

Tenant Handbook



Prepared for the tenants of
*The Cohoes Housing
Authority
(CHA)*

Rev. 06/16/2021



Equal Housing
Opportunity

COHOES HOUSING AUTHORITY (CHA)

BOARD OF COMMISSIONERS

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PHONE NUMBERS

Administrative Office.....(518) 235-4500
Maintenance Emergency Number (after hours).....(518) 235-4535
Police Department.....911
Fire Department.....911
Website..... www.cohoeshousing.org
E-Mail..... info@cohoeshousing.org

BUSINESS HOURS

Monday thru Friday
8:30am – 4:00pm

A WORD OF WELCOME

The Cohoes Housing Authority (CHA) is very proud to offer safe, affordable and quality housing to its residents. We also work with community organizations to enhance the quality of life and assist in self-sufficiency for our residents. We are here to help you.

There are undoubtedly many questions that you may have after our initial meeting and may have forgotten to ask. This handbook should help answer most of your questions. Also included in this handbook are copies of some of our important documents and policies such as a copy of our Residential Lease which includes our Grievance Procedure, Non-Smoking Lease Addendum, Resident Charge List, Violence against Women Act and Pet Policy. Please keep this handbook in a convenient place and consult it frequently.

Both tenants and management have many responsibilities. CHA's management has the responsibility of providing the best possible living conditions for you and your family. The key to a good relationship between management and tenants is communication. If you are in doubt about something, unsure or have questions, please do not hesitate to contact our office. We are here to answer your questions and assist you in any way possible.

We hope your stay with CHA is pleasant and enjoyable!

WHAT IS COHOES HOUSING AUTHORITY?

CHA was created by the New York State Legislature to provide homes for low income families. The rent you pay does not fully cover the economic cost of shelter with us and requires subsidy from the United States Federal Government.

All families must meet eligibility requirements with respect to income and are selected in accordance with the approved Cohoes Housing Authority Occupancy Policy and the Housing Act of 1939 mandated by Congress.

Roulier Heights

Roulier Heights was named in honor of Rudolph Roulier. Rudolph Roulier was the Mayor of Cohoes from 1940-1959 and held that office longer than any Mayor of Cohoes. The complex consists of 50 apartments: (8)-1 bedroom units, (6)-2 bedroom units, (24)-3

bedroom units and (12)-4 bedroom units.



Saratoga Sites

Saratoga Sites consist of 70 apartments which include: (4)-1 bedroom units, (42)-2 bedroom units and (24)-3 bedroom units.

Manor Sites

Manor Sites consist of 95 apartments which include: (22)-2

bedroom units, (52)-3 bedroom units, (16)-4 bedroom units, and (5)-5 bedroom units.





Dr. Jay McDonald Towers

McDonald Towers was named after Dr. James E. McDonald who was a Cohoes physician. He was also Mayor of Cohoes from 1964-1969 and died while in office. McDonald Towers consists of 94 apartments including: (56) - 0 bedroom units, (37)-1 bedroom units and (1)-2 bedroom unit.



HANDICAPPED APARTMENTS & REASONABLE ACCOMMODATIONS

CHA has several handicap accessible apartments. If you are a person with a disability and are in need of special accommodations, please contact the office. If you are in need of a temporary wheelchair or walker, we may have one available for you to borrow. Also, if you are hearing impaired, please let us know. We will install special smoke alarms for you.

SMOKE FREE PROPERTIES

Effective October 1, 2017, all CHA properties are smoke free. We do not allow or permit smoking in or on the grounds of any of our buildings or facilities, including residential units, laundry rooms, community rooms and offices owned, operated or managed by CHA. This policy applies to all persons in or on the grounds of any of our building, including but not limited to, employees, residents, and guests. A copy of the "Non-Smoking Lease Addendum" is included in this handbook.

THE RESIDENTIAL LEASE AGREEMENT

The conditions of occupancy and your responsibility as a tenant are explained in your Residential Lease Agreement. You should become familiar with the contents of the lease by reading it carefully. We are always available to answer questions you may have concerning it. We have included a copy of the lease in the back of this booklet for your convenience.

Once you sign your lease, you are required to abide by all CHA rules and regulations. In return, CHA is responsible for providing you with the services necessary to maintain a safe and decent residence. The Lease shall be for a twelve-month term, renewable for subsequent one-year terms. The Lease shall be effective as of the date it is fully executed. No tenant may sell or assign his lease, sublet any

room, give accommodations to any boarders, lodgers or roomers, or run a business from their apartment.

PAYING THE RENT

Your rent is due on the 1st of every month and no later than the 5th business day. It must be paid during regular business hours, 8:30am to 4:00pm, Monday through Friday. Payment should be made by check, money order or credit/debit card. You must come to the office to pay by credit/debit card. The office does not accept cash. Partial payments are acceptable but are subject to a late fee. Tenants failing to make their payments will immediately be served with a late notice; then a notice of eviction.

A resident consistently late with rent may be served with eviction papers. Any legal cost incurred by CHA to rectify an eviction will be passed to the tenant. A late charge of \$20 is assessed to your rent if it is received after the 5th business day of the month. Please pay your rent on time. Don't waste your money. We are sure you could find other ways to spend it. If a check is returned for insufficient funds there is a \$25 charge and your future checks will no longer be accepted. You will need to submit a money order for all future rent payments or come to the office to pay rent with your credit or debit card.



INITIAL INSPECTION

Once you receive keys to the apartment, it is yours! You are now responsible for any damages or missing fixtures. Before you move into the apartment, it is maintained, painted, cleaned and then inspected by the Code Department for the City of Cohoes. It should be in acceptable condition upon move in. However, for your own protection you should thoroughly inspect it again. At the lease signing appointment, you are provided with a “Move-In Sheet” to list any and all items found in the apartment that are in need of repair, or at least note it for the record. Please be sure to fill out the form and return it to the main office within 10 days from the date you sign the lease.

SECURITY DEPOSITS

As a new tenant, you are required to pay a security deposit. This money will be put in a bank account and remain there until you move out. The purpose of the security deposit is to protect CHA from damages caused by the tenant to the apartment

(other than normal wear and tear). All apartments are subject to inspection before a deposit is returned. Costs beyond the security deposit will be sought through legal action against you. Tenants are required to leave the apartment, including range and refrigerator, in a clean and sanitary condition. Tenants are also required to provide the office with a 30 day written notice to vacate the unit.

RENT CHANGES, INTERIM AND ANNUAL RE-EXAMINATIONS

Once a year, you will be sent a notice that your income and family composition must be reviewed, as required by Federal Law. You will need to provide current verification of combined household income, change of assets, and/or family composition. Your rent for the coming year will be determined as a result of this re-examination, which is done annually. Tenants will receive a letter with their appointment date for re-examination approximately two (2) to three (3) months prior to the re-examination. CHA has four sites with different annual re-examination dates. Roulier Heights' annual re-exam date is November, Saratoga Sites' annual re-exam date is February, Manor Sites' annual re-exam date is August and McDonald Towers' annual re-exam date is May.

Please do not ignore this notice. If you do not make your appointment or contact the office to reschedule it, we will be forced to begin termination procedures against you.

Interim re-examination: If during the period of time between annual re-examinations you have an increase or decrease in your income and/or assets, or a member of your family moves in or out, you must immediately report such change to the office. You must receive approval prior to anyone moving into your unit and adding them to your lease. Your rent and lease will be adjusted accordingly to properly reflect your current combined household income and family composition. Failure to report a change is a violation of your lease. This could result in retroactive payments back to when the change occurred.

TRANSFERS

Tenant(s) eligible for a transfer from one apartment to another is based upon household composition. An appropriate unit will be assigned to you based upon the number of people residing in your home. All attempts possible will be made to transfer you to a larger or smaller unit when, and if, it becomes necessary to do so to reduce any possible hardship or inconvenience to you and your family.

RIGHT OF ENTRY/INSPECTIONS

We will do everything in our power to respect your right to complete privacy in your home. At the same time we must reserve the right to enter your apartment to investigate any violation of the lease. We also reserve the right to enter any apartment to investigate any possible maintenance problems and/or make repairs. Unless there is an emergency, such as a fire, gas or water leak, we will enter only with proper notification or your permission. Entry for repairs that are requested by the family will not require prior notice. Resident requested repairs presume permission to enter the unit.

You are not allowed to change the locks; nor are you allowed to add locks or chains to any of your apartment doors. This is a violation of the lease.

MOVING FROM THE APARTMENT

If you decide to move out of your apartment, you must give the office a written thirty (30) day notice prior to your expected move-out date. Failure to properly notify the office can result in the loss of your security deposit and you may be charged an additional month's rent.

You are required to leave the apartment in the same condition you found it when you first moved in. The maintenance department will perform a final walk through inspection with you and any damages found (other than normal wear and tear) will be charged to you.

For your protection, you may schedule an appointment with the office for a final walk through inspection. This will give you the opportunity to explain any problems with the unit that may jeopardize your security deposit. It is our mission that your tenancy with us is pleasant and helps you to live within your means. If you move out to purchase a home or to rent from a private landlord due to increased affordability then our goal has been met!



MAINTENANCE

You will be expected to keep the interior of your apartment neat, clean and sanitary at all times. Accumulation of garbage and filth poses a health hazard to yourself, your family and other tenants. Inspections will be done by management to ensure the upkeep of your unit and all units. If your apartment is in need of any repair(s), please contact

the office immediately so we may enter a work order. If you have difficulty maintaining your apartment, you may wish to contact an outside organization for home aide services.

Your home and complex is judged by its appearance. With the cooperation of every tenant, we can keep our sites neat, tidy and manicured for all tenants. When you see children or adults throwing papers, bottles and cans on the ground, explain to them that they should set a good example by placing the garbage in a trash can or dumpster and by picking up litter, instead of adding to it. It is your home too and we would like for it to reflect positively on all of us.

If you wish to plant bushes, shrubs or flowers, you must receive permission from the office in advance and you must maintain what you plant. If you neglect the care of the plants, etc., we will be forced to remove them. Un-manicured lawns and gardens are unsightly.

Fences are not allowed.

REPAIRS

CHA provides a maintenance staff to take care of all general repairs. Residents are not allowed to alter or change the locks or any fixtures. Contact the office if you have any questions about what you are allowed to do.

When you have a repair to be made, call the office and a work order will be generated. Do not tell a maintenance person what is wrong with your apartment when you see one. They are not authorized to make any repairs without an approved work order. Routine service calls are completed on a scheduled basis and usually take between one (1) to five (5) business days. If you experience a delay in service, please be patient. Your work order will be taken care of as soon as possible.

No charge to you will be made for normal wear and tear of your unit. However, you will be charged for any damage (material & labor) you, a family member or a guest cause inside your home or in public areas due to carelessness or negligence. Remember this is your home too. Please treat it as such.

MAINTENANCE EMERGENCIES

Maintenance emergencies are given top priority. Calls for smoke detectors, sewer back-ups, lack of heat (depending on outside air temperature), toilets not working, flooding or lock outs are all deemed emergencies and are answered immediately. If your bathroom light is out, your stove is not working or a fuse is blown, please wait until the next business day to call in the work order. These items are not considered emergencies.

After business hours (8:30am to 4:00pm), you must call the emergency phone number at 518-235-4535. You may also leave a message on the office answering machine after 4:00pm at 518-235-4500.

TELEPHONE/CABLE/TV/CABLE TELEVISION

Cable and telephone hookups are available at all sites. You must make arrangements for service directly with the cable and telephone companies. You must have written permission from the office for any additional or relocation of the outlets. No outside antennas for CBs and radios are permitted on the buildings or allowed to be hung from the windows.



Satellite dish/antenna rules

A satellite dish may not exceed 1 meter in diameter. All dishes are to be installed by professionals with a CHA maintenance staff member present. All installers must provide proof of adequate insurance. Satellite dishes and/or antennas are to be installed in a location that will minimize damage to CHA's property, maintain uniformity of the building(s) and prevent risk of injury to the residents. Prior to the installation of a satellite dish and/or antenna the tenant is required to submit an application along with a refundable security deposit of \$150.00. In addition, each applicant must provide a non-refundable application fee of \$30.00. Applications are available at the office for your convenience. The application and installation process must be approved in advance by the Executive Director.

FLOOR/ WALL CARE

Carpeting and linoleum may be installed in your unit but must not be fastened to the floor with adhesives, paste, nails or screws. Damage to the hardwood floor or

asphalt tile will be the responsibility of the tenant and is considered a violation of the lease. The use of double face tape is permitted. The use of contact paper, wallpaper or paneling for the walls is prohibited. The paper does not peel off easily and tears the wall surface making the job more difficult and expensive to repair.

WATERBEDS

Waterbeds are not allowed in the unit due to the potential damage it may cause to the floors and ceilings.



PAINTING POLICY

Occupied apartments will be painted by CHA once every 5-7 years. All units are maintained and painted each time a tenant moves out. No tenant is allowed to paint his/her unit. If any apartment is found to be painted by a tenant, the cost of restoring the unit to its original state of existence will be passed on to the

tenant. All of our apartments were tested for lead-based paint. No lead was found. All units are lead safe.

PLUMBING

Toilets and sinks are not to be used as trash cans or waste dumps. Items such as cooking grease/oil, napkins, toys, paper towels, etc., should not be thrown down any drain. Only toilet paper should be flushed down the toilet. Lack of proper care of the plumbing usually results in an inconvenience and expense to the family and to CHA. All clogged toilets, tubs and sinks caused by the carelessness or negligence of the tenant will be repaired and charges passed on to the tenant. It is recommended that you have a kitchen and bathroom trash can readily available to dispose of such items.



TRASH & GARBAGE DISPOSAL

The city ordinance requires that trash and garbage be placed in garbage cans with secure lids. This avoids any rodent, dog and cat problems.

Garbage cans are to be placed at the curb side for pick up no earlier than 5pm on the night prior to your scheduled pick up day. Saratoga Sites and Roulier Heights

pickup day is Wednesday. McDonald Towers and Manor Sites have dumpsters and labeled recycling bins for proper waste disposal.

Any tenant needing to dispose of large items such as sofas, mattresses or chairs must contact the office prior to disposition. The office will instruct you on which day to put your garbage out for pick up. There will be a \$10 fee per item billed to you, plus labor charge, if CHA's maintenance staff removes such item(s).

DAMAGE CHARGES

As referenced above, there will be no charge to the tenants for ordinary wear and tear of the apartment. Charges occur when residents or guests damage CHA's property through their own negligence, deliberate or otherwise. Charges equal the cost of materials and labor. A copy of CHA's Resident Charge List is included in this handbook and a copy is also posted at the Administrative office at 100 Manor Sites, Cohoes, New York 12047.

Replacement of any broken window in the apartment will be paid for by the tenant. If the tenant did not break the window a complaint must be made to CHA and the police so an official police report is generated.

In order to prevent any charges or avoid increased maintenance costs, all families are urged to take care of their apartment, including the equipment, doors and appliances. Nails or holes in doors in the unit are not allowed and charges to replace/repair the damaged door will be billed to the tenant.

EXTERMINATION

The authority provides a free extermination service to its tenants on an "as needed" basis. Roaches, as well as other insects/pests sometimes enter the best kept homes. You will be happy to know that we spray mostly for ants and very rarely for roaches. It is extremely important for you to report any sign of infestation. The sooner the problem is rectified, the better for all of us.

To further prevent roach infestation make sure to do the following:

- Remove all trash from your apartment daily
- Wash all dirty dishes right away
- Keep your stove and refrigerator clean
- Do not leave food uncovered on the countertops or tables
- Do not let old newspapers pile up
- Sweep floors and vacuum rugs regularly

- Report all plumbing leaks to the office

If these pests are found after inspection by management and the tenant has not reported their presence, the cost of extermination will be charged to the tenant. Failure to cooperate may result in eviction. Mice are a constant problem everywhere. At the first sign of mice, put traps down and keep using them until you are sure rodents are gone for good.

BED BUGS! Oh NO!

If you find or think you have bed bugs, please do not waste a minute!!! Call us immediately so we can inspect your unit. If confirmed, we will help you through the process and educate you as to how to prepare for treatment. Bed bugs can be hard to get rid of but even harder if you hesitate to notify us. Treating them timely can prohibit them from multiplying.

Placing bread, crackers or crumbs on the lawns and sidewalks to feed the birds and pigeons is prohibited. We all like to admire our feathered friends but the same food also attracts undesirable varmints like mice, rats, squirrels, and skunks. It is a hopeless task to exterminate and prevent infestation of these rodents if they are able to get all the wholesome food they want through the courtesy of bird loving tenants.



RANGE AND REFRIGERATOR CARE

Kitchen appliances should always be kept thoroughly cleaned. A greasy, dirty stove can cause a fire or attract unwanted pests for which you would be held responsible. Don't forget to clean and keep the stove fan and range hood free from grease. If you need assistance in moving your appliance, please call the office.

Keep the bottom rear of the refrigerators free from dust. This saves energy and provides longer life to the appliance. Failure to do so can cause appliance breakdown for which you may be responsible. Also, keep the door gaskets clean. When sticky, it causes the gaskets to rip. All refrigerators are self-defrosting.

MOLD

To minimize the occurrence and growth of mold in the unit, tenants agrees to do the following:

1. **Moisture accumulation:** Tenant shall remove any visible moisture accumulation in or on the leased premises, including on walls, windows, floors, ceilings and bathroom fixtures; mop up spills, thoroughly dry affected areas as soon as possible after occurrence. Use exhaust fans in the kitchen and bathroom when necessary and keep climate and moisture in the apartment to a minimum.
2. **Notification of management:** Tenant shall promptly notify management in writing of the presence of the following conditions:
 - a. A water leak, excessive moisture or standing water inside the unit;
 - b. Excessive water in any building or common room;
 - c. Mold growth in or on the leased premises that persists after the tenant has tried several times to remove it with household cleaning solutions; and
 - d. A malfunction of any part of the heating, air conditioning or ventilation system in the unit.

Liability. Tenant shall be liable to CHA for damages sustained to their unit as result of tenants' failure to comply with the terms of this Rider.



PETS

Prior to obtaining a pet, all tenants must contact the office for approval and receive instructions on how to comply with our Pet Policy.

If you want to add a cat to your family, it may not exceed 15 pounds at full growth. All cats must be spayed or neutered before coming home to the apartment and documentation of this must be furnished to CHA. Tenants **MUST** provide documentation from the Veterinarian or medical facility of all current and required shots. Documentation for yearly checkups and shots must also be submitted to CHA. Failure to submit required documentation would be grounds for termination of tenancy.

A \$150.00 returnable pet deposit must be paid in advance of bringing the pet home and will be returned to the tenant: a) upon move out of the unit, b) surrender of the pet to the humane society or a private person with proper documentation showing when and where the pet was surrendered, and c) after a full inspection of the unit is done and no pet damage is found. CHA reserves the right to do quarterly inspections for pet damage.

Pets may not be tied up in the yard or left outdoors in a cage or other confinement. Tenants owning a pet must immediately remove and dispose of all feces on any part of the exterior of the property and in the unit. Repeat offenses will be considered a lease violation.

KEY LOCKOUT SERVICE

At your lease signing appointment, you will receive two (2) prime door keys to the apartment, a mail box key and a laundry room key (unless you are moving into McDonald Towers where laundry room keys are not needed). Additional keys may be provided at the expense of the tenant.

If you are locked out when the office is closed, you must call the emergency number at 518-235-4535. There are charges for lockouts that occur after hours and on the weekends. Do not try to enter your apartment by forcing open windows or doors or by cutting screens. This is considered destruction of CHA property. Get an extra key for a relative or close friend to hold for you just in case. **Let us know immediately if your deadbolt locks do not work. This is for your safety!**

AIR CONDITIONER (A/C) AGREEMENT AT DR. JAY MCDONALD TOWERS

Tenants must sign an a/c agreement with CHA for the installation and removal of the a/c which is kept on file in the main office. The agreement, in part, is as follows:

1. Tenants are allowed one a/c per unit;
2. The capacity of the a/c is not to exceed 7 ½ amps (see your dealer on this information);
3. The a/c **must** be installed by one of CHA's professional contractors;
4. CHA's screens, windows and window casings will not be removed or damaged while the a/c is installed. Tenants are not allowed to place **cardboard on each side of the a/c** to seal in the air. The contractor will take care of the installation of the appropriate material for air sealing.
5. CHA will notify the tenants 30 days in advance that the contractor will be installing the a/c or removing the a/c at the end of the season. A/Cs will be installed between May 15th and June 15th and removed no later than September 30th each year.

6. You have three payment options as follows:

- a. One payment of \$105.00.
- b. Four monthly payments of \$26.25.
- c. Twelve monthly payments of \$8.75.

7. CHA will not charge \$70.00 for the metal brackets that it provides to the tenants unless the bracket is lost or not returned upon move out by the tenant.

8. If any a/c payment is in the arrears, CHA has the right to remove the a/c until the outstanding balance has been satisfied. (See a/c agreement attached to this handbook for more information).

UTILITY ALLOWANCE

It is to everyone's advantage to save energy. Now is the time to establish good energy saving habits and it can help in the future when you move out of public housing and are solely responsible for your energy consumption. Heat will automatically be supplied when the outside temperature falls below 55 and shut off when the temperature goes above 55 for the central heating systems. The following are some suggestions on how you may assist in cutting energy consumption:

- Turns off lights when not in use and avoid oversized bulbs
- Do not remove storm windows from their frame and keep them shut during the winter season
- Don't open windows or doors
- Don't block radiators with furniture or clothes
- Turn down your thermostat to a low setting if you are not at home for an extended period of time
- Don't waste hot water. Report all dripping faucets or leaks to the office immediately.

Let's work together on this. The more money saved is more money available to do improvements to CHA apartments. Your cooperation is appreciated.

Tenants paying their own electricity or gas are allowed a utility allowance each month. This allowance is reviewed annually and is based on the tenants' consumption and costs.

RISK CONTROL STATEMENT

The Board of Commissioners of CHA has adopted a Risk Management Policy as follows:

The safety and well-being of the residents, guests and employees of the Cohoes Housing Authority are of the utmost importance. Proper procedures must be established in order to ensure that the highest level of safety is provided for all.

It is the intention of CHA to abide by all applicable laws and regulations which govern the health and safety of the tenants, visitors and property which may threaten the health and well-being of those the authority serves.

Risk Management methods will be the responsibility of CHA. CHA will make all efforts feasible to ensure that the utmost safety is provided for all. Through the administration of this adopted Risk Management Policy and the cooperation and support of those involved, CHA will make risk control a priority.



A WORD ON HOME ACCIDENTS AND SAFETY

Thousands of home accidents occur every year. Most of these could have been prevented as many accidents are caused by carelessness or thoughtlessness. Think of all the ways in which accidents may occur and try to eliminate the cause. Notify the office immediately of any hazard so that CHA may correct it.

The safety, health and well-being of all residents are the joint responsibility of the tenants and CHA. Avoid trouble by reporting suspicious or criminal activities immediately to the police and CHA staff.

All tenants' apartments are supplied with one or more smoke detector(s). If you have a problem with your smoke detector, call the office immediately. If it is after hours, call the maintenance emergency number at 518-235-4535. Tenants disconnecting the smoke detector(s) is a violation of the lease and subject to eviction. Each apartment also has a fire extinguisher. Check it monthly to be sure it is fully charged. Tenants who have natural gas heat have a Carbon Monoxide (CO) detector. These COs are there for your safety and protection.

McDonald Towers: extra security devices were installed in your apartment. All apartments have an intercom system. Do not allow or buzz anyone in unless you are absolutely sure you know who the person is and what they want. Also, all

apartments are equipped with “emergency pull cord alarms” in the bedroom and bathroom. It is suggested that you position your bed near the pull cord or keep it near you so it is within reach. Do this when you are in the shower as well. When the cord is pulled, it sets off a loud alarm in the hallway of your floor to alert your neighbors that you need help. It could be your only way to call for help when needed the most.

Residents should be aware that if you use the emergency pull cord alarm and your door is locked with the deadbolt lock, emergency personnel will not be able to open your door.

Defects hazardous to Life, Health or Safety

In the event the unit is damaged to the extent it impacts the health or safety of the occupants, CHA shall be responsible for the repair of the unit. Repairs will happen within a reasonable period of time after receiving notice from the tenant. If damage to the unit was caused by a tenant or a tenant’s guest, reasonable cost for repairs (labor, parts, materials, replacement, etc.) will be charged to the tenant.

The Authority shall offer the tenant a replacement dwelling unit, if available, if repairs cannot be made within a reasonable amount of time. If the tenant dwelling is deemed uninhabitable the tenant will have 7 days to remove all personal belongings from the unit so CHA may make all necessary repairs. If the tenant does not remove any personal property then CHA has the right to remove such items and store them so as to stabilize the unit and make the necessary repairs.

A GOOD NEIGHBOR POLICY

We all have a right to peaceful enjoyment. Be considerate of your good neighbors. Reduce all noise levels from electronic devices such as musical instruments, radios, stereos and/or televisions between the hours of 10pm and 8am. The City of Cohoes has a noise ordinance, so please be considerate or you could face both fines and/or eviction.

Sooner or later one discovers that life is a mixture of good and bad and give and take. Let little problems pass (“don’t sweat the small stuff and it is all small stuff”). Those who lose their temper usually lose out in the long run. Another person’s gripe should not be taken too seriously. Carrying a chip on one’s shoulder is the easiest way to get into a fight. The quickest way to become unpopular is to pass tall tales and gossip around about others. It does not hurt any of us to smile and say good morning to someone, even if it’s raining! Sympathize and have patience with children because you too were young at one time. We need to be mindful of our

own behavior as getting along with others depends 98% of the time on taking care of our own behavior. Before you discuss a problem, remember the Rotary's Club Motto, which is a businessman organization:

- First: is it the truth?
- Second: is it fair to all concerned?
- Third: will it build good will and better friendships?
- Fourth: will it be beneficial to all concerned?

Thinking about this can be helpful not only when dealing with your neighbors but also with your families, friends and business associates. CHA will not tolerate disturbances of other tenants' peaceful enjoyment of their home and environment. CHA residents live in close proximity to each other. So please be respectful and courteous to those around you. We hope this helpful!

CHA has a **ZERO DRUG TOLERANCE POLICY**. This policy states that we will evict any resident who is involved in any criminal activity especially if it threatens the health, safety or rights of peaceful enjoyment of other residents and/or CHA employees. This includes all drug related activity occurring on or off CHA's property. The tenant is also responsible for the actions of their guests who have "consent" to be on CHA's property. If the presence of disruptive activity, drugs or criminal mischief of a nonresident can be linked to a specific CHA tenant, said activity/incident will be grounds for eviction of the entire household.



CHILDREN

Your children are your responsibility. We offer limited playground equipment because of the lack of space and because of the close proximity to many well equipped city playgrounds.

While we welcome children, we do ask consideration of our tenants who have children.

Small children should be supervised by a parent or older member of the family at all times. Parents will be held responsible for the actions of their children. Please keep a close eye on your children.

Only infant swimming pools are permitted. All children must be supervised while using the pools and pools must be emptied daily and stored away to avoid the

possibility of a health or safety issue. Pools should be no deeper than 18 inches or wider than 5 feet in diameter or they will be removed by CHA maintenance staff.



TENANT PARKING

CHA does not regulate street parking; nor do the tenants. No tenant has a reserved parking space, especially in front of your apartment. Be considerate and understanding of this fact. You are not permitted by City ordinance or by CHA to park an abandoned car on our property. Nor are you allowed or perform major auto repairs on City streets or in CHA parking lots.

CHA accepts no liability for any car(s) left in the parking lot. If it does not have a CHA sticker in the driver's side back seat window, it is at risk of being towed. Whenever it snows, all cars should be removed from the parking lots and streets by 9am, the next business day after the storm, if it is necessary to plow. If your car is not moved you risk of being towed. It is highly recommended that you register your vehicle(s) with the office and get a parking sticker(s). This allows us to be able to contact a tenant in case of an emergency. Tenants are not allowed to park their cars or motorcycles on CHA lawns. This will result in a charge to the tenant.

GUESTS

From time to time you will have friends or relatives visit you. If you wish to bring a relative or someone into your household permanently or for an indefinite period of time, you must request permission from CHA in advance. The reason is that each apartment has been planned for families of a certain size. Overcrowding is undesirable and a code violation. If your request to add someone to your lease is approved, any gross income earned by that person will be added to your combined household income. This is to determine your eligibility and rent.

SECURITY/INSURANCE

We live in a world where not everyone is honest. Protect your property. When leaving your apartment make sure your first floor windows are locked and your doors are locked.

Mark your valuables with some ID, take photos and write down on paper the names and a brief description of the articles and their dollar value.

CHA is not responsible for the loss or damage to any personal property. It's the tenants' responsibility to purchase renters insurance against fire, theft and other losses. The cost of renter's insurance is inexpensive and we strongly urge you to purchase it.

BULLETIN BOARDS



Bulletin boards are located in the office lobby and laundry rooms. Their purpose is to post rules, regulations, policies and important notices as mandated by CHA and HUD. Check the board frequently for any changes and notices. We also provide a monthly newsletter that lists activities, meetings, notices of inspection, public hearings and other very important information. We work very hard to keep you informed. If you want to know more about CHA, please visit our website at www.cohoeshousing.org.



COMMUNITY ROOM

CHA offers both educational and recreational programs for its tenants. Make sure to check the newsletter for special events that are coming that may be beneficial to you.

CHA POLICIES

For the convenience of our tenants we have included in this tenant handbook some of the most important documents. They are: Residential Lease Agreement which includes our Grievance Procedure, Non-Smoking Lease Addendum, Resident Charge List, **Violence against Women Act (VAWA)**, and our CHA Pet Policy.

Cohoes Housing Authority – Resident Charge List Effective October 18, 2017

Cohoes Housing Authority (CHA) residents shall not be charged for normal wear and tear. Residents shall pay reasonable charges for the repair of damages to the dwelling unit or to project buildings, facilities or common areas caused by the residents or a guest of the resident. Charges for damages will be determined by the Executive Director or his/her designee. Charges shall be the cost of materials plus labor. The labor rate charged will be the average hourly rate of the CHA maintenance personnel. Any material charges will be charged the actual cost of the item plus labor. Due to changes in vendor pricing for materials, prices are subject to change without notice.

Administrative Service Fees

Late rental payment fee (after 5th business day)	\$20.00
Returned check fee	\$25.00
Satellite Dish application fee (non-refundable)	\$30.00
Satellite Dish installation deposit (refundable)	\$150.00
Pet Policy deposit (refundable)	\$150.00
Additional security deposit for person added to lease	\$150.00
Process Service charge (per legal paper)	\$30.00
Court fees	\$47.00

Miscellaneous Maintenance Fees

Lock out (after hours)	\$60.00
Snow removal on porches front or back (except seniors/disabled)	\$10.00
Garbage cans to road side or back to unit	\$6.00
Garbage disposal to dumpster	\$15.00
Dump charge (furniture, beds, etc. for each piece)	\$10.00
Resident caused clogged toilet/sink (after hours)	\$60.00

Other Important Information:

Fences:

Fences should be no higher than 6 inches and have no points. They cannot be installed no more than 36 inches from the building and must be contained to your own outdoor area.

Playing Ball:

Baseball is prohibited within the complexes. Too many windows get broken because there is not enough room. Please make sure your children are not playing baseball around the developments.

Barbecues:

You cannot barbecue on your porches. Please make sure that when you do barbeque that a responsible adult tends to it at all times. Please make sure the coals are cooled off before you store away.

Smoking:

Be advised that effective October 1, 2017, all housing authority properties are non-smoking areas. Smoking is prohibited inside of your unit, in any common area, and throughout our CHA properties.

Alcoholic Beverages:

Open containers of any kind of alcohol is prohibited on the premises. Please make sure you and/or your visitors and family members keep alcoholic beverages inside of your apartments. Parties are prohibited

Fire-Pits:

Fire pits are prohibited on any of the CHA properties.

Hoses & Pools:

Since the CHA pays for water, we must enforce the following restrictions: Hoses may be used to fill up small pools only. These pools must be the type that you empty every night by 9:30pm. Pools filled with water cannot be left unattended and there must be a responsible adult present at all times when the pools are filled. There is to be no washing of cars at any of the sites and you cannot use water sprinklers or let your children play with the hose. You may fill a pool with a hose but sprinklers are not allowed. Too much water is wasted.

Vandalism:

Please keep your children from vandalizing our property, hanging on trees, pulling out bushes, riding bikes on the lawns, and leaving garbage around. Graffiti is being found on buildings, picnic tables, and playground equipment and we will be reviewing video footage in order to take action. The Cohoes Housing Authority board members and staff have put in a lot of hours trying to make your home a safe and pleasant place to live. Please make sure your front and back areas

are clean and neat and not cluttered with debris. Make sure all your children's toys are picked up after they are finished playing with them.

Use of Playgrounds:

Use of playgrounds after 9:30pm is not allowed. There is a curfew set on Cohoes Parks and the developments are no exception. Summertime most residents have their windows open and use of the playground after hours will not be allowed by anyone. We also ask that children six [6] years and under are to be watched by a guardian while they are playing on the playground. Our staff sees too many children that are very young at the playground without a guardian. It is most important that an adult is there to watch [but not from your windows].

Picnic Tables:

The metal picnic tables that are located around the sites are for any and all residents to use. One specific household does not have any right to deny any other resident from moving or occupying our metal picnic tables. Please be courteous of one another.

Visitors:

This is a reminder that you are responsible for those visiting you as well as your family members. Overnight guests must be reported to the office. **Please make sure you read your lease carefully!** Written permission is needed for someone to stay at your apartment. Continuous violation of this section of the lease will prompt immediate action to commence legal proceedings. Our private investigator is also on duty during various hours of the early mornings and evenings. Please abide by the rules. It is ok to have company, but it is illegal for someone to be living there temporarily or permanently without consent from the office.

CHA MISSION:

Uniting through commitment, communication, action and positive attitudes, we will achieve these goals:

- To provide safe, affordable, quality housing to those qualifying residents of our community and promote resident pride in their home neighborhoods.
- To work in conjunction with the City of Cohoes and community organizations to provide a network of services to enhance the quality of life.
- To work in harmony with residents to develop programs to assist them in the goal of self-sufficiency.
- To achieve full marketability and value of Cohoes Housing Authority properties.

COHOES HOUSING AUTHORITY PET POLICY

Common household pets shall be defined as domestic cats, domestic caged birds commonly kept as pets, and fish. Dogs, reptiles, rodents or exotic animals are **not** considered household pets.

Except in the case of fish, **only one pet per dwelling** unit is allowed at any time unless permission is granted for additional pets. Fish may be maintained in an aquarium no greater than a 20 gallon tank.

The Cohoes Housing Authority will follow regulations set by State and local law in addition to regulations set in this policy.

The Cohoes Housing Authority may specify certain floors in Dr. Jay McDonald Towers as pet floors. The Authority may specify Manor Sites as allowing pets and may also specify certain buildings within Manor Sites as pet buildings.

Tenants must contact the Housing office **BEFORE** obtaining a pet to review all guidelines. Those not receiving previous permission will be considered in violation of the pet policy and lease. Upon review of all terms and conditions of pet ownership, the tenant shall sign a copy of the guidelines which shall be a record they received and understand the regulations of pet ownership. In the case of cats a registration tag will be issued and must be worn by the pet.

1. All pets must be licensed as required by the City of Cohoes and proof submitted to the office.
2. A cat may not exceed 15 pounds at full growth.
3. All cats must be spayed or neutered and documentation of this must be furnished to the Housing Authority.
4. Tenants **MUST** provide documentation from the Veterinarian or medical facility of all required shots. Documentation for yearly checkups and shots must also be submitted. Failure to submit required documentation would be grounds for termination of tenancy.
5. A \$150.00 returnable pet security deposit must be placed before the pet is admitted to the development and will be returned upon move out or removal of the pet after a full inspection of the dwelling unit is done and no damages are found. The Housing Authority reserves the right to do quarterly inspections for pet damage.
6. Any animal wandering or running at large or found without the registration tag, will be reported to the City animal control officer and removed from the premises. Pets may not be tied in the yard or left outdoors in a cage or other confinement.
7. Tenants owning the pet must immediately remove all feces on any part of the property. Repeated violations will be considered a lease violation
8. Pets are not allowed in the community or laundry rooms. McDonald Towers will have a designated elevator for transporting the pets to and from the apartments.
9. Apartments must be kept in a clean, sanitary condition. The air quality must be free of odors. Tenants owning a cat must have a litter tray for the animals use in

the dwelling unit. Waste is to be separated from the kitty litter daily, placed in a properly wrapped trash bag, and properly disposed of. Litter MAY NOT be disposed of in the toilet. At McDonald Towers, litter MAY NOT be disposed of in the trash chute. Repeated violations will be considered a lease violation.

10. When an animal is left in the dwelling unit unattended it must be kept in a crate (cage) in case emergency entrance to a unit is necessary. If a tenant calls in a work order and the animal is in the dwelling unit, the animal must be caged or the work order will not be done.
11. In case of emergency where the animal is not caged, the City animal control officer will be called to remove the pet from the premises. This will also apply to any scheduled modernization work or pest control spraying.
12. Tenants must submit a signed document designating a third party who will take responsibility to remove the pet, within one hour, in the event of sudden illness, injury or death of the tenant. In the event that the designated party cannot be reached, or fails to act within 24 hours, the Housing Authority will turn the pet over to the Humane Society.
13. If a pet becomes vicious, displays symptoms of severe illness or demonstrates other behavior that constitutes an immediate threat to health or safety of the tenancy as a whole, the pet owner will be requested to remove the pet from the premises. If the owner refuses to do so, or is unable to be contacted, the City animal control officer will be called to remove the pet.
14. Pet owners will be charged for all damages caused by the pet, in or outside of the apartment including damage to landscaping or lawn.
15. Pets shall not be abused or mistreated. Any reports of animal abuse or mistreatment will immediately be turned over to the Cohoes Police.
16. Consistent complaints from other tenants for noise that disturbs the peaceful enjoyment of the other tenants may be grounds for removal of the pet and/or termination of tenancy.
17. Tenants may not have pets visit or be cared for in the developments.
18. Pets shall be cared for in a reasonable responsible manner, including, but not limited to being properly fed, sheltered, exercised and otherwise cared for.

FAILURE TO COMPLY WITH THE ABOVE REGULATIONS WILL BE GROUNDS FOR REMOVAL OF THE PET AND/OR TERMINATION OF TENANCY IN ACCORDANCE WITH THE LEASE AND OCCUPANCY POLICIES.