**OFFICE HOURS**

The office is open from 9 a.m. to 5 p.m., Monday through Friday. The office is closed during weekends and holidays. The office telephone number is (313) 928-5970. Please leave a message on our answering machine if the office is closed.

**EMERGENCY TELEPHONE NUMBER**

An employee of Allen Park Housing Commission is on call 24 hours a day, seven days a week. If you have an after-hours emergency, please call the emergency phone number posted on the bulletin board outside of the office. We ask, however, that you only call this number in the event of an emergency. Please remember that our employees have lives outside this apartment community and free time is important to them.

***THE CURRENT CELL NUMBERS ARE AS FOLLOWS:***

**David Glenn**: (734) 991-5606, **Don Estheimer**: (734) 934-7944 **Andrew Hill**: (313) 269-2539

**TYPES OF EMERGENCIES**

1. Smell gas
2. A plumbing leak or sewer stoppage that may damage personal or Commission property.
3. Any condition which may cause a fire.
4. No heat during heating seasons.
5. No electricity.
6. A medical emergency
7. Any other condition that may endanger life or personal or Commission property.

**YOUR LEASE**

Your lease is an agreement between you and the Allen Park Housing Commission. Your tenancy is subject to the “Terms of the Lease”. It is important that you read the Lease carefully and understand it fully. At the time of move in, the staff will go over the Lease with you. If, after that day, you still have questions, do not hesitate to contact the office and ask any questions you need answered.

**WORK ORDERS**

If you require service in your apartment that is not an emergency, there is a work order book for you to write down your repairs located directly outside the main office. Documentation of the needed service or repair is necessary for any work in the building or on the grounds to be done. You must be present while work is completed within your apartment as maintenance personnel are not allowed to perform any work in an unoccupied apartment without a written request that has been approved by Management. Stopping employees in the common areas to verbally file a work order is not acceptable. Work order repairs will be made Monday through Friday between the hours of 9:00 a.m. to 1:00 p.m.

**RENT**

Rent is due and payable in advance on the first day of each month. Late charges accrue following close of business on the seventh day of each month unless prior arrangements have been made. There are no allowances for weekend or holidays—rent is due on the first. Rent is payable by check or money order only. Please make checks or money orders payable to the **Allen Park Housing Commission**. Please deliver or mail all rent checks to the Allen Park Housing Commission management office. If the office is closed, rent may be deposited in the Suggestion Box located outside the office door. Rent receipts must be picked up in the office any time after the 10th of the month. As a reminder, new rent amounts are determined on an annual basis during the re-certification process and take effect on April 1st.

**APARTMENT OCCUPANCY**

Only those persons listed on your Dwelling Lease may live in your apartment. You must notify management immediately if you have any changes in family size, persons in occupancy, or income.

**GUESTS**

All guests must be signed in immediately in the Guest Register located at the entrance of the main door. You may have overnight guests up to fourteen (14) times per year. No guests are allowed to remain for a period in excess of (14) nights per year without prior consent from Management. In the case of extensive illness, special arrangements may be made for extensions of overnight guest privileges.

**SHORT TERM GUESTS AND SERVICE PERSONNEL**

*(NURSES, CLEANING PEOPLE, THERAPISTS, PHARMACISTS, ETC.)*

All guests visiting longer than 5 minutes for drop off or pick up purposes must sign in at the entrance of the main lobby. Violations of this provision will result in review of tenancy.

**VISITORS AND CHILDREN**

You are responsible for the conduct of your guests/visitors. Please do no allow children to play or loiter in the lobby, public hallways, stairways, elevator or parking areas. No child will be allowed in any common area or apartment without adult supervision. Residents will be held responsible for the actions of all guests/visitors.

**PETS**

Your guests/visitors are strongly encouraged to use the outside pet area when bringing pets to visit. Visiting pets must meet the rules set forth in the Pet Policy. The Pet Policy is available for review on our website or by request in the office.

**KEYS AND LOCKS**

Each resident will receive keys to the lobby, apartment and mailbox. In the interest of safety and security, keys should not be duplicated.

**PARKING**

1. Parking is on a first-come, first serve basis. There are not any assigned parking spaces to any apartment. Parking is provided for the residents in the front of the building. Management cannot guarantee that a space will be available at all times for your vehicle.
2. Nine handicapped spaces are available. Anyone with a State approved handicapped parking sticker, tag, or plate can park in any parking spot. Visitors with a handicapped parking sticker, tag, or plate can park in a handicapped space.
3. There is no parking allowed in the circle drive area, except for drop off and pick up.
4. Mail and service vehicles are allowed to park in any non-handicapped space.
5. All vehicles parked on the property must be in highway drivable condition. No vehicle may be stored in any parking area.
6. The parking of any recreational vehicle such as a boat, trailer, camper, etc. is expressly prohibited.
7. Washing of any vehicle in the resident’s lot is prohibited.
8. Except in the case of an emergency, no vehicle may be repaired in the resident’s lot. If an emergency repair is required, please be sure to park your vehicle away from vehicles belonging to other residents.
9. Management may request that you move your vehicle for snow removal, lot repair, maintenance or other reasons as deemed necessary.
10. MANAGEMENT RESERVES THE RIGHT TO HAVE ANY VEHICLE IN VIOLATION OF THE PARKING REGULATIONS TOWED AT THE OWNER’S EXPENSE.

**TELEPHONES**

Please make arrangement for telephone service with the appropriate local service provider. Except in the case of an emergency, residents and guests are prohibited from making telephone calls from the Housing Commission’s office telephone.

**CABLE TELEVISION**

Your apartment has been wired for cable television. If you are interested in subscribing for cable television, please call the appropriate local service provider.

**ANTENNA SYSTEM**

All apartments are connected to an antenna system. Below are the stations we receive, their network affiliation and the channel on your television.

Channel 2 Detroit CBS Channel 20 Detroit WXON

Channel 4 Detroit NBC Channel 50 Detroit WKBD

Channel 7 Detroit ABC Channel 56 Detroit PBS

**SOLICITATION**

Solicitation is prohibited on this property without expressed consent from Management. If you are contacted, please inform the office. Should an organization be given permission to solicit with the building, proper credentials may be required prior to authorization. Any form of pan-handling, or perceived or real intimidation of tenants, will result in immediate legal review of tenancy.

**SIGNS**

You may not post signs, notices, etc., on the bulletin boards in the lobby, elevator, or windows without consent of Management. Please do not remove anything from the bulletin boards unless specifically asked to do so by a member of Management.

**MAIL**

Mail is placed in your locked mailbox near the lobby. Outgoing mail is placed in the mailbox provided near the office door. Your new address is 17000 Champaign, Apt #, Allen Park, MI 48101. If you have not notified the Post Office, please make out a “Change of Address” card for them and be sure to include your apartment number.

**ALLEN PARK HOUSING COMMISSION WEBSITE**

Our website, www.allenparkhousing.com, is a wonderful resource for potential and current tenants alike. All of our policies and procedures can be found there, as well as community meetings (with dates and times), our Commissioner’s information, links to resident services and links to other websites you may find helpful.

**NOISE**

***GENERAL SOUND***

No resident will make or allow guests/visitors to make any noise on the premises which interferes with the rights, comfort, convenience, or quiet enjoyment of the property by other residents.

***MUSICAL INSTRUMENTS***

No resident shall play upon, or allow guests/visitors to play upon, any musical instrument between the hours of 9 pm and 8 am as it could disturb or annoy other occupants of the building.

***EXCESSIVE NOISE***

At no time shall any resident create or allow guests/visitors to create sounds that increase the noise level in other apartment(s) or any other area of the premises outside the rented apartment to 42 decibels or above. Such sounds shall be deemed excessive and constitute a violation of the resident’s Dwelling Lease Agreement.

**HOUSEKEEPING**

You are responsible for keeping your apartment in a clean, safe and sanitary condition. In addition, you are also responsible for promptly cleaning any common areas (including hallways and elevators) that you, your household or guests make dirty. Our maintenance person vacuums the hallways regularly. Disagreeable odors, vermin, or hazardous conditions will not be tolerated under any circumstances.

**FEEDING WILDLIFE (OUTSIDE BIRDS AND ANIMALS)**

While many of us enjoy the natural wildlife around the property, the City of Allen Park has an ordinance that prohibits residents from placing food “on the ground” in any manner. As an accommodation to our residents, we will provide hanging bird feeders and anyone who would like to donate bird food may do so. Violation of this ordinance is taken as a serious offense and will be addressed by the City of Allen Park Ordinance Officers.

**“FREE TABLE”**

Located inside the “library” room is a table known as the “free table”. It is here that our residents leave items that they no longer need or want that could be useful to someone else. These items are available to anyone and can include perishable/non-perishable food items. While many of our residents have kind hearts and want to immediately take items to donate to agencies/programs that they support, it is only fair and courteous to allow our residents, who are our priority, the time to browse through the items and to have first dibs. If, after 2-3 days, the items are still available, please feel free to take the items and donate them as you wish.

**GARBAGE**

Please dispose of trash on a regular basis. Most things to be disposed of such as tin, paper, etc. may be deposited in the Refuse Room on your floor. Plastic bags must be used when carrying garbage etc. to the rubbish room to prevent spotting of carpeting. Please ensure that the bag is tied tightly. Trash is removed twice a day, usually at 9:30am and 12:30pm.

**BED BUGS**

Bed bugs are a growing national problem and, as a result, a policy has been developed for the Allen Park Housing Commission.

The purpose of the policy is to set forth the roles and responsibilities of all parties (APHC and Tenant) in minimizing the potential for bed bugs. The policy will also provide guidance in cases where bed bugs are present in order to eliminate them as quickly as possible. Bed bugs are difficult to contain without the proper treatment. Therefore, it is imperative that all parties work simultaneously toward a common goal: extermination and elimination. Left untreated, bed bugs can spread throughout a residence affecting current and future tenants.

HUD regulations require the tenant’s cooperation in order to successfully eliminate the presence of bed bugs. ***THEREFORE,*** ***IT IS THE TENANTS RESPONSIBILITY TO CALL IN A WORK ORDER AS SOON AS THE PRESENCE OF BED BUGS IS SUSPECTED.*** This will allow the APHC to address the potential infestation at its onset and before it affects other tenants. In addition, the tenant must be onsite when the initial inspection is completed. If it is determined by the APHC that bed bugs are present, the tenant must complete all items listed on the “APHC Tenant Roles and Responsibilities” prior to treatment and as soon as possible. This will help to minimize the severity of bed bug presence and resolve the problem quickly. A tenant may be deemed in violation of the lease agreement if they fail to fully cooperate and comply with their roles and responsibilities.

The APHC Bed Bug Policy is part of the Lease Agreement. It is available in the main office or online for your review.

**FURNITURE MOVE IN AND SECOND HAND FURNITURE**

New move-ins should take place between the hours of 9am-1pm so that the Maintenance Department can inspect furniture for bed bugs and other infestations. Appointments should be made with the Maintenance Department before any furniture is brought into the building.

Any furniture purchased second-hand must be inspected by the Maintenance Department before being brought into the building.

New furniture should be inspected by the tenant to insure that there are no bed bugs or infestations.

Please take a moment to review the APHC Bed Bug Policy for additional information.

**FURNITURE REMOVAL**

Please make arrangements with the Maintenance Department 7 days prior to disposal of furniture. There is currently no charge with the contracted refuse company for the pick-up of furniture. Please check to see if there are any changes to this specific policy.

**GARBAGE DISPOSAL USE AND CARE**

Each apartment has a garbage disposal, which grinds and disposes of garbage through the drain in your kitchen sink. To use the disposal, see the instructions as follows:

1. Remove the stopper from the sink sleeve and turn on the cold water full flow. Water should remain on during complete disposal operation. Failure to turn on a full flow of water before turning on the disposer can cause drain blockages.
2. Flip the switch to the “ON” position to start disposer. Feed food waste into the disposal while it is running.
3. To avoid drain blockage, allow water to flow a sufficient time after grinding is completed to be sure all waste is flushed away. A minimum of 15 seconds is recommended.
4. Do not insert hand into disposal.

**DISPOSAL DO’s AND DON’Ts**

***DO’s***  ***DON’Ts***

**DO** grind food waste only with a strong flow **DON’T** grind extremely fibrous

material, cornhusks, artichokes, etc.

to avoid possible drain blockages

**DO** flush disposal for cleaning. Allow disposal D**ON’T** use hot water when grinding

and water to run after grinding or after waste. Hot water can be drained

draining the sink. Some detergents into disposal between grindings

are caustic

**DON’T** turn off motor or water

when grinding food waste.

**APPLIANCES**

Your refrigerator and oven must be kept clean and sanitary. Your refrigerator is self defrosting. A solution of baking soda and water does wonders for the inside of a refrigerator as far as keeping it clean and eliminating food odors.

Your gas stove should be kept clean and free from grease. All heating burners should be in the “off” position when not in use.

**FLOORS**

Clean floors with warm water and mild soap, then rinse. Waxing is allowed if applied carefully and correctly. Please avoid leaving any wax on the baseboards. You may have rugs in your apartment, using carpet tape to adhere it to the floor. However, no tack strip, tacking or glue is allowed on the tile floors as these products destroy the tiles.

**FIXTURES**

Never use abrasive cleaners on the bathtub, sinks or other fixtures. Use only a mild soap or detergent. Gritty powders ruin the enamel. Toilets and fixtures should be cleaned at least once a week. Report any need repairs promptly.

**DECORATING**

Please do not paint, install wallpaper, or alter the apartment in any way without prior approval from Management. You may hang mirrors, pictures, etc. on walls. However, you may be charged for damages for excessive nail holes.

**LAUNDRY FACILITIES**

Laundry facilities are located on the first floor and are available for your use. These facilities are intended for resident use only. Please remain in the laundry room while operating washers and/or dryers. Please do not use more than two washers or dryer at a time. Due to the fan being activated only when the light is on, please keep the light switch turned on while the dryers are in use. Likewise, when using a front loading washing machine, keep the door open after you are finished with your load of laundry as those machines store water in the door area and closing it can lead to mold growth. Instructions for operating the washers and dryers are posted in the room and or on the appliances themselves. Further information is available from the office or maintenance personnel. Please keep all the machines clean and free of debris so that the next resident can have full usage of the laundry facilities. Monitor your usage of bleach and/or other chemical cleaners as the fumes are often a health concern for residents with respiratory issues. Management cannot assume responsibility for loss. Washing machines and dryers are not permitted in apartments.

**COMMUNITY AREAS**

Common areas are available to all residents for your recreational and social pleasure. You are expected to treat these areas as your own, and keep them in such a manner that all residents may enjoy their use. If you feel the need to turn on the air conditioning or television or open the windows and blinds, please kindly turn off those items and/or close the windows and blinds when you are done using the area. If you wish to reserve the community room or patio area for private events, please refer to the Facility Use Policy.

**UTILITIES**

***HEAT***

Heat is provided at no cost. Please use the appliances provided in the manner intended. Do not use your oven for heat. If you have trouble with heating you apartment, please contact the office or maintenance personnel. Kerosene and ceramic heaters are expressly forbidden. Electric heaters are allowed for an additional $5 per month. Please refer to the Utility Use Policy.

***ELECTRICAL***

Telephone and electrical outlets are provided in the apartment. No alterations or additions are allowed without prior consent from Management. Please do not overload circuits. Please check extension cords for fraying or other signs of wear prior to use and periodically throughout use. The storage of flammable materials is hereby prohibited. The circuit breaker box is not to be opened by any tenant. Please notify the office and/or maintenance personnel of any electrical problems within your apartment.

**UNIT INSPECTIONS**

Inspection of all apartments will be performed at least once a year. Management performs this inspection primarily to insure Building upkeep. However, housekeeping and maintenance are also noted. Management may inspect your unit periodically in addition to the annual apartment inspection. Remember that poor housekeeping will not be tolerated. Management may also perform additional inspections in your unit, following a 24-hour notice.

**RE-CERTIFICATION PROCESS**

The Allen Park Housing Commission is required by HUD-U.S. Department of Housing and Urban Development to review your income, assets, out of pocket expenses, etc., to determine your eligibility of housing benefits. This process is conducted on an annual basis. The re-certification process is started 120 days before April 1st to insure you receive a full 30 day notice of a rental increase. New rent amounts take effect on April 1st. We also do Interim re-certification upon the request of the tenant, who may need a reduction in rent due to an increase in unreimbursed medical expenses. However, if you have an increase in income you still need to report it to the office and set up an appointment to fill out the proper paperwork. When you talk with the office staff, they will determine if the appointment is needed. More of this process is explained in your Lease. Keep in mind that the information you give to the office is kept confidential.

**PROPERTY DAMAGE**

You are responsible for damage to the apartment, fixtures, building or grounds caused by you, your household or guests. Repairs will be calculated on a “time and materials” basis and are due and payable with the second month’s rent succeeding the charge. Please report all damage promptly.

**“HELLO NEIGHBOR” PROGRAM**

Each resident is encouraged to make it a point of meeting the other residents on their floor. If you suffer an illness or an accident, we may not know for an extended period of time. A concerned neighbor may be willing to check on you periodically.

The residents of the Leo Paluch Apartments have chosen a wonderful place to live. Everyone should work to make each resident feel welcome. Rumors and gossiping have no place at our property. We should all avoid this disruptive behavior at all times as it is hurtful and serves no purpose. To those end, each of us needs to discourage this unwelcomed behavior. Abide by the statement, *“If you don’t have anything nice to say, then say nothing at all.”*  Bullying should not ever be tolerated. “Constructive criticism” is only a colorful way to criticize. Kindness begets kindness. Let us all work together to continue a positive force for the good of the property.

New tenants should be welcomed with open arms and hearts; invite them to join your table at get togethers (remember your first party at your new home?). Each of us would like to see a smile and hear a sincere “hello” when we meet. When over 60 residents live in the same building, each bringing with them their unique personalities and experiences, it may be hard, at first, to fully understand each other. However, with a little patience and sincere curiosity, we can learn from one another and grow to be better than before we met. Practice makes perfect.

**COMMON AREAS**

Street clothes shall be worn in all common areas at all times. Feet must be covered at all times; no bare feet are allowed at any time.

**SMOKING**

**SMOKING IS NOT ALLOWED IN AREA OF THE BUILDING, INCLUDING APARTMENTS, LAUNDRY, AND COMMON AREAS! Smoking is allowed in the designated smoking areas which include the picnic table outside of Door “C”, the picnic area outside of Door “B”, and the designated area of the main patio.**

**RESIDENTS ARE ENCOURAGED TO CALL THE EXECUTIVE DIRECTOR’S CELL PHONE IF THERE IS A TENANT OR GUEST SMOKING INSIDE THE FACILITY: (313) 269-2539**

**FIRE AND SAFETY RULES**

1. Do not accumulate combustible material
2. Candles are not permitted in apartments. Open lit flames are not permitted.
3. Storage or use of inflammables such as gasoline, kerosene, etc. is prohibited.
4. The use of firearms on this property is strictly forbidden.
5. Please don’t let anyone into the building unless they are coming to visit you.
6. Please do not tamper with or remove any extinguisher or fire equipment except in the case of fire
7. Residents are expected to participate in all fire drills.

**IN CASE OF FIRE**

In the event of fire, explosion or other emergency, every resident should know and understand the following. Knowing what to do could save your life!

1. **STAY CALM**! During an emergency, valuable time is often lost due to panic.
2. If you discover a fire, activate the fire alarm by pulling the switch. The pull stations are located on each floor.
3. Exit the building via the stairwells. If you are unable to exit the building, please wait in the stairwell for emergency assistance. The stairwell is protected by firewalls and a fire door.
4. Do **NOT** attempt to use the elevator. The elevator automatically shuts down when the alarm is activated. If you are on the elevator when the alarm is activated, remain calm. Help is on its way.
5. You **MUST** evacuate your apartment when you hear the alarm.
6. Check in with a Housing Commission Representative at the Allen Park Public library on the first floor.

**IN CASE OF TORNADO**

When you become aware of adverse weather conditions, tune a radio to WWJ (950 AM)

Take cover and **DON’T PANIC**. Immediately evacuate your apartment and go to the first floor. Please inform your neighbors as you are exiting your floor. Use the stairwells, if possible.

Stay away from doors and windows to eliminate danger from flying glass.

Remain in the first floor hallway until the warning has been lifted.