

TENANT HANDBOOK

Your Guide to Rules, Regulations, and Good Conduct



LOCK HAVEN OFFICE
369 Linden Circle
Lock Haven, PA 17745
(570) 748-2954
(570) 748-5358 FAX

RENOVO OFFICE
350 Huron Avenue
Renovo, PA 17764
(570) 923-0530
(570) 923-1585 FAX

*Serving the Housing needs of
Clinton County for over 60 years!*

CCHA provides housing opportunities in these fine neighborhoods...

BENNAGE HEIGHTS
POORMAN CIRCLE
MORIARTY COURT
PUTNAM MANOR
WILLIAMSON HEIGHTS
SUSQUEHANNOCK HEIGHTS

PROBST PLAZA
RANSDORF MANOR
CARTER TOWERS
IRVIN PARK
SULLIVAN ACRES
RICH MANOR



OFFICE HOURS...

LOCK HAVEN OFFICE

Monday through Friday

8:30 am to 12:00 pm & 1:00 pm to 3:30 pm

RENOVO OFFICE

Tuesday

10:00 am to 12:00 pm & 1:00 pm to 3:00 pm

TELEPHONE

Monday through Friday:

8:00 am to 12:00 pm & 1:00 pm to 4:00 pm

SUSQUEHANNOCK HEIGHTS OFFICE

Monday & Wednesday

10:00 am to 12:00 pm & 1:00 pm to 3:00 pm

Friday

10:00 am to 12:00 pm

RICH MANOR OFFICE

Wednesday

9:00 am to 11:30 am

EMAIL, WEBSITE, & SOCIAL MEDIA

info@clintoncountyhousing.com

www.clintoncountyhousing.com



Clinton County Housing Authority Tenant Services

***CCHA Offices are closed Weekends
and all Major Holidays***



Welcome...

The Clinton County Housing Authority (CCHA) welcomes you to your new apartment. You are encouraged to introduce yourself to your new neighbors and explore your new neighborhood. Take advantage of all the services your neighborhood has to offer. You will find your apartment is conveniently located near schools, local businesses and other community facilities.

Please read your Lease Agreement and all your Lease Attachments. Take note of all your responsibilities as a Tenant. You are expected to abide by all the terms and conditions listed in these documents. Please contact your CCHA Case Manager if you have any questions. **It is your responsibility to know the rules.**

Considerable thought was given to planning your apartment for comfort and simple, easy housekeeping. You are required to keep a safe, clean and sanitary apartment. You should perform housekeeping activities regularly. If you are required to do so, you must also perform outside maintenance regularly. Your efforts will keep your apartment both comfortable and attractive.

The information contained in this Tenant Handbook is designed to supplement your Lease Agreement. Read this Handbook carefully and keep it handy for easy reference. It contains important information about your apartment, and answers many common questions. If you have any questions, our staff is always glad to talk with you.

Your comfort, safety and enjoyment depends on you. It is our sincere wish that your stay will be enjoyable.

Sincerely,

CLINTON COUNTY HOUSING AUTHORITY



Rent Collection & Eviction...

Rent Collection:

- All rent is due in advance, on or before the first (1st) calendar day of each month.
- Public Housing payments may be paid by check, money order, or credit/debit card. Susquehannock Heights and Rich Manor payments must check or money order only.
- No Post-Dated or Third Party Checks are accepted.
- Make sure the money is in your account *BEFORE* writing a check.
- You will be charged a Service Fee for a check returned from your bank regardless of the reason and you must pay by Money Order thereafter.
- Work Orders under \$10.00 may be paid in cash at the CCHA Lock Haven Office only.
- A Late Fee will be added to your account if rent and related charges for the current month are not paid in full by the close of business on the **TENTH** (10th) calendar day of each month.

Eviction:

- If your rent is not paid in full, a “Notice to Quit Premises” (Eviction Notice) may be delivered to you. A Landlord/Tenant Complaint will be filed at the local District Justice with all legal costs charged to and borne by you; if...
 - Per the Grievance Policy, no Informal Hearing is requested, and
 - The rent has not been paid in full, and
 - The “Notice to Quit Premises” has been delivered to you, and
 - The time stated in the “notice to Quit Premises” has expired.
- All legal costs will be charged to and borne by the tenant.
- A “Notice to Quit Premises” may be delivered to any tenant whose rent is late three (3) or more times within any calendar year.
- Any ex-tenant owing a balance to CCHA will not be eligible for application consideration until all debts are paid in full.



Emergency Service...

CCHA provides a phone number for tenants to call to request after-hours emergency maintenance service. Please verify an actual emergency exists before you call. Non-emergency maintenance service requests should be called in to the CCHA Office on the next regular working day.

**MAKE SURE AN EMERGENCY EXISTS
DO NOT ABUSE THIS SERVICE.**

DO NOT CALL CCHA EMPLOYEES AT HOME.

For urgent, medical, fire or police assistance, please dial 911. For non-emergencies, call the Clinton County Communications Center at (570) 748-2936.

To contact CCHA Emergency Services, follow these instructions carefully:

- **Verify an actual emergency exists before you call!**
- Call **(570) 748-2954**.
- Follow the voice prompts.
- The automated phone attendant will connect your call to the appropriate on-call maintenance staff.
- **If you MISUSE this service you will be charged according to the current published rate.**

Please be courteous and follow all the instructions provided by the CCHA Maintenance Staff.



If You Decide To Move...

You may terminate your tenancy by completing a “Notice of Intent to Vacate” form fifteen (15) days prior to moving. For your convenience this form is available on our website and at the CCHA Office. You must provide your forwarding address and the date you expect to vacate your apartment. The head-of-household must sign this form.

Your rent continues to accumulate until all keys are returned to the CCHA Office. You must leave your apartment in the same condition as when you moved in. Tenants are encouraged to attend the final inspection. Except for normal wear-and-tear, you will be charged for all necessary clean up and repair. These charges will be deducted from your security deposit. Any remaining balance will be due fourteen (14) days following notification.

Safety Suggestions...

• SUPERVISE YOUR CHILDREN’S ACTIVITIES AT ALL TIMES!

- If you live in a multi-story building, know the location of the nearest Fire Alarm Box and Fire Stairs and study the fire evacuation plan posted on each floor
- Be sure your electric cords are not frayed or kinked
- Never store paint, oil, gasoline, or kerosene inside your apartment.
- Keep the space around your heating equipment, cooking stove, and water heater clear at all times.
- Keep the walks, stairs, entrance halls, and landings clear of obstacles.
- Observe the traffic regulations when driving through the property.
- No major vehicle repairs are permitted on the property.



**SAFETY IS YOUR RESPONSIBILITY...
DO YOUR PART TO MAKE YOUR HOUSEHOLD SAFE!**



Insurance Recommendation...

CCHA does not provide insurance protection for any tenant-owned property in or about the dwelling unit. Tenants are not required to purchase insurance protection. CCHA strongly urges all tenants to purchase, at their option and at their expense, an insurance policy to cover loss of their personal property due to fire, smoke, water, or other disaster. Tenants may also purchase, at their option and at their expense, extended coverage to include liability insurance to protect against lawsuits for negligent acts.

By signing your Lease Agreement, all tenants agree that CCHA will not be held responsible for damage to tenants' personal property, regardless of cause. CCHA insurance does not cover the personal property of Tenants. In addition to covering personal property, insurance may also cover any additional living expenses when your apartment becomes uninhabitable. It can also protect you from liability claims arising from your own activities. For example, if your negligence causes a fire, you may be held responsible for damage to the property of others, including CCHA's property. Similarly, if a guest should have an accident in your apartment, you could be personally responsible for the guest's injuries.

Tenants may buy insurance coverage from an insurance provider of their choice. The purchase of insurance is not a requirement for leasing an apartment or a condition of occupancy, nor does HUD require the purchase of insurance. Please understand that CCHA does not sell or provide any insurance. If you purchase an insurance policy, make sure it covers your personal property against losses from fire, smoke, water damage, explosion, windstorm, burglary, and other perils.

Contact the CCHA Office if you have questions or concerns about insurance coverage.



Garbage Collection...

TAKE PRIDE IN YOUR NEIGHBORHOOD APPEARANCE! Garbage collection is provided for every apartment. If your apartment has a trashcan, store it outside at the rear of your apartment. Place it curbside for pickup on the following days:

East Renovo..... MONDAY
Renovo TUESDAY
Lock Haven THURSDAY

Extra bagged garbage is your responsibility. You **MUST** pay in advance for extra garbage. In Lock Haven, purchase stickers at the main office. In Renovo, purchase stickers from the trash hauler.

Multi-story buildings have designated garbage rooms or shared garbage receptacles. Tenants must keep these common areas clean and accessible at all times.

PLEASE NOTE: Disposal of furniture, appliances, mattresses, carpeting, any large items, and excessive amounts of garbage must be pre-arranged with the garbage hauler. Extra pickup fees will apply. Contact CCHA for information

Recycling...

Recycling is a great way to protect our environment and help reduce landfills. Contact CCHA for recycling options in your neighborhood. Please follow these guidelines when recycling.



Metal can edges are sharp and dangerous. Use caution when preparing items for recycling. Improperly prepared materials are not accepted. The following items may be recycled:

- Aluminum, Tin & Steel Cans: Wash out, must be completely clean. Remove all paper labels. Remove both ends if possible. Cans may be crushed to save space. No foil or aluminum trays.
- Newspapers & Magazines: Put in plastic grocery bags. No phone books, hardbound books, or coated paper like cereal or pizza boxes.
- Plastic Bottles (coded 1, 2, or 5): Wash out, must be completely clean. No other codes and no toys
- **GLASS IS NOT ACCEPTED!**



Smoke & CO Detectors...

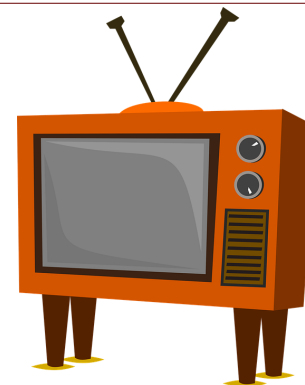
SMOKE & CO DETECTORS SAVE LIVES!

Your apartment has a smoke or combination smoke/CO detector installed. These detectors must be operational at all times. Tenants are required to periodically test each detector and immediately report trouble. If your detector goes off accidentally, allow some fresh air to circulate and the detector will automatically reset. Tenants in multistory buildings should open windows to allow fresh air to circulate. Opening the door to any common hallway area may activate the building fire alarm.

Tenant safety is our primary concern. Do not jeopardize yourself or others. It is a criminal offense to tamper with or disable any fire warning device. Any tenant caught tampering with or disabling any detector will be charged a Tamper Fee. A second offense will result in eviction. Courts readily evict tenants for tampering with detectors.

Television & Telephone Service...

Your apartment has at least one (1) television and telephone jack provided by an outside service provider. Some apartments may have multiple jacks. Tenants may not add or remove jacks.



CCHA does NOT repair or replace telephone lines or wall jacks. You and your service provider assume this responsibility.

If you connect a television or telephone to the wall jack and it does not work, please contact your selected service provider to check the line. If you run lines to other rooms, please fasten or secure the wires so they do not create a hazard, especially on the stairs. Service charges, including installation and required deposits, are your responsibility.

Outdoor antennas and satellite dishes are NOT permitted!



Painting...

CCHA does not routinely paint your apartment. You may paint inside your apartment anytime. You may not paint any outside surface. After five (5) consecutive years of occupancy in **Public Housing** sites, paint will be provided at no cost.

Please observe these guidelines for painting:

- Public Housing apartments must match color. All others must use light colors. **No dark colors.** Upon move out, you will be charged to return the walls to their original color.
- Use only latex paint – it cleans up easily with soap and water.
- Remove switch and receptacle covers before painting.
- **DO NOT PAINT** door hinges, switches, receptacles, cove base, or any varnished wood surface. Wipe up drips and spills quickly.
- Feather Painting, Stenciling, Texture Paint, Wallpaper, and Wallpaper Boards are not permitted.

Interior Doors...

The interior doors of your apartment are in good condition when you move in. Repair or replacement of interior doors is very expensive. Please observe these guidelines:

- No Thumbtacks, Nails or Screws
- No Tape or Adhesives
- No Stickers or Posters
- No Mirrors
- No Clothes or Shoe Racks on the door
- No uncontrolled release of frustrations (**NO HOLES**)





Resident Inspections...

CCHA will inspect every apartment annually for both property damage and housekeeping. Tenants will be notified approximately one week in advance. **Resident Inspections may not be rescheduled. CCHA Staff will enter and conduct the inspection as scheduled regardless of whether the tenant is home or not.**

Inspections include grading for both overall unit condition and housekeeping. Tenants receiving a failing grade in either category must be re-inspected. Tenants present for the inspection may request a brief verbal inspection summary. Tenants may request a copy of the inspection report.

Since tenants are required to keep their apartment in good condition at all times, Resident Inspections should require very little preparation. Do not wait until the week of your inspection to request repairs. This is inconvenient for CCHA Maintenance Staff and expensive for tenants.

YOU CAN BE EVICTED FOR FAILED INSPECTIONS!

Extermination Service...

It is YOUR responsibility to keep your apartment free from infestation. You can discourage bugs and rodents by keeping floors and appliances free of crumbs, grease and spilled food. Keep garbage in closed containers or tightly sealed bags.



CCHA contracts for extermination service for all apartments. Tenants will be notified approximately one week in advance if access is needed. Some extermination services require preparation and tenants not properly prepared will be charged a Service Fee. **Problems with cockroaches, bed bugs, or rodents must be immediately reported to your local CCHA Office.**

Common insects such as ants, flies, gnats, spiders and other insects are best eliminated by thorough cleaning and over-the-counter pesticides. Contact the CCHA Office if you have any questions.



Tenant Vehicles...

Tenants are required to register all vehicles parked on the property. Vehicles do not have to be owned by the tenant to be registered. To register a vehicle, follow these guidelines:

- Go to the CCHA Office.
- Present a current registration card or temporary registration.
- Read & Sign the CCHA Vehicle Registration form.
- Affix the parking decal to any stationary window.
- Notify CCHA within ten (10) days if you change vehicles.

Parking decals are placed on the outside of the window. Parking decals are adhesive and do not require tape to stay in place. Do not place decals near defroster wires; they can melt.

CCHA provides parking areas for properly registered tenant vehicles. Parking is on a first-come-first-serve basis for tenants of Ransdorf Manor, Carter Towers, Moriarty Court, Probst Plaza, Linden Circle, Putnam Manor, Susquehannock Heights, and Rich Manor. There are no “reserved” spots in these parking areas.

Other tenants have one parking space per apartment. Tenants may not use other tenant’s parking spaces.

Tenants may register multiple vehicles; however, only one vehicle is permitted to use the parking area at any time. **Guests and visitors must always use on-street parking or a designated visitor parking spaces.**

Tenant vehicles must display a valid parking permit while parked on CCHA property. **Vehicles without a parking permit will be towed at the owner’s expense. Abandoned, unlicensed, unregistered, or un-inspected vehicles parked on the property will also be towed at the owner’s expense.**



Guests & Visitors...

A GUEST Is...

Anyone who comes to your apartment and remains **MORE** than EIGHT (8) hours in a 24-hour period.

A VISITOR Is...

Anyone who comes to your apartment and remains **LESS** than EIGHT (8) hours in a 24-hour period.

Guests and Visitors are permitted; however, only the persons listed on your lease may live in your apartment.

- ALL GUESTS MUST BE REGISTERED AT YOUR LOCAL CCHA OFFICE.
- Guests may stay no more than a combined total of fourteen (14) days during any twelve (12) month interval.
- Guests with past due balances owed to CCHA are NOT permitted.
- Guests with demonstrated aggressive, violent or dangerous behavior are NOT permitted.

The rules regarding guests and visitors will be strictly enforced and violators will be promptly evicted.

Smoke Free Policy...

Smoking is not permitted on any property including inside apartments, common areas, yards, sidewalks and parking areas. Some neighborhoods have designated smoking areas. CCHA can provide resources to help quit tobacco use.



CCHA encourages all tenants to stop smoking!



Energy Conservation...

CCHA provides the heat in all Public Housing apartments. The thermostat's high setting is locked. Tenants may select cooler settings. "Cheating" the thermostat for more heat is a waste of energy and a violation of your Public Housing Lease. Public Housing tenants caught tampering with their thermostats will be charged a Tamper Fee.

Susquehannock Heights and Rich Manor residents can set their own thermostats.

All tenants are required to conserve energy and water by observing the following guidelines:

- **NEVER** use a cooking appliance as a heating source.
- Do not use kerosene heaters or electric space heaters; they are **NOT** permitted.
- Keep storm door windows properly installed and closed.
- Keep doors and windows tightly closed and locked.
- Keep heat registers free from obstacles so air can circulate freely.
- Do not keep heat sources; i.e., lights, T.V.'s, etc..., near your thermostat. The heat they generate interferes with your thermostat function.
- **Turn off lights (both inside & outside) when not needed.**
- Turn off T.V.'s, radios, and other small appliances when not needed.
- The coldest Air Conditioner setting is not always necessary.
- Use the proper water level setting on clothes washers.
- Bathe responsibly - not excessively.
- Flush toilets when necessary - not excessively.
- Do not allow the water to run while doing dishes.
- Outdoor water usage is not permitted.



Things to Remember...

- Promptly pay your rent and other charges when due.
- Report within ten (10) days, *ALL* changes to household income and family composition.
- Do NOT provide accommodations for Boarders or Lodgers.
- Notify CCHA if you are away from your apartment for five (5) days or more.
- Keep your house safe, clean and sanitary at all times, not just prior to annual inspection.
- Assume responsibility for your children and their actions.
- Keep children from dangerous places, such as roofs and streets.
- Observe all parking regulations.
- Promptly register all vehicles with CCHA.
- Do not wash vehicles or use hoses outside your apartment.
- Do not repair vehicles on CCHA property.
- Respect your neighbors and their property.
- Keep noise to a minimum at all times. Quiet times are after 10:00 p.m. Sunday through Thursday, and after 11:00 p.m., Friday and Saturday.
- Use appliances only for their designated purpose. Do not use your stove to heat your apartment.
- Keep windows and doors tightly closed during the heating season.
- Promptly report all damage both inside your apartment and in the surrounding property.
- Do not make alterations to your apartment or the premises.
- Give fifteen (15) days written notice before you move.
- Return all keys to the CCHA Office when you move.
- Take all of your possessions with you when you move; anything left behind will be disposed.
- Do not start rumors and do not trust rumors. Check with CCHA for accurate facts.
- Remember to change your address on your important documents.
- Ask a CCHA representative if you are not sure.



FRAUD...

Have you reported ALL your household income? Have you reported your household composition accurately? If your answer is NO, then you are guilty of FRAUD.

On-line income reporting systems developed by Housing & Urban Development (HUD) link information from many different State and Federal agencies and make that information available to CCHA. This system, called Enterprise Income Verification (EIV), can provide household income information directly to CCHA in a matter of seconds. Your Lease states that tenants who fail to report income must pay the resulting past due balance within ten days or they will be evicted.

Does your boyfriend, girlfriend, or other family member, or friends live with you? Do they leave in the morning before the office is opened and get home from work after the office is closed? Do you tell your neighbors they are just watching the kids while you're out? Do you make up other stories about why they are there all the time? Your Lease states you must report all changes in household composition within ten days. All persons over the age of 18 must be declared eligible to live in Public Housing BEFORE they are permitted to move in. Tenants who fail to report changes in household composition within ten days will be evicted.

If you are guilty of FRAUD, but think you won't get caught...

YOU ARE WRONG!

Do not jeopardize your family. It is YOUR responsibility to report your household income and composition. You sign a legal document every year stating that this information, which is used to properly calculate your rent, is accurate. If you are not truthful, in addition to eviction, you could also face criminal penalties and fines. CCHA will refer cases of FRAUD to the Office of Inspector General for investigation.