

The logo for Urban Housing Solutions is centered within a light blue square with a halftone dot pattern. To the left of the text is a graphic of a 3x3 grid of squares, with the bottom-right square missing, leaving a 2x2 grid of squares.

urban
housing
solutions

RESIDENT HANDBOOK and COMMUNITY POLICIES

October 2017

RESIDENT HANDBOOK AND COMMUNITY POLICIES

Residents of Urban Housing Solutions (UHS) properties must abide by the Lease and the Resident Handbook and Community Guidelines and cooperate in the administration of each housing community. Respect both the opportunities and obligations outlined in your Lease, as well as the rules and procedures outlined in this Handbook. If you do not fully understand what is expected or why, ask the office staff for clarification.

Any violation of the Resident Handbook or Community Policies may result in an immediate eviction of the leaseholder(s)!

GRIEVANCE PROCEDURE

Residents who have an issue or concern with the policies or practices of Urban Housing Solutions properties are encouraged to discuss them promptly with the Property Manager. If the issue is still not resolved, you should put your concern in writing and send it to: **Laura Ward; Urban Housing Solutions; 822 Woodland Street; Nashville, TN 37206.**

OFFICE:

The office for Urban Housing Solutions is located at 822 Woodland Street; Nashville, TN 37206. The regular hours are: Monday through Friday 8:00 a.m. to 4:00 p.m.

BANNED VISITORS AND EVICTED VISITORS

Banned people and people who have been evicted from UHS housing are not allowed on any UHS property. Any resident allowing a banned or evicted person on UHS property will be subject to eviction proceedings.

AUTHORIZED VISITORS

RESIDENTS ARE RESPONSIBLE FOR THEIR VISITORS' ACTIONS -- NOT ONLY WHILE THEY ARE IN YOUR APARTMENT, BUT ALSO WHILE THEY ARE ON UHS PROPERTY!

While we encourage the social interaction of all our residents, visitors are not allowed to loiter in parking lots, hallways and stairwells. We expect you to responsibly attend to your visitors.

UHS properties are property and are limited access properties. All visitors must have proper ID, which can include a driver's license, state ID or some other form of picture ID. Prison IDs are not acceptable. A maximum of two **(2)** visitors are allowed on the property at any one time (unless previous arrangements have been made with Management). Visitors are NOT permitted to wander the property, visit other apartments or enter common areas without the resident present. Extended stays are limited to ten **(10)** times per month per resident. An extended stay guest is anyone on the property for more than a six **(6)** hour period within a **24-hour** day (noon to noon).

Visitors may not stay in a resident's room when the resident is not present. Any visitor exceeding a ten (10) night stay should be added to the resident's lease, subject to written approval from UHS. Rent will be charged accordingly

LOUD NOISE/DISTURBANCES/CURFEW

Any activity or language on the part of a resident or a resident's visitor that may be a nuisance, an inconvenience, an embarrassment, a disturbance, or offensive to other UHS tenants, visitors, or occupants of adjoining properties is prohibited.

Sound carries, especially at night! So please keep noise to a minimum and avoid loud voices and music. Quiet time is observed after **10:00 p.m.** Children under the age of eighteen (18) should not be outside without adult supervision.

Residents who cause destruction and/or disruption will be subject to eviction.

ILLEGAL ACTIVITY/VIOLENCE/ABUSE

Illegal activities, violence, and abuse are prohibited. UHS has a Zero Tolerance Policy for dealing with any resident who engages, or any resident who has a visitor who engages, in illegal activities, violence, or abuse on UHS property. The Zero Tolerance Policy includes eviction and legal prosecution

Illegal activities include, but are not limited to, illegal drug activity, prostitution, gambling, disturbances, or injury to other tenants.

Drug-Free Housing: All UHS properties are drug-free. Illegal drug activity at all UHS properties is prohibited. Illegal drug activity includes the manufacture, sale, distribution, use or possession of illegal drugs (as defined in Section 102 of the Controlled Substances Act (21 U.S.C. ss 802)).

BY SIGNING THIS RESIDENT HANDBOOK, THE UNDERSIGNED IS HEREBY CONFIRMING THEY ARE DRUG FREE AND WILL NOT USE, SELL, OR POSSESS ILLEGAL DRUGS.

Violence and abuse can be expressed in four ways. **Physical:** defined as any contact or treatment reasonably interpreted as intended to harm someone in any physical manner. **Verbal:** defined as the use of words or language that incites or defames another. **Racial:** includes, but is not limited to, common racial slurs used to express hostility or aggression. **Sexual:** Speech or action that is sexually inappropriate or unwanted, including speech and action of men toward women, men toward men, women toward women and women toward men.

One or more violations of this Illegal Activity/Violence/Abuse section of this Resident Handbook shall constitute a material non-compliance with the Lease. Any such violation is grounds for termination of tenancy and eviction from the apartment, in addition to prosecution under the law, where applicable.

A commission of any crime by which another resident or the facility itself is victimized is grounds for termination of Lease and eviction. If you were victimized or wit-

nessed such activity, you should call the police and notify Management.

BUSINESS ACTIVITY

All UHS Properties: Any business activity conducted in the units must not require visits from the public and must not create a hazard of any kind. Business activity must not be conducted in the common areas. You must consult local Planning and Zoning Regulations regarding home occupations before conducting business activity of any kind. No business activity which jeopardizes the building insurance is allowed.

ALCOHOL

Public intoxication is prohibited. Consumption of alcohol in common areas is prohibited. You may drink on your patio. Intoxicated public behavior displayed by residents or guests will not be tolerated and will lead to eviction. If you choose to drink alcohol, do so at your own risk.

At Journeys of Hope properties, alcohol may not be stored or consumed inside the apartment, the common areas, or on the property grounds.

YOUR APARTMENT

Management Access: Management reserves the right to enter your apartment to make repairs, spray for bugs, or to inspect the apartment. Unless an emergency exists, at least a 24-hour notice will be given either on the door, in the calendar, or on the main office daily notice board. Please keep up to date with these sources of information. Failure to provide timely access to your apartment for maintenance and

pest control concerns or inspections may result in the imposition of penalties and sanctions, up to and including eviction.

Housekeeping: You are expected to keep your apartment clean at all times. You should not have excess trash, garbage, odors, improperly stored food or excessive clutter in your apartment. Conditions such as these can lead to health hazards and attract bugs and rodents. Unsanitary conditions can be cause for eviction.

ALTERATIONS

No alteration of any kind may be done to your apartment without the written permission of the Property Manager, as stipulated in the Lease, including adding items such as **Paddle Fans and Track Lighting**.

APPEARANCE

Unbroken window blinds are provided at move-in and are not to be removed. Residents will be charged for replacing broken blinds. Residents are responsible for washing their windows and keeping shades neat. Nothing is to be hung outside the windows. Signs are not permitted.

BATHROOM

Many of our apartments have tubs that have been resurfaced. Please do not use abrasive cleaners on these tubs. Liquid cleaners like "Scrubbing Bubbles" should be used.

Use only non-abrasive mild detergent for cleaning fixtures.

KITCHEN

All appliances, including refrigerator, stove, vent fan, and sink, should be cleaned regularly with a non-abrasive cleaner. Be sure to keep the drip pans and oven clean so that they do not set off smoke detectors.

PLUMBING BLOCKAGES

Do not put anything unusual or improper in your toilet or sink(s) that may cause a plumbing blockage. This can include grease, food, paper towels, disposable diapers, sanitary napkins, tampons. If such items are found in your sewer line and have created a blockage, you will be charged for the repair and other associated costs.

MOLD

In all cases of mold, the Resident must notify Property Management immediately. Common causes of mold are plant watering overflows, leaky faucets/plumbing, and pet urine accidents. Mold is usually evidenced by a musty odor and/or discoloration of walls, baseboards, doors, window frames, ceilings, etc. If small areas of mold are present or occur on non-porous surfaces (ceramic tile, Formica, vinyl flooring, metal, wood, or plastic) the Resident agrees to clean the surface with a soap & water mixture and then let the surface area dry. Then, within 24 hours of drying, the Resident will apply a pre-mixed household spray (Lysol, Pine-Sol). If the product contains bleach, it can discolor or stain the surface. DO NOT clean or apply household cleaners to visible mold on porous surfaces (sheet-rock walls, ceilings).

HEAT AND AIR CONDITIONING

Do not put anything on top of the AC unit. This restricts the air flow and can damage your unit. If this happens, you will be responsible for paying for the repairs. Apartments with central heat and air will have their filters checked and changed if dirty on a regular basis.

Use of auxiliary heaters or window air conditioners of any kind is prohibited.

Do not allow your children to play on or near the outside air conditioning units. You will be billed for the resulting damage your children cause. This kind of damage could also lead to eviction.

PEST CONTROL

Pest control service is provided on a regular basis. Residents must notify the Urban Housing Solutions office immediately if any pests appear in their apartment. To avoid attracting bugs and mice, garbage and trash should be removed every day. Corrugated cardboard and clutter provide hiding places for rodents and other pests and should be removed as soon as possible. Residents should expect to receive notices for pest control inspections or treatments in their apartments at least 24 hours before the inspection or treatment occurs. Residents are expected to fully comply with all pest control procedures including, but not limited to, allowing pest control inspections and treatments, preparing for such inspections and treatments in a timely fashion, vacating the apartment during and immediately after the treatment when requested, and following all post-treatment instructions. Fail-

ure to comply with pest control instructions is grounds for eviction.

BED BUGS

You can be sure your new apartment does not have bed bugs. UHS checks every apartment with specialized equipment prior to leasing.

Be aware that bed bugs are easily picked up from anywhere – from visiting with friends or from friends visiting with you. Any used furniture or clothing could also have bed bugs, so please be careful what you bring into your apartment.

If you think you have bed bugs, contact your property manager right away. UHS will test your apartment. If bed bugs are found, UHS will send the Bed Bug SWAT Team to prepare your apartment for treatment. The cost to you for this service depends on how much clutter is in your apartment. If you get bed bugs again, you will be responsible for 100% of all costs involved, including SWAT Team prep and Mack Pest Control company charges.

PLANTS

If you have indoor plants, please spray appropriately to prevent bugs.

WALLS

Wall colors **may not** be changed. Wallpaper, contact paper, etc. may not be put on the walls. No major changes can be made to your apartment without the written consent of the Property Manager.

PICTURE HANGING

Use picture hanging hooks, **not** nails or screws. **Do not use** adhesive hooks as they damage the walls upon removal.

FLOORS

Floors are to be swept or vacuumed as needed and heavily traveled areas should be washed to avoid discoloration. Repairs needed due to negligence (such as burns) will be paid for by the resident.

TRASH

Please help us keep the property clean by picking up trash when you see it.

Residents – not UHS -- are responsible for disposing of mattresses, furniture, or appliances **OFF** the property. Items that are infested with roaches or bedbugs should be secured in plastic prior to disposal to prevent further infestation.

Sharp objects and used syringes must be placed in a coffee can or other solid, unbreakable container and sealed with tape before disposing in the trash facility.

All trash should be put **inside** the trash dumpster and the lid should be kept shut.

Do not leave shopping carts on the property.

Littering and improper disposal of trash can result in fines and possible eviction.

SMOKING

The only smoking allowed in the building is **in your own apartment**. Smoking is not

permitted in common areas. This is a Tennessee State Law. Use adequate ventilation. Dispose of smoking materials before leaving your apartment. **Please** make sure all smoking materials are out before you leave them. You are urged to do so for your own safety and that of fellow residents. **DO NOT SMOKE IN BED.** Do not throw your cigarette butts on the grounds or on walkways or in the parking lot.

SMOKE DETECTORS

Each apartment has a smoke detector. The alarms are very sensitive; smoke from toasters or the stove may activate them. Keeping your stove and appliances clean will help avoid “false” alarms. **DO NOT DISCONNECT THEM FOR ANY REASON.** If they are not working correctly, or if you push the test button and nothing happens, report it to the office right away. Disconnecting a smoke detector is a serious matter that can lead to eviction.

FIRE SAFETY

Fire safety measures will be enforced at the direction of the Fire Marshal. No objects or furnishings may be stored in hallways outside your apartment. Exits must be kept free and clear in accordance with state and local fire codes. The Property Manager or maintenance staff will conduct regular apartment inspections to ensure compliance with Management, state and local requirements. You may wish to purchase a small home fire extinguisher.

Please observe these safety rules:

- (1) Completely extinguish cigarettes and place in fireproof container. **DO NOT** empty ashtrays into wastebaskets.
- (2) Never leave items cooking on the stove when you are not in the room.
- (3) Do not place non-cooking articles on top of stove burners.
- (4) ALWAYS check the stove to see it is off before leaving the apartment.
- (5) No space heaters or kerosene heaters are allowed.
- (6) Do not decorate with live cut greens.

NO GAS OR CHARCOAL GRILLS are allowed.

LEAD-BASED PAINT INFORMATION

All residents will receive information on lead-based paint at the time of lease signing. This information is approved by and required by EPA, HUD, and the Consumer Protection Agency.

SAFETY AND SECURITY

Your apartment is equipped with an operable door lock. The resident has determined that the door locks, window latches and any other security devices are adequate and in proper working order. If any repairs are needed, the resident will promptly inform Management by completing a work order. Management is under no obligation to inspect, test or repair said security devices unless Management has received a work order from the resident to do so. The resident is not to alter, re-key, replace locks or

add locks or bolts without Management's written approval.

In NO WAY does the Management agree to insure, guarantee or protect the resident's personal property, or the person or property of any visitor of the resident. The resident acknowledges and understands that resident's personal safety and security is primarily his/her responsibility. In particular, the resident recognizes that he/she is in a position to determine and foresee risks of loss and to protect him/her and his/her property against such losses. The resident further acknowledges that he/she shall take any reasonable steps to protect his/her personal property and safety, including, but not limited to purchasing Renter's Insurance. **THE RESIDENT RECOGNIZES THAT MANAGEMENT'S EFFORTS ARE VOLUNTARY, NOT OBLIGATORY, AND ARE DONE TO REDUCE THE OCCURRENCE OF INJURY OR LOSS TO ALL RESIDENTS.**

RESIDENT AGREES THAT FURNISHING SAFETY DEVICES SHOULD NOT CONSTITUTE A GUARANTEE OR WARRANTY OF THEIR EFFECTIVENESS. RESIDENT FURTHER RELEASES AND HOLDS HARMLESS MANAGEMENT, THE OWNER, AND THEIR AGENTS, OFFICERS AND REPRESENTATIVES FROM ANY CLAIM WHATSOEVER WITH RESPECT TO ANY PERSONAL INJURY OR PROPERTY DAMAGE WHICH IS IN DEFECT, MALFUNCTION OR INADEQUACY THEREOF.

LOCKS AND KEYS

Each resident is issued an apartment key, mailbox key and, where there are gate systems, a gate key. If any key is lost, if a door

lock is damaged, or if a resident requests that a lock be changed, a fee will be charged. If your gate key breaks or quits working, do not throw it away. Return it to the office for a free replacement card. You are responsible for keeping your keys secure. A replacement fee will be charged for a lost key. Do not give your gate keys or apartment keys to people who are not on the Lease.

WATERBEDS are not permitted.

GRAFFITI - Defacement of the interior or exterior of the buildings or surrounding grounds is strictly prohibited.

POWER OUTAGES - Although power outages are rare, be prepared with the following items: flashlight, extra batteries for radio, food to eat without cooking, and containers for water. Building exit lights have backup battery power for emergencies.

WEAPONS, FIREWORKS AND EXPLOSIVES

Weapons of any kind, including firearms, knives, clubs, etc. are not to be brought on or kept on the premises. This includes carrying any of the above concealed on your body while on the property. Firearms are allowed only as required by the owner/bearer's employment and must have a permit from the Police. Residents with such firearms must comply with federal, state and local laws related to storage and handling. Any such firearm allowed to be kept on the premises must be stored safely at all times. The weapon must also be registered with Management with a letter from the employer and a copy of the permit.

MAINTENANCE ISSUES

Report any maintenance problems immediately to our MAINTENANCE HOTLINE:

Rex, Mercury Court/Park, Mercury North, Neely, Village Place, 26th & Clarksville, Fisk:
844-866-4594.

All other UHS Properties: 844-866-4593.

Failure to report a maintenance problem can result in additional damage. Any additional damage caused by the resident's failure to report will be charged to that resident.

DO NOT report problems to the maintenance or social services staff – ALWAYS CALL THE HOTLINE.

UHS will fix your maintenance problems as soon as possible. Some problems are considered **EMERGENCIES**.

If you have an **EMERGENCY** maintenance issue between 4:30 PM – 8:30 AM, an on-call maintenance tech will come out. Otherwise, your issue will be attended to during regular business hours.

EMERGENCY maintenance issues are:

A/C not working – temp above 80
A/C not working – Friday or Saturday night
Heat not working – temp below 55
Refrigerator out – Friday or Saturday night
Stove completely out
Electrical spark
Power out
Toilet completely stopped up/not flushing
Water line broken/flooding apartment
Water heater leaking
No HOT water
Tub/sink handle broken/spraying water
Tub stopped up Friday – Sunday
Sink stopped up AND overflowing
Garbage disposal causing back-up
Window completely broken out
Door completely broken (can't lock)
Ceiling leaking – in light sockets or wall damage
Snake or wild animal in apartment
Gate stuck **closed**
Apartment lock-out (fee charged)

Gas Leak – call 911
Fire – call 911

Please help to conserve utilities. Do not alter or replace any plumbing fixtures found in your apartment, as they are specially installed to conserve water. Report any leaks, dripping faucets, or running toilets right away so we can fix them and save water.
Washing of vehicles on Urban Housing Solutions property is strictly prohibited.

RENTAL PAYMENTS

Residents must pay their rent on or before the first day of each month and will be considered late the morning of the 6th.

Residents can **pay online** by credit card or bank draft at: urbanhousingsolutions.org. There is no charge for this service.

Residents can also **pay by Check or Money Order**. Send with your remittance slip to: P.O. Box 1844, Dept. U-23, Memphis, TN 38101-1844.

ABSOLUTELY NO CASH payments will be accepted.

A late fee of 10% of your monthly rent will be charged for late payments. If your payment is returned by the bank for any reason, we will charge your account an NSF fee. A late charge will also be assessed.

RENT INCLUDES

The apartment, refrigerator, stove (**everywhere except Mercury Courts SRO**), the initial installation of vertical and mini blinds, hot and cold water, heat and air conditioning and electricity (**at Mercury Court, Mercury North, Rex Court and Fisk Court**). Blinds will not be replaced after move-in.

RENT DOES NOT INCLUDE

Telephone service, cable television, internet and electricity (**except as noted above**).

Telephone, Cable & Internet: Each apartment is telephone-ready. Residents should contact their provider of choice to have tel-

ephone service turned on/off and to have internet or cable installed.

Cost is at the expense of the resident.

Cable & internet providers may NOT attach any equipment to a UHS building. If a provider attaches equipment to a building, the resident will be considered responsible and will be charged all costs associated with removal of the equipment.

RENEWAL

At the time of renewal or anniversary date, all residents will be required to provide a new income certification so that we can comply with our funding sources. Failure to provide accurate income documentation upon request by UHS staff may result in the termination of your Lease and/or subsidy.

SECURITY DEPOSIT

At Lease signing, residents must provide a security deposit. The security deposit covers the cost of any unusual damage to the apartment, or any unusual required cleaning. The security deposit is held in a non-interest-bearing escrow account. Any unused portion of the deposit will be returned to the owner, provided that:

- (1) the apartment shows no more than normal wear and tear,
- (2) the resident provides proper written notice (see Notice to Terminate below),
- (3) completes a Move-Out Survey,
- (4) completes an Income Recertification,

- (5) turns in all door keys, gate keys and mailbox keys, and
- (6) provides a forwarding address to the Property Management/Leasing Department.

UHS PROPERTIES THAT HAVE FLOODED

The following properties have flooded in the past 10 years: 1216-20 & 1335 Lewis Street and Greentree (2010 & 2017). Mercury Court complex (2010). UHS is not responsible for any resident's personal property at any time, including times of flooding.

RENTER'S AND FLOOD INSURANCE

UHS's insurance does not cover the value of your furnishings, personal items, replacement housing, or tenant liability. We recommend that you have renter's insurance and/or flood insurance to cover any losses to your personal belongings and to cover the costs related to replacement housing that might occur FOR ANY REASON while you are a resident with UHS.

NOTICE TO TERMINATE

The Lease is the guide to resident rights and responsibilities. Residents may terminate their Lease by giving a written notice at least thirty **(30)** days prior to the first of the month before they wish to terminate.

Management may also terminate resident Leases by giving thirty **(30)** days' written notice which states a departure date in accordance with the Lease provisions. This notice is the first step in an eviction proceeding.

MOVING OUT

When a resident moves, he should leave the apartment in the same clean and neat condition as it was at move-in. **Please do the following:** 1. **Remove all personal items and trash. Anything permanently attached to the wall remains with the apartment.** 2. **Completely clean the stove burners and oven/broiler and the refrigerator.** 3. **Sweep and mop floors and vacuum.** 4. **Return all keys to the Management Office.**

COMMON AREAS

UHS has several common areas for different types of activities for the use of residents. At Mercury Courts, there is a community room with a kitchen area, a sitting area, and a computer lab with internet access. To help make these rooms accessible and usable by many persons from time to time, some house rules will be developed by UHS to help preserve the cleanliness and attractiveness of the spaces, while not requiring major maintenance from staff. Some basic rules will include returning recreation equipment, books or magazines to their storage places.

Clean up any food or utensils whenever used.

Visitors may not use computers in the computer labs if residents are waiting.

OUTSIDE GROUNDS

Help keep the grounds clean, attractive and safe by removing personal belongings or litter on the lawns, walkways, parking areas, porches or drives. Do not store furniture,

personal possessions, trash containers or garbage outside your apartment. Bicycles may be stored outside your apartment as long as they do not restrict the flow of pedestrian traffic. A chair and/or table designed for outdoor use and in good condition may remain outside your apartment during the summer season. Do not hang clothes or linens outside on your patio, on the building or on shrubbery.

PLAYGROUNDS

Use of playground equipment is at your own risk.

Play areas are reserved for residents only. Young residents under the age of 13 must be accompanied by an adult.

No rough playing or yelling permitted.

Only one person per swing at a time is allowed.

No jumping off slide.

No glass or bottles in play area.

No one over 12 permitted to use equipment.

ENTRANCE GATES

Some of our properties have gates. These gates are there for your protection. Anyone caught tampering with the gates will be charged for the repairs and be subject to eviction. You are responsible for the use of your gate key. Do not give it to your visitors or allow unauthorized visitors.

LAUNDRY

There is a coin-operated laundry facility for all residents at most properties. No laundry equipment may be installed in apartments. Laundry is not to be hung outside to dry.

VEHICLE CARE AND PARKING

Limited parking is available. Only one (1) vehicle per resident who is a licensed driver is permitted. All resident vehicles must be registered with the UHS office. A parking sticker will be issued for your car so that it can be identified as belonging to a resident.

Motor vehicles that operate with excessive noise will be not tolerated.

No motor vehicle that is unlicensed or inoperable or damaged is allowed on UHS property. Damage includes, but is not limited to, flat tires. Any vehicle that remains on the property for more than ten (10) days after a Notice to Remove has been placed on it will be towed and stored with a wrecker service at the resident's and/or the vehicle owner's expense.

Vehicles cannot block dumpsters or the entrance to any building, sidewalk, stairway, etc.

Handicapped parking is provided. Do not park in these spaces unless you have a handicap tag or license plate. Do not block these handicapped parking spaces. Violators will be towed.

Motorcycles must be parked in regular parking spaces. Non-motorized vehicles shall be parked on any sidewalks or in any

building structure on the property **as long as they do not block any exit or otherwise disrupt the free flow of pedestrian traffic.**

Vehicle repairs are allowed but must be accomplished in a one-day period. This is for cars owned by the resident only. You may not work on more than one car at a time and you may not have other cars waiting to be worked on. Cars may not remain torn apart waiting on repairs. If you must change the oil, be sure to use a pan so that no oil gets on the ground or pavement. Residents are responsible for cleaning the mess left on the pavement. If you leave a mess, you will be charged for the cleanup. **Motor oil and other vehicle fluids shall be disposed of in accordance with government regulations**

We strongly recommend that you have comprehensive insurance on your vehicle in the event of an Act of God (for example, tree falling on your car or hail damage) or other occurrence. UHS's insurance does not cover damage to your vehicle.

SOCIAL SERVICE COORDINATION

Social services are available at several UHS properties. Contact the Director of Community Housing at **615-726-2696 x 142.**

REQUEST FOR ACCOMMODATION

A resident who finds that a permanent disability makes it difficult to fully enjoy the facility and/or its programs should contact the Property Manager to fill out a written request for an accommodation or modification.

NOTICE OF RIGHT TO ACCOMMODATION OR MODIFICATION

If you have a **PERMANENT** disability, the disability may require:

- (1) An exception to UHS rules or policies to give you an equal chance to live comfortably, use the facilities, or take part in programs on-site or any off-site programs scheduled for residents;**
- (2) A change or repair in your apartment or a special type of apartment that would give you an equal chance to live here and use the facilities or take part in programs on-site;**
- (3) A change or repair to some other part of the housing site that would give you an equal chance to live here and use the facilities or take part in programs on-site;**
- (4) A change in the way we communicate with you or give you information.**

You may ask for these kinds of changes. This is called a request for **REASONABLE ACCOMMODATION OR MODIFICATION.**

If you can show that you have a permanent disability and if your request is reasonable (not too expensive or too difficult to arrange), we will try to make the changes you request. **A request that poses an undue financial burden and/or administrative burden or creates a fundamental change in the nature of the program will be denied, and you will be told why.** Once the necessary verifications have been obtained, we will determine, within ten (10) business days, whether the requested accommodation is reasonable. In the event the complexity of the request or verifications thereof prevents a response within ten (10) busi-

ness days, we will advise the requester of our efforts to date and the projected time by which a response will be provided. In NO case, however, shall we take more than thirty (30) business days to provide a response. We will let you know if we need more information or proof that you need this or if we would like to talk to you about other ways to meet your needs. If we decide not to do what you asked, we will explain the reasons and you can give us more information if you think that will help. If you need help filling out an Accommodation or Modification Request form or if you want to give us your request in some other way, we will help. **Talk with the Property Manager for Authorization of Accommodation or Modification request at the Urban Housing Solutions office. We will not tell others what you tell us unless you give permission and we will use what you tell us to help meet your request.**

ANIMALS/PETS

Residents (not visitors) can have the following animals at **all** UHS properties: fish, quiet birds, hamsters. Aquariums with greater than a twenty (20) gallon capacity are NOT permitted. All Standards for Animal Care (see below) must be met and maintained.

Residents shall not permit any pet or animal to visit or stay – even temporarily.

Animals at 3rd & Chestnut, North Fourth, 1219 1st Avenue ONLY:

One dog OR one cat will be permitted at 3rd & Chestnut, North Fourth, and 1219 1st Avenue. The following dog breeds are NOT

permitted: Pit Bull or Pit Bull mix, Chow or Chow mix, Rottweiler or Rottweiler mix. The one dog or one cat is only permitted under the following circumstances:

- (1) The Property Manager must approve the pet.
- (2) The resident must pay a pet fee of \$300 AND a pet deposit of \$100. The pet fee is non-refundable. The pet deposit is refundable at the discretion of the Property Manager when the resident vacates the apartment.
- (3) If a resident has a pet that has not been approved by the Property Manager, either in the apartment or anywhere in the apartment community, the Property Manager will begin eviction proceedings. In addition, the resident will forfeit his/her entire Security Deposit and Pet Deposit.
- (4) All Standards for Animal Care (see below) must be met and maintained.

Animals at All Other UHS Properties:

Except under the Conditions of Reasonable Accommodation, **NO** animals (other than fish, quiet birds, and hamsters) are allowed at all other UHS properties. If a resident has an animal in the apartment or anywhere in the apartment community, the Property Manager will begin eviction proceedings. In addition, the resident will forfeit his/her entire Security Deposit.

Animals - Conditions of Reasonable Accommodation:

Service or Assistive Animals for Disabled Persons will be allowed under the following conditions:

- (1) Before bringing an animal onto a UHS property, a resident needing a Service or Assistive Animal must notify the Property Manager. The resident will be asked to complete a Request for Reasonable Accommodation and present it to the Director of Community Housing. The resident must also have a medical professional fax the form certifying the need for the animal to the Director of Community Housing.
- (2) At that point, the Director of Community Housing, in conjunction with the Property Manager, will have the discretion to permit the resident to have the animal.
- (3) The resident must meet and maintain all Standards for Animal Care (see below).

STANDARDS FOR ANIMAL CARE - All residents who have an animal on a UHS property must meet and maintain these standards:

- (1) The resident must be able to care adequately for the animal.
- (2) An animal owner must clean up after his/her animal and maintain the animal's cage or aquarium in a sanitary manner.
- (3) A resident is responsible for any damages caused by his/her animal and will be required to pay for any repairs necessary to put the apartment in its original condition. This includes, but is not limited

to, forfeiture of a pet deposit and forfeiture of a security deposit.

- (4) The animal must be fed ONLY in the owner's apartment.
- (5) The animal must not make noise that interferes with the peaceful enjoyment of the housing by other residents in the community.
- (6) The animal must be crated or kept behind a closed bathroom door when inspections, work orders, or pest control is scheduled. In some cases, the animal will need to be removed from the apartment during and after pest control treatments.
- (7) The resident must designate a caretaker for the animal who will be responsible for the care and shelter of the animal in the event an owner is not able to care for the animal.
- (8) The resident must provide a Power of Attorney for Emergency Animal Care, along with the name and contact information of the selected caretaker, to the Property Manager and his/her service coordinator (if the resident has a service coordinator). The resident must post this information on the back of his/her door. In the event of an emergency, and at the sole discretion of the Property Manager, Management will take the animal to the local animal shelter or attempt to find it another home. Blank Power of Attorney for Emergency Animal Care forms are available from the Property Manager.
- (9) All animals must be kept in the resident's apartment in an appropriate cage or aquarium. The animal cannot wander

the apartment, grounds, or common areas.

All animals must have the required immunizations on a yearly basis, and the resident must be able to produce proof of such immunizations upon request by Management.

CHARGES/FEES

The following fees may be charged:

Late rent fee: 10% of your monthly rent if your rent payment is not paid in time to be accepted by the bank by the 5th of the month.

NSF fee: \$30 if your rent payment is returned as insufficient funds.

Replacement Blinds:
\$50 + (depends on size)

Locks & Keys – replacements:
\$5 for lost metal key
\$15 for lost gate key
\$55 for door lock change or re-key
\$5 lost mailbox key
\$35 mailbox lock charge
\$55 apartment lock-out

Improper Disposal of Trash
(includes: furniture, mattresses, and appliances)
\$50 per occurrence & possible eviction

Plumbing Problems Caused by Resident:
Up to \$100 if UHS staff can fix
100% of all charges if contractor is called

Emergency Maintenance Calls that were NOT really emergencies:
\$50

Bed Bugs (first time):
SWAT Team Prep: \$25 - \$88
(depends on unit size & clutter)

Bed Bugs (not first time):
SWAT Team Prep: \$50 - \$150
(depends on unit size & clutter) PLUS
100% Mack Pest Control charge

IMPORTANT PHONE NUMBERS:

CHRIS DAVIS GROUP:
MAINTENANCE HOTLINE: 844-866-4594

Chris Davis, 615-726-2696 xX 140
Neely Meadows

Yolanda Mitchell, 615-726-2696 x 116
Mercury Court/Park, Merc North, Rex

Karen Williams, 615-726-2696 x 114
Village Place, Fisk, 26th & Clarksville

PEGGY SLAVEN GROUP
All Other UHS Properties
MAINTENANCE HOTLINE: 844-866-4593

Peggy Slaven, 615-726-2696 x 138
Shireece Firoul, 615-726-2696 x 129

COMMUNITY HOUSING
Traci Patton, Director
Serving All Properties
615-726-2696 x 142

CONFLICT WITH LEASE:

In the event of a conflict between the provisions of this Resident Handbook and the Lease (Market or MDHA), the provisions of this Resident Handbook shall govern and take precedence over any conflicting provisions in said Lease.

By signing this Resident Handbook, the Resident acknowledges receipt of the Resident Handbook, receipt of the pamphlet entitled "Protect Your Family from Lead in your Home," and receipt of

of Apartment Keys Issued: _____

of Mail Box Keys Issued: _____

of _____ Keys Issued: _____

of _____ Keys Issued: _____

of Key Cards Issued: _____

- Card Codes: _____

Resident Signature

Date: _____

Resident Signature

Date: _____

By signing this Resident Handbook, Urban Housing Solutions certifies that it has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the Resident's apartment.

URBAN HOUSING SOLUTIONS, INC.

By: _____

Date: _____

*** Adapted from A HANDBOOK ON THE LEGAL OBLIGATIONS AND RIGHTS OF PUBLIC AND ASSISTED-LIVING PROVIDERS UNDER FEDERAL AND STATE FAIR HOUSING LAW FOR APPLICANTS AND TENANTS WITH DISABILITIES:**

Author Debbie Pitch, J.D., in consultation with Ann Anderson, M.M.H.S., Rev. Oct. 2000

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