will also involve checking for blocked egress. If poor housekeeping, fire hazards or blocked egress are present at time of inspection, the tenant will be given three (3) working days to correct violations before the unit is re-inspected. If the unsafe or unsanitary condition is not corrected, appropriate action will be taken, up to and including termination of the lease

Photographs may be taken of the unit during each inspection.

## 21. VACATING YOUR APARTMENT

Before vacating please be aware of the following to assure the return of your security deposit:

- a) You must fulfill all the terms and conditions of your lease agreement and all charges must be paid in full;
- b) You must provide Property Manager with a written thirty (30) day notice of Intent to Vacate.
- c) Rent must be paid through the thirty (30) days;
- d) The apartment must be left clean, unaltered and free from damages beyond normal wear and tear;
- e) You are not considered officially vacated until all keys are returned to the Management Office. You will be charged rent for each day you keep the keys in your possession as if the home was still occupied.

## 22. UNMANNED AIRCRAFT

*Because of concerns about safety and resident privacy, residents or guests shall not fly unmanned aircraft systems (commonly known as drones) or model aircraft, as defined by the U.S. Federal Aviation Administration, in the airspace above the property at any time.*

## 23. VIOLENCE AGAINST WOMEN AND JUSTICE DEPARTMENT REAUTHORIZATION ACT (VAWA) OF (2013)

See Attachment – "Violence Against Women Reauthorization Act (VAWA) of 2013 Policy"

## 24. RESIDENT PROCEDURAL RIGHTS

See Attachment 1E – "House Rules: Addendum A- Resident Procedural Rights."

25. CHANGES TO THE HOUSE RULES

All tenants are expected to follow these House Rules as well as any additional published rules that HHA may deem necessary to ensure the safety and well-being of our tenants. The House Rules may be changed from time to time with prior notice provided to tenants. Violations of any House Rule shall constitute a breach of the dwelling lease. A letter of termination may be issued for each violation of these House Rules.

These House Rules are incorporated into the Lease executed or renewed this day between Nu-Dimensions, Inc. and the Tenant.

Tenant:

1. \_\_\_\_\_ Date Signed: \_\_\_\_\_

2. \_\_\_\_\_ Date Signed: \_\_\_\_\_

Address of unit: \_\_\_\_\_

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HHA Property Manager

Date: