

ACKNOWLEDGEMENT

The information in this handbook has been designed to answer some of the questions that arise from time to time with reference to your apartment.

Please read the handbook thoroughly. Its suggestions are for your safety and the care and maintenance of your apartment. Emergency and other helpful telephone numbers are listed in the handbook.

This handbook has been given to you for your information and guidance only. The policies and practices contained herein are subject to change without prior notice to you, by action of the Milton Towers Housing Manager.

Thank you,

Kim Regan
Property Manager

TELEPHONE NUMBERS

Police	911 or 570-742-8757
Fire.....	911
Ambulance.....	911
Susquehanna Poison Center.....	570-275-6116
Crises Intervention.....	570-988-4200 1-800-222-9016
Social Security Information.....	1-800-772-1213
Senior Action Center (Milton).....	570-742-9435
Medicare Fraud & Abuse Hotline.....	1-800-368-5779
Northumberland County Housing Authority, Milton.....	570- 742-8797
Department of Public Welfare Northumberland County Assistance Office, Sunbury, PA.....	570-988-5951 1-800-368-8390
Area Agency on Aging.....	570-495-2395 1-877-622-2251
Telephone – Verizon.....	1-800-660-7111
Service Electric Cable	570-275-3101
MH/MR – Mental Health/Mental Retardation.....	570-495-2040

YOUR TENANCY

LEASE

Your lease is a legal agreement between you and the Housing Authority of the County of Northumberland. It explains basic responsibilities. Abiding by the terms of the lease will help you and your neighbors enjoy residency. Any violations of the lease or guidelines in this handbook could be cause for the termination of your tenancy.

When it appears necessary to terminate the tenancy of any resident, there must be good cause, such as (but not limited to) nonpayment of rent, serious or repeated interference with the rights of other tenants or other individuals, serious or repeated damage to the premises, creation of physical hazard or other breach, by the resident, of any of the covenants of the lease.

1. You are also expected to cooperate with any current or future regulations relating to your residency. These regulations relating to the use of the building are necessary for peaceful and contented living. We respect your individuality as a resident and would like you to remember that apartment living requires mutual respect and shared responsibilities among residents.
2. You should always remember that you have an obligation to respect the personal and property rights of your neighbors as individuals. You must also see to it that other members of your household and guests conduct themselves in a way that will not disturb your neighbors or result in damages to the building. Always be considerate of your neighbors' rights to live in a peaceful way, enjoying privacy and quiet. Excessive noise is disturbing and can be a major cause of conflict among neighbors.

One of the advantages of apartment living is that you are not responsible for heavy maintenance. However, we know that you will make every effort to help us provide a clean and comfortable home for yourself and other residents. When you need routine maintenance services, such as plumbing or electrical repairs, telephone the Management Office and a work order will be written and given to the maintenance staff for completion.

Please report all **non-emergency** maintenance problems to the Management office promptly. Small repairs can become big ones if not reported and corrected at once. There is no service charge for repairs and adjustments that result from ordinary wear.

SAFETY AND SECURITY

In your lease, you agreed to keep your apartment in a clean and sanitary condition. Doing so will allow you to avoid many safety hazards. Some simple safety precautions to follow are:

- As a precaution against theft and unwanted visitors, it is wise to keep your apartment entrance door closed and locked at all times.
- Keep your stove free of grease accumulations.
- Don't allow greasy or oily rags and rubbish to pile up in your kitchen.
- Don't allow leftover food to spoil.
- Don't leave the stove unattended when you are cooking. Make sure you shut it off when you are finished.
- *Never store or use gasoline in your apartment.* Extreme care should be used at all times when handling any explosive liquids, such as cleaning fluids, lacquers paint thinners. Don't dry clean fabrics in your apartment.
- Do not prop open the fire doors at stairwell entrances. If reported and proven, eviction proceedings will go into effect.

AIR CONDITIONER

You may have an air conditioner in your apartment; not to exceed 8,000 BTU's. Once installed, there is a \$7.00 monthly charge (year-round) that will be included and paid for with your rent. Air conditioners should be installed by maintenance. Air conditioners must be removed in winter unless there is a medical request.

CARPETING – Milton Towers

We seek your cooperation in keeping the carpeting clean in your apartment, the hallways and the lobby areas. Clean your shoes before entering carpeted areas.

CHILDREN

Children are not permitted to play in the halls, stairways, parking areas or anywhere in or around the buildings where they may endanger themselves or unnecessarily disturb residents. Organized games or sports are prohibited on lawns, sidewalks, etc. It is of the utmost importance that if children are present, that they be supervised that they will not present a disciplinary problem for the Management.

COMMUNITY ROOM – Milton Towers

The community room on the ground floor is available for all tenants in the building. A TV, piano and kitchen facilities are provided. This room is available, with permission from the office, for family get-togethers, etc. There is a \$25.00 deposit to reserve the room. The \$25.00 deposit will be refunded if the room is left in a clean and damage free condition. It is the responsibility of the person who reserves the room to clean the community room, kitchen, and bathroom.

DELIVERIES

Kindly arrange all deliveries at a time when you will be at home to accept them. If you cannot be there personally for the delivery, please make arrangements with a friend or relative to be there for you.

DISTURBANCES, NOISES, ETC.

Residents may not make any disturbing noises. The resident is responsible for the actions of his or her guests while they are on the property. Any boisterous conduct or other actions that will disturb the peace and quiet of the premises are absolutely prohibited. Please be concerned for your neighbor. "Quiet Time" is from 11:00 P.M. until 7:00 A.M.

EMERGENCY CALL SWITCHES – Milton Towers

Your apartment has emergency call switches in the kitchen and bathroom. Use them for emergencies only. If accidentally set off, call 911 immediately and so advise, otherwise, they will send an Ambulance, Paramedics and the Police.

ENTRANCES AND HALLWAYS

In compliance with the Fire Code, please do not place obstructions in the public hallways or at your entrance door. Newspaper deliveries, etc. should be taken in promptly to minimize the possibility of accidents to others.

FIRE DOORS

As per the fire code **ALL EXIT DOORS** must be kept closed. Do not prop these doors open.

FREEZER

You may have a freezer in your apartment. If you do you will be assessed an additional \$9.00 per month.

GUESTS

Guests or visitors may be accommodated for a period of up to fourteen (14) calendar days per year. Permission must be obtained from the Public Housing Manager.

HEATING SYSTEM – CONSERVING ENERGY

To keep the heating system working well and to conserve energy, please follow these suggestions during cold weather. The need for everyone's participation in energy savings is expected.

Keep windows closed. Opening windows during very cold weather creates unnecessary heat loss.

Your heat is regulated by the adjustable turning control. Keeping a small thermometer in your apartment will help you conserve energy and enable you to keep the temperature down to a comfort zone such as that suggested by our state and federal agencies.

Other suggestions for saving energy:

Please call the office to report leaky faucets or running toilets as soon as they appear. A leaky faucet can waste as much as 15 gallons of water each day.

Use warm instead of hot water when washing clothes.

Turn off lights, radios, televisions and air conditioners when they are not in use.

Remember that ovens use more energy than stove top burners.

INSURANCE

Northumberland County Housing Authority will not be responsible for your personal property, and therefore you should be sure it is adequately covered by insurance. You should consult your insurance agent for full protection. Residents **ARE RESPONSIBLE** for any property damage caused by themselves and their guests.

KEYS AND LOCKS

Apartment, door and mailbox keys are issued at the time of occupancy. Additional keys may be obtained for a cost of \$10.00 per key. Alterations or replacement of locks or installation of bolts, knockers, or their attachment of the interior or exterior of any door requires the prior consent of the Manager and may incur a charge. **Key request forms may be obtained from the office.**

Front and rear doors are locked daily at 4:00 P.M. and opened at 7:00 A.M. They are also locked on weekends and holidays. Be sure your visitors are aware of these hours and know how to obtain entrance into the building.

LOCK-OUTS

If you should lock yourself out of your apartment during office hours, go to the office for assistance. **After hours call 1-877-485-9607 to the emergency maintenance number. There will be a \$30.00 charge for after hours lockouts.**

LAUNDRY ROOMS

Coin-operated washer and dryers (electric) are provided for the convenience of tenants only. The cost per load to wash is \$2.00. The dryers are \$2.00 for about 45 minutes of drying time. Other suggestions regarding use of the laundry rooms are:

Do not overload the machines as this causes breakdowns that are inconvenient and costly.

Keep the laundry room neat, orderly and remove your laundry as soon as the machine has stopped.

Do not wash clothes for non-residents.

Do not dye clothes in the washers.

Use only low-sudsing detergents and do not use more than recommended.

Please report any malfunction of these machines to the Public Housing Manager.

LIGHT BULB REPLACEMENT

Report burned out lights to the office; they will prepare a work order for replacement.

LOBBY AREA

Extra care should be given when entering the building to help keep the lobby and hallway carpeting neat and clean. Before entering on rainy, wet or snowy days, please be sure to clean your shoes.

MAIL

Mail is delivered to your box in daily, except Sundays and Holidays. There is an outgoing mail slot in the door to the left of the mailboxes and a mailbox in the front vestibule.

MOVING

Upon deciding to move, your lease states you must give a **written notice** to terminate tenancy. Come to the office and sign a **VACATE NOTICE** as to when you'll be leaving. You are responsible for payment of rent up to the day you plan to move, plus any damages.

PARKING

There is ample parking for all tenants. Parking places must not be used for storing your car. Management is not responsible for any cars parked in the lot. Please move your car when requested to do so by the building staff for maintenance or snow removal. All **HANDICAPPED** spots are clearly marked, so please obey the signs. Those who park in the handicap spots need to have a placard on their rear-view mirror or a handicapped license plate. Do not park in spaces reserved for emergency entrances. **Any unregistered or illegally parked vehicle will be towed away at the owner's expense.**

PETS

Small pets are permitted in Milton Towers under certain guidelines. **(SEE PET POLICY)**. Prior to bringing any pet into the building, read the rules and regulations available at the office. **All pets must be approved by the Project Manager prior to moving them into the property.**

PEST EXTERMINATION

If you notice evidence of mice or insect pests in the building, report it to the office immediately. The presence of pests in the building is sometimes unavoidable because even the best housekeeper cannot always prevent their appearance. The sooner they are reported, the sooner the problem can be solved. To protect your property, during extermination, follow the instructions you receive from the office. You may have to remove all articles from closets and cupboards before exterminators visit for insect infestation, but this is generally not required for rodent extermination. For effective extermination, it is often necessary to treat all apartments surrounding the problem area. We expect you to cooperate fully with our extermination effort even if your apartment does not seem to be affected. Rodents and insects are generally attracted by garbage. The easiest way to discourage such pests is by keeping your apartment free of any trash or refuse, discard daily.

PICTURE HANGING

When hanging pictures, plaques, mirrors, etc., use only “**bulldog**” hooks. These come in different sizes for hanging all weights. Use of a regular nail will often draft the wall and the adhesive type of hanger peels the paint off the wall when removed. **Do not screw anything into the walls! Do not hang televisions as they are screwed into the wall!**

PRESCRIPTIONS

Prescriptions can be filled by calling **CVS PHARMACY (742-3091)**.

PRIVACY AND ENTRY

We respect your right to privacy in your apartment. Our management staff, however, must be permitted to enter your apartment, upon reasonable advance notice, for the purpose of performing routine inspections and maintenance, for making improvements or repairs. Two days prior notice is regarded as sufficient notice. The management staff may also enter the premises without advance notice if there is reasonable cause to believe that an emergency exists. If any emergency entry is made during your absence, you will be notified.

RANGE/REFRIGERATOR

Your apartment is furnished with a range and refrigerator. Residents will not be able to use their own.

Keep your range clean at all times. Clean the oven after each use. Accumulations of spilled grease can be an extremely dangerous fire hazard, so wipe up spills immediately. If you are not used to cooking on an electric stove, guidance will be given to you by the management. Please be sure the stove is turned off when you are finished cooking.

Clean the inside of your refrigerator regularly to avoid food from spoiling and creating undesirable odors.

RE-CYCLING

The re-cycling program is not in effect in the Milton Towers. All trash, will be thrown down chute, at the south end of each floor in the trash room during the hours of 8:00 A.M. to 10:00 P.M. Carton boxes, etc. too large for the chute should be taken to the dumpster room at the southwest corner of the first floor.

RENTAL PAYMENTS

All rents are due and payable on the first day of each month. **You have until the end of the day of the 9th of the month to avoid a late fee. The late fee is \$15.00. Rent is only payable by check or money order.** Make checks payable to the “**MILTON TOWERS**”, “**HOUSING AUTHORITY OF NORTHUMBERLAND COUNTY**”, OR “**HANCE.**”. Put your apartment number on the check or money order.

If for any reason you cannot pay your rent on time, please notify your Public Housing Manager so a repayment plan can be put into effect.

REPAIRS

If you notice anything that is out of order or needs repaired, please call the office and report it as soon as possible. Service will be scheduled and completed as promptly as possible. Keep in mind how costly a dripping faucet can become, and don't hesitate to call the office.

SECURITY DEPOSITS

All residents are required to make a \$99.00 security deposit when they move into the building. The deposit is used to cover any charges or missing items due at the time you move out.

Your deposit will be refunded to you when you leave your apartment clean, and if there are no damages to the apartment, appliances or premises and provided you have given proper notice to the office. Be sure to leave your forwarding address with the Public Housing Manager so we know where to send your deposit.

Also remember, there is a security deposit required for any pets, which includes dogs, cats or birds. A pet policy can be picked up at the office.

TRANSFERS

Transfers to another apartment are made only under special considerations and only if you have a genuine need or hardship, because transfers are costly for both you and the building. If you have any questions regarding a transfer, contact the Public Housing Manager for a copy of the transfer policy.

TRANSPORTATION

A medical van is provided by the Northumberland County Transportation Department (1-800-479-2626) to transport persons over sixty (60) to needed medical services. You must call two (2) **working** days in advance. If you are under age 60 you are also entitled to use the Medical Van, provided you are receiving Medical Assistance.

HOLIDAYS ON WHICH RESERVATIONS CANNOT BE MADE AND TRANSPORTATION IS NOT PROVIDED

New Year's Day	Labor Day
Martin Luther King Day	Columbus Day
President's Day	Election Day
Good Friday	Veteran's Day
Memorial Day	Thanksgiving Day
Flag Day	Day After Thanksgiving
Independence Day	Christmas

TRASH AND GARBAGE DISPOSAL

Please keep the premises clean by securely wrapping all trash and garbage. It is imperative that all trash be taken out daily to avoid unnecessary odor and potential problems with pests. Trash or garbage must not be left in the halls or storerooms. **For Milton Towers Residents - Do not put any boxes larger than a shoe box or pizza box down the chute. Do not put overstuffed garbage bags down the chute. A large kitchen bag not stuffed will make its way easily down the chute (not the black bags).**

VACATION TIME

Please notify the office if you are going to be away for more than just a few days. Before you leave, you should:

...Be sure all windows and your apartment door are securely locked.

...Stop the newspaper delivery.

...Disconnect your radio, TV, lamps and other electrical appliances.

...Make sure all stove controls are off.

...Make sure all water faucets are tightly turned off.

WINDOWS

Do not try to remove the windows at any time. Be sure the windows are closed when leaving the apartment for any length of time. Rains and sudden storms could ruin your furniture and carpeting. The **“blinds”** may not be removed.

WATER USAGE

We must conserve water as carefully as we do energy, so please do not waste it. If you have leaking faucets or running toilets, please report these to the office.