

TENANT GUIDEBOOK

Teri Nutter

I. WELCOME

The Board of Commissioners and the staff and management of the Copper River Basin Regional Housing Authority extend to each new tenant a hearty and warm welcome!

Page | 2 This housing is made available so that you may have a comfortable and pleasant place to live at a rent you can afford to pay.

Living in subsidized rent or fair market rent may be a new experience for some of you. It offers you an excellent opportunity to enrich your daily lives, meet good friends, and neighbors, and become involved in the growing community.

This *Tenant Handbook* is designed and is being provided to assist you in understanding the tenant dwelling lease agreement you signed with the Housing Authority. It offers suggestions for getting the most out of your home and its equipment. The handbook also explains your responsibilities in meeting the obligations of your lease.

The only way the Copper River Basin Regional Housing Authority can afford to provide you with a decent home at an affordable rent is with your cooperation. You can help us keep operating costs down by maintaining your home and its equipment. The advice, instructions and regulations outlined on the following pages and made a part of your lease, area designed to help you enjoy your new residence. Please read this handbook and your lease carefully. IF there is anything you do not understand you should contact the Housing Manager for assistance. You will find the staff at the Copper River Basin Regional Housing Authority fair and ready to help.

II. MANAGEMENT

Copper River Basin Regional Housing Authority is a Tribally Designated Housing Entity supported by federal funding from the Department of Housing and Urban Development (HUD). Copper River Basin Regional Housing Authority offers subsidized housing and fair market rental properties. The Housing Authority has a portfolio of 156 CRBRHA owned apartments and scattered site homes to eligible families.

III. YOUR DWELLING LEASE

The lease and occupancy of the unit is regulated by a policy adopted by the Board of Commissioners by the Housing Authority called the “Admissions and Continued Occupancy Policy.”

This policy may change from time to time in the interest of good management, and all tenants will be notified when such changes occur. A copy of this policy is available at the CRBRHA offices.

The lease is a legal and binding contract agreement between you and Copper River Basin Regional Housing Authority. The lease states your responsibilities as a tenant; it also explains the Housing Authority’s obligations to you. If you violate any provisions of the LEASE, and legal actions become necessary, you can be held responsible for all expenses.

You may terminate your lease by giving CRBRHA 30 days written notice. A “Notice of Intent to Vacate” form is available on our website at www.crbrha.org or you may obtain a form at our offices. The form must be signed to ensure that no unearned rent is charged after you move out and have returned the keys to the unit. Please be advised if you decide to terminate your lease agreement early, you will forfeit your security deposit.

CRBRHA may process the termination of your lease by giving you 30 days written notice and must state the reason for termination. In the case of non-payment of rent, you will be given 15 days’ written notice. Please refer to your lease for more details regarding terminations.

IV. INSURANCE

As stated in your lease agreement, CRBRHA is not liable for damages, loss, or theft of any property of the tenant, member of tenant’s family, or any guest of the tenant. In case of a fire or other loss, you need the assurance you get replacement value for your belongings. CRBRHA suggests that you buy renter’s insurance from a reputable insurance agent for the protection of your possessions. The agent can provide you with this coverage at a reasonable cost.

V. RENT

The amount you pay for rent will be reviewed every year at the time of the annual recertification of income for the purpose of determining eligibility for lease renewal. This “recertification” is mandated by Federal Law. If upon such income review, it is found that the rent being charged no longer conforms to the approved rent schedule, the rent will be adjusted accordingly. (*NAHASDA-assisted units only*).

Once the rent is established, the rental rate shall remain in effect until the next recertification or until circumstances occur that warrant a special rent and income review.

Your monthly rent is based on your annual income and family composition. If your family income goes up, so does the rent; if it goes down, your rent will also go down. *All tenants must report increases or decreases within 10 days of the change, and family composition must be reported immediately to the Housing Manager.*

Rent is due and payable to on the 1st of each month and must be received no later than the 10th of each month. A late charge of \$15.00 will be added to your account and a letter will be sent requesting prompt payment. Prompt payment of your rent is a must and helps establish a good rent payment history. You may call in your payment using a credit card or VISA/MASTERCARD debit card, check, money order or cash.

NON-PAYMENT OF RENT AND OTHER CHARGES OWED TO CRBRHA AND/OR CHRONIC LATENESS FOR PAYING RENT ARE CAUSES FOR EVICTION.

VI. SECURITY DEPOSIT

You are required to pay a security deposit before moving in. This will be applied, in the event you move out, against any damage to the apartment except ordinary wear and tear, or any delinquent rent or other charges. Any refund due to you will be mailed within 45 days after the receipt of **ALL KEYS** to your apartment. Keys should be given to the Housing Manger or designee. Be sure we know your forwarding address. **WITHOUT A FORWARDING ADDRESS NO REFUND WILL BE ISSUED.**

VII. UTILITIES

Utility allowance (a deduction from gross rent) are based on the size of the unit. Tenants are responsible for arranging for, paying for, and maintaining at all times, the utilities for which they are liable. Not maintaining electric and/or heating fuel, water/sewer to your unit and in your name will result in the issuance of a 30-day notice of eviction. (*NAHASDA assisted units*)

Fair Market Rent Units do not qualify for a utility allowance. Tenants are responsible for arranging for, paying for, and maintaining at all times, the utilities for which they are

liable. Not maintaining electric and/or heating fuel, water/sewer to your unit and in your name will result in the issuance of a 30-day notice of eviction.

VIII. KEYS & LOCKS

Page | 5 After signing your lease, you will receive the keys for your unit. Please put these keys on a separate ring and take care not to lose or misplace them. All duplicate keys must be obtained through the Housing Authority. This protects all CRBRHA tenants from possible threatening circumstances. There is a \$20 charge for replacement keys.

Tenants residing at the Wrangell View have a coded front lobby door. The front door code is not to be shared with anyone who is not a resident of the apartment building.

TENANTS ARE NOT TO INSTALL THEIR OWN LOCKS ON DOORS OR DUPLICATE ANY KEYS. Non-compliance can result in eviction.

IX. GARBAGE

Garbage dumpsters are provided at all apartment complexes in various designated areas. All garbage should be placed in plastic garbage bags and tied closed. Tenants are responsible for placing all items inside the dumpster. All the dumpsters have lids, so small children should not be allowed to 'take out the trash' as they will not be able to reach the dumpster. Do not leave large items such as mattresses, televisions, and other furniture by the dumpsters or outside of your unit. Tenants will be charged for clean-up or removal of any large item such as mattresses, furniture, etc., that is outside their unit. Tenants are responsible for picking up trash around their unit if Maintenance must be called to pick up trash, the tenant will be charged for their time. Garbage is a lease violation.

X. PEST CONTROL

Bugs and mice can be a problem in the best of homes. Management will treat your unit for pests on an as needed basis. It is your responsibility to notify the Housing authority immediately if you have a problem. The earlier detection, the sooner you can be free of the pests. If a unit near you has a problem, we may decide to treat the adjacent units or the entire building to avoid spreading the problem further. You must cooperate and allow entrance and treatment to the designated service people, or you will be in violation of your lease and subject to eviction. You will be informed before the treatment of any preparation you need to do and how you should clean up afterwards, if necessary. We make every effort to inform tenants at least 24 hours before the scheduled treatment. Be sure to report any faucets that leak and remove your trash and garbage daily to avoid giving the insects what they need to thrive. Clutter, debris, and poor housekeeping habits also add to the problem. **YOU ARE RESPONSIBLE FOR KEEPING YOUR UNIT**

CLEAN AND SANITARY. IF THE TENANT FAILS TO COOPERATE WITH THE PREPARATION OF BEFORE AND AFTER TREATMENT, THE TENANT MAY BE CHARGED A FEE. IF THE TENANT HAS REPEATED OCCURRANCES THE TENANT MAY BE RESPONSIBLE FOR THE COST OF TREATMENT.

XI. LAUNDRY FACILITIES

Most apartments have washer and dryer hook-ups. Please be sure your appliances are installed properly to prevent any health or safety hazards. All dryers must be vented to the exterior of the building to properly avoid excess moisture in the apartments.

Tenants living in Chitina, Mentasta, Glennallen and Wrangell View have a community laundry area. These machines are coin operated. Please handle the laundry equipment with care to help us avoid costly repairs. When finished using the washers and dryers, leave them neat and clean for the next user. Do not over-fill these machines. They operate much more efficiently if you observe regular size loads. If these machines need service, call the Housing Authority.

XII. PARKING

Parking is provided for tenants with cars. Each unit allows for two operatable vehicles. Visitors will need to park behind your vehicle, and they should not park on the lawns or in undesignated areas for parking.

Performing mechanical repairs of any kind to your vehicle and any other vehicles is not permitted on CRBRHA properties. Abandoned or inoperative vehicles may be removed from CRBRHA properties at the owner's expense. Warning letters will be issued to tenants when violations are observed. Failure to remedy or comply with the warning letter or corrective action plan will result in adverse action and possible eviction.

All tenants are cautioned to drive carefully and safely through CRBRHA parking lots. Children often ride bikes and play near the roads; tenants should observe and adhere to any posted speed limit signs.

XIII. PETS

Tenants are NOT allowed to have pets unless the pets are certified services animals, or emotional support pets. All service or emotional support animals are required to be registered and must be current on all vaccinations. The tenant is responsible for updating their pet's registration and providing updated vaccinations to the Housing Manager.

XIV. MAINTENANCE & SERVICE CHARGES

In the event something in your apartment does not operate properly, such as plumbing fixtures, drains, light switches, closet, or cabinets doors, etc., please report this to the

Housing Authority. You will need to describe the problem as accurately as possible; a work order will be issued, and someone will visit your unit within 3-days (emergency call within 24 hours). Please do not ask a Maintenance Employee to fix the problem when you see them about the property, a work order must be logged at the office in order for the repairs to be scheduled.

No charges are made for repairs due to normal wear and tear. The maintenance Department will answer all requests for service according to the seriousness of the problem and the time the problem was logged. Each tenant will receive a *Tenant Handbook* upon lease-up and should check this handbook for further information and charges. Outside contractors should not be hired without prior approval from Management. Any damage, other than normal wear and tear, or loss of equipment will be charged to you. Service charges will be made to all tenants causing damages. *Charges are to be paid within 14 days of the written notice from CRBRHA.* All appliances, equipment, etc., furnished by CRBRHA will be inventoried at the time you move in and again when you vacate. Damages caused by the tenant not reporting items that need repair will be charged to the tenant.

**For non-emergency work orders (Monday - Friday, 8AM to 4:30PM call 907-822-3633.
For emergency work orders (after hours, holidays, and weekends) call 907-259-7924.**

XV. RIGHT TO ENTER

Management reserves the right to inspect units. You will be given appropriate prior notice when such inspections will be made, except in the case of an emergency. The CRBRHA will conduct periodic housekeeping inspections of your unit to determine needs for repairs or changes in housekeeping habits. You will be notified in advance of this inspection. The Housing Manager or designee reserves the right to make unscheduled inspections to your unit if they suspect there is a problems or lease violations.

The Maintenance Department will enter units to complete work orders or to make adjustments to equipment. Should no household member be present, the Technician will leave notification they have been in your unit. Management reserves the right to video or photograph the unit at or near the time of move-in or move out and during occupancy as necessary to document unit damage or condition.

XVI. SECURITY

Maximum security can be obtained only through the tenant's help. All acts of vandalism, break-ins, or suspicious individuals should be reported immediately to the Glennallen State Troopers at (907) 822-3263. For emergencies, dial 9-1-1. You may also call the

Housing Authority at (907) 822-3633 to inform them of the problem **after you have called the police.**

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The entrance door at the Wrangell View Manor is locked. The security of the building is dependent on tenants not opening the doors for strangers or non-residents of the building. As a precautionary measure, do not admit anyone to your home or building without prior identification. Tenants are encouraged to call Glennallen State Troopers about any suspicious activity.

XVII. ALCOHOL & DRUGS

CRBRHA Management wants you to feel comfortable in your new apartment, however, open drinking outside your unit is prohibited. Drugs are also prohibited on or near these federally subsidized properties much like school yards. Violations of these serious rules are grounds for a swift eviction and up to permanent denial for any future assistance. Most developments have many young children. We encourage a healthy and safe environment for our families.

Gulkana Apartments: The importation of alcohol into the Village is prohibited. Gulkana Village is a dry village and any violations or breaches to the Tribal ordinance may be grounds for eviction.

XVIII. TENANT'S RESPONSIBILITY

As a tenant, some of your responsibilities include, but are not limited to:

1. Prompt payment of rent and other charges when due.
2. Keep your home and yard clean and in good order, free of litter, clutter, and debris.
3. Abide by all CRBRHA policies and procedures, your lease, this guidebook, and your community.
4. Be a good neighbor. CRBRHA will not tolerate harassment of any kind, including the use of racial/ethnic slurs toward others and CRBRHA employees.
5. No open drinking of alcoholic beverages is allowed in a building's common areas, parking lots or yards.
6. See that your children are always supervised. You are held responsible for any damage to CRBRHA property caused by your children. NO propellant devices are allowed such as: BB guns, paint ball guns, slingshots, or air pistols.

XIX. PRIVACY

Every person's home is a place where he/she is entitled to privacy. Your rental unit is your home, as well as being a part of the local community. In the apartment dwellings, you are only a wall apart. Management requests that you respect your neighbor's privacy by keeping your radio, TV, music, at a 'considerate' volume. If you have a problem with your neighbor, try to talk to him/her about the problem before lodging a formal complaint. Excessive complaints to the management regarding disturbances and/or lack of courtesy can result in eviction.

XX. VISITORS

Your home may be used for living purposes only and only be those whose names appear on the lease. **BOARDERS OR LODGERS are not permitted.** Any person living/staying in your apartment not listed on your lease is considered a lodger. Tenants are not permitted to rent any part of their unit to others.

Visitors are welcome; however, visits should be limited. No visitor is allowed to stay longer than 14 days per calendar year, (these do not have to be consecutive days) without permission by the Housing Authority.

Your lease states that you are responsible for your visitors. If they are in or near your unit (with or without permission) you are responsible for their actions.

XXI. YARD CARE

CRBRHA will mow the grass and remove snow from parking lots and common areas as quickly as possible. Tenants are responsible for snow and ice removal on the walkways to their apartment doors.

All tenants are encouraged to plant flowers and care for their yards. Satellite equipment may not be attached to the unit in any way, obstructive cables and fences are also prohibited. Please contact the Housing Manager if you have questions.

XXII. ABSENCES

If you plan to be absent from your apartment longer than 1 week, please report to the Housing Authority the length of time you plan on being away from your apartment for security purposes and protection of CRBRHA property. Absence over 1 month must have written authorization from the Housing Authority. Absences in excess of 30-days will be considered abandonment of the unit unless the absence is approved. Abandoned units will be reclaimed by CRBRHA and prepared for rental. Extended stays at rehabilitation centers will be dealt with on a case-by-case basis.

XXIII. DISPOSAL OF PROPERTY

CRBRHA has the right to dispose of any personal property left in a unit by the tenant after the tenant has vacated the premises or been evicted. The cost of removing such property will be charged to the vacating tenant. All remaining property will be taken to the landfill, given to the second-hand thrift store, or sold to pay any debt owed to the Housing Authority.

XXIV. CARE OF YOUR HOME

It is important that you maintain your apartment and yard in a good and clean condition. By maintaining your home and yard in a good clean condition you will avoid extra charges for cleaning and repair.

END.

HOUSE KEEPING STANDARDS

Copper River Basin Regional Housing Authority is pleased that you were able to find a home with us. The following Housekeeping Standards are being offered as a means of helping you get the most out of your home and its equipment. Please note that your lease requires that you maintain your unit in a decent, safe, and sanitary condition. By following these instructions, which we have listed below, you should meet this lease obligation.

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1. Thoroughly clean your cooking range, range hood and filter both inside and out as often as necessary. It's always a good idea to wipe down the cooking range and range hood after you cook. This will keep the grease and oil build up to a minimum.
2. Clean your refrigerator, including wiping the rubber gasket, at least weekly.
3. Clean windows periodically.
4. Thoroughly clean and sanitize the kitchen sink, bathroom sink, tub and toilet and remove hard water stains at least weekly. Never dispose of coffee grinds, grease, oils, or food down the kitchen sink. Always remove hair out of the bathroom sink and bathtub drains at least once a week. This will prevent your drains from being clogged with hair. Never flush Clorox wipes, facial wipes, baby wipes or feminine products down the toilet. This will always cause drain problems.
5. Wash and clean walls and all painted woodwork with soapy water. Do not use bleach or scouring cleanser.
6. Sweep and mop all floors weekly. Do not use glue, staples, or nail rugs on the floor.
7. Do not apply any wall covering to painted walls. Walls should be returned nearly to their original condition upon your vacating the unit, except for small nails holes from pictures, etc.
8. Do NOT place blankets, flags, towels, or other material over the windows. This will create condensation around the windows, especially during colder months and will create an environment for mold to grow. If your unit does not have blinds or curtains, you may install appropriate window coverings.

9. In order to help reduce possible infestation, remove all boxes, paper, garbage and other rubbish daily to their proper containers at the designated locations. Do not place trash outside on your porch or deck, or on the ground near the dumpsters. All trash must be placed inside the dumpsters.
10. Maintain your outside area and grounds around your unit clean and sanitary condition as instructed.
11. You will be held responsible for all repairs or damage to your apartment caused by the installation and servicing or disconnecting and removing all personal equipment or furnishings.

Tenant Handbook for Maintenance

I. Regular, Urgent and Emergency Maintenance

Regular maintenance hours are from 8:00 a.m. – 4:30 p.m. Monday through Friday. We have an excellent maintenance department that maintains 156 units on a daily basis. They give excellent service and respond as quickly as possible.

Maintenance goals are to respond to all work orders excluding emergencies in less than 3 days. Emergency work orders are completed within 24 hours.

Routine work orders are those such as torn screens or changing filters. Routine work orders must be called and logged, you can call the Housing Authority at 907-822-3633. These will be scheduled with the maintenance the following morning.

Urgent work orders are those such as water leaks, toilets not working property or drains overflowing. Urgent work orders should be called in immediately during the regular maintenance hours. These work orders will be taken care of immediately.

Emergency work orders are explained in depth on the next page. These are work orders that maintenance will respond to after regular office hours. Emergency work orders are to be absolute an EMERGENCY ONLY. **Emergency work orders can be called to the Maintenance Manager at 907-259-7924.**

II. Maintenance Requests

For any maintenance work order request call the Housing Authority Monday through Friday 8:00 a.m. – 4:30 p.m. at 907-822-3633.

When you call the request maintenance service, the dispatcher will take the necessary information and fill out the work order. It is important that you give as much information as possible about the maintenance problem you are reporting so that we can send out the appropriate personnel, equipment, and parts. Work orders are answered on a priority basis. A minor problem such as changing light bulbs may not be answered as quickly as an emergency problem such as no heat.

If you have an EMERGENCY work order after 4:30 p.m. on weekends, or on holidays, please call Maintenance Manager at 907-259-7924 or 907-320-1226.

III. Emergency Work Orders

Maintenance will respond in less than 24 hours under the following circumstances:

- No heat
- Broken water pipes
- Toilet not working, only if there is only 1 toilet in the unit.
- No hot water
- Loss of power
- Broken propane/heating fuel or smell of diesel or propane
- Exposed electrical line.

For Fire, Police or Ambulance call 9-1-1 first, then notify the Maintenance Manager at 907-259-7924 or 907-320-1226.

For loss of power or line down call the local utility provider for your area:

Copper Valley Electric Association, 907-822-3211

Chitina Electric, Inc, 907-823-2220

Alaska Power & Telephone (AP&T), 907-883-5101

Golden Valley Electric Association, 907-452-1151

IV. CRBRHA Maintenance Charges

Tenants will be charged for all extra repairs for “tenant caused damage,” which is defined as damage other than ‘normal wear and tear,’ and/or repairs. You will be charged the actual costs of the material, labor charge of \$95 per hour, plus mileage.

V. Janitorial Charges

Janitorial charges will be charged to the tenant if the vacant unit requires cleaning. Cleaning will be charged a minimum of \$45.00 per hour. Hauling trash and furniture from vacated units, \$125.00 per load.

VI. Lockouts

If you have misplaced your key or you are locked out of your unit and you request a maintenance technician to open your door, a fee will be assessed as follows:

- Regular hours lockout (8:00 a.m. – 4:30 p.m.) \$25.00
- After hours, holiday & weekend lockouts \$65.00

If you have lost your keys and are requesting a replacement, a fee will be assessed:

- Replacement Key (1-set) \$20.00

➤ Replacement (2-set)

\$25.00

VII. Smoke Detectors

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The Housing Authority will replace the batteries to the smoke detectors and carbon monoxide detectors during annual inspections or sooner if the device is beeping, indicating low batteries. Any smoke detector or carbon monoxide removed or tampered with or otherwise inoperable will result in a \$25 fine and a lease violations warning. Multiple offenses will result in eviction.

VIII. Fire Extinguishers

Fire extinguishers are provided in every unit. Tenants are responsible for knowing how to use the extinguisher provided BEFORE it is needed. Read all instructions on the extinguisher. Familiarize your family with the location of the fire extinguisher and how to use it. Have an escape plan, each room should have at least two (2) escape routes and have a prearranged meeting place outside your unit or home to meet. Windows are considered an exit to be sure have free and clear access to windows, especially in bedrooms. If you use your fire extinguisher, please contact the Housing Authority immediately to have a replacement brought to your home.

IX. Trash Pick Up

Trash is to be placed in dumpsters. Bags of trash found on the ground or on porches, decks or arctic entryways will result in a fine. You will be charged \$25.00 for the first offense and \$50.00 for the second offense and so on. Please do not put large appliances, such as washer/dryers/freezers or furniture such as, couches, mattresses, dressers, recliners by the dumpsters - these items will not be picked up by Copper Basin Sanitation. The Housing Authority will remove these items on Wednesdays when the landfill is open and the charge to dispose of these items will be billed back to the tenant.

X. Satellite Dishes

No satellite dishes are allowed to be installed on any CRBRHA building. Tenants will be responsible for all costs associated with installing the satellite dish on a pole.

XI. Electrical Services

All units are equipped with a standard 220-amp outlet in the laundry area for your dryer. These outlets may not be changed.

XII. Washer/Dryer Hookups

All CRBRHA units have washer and dryer hookups. The washer and dryer must be installed properly. CRBRHA Maintenance Technicians WILL NOT install personal washers or dryers.

XIII. Picture Hanging

Please hang pictures using small nails or picture hooks. Do not use tape or glue type hangers. We strongly recommend that heavy items (mirrors, shadow boxes, etc) be hung by our Maintenance staff.

XIV. Infestation

Infestation (bed bugs, cockroaches, or insects) control is performed by an independent contractor as needed. Tenants must allow entry to the contractor. Not cooperating with pest control is a lease violation and grounds for eviction.

PLEASE BE PREPARED WHEN YOUR UNIT IS TO BE TREATED BY EITHER OUR CONTRACTOR OR CRBRHA MAINTENANCE STAFF. THE FOLLOWING ARE INSTRUCTIONS FOR TREATMENT:

BEFORE TREATMENT: All food must be put away. The unit must be clean and orderly. All trash must be removed and disposed of properly. Dry foods such as spices, flour, and sugar, should be stored in the refrigerator or in a Ziplock bag.

If treating for bed bugs, all furniture items shall be pulled away from the wall to allow for air flow and easy access. Mattress should be stood up on the wall. All items must be picked up off the floor. There should be no clutter, any clutter in the unit will need to be addressed. Tenants should not place untreated items in bags or containers. All clothes should be hung up.

AFTER TREATMENT: Do not remove “bait” or traps placed by the contractor. All food must be stored properly and in airtight containers. Tenants must clean and wipe down counters, stove tops and clean up food spills immediately. Vacuuming regularly will also help keep pests away.

Treatment after bed bugs, all items removed from the unit, should be placed in the dryer on high heat for 30 minutes. Items should not be brought back into the unit unless it has been treated. It is encouraged to prevent costly replacement of furniture tenants should invest in a sealed mattress cover.

If the tenant fails to comply with the pre and post treatment plan, the tenant will be responsible for all costs associated with treating the unit for pests.

XV. Caring for your home

The following information is from your initial orientation. It is included to help you care for your home.

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The CRBRHA staff at Copper River Basin Regional Housing Authority has enjoyed providing you with a good, clean, safe, and sanitary place to live. We expect that you will help us keep it in a clean, safe, and sanitary condition.

First and foremost, your unit is YOUR home. We expect everyone will want to add some personal touches. Hanging pictures for example – is fine; you will not be charged for a few small nail holes. Please DO NOT hang any type of wallpaper or mirrored tiles. The walls must be in approximately the same condition when you move out as they were when you moved in.

A. Furnace

Be careful when you place your furniture, do not put anything in front of the heating or return air vents. Keep these vents clean and do not let children stick anything in them. Vacuum ducts monthly. For even heat, keep thermostat set at one temperature not higher than 75 degrees. It is hard on a furnace to run constantly and is very expensive. For energy efficiency, leave the temperature at 68 degrees and dress warmly; it will save a lot of money. When you turn the heat on, it can take as long as 5 minutes before the blower kicks on, be patient, if the blower does not kick on in 10 minutes, check your thermostat and make sure the temperature in the room is lower than the temperature the thermostat is set on. If the heat still does not work, call the Housing Authority.

B. Stove

Keep your stove clean! It won't work right if it is dirty and greasy. For gas stoves, if a burner does not light, it is usually because it's full of greasy and the gas cannot get through to ignite. If none of the burners will light, your pilot light may be out, same with the oven. Electric stove burners should be cleaned, or they will smoke and cause your smoke detectors to go off. Wipe with a clean cloth and hot soapy water.

C. Range Hood/Stove Vent

When you are cooking, use the range hood/stove vent! This keeps the humidity and odors from building up in your home. If you are cooking or something accidentally burns, the vent will take the steam or smoke out, so your smoke detectors do not go off. Keep the filter clean. Wash it out in warm soapy water each month.

D. Refrigerator

Keep the inside of your refrigerator clean. Wipe up spills and clean under the crisper drawers regularly. The freezer will not work properly if the air vents are blocked by food or food container, stack items away from the vents. Your electric bill will be lower, and your refrigerator will work better if you keep the floor and coils under the refrigerator clean.

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E. Kitchen Sink

NEVER POUR GREASE OR ANYTHING GREASY DOWN THE DRAINS! It may be liquid when it goes in the drain, but when it gets in the drain, it cools and solidifies. This includes cooking oil, grease, melted butter. Put old grease or used oil in an empty container or Ziplock bag that can be sealed and place it in your trash. When you wash dishes and get ready to empty the water, clean out the strainer to keep anything that is solid from going down the drain. It is expensive for maintenance to come unclog your sink. **If your sink is full of grease and food, you will be charged for all costs associated with unclogging your sink.**

F. Plumbing

NEVER USE DRAIN-O OR OTHER CHEMICALS TO UNCLOG A DRAIN! If your plunger will not unclog the drain, call the Housing Authority. If a drain or toilet is clogged due to tenant damage, you will be charged for labor and materials. Excessive toilet paper, Barbie dolls, razors, Army men, silverware, wrappers, Q-tips, condoms, feminine products, cleaning wipes, baby wipes, paper towels, nerf balls, bullets, etc. are just a few things that we have found to be causes of a clog.

END.