
ASHFORD HOUSING AUTHORITY POLICIES

Unit Number: _____

Reasonable Accommodations: A reasonable accommodation is a change, exception, or adjustment to a rule, policy, practice, or service that may be necessary to afford persons with disabilities an equal opportunity to use and enjoy a dwelling and common use area. Reasonable accommodations request forms are available in the office.

Condition of Apartment: Apartments, appliances and fixtures will be kept in good repair and in clean condition. Tenants will complete a Maintenance Order in a timely manner for any necessary repairs in the apartment. Tenants must fill out a Move-In Checklist and return to the office within 7 days of the move-in date. When a tenant vacates the apartment a move-out inspection will be completed with the Director.

Alterations: No alteration may be made, or major appliances installed without permission of the Housing Authority. No significant repairs or changes are to be made without prior permission of the Authority. The Ashford Housing Authority Maintenance Personnel will handle all routine maintenance, other alterations will, with AHA approval, be contracted and paid by the tenant.

Candle and Incense Burning: Burning of candles or incense is prohibited. Candles and incense are a fire hazard, these items also cause black soot to accumulate on the walls and make apartment renovation extensive and expensive.

Responsibility for Damages: Damages caused by tenants, their pets or their guests, or by negligence, shall be repaired by the Housing Authority at the tenant's own expense. At the time of yearly inspections, the Director will assess apartments for damages. Any damage caused from wheelchairs in the apartments will be repaired by the Housing Authority at the tenant's own expense. The director has full discretion in the determination of damages and when repair work will be completed. Should the Authority have to make repairs, the tenant will be charged the full cost of labor and materials.

Smoke Free: Pompey Hollow Senior Housing is a smoke free facility. This ban includes smoking marijuana and vaping. Tenants must be 100 feet away from the building at all times when smoking. All other areas are prohibited. Tenants are responsible for informing guests of the smoking/vaping rules. Tenants will be held accountable for guests who do not follow the rules.

Consideration of Other Residents: Tenants are to conduct themselves and to see that guests behave similarly, in a manner that will not disturb neighboring residents. Tenants should help to maintain the housing complex in a decent, safe and sanitary condition. Tenants are to act respectful to each other at all times.

Quiet Hours: Every tenant has the right to enjoy and use the premises (and residence) in peace without interference. Quiet hours will be everyday between the hours of 8pm and 8am. No loud or disturbing noises during this period of time are allowed.

Tenant Grievance Procedure: If a tenant has any concerns regarding the apartment complex or another tenant, they may do one of the following:

- Talk to the Tenant Commissioner, who will bring any concerns to the Executive Director
- Talk to office staff or Executive Director directly

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The Executive Director reserves the right to ask for any complaint to be written down to keep on file. If you have concerns that you feel are not be handled efficiently or in a timely manner you may contact any of the Commissioners. You may also voice any concerns at the monthly Commission Meeting. Refer to the Section 12 of the Lease for the complete Grievance procedure.

Pets: Pets are allowed with express permission of the Housing Authority. The Executive Director has full discretion in this matter. All pets must be kept in the tenant's unit unless on a leash or otherwise under the direct control of its owner. Tenants with pets must at all times ensure that the pet is not a nuisance to or otherwise disturb other residents. Pets are not allowed in the public dining room or kitchen at any time. Pets are not allowed on any furniture in the common areas of the building. Owner(s) must clean up after pets and properly dispose of the pet's wastes. Owners will be responsible for all damage caused by pets on the premises, including both the building and the grounds. The right to have a pet may be revoked individually or for all residents by the Authority at any time. All pet owners will sign an accompanying Pet Addendum.

Right to Entry: Tenants are to permit the Authority upon request to enter their unit at reasonable times in order to make repairs and/or inspections. The Authority will make an annual inspection of your apartment in the month of January each year. In emergencies, the Authority may have to enter without consent.

Permitted Use: The primary intent of the use of this building is residential for the elderly and persons with disabilities. The tenant shall occupy the premises for legal uses only. Sub-lease Prohibited: The tenant may not sublet or assign his/her apartment or lease without express, written approval of the Authority.

Garbage/Waste Disposal: Tenants are to provide their own refuse cans within their units and are responsible for delivering garbage and recyclables to the designated area located next to the upper parking lot. No trash is to be left outside your apartment door at any time.

Guests: Tenants are to house no overnight guests for more than one week (seven days) per month without obtaining permission of the Housing Authority in advance for stays greater than this amount.

Unit Transfer Policy: A resident may request to transfer units for the following reasons:

- Medical reasons
- Relinquish an accessible unit for a person who needs it when the current resident does not
- Move from a non-accessible unit to a accessible unit if residents needs changed
- Resident/neighbor rifts (when there is potential for harm)

Unit transfers can be costly. Management reserves the right to deny unit transfers if it is deemed unnecessary.

Locks and Keys: Tenants may NOT change locks without express permission from the Executive Director. The Executive Director and Maintenance Personnel have a master key. The Tenant Commissioner has a master key for the apartments for any lock-outs that may occur. There is also a master key in the Knox Box in the front of the building for the Fire Department. New Tenants are issued one key per person. Tenants will be charged \$10 to replace lost keys, \$25 for door openers and \$20 for FOB's. When a tenant vacates an apartment all keys and door openers must be turned into the office.

Front Door Policy: When a visitor enters the building, they must use the panel in the foyer and buzz whomever they are visiting to let them in. Tenants should not open the front door and let visitors into the building. Visitors include any contractors who are scheduled to work inside the building.

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Emergency Exits: The Emergency exits are generally not to be used by anyone in any situation unless it is an emergency. However, you may obtain permission to use the doors for the following reasons: move in/out of apartment, or with an approved reasonable accommodation for removal of trash.

Motor Vehicles: Each resident will be permitted to keep on the premises (up to 2 vehicles per unit). All vehicles must be properly registered and insured. Unregistered vehicles must be removed from the premises within twenty-one (21) days of becoming unregistered. Vehicles removed by the Ashford Housing Authority will be done so at the tenant's expense. Tenants will provide the license plate number of any vehicles that is kept on the property.

Parking Policy: Tenants may park in any reserved space. There is no assigned parking for Pompey Hollow Tenants. All guests must park in areas other than that assigned for tenants. There is no parking allowed in front of the building. The entire curb area in front of the building is a fire lane. This area is for drop off/pick up only. Do not leave any vehicle unattended in the fire lane. Sleeping in vehicles is strictly prohibited. Snow removal for parking lot: When snow is predicted you must move your vehicle to the upper lot prior to the snowstorm. Afterwards ALL vehicles must be moved back down to the lower lot. This must be done within 4 hours of snow ending. Vehicles must be moved so the Town of Ashford can clear both lots in a timely manner. If you need help cleaning and moving your vehicle let the office know; there are residents who can help.

Firearms/Weapons: Tenants may be allowed to keep firearms and weapons in their units by special request to and with permission from the Housing Authority. No firearms or weapons shall be allowed elsewhere on the premises. Firearms or weapons may not be discharged anywhere on the premises or in the tenant's apartment.

Gardening/Planting: Each tenant has the opportunity to have a small flower or vegetable garden on the property. If possible, the garden area will be close to your apartment. The Executive Director has full discretion on location and size of each garden. Approval must be obtained by the Director prior to starting a garden. The Housing Authority reserves the right to refuse and/or revoke gardening privileges.

Laundry: The Housing Authority provides common laundry facilities on the premises. No individual laundry appliances will be allowed. Washers and dryers are for tenant use only. Outdoor drying of laundry shall be restricted to areas designated for such use by the Housing Authority. Refer to Addendum C of your lease for further rules on the use of laundry room.

Meeting Protocol: Ashford Housing Authority holds a regular monthly meeting every second Tuesday of the month. A schedule of the meetings for the year is developed and listed with the Town of Ashford. The meetings are held in the Ashford Housing common room at 7:30 p.m. The agenda for the meeting is posted one week prior to the meeting with the town. Minutes for the meeting are taken by the Executive Director and filed with the Town of Ashford within seven days of the meeting.

Additional Rules and Policies: Tenants are to comply with all rules adopted by the Housing Authority, which are intended to benefit the complex and its residents. Such rules and policies may be changed or additional ones enacted from time to time.

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These Tenant Rules and Regulations shall be binding on the tenant and shall become a part of the lease agreement between the tenant and the Ashford Housing Authority. Any violation may result in termination or nonrenewal of lease.

Tenant(s) Signature Date

SIGNATURES

Tenant(s) Signature

Date

