

Maintenance Policies and Procedures

Tenant Responsibilities

Good Housekeeping Standards

Residents are expected to take pride in their home and its upkeep. This includes keeping the inside of the unit, front and rear entrances, walkways, and yards free from debris, garbage, and clutter and properly and regularly cleaning stovetops, ovens, refrigerators, sinks, toilets, and bathtubs. Walls, ceilings, floors, and windows must be kept clean to prevent grease and dirt build-up. Any form of vandalism, misuse or neglect of the property is a serious lease violation.

Timely Reporting of Maintenance Needs

To prevent higher maintenance costs, repairs must be reported promptly to the management office. In the event of a maintenance emergency during non-business hours, residents should contact the CHA Police Dispatch who will contact the on call maintenance worker(s).

Maintenance Charges

Required repairs as a result of normal wear and tear will not result in a maintenance charge. However, residents will be charged for any repair that is a result of misuse or neglect of the property or failure to timely report maintenance needs. Notices for charges for damages in excess of normal wear and tear will be issued within 30 days of the finding and are payable within 30 days.

Proper Use of Systems

CHA is responsible for keeping all building systems in good, safe, and working condition. However, many maintenance issues are the result of resident misuse and abuse of equipment and the unit.

Do not use sinks, toilets, or tubs as garbage cans. No sanitary products, newspapers, rags, diapers or other paper products should be flushed down the toilet. Anything other than toilet paper will clog the equipment in your unit and may also cause problems throughout the building.

Improper use of equipment results in inconvenience and unnecessary expense for everyone.

Services and Amenities

Utilities

Currently, residents of the Chatham Family and Chatham Senior pay their own utilities. Residents of the William Penn and Ruth Bennett Homes have heat, electricity, and water and sewer included.

However, in order to promote energy conservation, the CHA will be separately metering utilities at the William Penn and Ruth Bennett Homes. In the meantime, William Penn

and Ruth Bennett residents are asked to be mindful of the need to conserve energy. For telephone or cable service, residents must contact the service provider directly.

Painting

With the exception of touching up, painting is done exclusively by CHA staff. Residents are prohibited from painting their units. Maintenance will provide the paint for touchups.

Window Shades

Window shades are provided. Each unit receives matching shades to enhance the outward look of the buildings. Residents may install inside window curtains or drapes. No outside window coverings of any kind are permitted.

Shower Curtains

Residents must provide their own shower curtain and tuck it inside the tub when the shower is in use. Water damage for failure to properly use a shower curtain will be charged to the resident.

Keys/Door Locks

When residents move in, they are provided two (2) keys. There is a charge to replace lost

keys. Changing and installing new locks on exterior doors requires prior written approval from the property manager.

Additional locks/chains are not permitted. Management must be able to enter all units in cases of emergency.

Mailboxes

All residents will have an assigned mailbox. A mailbox key will be provided upon move in.

There is a charge to replace lost mailbox keys.

Trash Pickup

Trash pickup is on Mondays. Bulk trash pick up (appliances, furniture, etc.) is on Fridays. During summer months, the CHA may offer trash pick up twice a week.

Residents who do not dispose of trash properly will be fined. Residents are responsible for maintaining a clean and healthy living environment.

Pest Control

CHA conducts quarterly extermination services to prevent ant and roach infestation. Cleanliness, especially in the kitchen, and proper food storage is key to preventing infestation. If pests become a regular occurrence in your home, you will be evicted.

Utilities

Residents of CHA owned and managed developments pay their own utilities.

Appliances

Ranges and refrigerators are provided for food preparation and storage.

Fire Safety

In accordance with federal, state, and local ordinances, each unit has been properly equipped with smoke detectors. If any detector is found disabled, you will be fined. Tampering with smoke detectors is a serious lease violation and will result in eviction. Ovens are not to be used for heating. Space heaters require the approval of the property manager prior to use.

In case of fire, get out of your unit immediately. Call the Fire Department and then call 911.

Other Health and Safety Issues

To ensure the health and safety of all CHA residents, pools and barbecue grills are not permitted.

Prohibited Items

Flammable Materials

Residents may not store gasoline or any other flammable material in their unit. Motorized scooters or any other equipment with gasoline may not be stored in the unit.

Walls, Fixtures, Furniture and Flooring

Mirror and pictures may be hung with picture-hanging hooks. Do not drive large nails, tacks or screws into the walls. No contact paper or tape on walls.

Bathroom fixtures such as towel racks and toothbrush holders may be installed at locations approved by Maintenance on the condition that they are left upon move-out. The CHA prohibits the installation of ceiling fans and waterbeds.

No linoleum, vinyl, or similar floor covering is to be installed over the existing floor tile. Carpeting is permitted if it is not fastened to the floor. Carpets must be kept clear of doors. No carpet is permitted on stairs.

Inspection and Repair

Authorized employees and contractors of CHA will be permitted to enter your home between 8:30 am and 4:30 pm for inspection, maintenance, improvements, and preparation for unit turnover and releasing.

In accordance with HUD regulations, housing authority staff or contractors will inspect your unit at least once annually. If there are housekeeping issues, HA staff may conduct more frequent inspections. HUD staff or their designees may inspect units during compliance reviews.

Right of Entry

CHA reserves the right to permit its representatives or agents, including representatives from the police and fire departments, the Department of Health, employees, or contractors, to enter CHA premises at any reasonable hours, with or without permission of the residents. The CHA utilizes this right for the purpose of: Making investigations of new or existing conditions alleged to be in violation of any government or public authority law or lawful rule.