

HOUSEKEEPING / OTHER INFORMATION POLICY BALLINGER HOUSING AUTHORITY

Office Hours: 9:00 a.m. to 12:00 p.m., Monday through Friday

Telephone: 325-365-2629

Emergency Maintenance - If you have an emergency maintenance item after hours, weekends and holidays - call the office telephone and listen for the number to call for emergency maintenance. Then call that number and give information on the emergency item.

Mail - Go to the Post Office and inform them of your apartment number, they will install new lock on mail box and issue you the keys. There is no charge for this service.

When you move-out, let the Post Office know and give them your new address.

Keys - You will be furnished two keys to your apartment at the time you move in. If it becomes necessary to replace them for any reason, the management will do so at the charge stated in the "List of Maintenance Charges: If you are locked out, the staff will let you in. After hours key service will be charged for.

Fire Hazards / Flammable Materials – Putting foil under the kitchen range burners is not allowed as it is a fire hazard, when the foil under the burner deteriorates it turns to paper and can catch fire.

Do not store any flammable material in your apartment, this includes charcoal briquettes, charcoal lighter, gasoline, etc.

Children - Play areas for your children are provided within authority grounds, and we urge that you take advantage of them. When your children are outside playing, you must keep an eye on them to see that they are using the playground equipment in a safe manner.

We must necessarily hold parents responsible for any damage done to buildings or shrubbery.

Parking - Each dwelling unit is provided one parking space. Other vehicles, including those belonging to guests and visitors will be parked on the street.

Telephone / TV Cable Service - If you wish to have telephone or tv cable service, make all arrangements for them directly with those companies. No new outlets can be installed in the unit without permission from management.

Stereo and TV Volume Control - Consider your neighbor when adjusting the volume on your stereo and tv. See that the volume is not so loud as to disturb your neighbor.

RULES ON HOUSE KEEPING

Apartment and Appliances: When you moved into your apartment, it and the appliances were very clean and shiny. Everything was in good working order, and if not, was repaired in a very short period of time.

You are required to keep your apartment and appliances in this same condition throughout your residence here. We understand that there is a difference between clutter from children playing, cooking being done, working on a project or craft, etc. and an apartment being clean or dirty. In other words, we do not expect that every item in your apartment be in perfect place every time we enter your apartment. We want you to enjoy your apartment and consider it your home. But we do expect that your apartment be reasonably clean at all times.

In order to keep your apartment reasonably clean, you will need to clean the apartment and appliances on a regular basis. Any time that we are in your apartment, we will take note of the condition of it and the appliances. You will be notified of any item found failing and be given a reasonable length of time to bring the item into compliance (usually 10 days). Continued failure to keep the apartment and appliances in a clean and sanitary condition will cause your lease to be terminated.

Walls: Walls are to remain their natural color. The use of small tacks or nails to hang pictures is permissible, so long as good judgement is used in the number of items hung per room. Three (3) objects on wall, per room, is considered good judgement and are therefore allowed.

Floors: Floors must be cleaned and waxed from time to time, but not painted. Rugs or carpet may be used as floor coverings, but no tacks, nails, nor mastics are to be employed to fasten them to the floor.

Yards and Grounds: You are expected to keep your yard area watered. All city requirements concerning watering must be followed. If you have a verified physical disability that renders you unable to water your yard, management will water for you.

Please do your part to keep lawns and walks clean. You are responsible for maintaining your front and backyard in a clean and orderly condition. Tools necessary for the proper maintenance of your yard may be borrowed without charge through the Management Office, but must be checked in every twenty-four hours. Leaves, paper, and other litter are to be picked up.

Needed Repairs: It is your responsibility to keep your apartment in good repair by reporting needed maintenance to the office. This includes, but is not limited to, leaking faucets or pipes, electrical problems, door and window hardware