

## THINGS TO REMEMBER

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- ✓ Utilities must remain on at all times (electricity and gas). *Lease: 8: Utilities*
- ✓ Tenants are strongly encouraged to **immediately** report the suspicion of possible bedbugs in a housing unit or other areas of the property. **If you suspect bedbugs, do not place any items of clothing, furniture or any other household items outside on the front or back porches or in the yard area. Please follow the Bed Bug Guidelines and Policy and call the office for instructions and to assist you.** See *Bedbug Control and Prevention Guidelines; How to prevent against Bed Bugs*. **RESIDENT SIGNATURE THAT THE BED BUG POLICY HAS BEEN EXPLAINED:**
- ✓ The Eastman Housing Authority contracts with a Licensed Professional Pest Control Service to provide extermination services. This contract also provides Bedbug treatments. The Eastman HA provides a monthly treatment for housing units. The Monthly call back is scheduled on the 3<sup>rd</sup> Tuesday of each month and noted in your Resident Calendar. It is the responsibility of the tenant to contact the office to be placed on the PCA list if you have roaches. **I (tenant) acknowledge and have been advised that extermination services and/or bedbug services will utilize chemicals in my apartment for treatment.**
- ✓ The Eastman Housing Authority carries insurance coverage on the building structure owned by the Authority, but the Authorities insurance does not cover any renter's personal items inside or outside the unit. This is to advise renters/residents of the Eastman Housing Authority that we recommend Renters Insurance to cover your personal items on the property of the Eastman Housing Authority. My signature acknowledges that I have been informed and fully understand that the Eastman Housing Authority does not provide insurance coverage for my personal property and that the Eastman Housing Authority recommends renters insurance for all renters.

- ✓ Eastman Housing Authority adopted a Smoke-Free Housing Policy by Board Action on October 16, 2017. Any and all smoking is prohibited inside and outside your apartment. By signing below, you state that you have read, signed, and understand the Smoke-Free Housing Policy.

Thing to Remember will be signed and placed in your Resident File.

*I acknowledge and have completed and received a Resident Handbook and participated in Orientation with All Lease, Policies and Procedures attached discussed.*

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Signature Tenant (HOH)

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Signature Tenant Spouse

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Signature Tenant Adult Member

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Signature Tenant Adult Member  
*Susan Best*

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Signature EHA Representative

## **HOUSE RULES**

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### **Lease**

Your Lease is the agreement between you and the Housing Authority. It's tough reading, we know, but it's important for you to understand it thoroughly. Be sure to ask about any point that isn't clear. This handbook is based on the terms of your lease; keep your lease handy.

### **Payment of rent**

Draw a circle around the first of the month; that's the day rent is due. In order to provide you with a decent place to live, we must receive rent on time. Therefore, anyone who has not paid by the 5<sup>th</sup> business day may lose his or her home. We don't like to take this kind of action and we hope that your regular rent payments will make it unnecessary.

Rent maybe paid on the 1<sup>st</sup> day of the month via:

Drop Box – Located @ Administrative Office Outside Front Entrance

Online Payment – Card payments @ [www.eastmanha.com](http://www.eastmanha.com)

United Postal Service Mail to: PO Box 100, Eastman, GA 31023

In Person – Administrative Office

### **Security deposit**

When you sign your lease, your security deposit is due. In exceptional situations, the Eastman Housing Authority reserves the right to allow a new resident to pay their security deposit in up to three (3) payments. One third shall be paid in advance, one third with their second rent payment, and one third with their third rent payment. This shall be at the sole discretion of the Housing Authority. Security Deposits will be refunded after you move out.

IF .....

1. You do not owe any rent.
2. You have paid for all damages for which you are responsible.
3. You have cleaned your house thoroughly enough, so there is no extraordinary cleaning to be done after you leave that would involve unusual expense to the Authority.

4. You have given us Thirty (30) days' notice in writing, that you intend to move, so that the Authority can rent the unit promptly, and not lose potential rent earnings because you failed to let us know in time
5. You have returned your two (2) apartment and one (1) mailbox keys.

## **Family Changes**

When important family events occur, don't forget to let us know about them. A change in the size of your family can affect your rent or the size unit that you need. Marriages, births, deaths, and other happenings that make a difference in the size of your family must be reported to the office promptly. Also, let us know about changes in your employment or income within 10 days of the event. Failure to comply with these rules could result in serious charges and violations.

## **Transfers**

As we mentioned above, a change in the size of your family may mean you need a larger, smaller or handicap home and the Management may then ask you to transfer to one that meets your needs. Your expense will be to pay for any damage to the home for which you are responsible as in Move Out. Additionally, you are responsible for any and all transfer and hookup fees with your utility, cable, and phone, as required by those companies and you will pay the difference in rent and security deposit at the time you sign the new lease. Rent of the transferred unit is based on your Rent Choice.

## **Boarders and Lodgers**

The residence into which you move has been carefully selected to meet the bedroom size requirements of your family composition. For this reason, our rule is "NO BOARDERS OR LODGERS". PERSONS NOT LISTED ON YOUR LEASE, STAYING IN YOUR UNIT, WILL BE CLASSIFIED AS UNAUTHORIZED GUESTS AND THEY WILL BE REQUIRED TO LEAVE YOUR UNIT OR YOUR LEASE WILL BE TERMINATED. These persons are subject to being Barred from housing authority property.

## **Disturbances**

Any Tenant causing problems or being involved in any kind of disturbance on Housing Authority property will be given a written disturbance letter and will be put in their file. Once the tenant has had three (3) reports Warning, Repeated and Serious the eviction process will begin.

## **Barr Notice**

Any person involved in any kind of a disturbance that is not a resident of Public Housing will be issued a Barred Notice from the Eastman Police Department and possibly arrested. If any of these people are seen back on Housing Authority Property they will be charged with Criminal Trespass.

## **Curfew**

Remember that we have elderly residents and residents with disabilities who need their rest and also children who need to be in bed early for school. For these reasons there is a 11:00 P.M. curfew for non-residents and 11:00 pm curfew for residents on all housing authority property. This means you must be inside your apartment after these hours!

## **Business Signs**

Because these houses were built to be your home, no one is permitted to operate a business in them without prior written permission from the Executive Director. For the same reason we must ask you not to make billboards of your home and/or place on social media. No advertising signs, please.

## **Legal Notices**

Any legal notice will be delivered in writing to you or an adult member of your family residing with you with a required signature or will be sent by First Class Mail and/or Certified. Any notice from you to management must be in writing and delivered to our office, or sent First Class Mail and/or Certified. This includes NOTICE TO VACATE.

## **Inspections**

Your apartment is inspected when you move in by the Maintenance Supervisor. You will receive an orientation of your apartment by the Administrative Assistant and you will complete a self-inspection documenting your results on the Move In Inspection form which will become a permanent document in your file. Also, when you move out an inspection will be made. You may request to join in this inspection. If there is damage to the premises, other than normal wear and tear, you will be required to pay.

Annual Inspections will occur and it is documented in your Resident Calendar. This is your notification no other notice will be sent unless this

date changes. You will be notified of any inspection to be carried on other than the above. Upon scheduled inspections, tenant-caused damage will be repaired and your account will be charged.

## **Sidewalks**

Sidewalks are not safe places for toys, bicycles, and other wheeled vehicles. Please make it your own personal responsibility to keep these much-used spaces clean and uncluttered at all times.

## **Repairs**

Our Maintenance Department staff makes necessary repairs when something leaks, breaks, not working properly or is otherwise damaged, so please request a Work Order promptly by calling the Maintenance Department at 478-374-5872. If no one answers, leave a message with your name, call back #, apartment # (exp. Harrell 16-A or Stuckey 501) and a brief message as to the repair needed. A work order will be placed for you and if there are questions the Maintenance Supervisor will call you back for more information to better serve you. You will be charged for any damages to the home resulting from your negligence or damages caused by visitors. Damages due to wear and tear are our responsibility. Emergency repairs only after hours or on weekend or holidays, please call 478-231-1762. (See Maintenance Emergency for complete details)

## **Vehicles**

All residents must have vehicles registered with the housing authority. To register you must provide your driver's license, tag receipt, and insurance card to the administrative office.

Overnight guests, your guests must be registered too. Contact Resident Services Coordinator 478-374-5414 ext. 1 to register overnight guests with a driver's license #, tag #, and make, model, color of vehicle between 7:00am-5:00pm Monday thru Thursday.

All vehicles parked on housing authority property without being registered is subject to towing at owner's expense.

All vehicles on housing authority property must be in running condition and have current license plates.

There is No Assigned parking and No parking on the side of the road.

Vehicle repairs of any kind are not allowed on housing authority property. This includes oil changes.

All vehicles must park in designated parking areas. Parking on lawns, commons areas, playgrounds, and sidewalks is strictly prohibited. Vehicles parked in this matter will be are subject to a charge of 1<sup>st</sup> Offense \$10.00, 2<sup>nd</sup> Offense \$15.00 and 3<sup>rd</sup> Offense \$25.00. or ticketed and towed at owners' expense and a violation of your lease letter issued.

## **Utilities**

When you move in, your electricity and gas must be turned on. All utilities must be on at all times in the head of household's name, IN order to remain in your apartment. If your utilities are disconnected, you will be given a three (3) day demand letter to have utilities back on.

## **Pictures, Fixtures, Wallpaper and Floor Covering**

No nails are to be driven into masonry walls for hanging pictures or other decorative objects. Special stick on hangers may be used for solid walls. A special nail-in hanger may be used on sheetrock walls. You may not apply wallpaper or floor covering. If you install a rug or carpet **you may not glue, tack or use carpet tape to install it.** It will be your responsibility to remove the rug or carpet and clean and wax the floors when you move out. No alternations are allowed.

## **Trash Container**

Please be sure that all your garbage and trash make it into the trash container and not around it. If garbage is left outside in any other place besides the trash container, dogs and other animals will get into it, scattering it about the neighborhood. Keep children away from playing around trash container and require them to place their snack paper in the trash containers. It is also necessary to properly maintain your assigned trash container. It is a safety hazard for these containers if they are left near the street for extended periods of time. Trash containers are only allowed near the street from 4:00 pm on the day before scheduled pick up until 7:00 pm on the day of scheduled trash pickup. Any containers left out for pickup outside these hours will result in the resident being issued a warning violation upon first offense, with a \$10.00 charge for the housing

authority personnel to move the trash container to the back door. All trash containers should be stored at the back door when not scheduled for pick up.

### **Trash on The Grounds or On the Roof**

If any garbage, trash or household furnishing are found on the grounds, common areas or scattered about, the resident will first be charged a \$10.00 Trash Pickup fee. On the second offense, the resident will be charged a \$20.00 Trash Pick-up fee. On third offense, you will be charged a \$30.00 Trash Pickup fee. Repeated violations will result in a lease violation letter. If you have trash, toys, sticks or any item on your roof, it is your responsible to call the Maintenance Department to place a work order for removal of the item. If you do not report it and a staff member reports the trash on the roof, you will be charged a \$10.00 Trash Removal fee.

### **Emergencies After Office Hours**

Unfortunately, things occur and sometimes these situations can become emergencies. Real emergencies demand immediate attention for the protection of someone's life, health, or property, whereas at other times, it can wait awhile to be corrected. A fire, either in your home or in the community, is a real emergency. If a fire starts, call the 911 immediately. Burglary, vandalism, and disturbances of the peace are situations for the police to handle, so they are the ones to call. Maintenance emergencies, such as: gas leaks, broken water lines, broken sewer pipes, serious damages to roof as a result of storm, electric wires down, and any failure of lights when it involves hazards of life, health, or property require different handling. If any of these situations arise, call the Maintenance Department 478-374-5872 immediately and place a work order for a maintenance staff member to be assigned for your repairs. The number to call in case of emergency on weekends and holidays is 478-285-1762. See Maintenance Emergency for a full disclosure.

### **Your Mailing Address**

Obtain your address from your Lease and use the street #, street, drive, avenue, circle etc. name, together with your apartment number. (*exp. 901 Harrell Avenue, Apt. 16A*) If you use only the name of the community as your address or leave out your apartment number, your mail goes back to the Post Office. The result is delay for you and trouble for the Office.



Check your mailbox on a regular basis, as the housing authority office sends mailings and notices regularly.

### **Care of the Grounds**

The appearance of the community is a job that you and the Management share. Management is responsible for the care of all the grounds and walks used by the community. We have a Lawn Care Maintenance Contract with a vendor to maintain our lawn care. Your **help** is required to make sure that the grass continues to grow or new grass is given a chance to grow. Walks are provided for your convenience. Do not walk on the grass. Do not allow your children to dig in the dirt or dig up the grass. No grass means erosion problems and it makes it ugly. Keep your grounds and lawns free from trash, toys or any other items. Keeping your yard clear of papers is an all-year round job. We think you'll find it a good idea to go over your grass daily to ensure your yard is well kept and beautiful. (See Yard and Grounds Policy)

### **Extermination**

We contract with a Pest Control Company for Semiannual treatment. Notice for this service is documented in the Resident Calendar. June and December, we schedule the semiannual treatment. We have a monthly call back for residents that need their apartment treated and/or have been place of housekeeping/sanitation. Insects usually are found where food is carelessly left around, trash is not discarded and homes are not cleaned and picked up. Please call the office 478-374-5414 ext. 1 if your apartment needs a follow-up treatment. This is for your protection as well as your neighbors.

### **Absent from Home**

If you are going to be away out of town more than fifteen (15) days, you are required to notify the Housing Authority Office. While you are out of your home no one is allowed in your apartment. Plumbing has a way of acting up in expensive ways in unoccupied houses. You will have to bear the cost of repairs if you have not told us you'll be away.

### **Vacating Your Apartment**

When you decide to move out, please come to the Housing Authority Office and sign an Intent to Vacate Notice or visit [www.eastmanha.com](http://www.eastmanha.com) to obtain

a form. You must give the Housing Authority a Thirty (30) day notice in advance of your departure, so that we may promptly rent your home to another family in need of housing. If you do not give us Thirty (30) day advance notice in writing, we'll have to charge you for the Thirty (30) days rent, unless the house is occupied in less than that time, in which case we charge you for the number of days for which the house was vacant. When you leave, please clean your home thoroughly. A charge will be made if we have to clean and/or remove trash. Return all keys to the Housing Authority Administrative Office via Drop Box or in person. You will be charged for keys and changing of the locks if you do not return ALL keys at the time of move out not a day and/or week down the road.

### **Screens and Screen Doors**

Be sure to close your windows when you are to be away from home for security of your home and our property. Rain blowing into the apartment from an open window will damage the walls, floors and structure of the unit. Also, shut your screen doors securely so that they will not break as they swing free in a high wind. You will be responsible for damaged items due to your negligence and these charges will be added to your account for payment in full.

### **Public Housing Is Neighborly and Communal Living**

When people live close together, life for all is much more pleasant if they respect and try to understand one another. Loud radios, over-time parties and guest, children outside unattended, shouting, and slamming of doors can be awfully annoying to your neighbors. With a little effort and good will on your part, all of these can be controlled. Be that Good Neighbor!

### **Important Suggestions and NO's**

Do not ignore the ODOR OF GAS. Immediately open all windows and put out all flames. If you have checked and found that all the jets are turned off, notify the Maintenance Department for the leak to be repaired. Escaping gas has caused many bad explosions. Don't neglect those wires that make your toasters, electric irons, radios and lamps work. Check carefully for frayed covering, bent prongs on plugs, and loose wiring. Don't store paint, oil, gasoline, naphtha, propane, oily rags, clothes with oil or paint on them, or newspapers in your home or around it. These are first-class fire hazards. Don't clutter up the space around stoves or hot water heaters. Keep the area clear at all times.

NO SWIMMING POOLS ARE ALLOWED....NO EXCEPTION!!

NO BOUNCY OR WATER INFLATABLE...NO EXCEPTION!!

NO TRAMPOLINE...NO EXCEPTION!!!

NO WATER BEDS...NO EXCEPTION!!

### **Grills and/or Smokers**

ALL OUTSIDE COOKING GRILLS MUST BE USED 10 FEET AWAY FROM COVERED PORCHES, PATIOS AND BUILDING. You damage any EHA property and you will be responsible for the repair cost.

### **Resident Activities**

The civic, educational, health, and recreational organizations help in our community and assist in making it a better place to live. There are groups of residents, just like you, who deal with needs that arise in the community. The Housing Authority Administrative Management is always working to improve conditions throughout our communities, which will benefit all of our residents. The Management needs the assistance of interested groups who will work closely with us toward this goal. Talk with Management about joining the resident organization in your community. If there is no such organization in the community, ask Management for assistance in organizing the residents. Take the lead – your neighborhood will be a better place to live if we work together.

### **Abandoned Personal Property**

When you move, be sure to take your personal possessions with you. The management cannot be responsible for anything you leave behind. You will be charged if we have to remove abandoned items and your trash. This can be expensive for you and us. Do your part!

### **Holiday Decorations**

We encourage you to enjoy and decorate for any holiday, but all decorations must be removed no later than two (2) weeks after the holiday. For safety purposes, please do not leave lights burning on your Christmas tree when you are not home. Also, water live trees frequently (once a week) to keep them from drying out and becoming a fire hazard.

## **Windows**

All window treatment backing must be white or beige. When you are looking into the apartment, we must see white or beige. The housing authority does not furnish window treatments.

## **Porches**

Your porch front and back must be kept neat and clean. Bagged trash, trash cans, mops or brooms are not to be left outside the apartment. Shades are not allowed to be hung on the porches. Management reserves the right to monitor décor and appearance. Residents may be required to remove items that, in the sole judgment of management, detract from the appearance of the complex. Only patio style furniture for outdoors, grills, bicycles and plants should be visible when stored on the porches. Items may not be stored in the yard. No children toys should be stored outside.

## **Prohibited Conduct**

You, all family members and guests may not engage in the following activities:

- Behaving in a loud or obnoxious manner;
- Disturbing or threatening the rights, comfort, health, safety, or convenience of others (including our employees, agents, or law enforcement officials) in or near the apartment community and or offices;
- Disrupting our business operations; manufacturing, delivering, possessing with intent to deliver, or otherwise possessing a controlled substance or drug paraphernalia;
- Engaging in or threatening violence; possessing a weapon prohibited by state law;
- Discharging a firearm in the apartment community;
- Displaying or possessing a gun, knife or other weapons in the common area in a way that may alarm others;
- Storing anything in water heater closets;
- Tampering with utilities or telecommunications;
- Bringing hazardous materials into the apartment community;
- Allowing children under the age of six (6) to be unsupervised by an adult;
- Injuring our reputation by making bad faith allegations against us to others.

- Littering on the property.
- Smoking on the property inside and/or outside. You must be 25 feet from EHA property.

COVID-19 has altered our daily procedures. We require that you wear a mask when coming to your scheduled appointments, lease up and rent payments. Only one (1) person is allowed in the Administrative Lobby @ all times. We practice social distancing. The staff will wear mask at all times when working with you and your housing needs.

**You will be required to sign the House Rules and an acknowledgment that you understand your responsibility to read and abide by all the rules. It will become a permanent document in your Resident File.**

*I acknowledge and have completed and received a copy of the House Rules in the Resident Handbook and participated in Orientation with All Lease, Policies and Procedures attached discussed. I further understand that it is my responsible to abide by the House Rules and all Policies and Procedures as a Tenant of the EHA.*

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Signature Tenant (HOH)

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Signature Tenant Spouse

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Signature Tenant Adult Member

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Signature Tenant Adult Member  
*Susan Best*

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Signature EHA Representative