



# Attleboro Housing Authority

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.



Oakhurst

River Court

Maple Terrace

Brookside

Hillcrest Oaks



Garden Street



Martin Street



Holman Street



Ellis Street



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## 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 tenential 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.**

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## Community Contacts

Police, Ambulance, Fire – Emergency .....	9-1-1
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
Community Care .....	(508) 223-4135
DHCD.....	(617) 573-1500
Dial-A-Ride GATRA .....	(508) 222-6106
Domestic Violence New Hope .....	(800) 323-4673
Family Resource Center .....	(508) 226-5722
Family Services .....	(508) 646-9335
Food Stamp Hotline.....	(800) 645-8333
Fuel Assistance.....	(508) 226-4192
Head Start Project Connect .....	(508) 223-3244
Already Taxi.....	(781) 929-6530
HUD .....	(617) 994-8200
Legal Assistance.....	(800) 244-8393
Legal Services .....	(800) 244-9023
National Grid (Outages) .....	(800) 465-1212
National Grid (Emergencies).....	(800) 322-3223
New Hope.....	(508) 226-4015
Parental Stress Hotline .....	(800) 632-8188
Poison Control Center .....	(800) 682-9211
Rape Crisis Center (New Hope).....	(800) 323-4673
School Department .....	(508) 222-5150
Self-Help .....	(508) 226-4192
Social Security.....	(888) 655-6469
Sturdy Memorial Hospital.....	(508) 222-5200
United Way Info Line.....	2-1-1
Versa Care (Mental Health) .....	(508) 226-8874
Veterans Services .....	(508) 223-2222
Welfare Office – Taunton.....	(508) 884-5300
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.

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**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 Attleboro Housing Authority, 80 South Avenue, Attleboro, MA 02703, 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 5<sup>th</sup> 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 7<sup>th</sup> (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.

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## RENT RECERTIFICATIONS



Lease  
Addendum

### ANNUAL

Once a year, you will be required to provide current information to re-evaluate 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 7<sup>th</sup> (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 1<sup>st</sup> (first) day of the 2<sup>nd</sup> (second) month following the increase. For example, if your income increased in June, your rent will change effective August 1<sup>st</sup>.

**Decreases:** If your income decreases, it is your responsibility to request a rent re-determination. All decreases in rent are effective on the (1<sup>st</sup>) 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.**

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## 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**.

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## AIR CONDITIONERS

Only **one** air conditioner is allowed per apartment. You must provide, maintain and install your own air conditioner. They can be installed June 1<sup>st</sup> and must be removed by September 30<sup>th</sup>. 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 30<sup>th</sup>, must be properly installed and covered.



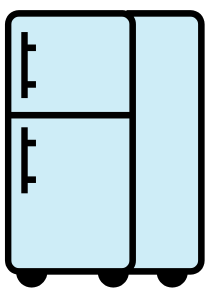
## ALTERATIONS

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.

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## 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.



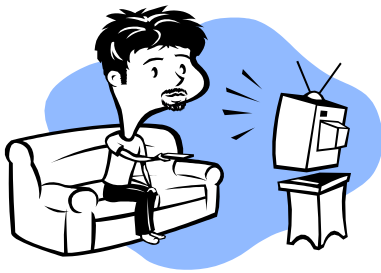
## APPLIANCES

Refrigerators are not supplied or serviced by the Authority for new tenants. Stoves 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. Washers and dryers 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.**

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## 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 rear of their apartment at FAMILY developments and immediately outside their apartment at ELDERLY 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 seasonal flowers and perennials in an area immediately next to 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 only 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

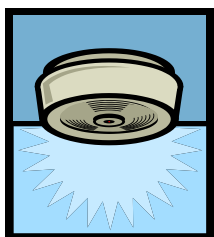


## EMERGENCY

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



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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.)*

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## 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 appliances. 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 occurrences 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*

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***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

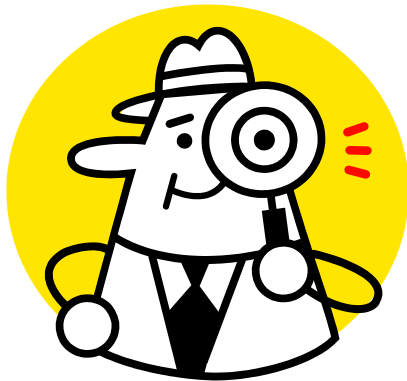
Sweep the kitchen and bathroom floors and/or vacuum then mop your floors last.

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.

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## 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 no notice. Maintenance must be able to enter your unit at any time. You cannot install additional locks without the written approval of the Authority.

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## 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).

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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.

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## 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 retrieving items from dumpsters or picking up furniture or mattresses from the side of the road. You could potentially be bringing in 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 Pet Packet is filled out along with a Reasonable Accommodation form. Only after our office has given its written approval will the pet be permitted.*

**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.



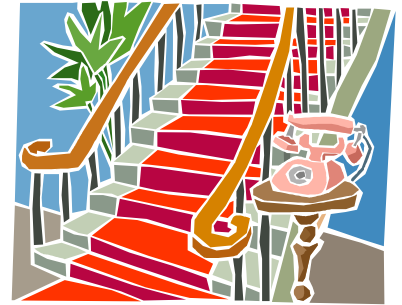
## SMOKING POLICY *(This is a summary. For the complete Policy, please contact the office.)*

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 electric panels 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.

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- General Authority policy is for **no assigned parking**. 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.



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## **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.

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## **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.

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Please do not call the office after-hours for non-emergency work orders. Be aware that non-emergency work orders can take up to 14 calendar days 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 work order. Examples of emergencies include:

- Fires of any kind (Call 911)
- Gas leaks/odor (Call 911)
- No electrical power in your 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



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## 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 community 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

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## **PARKING COORDINATORS**

### **BROOKSIDE**

Kathy Derby – **by phone only**: (508) 222-8808

### **RIVER COURT**

Shelly Falke – Unit 513, **by email**: shellyfalke64@gmail.com

### **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**

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

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## STAFF CONTACTS

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**Maintenance Staff:** Mark Johnson, Tobi Blanchette, Manny Pires, Lisa Blais, Devlyn House, Isaia Blanchette, Al Legere, Mike Hebert, Joe Sullivan

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**NOTES**