

**KNOX COUNTY HOUSING AUTHORITY**  
**HOUSE RULES**

1. Residents must keep their units in a manner that does not create fire hazards, a place for infestation of insects or rodents, or unsafe or unhealthy living conditions for themselves or others.
2. Smoke and Carbon Monoxide (CO) detectors must be in place and operational at all times. Residents must periodically check the operation of all smoke detectors in their dwellings by pressing the “test” buttons on them. If, after a few seconds the detector does not sound, it is defective. Battery powered units may require a new battery. Battery replacement is at the expense of the Resident but KCHA maintenance will replace them for a nominal charge. If battery replacement does not correct the problem, the detector is defective. If a detector is “hard wired” to house current it does not require batteries and should sound when tested. Notify maintenance immediately upon determining that a detector is inoperable. If there is a small red light on a detector it should glow or blink at all times to indicate that there is power to it. **Causing smoke and/or CO detectors to become inoperable by failure to keep good batteries in them, dismantling them, or shutting off the electricity to them is a violation of the lease and state and local laws.**
3. Only bodily waste and toilet tissue may be flushed down toilets. Do not flush paper towels, diapers, sanitary products, food waste, pet waste, or other refuse. Maintenance calls for toilets obstructed by misuse will be charged to the resident. *(It is best not to store small items on top of toilet tanks.)*
4. Residents in walk-in units must keep lawn areas around their apartments clean, clear of debris, and free of items that impede mowing. Exceptions to this are a reasonable number of furniture items and toys intended for outdoor use. Other items left outdoors may be removed by Housing Authority staff. Charges may be made for this removal. All tenants are prohibited from littering on any KCHA property.
5. All apartments are inspected by KCHA staff at least once each year. Some may be inspected more often by KCHA or HUD staff. Advance notice will be given of inspection dates. Please have apartments and surrounding areas in a clean and orderly condition for inspection. Poor housekeeping and unnecessary damage to units are lease violations
6. All trash must be properly sealed in plastic bags and put in trashcans, trash chutes or other provided receptacles. Cardboard boxes shall be broken down. Where trashcans are used they must be placed at designated pick-up points by 8:00 A.M. on pick-up day and retrieved by 6:00 P.M. that day. Residents are encouraged to use recycle bins for appropriate items when available. Failure to comply with these procedures will result in additional charges/fines and including possible termination of the lease.
7. If the refuse hauler offers a “free pick up” day for large or unusual items to be disposed of, take advantage of this service. **All items to be disposed of must be kept inside until the day of the free pick up.** From time to time KCHA may include coupons in monthly newsletters that are redeemable for one, large item disposal. When one of these coupons is affixed to a piece of furniture or other large item to be disposed of, and that item is

placed at the designated pick-up point on the proper day, KCHA will pick up and dispose of that item free of charge.

8. Dogs and cats and other small animals as provided in the KCHA Pet Policy are allowed in KCHA developments provided that the terms of the KCHA Pet Policy are adhered to. Tenants must obtain a copy of this policy and comply with it before bringing any such animal onto housing authority property. **A separate agreement and additional deposit are required. Violation of the Pet Policy is a violation of the lease. No animal with an adult weight of over 25 pounds will be permitted. Keeping a household pet that harms anyone, or creates a nuisance or other threat will be dealt with in the same manner as any other serious lease violation.** Animal waste must be cleaned up immediately. All pets must be kept inside dwelling units except when on a leash and under the direct control of a responsible person. **Guest animals are prohibited!**
9. Excessively loud audio equipment or voices that disturb the quiet enjoyment of other residents or neighbors will not be tolerated **at any time, day or night.**
10. **Improper language or aggressive behavior directed toward another resident, KCHA staff, or a visitor constitutes a serious lease violation.**
11. Bulletin boards and postings, when present, are there for informational purposes. Please read them. Do not deface or alter posted notices in any manner.
12. Fire lanes, drives, circles, and courts must be kept clear for emergency/fire vehicles. Parking in them is strictly prohibited. Residents may park in designated areas only. As there are not as many parking spaces as apartments in some complexes, each household may use only one parking space within KCHA property. There are no assigned parking spaces. Guests, including caseworkers or agency personnel, must park elsewhere. Inoperable or unlicensed vehicles are not allowed on housing authority property. Such vehicles, as well as improperly parked vehicles, may be towed without notice at the owner's expense. If the Resident is absent for more than 10 consecutive days, the resident must notify the Landlord and obtain written permission to keep such vehicle on the premise. Failure to do so could result in towing of such vehicle.
13. The Resident is responsible for removal of any fuel, grease, oil, debris, or dirt which leaks or falls from the vehicles of any member of his or her household or guest of that household. Motor vehicles leaking excessive amounts of fuel, grease, oil, debris, or dirt will not be allowed to remain on KCHA property. Any **vehicle observed to have an accumulation of such leak will be required to be removed from the property.** The resident will be notified of the requirement to remove the debris within seven (7) calendar days. Failure by the resident to remove the debris or remove it to the satisfaction of KCHA **will result in the Landlord removing the debris and charging the hourly maintenance charge** per the Tenant Charge List for such removal.
14. Residents and guests must abide by the Visitor Policy. Residents must issue guest passes to visitors upon their arrival and each day that they are on KCHA property in accordance with the Visitor Policy. Residents must accompany visitors wherever they are on the property. **Violation of the Visitor Policy is also a lease violation.** Visitors without current passes or not in the company of a resident are subject to arrest and prosecution for criminal trespass to real property.

15. Under certain circumstances The Knox County Housing Authority may ban an individual from its properties. Should a resident permit a person he or she knows to be banned to be present in his or her apartment a termination letter will be issued to that resident.  
**Violation of the Ban Policy is a violation of the lease.**
16. Children are the responsibility of their parents, whenever they are on the property.  
**Children must always be supervised when in common areas, hallways, elevators, drives, or parking lots. They must NEVER be allowed in maintenance/construction areas.**
17. **Do not hesitate to call the police or fire departments (911) immediately to report suspected illegal activity or fire.**
18. Under the lease, it may be permissible, in certain locations, to have a television/satellite dish installed. No damage to a building or building component may result from such an installation. Written approval for a satellite receiver must be obtained from the Knox County Housing Authority prior to installation. The Knox County Housing Authority accepts no responsibility for damage to satellite dishes.
19. Swimming/wading pools can become a drowning hazard and a great liability when left unattended with water in them. **WHENEVER SUCH POOLS HAVE ANY WATER IN THEM A PERSON OVER 12 YEARS OF AGE MUST SUPERVISE THEIR USE AND BE WITHIN SIGHT OF THEM. POOLS MUST NEVER BE LEFT STANDING WITH WATER IN THEM WHEN NOT IN USE.** When not in use pools must be moved frequently to prevent damage to lawns. (*Small children can even drown in partially filled buckets.*)
20. Laundries, where present, are for tenant use only. Users must clean machines, including lint filters, after each use.
21. Housekeeping Standards: In an effort to improve the livability and conditions of the apartments owned and managed by KCHA, uniform standards for resident housekeeping have been developed for all Resident families.
- a. **KCHA Responsibility:** The standards that follow will be applied fairly and uniformly to all Residents. KCHA will inspect each unit at least annual to determine compliance with the standards. Upon completion of an inspection, KCHA will notify the Resident in writing if he/she fails to comply with the standards. KCHA will advise the Resident of the specific correction(s) required to establish compliance. Within a reasonable period of time, KCHA will schedule a second inspection. Failure of a second inspection will constitute a violation of the lease terms.
  - b. **Resident Responsibility:** Resident is required to abide by the standards set forth below. Failure to abide by the Housekeeping Standards that result in the creation of a threat to health or safety is a serious violation of a material term of the Lease and can result in eviction.
  - c. **Housekeeping Standards: Inside the Apartment**  
General--
    1. Walls: should be clean, free of dirt, grease, holes, cobwebs, and fingerprints.
    2. Floors: should be clean, clear, dry, and free of hazards.
    3. Ceilings: should be clean and free of cobwebs.
    4. Windows: should be clean, unbroken, and not nailed shut. Screens, shades, or blinds should be intact.
    5. Woodwork: should be clean, free of dust, gouges, or scratches.

6. Doors: should be clean, free of grease or fingerprints. Doorstops should be present. Locks should work.
7. Heating units and water heating units: should be dusted and access uncluttered.
8. Trash: shall be disposed of properly and not left in the unit.
9. Entire unit should be free of rodent or insect infestation.
10. General: Unit shall be uncluttered, not constitute a fire hazard by excess accumulation of possessions and/or trash, and persons shall be able to move freely about the entire unit.

Kitchen--

1. Stove: should be clean and free of food and grease; all burners and oven must work; and pilot lights must be lit in gas stoves.
2. Refrigerator: should be clean and all parts intact and unbroken. Both doors should close properly and freezer should have no more than one inch of ice.
3. Cabinets: should be clean and neat. Cabinet surfaces and countertop should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs. Heavy pots and pans should not be stored under the sink.
4. Exhaust Fan: should be free of grease and dust, and filter must be cleaned regularly.
5. Sink: should be clean, and free of grease and garbage. Dirty dishes should be washed and put away in a timely manner.
6. Food storage areas: should be neat and clean without spilled food.
7. Trash/garbage: should be stored in a covered container until removed to the disposal area.

Bathroom--

1. Toilet and tank: should be clean and odor free.
2. Tub and shower: should be clean and free of excessive mildew and mold. Where applicable, shower curtains should be in place and of adequate length.
3. Lavatory: should be clean.
4. Exhaust fans: should be free of dust.
5. Floor: should be clean, dry, and uncluttered.

Storage Areas--

1. Linen closets: should be neat and clean.
2. Other closets: should be neat and clean. No highly volatile or flammable materials should be stored in the unit.
3. Other storage areas: should be clean, neat, and free of hazards.

d. Housekeeping Standards: Outside the Apartment

The following standards apply to all developments, where applicable; some standards apply only when the area noted is for the exclusive use of the Resident.

1. Yards: should be free of debris, trash, and abandoned cars. Exterior walls should be free of graffiti.
2. Porches (front and rear): should be clean and free of hazards. Any items stored on the porch shall not impede access to the unit.
3. Sidewalks: should be clean and free of hazards.
4. Storm doors: should be clean, with glass and screens intact.
5. Parking lot: should be free of abandoned cars. There should be no major car repairs in the lots.
6. Hallways: should be clean and free of hazards.
7. Stairwells: should be clean and free of hazards.
8. Laundry areas: should be clean and neat. Remove lint from dryers after use.

- 9. Utility room: should be free of debris, motor vehicle parts and flammable materials.

**HIGH RISE BUILDINGS ONLY:**

- 22. To provide security and comply with fire safety codes, apartment doors, stairway doors, and exterior doors must remain closed at all times. Exterior doors must be locked at all times.
- 23. In the event of a fire in an apartment **CLOSE THE DOOR**. Follow the guidelines from the Resident Fire Prevention Policy and the Fire Safety Guide on the back of the entrance door to the unit. **Do not use the elevators**. If the path to the stairway or exit is blocked, or mobility limitations make walking difficult, stay in the apartment with the door closed and damp towels packed under the door. Signal from the window that help is needed. **To aid rescue efforts, do not hide under furniture or in closets.**
- 24. Smoking in buildings is allowed in apartments only.
- 25. Garbage/trash must be sealed in sturdy plastic bags and deposited in hallway garbage chutes. Trash parcels must fit easily into chute openings to assure that they will not obstruct the chute. Cardboard boxes shall be broken down.
- 26. Residents must supply and maintain curtains or drapes that are in good repair and do not detract from the appearance of the exterior of the buildings.
- 27. Residents may be required to reimburse the housing authority for charges assessed by fire departments for responses to false fire alarms originating in their apartments.
- 28. Open food or beverage containers or lighted smoking materials are not permitted in elevators, hallways, or lobbies. Please avoid tracking in water, mud, or anything else, and clean up anything accidentally spilled.
- 29. Exercise caution in the use of carts, dollies, wheelchairs, etc. to avoid injury to others or damage to walls, floors, and doors. If possible, clean wheels before entering buildings.

**RESIDENT AGREES THAT ALL THE PROVISIONS OF THE HOUSE RULES AND LEASE ADDENDUM HAVE BEEN READ AND ARE UNDERSTOOD, AND FUTHER AGREES TO BE BOUND BY ITS PROVISIONS AND CONDITIONS AS WRITTEN.**

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Resident

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Date

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Resident

\_\_\_\_\_  
Date

Rev. 4/2009