



Serving elderly, disabled & low income citizens of
Bristol and Sullivan County, Tennessee

RESIDENT HANDBOOK

**204 Bluff City Hwy.
Bristol, Tennessee 37620
(423) 274-8150
TTY: 800-848-0298
Fax: (423) 274-8130
www.bristol-housing.com**

TABLE OF CONTENTS

Welcome	1
About Bristol Housing (BH)	1
Office/ Maintenance Hours.....	2
Moving In	2
Mailbox.....	2
Telephone/Cable	2
Rent Payment	3
Utilities	4
Resident Rights (Legal Aid)	4
Absence from Home	5
Pet Policy.....	5
Appliances/Equipment:	
Range.....	7
Refrigerator/Freezer.....	8
Floors.....	8
Bathroom and Kitchen	8
Locks	9
Light Bulbs	9
Walls	9
Alterations	9
Windows/Screens	10
Heat	10

Smoke Detectors.....	10
Circuit Breaker	10
Waterbeds.....	11
Washing Machine/Laundry Facilities	11
Maintenance Services	11
Lockouts	12
Grounds Upkeep	12
Firearms/Flammable Materials.....	14
Pest Control.....	14
Parking.....	14
Renters Insurance.....	15
Friendly Suggestions (Disturbances)	16
Resident Organizations/Activities	18
Moving Out	18
Safety Checklist	19

The policies contained in this Handbook are a part of your lease agreement and by signing the lease agreement; you have agreed that you, your family, guests, and other persons under your control will comply with all regulations included herein. Any changes will be stated on our website, posted in our Office and/or delivered to your household as a special notice. If your family, guests, or other persons under your control fail to comply with any of the provisions contained in this Handbook, you will be in violation of your lease agreement and may be subject to termination from the Public Housing program.

Remember that when you sign documents to apply or reside through the Public Housing Program, you are attesting that all of the information given to the Housing Authority is true and correct. Any false statements of information are punishable under Federal and/or State Law and are grounds for termination of your housing assistance and/or tenancy.

***Federal Law Warning: Title 18, Section 1001
United States Code - states that a person is guilty of
a felony for knowingly and willingly making false or
fraudulent statements to a Department or Agency of the
United States.***

WHY POLICIES AND REGULATIONS?

The policies and regulations of Bristol Housing (“BH”) have been developed based on careful thought and experience. They are necessary to prevent things from happening that should not happen. The staff at BH wants to provide you and your family with a safe, decent, and sanitary place to live and enjoy.

We ask that you please observe all policies and regulations of BH. They will be enforced in a fair manner to ensure your comfort, happiness, and privacy while living in the BH community.

Our policies and regulations are subject to change in order to keep us responsive to the needs of the BH community.

ABOUT BRISTOL HOUSING (“BH”)

Bristol Housing was established in 1964 by the City of Bristol, Tennessee. It is financed by the Department of Housing and Urban Development (“HUD”) of the Federal Government. It is governed by a Board of Commissioners made up of five Bristol TN citizens who are appointed by the City Council. However, BH is not a Department of the City of Bristol.

The Board of Commissioners holds regular meetings each month to conduct all business relating to the operation of Housing Programs. The Executive Director/CEO reports all staff activities to the Board. The Commissioners approve the construction of new housing communities, the budget for management, maintenance and occupancy programs, and all BH policies. BH’s goal is to provide good homes for families with limited income.

OFFICE OPERATIONS

Bristol Housing
204 Bluff City Hwy. Bristol, TN 37620

Operating Hours: Monday – Thursday, 7:30 – 12:15 & 1:00 – 6:00

Main Office: 423-274-8150
TTY: 800-848-0298
Fax: 423-274-8130
Maintenance: 423-274-8178

Emergency Maintenance: 423-340-1408

Website: www.bristol-housing.com

MOVING IN

The best preparation you can make for moving into your new home is to read and understand your lease, policies and handbook. Your lease is a legal contract between you and BH. It runs for a period of one year and renews itself annually upon completion of your certification. If you have any questions about your lease, call your **Project Assistant** at **423-274-8150**.

During the moving process, you can protect your home and grounds by making sure that no vehicles (cars, trucks, motorcycles, etc.) are driven onto the grass or sidewalks. If any problems arise with your apartment/grounds while you are moving, or if any of the appliances that we furnish in your new home fail to work properly, contact the **Maintenance Department** at **423-274-8178**.

Upon rental of your apartment, you will be briefed on your Dwelling Lease, Resident Handbook, and other pertinent materials. You will also complete a move-in inspection of your apartment along with a representative from BH, to make certain all items in your apartment are functioning properly and to show you how to use all items in your apartment. Your apartment will then be inspected on a regular basis to ensure it is maintained in an acceptable manner and compliance with your lease.

Mailbox:

The only mailbox key that will be given to a resident upon lease-up of an apartment is for persons renting in Edgemont Tower, Ft. Shelby, or the 1900 block of Kentucky Avenue. All other residents receive their mail in a box located on their individual porches.

Cable/Internet/Phone/Satellite Dish:

It is your responsibility to contact the telephone and/or cable companies for service. A Bristol Housing employee **must** be present when cable, internet, phone, or satellite dish is being installed. It is considered a violation of your lease to have any of these installed without a Bristol Housing staff member present and any damage caused by the contractor/technician will be debited to the resident's account. For telephone numbers and addresses contact your local Chamber of Commerce or look in the local telephone directory and/or on the internet.

Please give the Project Management Office your home and cell phone numbers. On occasion, we may need to contact you regarding your rental and/or for emergencies.

RENT AND COLLECTION

All rent and other charges are due on or before the first day of each month and is delinquent after the 7th day of the month by 4:00 p.m. unless the 7th falls on a Friday, weekend day, or holiday. BH will assess a late charge of **\$15.00** to all residents unless an exception has been approved by the Project Manager. If the total due is not paid within fourteen days, eviction proceedings will be started in General Sessions Court for monies owed and possession of your apartment (Unlawful Detainer Warrant). Resident(s) shall be responsible for reasonable attorney fees and court costs in the event an unlawful detainer warrant is issued. If an unlawful detainer warrant has been issued against you, you must come to the BH office to pay the amount owed. In addition, the only form of payment BH will accept is cash, cashier's check and/or money order.

Your security deposit is \$200.00. A payment of \$100.00 must be paid at the time you sign your lease, and the remaining \$100.00 shall be paid at \$25.00 per month for the next four (4) consecutive months.

Your rent is based on your total yearly income/assets and the number of people which that income supports, less any applicable deductions.

RENT PAYMENT PROCEDURE

Your rent must be paid at First Tennessee located at 800 State Street. Special payments (agreed upon arrangements) and/or payments for warrants must be made at the BH Office.

You may pay your rent with cash, check, or money order/cashier's check (unless a warrant has been issued for non-payment). Please put your apartment number on any payments made with a check. Postdated or two-party checks will not be accepted. All payments made at the Office must be for the exact amount owed (no change will be given). The Office also will not cash any type of check (personal, social security, etc.). Checks and money orders/cashier's checks should be made payable to *Bristol Housing*. Your account will be charged **\$25.00** should you pay with a bad check. If you wish to mail your payment, please send it to one of the bank locations listed on the attachment along with your billing notice. For your own safety, **DO NOT MAIL CASH.**

If you are paying in person at the bank, make certain you take your billing notice with you, otherwise the bank will not be able to accept your payment.

No partial payments will be accepted unless previous arrangements have been made and approved by your Project Assistant. Special consideration may be given if your family has a loss or drastic reduction of income due to circumstances beyond your control. If an emergency arises so that you cannot pay your rent, contact your Project Assistant immediately to make arrangements for payment. **ALL PAYMENTS ARE ACCEPTED WITH RESERVATIONS.**

RENT EXTENSION

BH has established procedures whereby residents can pay rent and other charges after the date due. The purpose of these procedures is to enable residents to cope with temporary financial difficulties. The following conditions apply to rent extensions:

- ❖ Residents may be granted (1) rent extension per year.
- ❖ The need for the rent extension must be verified and approved by the Project Manager by appointment only.
- ❖ Rent extensions allow for rent, late charges, etc. to be paid along with the next month's rent and charges.

UTILITIES

The cost of normal use of utilities (gas, water, and electricity) has been included in rental of your unit. A monthly allowance has been established according to the size of your bedroom. If you use more than your monthly-determined allowance, you will be charged for excess usage. If you are interested in the amount of your monthly utility allowance, you may contact the Office and a staff person will be happy to review these with you or you may review the allowances yourself, a copy of which is posted in the Office lobby.

RESIDENTS RIGHTS

As a resident of the BH, some of your rights are listed below:

- ✓ Courteous service from BH staff
- ✓ Fair treatment
- ✓ Prompt and satisfactory service for necessary repairs
- ✓ Open communication between residents and BH Management
- ✓ All the rights, such as free speech and free assembly guaranteed you as an American citizen

If you are interested in additional resident rights, you may want to contact:

Legal Aid of East Tennessee

311 W. Walnut Street
Johnson City, TN 37604
423-928-8311 or 800-821-1312

BH has the right to expect that you will:

- ✓ Pay your rent and other charges when due
- ✓ Keep the interior of your home in a clean, livable, condition
- ✓ Keep your lawn neat and free from litter
- ✓ Help keep the parking areas clean
- ✓ Report needed repairs promptly
- ✓ Abide by terms and conditions of your Dwelling Lease

The privacy of your new home will be respected by BH staff. Staff may enter the premises at any time without advance notification when Resident requests repairs, maintenance, services, or when there is reason to believe an emergency exists. In the event Resident and all adult members of the household are absent from the premises at the time of entry, Landlord shall leave a notice specifying the date,

time, and purpose of entry prior to leaving the premises.

No boarders or lodgers are permitted in your home. Only approved individuals are considered legal occupants of your apartment. Your family was assigned to your home according to its size. Temporary guests are allowed in accordance with the terms of your Dwelling Lease.

Any resident who allows person(s) who are currently barred from BH property to enter their apartment and/or invites them onto BH property, is in violation of their Dwelling Lease and subject to eviction.

ABSENCE FROM HOME

When you plan to leave your apartment for seven (7) or more days, please report this to your Project Assistant. We also ask that you provide us a telephone number of where you may be reached in the event of an emergency. Failure to notify your Project Assistant of your absence is in violation of your Dwelling Lease.

PET POLICY

Out of consideration for the community as a whole, only pets registered with BH are allowed.

Prior to getting a pet for your home, you are required to submit a "Pet Application Form" to BH. BH will then review your application for compliance with all rules and regulations and notify you as to whether or not the pet will be allowed on BH property.

Below is a condensed version of the **Pet Policy** for BH. Should you wish to read the entire Policy, it is available at the Office.

BH does not have a pet deposit at this time. BH reserves the right to charge a pet deposit by amendment to these rules.

Pets must be registered with the BH Office annually and all information updated at the date of the pet owner's yearly reexamination (shots, etc.).

A certificate signed by a licensed veterinarian stating that the pet has received all inoculations required by State or Local law and a receipt for a Bristol Tennessee dog license in the residents' name must be provided (if applicable.)

A statement signed by a licensed veterinarian that the animal is in good health, has no communicable diseases or pests, and in the case of dogs and cats, is spayed or neutered must be submitted.

Sufficient information to identify a pet and to demonstrate it is a common household pet (including a picture) must be provided.

The name, address, and telephone number of one or more responsible parties to care for the pet, if the owner dies, is incapacitated or unable to care for the pet, must be provided.

The execution of a pet agreement stating that the resident accepts complete responsibility for the care and cleaning of the pet and acknowledges the applicable rules must be kept on file.

Approval for the keeping of a pet shall not be extended until the requirements specified above have been met, and in no event will approval other than the common household pets be extended.

BH shall refuse to register a pet if:

- The pet is not a common household pet as identified more specifically in the Pet Policy.
- Pet owner fails to provide complete pet registration information or fails to annually update the registration.
- BH reasonably determines, based on the pet owner's habits and practices, that the pet owner will be unable to keep the pet in compliance with the pet rules and other lease obligations. The pet's temperament may be considered as a factor in determining the prospective pet owner's ability to comply with the pet rules and other lease obligations.

A resident may choose household pets based on the below chart. No outside doghouses will be permitted. Pets must be maintained within the pet owner's unit. When outside the apartment (within the building or on development grounds) dogs and cats must be carried or on a leash, accompanied **and** controlled by pet owner or other responsible individual **AT ALL TIMES**. The leash length shall be limited to five (5) feet. Pets are not to be tied to any building, porch stoop, clothesline, tree, bush, etc. on BH property.

Pets are not allowed in the common areas including the lobbies, community rooms, and laundry areas except to promptly enter and exit the building through the main entrance door.

Common household pets as outlined below will be permitted under the guidelines

Type of Pet	Maximum # Allowed	Maximum Adult Weight	Special Requirements
Dog	1	25 pounds	<ul style="list-style-type: none"> • maximum full-grown height = 15 inches (measured from the top of the pet's ears to the ground) • must be housebroken • must be spayed or neutered* • must have all inoculations • must be licensed as specified now or in the future by State law and local ordinance <p>Note: BH reserves the right to prohibit approval of any dog due to possible bad temperament.</p>
Cat	2	n/a	<ul style="list-style-type: none"> • must be spayed or neutered* • must have all required inoculations • must be trained to use a litter box or other waste receptacle • must be licensed as specified now or in the future by State law or local ordinance
Bird	2	n/a	<ul style="list-style-type: none"> • must be enclosed inside an acceptable cage at all times • birds of prey are not permitted
Fish	10 gallons	n/a	<ul style="list-style-type: none"> • poisonous or dangerous fish are not permitted • aquariums larger than 10 gallons are not permitted due to potential water damage to the apartment • a Pet Application must be on file at the office (resident must complete a Pet Application)

***Unless it endangers the life of an animal (must be documented by a licensed veterinarian).**

Or a combination of the below pets (the same special requirements apply as stated in the above chart):

Accepted Pet Combinations
1 cat and 1 dog
1 cat and 1 bird
1 cat and 1 aquarium
1 dog and 1 bird
1 dog and 1 aquarium

Reminder: An aquarium is considered a pet.

No pets, or combination of pets, other than those specified may be kept on BH property by a resident.

A separate pet waste removal charge of **\$25.00** per occurrence will be assessed the resident/pet owner when necessary.

The expense of de-infestation of fleas in the resident/pet owner's apartment shall be the responsibility of the owner/pet owner.

Pet Rule Violations:

If a determination is made, on objective facts supported by written statements, that a resident has violated a rule, written notice will be served on the resident.

The notice must contain a brief statement of the factual basis for the determination and the pet rule(s) alleged to be violated. The notice also must state the following:

1. that the resident has seven (7) days from the effective date of the service of notice to correct the violation or make written request for a meeting to discuss the violation;
2. that the resident is entitled to be accompanied by another person of his/her choice at the meeting; and
3. that the resident's failure to correct the violation, request a meeting, or appear at the requesting meeting may result in initiation of procedures to terminate the resident's tenancy with BH.

Pet Removal:

If health or safety is threatened by the death or incapacity of the pet owner, or by other factors that render the pet owner unable to care for the pet, including pets that appear to be poorly cared for or which are left unattended for longer than twenty-four (24) hours, the situation will be reported to the responsible party designated by the resident/pet owner. If the responsible party is unwilling or unable to care for the pet or if BH, despite reasonable efforts, has been unable to contact the responsible party, the BH may contact the appropriate State or Local Authority and request the removal of the pet.

EQUIPMENT / APPLIANCES

This information will help you to make better use of and care for the equipment/appliances in your home. Each family is responsible for the care and cleaning of all equipment/appliances in their unit. All equipment/appliances should be kept in a clean and sanitary condition. All non-emergency repairs should be reported to the **Maintenance Department** at **423-274-8178** during normal business hours.

Range:

Wipe range top daily with soapy cloth and rinse. The trays and racks are easily removed for washing. Clean the oven with a commercial oven cleaner. Be careful not to damage the thermostat wires in the top of the oven. Drip pans with burned on spills should be soaked in hot water with an all-purpose cleaner. **DO NOT USE BRILLO PADS OR STEEL WOOL ON THE RANGE!** Cleaning is much easier if done before spills get burned or baked in, so clean your range often.

- Do not let water get into wired areas of the stove
- Clean drip pans on a regular basis
- Do not put aluminum foil in or around stove drip pans and/or in your oven

Refrigerator and Freezer:

To clean both outside and inside of your refrigerator/freezer, use mild soap and water. Wiping inside periodically with a solution of water and baking soda will help eliminate odors.

Contact the Maintenance Department if your refrigerator or freezer door does not close properly.

Floors:

Floors should be swept, washed with a mild detergent and rinsed at least on a weekly basis. You may want to protect your floors from scarring by placing plastic furniture coasters under the legs of furniture. Floors should be clean, clear, dry, and free of hazards.

Check with the Maintenance Department before placing carpet over the tile floors. Carpet/rugs cannot be permanently installed. Remember that carpet without proper backing may cause tile to buckle or stain. Any damage to the floors will be charged to your account.

Bathroom Sink, Bathtub and Commode:

The surfaces of these fixtures should be washed with a mild detergent and thoroughly rinsed. Commercial bathroom cleaners may be used, but do not use abrasive scouring powder. Bleach or other similar products will help prevent or remove mildew from bathroom tile. For your safety, always read labels and follow instructions on all cleaning solutions you use.

Do not pour hot water in your commode as this could cause the bowl to crack.

No solid articles, cigarette butts, disposable diapers, rags, cat litter, grease, food or rubbish should be placed in commodes or down any disposal drains. Articles that must be removed from drains/commodos due to negligence of the resident, will be at the residents' expense.

Your bathroom should be clean and odor free.

The exhaust fan should be free of dust.

Kitchen Sink, Cabinets, and Countertops:

This surface requires regular cleaning with detergent plus wiping dry to prevent spotting.

Please do not place hot skillets or other hot objects on the counter-tops as this may result in burning. Always use a cutting board for chopping or slicing food to prevent unnecessary countertop damage. Should damage occur, replacement will be at the residents' expense.

Since there are no garbage disposals, do not allow food particles to go down the kitchen sink. Such waste should be placed in trash containers and properly disposed of in dumpsters. Left over grease should be placed in cans for disposal—**DO NOT POUR ANY TYPE OF GREASE OR OIL DOWN YOUR DRAINS!!!!** This may cause your pipes to clog and you may be charged for unstopping your sink.

Sinks, cabinets, and countertops should be kept in a neat and clean condition. They should be kept free of grease and spilled food and not be overloaded. Dirty dishes should be washed and placed in appropriate cabinets and/or storage spaces in a timely manner.

Locks:

Tenants may **NOT** install their own locks. BH must have access by passkey at all times in case of an emergency.

Light Bulbs:

There will be light bulbs in your apartment when you move in. Should they burn out, you will be responsible for replacing them. For a small fee, you may contact the Maintenance Department for replacement and installation.

Walls, Ceilings, Woodwork, and Doors:

Wash walls with a mild detergent and water. Always rinse the walls after washing. Start at the floor and wash up towards the ceiling. This will help prevent streaking. Do not use any abrasives when cleaning your walls. Look at the cloth/sponge you are using to wash your walls -if you notice any paint coming off, you may need to add more water to the cleaning solution you are using.

Wallpaper or wall covering of any kind is not permitted. Wallpaper borders may not be permanently attached (must use water based). Painting of walls is to be done only by BH personnel unless prior approval by Facilities Manager. Due to the type of walls in your unit, only picture hanger or small sheetrock and/or paneling nails should be used for pictures or other items hung on the walls. Heavy items such as mirrors should not be hung until you have received written approval from the Facilities Manager.

Walls, ceilings, woodwork and doors should be kept clean, free of dirt/dust, grease, holes/gouges, markings, scratches, cobwebs, and fingerprints.

Doorstops should be present and locks must work.

Closets and Stairwells:

All closets and stairwells should be kept in a neat and clean condition and free of any hazards.

Alterations:

Alterations or removal of any part of the apartment, the development, grounds, etc. is not allowed unless prior written approval is received from BH management. Below you will find a list of reminders which are **not allowed**:

- ❖ Do not place signs of any type in windows, grounds or exterior walls
- ❖ Do not install additional telephone/computer jacks or wiring
- ❖ No type of fencing is allowed
- ❖ No additional locks and/or security chains may be installed
- ❖ No radio, television antennas, or satellite/dish may be placed on the outside of the buildings or made visible from the outside without permission from the Housing Inspector
- ❖ No wallpaper, contact paper, painting, etc. is allowed
- ❖ No additional light fixtures may be installed

Windows:

For your convenience, the windows in your apartment will be cleaned prior to your occupancy; however, window cleaning will be the responsibility of the resident throughout residency. Residents are also responsible for window breakage and window replacement.

Never nail your windows shut.

Prohibited window coverings include:

- aluminum foil
- coverings with signs/wording/symbols
- blankets/sheets

Screens:

Screens are not to be removed from your windows. Costs of screen repair or replacement due to negligence and/or misuse will be the responsibility of the resident.

Heat/Air Conditioning:

Do not cut your heat off if you are going to be away from your home during winter months, as this may cause your pipes to burst and cause excessive water damage.

You will be charged for any repairs needed as a result of your negligence to operate your heating system properly. Should you have any questions about your heating system, you may contact the **Maintenance Department** at **423-274-8178**.

Heating unit areas **are not** for storage of any item(s).

Window air conditioners **must** be installed by the **Maintenance Department**.

Smoke Detectors:

Smoke detectors are required by law to be functional. If smoke detectors are not operating properly, Resident must immediately report it to the Landlord's **Maintenance Department** at **423-274-8178 or 423-340-1408 after hours**. A smoke detector must not be disabled (including removing batteries) at any time. Tampering with smoke detectors, alarms systems, and suppression systems are serious violations of your lease and may also be subject to criminal charges/prosecution.

ELECTRIC CIRCUIT BREAKERS

Your breaker box cannot be blocked or covered at any time. If you experience a power outage with lights or receptacles, you may check your breaker box for a tripped breaker. If there are no tripped breakers, contact the **Maintenance Department** at **423-274-8178 or 423-340-1408 after hours**.

WATER BEDS

Waterbeds have the potential for considerable damage; therefore, we do not allow waterbeds under any circumstances.

WASHING MACHINE INSTALLATION (FAMILY UNITS)

You must contact the **Maintenance Department** at **423-274-8178** to have your washing machine installed at no cost to you. If you install the washing machine yourself and water damage occurs, you will be charged for repairs.

Washing machine hoses may not be hooked up to or drained in the sink.

Portable dishwashers are not allowed.

LAUNDRY FACILITIES

For your convenience laundry rooms have been located in Edgemont Tower (3rd, 6th, & 9th floors) & Fort Shelby Tower (1st floor). Check laundry rooms for posted hours.

BH laundry facilities are for **RESIDENT USE ONLY**. Persons who are not current residents may not use the laundry facilities under any circumstances. Residents are not to use these facilities for anyone other than their approved family members who are currently listed on their Dwelling Lease.

Rules:

- ❖ Please leave the laundry area(s) as you found them. No items are to be left in the laundry room(s) unattended. BH is not responsible for damaged or stolen items.
- ❖ Please do not deposit household trash in the laundry room trashcans.
- ❖ Please do not wash heavy items such as rugs, quilts, blankets or heavy bedding.
- ❖ Report any inoperative machines to the Maintenance Department immediately.

Management has the right to discontinue the laundry service at any time if washers or dryers are abused in any way.

Residents that have washer/dryer hook-ups in their units should keep the area neat, clean and uncluttered. To reduce the risk of fires, remember to remove lint from dryers after each use.

MAINTENANCE SERVICES

423-274-8178

or

423-340-1408 (Emergency calls)

A routine work order request must be placed by calling the maintenance number listed above. All work orders will be completed on a first-come/first-serve basis. Do not stop any staff member to request a work order. When you place your work order, it automatically authorizes entry into your apartment for making the requested repair; therefore, it is not necessary for you to be present. Should you wish to be present when the work is done, you **must** advise Maintenance of this at the time you place your initial work order. **Only approved household members for your apartment may call in work orders.**

If you have an emergency work order during normal business hours, contact **Maintenance** at **423-274-8178**. If no one answers, you will need to hang up and call the emergency work order number at **423-340-1408**. Call the emergency work order number for any emergency after business hours, Fridays, weekends, and holidays.

Residents will be charged for any unnecessary calls after hours, on weekends, and/or holidays. A list of potential emergencies includes but is not limited to:

- Total electric failure confined to unit.
- Broken water line (does not include minor faucet leak). Special consideration for high-rise buildings.
- Stopped-up toilet, sink or tub/shower in one (1) bathroom units only.
- Any electrical problem or condition that could result in shock or fire.
- No heat.
- Lockout from units or broken door locks.
- Roof leaks.
- Broken glass which presents a safety hazard.
- Smoke detector problem.
- Defective refrigerator/stove (oven not working or all eyes not working).
- Air conditioner problem, if health related (high-rises only).
- Light bulb out (elderly/disabled residents only).

In case of an emergency involving a fire, accident/injury to persons, etc. call 911.

LOCKOUTS

If you lock yourself out of your apartment at any time, maintenance personnel will unlock your door **FREE OF CHARGE** (up to three (3) times). Tenants who repeatedly lock themselves out of their unit will however be subject to a “nuisance” charge.

NOTE: Any damage caused by attempts to gain entry into your apartment will be charged to your account.

A form of identification may be required. **Remember to always take your door keys with you when you leave your apartment!**

UPKEEP OF GROUNDS

Residents are not allowed to mow any BH grounds. This work is contracted privately by BH. Please keep children inside the unit when lawns are being mowed in your immediate area. Remember to bring in your laundry should mowers be in your area. The Maintenance Department will take care of trimming all trees and shrubs located on BH property. We ask that you do not attempt to trim or cut any of the trees/shrubs as this could prove to be a hazard.

A neighborhood with trees, grass, shrubs, streets and sidewalks that are free of trash makes people feel good about calling it "home". We hope that you will feel proud enough of your new home to help BH maintain the buildings and grounds of your community. We encourage residents to plant flowers as this helps with the appearance of the community and boosts neighborhood morale. If you plant flowers, you must keep the flower bed restricted to three (3) feet from the building and protected by a fence, stones or landscaping timbers.

BEFORE YOU DIG, YOU MUST CONTACT THE MAINTENANCE DEPARTMENT FOR APPROVAL — IT IS TENNESSEE LAW (TN One-Call.)

Many hands helping to keep the grounds free of trash results in light work. Maintenance employees can spend more time on needed repairs if they receive help from the residents in keeping litter picked up. Residents will be charged for the removal of any toys, trash and debris found in your yard. In order to help keep our grounds looking neat, NO swimming pools, swings, fences, and/or picnic tables are permitted without prior written approval from the Housing Authority.

Also, to prevent unwanted odors, pests, etc. do not throw any type of food, trash, grease or other waste outside of your apartment. **Feeding of any stray animals in or around your apartment is prohibited.**

DO NOT FEED STRAY DOGS, CATS, GEESE, DUCKS, BIRDS, OR ANY OTHER WILDLIFE!!!

If you collect/pick-up empty cans, please rinse each can out thoroughly with clean water and place in a sealed container kept inside of your apartment. Do not place cans outside of buildings and/or in common areas. Failure to comply with these procedures causes unwanted pests such as ants, roaches, mice, etc. We ask that you respect others by taking these extra precautions.

Exterior walls and entrance doors should be free from graffiti. Storm doors should be clean with screens intact.

You are asked to do your part in keeping your neighborhood a better place to live. Your cooperation is expected and will be appreciated by BH and your neighbors. Out of consideration for your neighbors, please keep all family members and/or guests in your own designated yard areas.

Below is a list of grounds upkeep which you are required to comply with:

- Remove all litter from your yard (rake if necessary).
- Keep your flowerbeds clean and free from all dead flowers, weeds, sticks, etc.
- Do not pull any type of vehicle onto grassy areas.
- Keep bicycles out of the main yard areas when not in use. You may store them, neatly, next to the rear porch of your apartment and/or at conveniently located bike racks throughout the property.
- Keep all toys picked up and out of the yard areas. When not in use, all toys must be stored inside your apartment.
- Keep your porch(s) free of clutter - sweep and mop as necessary.
- Do not use yards as a shortcut for motorcycles, etc. Motorcycles and/or scooters/mopeds are to be parked in designated parking lots.
- No radio, CB, television, etc. antennas will be permitted on the outside of the buildings and/or in yards or other common areas of BH properties other than approved satellite.
- Do not cut trees and/or shrubs.
- Do not allow children/guests, etc. to play on trees and/or shrubs (no swinging from branches,

- climbing, building tree houses, etc.)
- Do not plant any type of tree or shrub - only flowers/vegetable beds will be allowed.
 - Only furniture considered as "outdoor furniture" will be allowed to be placed on porches & yard areas. **No other items will be allowed on porches.** Outside lawn furniture must not prohibit scheduled lawn mowing.

If above items are left in your yard, BH has the right to dispose of the items and charge you a fee for disposal. Should you fail to keep your yard neat as requested above, the Maintenance Department will impose a charge to your account to perform the upkeep.

FIREARMS AND FLAMMABLE MATERIALS

Illegal firing and/or use of firearms, air rifles, BB guns or slingshots is not permitted on BH property at any time.

Residents cannot keep or use flammable materials on the premises, such as gasoline, kerosene, mineral spirits, turpentine, paint, motor oil, or other flammable materials or explosives (including fireworks).

PEST CONTROL

BH provides an extermination program for rodents, roaches, and other pests on a regular basis. These pests take advantage of people who are careless with food and trash. You can help control this problem by keeping your home in an orderly manner. You can also help by properly disposing of your garbage. Putting garbage in trash cans/receptacles is a job for adults not small children. Putting garbage in tied plastic bags will reduce unpleasant odors.

If the "red" light is on in the trash rooms located at Edgemont Tower and Fort Shelby Tower, do not throw your trash down the chute. This means the trash dumpsters are pulled out for emptying.

Your apartment should be free from rodents, roaches and other pests. Properly disposing of garbage and other waste will help to keep your unit pest free. Your apartment has been treated for unwanted pests. This procedure will be done quarterly (every 3 months).

If you think you may have bed bugs, please contact the Maintenance Department **IMMEDIATELY** at **423-278-8178 or 423-340-1408 after hours**. A free inspection will be conducted to determine whether they are present in your unit. Treatment will be provided at no cost to you as long as you comply with directives/instructions provided to you by the Maintenance Department.

Should you experience problems with other unwanted pests, contact the **Maintenance Department** immediately at **423-274-8178 or 423-340-1408 after hours**.

PARKING

Parking areas are provided by BH for the convenience of the residents. BH limits the use of all parking areas on BH property. Parking areas are posted with restriction signs for authorized vehicles only. In order for us to enforce the parking restriction, residents of BH are required to register their vehicles with the Office and obtain a free parking permit for identification purposes. Any resident who loses, damages, or does not turn in a previously issued parking permit, will be charged accordingly.

In order to receive a parking permit, you must bring the following to the Office:

- Current registration card. If the vehicle is not registered in the resident's name, a written statement from the owner giving the resident permission to use the vehicle must be submitted.

Once BH staff has received your registration card, the necessary paperwork will be completed and a permit will be issued to you. The permit **MUST BE HUNG ON THE REAR VIEW MIRROR** of your vehicle. BH is not responsible for towing which may occur due to improperly placed permits.

Permits may not be transferred to a vehicle other than the one which is registered at the BH Office. If you are planning to trade or sell your vehicle, the permit which was issued to you must be returned to the BH Office. Should you acquire a new vehicle, you will need to bring your new registration to the office. Periodic checks are made to ensure that the permit numbers match the vehicle that is on file at the BH Office. Please note that towing may occur if a permit is found to be on a vehicle other than that for which it was issued.

Any vehicle which is found by BH staff to be parking in the restricted areas without a properly registered permit **will be towed at the owner's expense.** **NO WARNINGS WILL BE ISSUED!!!** It is your responsibility to remind your guest/visitors of the parking policy and to avoid any inconvenience and any possible towing. Keep in mind that BH is not responsible for any charges that may result from unregistered vehicles being towed.

Parking Rules:

- Remember that our parking lots are not cemeteries for junk cars or work areas for major auto repairs.
- Inoperable or abandoned vehicles that remain in parking areas will be towed away at the owner's expense.
- To ensure that parking is made available for residents' vehicles, please do not bring boats, trailers, and/or unused vehicles on the premises.
- Do not park in front of dumpsters, in the grass, in fire lanes, on yellow lines, etc. Improperly parked vehicles will be towed at owner's expense.
- Vehicles other than passenger cars, standard pick-up trucks, or motorcycles may not be parked on the premises.
- No car washing is permitted on BH property.
- Due to limited parking, there are no reserved parking spaces except for designated handicapped spaces.

RENTER'S INSURANCE

BH encourages each resident to obtain a renter's insurance policy to cover personal belongings as BH's insurance only covers the buildings. The small amount you pay each year could give you a great deal of peace of mind in the event of a fire, flood, vandalism, theft, etc. BH is not responsible for the loss of any personal property.

WEBSITE

BH maintains an informational website located at www.bristol-housing.com.

Among other things, it provides information as to changes in policies and regulations which you are responsible for knowing. Also included on the website are news items, special announcements for upcoming events, interesting notes, and important reminders.

SOME FRIENDLY SUGGESTIONS

Persons who have not lived in an apartment before may not realize the serious sound problems which arise from the use of today's electronic equipment. Keep the volume of your voices, music, musical instruments, television, electronic equipment, etc. low enough so that it does not disturb your neighbors.

Many times, a neighbor does not realize they are bothering anyone, so we ask that you first attempt to speak with your neighbors before calling in a complaint. Sometimes a simple "please" and "thank you" may be all it takes. If not, please contact the Police Department (911) for corrective action. We also ask that you advise the Project Management Office on the following work day, giving the apartment number of the offending resident and the circumstances surrounding the complaint (complainant's name is kept as confidential as possible). You may be requested to put your complaint in writing.

Parties are no fun unless you are there!! We ask that your party guest list be structured in such a way to limit the number of people in attendance. As we have seen from experience, open-ended invitations can lead to large, uncontrollable gatherings where unknown, rowdy individuals create disturbances and sometimes damage and cause unnecessary expenses for you and BH. Your party must stay within your apartment. Guests are not allowed to congregate in the common areas of the buildings or on the grounds. Guests are also not allowed to use any of the facilities offered on BH property without the written consent of Management and/or Resident Councils. A party should, be a fun event, not something which turns unpleasant.

Feuds are undesirable, especially between neighbors. Keep your cool, so that petty disagreements do not escalate into serious arguments/altercations.

In order to respect your neighbors, BH asks that ball playing be limited to soft "nerf" type or plastic balls (no hard baseballs, softballs, etc.). Within walking distance, there are several parks and schools which have appropriate facilities for baseball, softball, basketball, etc. Under no circumstances should anyone bounce balls on any of the buildings or in the common areas as this not only creates a noise disturbance but may also cause damage to the property.

Help us secure the safety and protection of children by observing the following suggestions:

- ❖ Remember that children are usually able to resolve their differences without adult intervention
- ❖ Do not allow children to play near construction sites, in dumpsters, parking lots, roadways, areas where mowing is occurring, or other hazardous areas
- ❖ Be careful selecting locations for your children to use sleds, skateboards, roller blades/skates, bicycles, etc. They are not to use this equipment on BH sidewalks.
- ❖ Do not allow children to play in hallways of Edgemont Tower or Ft. Shelby Tower or parking lots

- ❖ Do not allow children to play in designated laundry facilities
- ❖ Children **must** be supervised at all times when in laundry facilities, hallways, or common areas
- ❖ Do not allow children to write, paint, color, or use chalk on sidewalks, parking areas, buildings, etc.

WHAT CAN TENANTS' DO TO KEEP THE PEACE?

- ✓ Be considerate and treat your neighbors like you want to be treated.
- ✓ Do not spread rumors!
- ✓ Report disturbances to the Police Department and your Project Manager / Assistant.
- ✓ Talk with all members of your household and make certain they understand provisions of your Dwelling Lease. We realize the Lease and rules/regulations can be confusing; therefore, do not hesitate to contact our Office should you not clearly understand policies/procedures. Do not rely on your neighbor to answer your questions regarding BH rules/regulations.
- ✓ Abide by BH "No Trespass Notices" by not allowing known persons who are currently barred from BH property into the community.

WHEN THERE IS A DISTURBANCE

BH employees cannot:

- Arrest anyone
- Swear out a warrant unless personally injured, threatened, or observe an incident occur
- Testify in court or file a complaint about an incident not personally observed by that employee

BH employees can and will:

- Swear out warrants when merited
- Talk with all persons involved in or with knowledge about disturbances of the peace
- Try to settle disagreements
- As a last resort, evict when any person on the lease, a guest, and/or any person under the Resident's control who continues to disturb the peace

When the safety of residents or employees is threatened, BH will evict with proper notice.

RESIDENT ACTIVITIES

BH encourages the forming and activity of resident organizations in BH developments. Resident organizations can serve a variety of purposes for the residents of the development:

- ❖ To improve living conditions
- ❖ To serve as an organized spokesperson for the resident body
- ❖ To encourage participation in community life
- ❖ To bring new services into the community, as needed
- ❖ To welcome new residents and help them become involved in community activities

The resident organization is governed by a Constitution and By-laws, administered by resident officers elected annually by the resident members of the organization. Any BH resident 18 years of age or older may join an active resident organization or help to form one in their housing community.

BH is constantly looking for new and innovative ways to provide alternative activities for residents of our housing developments. In addition to the activities scheduled by resident organizations, below is a brief list of various sites which offer additional activities (some are within walking distance of our developments):

- Girls Incorporated
- Boys and Girls Club
- City of Bristol TN Parks & Playgrounds
- Haynesfield Pool
- Bristol Youth Services
- Slater Senior Center
- Bristol Public Library
- YMCA and/or YWCA

CONTAGIOUS AND INFECTIOUS DISEASES

Please report any cases of contagious and/or infectious diseases to the BH Management Office and the Sullivan County Health Department immediately.

MOVING OUT

If you decide to move from your apartment, you have agreed in your lease to notify BH Office in writing at least thirty (30) days before moving. If the required thirty (30) day notice or more is given, rent will stop as of the date keys are returned to BH (after 30-day notice has expired). If no notice is given, rent will continue to be charged to your account for thirty (30) days after you have turned in your keys, unless your apartment is rented sooner.

Once you have removed all of your furniture and belongings, you will need to clean the apartment and return all keys, fobs, and any parking permits to BH. Be certain to remove all of your belongings from the apartment prior to turning in your keys as BH will not be held responsible for any items which you may have left behind. Your apartment will not be considered vacated until keys are returned to the BH Office and/or possession is received through the abandonment procedures or the

Court system. BH will inspect the apartment and determine if there are any charges for cleaning, damages and/or repairs (except those due to normal wear and tear) for which you are responsible.

Your apartment should be left as clean as when you moved into the unit. Cleaning should include the following:

Kitchen:

1. Range: remove all grease/food particles from the range top and underneath range top, drip pans, oven and racks, drawers, top and sides.
2. Refrigerator: clean fresh foods & freezer compartments, shelves and bins. Clean entire exterior.
3. Sink/Countertops: clean and remove all stains, put all stoppers and strainers in place.

Walls:

1. Remove all objects from walls, including nails and hangers.
2. Clean walls - remove crayon, pencil, grease, stains, etc.
3. Do not attempt to patch or paint, as this will be the responsibility of the Maintenance Department.

Bathroom: Scrub and remove any stains from sink, commode, bathtub and tiles.

Closets: Remove all items and sweep/mop.

Floors: 1. Remove all rugs, carpet, etc.
2. Sweep and mop.

Doors/Windows:

Clean interior and exterior doors. Make sure all screens are in place and secured. Once you have completed all of the cleaning requirements and have removed all items from the apartment, make certain that you close and secure the windows and door(s) by locking.

Yard: (Family Units) Remove all trash and garbage from yard. Place your trashcan at the sidewalk for pick up.

SAFETY CHECKLIST

Many common household accidents should not happen. Below are some ways to keep your home safe for you and your family:

- ✓ Always place or store chemical products, cleaning supplies, and medications out of the reach of children.
- ✓ Never let children play in or near the streets.
- ✓ Keep stairs and entrance steps free of toys, clothing, and other objects to help prevent possible falls.
- ✓ Always set pots and pans on the stove so that their handles do not stick out.

- ✓ Use your exhaust fan when cooking to prevent activation of smoke detectors / fire alarms.
- ✓ To help prevent possible fires, never leave items on your stove tops or inside your oven.
- ✓ Never store oil, gasoline, oily rags, and clothing with oil or paint on them or newspapers in or around the apartment as these create fire hazards.
- ✓ Never use throw rugs on the floors without a non-skid finish.
- ✓ All electrical cords should be in good condition with no worn areas.
- ✓ Always pull electrical cords from wall outlets before pulling the other end out of an electrical appliance.
- ✓ Keep all electrical appliances (including radios and televisions) away from any water source.
- ✓ Do not clutter up space around stoves, water heaters, or furnaces.
- ✓ Never touch or handle electrical appliances with wet hands.
- ✓ Do not have clutter in your unit which can cause tripping and/or fire hazards.
- ✓ Do not block electrical panels, apartment windows and/or entrance doors (including balcony door).

NOTE: SHOULD YOU HAVE ANY QUESTIONS OR BE UNCERTAIN ABOUT ANYTHING REGARDING YOUR RESIDENCY WITH BRISTOL HOUSING, PLEASE DO NOT HESITATE TO CONTACT THE PROJECT MANAGEMENT OFFICE AT (423)274-8150.

NOTES
