

80 South Avenue, Attleboro, Massachusetts 02703

508-222-0151

Tenant Handbook

A Handy Resource for...

Answers to common questions

Selected policies – with brief descriptions

Contacts at the AHA and in your community

Continuing to provide basic housing resources to ensure decent, safe and affordable housing for our tenants, we pledge to work to accomplish a high degree of living quality. In conjunction with this goal, we shall strive to improve this quality of living in a financially-burdened, subsidized living environment, work to ensure housing choice, promote self-sufficiency and therein further fair housing opportunity. We shall attempt to meet the needs of eligible applicants and tenants with support that promotes economic and social independence for our program beneficiaries.

We strive to enhance the quality of our communities overall. By addressing local housing needs, working to expand upon the viability of the existing supply of housing stock and encouraging self-sufficiency, we create opportunity for better housing choice. The expansion of housing choice and the increased ability of our assisted families to meet fundamental needs will allow us to progress toward ensuring effective fair housing opportunity.





ABOUT ATTLEBORO HOUSING AUTHORITY

AHA Manages 431 State-aided public housing apartments for families qualifying for residency under specific guidelines. Guidelines for our programs are established either as state housing regulation by the Department of Housing and Community Development (DHCD), local policy by the Authority, or Massachusetts General Laws. During your tenancy you will be receiving the benefits of a regulated tenantial housing program as are all other families that occupy apartments in our elderly, handicapped, or family mix of pleasant and attractive communities. These properties are owned by the Authority and are located throughout the City of Attleboro

Authority employees are highly trained housing professionals and maintain the property in excellent condition with very limited resources. All of our public housing resources are regulated by the Department of Housing and Community Development (DHCD). Your help, however, is needed in order that we may continue to be effective in reaching our service goals and in maintaining the integrity of our apartments. Our communities are a reflection of the lives and interactions of their occupants, so the way in which you look upon and approach your tenancy within our community is very important. Your assistance to the Authority in addressing issues as soon as they arise, by bringing them to the attention of staff, will allow us to better serve all tenants.

Management welcomes your suggestions and observations and will advise and aid you in resolving housing issues that may arise. Should you have suggestions, please forward them, in writing, to the office. We are a state-regulated entity and, as such, we have a responsibility to inform you of all regulatory issues relating to your tenancy and will do so through appropriate form letters which address specific issues as the need arises. We will also provide management and maintenance of the property and offer related tenant support as our resources dictate.

We will attempt to do what we can to allow your tenancy to be as enjoyable and pleasant as possible. Cooperation is the basis of all success and we ask that as you continue your tenancy, please consider and attempt to understand the constraints under which we must provide services to you. Thank you and enjoy your stay with the Attleboro Housing Authority.

This handbook does not contain all policies and regulations of State-aided public housing. This booklet provides some text and only a sample of the most common policies and regulations that a tenant will encounter. The full text and entire set of policies and regulations can be obtained by calling the main office at 508-222-0151, ext. 200. However, remember that single copies are free, but you may be charged for multiple copies at 5 cents per page.

TABLE OF CONTENTS

Community Contacts · · · · · · · 2
General Office Information · · · · · 3
Your Lease and Rent Payment ·······4
Rent Re-determinations 5
Tenant Representatives
Parking Coordinators · · · · · 17
Development Amenity Information · · · · · 18
Staff Contacts
POLICIES:
Air Conditioners ······6
Alterations ······6
Apartment Size6
Appliances · · · · · · · · · · · · · · · · · · ·
Cable Television · · · · · · · · · · · · · · · · · · ·
Common Area Use Policy · · · · · · · · · · · · · · · · · · ·
Damages 8
Emergency Call System ······8
Exits 8
Fire Protection ·····8
Garbage Disposals · · · · 8-9
Housekeeping ·····9-10
Inspections ····· 10
Insurance 10
Keys and Lockouts · · · · 10-11
Pest Control · · · · 11
Pets
Political Signs · · · · 12
Reasonable Accommodation · · · · 12
Security Keys · · · · 12
Smoking Policy · · · · · 12
Stairways/Hallways · · · · · 13
Transfers
Vacant Apartment · · · · · 13
Vandalism and Other Violations · · · · · 13-14
Visitors
Vehicles / Parking······ 14-15

508-222-0151

Attleboro Housing Authority

Wildlife Protection · · · · · · · · · · · · · · · · · · ·	• • •	• • •	• • •	• • •	1	5
Work Orders · · · · · · · · · · · · · · · · · · ·			• •	15	-1	6
Yard Sales ·····					1	6



Community Contacts



Police, (Non-Emergency) (508) 222-1212 Attleboro City Hall (508) 223-2222 Attleboro Council on Aging (508) 223-2222 Attleboro Health Department (508) 223-2222 Attleboro Post Office (508) 222-4385 Child Support – Department of Revenue (800) 332-2733 Childcare – Robbins Children's Programs (508) 226-0282 Xfinity Cable (888) 633-4266
Attleboro Council on Aging
Attleboro Health Department (508) 223-2222 Attleboro Post Office (508) 222-4385 Child Support – Department of Revenue (800) 332-2733 Childcare – Robbins Children's Programs (508) 226-0282 Xfinity Cable (888) 633-4266
Attleboro Post Office
Child Support – Department of Revenue(800) 332-2733Childcare – Robbins Children's Programs(508) 226-0282Xfinity Cable(888) 633-4266
Childcare – Robbins Children's Programs (508) 226-0282 Xfinity Cable (888) 633-4266
Xfinity Cable
·
Community Care
DHCD(617) 573-1500
Dial-A-Ride GATRA
Domestic Violence New Hope
Family Resource Center
Family Services
Food Stamp Hotline
Fuel Assistance
Head Start Project Connect
Already Taxi
HUD (617) 994-8200
Legal Assistance
Legal Services
National Grid (Outages)
National Grid (Emergencies)
New Hope
Parental Stress Hotline
Poison Control Center
Rape Crisis Center (New Hope)
School Department
Self-Help (508) 226-4192
Social Security
Sturdy Memorial Hospital
United Way Info Line
Versa Care (Mental Health)
Veterans Services
Welfare Office – Taunton
W.I.C. (800) 942-1007

GENERAL OFFICE INFORMATION

Management Office: 80 South Avenue

Phone Number: 508-222-0151 Fax Number: 508-222-4389

Office Hours: Monday, Tuesday, Thursday 8:30 a.m. to 4:30 p.m.

Wednesday 8:30 a.m. to 5:30 p.m. Friday 8:30 a.m. to 1:00 p.m.

Office Closings: in bad weather, listen to Attleboro Public School announcements. The same will apply to the Authority for that day. Other daytime closings may be posted at the office entrance.

Maintenance Department: 508-222-0151, extension 200

Maintenance staff normal business hours are 7:00 a.m. to 3:30 p.m., Monday through Friday

After Hours Maintenance Service Policy

Call (508) 222-0151 for all emergency maintenance services when the office is closed. The answering service person will pick-up the call and relay your message to our on-call Maintenance staff person. The staff person assigned to handle after-hours calls changes each week. The Maintenance person on-call for the week will respond to emergencies immediately. To be considered an emergency, the maintenance call must be for a problem that presents a direct and immediate threat to the health and/or safety of tenants.

If, in the opinion of our Maintenance staff your call information indicates that it is not an emergency, Maintenance will contact you to inform you that your call will be addressed by the Maintenance person assigned to your development during normal business hours on the next day shift, sometime after 8:00 a.m.

Daytime work order calls can be numerous, so please be patient. Staff will schedule work orders with you and they will be done as workload permits.





YOUR LEASE is a legal written agreement between you and the Authority. It states the amount of your rent, your tenant responsibilities, management's responsibilities, any utilities you may be responsible for, and the way that the lease may be terminated by either you or the Authority. The Lease complies with State regulations and Authority Policy.

IT IS IMPORTANT THAT YOU READ YOUR LEASE

PAYMENT OF RENT

Your rent is determined according to your gross income and family size. Payment of rent should be paid by check or money order and must be on time at the beginning of each month.



You may mail your rent to <u>Attleboro Housing Authority</u>, <u>80 South Avenue</u>, <u>Attleboro</u>, <u>MA 02703</u>, or you may drop it off in person, either to the Receptionist during normal business hours, or deposit it in the secure lock-box, located at the maintenance entrance door around the corner to the left from the main entrance.

If you are interested in enrolling in direct debit to pay your monthly rent, your rent will be debited on 5th day of each month. Please contact the office for an Authorization Agreement for Pre-Authorized Payments Form. You can also pay your rent using the online portal.

Any payment received after 4:30 p.m. is credited on the next business day. Tenants whose personal checks are returned due to insufficient funds will be charged a fee of \$12.00 and be required to pay by money order or certified check.

If rent is not paid by the 7th (seventh) of the month it is late and a Notice for Non-payment will be issued. In the case of repeated late payments, eviction proceedings may be initiated. Actual costs incurred by the Authority may be charged to the tenant. If an emergency arises to prevent you from paying your rent for a particular month, you must contact the office prior to the rent due date to make other arrangements. In doing this, your emergency may be favorably considered.

RENT RECERTIFICATIONS



ANNUAL

Once a year, you will be required to provide current information to reevaluate the status of both your income and family size. This information must be used to adjust your rent for the next year. Please contact the *Housing Specialist* at the Office to ask questions about either your lease or the re-certification process.

INTERIM ADJUSTMENTS TO RENT

Increases: If your monthly gross household income increases, the Authority is required to re-determine your rent. You must report all increases to AHA by the 7th (seventh) day of the month following the month in which the increase occurred, together with all verifications and appropriate paperwork. All increases are effective on the 1st (first) day of the 2nd (second) month following the increase. For example, if your income increased in June, your rent will change effective August 1st.

Decreases: If your income decreases, it is your responsibility to request a rent redetermination. All decreases in rent are effective on the (1st) first day of the month following receipt of **all** required documentation and paperwork.

FOR ALL RENT RE-DETERMINATIONS, A COMPLETED APPLICATION FOR CONTINUED OCCUPANCY MUST BE HANDED IN TO THE OFFICE. CURRENT INCOME VERIFICATION FOR ALL HOUSEHOLD MEMBERS 18 YEARS OLD AND OLDER IS NECESSARY.

ALL INCOME MUST BE REPORTED, INCLUDING CHILD SUPPORT PAYMENTS AND SOCIAL SECURITY PAYMENTS TO CHILDREN, ETC.

COMMON PROBLEMS

In the event you have a maintenance problem in your unit, please contact the *Main Office* (508-222-0151). For questions or comments about any Authority Policy, contact the *Receptionist*.

AIR CONDITIONERS

Only <u>one</u> air conditioner is allowed per apartment. You must provide, maintain and install your own air conditioner. They can be installed <u>June 1st</u> and must be removed by <u>September 30th</u>. A/C's may be installed permanently in elderly



apartments upon approval. Medical exceptions may apply. Please see the section on "*Reasonable Accommodations*". Any A/C that is allowed to remain in the apartment after September 30th, must be properly installed and covered.



ALTERATIONS

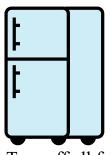
Alterations to Housing Authority Property are strictly prohibited! Any alteration done in a unit without the permission of the Authority will be removed at the tenant's expense.

APARTMENT SIZE

The size of your apartment is determined by State regulation and is matched to you according to the number of persons in your household and listed on your lease. No additional occupants are allowed. The Health Department prohibits use of basements for sleeping or use as a living area. Accordingly, you may



not store or use mattresses, sofas or futons in the basement, as this could be construed as a violation of "living area" rules by the State. Flammable materials also cannot be stored in basements or apartments.



APPLIANCES

<u>Refrigerators</u> are not supplied or serviced by the Authority for new tenants. <u>Stoves</u> are provided and must be kept clean at all times. Dried or baked-on grease is difficult to remove and is a fire hazard. You must clean your stove regularly. Notify the Authority about problems with your stove. <u>Washers and dryers</u> are located at all elderly communities and family site buildings with no basement. Where basements are available, the Authority will provide hook-ups for tenant-owned equipment.

Turn off all faucets and close drains when your washer is not in use.

No other large appliances are allowed. This includes freezers and dishwashers.



CABLE TELEVISION

Most apartments have been wired for cable television. However, if you want cable TV service, you must pay for all costs of installation and removal. You should call Xfinity Cable at the number listed in the front of this handbook. Satellite (dish) t.v. is strictly prohibited without prior approval from the Office; and no cable t.v. equipment is allowed to be installed directly onto any structural surface of any Authority building.

COMMON AREA USE

(The following are summaries. For the complete Policy, please contact the Office)

Fences: You may not install a fence on Authority property. Border fences, not more than 20" high may be erected to enclose an approved plant bed.

No sheds, animal cages, storage sheds, play gyms or trampolines may be erected. And, no swimming pools are allowed on Authority property, this includes wading pools. No tires, batteries, or car parts may be stored on Authority property.

Seasonal Furniture: Tenants may have seasonal furniture in the <u>rear</u> of their apartment at <u>FAMILY</u> developments and immediately outside their apartment at <u>ELDERLY</u> developments. All seasonal furniture must be neatly stored.

Cooking Grills may be stored next to rear entranceways. Whenever the cooking grill is being used, it must be placed at least ten (10) feet away from the building for fire safety.

Flowers and Plants: Tenants may plant <u>seasonal</u> flowers and perennials in an area <u>immediately next to</u> their apartment entrance doors, patios or entrance stairs with the placement approved by the Maintenance Department.

Pets: Animals may not be chained or tied on Authority property unless the owner of the animal is present. Pets are permitted <u>only</u> in elderly developments and the tenant must obtain a waiver.



Trash: You are responsible for properly disposing of all trash and debris, daily, including large furniture items. If a grounds inspection reveals that you have failed to comply with this Policy, a written notice will be delivered. Failure to remove the items within the time allowed will result in a member of the Maintenance staff disposing of the item(s) and you will be charged a fee for the cost of this removal. The area around the dumpsters should remain free of trash and other items. Children should not be responsible for disposing of trash.

DAMAGES

When damages occur to your apartment and/or its fixtures, beyond normal wear and tear, you are expected to pay for the damage. When the damages result from your neglect or are intentional, you will be charged. Some examples include:

- Broken doors and window glass
- Defaced walls
- Cracked or clogged toilets, sinks, tubs, etc.
- Lost keys
- Damage caused by you not reporting a maintenance issue
- If your apartment is not cleaned when you vacate



EMERGENCY

If you have a medical, police, or fire emergency, call 911 immediately.

EXITS

You should familiarize yourself with all exits from your apartment or building. Do not block exits with furniture, trash or anything else that may prevent you from exiting in the event of an emergency. Do not store personal items in stairwells or walkways leading to these exits.





FIRE PROTECTION

REMOVING OR DISABLING SMOKE DETECTORS **IS AGAINST THE LAW.** Please vacuum your smoke detectors once a month to prevent false alarms. Use caution when cooking to avoid a fire. Should your smoke detector appear to be working improperly, please call the office IMMEDIATELY. **DO NOT TAKE IT DOWN.**

GARBAGE DISPOSALS

Garbage disposals are provided in elderly communities only. **Only food waste** should be put into the disposal. Remove remnants of food in the disposal by pouring 1 cup of white vinegar down the drain, followed by ½ cup of baking soda. Let the mixture fizz for 10-15



minutes and flush with hot water. (Do not put grease, egg shells, coffee grounds, corn husks, cleaning chemicals, oatmeal, onion skins, nuts, paint, pasta, pits, plastic, potato peels, pumpkin or fibrous vegetables or large bones, shells, or trash down the disposal.)

HOUSEKEEPING

Dust and vacuum

Before you start dusting, make sure ceiling fans are turned off. Concentrate your dusting on the tops of furniture and the undersides of shelves, on handrails, picture frames, knickknacks and TV screens.

Wipe mirrors and glass

Use one damp microfiber cloth, followed by one dry cloth in wiping clean all the mirrors and glass surfaces.

• Disinfect countertops and surface areas

Go through your house and wipe down the hard surfaces – from countertops, appliances and cabinets to doorknobs, light switches, TV remotes and telephones. You should disinfect some of those surfaces, particularly the ones that might deliver germs to people's fingers and faces. Make a nontoxic disinfection solution by mixing one-fourth to a half cup of white or apple cider vinegar with a cup of water.

Kitchen

Spray cleaner on the kitchen sink, hard surfaces and applicances. Be sure to spray and wipe down weekly to keep germs at bay.

Bathroom

Spray cleaner on the bathroom sink, shower/tub (ceiling if needed) and toilet. Let it sit for a few minutes so the cleaner has time to dissolve dirt and stains. A lot goes on in your bathroom, and it's important to keep it as germ-free as possible. These tips will help you get control over this highly frequented room. These commonly forgotten areas can include faucet aerators and the toothbrush holder. In fact, the toothbrush holder is the third germiest place in your entire home, so you will want to make sure it's cleaned often. Remove all hair from the drain (pop up) of your shower or tub each time you use it. Clean toilets last. **DO NOT FLUSH WIPES OR ANY OTHER FOREIGN OBJECTS DOWN THE TOILET.** After three occurances if the Maintenance Staff reports wipes or other foreign objects being removed from a clogged toilet the tenant will be responsible for the cost of removal. **If you have a**

clogged toilet please do not hesitate to call Maintenance but be sure you have cleared all matter from the clogged toilet and clean the toilet seat prior to their arrival.

• Sweep, Vacuum then mop Sweep the kitchen and bathroom floors and/or vacuum then mop your floors last.

Some tasks don't need to be done each week. These include waxing the furniture, cleaning the windows, and washing area rugs and bath mats. Inspect these areas and use your own judgment.

Don't forget to routinely wash your cleaning tools
An often overlooked part of cleaning the house is maintaining your cleaning tools.
Using a dirty mop or a vacuum with a full bag is much less effective.



INSPECTIONS

State regulations require periodic inspections of your apartment. This can occur at any time during the year. We must view, test and report on safety equipment once annually for routine inspections. You will be given a forty-eight (48) hour notice. In case of an emergency, staff is authorized to enter your apartment with <u>no notice</u>. Maintenance must be able to enter your unit at any time. You cannot install additional locks without the written approval of the Authority.

INSURANCE

The Authority is not responsible for loss or damage to your furnishings or personal property as a result of fire, storms, vandalism, burglary, flood, etc. (THE AUTHORITY STRONGLY RECOMMENDS THAT TENANTS PURCHASE RENTERS INSURANCE TO PROTECT THEMSELVES FROM PERSONAL PROPERTY LOSSES.)





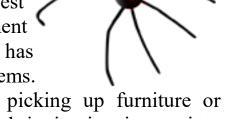
KEYS AND LOCKOUTS

When you sign your lease, you are given a key to your apartment and your mailbox. If you lose your keys, you will be required to pay the cost of replacing the lock(s).

If you lock yourself out after normal maintenance hours and our On-call Maintenance staff is called to let you into your apartment, we must charge you a \$35.00 service fee. If you lose your set of keys we will charge you \$150 to replace them.

PEST CONTROL

Insects and other pests can invade even the cleanest apartments through no fault of the tenant. If you see any signs of pest activity, you have a responsibility under your lease agreement to contact the Office immediately. The Authority has professional contractors ready to deal with these problems.



Please refrain from retriveing items from dumpsters or picking up furniture or matresses from the side of the road. You could potentially be bringing in a insects into your apartment.



PETS

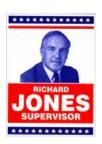
Pets Policy as per AHA lease agreement: Not to keep any pets or other animals and not to permit pets or other animals to be kept in the leased premises or elsewhere on LHA property on a temporary or permanent basis, excepting reasonably quiet birds in cages or fish in tanks, without the written permission of LHA in accordance with its rules or policies.

Family Communities: The pets allowed at family developments are birds in cages and fish in tanks (maximum 20 gallon capacity). All other pets are prohibited unless a resonable accommodation is requested.

Elderly Communities: A companion animal is allowed at elderly developments and is defined as a dog, cat, bird, or fish. You may have one dog (limited to a weight of forty (40) pounds, or one cat, or two birds, or a fish aquarium with a 20 gallon capacity. You must receive permission from the Authority before bringing a pet onto Authority property. You must make an application for a Pet Waiver and supply a pet deposit equal to the lesser of one month's rent or \$160.00.

POLITICAL SIGNS

To protect tenants' rights to quiet enjoyment, the Authority does not allow the placement of political materials on buildings or property owned by the Authority. Permission for political gatherings must be approved by the Office.





REASONABLE ACCOMMODATION

A reasonable accommodation is a request for a modification to an apartment or common area or an exception to the Authority's rules and regulations. This must be because of an existing medical condition that prevents normal use of the facilities or compliance with Policy. It must be supported by appropriate third-party documentation accompanying the request form.

SECURITY KEYS

Specific Authority buildings may have a "high-security" key system, which means that special rules are in effect that govern keys and copies of keys at those buildings. Copies of these keys are special order items and are only issued to tenants. Tenants cannot copy these keys. Requests for additional keys can be made to the Office. A form must be completed and the request approved. A request for additional keys due to severe medical reasons must be accompanied by doctor's letters, etc. All



additional keys are assigned to a specific individual. You are responsible for charges for additional high-security keys, lost keys and additional keys not returned to the Authority upon expiration of use or need.

SMOKING POLICY (This is a summary. For the complete Policy, please contact the office.)

Effective November 1, 2024, smoking is no longer permitted in any unit, common area, or any other parts of any AHA building. Smoking is also prohibited within 10 feet of any AHA building. **This Policy applies to all residents, guests, visitors, nurses/home health-aides, other service personnel, and AHA employees.**Acknowledgment of this policy will take the form of a lease addendum that will be signed by everyone as part of their annual rent redetermination.

STAIRWAYS, CORRIDORS AND HALLWAYS

Your apartment and adjacent common areas, such as stairways, corridors, halls and yards, must be kept clean and free of personal clutter. Common areas and stairs CANNOT be used for storage. The fire department takes notice and you may be charged for removal of stored items. Also, do NOT block <u>electric panels</u> as full access is required at all times.





TRANSFERS

A tenant is allowed to request a transfer to another apartment, but only in the case of a change in family size or severe medical problem. You must obtain an application at the Office and you may be required to provide additional

documentation supporting your transfer request. In order for your request to be considered, all monies owed to the Authority must be paid and you must be fully compliant with the terms of your lease.

VACANT APARTMENT

Your apartment is NOT ALLOWED to be left vacant for more than three (3) months out of the entire year or it can be considered abandoned. Exceptions to this must be approved in writing by the Executive Director.





VANDALISM AND OTHER VIOLATIONS

Vandalism will be investigated and if found to be caused by a you, your child or guest, you will be charged for cleaning/repairs. Continued vandalism and/or harassment of other tenants will not be tolerated and can result in eviction

Criminal activity of a tenant, household member, or guest will be investigated by the Authority and can result in eviction of the family. The tenant is responsible for the actions of all guests.

THE HEAD OF HOUSEHOLD IS RESPONSIBLE AND WILL BE HELD ACCOUNTABLE FOR ALL OCCUPANTS AND GUESTS AND THEIR ACTIVITIES IN THE UNIT AND ON ALL AUTHORITY PROPERTY.

VISITORS

Tenants are responsible for the actions of their guests at ALL times. Guests cannot stay overnight unless approved by Management in writing on the appropriate form. Overnight guests with vehicles are required to register their vehicle with the Office. Vehicles parked in tenant parking overnight WITHOUT a pass are subject to towing at their own expense.



Tenants cannot have overnight guests on the premises for

more than 21 days in any 12 month period. If you allow guests to remain in your apartment for more than 21 nights without Management approval, you risk eviction for violating the terms of your lease.

VEHICLES AND PARKING (For the complete Policy, please contact the Office)



If you have a vehicle, you must provide a copy of the registration and proof of insurance to the Authority Office in order to obtain a Parking Permit. Vehicle owners must be 18 years old or older. All vehicles on Authority property must be properly registered, insured and operable. Parking is limited to one (1) vehicle per licensed driver.

Restrictions:

- You CANNOT perform any work or repairs to vehicles on Authority property.
- Washing of vehicles is not permitted on Authority property.
- You must park only in designated, paved parking areas.
- Vehicles parked on lawns or walkways are subject to immediate towing.
- If your vehicle causes damage to Authority property, you will be charged for the labor and materials to repair such damages.
- General Authority policy is for <u>no assigned parking</u>. Some developments have been granted a waiver from the Authority Parking Policy and have assigned a

Tenant Parking Coordinator. This person assigns spaces at that particular development and you must contact him/her for a space.

- Spaces at certain developments have been set aside for visitors or handicapped. Tenants are not allowed to use visitor spaces and only vehicles with a handicap placard or plate are allowed to park in handicapped spaces. The handicap placard must be clearly visible in the front window of the vehicle as long as it is parked in a handicap space or the vehicle owner risks being towed (this is State law).
- Guests must park in available visitor spots or on the street.

Commercial Vehicles:

Commercial vehicles are prohibited from parking in Authority parking areas without written permission from the Management Office.

Recreational Vehicle Ban:

The following types of vehicles are banned from all Authority property: All-terrain vehicles, three-wheelers, four-wheelers, motorized scooters, etc. Also, none of these vehicles can be stored on Authority property.



WILDLIFE PROTECTION

- No bird feeders or birdhouses are to be placed on Authority property.
- Tenants cannot feed any wildlife on Authority property, including but not limited to: birds, ducks, geese or squirrels. Wildlife food includes commercial wildlife food, as well as household scraps.
- Tenants may not place food of any kind on Authority property for the purpose of attracting wildlife.

WORK ORDERS

AHA maintenance staff responds to all maintenance matters; however, maintenance emergencies are a priority. If you need to place a work order, please call the office at (508) 222-0151.

Please do not call the office after-hours for non-emergency work orders. Be aware that non-emergency work orders can take up to <u>14 calendar days</u> to be resolved.

FOR EMERGENCY WORK ORDERS, please call the main office at (508)-222-0151 at any time, which includes after-hours. DO NOT USE THE TENANT PORTAL for any emergency word order. Examples of emergencies include:

- Fires of any kind (Call 911)
- Gas leaks/odor (Call 911)
- No electrical power in <u>your</u> unit (weather-related outages call National Grid 800-465-1212)
- Electrical hazards, sparking outlets
- Broken water pipes, flood
- Sewer or toilet blockage
- Roof leak
- Lock outs
- Door and window security defects
- No heat
- No hot water
- Dangerous structural defects
- Inoperable or beeping smoke/CO detectors



YARD SALES

Only tenants of Family Developments are allowed to conduct a yard sale and they are limited to ONE YARD SALE PER YEAR. You must obtain approval from the Office in writing on the appropriate form prior to the sale date, in addition to any City Permit needed. Yard sales are not allowed at any elderly cummunity of the Authority due to parking limitations.

TENANT REPRESENTATIVES

There is currently one local tenant organization (LTO) that has been established for the purpose of representing tenants interests, rights, etc. and to participate in functions affecting the interests of those tenants. An LTO, however, has no official authority or capacity to make policy or create procedures. These responsibilities belong to the Board of Commisioners and Authority staff. The current LTO is:

Family & 705 Scattered Site

Portia Gray-Goffigan Tenant

PARKING COORDINATORS

BROOKSIDE

By phone only Kathy Derby (508) 222-8808

RIVER COURT

By phone and address Elizabeth Russell (774) 340-7218, Apt. 503 Available 9:00 AM to 9:00 PM

MAPLE TERRACE

Samuel Oliveira – 18 B Maple Terrace

Available every Wednesday from 4:00 PM to 7:00 PM

(If not home, leave a note on the door with your contact information)

OAKHURST No Parking Coordinator

HILLCREST OAKS
No Parking Coordinator

		DEVELOPME	INT AMENITY	DEVELOPMENT AMENITY CHECKLIST FOR TENANTS	OR TENANT	S	
Development	Mailbox	Laundry	Trash Area	Entrance	Parking	Key	Type of
	System	Area		Information	System	System	Development
Oakhurst	Front	Community	Dumpster-	No Buzzers	No	Regular	Elderly/Handicap
	Hallways	Room	Main		Assignment	é	5
			Entrance				
Maple Terrace	Front	Community	Dumpster-	No Buzzers	Assigned by	Regular	Elderly/Handicap
	Hallways	Room	Back of Site		Coordinator		
River Court	Near 1 st	Community	Trash Room	Buzzer Panel	Assigned by	High	Elderly/Handicap
	Floor	Room	Each Floor	at Front	Coordinator	Security	
	Elevator			Door for		è	
				Each			
				Apartment			
Brookside	1st Floor	Community	Trash Chute	Buzzer Panel	Assigned by	Regular	Elderly/Handicap
	Entrance	Room	on 1st Floor	at Front	Coordinator		
	of Right		Mailbox and	Door for			
			2 nd Floor	Each			
			Elevator	Apartment			
Hillcrest Oaks	Clustered	ln	Dumpsters	No Buzzers	No	Regular	Family
	Boxes	Basements	on Site		Assignment		
	around the						
	Site						
Martin Street	Front	Back of	Dumpster in	No Buzzers	No	Regular	Family
	Hallways	Building on	Parking Lot		Assignment		
		1⁵t Floor					
Scattered	Individual	ln	Curbside	Doorbells	No	Regular	Family
Sites	Mailbox	Basement	Pick-Up		Assignment		

STAFF CONTACTS

Paul M. Dumouchel, Executive Director 508-222-0151, ext. 201 pmd@attleborohousing.org

Christina Harnois, Deputy Director 508-222-0151, ext. 204 christina@attleborohousing.org

Diane Raposa, Finance Director 508-222-0151, ext. 205 diane@attleborohousing.org

Sarah Goetzinger, Administrative Assistant 508-222-0151, ext 202 AHAadmin@attleborohousing.org

Lynn Foster, Administrative Assistant – Maintenance 508-222-0151, ext 207 lynn@attleborohousing.org

Peggy Lowe, Receptionist 508-222-0151, ext. 200 receptionist@attleborohousing.org

Sheila Paquette, Tenant Selector 508-222-0151. ext. 203 sheila@attleborohousing.org

MeLinda Williams, Public Housing Specialist (*Rent Re-determinations*) 508-222-0151, ext. 208 PHS@attleborohousing.org

Daisy Dalomba, Housing Choice Voucher Specialist 508-222-0151, ext. 206 LHS@attleborohousing.org

Eliana De La Zerda, Tenant Service Coordinator 508-222-0151, ext. 210 RSC@attleborohousing.org

Jim Feyler, Maintenance Director 508-222-0151, ext 200 jim@attleborohousing.org

Maintenance Staff: Mark Johnson, Tobi Blanchette, Manny Pires, Lisa Blais, Devlyn House, Isaia Blanchette, Al Legere

NOTES

WWW.ATTLEBOROHOUSING.ORG

Revised 3/2025