

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 containing a stylized house icon. The text "urban housing solutions" is stacked vertically in a lowercase, sans-serif font.

urban  
housing  
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# RESIDENT HANDBOOK and COMMUNITY POLICIES

April 2020

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## ***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 POLICY**

Residents who have an issue or concern with the policies or practices of Urban Housing Solutions are encouraged to discuss them promptly with their respective Property Manager. If the issue is still not resolved, you should put your concern in writing within **30 calendar days of the initial complaint** and send it to: **Quincy Bryant Compliance Manager, Urban Housing Solutions; 822 Woodland Street; Nashville, TN 37206**. You will receive a written conclusion of your grievance, if applicable, within 30 days of the receipt of the grievance.

### **OFFICE:**

The corporate 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. Property Managers are located off-site and have designated office hours.

### **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 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 in case stopped by security. Prison IDs are not acceptable. Residents are allowed a maximum of two **(2)** visitors 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 unit-**except Mercury Courts and Fisk Courts**. Per Metropolitan Development and Housing Agency (MDHA) guidelines, residents in an SRO (Single Resident Occupancy) units **CAN NOT** have overnight guests. This would be a violation of the program and subject to termination of the subsidy from MDHA. 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 or the resident will be subject to eviction for lease violations.

#### **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 thirteen (13) should not be outside without adult supervision at any time.

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 or their guests/visitors who engages in illegal activi-

ties, 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 viola-

tion is grounds for termination of tenancy, non-renewal and/or 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, non-renewal and/or eviction. If you were victimized or witnessed such activity, you should call the police and notify Property Management.

### **BUSINESS ACTIVITY**

**All UHS Properties:** Any business activity conducted in the units **must not** require visits from the public (unless leasing designated work/live units) and must not create a hazard of any kind. Business activity must not be conducted in the common areas. No business activity which jeopardizes the building insurance is allowed.

### **ALCOHOL**

Public intoxication is prohibited. Consumption of alcohol in common areas is prohibited. Intoxicated public behavior displayed by residents or guests will not be tolerated and may 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. Failure to comply will lead to program violation and subject to program termination and eviction.**

### **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 property newsletter, or on the property community 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 always expected to keep your apartment clean. 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 ceiling/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 and/or destroyed blinds. Residents are responsible for washing their windows and keeping window blinds/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, etc. 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 call the maintenance line (844-866-4594) to request pest control 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. Failure 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, call (615) 726-2696 extension 2 right away. Maintenance will test your apartment. If bed bugs are found, UHS will coordinate with pest control 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.

### **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 Director of Facilities Management.

### **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 maintenance (615) 726-2696 extension 2 right away. **Disconnecting a smoke detector is a serious matter that can lead to eviction.** Check your battery twice a year the day of the change to/from CDT.

### **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 Compliance

Coordinator and/or designated UHS 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 call

844-866-4594 to complete 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 **written** approval.

In **NO WAY** does the Management agree to insure, guarantee or protect resident 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 can 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 han-



dling. Any such firearm allowed to be kept on the premises **must always be stored safely**. 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 LINE: 615-726-2696 extension 2 for non-emergency issues and extension 3 for emergency maintenance concerns**.

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, leasing or social services staff – ALWAYS CALL 615-726-2696 extension 2.**

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.

**Any deliberate false emergency call: Resident will be charged \$100 and may be issued a lease non-renewal.**

**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 - call NES 615-234-0000 **first**  
Toilet completely stopped up  
Water line broken/flooding apartment  
Water heater leaking  
No water at all - Friday - Sunday  
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 11<sup>th</sup>.

Residents can **pay online** by credit card or draft at [www.urbanhousingolutions.org](http://www.urbanhousingolutions.org). There is no charge for this service. Residents can pay **by cash** at any Advance Financial location. 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 at our Woodland office or with off-site Property Management.**

#### **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 (**Mercury Court, Mercury North, Rex Court and Fisk Court only**). 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:**

Residents should contact their provider of choice to have internet and/or cable installed. Any associated cost is at the expense of the resident.

Cable, Satellite or Internet providers may **NOT** attach any equipment to a UHS building. Satellite dishes are prohibited in open and common areas. If a provider attaches equipment to a building and/or in open,

common areas, the resident will be considered responsible and will be charged all costs associated with removal of the equipment.

#### **PROGRAM COMPLIANCE/LEASE RENEWALS**

We have programs that may require annual recertification of income and household demographics as part of the compliance of the program. Residents who reside in designated housing area and/or receive a program-based subsidy, will be required to provide a new income certification so that we can comply with our funding sources. Residents will receive a sixty (60) day notification of program recertification and are expected to comply within the designated timeline. Failure to provide accurate income documentation upon request by UHS staff may result in the termination of your Lease and/or subsidy.

All other residents who are NOT required to complete annual recertification will enter a month-to-month lease after the initial first year.

#### **SECURITY DEPOSIT**

Prior to moving in, 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 Property Management or 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.

### **WEATHER EVENTS & NATURAL DISASTERS**

In case of severe weather or in the event of a natural disaster, please refer to Page 15 of this Handbook for information on safe places.

### **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 at the end of the initial lease.

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 vacates the unit, he/she should leave the apartment in the same clean and neat condition as it was at move-in.

**Residents should do the following prior to vacating the unit:**

1. Remove all personal items and trash. Anything permanently attached to the wall/ceiling 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 and a TV/sitting area. To help make these areas/rooms accessible and usable by many persons from time to time, some general rules have been developed by UHS to help preserve the cleanliness and attractiveness of the spaces, while not requiring major maintenance from staff. Some general rules are:

Clean up any food, spills or utensils whenever used.

Do not remove designated furniture from the common areas.

No smoking allowed in common areas/spaces.

Please leave any TV remotes or equipment on-site for others to use.

### **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 if 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, in public areas, railings on the building or on shrubbery.

### **PLAYGROUNDS**

Use of playground equipment is at your own risk. Residents are to use the following guidelines:

- 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 that are not already equipped for laundry. 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 licensed drivers requesting a parking sticker **must** be on lease. 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 **if 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 occurrences. UHS's insurance does not cover damage to your vehicle.**

### **COMMUNITY HOUSING SERVICES COORDINATION (CHS)**

The CHS team is a multidisciplinary team consisting of professionals who have experience in mental health, social work, health advocacy, education, job readiness and employment, addiction recovery, counseling and other community services fields. Services available:

- **Mental Health Coordination-** connects residents to community health services care in order to maintain housing
- **Health Services/Health Matters-** connects residents to several community agencies to obtain health services, reduce medical and dental costs, and increase health knowledge that will increase resident's overall health outcomes
- **Employment and Disability-** providing education/support services and linkages to community agencies regarding job readiness, training, job retention and support to maintain ongoing, stable employment for residents needing employment
- **Journeys of Hope-** safe, drug-free recovery housing for men and women recovering from alcohol and/or substance abuse
- **Housing Opportunities with Person with AIDS (HOPWA)-** affordable housing and support services for residents living with HIV/AIDS

- **Homeless Recovery Program-** affordable, permanent housing and support services or residents who have experienced homelessness
- **Transportation-**transportation for residents to and from appointment, physician visits, pharmacy pickups, grocery stores and job interviews
- **Senior Services (TNSILVER)-**support services for residents ages 62 or older
- **Clinic at Mercury Courts-**free primary medical care for all residents and the general public may utilize our clinic for a nominal fee

Contact the Community Housing Manager at **615-726-2696 x 142** if you have questions or want to seek services.

### **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 Health Services Coordinator to request for a reasonable 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 receive written documentation of why.** Once the necessary documentations 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) business days, we will advise the requester of our efforts to date and the projected time by which a response will be provided in writing. 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 your Property Manager for a Request for Reasonable Accommodation or Modification. 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 3<sup>rd</sup> & Chestnut, North Fourth, 1219 1<sup>st</sup> Avenue ONLY:**

One dog **OR** one cat will be permitted at 3<sup>rd</sup> & Chestnut, North Fourth, and 1219 1<sup>st</sup> 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 Man-

ager 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 Health Services Coordinator. The resident must have a medical professional **fax** the form certifying the need for the

animal to the attention of the Health Services Coordinator.

- (2) At that point, the Health Services Coordinator, 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 applicable). 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.

**SEVERE WEATHER & NATURAL DISASTERS**

The best place in your apartment to go during a tornado or severe thunderstorm AND the place you should go in case a natural disaster makes your apartment complex unsafe are listed below:

**First Avenue, Lewis Street, 3<sup>rd</sup> & Chestnut, Garden Street, and Shepard Street:**

Severe weather – Bathroom

Natural Disaster - Cameron School 1034 1<sup>st</sup> Ave. South



**Eastwood, Crown Ct., McKennie:**

Severe weather – Bathroom  
Natural Disaster - Eastland Kroger

**Porter:**

Severe weather – Lower hall or Bathroom  
Natural Disaster - Ugly Mugs Coffee House

**Russell St.:**

Severe weather – Bathroom  
Natural Disaster – Lockland Springs Church  
Parking Lot

**Douglas, Grace, N.4<sup>th</sup>, N. 6<sup>th</sup>:**

Severe weather – Bathroom  
Natural Disaster - Cleveland Park Comm Ctr

**River Terrace:**

Severe Weather – Bathroom  
Natural Disaster-Riverwood Church of Christ

**Greentree:**

Severe weather - Lower Hall or Bathroom  
Natural Disaster - The Church at Woodbine

**Vultee:**

Severe weather - Bathroom  
Natural Disaster- Vultee Church of Christ  
Parking Lot

**Hope Terrace:**

Severe weather – Bathroom  
Natural Disaster – McKissick Elementary or  
Tennessee State University

**Mercury Court:**

Severe weather – Bathroom  
Natural Disaster – McDonalds-Fessler’s Lane

**The Park:**

Severe weather – Lower Hall or Bathroom  
Natural Disaster – McDonalds-Fessler’s Lane

**Mercury North:**

Severe weather – Bathroom  
Natural Disaster - McDonalds

**Rex Court:**

Severe weather – Lower Hall or Bathroom  
Natural Disaster – Regions Bank

**26<sup>th</sup> & Clarksville, Phase I, II & III:**

Severe weather – Bathroom  
Natural Disaster – Greater St. John Church

**Fisk:**

Severe weather – Bathroom  
Natural Disaster – Walgreens

**Village Place:**

Severe weather – Bathroom or Lower Hall  
Natural Disaster – HG Hill’s

**Neely Meadows:**

Severe weather – Bathroom  
Natural Disaster–Neely’s Bend Middle  
School

**Millennium:**

Severe weather – Lower hall or Bathroom  
Natural Disaster – Kingdom Hall Church

## 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 5<sup>th</sup> 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  
\$75 apartment lock-out**

**Improper Disposal of Trash  
(includes furniture, mattresses, & 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:  
\$100**

## IMPORTANT PHONE NUMBERS:

**MAINTENANCE LINE: 844-866-4594**

### Property Managers:

**Chris Davis, Northeast Region - 615-726-2696 x 140--Neely Meadows, 26<sup>th</sup> and Clarksville Highway-Phases I, II, III**

**Yolanda Mitchell, South Region - 615-726-2696 x 116--Mercury Court, The Park, Mercury North**

**Karen Williams, North Region-615-726-2696 x 114--Village Place, Fisk Courts, Hope, Millennium**

**Vacant, South Region - 615-726-2696 x 138  
1216,1220,1225, 1335 Lewis Street,  
1233-35 Lewis Street, 3<sup>rd</sup> and Chestnut,  
First Avenue (All), Garden Street, Greentree, Rex Courts, Shepard, Vultee**

**Shireece Firoul, East Region - 615-726-2696 x 129-Cleveland, Crown, Douglas, Eastwood, Grace, McKennie, North 6<sup>th</sup>, Porter, River Terrance, Russell Street**

## COMMUNITY HOUSING

**Lamorris Franklin, Manager, 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 Mailbox 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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