

Cairo Housing Authority

(Also known as Huelett Park Apts)

420 Main Street

P O BOX 337

Cairo NE 68824

Phone: 308-485-4722

WELCOME

The **Cairo Housing Authority, Cairo Nebraska**, welcomes you as a new resident of the Cairo Housing – Huelett Park Apartments. Our objective is to provide safe and sanitary housing for you and your family.

This handbook contains general information that will assist you in becoming acquainted with us and with your new apartment. Should any of the material in this handbook be in conflict with your lease, the provision of your lease will prevail. If you have any questions, problems or concerns, please call. You may contact the office by dialing 308-485-4722.

The office is open from 6:00-10:00 pm Monday -Wednesday. We also accept pre-arranged appointments.

WARNING: Section 1001 of Title 18 of the U.S. Code makes it a criminal offense to make willful or false statements or misrepresentations to any Department or Agency of the United States as to any matter within its jurisdiction.

Equal Opportunity Housing

CHA does not discriminate on the basis of handicap, race, color, religion, sex, familial status or national origin in the admission or access to, or treatment or employment in its federally assisted programs and activities.

Cairo Housing Authority

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Security Deposits and Charges

Tenants shall pay security deposits as required by their lease. Security deposits shall be retained by the Cairo Housing Authority to apply to any damages or loss other than ordinary wear, or for unpaid rent. Under no circumstances can the deposit be applied by the tenant for past due rent. The security deposits for the Cairo Housing Authority are \$300.00

Security deposits will be refunded after the dwelling has been vacated and any charges for damages have been paid in full. Rent is charged through the date of the move-out inspection or through the date for which a proper vacate notice was given, whichever is later.

Inspections

Move-In A Move-In paperwork form will be given to you at the time your lease is signed. This needs to be completed and returned to the office within 5 days. Any damages at the apartment need to be noted on this form and work orders will be made to make repairs.

A **Welcome Visit** will be conducted after two months of occupancy. The purpose of the Welcome Visit is to check if you have any problems or questions. The staff will be looking at housekeeping as well. Staff will be checking to see that boxes have been unpacked and removed, and checking the general condition of the unit.

An **Annual Inspection** of your apartment is required. You should, but do not need to be present for the Annual Inspection. The staff will do a walk-through inspection checking for health or safety issues. They will also inspect the physical condition of the unit. Poor housekeeping is grounds for eviction. The housekeeping standards are listed in your Lease.

Some of the items that will be checked include:

Stove & Oven – are they clean?

Refrigerator – is it clean?

Bathroom shower and sink – are they clean? Is there soap scum build up?

Bathroom stool – is it clean and free of stains?

A **Special Inspection** may be conducted when it is determined that a housekeeping or other problem exists and is not being corrected. You **must** be present for this inspection.

HUD Inspections are conducted randomly at HUD's request. The inspector randomly selects units to physically inspect. A notice will be sent to all tenants prior to this inspection. However, notification of which unit HUD will inspect is not known to CHA until HUD is here. You do not have to be present for this inspection.

A **Move-Out** Inspection will be conducted when you move-out. After the inspection is completed, the staff will discuss any damages and charges to you.

You will be provided with at least 24-hour notice of inspection.

RENT

Rent is due on the first day of each month and payable by the tenth. If the tenth falls on a weekend or holiday, it must be paid the first working day thereafter. Rents not paid by the tenth of the month are considered delinquent and a notice to vacate will be issued to the resident according to the Rent Collection Policy. A \$20.00 late charge will be assessed after the tenth. You may pay your rent in person at the office, drop it in the office drop box or mail to the address on the front page of this handbook.

Partial payments for rent will only be accepted with prior approval from the Executive Director. Any tenant issuing a "Non-Sufficient Fund" (NSF) check will be assessed a \$35.00 charge. If a tenant continues to issue NSF checks for rent payment, your lease may not be renewed at your next recertification. If a problem arises regarding your rent, call the office as soon as possible. Situations such as a late arrival of a government, retirement, or lost checks should be reported.

Your Lease

Your lease is a contract, binding both the Lessee (you) and the Lessor (CHA). Please be aware that we have the right not to renew your lease at your annual

recertification, if your rent has been late more than three times in twelve months or we have numerous non-compliance issues.

Your Apartment

Your apartment is your home and your choice of a continued long and happy residency. Neatness and cleanliness are very important when families are living in such close proximity.

Pest control is a part of good housekeeping practices. This includes the prevention of insect infestation by proper care of food, proper disposal of trash and garbage, spraying for insects and setting traps for mice.

The following are some simple daily tasks to insure a decent, safe, and sanitary home:

1. Wash dishes on a daily basis
2. Wipe up spills immediately
3. Remove garbage and waste on a regular basis (There is a recycling tote (blue) located by the laundry room for any recyclables)
4. Vacuum and dust at least once a week

You are permitted to hang pictures on the walls of your apartment as long as you use small nails. **(No Command Strips)**

NO modifications or alteration, including painting, wallpaper or borders, shall be made by you or your family without prior approval. The CHA retains the right to not permit you to modify your unit. Even if you have approval, it is understood that you have the responsibility to return the unit to its original condition. It is also understood that if you cause damage upon restoring the unit, you will be charged for the repairs. Existing varnished surfaces shall not be painted.

Do not put any contact paper on any shelves. Removal of the contact paper damages the wooden surfaces and you will be charged for the damages.

Each unit is rented with curtain rods. You may not alter or remove these.

Remember if you attach something physically to the unit, it becomes property of the unit and you may not be permitted to remove the item. Duct Tape is not to be used anywhere in the apartment.

Renter's Insurance

The Cairo Housing Authority is not responsible for the replacement of personal property in the units. It is suggested that each tenant have renter's insurance for this purpose.

Utilities

Telephone, Internet and Cable TV are the tenant's choice as well as responsibility for payment.

Maintenance

The upkeep of your apartment is your responsibility. For routine maintenance, please complete a work order which can be found in a file folder by the office door. **DO NOT** ask staff for maintenance issues – a work order **must** be completed for **ALL** requests. They have their assigned duties and will not be able to complete your request right at that moment.

Work Order Policy

The upkeep of your apartment is your responsibility. Report needed repairs to the office as soon as you are aware of the problem so that the work order can be initiated and the report completed.

Work orders are prioritized and completed in the following order starting with the highest priority:

1. Emergencies 1st – no heat, no water, toilet overflowing, refrigerator not working, etc. **REPORT IMMEDIATELY**
2. Routine 1st-2nd – faucet leaking slow leak, drain stopper not working, door handle not working, etc.
3. Routine 2nd-3rd – light bulbs to be replaced, door sweeps replaced, etc.

Getting units ready for new tenants, snow removal and lawn care are combined in order of need with the above work order requests and will take priority over routine 2 and 3.

Learn to Conserve

Use utilities economically. In the winter wear heavier clothing and lower the thermostat. Turn off lights when not in use. Keep doors and windows closed when the heat or air conditioner is in use. If the CHA staff sees windows open while air conditioner or heat is in use, or using your air conditioner in the winter, you will be charged for excess utilities.

Pets

Pets are permitted if you wish. You must be pre-approved by CHA and in compliance with your lease and pet policy before you will be allowed to have a pet. Your pet deposit must be paid in full before being given permission to have your pet. The Pet Deposit is \$150.00. Be sure you read and understand the pet policy before acquiring a pet.

Weather Emergency

If there is a tornado warning, take shelter in your shower. Close the bathroom door and cover yourself with a blanket. It is recommended that you take a radio and flash light with you. During electrical storms it is recommended you unplug your computer.

Emergency or Natural Disaster

In the case of an emergency and /or disaster:

- Any life and death situation call 911
- Medical emergency call 911
- Fire – go to another building call 911
- Suspicious person – lock doors call 911
- Maintenance or neighbor welfare check call HA Staff

Home Operated Businesses

Are permitted with exceptions. Please refer to your lease - #7 on Occupancy.

Guests

You are allowed to have guests and visitors. HOWEVER, you may not allow others who are not on your lease to live in or stay in your unit for more than 14 days each year without prior approval of the Landlord. Residents are responsible for

the conduct of their guests. If we receive a complaint from another tenant that you are disturbing your neighbors, we must follow up on the complaint.

Bed Bugs and Other Infestations

Report any type of vermin infestation, bed bugs, mice, roaches, etc. Infestations can occur even if a unit is being kept clean. Therefore, it is NOT typically the policy of the Housing Authority to evict if there is an infestation. If there is an infestation, it is important that it is reported immediately to stop the spread of the infestation.

Bed bugs are an increasing infestation issue for rental housing and hotels. It takes only one bed bug to hitch a ride on clothing and furniture and infest your unit. If you are buying used clothing or furniture be sure that they are free of bed bugs before moving the items into your unit.

Bed bugs are flat, reddish-brown, oval insects; about the size of an apple seed. Bed bugs hide in cracks and crevices of mattress seams, sheets, furniture, baseboards, electrical outlet plates, picture frames, etc. Blood spotting on mattresses and furniture are signs of a bed bug infestation. Their bites can leave itchy, welts on the skin and can cause allergic reactions, such as severe itching.

Extended Absences

Please advise the office of any extended absences so your apartment may be checked periodically. Notify the office if you are going to be on vacation, hospitalized, etc., for more than five days at a time.

Automobiles, Parking, Etc.

There are **NO** assigned parking places. Everyone should be considerate of their neighbor's needs. You are allowed 1 vehicle per licensed driver in the lot. Inoperable or not currently licensed vehicles can not be parked in the parking lot. Vehicles are not allowed on the grass areas or on the sidewalks when loading and unloading furniture.

During winter weather, vehicles should be parked at least a foot back from the curb to allow for snow blowing equipment to pass down the sidewalks without damaging vehicles.

Television/Internet

Spectrum is the company that handles the Cable TV/Internet at the apartments. This is provided at an additional nominal cost which will be included in your lease.

Do Not Feed Stray Cats or Animals

Do not feed stray dogs, cats, squirrels or other animals. Putting out cat food, corn for squirrels, etc. attracts skunks. Skunks and stray cats are not tame animals and can carry diseases and create potential health risks.

Community Room

We have a community room which may be reserved by a tenant on a first come first serve basis. We encourage you to use the community room for social and family gatherings. No smoking or alcoholic beverages are allowed in the community room. There is no charge at this time for tenant use of the community room. Please be aware that you are responsible for any damages that occur when you have possession of the community room. The community room must be cleaned after you have used it and left in the way you found it, or you will be charged a fee for cleaning or may be denied future use of the community room.

The CHA does not rent the community room to non-tenants. If you know that you would like to use the community room, please contact the Executive Director.

Lock Out Fee

The Executive Director and Maintenance have a key to your apartment in the event of an emergency. It is a good policy to leave your screen door unlocked in case of an emergency. If we have to break into your unit you will be charged for any damages. If you lock yourself out of your unit and CHA staff must come to let you in, there will be "Lock Out Charge". The lock out charge is \$10.00.

Neighborhood Watch

Local law enforcement is aware the Housing Authority tenants are observant of suspicious activity and are encouraged to call the Police to report their concerns. In an emergency, please dial 911. For non-emergencies please call 308-385-5200.

Garbage and Trash

The CHA provides garbage service for its tenants. You must place your trash in a **TIED** garbage bag or sack before you place it in the dumpster which is located at the North-west edge of our property (Behind the Cairo Fire Hall). Trash pickup is Thursday mornings. **DO NOT** leave on your porch as this attracts stray animals.

Yard Waste

Planting & digging in the flower bed is **prohibited** as damage can be done to the underground sprinklers. Plants in pots are permitted. Please get permission from the Maintenance personnel before putting any decorations in the flower beds as you can puncture the water lines.

Laundry Facilities

There is a laundry room available to the tenants only. Pet bedding cannot be washed in the laundry facility. Please also refrain from using Bleach as it can bleed over to the next load and ruin someone's clothing.

You have access to a clothesline, if you wish to hang your clothes out. Please do not over load the machines, they are large capacity but still have limits. Each tenant is responsible to do their part in keeping the laundry room clean. Please call the 800# printed on the machines if there is a problem with any of the machines.

General Policy on Snow Removal

SNOW REMOVAL WILL BE DONE WHEN IT STOPS SNOWING AND BLOWING.

The severity of the storm will determine the length of time in getting every unit cleared. Snow removal will be completed as quickly as possible. If the snow is not cleared at the Cairo Housing Authority, the city streets and sidewalks will not be safe, so it is best to be patient and stay in your nice warm apartments. **Please move door mats and all possessions off of your porch in the winter months.** We

are not responsible for replacing personal property that is damaged by the snow blower.

Please be patient with the staff when they are removing snow, it's cold outside and there's a good chance they are cold too.

When it snows the routine work orders will be completed after snow removal is completed.

General Policy on Lawn Care

During the spring and summer months, the lawn is usually mowed once a week so that it doesn't become overgrown. Routine work orders will be completed after the mowing has been done. It is our policy to have all tenants stay indoors while maintenance is mowing near your apartment, on occasion things fly out from under the mower. Make sure there are no lawn decorations or toys in the yard; it is not our responsibility to replace things that were left in the lawn and damaged by the mower.

Miscellaneous

Your mailing address is 420 High Street # _____, Cairo NE 68824

No soliciting is allowed at the Housing Authority Apartments. If someone comes to your door please call the office.

Smoking and Non-Smoking Buildings

Our facility does not allow smoking in the apartments. Residents are allowed to smoke by the water fountain and the trash dumpsters. Other than that, you can smoke in your vehicle or off the CHA property.

Move-Out

Before you move out:

All tenants are required to give a 30 day advance written notice in accordance with the lease before moving out.

When we receive your notice, a date and time for the move-out inspection will be set. These inspections will be made during normal business hours with you present, unless it has been determined that the unit has been abandoned.

Please be sure we have your forwarding address.

The unit should be left clean, neat and in good condition when you move out. If the unit is left dirty and in poor condition you will be charged and this will be deducted from your security deposit. A move out instruction sheet will be given to you at the time that you give your 30-day notice.

You must return the keys for your unit and your mail box. If you do not return them you will be fined \$10.00 per key and this will be deducted from your security deposit.

Smoke Alarms

If your smoke alarm goes off **DO NOT** try to remove it from the ceiling. Open your door and windows and it will eventually shut off on its own. These are hard wired and do not have a reset button.

Charcoal & Propane Grills

Grills cannot be stored within **5 feet** of any CHA buildings per HUD regulations. No propane tanks can be stored in any part of the CHA buildings (this includes the mechanical room). Paving stones can be installed by Maintenance at the resident's expense to place your grill on.

Admissions and Continued Occupancy Policy

Additional policies and procedures for the Housing Authority are included in the Cairo Housing Authority's Admissions and Continued Occupancy Policy (ACOP). The ACOP defines the Cairo Housing Authority's policies for operation for the Public Housing Program, incorporating Federal, State and Local law. A copy of the ACOP is available in the Housing Authority office. Tenants are encouraged to read the ACOP. Tenants may check out a copy of the ACOP from the Executive Director and must be returned within a 24-hour period.