



PLATTSBURGH
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H O U S I N G
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A U T H O R I T Y

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**Rules & Regulations Manual
For
Family Housing Residents**

WELCOME

TO THE

PLATTSBURGH HOUSING AUTHORITY

The Plattsburgh Housing Authority was established March 20, 1951, under Chapter 701 of the Laws of New York State for the purpose of providing quality and affordable rental housing to low-income families.

Welcome to your new home!! Your home contains all the elements of pleasant living with adequate space. The pleasure you obtain depends largely on you and the extent to which you contribute toward making it a nice place to live.

MANAGEMENT & CONDITIONS OF OCCUPANCY

PAYING RENT

The Plattsburgh Housing Authority Management Office is open Monday - Friday from 9:00 a.m. - 12:30 p.m., and 1:30 p.m. - 3:00 p.m.

In accordance with the terms of your lease, the rent is due and payable on the first of each calendar month at the Management Office, 4817 South Catherine Street, Plattsburgh, New York 12901.

SECURITY DEPOSIT

The security deposit defrays the cost of any unusual damage caused by carelessness on the part of the residents or guests. It will be refunded to you when you move from the apartment upon your compliance with the rules and regulations of the PHA, less any maintenance or rent charges.

Posted in the Management Office is a list of charges for any damages which may be charged to an account and deducted from the security deposit. No deductions are made for ordinary wear and tear.

In accordance with New York State Law, interest from your security deposit is credited to your account annually.

KEYS

Each family will receive two keys to the apartment upon move-in. Keys which are damaged or lost must be replaced at the resident's expense. Refer to *Schedule of Charges* for pricing information.

LEASE

The lease is an agreement between the Plattsburgh Housing Authority, Head of Household, and all members of your household. All leases must be abided and your lease has been designed to burden you as little as possible.

The resident agrees to pay a certain amount of rent for the apartment on the first of each month. The resident further agrees to provide Management with information regarding changes in income and family composition. Each household must submit required information regarding income, assets, and family composition at the annual certification. Each household is required to keep the apartment and grounds in good condition and to help in the care of public grounds.

TRANSFER OF LEASE

The resident agrees not to assign this lease nor to sublet or transfer possession of the premises; nor to give accommodations to boarders or lodgers. The resident further agrees not to use or permit the use of the apartment for any purpose other than a private dwelling unit solely for the resident(s) as listed on the lease. This provision does not exclude reasonable accommodation of residents' guests or visitors.

ANNUAL CERTIFICATION

Once each year, as required by the lease, the resident agrees to furnish accurate information to Management as to family income, employment, assets, and family composition. This

information is used to determine if the rent should be changed, if the apartment size is still appropriate for the resident's needs, and if the resident is still eligible for low- income housing.

REPORTING CHANGES

Changes in income and household composition **must be reported** to the Management Office within ten (10) days so that rents may be adjusted accordingly.

ADDITIONS TO HOUSEHOLD

If there is a need for an addition to the household, an application may be made at the Management Office. The application must be **approved** before the person can move in. In the case of a birth, the resident is required to provide Management with a copy of the birth certificate within ten (10) days.

VISITORS

A visitor or guest is someone who has a legal address and residency elsewhere and is in the apartment for a brief time (2 weeks or less in a 12-month period).

ABSENCE FROM HOME

If you are away for an extended period of time please let us know that your apartment will be empty. The heat must be left on but may be turned down to as low as 60 degrees so that water pipes do not freeze. Residents will be charged for damages to the unit (such as repairs caused by frozen pipes) if Management has not been notified of the anticipated absence and taken the proper steps to insure that your apartment is safe.

RENTAL INSURANCE

Insurance coverage carried by the Plattsburgh Housing Authority covers PHA property only and **does not** apply to personal contents of your apartment. As a landlord, the Plattsburgh Housing Authority is not liable for any personal contents. It is the responsibility of the resident to obtain rental insurance to cover furniture and personal possessions.

VACATING YOUR APARTMENT

A **written** move-out notice is required prior to move-out. All developments require a 30-day notice. (Example: If you wish to vacate June 5, notice must be given by May 5). Move-Out Notices are available at the Management Office.

Clean your home thoroughly when you leave; leave it as you would like to have it if you were just moving in. Review the charges listed on the back of the Move-Out Notice. Be sure you have addressed all items. Return all keys to the Management Office or with Maintenance staff at the time of your move-out inspection.

After all furniture and personal belongings are removed from the premises and cleaning is completed, an inspection of the apartment is required. A joint inspection with the Maintenance Supervisor should be **scheduled** and is **recommended**. Failure to request this joint inspection acknowledges the resident's acceptance without grievance of the PHA's findings. Determination as to the existence of damages incurred will be charged to the account and deducted from the security deposit.

RIGHT OF ENTRY

Management expressly reserves the right to enter or to permit its representatives, agents, or employees to enter the premises at any reasonable hour, with or without the permission of the resident for the following reasons:

1. Investigation to determine the nature and extent of any condition therein existing in violation of any law or any lawful rule and regulation of any governmental agency or public authority.
2. Examining the premises, exterminating insects or vermin, and making such repairs, corrections, alterations, improvements or additions as Management may deem necessary or desirable. No additional locking devices other than those provided are allowed on apartment entry doors or other doors.

REPAIRS & ALTERATIONS

Residents should not attempt to make major or minor repairs, alterations, or additions to the buildings unless they have first obtained written consent from Management. A staff of trained employees is available to provide this service.

PAINTING WALLS

Repainting walls or altering the decorative scheme of the apartment in any way is not permitted.

MAINTENANCE

Each resident is required to keep the premises in the best possible condition, and members of the household are to refrain from destroying or defacing the buildings.

Good upkeep shows pride in the home and adds to the attractive appearance of the entire community. Carelessness, deliberate or otherwise, will mean assessments to cover the cost of the damages in accordance with the list of charges posted in the Management Office and the charges set forth in this manual.

The Plattsburgh Housing Authority has a responsibility to its residents to provide apartment and building maintenance and repair service. Your lease explains these services. We expect that during the course of the year you may need something repaired in your apartment. All repair and maintenance needs must be reported to the Maintenance Department at 518-563-0430 Ext 105.

It is important that you are aware that PHA employees cannot accept any gifts, tips or other compensation from or on behalf of residents for performing services that are part of their job. Also, members of the Maintenance staff are not allowed to perform personal services or jobs for you during regularly scheduled work hours. Either of these will jeopardize the employee's job.

Please observe the "Resident's Obligations" as set forth in your Lease. We appreciate your cooperation.

REPORTING DAMAGE

Residents **must** report to the Maintenance Department immediately any damages or the need for repairs, such as stoppage of or overflow from toilets, sinks, bathtubs, or basins, leakage from water pipes, damage to electric wires or fixtures, problems with smoke detectors, etc.

In order to secure prompt attention and proper consideration, please make all requests for repairs to the Maintenance Department at 518-563-0430 Ext 105 during regular working hours Monday through Friday, 7:30 a.m. – 3:30 p.m.

For emergencies after business hours, weekends and/or holidays, you must call 518-726-0543. Leave your name, address and a brief description of the problem. Repairs will be made at once for emergency calls only. Non-emergency calls will be addressed during regular working hours.

WHAT IS AN EMERGENCY?

- ☞ Fires (Call **911** First)
- ☞ Floods
- ☞ Elevator Problems
- ☞ Sewer Stoppages
- ☞ Power Failures
- ☞ Lockouts
- ☞ Plugged Toilets
- ☞ Heat and Low Water Complaints
- ☞ Drain Pipe Leaks
- ☞ Broken Hot Water Tanks
- ☞ Smoke Alarm Problems
- ☞ Any Electrical Problems
- ☞ Broken Windows
- ☞ Malfunctioning Refrigerators
- ☞ Other Genuine Emergency Complaints

Please be reminded that you can be charged for a call-out for non-emergencies.

MAINTENANCE CHARGES - BREAKAGE, DAMAGE, LOSS, RESIDENT NEGLIGENCE

There are no charges for repairs due to ordinary wear and tear and reported promptly to the Maintenance Department. However, charges are made when residents cause breakage or damage resulting from their action or neglect. Payment of such charges is due not later than two (2) weeks after the Plattsburgh Housing Authority gives written notice of the charge.

Charges will be the cost of materials and labor. The hourly labor rate is calculated at base pay per hour plus benefits, and is subject to adjustments based on labor contracts. Please refer to the *Schedule of Charges* posted at the Management Office. Charges are subject to change with a thirty (30) day notice.

WATER

Don't waste water. The cost of water and sewage is included in your rent.

Report all dripping faucets and running toilets IMMEDIATELY!!!

WASHING VEHICLES ON PHA PROPERTY IS NOT PERMITTED.

UTILITIES

The resident is responsible for maintaining electric service to the apartment. Non-payment to the Municipal Lighting Department will result in discontinuation of utility services. If the resident calls in a work order for lack of electric service and it is determined it is the result of non-payment, the resident will be charged for Maintenance staff's time.

If a resident fails to pay the Municipal Lighting Department during the period October 15 through April 15, utility service will be turned over to the Plattsburgh Housing Authority; this will result in an eviction for the resident. The resident shall not waste nor unreasonably use water, heat or electricity.

In order to cancel the eviction, the resident must:

1. Provide the Plattsburgh Housing Authority with a copy of the reconnect order; and
2. Reimburse the Plattsburgh Housing Authority for any charges as a result of the shutoff.

FUMIGATION AND EXTERMINATION

Although the apartments are not vermin proof, they are inspected prior to move-in. Evidence of the presence of any pests such as cockroaches, bed bugs, etc., must be reported to the Management Office **immediately**. No resident should hesitate to request assistance in ridding their apartment of vermin. Such a request does not reflect on the resident's ability as a housekeeper since "pests" can get into a home through no fault of their own. Failure to acknowledge and notify the Management Office can result in charges to the resident.

If vermin are found after a move-in, Management will investigate the possibility that they came with the new resident. If this is the case, the resident will be charged for extermination.

If these pests are found after an inspection by Management and the resident has not reported their presence, the cost of extermination will be charged to the resident. Failure to cooperate may result in eviction.

PLUMBING

Lack of proper care of plumbing equipment usually results in inconvenience and expense both to the resident and to Management. All stoppage of toilets, tubs, and sinks caused by carelessness or failure to exercise ordinary caution will be corrected at the resident's expense.

Toilets and sinks are not to be used as general waste baskets and coffee grounds should not be drained down the sink. Matted hair will clog drains. **Never** use bleach, strong soap or detergents in kitchen sinks, bath tubs or toilet bowls.

All parents should caution their children against dropping things into toilet bowls, especially rubber balls, pencils, small toys, etc. These articles cannot be flushed through and will result in costly damage which will be corrected at the resident's expense

HEATERS

Keep all windows and doors closed during the winter months. Make sure all of the storm windows are in place. Do not open windows over the radiators at any point in time when the outside temperature is below freezing (32 degrees F). The water in the radiator will freeze and cause the radiator to burst. All damages occurring as a result of this action will be charged to the resident. Not only will the radiator be damaged, but your apartment could sustain extensive

water damage.

Make sure the heaters are clean. Dirt and dust in the heaters will cut down on heating efficiency. Also, do not place furniture so close to the heater that it prevents the heated air from circulating. **This is a fire hazard.** Do not let curtains and drapes hang over the heaters; the heat will get trapped underneath them.

If you have any questions about how your thermostat operates, please contact the Maintenance Department.

ELECTRICAL PANELS

Do not block electrical panels or any vents in your apartment. The panel must be easily accessible at all times.

REFRIGERATORS

You must keep the condenser clean for most efficient operation. Turn the temperature control to *OFF*. Remove the base grille, if your refrigerator has one. Sweep away or vacuum dust that is readily accessible on condenser coils, then turn the control back *ON*. For best results, use a brush specially designed for this purpose; brushes are available at the Maintenance Shop. This easy cleaning operation should be done at least twice per year.

To remove the base grille, grasp the bottom of the grille and pull it out.

To replace the base grille, line up the clips on the back of the grille with the openings in the baseplate and push the grille forward until it snaps into place.

It is the resident's responsibility to clean the grille and condenser. If a service call is required and the unit has not been maintained, you will be charged for the cost of the repair. A clean grille and condenser will result in the motor running less which is an electric cost savings to you. A clean grille and condenser will extend the life of the unit.

AIR CONDITIONERS

Due to insurance liability, all self-installed air conditioners **must be inspected** by PHA staff. Residents are required to call for an inspection work order. There is an inspection fee (see *Schedule of Charges*) which will be posted to the respective accounts on the 1st of the month following the inspection.

If you request PHA staff to install your air conditioner(s), an annual installation/removal fee will be charged for the 1st installed air conditioner with an additional installation fee charged for each subsequent air conditioner in your apartment (see *Schedule of Charges*). The fees will be charged to your account on the 1st of the month following installation. The PHA does not provide materials needed for installation.

CEILING FANS

The Plattsburgh Housing Authority does not allow the installation of ceiling fans.

SATELLITE DISHES

The Plattsburgh Housing Authority does not allow the installation of satellite dishes. Residents with satellite dishes in place are grandfathered in and will not be asked to remove them, however, no further permissions will be granted.

TELEVISION/CB ANTENNAS

The Plattsburgh Housing Authority **does not allow** the installation of television or CB antennas or aerials. They are not permitted on the roofs, out of windows, or on the grounds.

SMOKE ALARMS

The Plattsburgh Housing Authority maintains all smoke alarms in your apartment to include changing the batteries. You **must not** disengage or tamper with your smoke alarm for any reason. Tampering or disengaging a smoke alarm is a violation of your lease and your lease will be terminated. If your smoke alarm malfunctions or does not test, call the Maintenance Department and request a work order **immediately**.

OXYGEN

Be sure the room where you store oxygen tanks/cylinders is well ventilated. Never store tanks or cylinders in cramped spaces such as a closet, cabinet or underneath furniture.

BURNER COVERS

Please take notice that the Plattsburgh Housing Authority **does not** permit the use of decorative burner covers; they are a potential fire hazard. Any damage to a range or apartment resulting from the use of these covers will be charged to the resident.

PICTURE HANGING

To preserve the appearance of the walls, you are requested not to use large nails or screws. Mirrors and pictures may be hanged by using picture hooks, hangers, push pins or other approved type. **Do not use adhesive tape holders**--they pull the paint and finish off the wall when removed. Please exercise due care in placing them so that the walls are not marred.

TOWEL RACKS, ETC.

Towel racks, glass holders, and the like secured with screws may be installed upon consent of the Maintenance Department, providing the resident agrees to allow such fixtures to remain in the event of moving.

CARPET INSTALLATION

Fire resistant carpet of any size may be installed. There are to be **no** nails, tack strips, or anything that goes into the floor used to secure the carpet. For installation and securing purposes, tape is to be used only where absolutely necessary to prevent tripping. Doors will not be cut to accommodate high-pile carpet. The doors are of sufficient height to clear standard carpet. If you have a question about carpet installation, contact the Maintenance Department prior to installation.

NON-SMOKING AREAS

Residents agree to abide by Plattsburgh Housing Authority's non-smoking policy. All apartments and common areas of PHA apartment buildings as well **as within 25 feet from any PHA building** are designated non-smoking. Smoking in designated non-smoking areas or in apartments may be grounds for eviction and may result in a financial responsibility for any damage or cleaning costs resulting from smoking.

DRESS CODE FOR RESIDENTS

All residents and guests are required to wear appropriate and suitable apparel (shirts, footwear, etc.) in all community/public areas.

TED K. CENTER

Plattsburgh Housing Authority's Ted K. Center, located at 8 Tyrell Avenue, provides educational and recreational opportunities to youth of all ages residing in PHA developments. The Ted K. Center also provides adult education, job training, and family self-sufficiency opportunities.

The Center provides a place for children to learn, play and socialize with others and obtain information with the guidance of friendly trained staff. The Center programs emphasize constructive use of leisure time and educational achievement. It provides children with positive opportunities for growth and development. The programs improve the quality of neighborhood and community life in the developments through constructive alternatives offered to children.

CHILD SUPERVISION

This housing development has been designed to make life as pleasant as possible for children. Parents should caution their children against defacing walls, tearing up lawns, and damaging trees and other property.

There is to be **no ball playing** (hardball, volleyball, softball, kickball, soccer, toss-n-catch, etc.) near or between any of the apartment buildings. The appropriate place to play ball is at the McGaulley Avenue field or South Acres Park or under controlled supervision.

The parking lots are **not** play areas. Children should not be riding tricycles, bicycles, etc., roller skating or playing in any of the parking lots. Also, the practice of riding bicycles on the sidewalks is not permitted. This is very dangerous for people who are walking on the sidewalks. You are responsible for providing adequate supervision of any child living in or visiting your apartment. It is your responsibility to see that they are playing safely and properly.

Playground areas are provided so that your children have a safe designated area near their home to play. You are responsible for the behavior of your children and their guests when they are using these areas. All children age 5 and under must be supervised at all times by an adult on the playground areas.

Children enjoy listening to music. Please instruct your children that the practice of playing loud music inside and outside of their apartment is restricted. Do not allow their music to become a nuisance to the neighbors.

Children are not to play on or around the snowbanks during the winter months. Digging tunnels and sliding on the snowbanks are not permitted. Children are to play in the appropriate designated areas provided by the Plattsburgh Housing Authority.

NOISE

Some people must work at night and sleep during the day. Out of consideration, noise should be kept down to a minimum. No radio or television should be operated at full volume. Parties and such celebrations are permitted but they should not be boisterous or disturbing to the peace in the rest of the community. If a resident insists on being noisy, you must contact the City Police Department.

COMPLAINTS

If you have a problem with your neighbor, try to discuss and resolve it. If there is a noise complaint and it persists, call the City Police. If these attempts fail, all complaints must be

submitted in writing to the Management Office (except extreme emergencies). Written complaints must indicate dates of incidents and attempts to correct the problem before Management will take action.

FENCES

There are to be no fences installed by residents on Plattsburgh Housing Authority property.

STORAGE SHEDS

Storage sheds of any type are not permitted on Housing Authority property.

TENTS

Tents, awnings, canopies, screen-rooms and campers are not permitted on Plattsburgh Housing Authority property.

CLOTHESLINE SWINGS

Absolutely no swings are to be tied to clothesline bars. Concrete is not an acceptable landing surface and your child may be injured.

FEEDING BIRDS/SQUIRRELS/FERAL CATS

The PHA does not allow residents to put up bird feeders or place food outside. **Do not feed the birds, squirrels or feral cats.** These animals become aggressive when food is left out for them and the food will attract raccoons, skunks, rats and mice.

OPEN FIRES

No candles, bonfires or other open fires are permitted on Plattsburgh Housing Authority Property.

YARDS

Swimming pools, sprinklers, slip and slides, trampolines, bounce houses, tents, screened tents and canopies are not allowed on PHA property. In addition, fire pits, patio heaters, chiminea or any outdoor fireplaces, or any wood burning pits are not allowed on PHA property.

YARD SALES

Family residents are allowed two yard sales per year. The maximum length of each sale cannot be more than three (3) consecutive days.

CARE OF GROUNDS AND SIDEWALKS

Residents are responsible for maintaining the lawn and area around their apartments. This includes keeping it picked up, mowed, raked, and sweeping the steps and walks, etc. Grass clippers, rakes, and hand mowers are available to sign out at the Maintenance Shop. Residents are responsible for equipment they sign out; failure to return equipment or returning damaged equipment will result in residents being charged.

The resident is also responsible for removing ice and snow from the sidewalk between their door and the main sidewalks.

The resident will be charged if at any time it becomes necessary for the Maintenance Department to clean or maintain the immediate area around the apartment.

There are to be no automobiles, motorcycles, ATV's or other such vehicles driven or parked on

lawns of any development grounds or sidewalks. There are designated lots for parking registered and licensed vehicles. Operating a motor vehicle on development grounds is a danger to resident safety and could lead to action to terminate your lease.

All boats, trailers and campers must be parked in designated areas and **removed from PHA property between October 15th and April 15th**. Please contact the Maintenance Department for acceptable parking locations during the allowed timeframes. Vehicles illegally parked could be towed at the owner's expense.

For added security, a motorcycle or dirt bike may be parked near the back entrance only to your apartment. This is allowed as long as the motorcycle/dirt bike is pushed, not ridden from the parking lot to the back yard or from the street to the back yard.

TREES & SHRUBBERY

Please try to preserve the trees. Explain to your children how important it is not to carve the bark, swing on the branches, or cut them off. Most children do not realize that trees die from this kind of treatment. The shrubbery planted by the PHA is maintained by the PHA. Both shrubs and trees are trimmed and pruned by specially trained persons. Please report any misuse.

GARBAGE

Each apartment is assigned a trash receptacle and a blue bin. Each cart has an identification number assigned to the resident. **No other household is to use your cart.** All carts are to be placed next to the resident's porch and secured to the handrail.

All residents are required to:

1. Maintain the cart (keep it clean, no alterations permitted, no writing, stickers, etc.).
2. Return the cart at time of move-out. The resident's account will be charged the current rate if the cart is damaged, destroyed, or not returned at the time of move-out.

Your cart is to be placed at the proper location on Tuesdays prior to 7:00 a.m. The trash cart must be returned to the designated storage area not later than Wednesdays at 8:00 a.m. Failure to do so will result in Maintenance staff returning the cart to the proper area and the set charge assessed to the resident's account.

Summer Months (April 15 - October 31) - All carts are to be stored in the rear of each apartment during this time period.

Winter Months (November 1 - April 14) - For your convenience, carts may be stored in the front of each apartment during this time period.

The sanitation company will accept only garbage that fits into the garbage bin with the top of the bin closed. If any excess garbage is picked up by the Maintenance Department, the current charge will be assessed to the resident's account.

The Plattsburgh Housing Authority will **not** be responsible for the disposal of furniture, appliances, tires, wood or metal items. The disposal of these items is the resident's responsibility. These items must be disposed of and not stored outside your apartment.

RECYCLING

The Plattsburgh Housing Authority pays for all garbage and recyclables to be removed. All non-recyclable garbage is to be placed in **clear** trash bags and put in your large garbage cart. If garbage is not placed in clear bags, the hauler will refuse to remove your garbage. You will then be responsible for its removal and the charges incurred.

All mandatory recyclables must be separated and placed in your recyclable bin. The bin should be kept in your apartment.

PARKING

The City of Plattsburgh has advised the Plattsburgh Housing Authority that the City will ticket and/or tow vehicles violating the City parking ban.

Please be sure that you are not parked on the street during that time. The following is the parking lot you must park in:

Tyrell Avenue

Apartments 2 to 18 - Parking Lot #1
Apartments 1 to 29 - Parking Lot #2

Sharron Avenue

Apartments 216 to 136 - Parking Lot #1
Apartments 134 to 112 - Parking Lot #2

South Peru Street

Apartments 249 to 173 - Parking Lot #1
Apartments 169 to 157 - Parking Lot #2
Apartments 141 to 147 - Parking Lot #3

Mildred Boulevard

Apartments 2 to 40 - Parking Lot #2
Apartments 1 to 43 - Parking Lot #3

South Catherine Street

Apartments 4833 - 4819 – Park in front lot or on McGaulley Avenue

McGaulley Avenue

All day guests are required to park on the street between McGaulley Avenue and Main Mill Street or in the parking lot at the end of McGaulley Avenue. All overnight guests must park at the end parking lot.

If you enter your parking lot and it is full, please check the other parking lots for a vacant space.

Your vehicle must be registered with the Plattsburgh Housing Authority. Any vehicle that is not registered and is parked in the parking lots will be towed at the owner’s expense.

Please be reminded that there is no assigned parking.

The above is enforced during the winter parking ban designated by the amber flashing light. You may park on the street at any other time.

Bushey Boulevard

Apartments 10 - 72 - Parking Lot #1
Apartments 74 - 86 - Parking Lot #2
Apartments 88 - 110 - May park one resident-owned vehicle in Lot #3.

All additional household vehicles are to be parked in Lot #1 on the northeast end (closest to

Bushey Boulevard). Visitors are to park on Bushey Boulevard, not in the parking lots.

Residents are not to work on cars in the parking areas or front lawns. It is a source of danger to other residents and the grease, oil and gasoline damages the parking areas. We will tolerate minor repairs on your personal automobile, but under no circumstances is a vehicle to be left unattended while such a repair is in process.

Parking is provided for properly registered resident-owned vehicles. **Unlicensed, unregistered or disabled vehicles, including ATV's and motorcycles, will be towed at owner's expense.**

- ☞ No vehicles are to be parked on grass or lawns.
- ☞ There are no assigned parking spaces.
- ☞ Do not park in the handicapped accessible areas unless you have a sticker or plate.
- ☞ Any guests staying more than three (3) nights should call and register their vehicle with the Management Office.

WINTER PARKING

During the winter months it is important that we keep the parking lots plowed. Please move your vehicle as requested by PHA staff or when you see the plowing begin.

If you go away during the winter for even a short period of time and leave your car in the parking lot, or are unable to personally move your car, please make arrangements for someone to move it for you. As part of your lease you are required to move your vehicle for snow removal and plowing. You will have 2 warnings and the 3rd time, your vehicle will be towed at your expense.

Each occasion you will receive a notice in your door if Plattsburgh Housing needs vehicles moved to clear the parking lots. If your vehicle is not moved and Plattsburgh Housing employees need to knock on your door, it will be a warning. If this happens on 2 occasions, the 3rd time your vehicle will be towed. If you are unable to move you vehicle you must make arrangements with someone that can do so for you. **If you vehicle is towed, it is at your own expense.**

When cleaning the snow off your car, direct as much of the snow as possible toward outside the lot rather than into the parking spaces.

SAFETY

Put Everything in its Safe Place!

- ☞ ***Keep hallways clear.*** Check stairways and areas around buildings; never use them for storage or temporary trash collection.
- ☞ ***Never store flammable liquids or explosive substances in your apartment.*** These include gasoline, paints, thinners and other liquid products (check labels and call the Maintenance Department for advice) as well as lithium battery electric bikes, hover boards or scooters.
- ☞ ***Always follow label instructions*** for storing any potential poisons such as cleansers and medicines.
- ☞ ***Never store combustibles*** near a heater, stove, hot water tank, refrigerator or other heat-producing appliance. Combustibles are paper, rags, and other materials that burn easily.
- ☞ ***Never store any items in the oven*** (this includes pots, pans, dishes, aluminum foil, etc).
- ☞ ***Shop for hazardous products carefully*** to avoid storage, buy just enough for the job at hand.
- ☞ ***Remove trash regularly.*** Trash should be put out in the trash carts daily. Never dispose of hazardous, flammable or combustible materials in your trash cart (call the Maintenance Department for advice).

Use Electricity Safely!

- ☞ ***Replace worn cords*** immediately.
- ☞ ***Keep cords out of walkways.***
- ☞ ***Use safety caps*** to cover unused outlets.
- ☞ ***Do not use extension cords; power strips can be used.***
- ☞ ***Never tamper with fuses or circuit breakers.***
- ☞ ***Use the proper outlets*** for heavy-duty appliances (check with the Maintenance Department).

Other Electrical Safety Tips

Always call in a work order if you suspect an electrical problem in your apartment.

- ☞ ***Unplug appliances*** before cleaning, adjusting, removing parts, etc., and when not in use.
- ☞ ***Replace light bulbs with care*** (adults only) turn off the electricity, let the bulb cool, handle it with care, and keep fingers out of the socket.
- ☞ ***Never use electric appliances near water***, or if you have wet hands, or are touching a metal object.
- ☞ ***Never put metal objects into appliances*** while plugged or in outlets.

Know How to Fight Small Fires!

If a fire occurs, **always** get everyone out and **call 911**. If the fire is small and you think you can put it out, do as follows:

- ☞ ***Leave yourself an escape route.***
- ☞ ***Stay low*** to avoid heat and smoke.

- ☞ **Use an "ABC" extinguisher**
- ☞ **Aim the extinguisher** at the base of the fire.
- ☞ **If the fire grows** or you cannot put it out, **Get Out!**

Grease & Electrical Fires

Turn off the stove, power source, etc., and use an ABC extinguisher. **Never** use water--it can spread the fire or cause a shock.

Clothing Fires

Stop, drop to the floor or ground, and roll over until the flames are out.

Know How to Escape Fire

- ☞ **Have an escape plan** and practice it often.
- ☞ **Choose an outside meeting place** and make sure everyone knows where it is.
- ☞ **Keep emergency numbers** by the phone.

Learn Escape Rules

- ☞ **Stay close to the floor.**
- ☞ **Take short breaths.** Cover your face with a wet cloth, if possible.
- ☞ **Feel doors before opening** (if warm, don't open).
- ☞ **Never use an elevator.**
- ☞ **Never re-enter** a burning building.

Help Prevent Fires

Careless use of smoking materials is a major cause of fires in the home.

- ☞ **Smoking/vaping** of any substances is **not allowed in your apartment** or within 25 feet (family housing) or 40 feet (senior housing) of any PHA building.
- ☞ **Use** cigarettes, matches and lighters with care when on PHA property and beyond the no smoking zones.
- ☞ **Candles and incense are not allowed.**
- ☞ **Teach children** not to play with matches, lighters or other smoking materials.
- ☞ **Keep** matches, lighters and other smoking materials out of children's reach.
- ☞ **Douse ashes, matches and butts with water** and make sure they are "out" before throwing away. Dispose of matches and cigarette butts in proper receptacles.
- ☞ **Never heat your apartment** with a stove or oven; it is a fire and health hazard.

Use & Maintain Smoke Detectors

They can save your life by warning you of a fire!

- ☞ **Test detectors** at least once a month using the test button.
- ☞ **Call the Maintenance Department to replace batteries** as often as necessary (the light or buzzer may let you know when batteries need replacing).
- ☞ **Clean detectors** regularly to keep them free of dust, grease, etc.
- ☞ **Never alter a detector** or cover it to keep it from sounding.
- ☞ **Do not disconnect or tamper** with your smoke alarm for any reason. **THIS IS A VIOLATION OF YOUR LEASE.**
- ☞ **Report any problems** to the Maintenance Department immediately.

Take Action Against Crime

Lock criminals out of your home.

- ☞ **Always** keep your doors locked.
- ☞ **See** who is buzzing or knocking before unlocking the door (ask for identification if you don't know the person).
- ☞ **Never** leave an extra key outside the door under a mat, in a mailbox, etc.
- ☞ **Never** lend your key to other persons.
- ☞ **Report lost or stolen keys** to the PHA immediately.

If you go away for more than a day:

- ☞ **Lock** doors and windows.
- ☞ **Stop** newspaper, mail and any other deliveries.
- ☞ **Leave a light on**, or put one or more on a timer (but do not draw shades or curtains).
- ☞ **Ask a friend or trusted neighbor** to check on your apartment for you.

Help Stop Vandalism

Vandalism costs money, and it adds to demands on police, fire and utility services.

- ☞ **Report vandalism and suspicious activity** around your home immediately.
- ☞ **Teach children** that vandalism is wrong. Remember that you are responsible for the actions of family members and guests in your home.
- ☞ **Consider carrying renters insurance.** A renter's insurance policy covers vandalism, theft, and fire damage. Be sure to keep a list of your valuables, including serial numbers, regardless of insurance coverage.

Fight Illegal Drug Use

It is a threat to health and safety--and it contributes to crime!

- ☞ **Set a good example** by not using illegal drugs yourself and by not "dealing" with dealers.
- ☞ **Report suspicious activity** to the police or PHA (you don't have to give your name). If you don't act, the problem won't go away--and the results could be tragic.
- ☞ **Get involved in groups** that are working to fight drug use where you live. If there is not such a group, start one!

GAS GRILLS

1. **Absolutely no** gasoline, flammable or explosive substances are to be stored in your apartment, porch, or in any building auxiliary to the apartment unit.
2. Charcoal & Lighter Fluid - Charcoal lighters and lighter fluid are **not to be stored in your apartment.** Charcoal must be stored in a dry area away from heat producing appliances and charcoal lighter fluid must be stored outside the apartment in a secure safe area.

Never burn charcoal inside of homes, vehicles, tents, or campers. Charcoal should never be used indoors, even if ventilation is provided. Charcoal produces CO fumes until the charcoal is completely extinguished. Do not store grills indoors with freshly

used coals.

Never use gasoline or kerosene to start the fire.

3. Disposal of Hot Charcoal - Don't leave a hot grill unattended. Make sure the coals are extinguished and cool before disposing of them.
4. Outdoor Barbecue Grills - Liquid petroleum (LP) gas or propane used in gas grills is highly flammable. To reduce the risk of fire or explosion, consumers should routinely perform the following safety checks:
 - ✓ Check the tubes that lead into the burner for any blockage from insects, spiders, or food grease. Use a pipe cleaner or wire to clear blockage and push it through to the main part of the burner.
 - ✓ Check grill hose for cracking, brittleness, holes, and leaks. Make sure there are no sharp bends in the hose or tubing.
 - ✓ Move gas hose as far away as possible from hot surfaces and dripping hot grease. If you cannot move the hose, install a heat shield to protect it.
 - ✓ Replace scratched or nicked connectors which can eventually leak gas.
 - ✓ Check for gas leaks following the manufacturer's instructions if you smell gas or when you reconnect the grill to the LP gas container. If you detect a leak, immediately turn off the gas and don't attempt to light the grill until the leak is fixed.
 - ✓ Keep lighted cigarettes, matches, or open flames away from a leaking grill.
 - ✓ Never use a grill indoors. Use the grill at least 10 feet away from your apartment or any building. Do not use the grill on the porch or under a surface that can catch fire.
 - ✓ Do not attempt to repair the tank valve or the appliance yourself. See an LP gas dealer or a qualified appliance repair person.
 - ✓ Always follow the manufacturer's instructions that accompany the grill.
5. Propane Containers - Use caution when storing LP gas containers. Always keep containers upright. Never store a spare gas container under or near the grill or indoors. Never store or use flammable liquids like gasoline near the grill.

To avoid accidents while transporting LP gas containers, consumers should transport the container in a secure, upright position. Never keep a filled container in a hot car or car trunk. Heat will cause the gas pressure to increase, which may open the relief valve and allow gas to escape.

Make sure your spark igniter is consistently generating a spark to create a flame and burn the propane gas. If the flame is not visible, the heavier-than-air propane gas may be escaping and could explode. Never bring the propane tank into the apartment.

Consumers should use extreme caution and always follow manufacturer's instructions when connecting or disconnecting LP gas containers.

PET POLICY

In compliance with Section 526 of the Quality Housing and Work Responsibility Act of 1998, PHA residents shall be permitted to own and keep common household pets.

The ownership of common household pets is subject to the following rules and limitations, together with state and local public health, animal control, and anti-cruelty laws & regulations.

1. Common household pets shall be defined as domesticated animals such as a dog, cat, bird, or fish that is traditionally recognized as a companion animal and is kept in the home for pleasure rather than commercial purposes. No more than one (1) dog, cat, or other common household pet as listed in this policy shall be permitted in a household (i.e., a resident may not have one dog *and* one cat, or one hamster *and* one gerbil). Common household pets do not include animals who would be allowed to produce offspring for sale. Common household pets are defined as follows:

Birds Includes canary, parakeet, finch and other species that are normally kept caged; birds of prey are not permitted. The maximum number of birds allowed is two (2).

Fish In tanks or aquariums, not to exceed fifty (50) gallons in capacity; poisonous or dangerous fish are not permitted. There shall be no limit as to the number of fish, but no more than can be maintained in a safe and healthy manner in one aquarium with a maximum capacity of fifty (50) gallons shall be permitted and shall be counted as one (1) pet.

Dogs Not to exceed twenty-five (25) pounds weight, or fifteen (15) inches in height at full growth. All dogs **must** be spayed or neutered and housebroken. Veterinarian recommended/suggested breeds of dogs are as follows:

Chihuahua, Pekinese, Poodle, Schnauzer, Cocker Spaniel, Dachshund & Terriers

NO PIT BULLS, DOBERMANS, OR ROTTWEILERS ARE PERMITTED UNDER ANY CIRCUMSTANCES.

Cats Cats must be spayed or neutered and have a scratching post, and should not exceed twenty-five (25) pounds. They must be trained to use a litter box or other waste receptacle.

Rodents Hamsters and gerbils are considered common household pets; all others are not allowed. These animals must be kept in appropriate cages. The maximum number of hamsters/gerbils allowed is one (1).

Reptiles Small lizards such as chameleons are allowed. All other reptiles are **NOT** considered common household pets and are not allowed. They must be enclosed in an appropriate cage or container at all times. The maximum number of lizards allowed is one (1).

Exotic/
Prohibited
Pets At no time will the PHA approve exotic pets such as snakes, monkeys, game
 pets ferrets, rabbits, turtles, guinea pigs, piranhas or iguanas, insects, arachnids,
 wild or feral animals, and pot-bellied pigs.

2. Any pet, other than a dog or cat, shall be confined to an appropriate cage or container. Such a pet may be removed from its cage while inside the owner's housing unit for the purpose of handling, but shall not generally be unrestrained.
3. The pet must be kept in the resident's apartment. Cats and dogs must be on a leash and walked by an adult or child at least 12 years of age and appropriately and effectively restrained at all times when outside the unit. Under no circumstances may the pet be leashed /tied inside or outside the dwelling at any time.
4. Pets are to be restrained on leashes no longer than four feet in length and are to be carried in elevators.
5. Pets are not permitted in housing offices, maintenance shop areas, playgrounds, community rooms, laundry rooms and office areas of the buildings. They are permitted in the halls and main lobby of the high-rise buildings for the purpose of going from and entering the buildings. They may not be exercised in the halls or lobbies.
6. Pet owners must provide proper care, nutrition, exercise and medical care for the pet. Pets that appear to be poorly cared for will be reported to the appropriate authorities.
7. The pet must be kept under control at all times so that the pet does not jump up on other residents, guests, or Housing Authority staff, and that they are not bothered or unduly frightened by the behavior of the pet.
8. Pet owners must make arrangements for the care of the pet during any absence of more than ten (10) hours.
9. Exercise common sense and common courtesy with respect to other residents who may have sensitivities or allergies to, be easily frightened of, or dislike pets.
10. Pet owners shall maintain their pet in such a manner as to prevent any damage to their unit, yard or common areas of the community in which they live. Residents/Pet owners shall not alter their unit, patio, premises or common areas to create any enclosure for any animal. Residents/Pet owners shall not install pet doors. The animal shall be maintained so as not to be a nuisance or a threat to the health or safety of neighbors, PHA employees, or the public, by reason of noise, unpleasant odors or other objectionable situations.
11. Each pet owner shall be fully responsible for the care of the pet, including proper disposal of pet wastes in a safe and sanitary manner. Improper disposal of pet waste is a violation and may be grounds for termination of your lease.

Litter Box Requirements

- a. All animal waste or litter from litter boxes shall be picked up immediately by the pet owner, disposed of in sealed plastic trash bags, and placed in a trash bin.
- b. Litter shall not be disposed of by being flushed through a toilet.
- c. Litter boxes shall be stored inside the resident's dwelling unit.

Removal of Waste from Other Locations

- a. The resident/pet owner shall be responsible for the removal of any/all waste deposited by pets from the premises by placing it in a sealed plastic bag and disposing of it in an outside trash bin. This is required when walking your pet.
- b. The resident/pet owner shall take adequate precautions to eliminate any pet odors within or around the unit and to maintain the unit in a sanitary condition at all times.

12. **All cats and dogs shall be inoculated and all dogs licensed in accordance with applicable state and local laws. All cats or dogs shall be neutered or spayed;** exceptions may be made upon veterinary certification that subjecting this particular pet to the procedure would be temporarily or permanently medically unsafe or unnecessary. Failure to comply will result in a pet violation.
13. **All cats and dogs shall be registered with the Management Office and approved prior to being brought into the unit.** Registration shall consist of providing the following:
 - a. Basic information about the pet (type, age, description, name, etc.).
 - b. Proof of inoculations (cats and dogs) and licensing (dogs).
 - c. Payment of a pet deposit of \$200 and a non-refundable registration fee of \$25 is to be paid in full prior to the date the pet is properly registered and brought into the unit to defray the cost of potential damage caused by the pet to the unit or to common areas of the community. There shall be no pet deposit for pets other than dogs or cats. The pet deposit shall not preclude charges to a resident for repair of damages done on an ongoing basis by a pet. The resident is responsible for all damage caused by the pet and will reimburse the Authority for all costs it incurs in repairing such damages. The PHA reserves the right to change or increase the required deposit by amendment to these rules. This deposit is refundable or will be credited to the resident's rent account in full if no damage is identified.
 - d. Completed pet registration form which is a pet agreement between the PHA and the household requesting the pet.
 - e. Resident must place the pet sticker, which is provided by the PHA, on the bottom, left corner of the window on the apartment storm door. For all apartments without a storm door, please place the pet sticker on your apartment door, to the right of the security peephole.

14. If the PHA refuses to register a pet, a written notification will be sent to the pet owner stating the reason for the denial and shall be served in accordance with HUD notice requirements. The notice of refusal may be combined with a notice of a pet violation. The PHA will refuse to register a pet as follows:
 - a. If the pet is in the unit prior to registration;
 - b. The pet is not a common household pet as defined in this policy;
 - c. Keeping the pet would violate any restrictions listed in this policy;
 - d. The pet owner fails to provide complete pet registration information or fails to update the registration annually;
 - e. The PHA reasonably determines that the pet owner is unable to keep the pet in compliance with pet rules and other lease obligations. The pet's temperament and behavior may be considered as a factor in determining the pet owner's ability to comply with provisions of the lease;
 - f. The applicant has previously been charged with animal cruelty under state or local law; or has been evicted, had to relinquish a pet or has been prohibited from future pet ownership due to pet rule violations or court order.
15. Pets which are not owned by a resident will not be allowed. No pets are allowed in a unit unless registered to that unit and approved by the PHA. Residents are prohibited from feeding or harboring stray animals. If a resident harbors a pet that has not been approved or registered by the Plattsburgh Housing Authority, the PHA will send written notice with a \$25.00 pet fine for the first offense and the resident must remove or register the pet within 3 business days. If the pet is not removed or registered within 3 business days of the first notice, a second notice will be sent and a \$50.00 pet fine will be assessed to the resident. If the resident still does not remove or register the pet within 3 business days of the second notice, the PHA may proceed with an eviction against the resident. If a resident is found to have harbored any unapproved or unregistered animal or animals (the same or different animals) a total of 3 times within any twelve (12) month period, and notice of the violations have been provided as outlined herein, the PHA may proceed with an eviction against the resident. For example, if a resident receives three separate "first notices" under this paragraph in a twelve-month period, the resident will be subject to eviction.
16. The PHA may, after reasonable notice to the resident during reasonable hours, enter and inspect the premises in addition to other inspections allowed. PHA will enter a unit with a Police Officer as an emergency if there is reason to believe a pet is being neglected, abused, or has possibly been abandoned.
17. Aside from the notice and fine procedure outlined in section 15 above for unregistered animals, if a determination is made on objective facts, supported by written statements, that a resident/pet owner has violated any other pet rules, PHA will serve a written notice of the violation upon the resident which will contain a brief statement of the factual basis for the determination and the pet rule(s) which were violated. The notice will also state the following:

- a. That the resident/pet owner has ten (10) business days from the effective date of the service of notice to correct the violation or make written request for a meeting to discuss the violation;
 - b. That the resident/pet owner is entitled to be accompanied by another person of his or her choice at the meeting;
 - c. That the resident/pet owner's failure to correct the violation, request a meeting, or appear at a requested meeting may result in initiation of procedures to remove the pet or to terminate the pet owner's residency.
18. If the resident/pet owner and the PHA are unable to resolve the violation at the meeting, or the pet owner fails to correct the violation in the time period allotted by the PHA, the PHA may serve notice to remove the pet. The notice shall contain the following:
- a. A brief statement of the factual basis for the PHA's determination of the pet rule that has been violated;
 - b. The requirement that the resident/pet owner must remove the pet within thirty (30) calendar days of the notice; and,
 - c. A statement that failure to remove the pet may result in the initiation of termination of residency procedures.
19. The PHA may initiate procedures for termination of residency based on the pet rule violation for the following reasons:
- a. The pet owner has failed to remove the pet or correct a pet rule violation within the time period specified; and,
 - b. The pet rule violation is sufficient to begin procedures to terminate residency under terms of the lease.
20. If the death or incapacity of the pet owner threatens the health or safety of the pet, or abandonment, or other factors occur that render the owner to care for the pet, the situation will be reported to the responsible party designated by the pet owner. If the responsible party is unwilling or unable to care for the pet, or if the PHA, after reasonable efforts, cannot contact the responsible party, the PHA may contact the appropriate state or local agency and request removal of the pet.
21. The PHA will take all necessary steps to ensure that pets which become vicious, display symptoms of severe illness, or demonstrate behavior that constitutes an immediate threat to the health or safety of others, are immediately removed from the premises by referring the situation to the appropriate state or local entity authorized to remove such animals.
22. Any litigation resulting from actions by pets shall be the sole responsibility of the pet owner. The pet owner agrees to indemnify and hold harmless the PHA from all claims, causes of action, damages or expenses, including attorney's fees, resulting from the

action or the activities of his or her pet. **THE PHA ACCEPTS NO RESPONSIBILITY FOR THE PET UNDER ANY CIRCUMSTANCE.** The PHA strongly advises resident to obtain liability insurance.

IMPORTANT TELEPHONE NUMBERS

Plattsburgh Housing Authority Administrative Office	518-561-0720
Plattsburgh Housing Authority Work Order System	518-563-0430 Ext 105
Plattsburgh Housing Authority Emergency Work Orders	518-726-0543
City of Plattsburgh Police Department	518-563-3411
CVPH Medical Center	518-561-2000
Ambulance/Fire	911

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