



Clarion County Housing Authority

Serving the Housing Needs of Clarion and Forest Counties

RESIDENT HANDBOOK

Dear New Tenant,

The Clarion County Housing Authority welcomes you to your new home and wishes you health, happiness and good fortune in your new surroundings.

This Resident Handbook has been prepared to help you answer questions and explain your rights and responsibilities. It is important that you read it carefully and understand it thoroughly. Also, please visit our website at, www.clarionhousing.com, for more information about CCHA.

Your Lease Agreement is also important! It is an agreement between you and the Housing Authority. It is your legal contract with the Housing Authority. If you are familiar with the Lease and the Handbook we are less likely to have a misunderstanding. If you have any questions about any part of your Lease Agreement or this Resident Handbook please consult Management.

Once again welcome and if we can be of service or if you have any ideas or suggestions feel free to contact us:

(814)226-8910

ccha@clarionhousing.com

Sincerely,
MANAGEMENT

SECURITY DEPOSITS REQUIRED AT TIME OF MOVE-IN:

CHERRY RUN ESTATES	\$375.00
HILLSIDE APARTMENTS	\$350.00
PENN COURT APARTMENTS	\$350.00
EDENBURG COURT & MEDARDO ESTATES	\$TTP

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NOTICE OF RIGHT TO REASONABLE ACCOMMODATION

If you have a disability, and as a result of your disability, you need:

- A change in the rules or policies to give you an equal opportunity to use the facilities or participate in a housing assistance program
- A change in the way we communicate with you or give you information, or
- A repair or change to some part of the property or your apartment,

You may ask for this kind of change, which is called a reasonable accommodation.

If you can show that you have a disability, and if your request is reasonable (does not pose “an undue financial or administrative burden”), we will try to grant your request.

We will give you an answer within twenty (20) working days, unless there is a problem getting the information we need, or unless you agree to a longer time. We will let you know if we need more information or verification from you, or if we would like to talk to you about other ways to meet your needs.

If we turn down your request, we will explain the reasons, and you can give us more information if you think that will help.

If you need help filling out a *Reasonable Accommodation Request Form*, or if you want to give us your request in some other way, we can help you.

Attached is a *Reasonable Accommodation Request Form*. You can get additional forms at the Administrative Office of the Housing Authority, or from your Manager.

NOTE: All information you provide will be kept confidential and be used only to help you have an equal opportunity to participate in our housing assistance programs.

If you have any questions, contact Penny Campbell, 504 Coordinator, at 814-226-8910, extension 105.

Applicant/Resident/Participant Signature

Date

RULES AND REGULATIONS GOVERNING THE OCCUPANCY OF THE DWELLING UNIT

Residents are required to follow and abide by all of the Rules and Regulations prescribed by the Management concerning the leased premises and any other portion of the property included in the complex.

OFFICE HOURS

The Clarion County Housing Authority business office is located at 8 West Main Street, Clarion PA 16214 and is open from 8:30 am to 4:30 pm Monday through Friday. The office is closed on Saturday and Sunday and all federal holidays. A mail slot is available at the front entrance for use when the office is closed.

You must have an appointment to speak to a member of the Management staff in person unless it is an emergency. Appointments can be made by calling the CCHA office at (814) 226-8910.

TELEPHONE CALLS

All telephone calls can be made by calling the CCHA office at (814) 226-8910. Each Staff person has their own extension. They are as follows:

Routine Work Orders

Can be given to the Receptionist at ext 100

Questions and Comments

Can be directed to Management at ext 107 or 110

EMERGENCY Work Orders after business hours, weekends, Holidays

Call forwarding will relay your call to the proper individual. Be sure to leave your name, apartment number, property name, phone number and information regarding the type of emergency.

*The Emergency Number should only be used for Maintenance Emergencies. All other routine work orders should be given to the Housing Authority receptionist during normal business hours.

MAINTENANCE REQUESTS

ALL Maintenance requests can be given to the receptionist by calling (814) 226-8910, extension 100. The number is answered during normal business hours. After office hours the number is answered by an answering service. We ask that you use this line after office hours **ONLY** in the event of an **Emergency**. Examples: plumbing, water, roof or natural gas leaks, electric power failure, hot water or blocked sewers, overflowing toilets (tenants should always try to plunge

the toilets before calling Maintenance), failure of refrigerator, oven or range to operate, etc.

ALL maintenance needs should be reported to the CCHA office. The Housing Authority Maintenance performs all work on the apartments. Residents should not attempt to or employ anyone to make any repairs on any part of the unit including appliances, plumbing, electrical, etc. Damages caused by the carelessness or negligence of the resident or any member of the household or guest must be paid on the basis of cost for repair and/or replacement. **All work order charges must be paid within 30 days, or a payment agreement must be signed. Failure to do so will result in an eviction notice being served.**

Light bulbs

It is the resident's responsibility to change light bulbs. If management has to change the bulbs in appliances or sockets to prepare for an inspection, the resident will be charged for materials and labor costs. Light bulbs should not exceed 60 watts.

Toilets

In the event of clogged or overflowing toilets the resident should always attempt to use a plunger before calling maintenance. No items should be placed inside of the toilet tanks such as deodorizers, feminine products, etc. These items can cause the toilet to be clogged and the Tenant will be charged a maintenance labor charge to unplug the toilet.

Plumbing and Hazards

The Tenant will be held strictly responsible for any loss or damage to any dwelling resulting from overflow from toilets, sinks, bathtub, or basins in his or her dwelling if the damages are caused by tenant neglect or misuse of the plumbing system. The Tenant is required to report any accident or injury to water pipes, toilets, drains or fixtures, electric wires or fixtures, or any other property of the CCHA including all breakage, damage or loss of any kind, to the CCHA office immediately.

Hot Water Tank

At no time should Residents remove the panel from the hot water tank. Any adjustments to the hot water tank must be performed by CCHA Maintenance.

Electric Panel Box

Your apartment has its own electrical panel box. The panel controls the electrical service in your apartment. If too many electrical appliances are plugged into an outlet, a switch in the panel box will go from "on" to "off". If this happens, unplug or turn off the appliances overloading the circuit, go to the panel and turn the switch from "off" to "on". To help you identify what each switch controls there is a label beside each switch. If you are required to turn switches off repeatedly, please contact CCHA Maintenance immediately.

*DO NOT block electrical panel box.

WHAT YOU MAY EXPECT FROM THE AUTHORITY

The resident and CCHA sign a Lease Agreement which will state what both parties agree to do as long as you are a resident.

All necessary repairs and improvements will be made as needed and/or reported.

We will speak with you on special problems that you may encounter.

WHAT THE AUTHORITY EXPECTS OF YOU

To read and accept the responsibilities agreed to in your Lease.

To pay your rent promptly the first of each month.

To keep your apartment and immediate surroundings neat and clean. This includes weeding/raking leaves and snow removal for family properties. Residents are responsible for keeping the premises clean and not permitting dirt, waste, cigarette butts, or other substances to be swept or thrown from the premises or into the common areas of the complex.

To use your apartment as a residence only for you and only those approved to be on your lease.

To cooperate with the Housing Authority and other residents for our mutual interest.

To use equipment and utilities carefully to avoid extra charges being made to your account for repairs or services.

To report immediately any change in your monthly income or family composition.

CONTACT INFORMATION/COMPLAINTS

Please contact Management at (814) 226-8910 or email ccha@clarionhousing.com to discuss any problems you are having. If you have a complaint we ask that you place this in writing on an Incident Report form. This form can be obtained by calling or visiting the CCHA office. Complete the form in detail, sign and date the document and return it to the office. **Management cannot act on complaints about other residents unless it is in writing and signed by you.** The complaints can be documented, but we will be unable to act on them without a signature. If you are not able to place the complaint in writing, please advise management.

OUR BUSINESS TRANSACTIONS WITH YOU

RENTAL PAYMENTS

You will not receive a statement indicating that rent is due. All rents are due and payable by the first of the month. All payments for damages done by the tenant or member of his or her household, guest or visitor must be paid within 30 days.

The Rent is due to the CCHA office by the FIRST OF THE MONTH, there will be no exceptions.

RENT AND OTHER PAYMENTS MUST BE PAID BY CHECK OR MONEY ORDER – THE CCHA WILL NOT ACCEPT CASH PAYMENTS. TENANT NAME AND UNIT NUMBER MUST BE CLEARLY WRITTEN ON PAYMENT.

NSF CHECKS

The Housing Authority may collect a fee of \$20.00 on the second or any addition time a check is not honored for payment (bounces).

****HILLSIDE APTS., CHERRY RUN ESTATES & PENN COURT APTS:** The rent is due the 1st of the month. If the rent is not received by 4:00pm on the 10th day of the month it will be considered late. If the 10th should happen to fall on a Saturday, Sunday or Holiday, (when the office is closed), the rent must be in the office by the day before. (Be it the 8th or 9th).

When sending your rent in the mail, be sure to mail it with time for it to arrive at the office. The postmark will not be considered. The rent is recorded by the date it is received in the office. If it is received on the 11th or after, a **\$ 25.00 late charge** will be added to your account.

****MEDARDO ESTATES & EDENBURG COURT:** The rent is due the 1st of the month in accordance with the Lease Agreement. If the rent is not received by CCHA on the 5th of the month, a late charge will be added in the amount of \$ 5.00. For each additional day, a \$ 1.00 late charge will be added to your account. At no time will the late charges exceed \$ 30.00 for any given calendar month.

Four (4) Late Payments of Rent per year will be reason not to renew the Lease Agreement. It is the tenant's responsibility to see that the rent is paid on time. If the rent is not paid, action will be taken by the Housing Authority in accordance with its policies. Remember that late payments can result in non-renewal of the lease and/or poor credit references.

RENT EVICTIONS

The rent is due the 1st of the month for all properties. An Eviction will be issued immediately after the grace period has ended. The Total amount due stated on the Eviction Notice must be paid in full for the Eviction Notice to be voided. This amount may also include work order amounts due and in some instances, magistrate fees.

HARDSHIP EXEMPTION

The household may request a hardship exemption if the family would be evicted for nonpayment of rent due to the inability to pay the minimum rent amount, when the household income has decreased due to a change in circumstances such as

loss of employment or if a death has occurred in the household. If a Hardship Exemption is requested and approved, it will be determined to be temporary or long term in nature. To request a Hardship Exemption, the household must put their request in writing. The request must also list the specific reasons that they cannot meet the minimum rent and for what period they expect the hardship to last.

A Temporary Hardship can be approved for up to a 90 day period. At the end of the 90 day period, the minimum rent will be imposed retroactively and a payment agreement will be established.

A Long Term Hardship can be approved to exempt a household from minimum rent requirements until the hardship no longer exists.

Households denied for a requested Hardship may appeal the determination by submitting a request for an appeal in writing within 10 days of receipt of the determination letter.

REPORTING CHANGES

CHANGES IN INCOME & HOUSEHOLD COMPOSITION MUST be reported by the 20th of each month for Hillside, Cherry Run Estates and Penn Court in order for the changes to occur.

ALL CHANGES MUST BE REPORTED IN WRITING OR BY EMAIL

Because a change in household income and composition can result in a change in rent, the rent for residents at Cherry Run Estates and Hillside Apartments will change on the first day of the month following the receipt of third party verification of the changes reported. However, CCHA must complete the verification process for the change no later than 30 days following the tenant's notice of change. (HB-2-3560, Chapter 7, p. 7-10)

Your rent is based on the income of the household, the number of household members, and expenses. Changes must be reported. Failure to report will be considered a breach of the lease and could be considered fraud.

If any of the following changes occur the Tenant agrees to advise the Landlord immediately in writing or by email:

**** ANY CHANGE IN INCOME MUST BE REPORTED BY THE 20TH DAY OF THE MONTH ****

1. Any household member moves out of the unit.
2. Any anticipated additions to the household **before** they move in.
3. Any change of employment or start/stop of employment.
4. The household's income increases or decreases.

The Tenant is encouraged to report any decrease in income or any change in other factors considered in calculating the Tenant's rent. The Landlord will verify the information and make the appropriate rent reduction. If the decrease is expected to last less than one month, no change will be made. Any gross income increases over \$200.00 or more a month for Penn Court, Medardo Estates and Edenburg Court must be reported in writing. Any gross income increases for Hillside or Cherry Run residents over \$100 must be reported in writing.

If the Tenant does not advise the Landlord of these interim changes the Landlord may increase the Tenant's rent to the proper approved market rent for the complex. The Landlord may do so only in accordance with the time frames and administrative procedures set forth in the regulations, handbooks and instruction on the administration of multifamily subsidy programs. The Tenant may also be charged retroactive rents and your Lease may not be renewed.

The Tenant may request to meet with Management to discuss how any change in income or other factors affecting his/her rent or assistance payment and explain how the rent is computed.

ABANDONMENT AND ABSENCE FROM UNIT

A tenant is considered to have abandoned the unit if any of the following is apparent:

- The tenant is away from the unit longer than two (2) consecutive weeks and has not notified management in writing;
- The tenant removes personal property from the leased premises;
- The tenant has disconnected the utilities and/or is not paying the utilities;
- The tenant has another address at another location and/or the mail is not being pick up daily;
- The tenant is not paying their rent; and
- The tenant fails to respond to notices.

If management confirms that any of the above has transpired, Management will consider the unit abandoned and has the right to "Self-Help Repossession of the Leased Premises".

The head of the household is required to inform management, in writing or by email, when they and all family members have plans to be absent from their unit longer than two (2) consecutive weeks. Failure to inform management in writing may result in management considering the unit has been abandoned.

ANNUAL RECERTIFICATIONS

Once a year all Tenants are required by Federal Regulations to undergo an Annual Re-Certification. At the time of your re-cert, you will receive an appointment letter to review your income and family composition. Management will discuss any changes that may have occurred during the past year or that are anticipated during the coming year. You will be required to supply verification of income, assets, etc.

OCCUPANCY

Only the persons named on your Lease are permitted to occupy your apartment. An adult person making reoccurring visits or one continuous visit of 14 days and nights in a 45-day period without prior written approval of the management will be counted as a household member. A guest/visitor is defined as a person in the leased unit with consent of a household member. Guest/visitor status shall be assumed if the person claiming said status maintains a separate domicile.

Any guests staying longer than the maximum time allotted will be considered an unauthorized family member. A visitor remaining beyond a 14 day period shall be considered trespassing and the Tenant shall be guilty of breach of the Lease.

NO ROOMERS OR BOARDERS ARE PERMITTED WITHOUT CONSENT OF MANAGEMENT. NO PERSONS OTHER THAN THOSE LISTED ON THE LEASE AGREEMENT MAY USE THE ADDRESS OF THE APARTMENT. CCHA MAINTAINS A BANNING LIST THAT IS SUPPLIED TO LOCAL LAW ENFORCEMENT REGULARLY. PERSONS ON THIS LIST ARE NOT PERMITTED ON ANY CCHA PROPERTIES AND WILL BE ARRESTED FOR TRESPASSING. NO ONE ON THE BANNED LIST SHALL BE PERMITTED ON THE PROPERTY.

INTERIOR AND EXTERIOR

The Tenant shall make no alterations, redecorations or repairs to either the interior or the exterior of the premises or install any additional equipment. No nails, screws, hooks, etc may be used on the exterior surfaces. Nothing should be secured to the exterior of the building. No items should be placed on the exterior doors of the units that would cause damage to the property. Any damage done to the interior or exterior surfaces due to non-compliance will result in the Tenant being charged accordingly for repairs or replacement. Television and radio antennas cannot be installed on the exterior surfaces of the buildings. Satellite dishes are not permitted. The Tenant shall not change any locks on the unit or install any additional locks on the exterior of the unit.

PAINT

Each unit is painted with a special type of paint that can be purchased only through the Housing Authority. Paint is kept on stock at the Housing Authority office. Paint is applied by the Housing Authority on an as needed basis as

determined by Management. At the time a unit requires painting, typical normal wear and tear results in 2 gallon of paint for a 1 bedroom unit, 4 gallon of paint for a 2 bedroom unit and 6 gallon of paint for a 3 bedroom unit. If more than one coat of paint is needed due to tenant damage, nicotine stains, etc, tenant will be charged accordingly. No materials such as contact paper, wallpaper, paneling, carpeting, or adhesive mirrors may be used on the walls or ceilings of the unit.

DECORATIONS AND HANGINGS

To hang pictures or any items on the interior walls you must use very small nails and/or hook-type picture hangers. No tape or adhesive backed hangers are permitted. Wall paper, Boarders, Contact Paper are not permitted. The Tenant shall make proper repairs of the walls, due to nail holes, etc., by spackling and sanding them prior to vacating the premises. Failure to make proper repairs will result in labor and materials to be deducted from the security deposit.

COMMON AREAS / COMMUNITY ROOMS

Residents shall not place any unwanted personal items in the common areas or community rooms such as furniture, exercise equipment, plants, etc. No items such as tables, chairs, decorations, etc should be taken from the community room area for use in the apartments. Residents wishing to use the community rooms for functions should contact the Housing Authority office at (814) 226-8910 and get the room reserved on the calendar for the designated date and time.

FIRE SAFETY

The Tenant shall take every due precaution to prevent fires and shall store no quantity of flammable materials or toxic or hazardous chemicals that would create a fire hazard. NO motorcycles, dirtbikes or gas/flammable engine equipment will be kept in the unit.

No smoking is permitted inside the units or common areas. Failure to follow this directive will be a violation of the lease and can result in eviction. Please reference the No Smoking Policy for additional information.

Store all items safely. Empty waste and trash containers daily. Dispose of newspapers and magazines regularly. Store all matches in tightly closed metal containers. Clean grease and spilled food daily from the cooking range and oven. Store cooking grease containers away from the range and any cooking area. Never wear flimsy clothing or plastic aprons when cooking. Keep curtains, towels, potholders, etc away from the cooking range top. Never use combustible cleaning products or solvents indoors.

Always keep household equipment clean and in good repair. Have worn and frayed electrical cords replaced immediately. Avoid overloading electric wiring circuits. Use an asbestos pad under toasters, grills and other appliances. **Keep curtains, draperies, furniture, bedding, etc away from the baseboard heaters.** Please report any fires to the Fire Department by calling 911 and contact the Housing Authority office immediately at (814) 226-8910. Always give an accurate and understandable address to aid fire units in locating the fire. Storage of kerosene, gasoline, or other flammable or explosive agents is strictly prohibited.

Use of your fire extinguisher must be reported to Management immediately.

Fire regulations prohibit residents from storing any items in the area where the hot water tank and furnace are located. Kerosene heaters are not permitted in the apartment.

The best way to stop a fire is to prevent it before it starts. You must keep your apartment neat, clean and free of hazardous materials.

SMOKE DETECTORS

All apartments are equipped with individual smoke detectors that must be tested at least monthly by the individual residents. Each smoke detector has a test button that can be depressed for a few seconds to sound an alarm. If after the test your smoke detector does not sound an alarm, notify the Management office at (814) 226-8910. The smoke detector can be activated by smoke, steam, dust, etc. (Always run your bathroom ceiling exhaust fan when using the shower to keep the alarm from sounding.)

Each smoke detector is installed for your safety. Do not disconnect these units, remove the battery, or try to repair them yourself. Tampering with the smoke detectors is a Lease violation. Residents can be held responsible should these units become damaged or inoperable. The tenant must notify the Housing Authority office when the batteries need to be replaced in the battery operated smoke detectors. The tenant must also notify CCHA immediately with any problems with the smoke detector. All smoke detectors must be in working condition with new batteries installed by the tenant for any unit inspections that are conducted. If CCHA has to replace the batteries, there will be a charge.

Removing batteries from the smoke detector or failing to notify the CCHA office if the smoke detector is inoperable for any reason will be cause for eviction.

CARBON MONOXIDE DETECTORS

Apartments at Penn Court and Cherry Run Estates are equipped with Carbon Monoxide Detectors. The Carbon Monoxide Detectors must be tested at least monthly by the individual residents. Each carbon monoxide detector has a test

button that can be depressed for a few seconds to sound an alarm. If after you test your carbon monoxide detector does not sound an alarm, notify the Management office at (814) 226-8910. Residents can be held responsible should these units become damaged or inoperable. The tenant must notify the Housing Authority office when the batteries need to be replaced in the battery operated carbon monoxide detectors. The tenant must also notify CCHA immediately with any problems with the carbon monoxide detector. All carbon monoxide detectors must be in working condition with new batteries installed by the tenant for any unit inspections that are conducted. If CCHA has to replace the batteries, there will be a charge.

Removing batteries from the carbon monoxide detector or failing to notify the CCHA office if the carbon monoxide detector is inoperable for any reason will be cause for eviction.

Carbon Monoxide Alarm Procedure

WARNING: Activation of the CO Alarm indicates the presence of Carbon Monoxide (CO) which can kill you.

1. Operate the Test/Reset button.
2. Call your emergency services (Fire Department or 911).
Phone number: 911
3. Immediately move to fresh air – outdoors or by an open door/window. Do a head count to check that all persons are accounted for. Do not reenter the premises nor move away from the open door/window until the emergency services responders have arrived, the premises have been aired out, and your alarm remains in its normal condition.
4. After following steps 1 – 3, if the alarm reactivates within a 24 hour period, repeat steps 1 – 3 and call a qualified appliance technician to investigate sources of CO from fuel burning equipment and appliances, and to inspect for proper operation of equipment.

Phone number: CCHA Maintenance 814-226-8910

If problems are identified during this inspection, have the equipment serviced immediately. Note any combustion equipment not inspected by the technician and consult the manufacturer's instructions, or contact the manufacturer directly for more information about CO safety and the equipment. Make sure that motor vehicles are not, or have not been, operating in a garage attached or adjacent to the residence.

Never restart the source of a CO problem until it has been corrected. Never ignore the sound of the alarm!

If the alarm is sounding, pressing the test/reset button will terminate the alarm. If the CO condition that caused the alert in the first place continues, the alarm will reactivate. If the unit alarms again within six minutes, it is sensing high levels of CO which can quickly become a dangerous situation.

RESIDENT INSURANCE

The Housing Authority strongly recommends that you contact an Insurance Agent to obtain details concerning Apartment Renter's Insurance or Household Goods and Liability Insurance or another similar policy. This is to cover your personal belongings against vandalism, fire, burglary, certain water damage, as well as personal liability. The Housing Authority Insurance does not cover your personal belongings.

APPLIANCES – PROPER CARE AND USE OF EQUIPMENT

All repairs to CCHA appliances must be done by the Housing Authority maintenance department. When repairs are needed, please contact the CCHA office to request a work order.

Each apartment is equipped with a refrigerator and stove. No portable dishwashers are permitted in the units.

RANGE

For gas ranges, clean burners and grids with a damp cloth and mild detergent. A plastic scouring pad can be used but avoid gritty cleaners and steel-wool soap pads. Range tops should be wiped after each use and spilled food cleaned off immediately so as not to accumulate. Some range tops will lift up from the front for easy cleaning underneath.

For electric ranges, wipe electric surface coil when cool with a damp cloth. Do not use scouring pads at any time.

For the Oven and oven racks, a spray-on cleaner can be used according to the directions. This should be used so spilled food does not bake on the surface.

Wash drip pans and the broiler pan in hot, sudsy water after each use. Do not let grease accumulate or it could be a fire hazard. Do not place grease in the sink drain or throw it outside. Grease should be placed in a sealed container and placed in the garbage.

Note: NEVER cover the oven racks or drip pans with aluminum foil. This is a fire hazard. DO NOT leave cooking items unattended.

REFRIGERATOR

Clean the inside and outside of the refrigerator. Rinse thoroughly and wipe dry. Be sure to wipe off the door gasket / seal when cleaning the refrigerator. If the refrigerator in your unit requires defrosting it should be done by the tenant on a regular basis by turning the dial to "off". Do not use any sharp utensils or hasten defrosting. Any tenant damage will result in a repair charge. Reset the control dial to normal position when defrosting is complete.

WASHERS & DRYERS

Washers & Dryers are only permitted at Penn Court Apartments. All other developments have a separate laundry facility available. Upon installing the washer & dryer in your unit you must contact CCHA Maintenance at (814) 226-8910 in order to check the connections.

No portable washers or dryers are permitted in units that are not plumbed for them.

LAUNDRY & LAUNDRY FACILITIES

A Laundromat equipped with coin operated washers and dryers is provided at all Developments except Penn Court Apartments and is for use by all apartment residents. These appliances are to be cleaned after each use. Residents are urged not to leave items unattended. All items must be removed after the cycle is complete so that residents may use the appliances without undue delay.

The Laundry facilities is not to be used during the hours of 12:00 a.m. (midnight) until 6:00 a.m. Lint filters are to be cleaned after each drying cycle. Dryers will not operate efficiently unless the filters are cleaned after each load. The Laundromats are for the use of the residents only.

Articles of clothing, rugs, mops and other personal items are not to be hung in the laundry room or the exterior of the building

Smoking is prohibited in the Laundromat.

GAS FURNACE AND GAS HOT WATER TANK *(where applicable)*

Keep a clean space around these units at all times. This equipment is automatic and should not be tampered with. Notify the Maintenance department with any issues or concerns. The utility room where this equipment is located must be kept clean and free of flammable items.

Filters: In apartments with individual furnaces the Housing Authority will change the furnace filter prior to the start of the heating system. Check your filter periodically. The tenant must notify the Housing Authority if they notice the furnace filter needing changed.

Do not block the baseboard heaters, radiators, cold air returns, or heating vents with furniture. Remember to keep these areas clean for the best heating results. Heating registers should be cleaned periodically for maximum efficiency.

ENERGY CONSERVATION

Energy conservation results in lower utility bills which benefit both you as the Tenant and the Housing Authority regardless of who pays the bill. Energy conservation is consistent with our Nation's goals. Don't waste energy when you can conserve it. Tenants are asked to use energy saver light bulbs. Please refer to the Energy Conservation Guide, given to you at your initial move-in and/or at your annual re-certification, for tips on conservation.

UTILITIES

In some Developments tenants have individual utility meters and are responsible for paying their own utility bill(s). In consideration for the residents paying their own utility bill(s) the Housing Authority provides a utility allowance in the form of a credit each month that is subtracted from the monthly rent.

The Housing Authority must be listed as Third-party designee on the utility accounts including Electric, Natural Gas, Water / Sewage.

Residents who fail to pay their monthly utility bill(s) and have service terminated for non-payment are in violation of the terms of their Lease and are subject to further action by Housing Authority Management. Residents are responsible for notifying the various utility companies concerning their utility service connections and terminations. Residents are reminded not to terminate the utility service to their apartment when they are vacating the unit until they have moved out and returned the apartment keys to the Management office. If utilities are cancelled prior to returning the apartment keys, the tenant may incur added charges at move out.

In those housing communities where the utilities are not individually metered the utilities are included with the rent. You are responsible for keeping windows and doors closed during cold weather and for keeping the thermostat set no higher than 72 degrees. An energy charge is assessed however for additional appliances in the apartment not provided by the Housing Authority. This includes Tenant-owned air conditioners and freezers. This additional charge must be paid to the CCHA office along with the monthly rent and is due each month that the extra appliance is installed and used.

AIR CONDITIONERS

Tenants are permitted to have air conditioners at their units, however, they must be properly installed. No nails, screws, etc may be installed in the window framework, or exterior siding. Any damages due to non-compliance will be charged accordingly to the Tenant. Tenants are to call in a work order so that the Maintenance Department can check this installation. All units must be checked. Do not place cardboard or other materials along the side of the air conditioner. The proper insulation material / filler should be used to keep a neat appearance.

Tenants living at a complex where the housing authority pays the electric bill are required to pay a monthly fee for air conditioner usage.

SIDEWALKS

Sidewalks and passages shall not be obstructed, nor be used for any purpose other than to enter or exit the dwelling. All sidewalks within the perimeter of each

dwelling unit shall be kept free of ice and snow by the respective tenant. (Maintenance will provide this service for the Elderly, Disabled or Handicapped Developments.) Sidewalk chalk is not permitted at any of the Developments.

YARDS

The Housing Authority Maintenance provides all lawn mowing at the Developments. All items which interfere with the ability of Maintenance to provide lawn care such as picnic tables, lawn furniture, bikes, tires, etc must be kept off of the grass. **No tents, swimming pools or sandboxes are permitted in the yard, -no exceptions.**

Residents will be responsible for any damages done to the grass, sod, trees, shrubs, flowers and any other part of the development either by their visitors, guests or themselves.

The planting of flowers should not interfere with lawn care. Planting of flowers / gardens in courtyard areas must be shared by all tenants, kept to a minimum and have a neat appearance.

COMPLIANCE

The Tenant and members of his/her household and guests will comply with all laws and city ordinances affecting the use or occupation of the premises and with the rules and regulations hereafter adopted by the CCHA Management for the safety, comfort and welfare of the occupants of the Development.

Apartments are cleaned thoroughly prior to occupancy. The Tenant is responsible for maintaining clean and sanitary conditions in the apartment while in occupancy. Cleaning of the interior and exterior is Tenants responsibility. This includes windows, floors, walls, ceilings, etc. Damage to the carpet caused by cleaning by the Tenant or an unauthorized cleaning contractor will be charged to the Tenant. The Tenant is expected to leave the dwelling unit in the same condition in which it was leased. Charges will be made for necessary cleaning, painting and repairs after the apartment is vacated. Charges can include the cost of supplies, repairs, and labor.

RESPONSIBILITIES

Residents are responsible for the conduct of their family members and their guests. You are responsible for damage to the property done by anyone under your control. Please do not leave bicycles, toys, tricycles, other items, etc. on steps, in the shrubbery, on the sidewalks or common areas. Strewn toys can be a potential hazard to an individual's safety, are unattractive and are an inconvenience to neighbors. Playgrounds and other recreational areas are available for use. In safety, we recommend that when using the areas, children be closely supervised. Play chalk is not permitted at the property.

ANIMALS

Pets are permitted at Cherry Run Estates, Edenburg Court and Penn Court Apartments with written authorization from the Clarion County Housing Authority. Rules and Regulations concerning the Pet Policy, Assistive Animal Policy, and Pet Deposit, (only for household pets), are available at the Administrative Office. Anyone interested in obtaining a pet must request said policies and receive written approval **before** the pet is permitted at the property. Guests are not permitted to bring pets to the property –inside or outside.

Residents at Medardo Estates and Hillside Apartments are not permitted to keep animals on the premises, unless the animal is used as an assistive animal. This includes visits by guests who have animals with them. No household pets such as dogs, cats, mice, rats, hamsters, guinea pigs, iguanas, lizards, snakes, rabbits, spiders, ducks, etc., are permitted at any time. The **only exception** to this no-pet policy are birds and fish. There shall be a limit of two (2) birds per apartment and they must be kept inside the cage at all times. No wild birds are permitted, only household birds. A limit on fish aquarium size is set at no more than a 20-gallon tank on the first level and no more than a 10-gallon tank on the second level.

An Assistive Animal is not considered a pet. Any Resident with a need for an Assistive Animal may request a Reasonable Accommodation form from the Housing Authority. Written approval **must** be received from CCHA **before** the Assistive Animal is permitted to be kept at the property. Due to insurance restrictions, Pit Bulls are not permitted.

YOU AND YOUR NEIGHBORS

Life in any neighborhood can be satisfactory only if certain basic responsibilities are upheld. It makes life happier and more pleasant for everyone involved.

Be considerate of the rights and privileges of your neighbors. Residents shall not permit any noise or vibrations to be heard beyond their unit. Don't permit your radio, stereo, or television to blare forth at any time. You are responsible for the conduct of your household members, guests and visitors. Residents, guests or visitors shall not cause any disturbance for other residents of the development. If you continually disturb or annoy other residents of the development, it could be just cause for Eviction or non-renewal of the lease.

Tenants, household members and guests should not be making excessive noise, disturbing other residents, etc, after 10:00 pm.

CRIMINAL / ILLEGAL ACTIVITY

SECTION 9.01. The Housing Authority further covenants that it will not use the Complex, or any part thereof, or permit or suffer the same to be sued for any

purpose which is illegal. Immediately upon the discovery of, any use or violations of this section it will take necessary steps to compel the discontinuance of such use, or to oust the residents or occupants guilty of such use.

VIOLETION OF THE FOLLOWING PROVISIONS SHALL BE A SERIOUS VIOLETION OF THE MATERIAL TERMS OF THE LEASE. THE CLARION COUNTY HOUSING AUTHORITY HAS A ONE STRIKE OR ZERO TOLERANCE POLICY WITH RESPECT TO VIOLETIONS OF LEASE TERMS REGARDING CRIMINAL AND DRUG ACTIVITY.

CRIMINAL AND DRUG ACTIVITY IS CAUSE FOR EVICTION EVEN IN THE ABSENCE OF CONVICTION OR ARREST. ANY PROVISION IN STATE LAWS THAT REQUIRE CONVICTION IN ORDER TO EVICT TENANTS ARE PRE-EMPTED BY FEDERAL LAW.

Tenant, member of household, guest or other person under tenant's control shall not:

- Engage in any criminal activity that threatens the health, safety or right to peaceful enjoyment of housing premises by other residents, by persons residing in the immediate vicinity of the premises; or the health or safety of residents or employees of the PHA.
- Engage in any drug-related criminal activity on or off such premises. Drug related criminal activity means the illegal manufacture, sale, distribution, use or possession, possession with intent to manufacture, sell, distribute or use a controlled substance.
- Abuse alcohol so as to impair the health, safety or right to peaceful enjoyment of the premises by other residents.
- Engage in acts of violence or threats of violence.

IF THE POLICE ARE CALLED TO YOUR UNIT FOR ANY DISTURBANCE OR VIOLETION THAT YOU HAVE CAUSED OR ARE A PART OF, THIS COULD BE GROUNDS FOR EVICTION.

An Eviction can be issued if one or more substantial violations of the Lease and/or Rules and Regulations are caused. Examples include but are not limited to: Nonpayment of rent; failure to reimburse owner for repairs or repay unauthorized assistance; continued late payment of rent; permitted unauthorized person to occupy the unit; serious or repeated damage to unit or common areas; creation of physical hazards; serious or repeated interference with the rights and quiet enjoyment of other tenants; providing false information; failure to cooperate with annual or interim reporting requirements; having unauthorized animals in the unit.

PARKING AREA

Only properly licensed and inspected vehicles are permitted to use the Housing Authority parking lots. Parking is on a first-come, first-served basis with no assigned spaces. Residents should park only in designated areas that do not

obstruct or hinder the flow of traffic. The Housing Authority parking lots are not to be used as storage or repair areas for junk or inoperable vehicles. No vehicles are to be driven or parked on sidewalks or lawn areas for any reason. Vehicles parked in violation of these regulations will be towed at the vehicle owner's expense. A charge will be assessed for any damage to the Housing Authority property caused by tenant's and guest's vehicles.

- The Housing Authority will monitor the parking lots by issuing Parking Permits to each unit. These permits must be placed on the rear view mirror of the vehicle. A log of all parking permits will be kept in the CCHA office. This will be helpful for Maintenance to easily locate the owner of vehicles so that snow plowing may be completed.
- Tenants may park no more than two (2) vehicles in the parking lot. Elderly development tenants are only permitted one (1).
- Only those residents who are holders of the emblem denoting "Handicapped" may park in the parking stalls designated for the handicapped.
- Residents must cooperate in removing automobiles from the parking lot during the occasions of snow removal or repairs to the parking lot.
- Resident must not park near the trash areas designated "No Parking".
- Changing oil or other repair work on vehicles is not permitted. Any damage to the parking lot from fluid leaks will be charged to the Resident.
- Washing / Painting vehicles is not permitted at the property.
- Trucks (over $\frac{3}{4}$ gross ton), Trailers, Campers, Buses or Boats may not be parked at the property.

Children should never be left unattended in the parking areas, nor should they be playing around the vehicles.

KEYS

The Housing Authority will supply you with apartment keys and one laudromat key if applicable. You will be charged for additional keys to be made. All keys must be returned to the Housing Authority office at 8 West Main Street, Clarion upon vacating the apartment. Residents are not permitted to alter any lock or install a new lock or additional locks on any interior or exterior door of the unit. The Housing Authority must be able to gain access to your unit in case of emergency.

Be sure to take your key with you when you lock the door and leave your apartment. If you require assistance from the Housing Authority to gain entry to your apartment you will be assessed a charge.

If a Resident requests that the locks be changed on the unit for any reason there will be a charge assessed.

LOCK-OUTS

Only persons whose names appear on the Lease for the premises will be permitted entrance to any apartment in case of a lockout. The person must provide reasonable identification when requesting Management to grant them access to the premises. Management shall receive a fee for granting the resident access to the premises. (You must call and cancel the Lock-out immediately if you are able to gain entry before Maintenance and/or Management arrives. Failure to do so will result in charges.)

Lock-out fees will be added to your account as follows and must be paid within 30 days of service:

- \$ 15.00 from 8:30 am to 4:30 pm on a CCHA Work day
- \$ 25.00 from 4:30 pm to 12:00 Midnight on a CCHA Work day
- \$ 35.00 any time on CCHA Non-Working days
- \$ 40.00 after Midnight on any day.

WINDOWS

Management may specify the type of curtains, draperies, drapery liners or blinds used at any window of the Development to create a uniform and orderly appearance from the exterior of the apartment. In order to be uniform, **Tenants shall use white-backed draperies or place white sheers behind their colored draperies. Tenants shall use the curtains rods provided and will be charged accordingly at move-out if they are not present or found in working condition. Tenants may use white mini-blinds at their windows if they wish.**

Charges for repair or replacement to window, glass, or screens due to damage will be added to the Tenants account and must be paid in full within 30 days. This amount will be charged to the Resident regardless of who is at fault.

No signs of any kind are permitted in any window of the Development.

The residents shall conscientiously keep windows closed during heavy rains and storms to avoid water damage. When leaving the apartment for any length of time windows should be closed to avoid energy loss or water damage.

BALCONIES / PATIOS

Balconies and patios in the Development shall be used only during reasonable hours for regular sitting purposes and shall be maintained in a clean and orderly manner. Charcoal or gas grill cooking near the building is not permitted. Picnic areas are available and will be supplied with grills for tenant use. These areas must be cleaned after each use. The use of balconies or patios for storage, maintenance or wash lines, hanging of personal property or any other use which shall detract from the neat and orderly appearance of the Development or cause inconvenience or hazard to other residents is forbidden.

STORAGE AREAS – Where Applicable

Bicycles, spare tires, excess furniture or appliances, etc must be stored inside of the storage shed, not in the living area of your apartment or outside the apartment. Motorcycles or Dirt Bikes should never be stored inside of the unit.

UTILITY ROOMS – Where Applicable

Keep the area around the gas pilot lights of your hot water heater and furnace free and clear of all items that could prevent their efficient operation. These appliances need access to air to operate correctly. Do not store gasoline or other flammable liquids in this area.

STORAGE AND HANDLING OF PERSONAL PROPERTY

Residents shall store personal property only in the storage areas designated by Management for their use and shall store only goods which will not spoil, cause odors or in any other way interfere with storage of property by Management, other Residents or the operation of the Development.

Management and its staff will not be responsible for receiving any property or goods delivered to the Development for residents and shall not be held liable for any loss or damage to such goods or property which may occur through the carelessness or negligence of Management or its staff. Management will not be responsible for any property or goods left in the custody or control of any of its employees by residents.

At no time should any dead hunting animal be left “hung” at any Development.

MAILBOXES

Mailboxes are provided at each Development and should be checked on a regular basis. Mailboxes do not have locks on them, with the exception of Edenburg Court. If you acquire your mail through a post office box the Housing Authority must be advised of the number. No small children should be permitted to get the mail. Tampering with the US Mail is a Federal offense.

PEST CONTROL

The Housing Authority asks your cooperation in not leaving any open food or dirty dishes lying around to attract insects or pests of any kind. Garbage and waste should never be left in an apartment. It should be emptied on a daily basis and taken to the trash area. Countertops and appliances should be cleaned on a daily basis. The best way to prevent unwanted pests from entering your apartment is to keep the unit neat and clean at all times.

Pest Control Service is provided by the Housing Authority on a regularly scheduled basis. A copy of the schedule can be obtained at the Management office. Residents are required by the terms of their Lease to permit the Housing

Authority's Extermination Service Personnel entry to the apartment. If the resident is not home the exterminator will enter the unit to perform the needed work. You will receive specific instructions on how to prepare for the extermination of your apartment. For us to do an effective job you must cooperate by following these instructions.

If you have a specific problem with any household pests you should contact the CCHA office immediately at (814) 226-8910 for service. The Pest Control Service will then be scheduled and the tenant will be notified of the date. The Tenant should make every attempt to be home for this service as the Pest Control Agency does not have a key to your unit. The Housing Authority Maintenance must accompany the Technician to any locked unit.

Tenants will be charged accordingly for any Pest Control Service that has resulted from unsanitary housekeeping.

TRASH AND GARBAGE

Trash areas are available at all Developments. Residents shall not permit any personal items, trash or garbage of any kind to accumulate on or about the premises.

Do not permit trash and garbage to accumulate inside of your apartment. It should be placed inside a garbage bag, securely tied and placed inside the proper container. This should be done immediately.

Garbage cans must be kept clean. There are a number of different methods employed by the Housing Authority to remove garbage, trash and recyclables depending on the location of your apartment. Information specific to your location can be obtained at the Housing Authority office.

No items such as Christmas Trees, unwanted furniture, appliances, mattresses, etc, can be placed at the trash areas. The Trash Company will not take these items. You must make other arrangements to have these items removed.

ALCOHOLIC BEVERAGES

Use of alcoholic beverages is permitted only inside of the apartments. At no time should persons have open containers of alcohol outside of their unit. No tenant, member of household, guest or visitor is permitted to be intoxicated on the premises. Kegs of beer are not permitted at the property.

RIGHT OF ENTRY

Management personnel generally will not enter your apartment without prior notification stating the reason for such a visit. The Housing Authority does reserve the right to enter your apartment without prior notification should we suspect an emergency or to complete needed maintenance repairs. Our regular

48- hour written notice will be given for periodic inspections or to show the apartment to prospective residents.

INSPECTIONS

At least once a year the Housing Authority is required to inspect each apartment. We do this to make sure your apartment is clean, safe and a comfortable place for you to live. Periodically we may do an additional inspection if needed.

Special inspections may be completed if Management feels there is a need to monitor resident's housekeeping. Inspections may be completed on a quarterly or monthly basis to assure that the unit is being kept in a clean, sanitary condition. Failure to pass these housekeeping inspections could be cause for Eviction.

SECURITY

Adequate protection of you and your property is of great concern to Management. Your security begins with your own actions. Be sure to make use of any locks and other security devices provided to ensure that "uninvited" persons cannot gain access. Close and lock your door at all times. Be suspicious of unexpected deliveries. Door-to-door soliciting is not permitted at Housing Authority Developments.

You are responsible for your household members, visitors and guests. Do not let anyone gain access to your unit whom you do not want to be responsible for.

Exterior pole lights are placed throughout the Development. These lights should not be tampered with by any Tenant, household member, guest or visitor. Children should not be playing on or near these lights at any time. If these lights are not working you should contact the CCHA office at (814) 226-8910 so that Maintenance can check them.

UNIT TRANSFERS

If an owner determines that a tenant's current dwelling unit is smaller or larger than appropriate as a result of a change in a tenant's family size or composition, the owner must decide whether to require the tenant to transfer to another unit.

Owners may be obligated to transfer tenants to different units as a reasonable accommodation to a household member's disability.

Upon offer and acceptance of a unit the family will execute all lease up documents and pay any rent and security deposit for the new unit. The family will be allowed seven (7) days to complete a transfer.

MOVE-OUT

The following is the procedure to follow when vacating your apartment:

1. Notify the Management office at (814) 226-8910 to obtain the Intent to Vacate Form. This form must be completed in writing and received at the CCHA office at least 30 days ahead of the departure date. The 30 days begin the date it is date-stamped as being received at the Housing Authority office. Failure to give proper notice will result in your being charged additional rent. Refer to your Lease agreement. In order to terminate tenancy, the tenant must provide the Housing Authority with a written 30-day notice to vacate the unit. If the tenant fails to give a full 30-day notice, the tenant is liable for rent, up to the earlier date of: The end of the 30-day period for which the notice is required; or the date the unit is re-rented. (Vacate notices should be 60 days current. If your move is delayed past 60 days you should complete a new Intent to Vacate form.)
2. Pay your account in full. It may be necessary to pay additional charges if damages are noted during the move-out inspection and not covered by your Security Deposit.
3. Clean your apartment and leave it as you would like to have it if you were just moving in.
4. Be sure to remove everything from the apartment. Otherwise we will assume it is unwanted. If trash or garbage is left inside or outside of the unit, a charge to remove it will be deducted from your Security Deposit.
5. Lock all windows and doors of the unit. Return the keys to the Housing Authority office at 8 West Main Street, Clarion. You have officially moved only when the keys are returned to the Housing Authority office. If you leave on a weekend you must make arrangements with Management by calling (814) 226-8910 for the return of your keys and forwarding address to the CCHA office.
6. Contact all Utility Companies and have the service removed from your name as of the date you are turning in your keys. The Tenant is responsible for the Utilities at the unit until the keys are received at the CCHA office.
7. Provide the Management office with a forwarding mailing address so that we can mail your final statement and Security Deposit information to you.

After the keys to your unit are returned a final inspection of your unit will be completed by Management. Maintenance will then enter your unit to do any necessary repairs so that the unit can then be re-rented.

Upon completion of the work orders you will be sent a final statement of your rental account. Any balance owed to the Housing Authority must be paid within 30 days of the final billing or payment arrangements must be made to clear the account. If the balance is not paid, the account will be taken to the District Magistrate for Collection.

ADDITIONAL RULES TO REMEMBER

YOU are responsible for your household members, guests and visitors.

DO NOT permit cable or utility companies to install wiring inside or outside without prior approval from CCHA

NO SIGNS are permitted in the apartment windows.

DO NOT throw breadcrumbs or any type of food or beverage out of your window or door. It attracts rats and other unwanted animals at the property.

DO NOT allow cigarette butts to accumulate outside of your unit.

REPORT IMMEDIATELY to the CCHA office at (814) 226-8910 any need for repairs in your apartment or at the Development. Clearly state the nature of the trouble, your name and apartment number. DO NOT make any repairs without Housing Authority permission. If you make any repairs or pay for outside services without CCHA written approval, you will not be reimbursed.

DO NOT remove, sell, exchange or dispose of any property of the Housing Authority that has been offered to you for your use during your tenancy. When you vacate all CCHA property must remain in the apartment and in good condition.

CRAWL SPACES, attics, roof areas and boiler rooms are for Housing Authority use only. No one is permitted to store anything in these areas.

CONCLUSION

The Rules and Regulations compiled in this Handbook are referred to in your Lease agreement and by such reference is part of your Lease. Additional Rules and Regulations may be published from time to time as necessary.

A clear understanding of your privileges and responsibilities in connection with your new home in this complex is covered by the provisions of your Lease. Your signed Lease is a mutual agreement between you and Housing Authority Management. It binds each to obligations which should be met and respected at all times. Violation of the terms of the Lease can be cause to terminate your tenancy.

We hope that you will comply with the Rules and Regulations and thus make your stay a pleasant one for you, your neighbors and the Housing Authority staff.

I / We have read and understand and agree to abide by the Rules and Regulations contained in this Resident Handbook:

Tenant Signature

Date Signed

Co-Tenant Signature

Date Signed

Adult Household Member Signature

Date Signed

Adult Household Member Signature

Date Signed

APT # _____

UTILITY COMPANIES

Cherry Run Estates:

National Fuel.....1-800-444-3130 (CCHA)
Electric Company: West Penn Power 1-800-686-0021 (Resident)
Telephone Company: Windstream.....1-800-782-6206 (Resident)
Cable Company: Comcast..... 1-800-266-2278 (Resident)
Trash Company:Shirey Sanitation..... 226-8131 (CCHA)
Water/Sewage Co: Rimersburg Borough Maintenance.....473-6519 (Resident)

Edenburg Court:

Electric Company: Penelec..... 1-800-545-7741 (CCHA)
Telephone Company: Windstream.....1-800-782-6206 (Resident)
Cable Company: Atlantic Broadband.....1-888-536-9600 (Resident)
Trash Company:Hunsberger Sanitation797-5583 (CCHA)
Water/Sewage Company: Knox Borough.....797-1376 (CCHA)

Hillside Apartments:

Electric Company: West Penn Power.....1-800-686-0021 (Resident)
Telephone Company: Verizon.....1-800-275-2355 (Resident)
Cable Company: Comcast.....1-800-266-2278 (Resident)
Trash Company: Shirey Sanitation.....226-8131 (CCHA)
Water/Sewage Company: PA American Water.....1-800-565-7292 (CCHA)

Medardo Estates:

Electric Company: West Penn Power 1-800-686-0021 (Resident)
Telephone Company: Windstream.....1-800-782-6206 (Resident)
Cable Company: Comcast..... 1-800-266-2278 (Resident)
Trash Company: Shirey Sanitation.....226-8131 (CCHA)
Water/Sewage Co: Rimersburg Borough Maintenance.....473-6519 (CCHA)

Penn Court Apartments:

Electric Company: West Penn Power 1-800-686-0021 (Resident)
Gas Company: National Fuel.....1-800-444-3130 (Resident)
Telephone Company: Verizon.....1-800-275-2355 (Resident)
Cable Company: Comcast..... 1-800-266-2278 (Resident)

Trash Company: Shirey Sanitation.....226-8131 (CCHA)
Water/Sewage Company: PA American Water.....1-800-565-7292 (CCHA)