

WELCOME HOME

GHA

GEORGETOWN HOUSING AUTHORITY



**EQUAL HOUSING
OPPORTUNITY**

WELCOME HOME

**The Staff of Georgetown Housing Authority
welcomes you to your new home!**

We encourage you to take advantage of the opportunities GHA provides, get to know your neighbors, and enjoy your new home.

Please take time to read the important information we are giving you now. Remember that lease violations are the only reason for eviction from GHA, and we advise you to read your lease often so you remember what is expected. If you have any questions or concerns, please feel free to call us.

Your New Address:

Responsibilities:

My Job

- To provide you with honest, accurate information about our housing programs.
- To ask you the questions necessary to determine your eligibility.
- To record all your answers correctly.
- To advise you of any information or documents needed to complete your application.
- To verify all of the facts you provide fairly and to let you know if you are eligible.
- To conduct myself in a professional manner.
- To give you good service.

Your Job

- To listen carefully.
- To ask me questions if you are unsure about something.
- To provide complete and accurate information when I ask you questions.
- To help me understand your situation.
- To furnish any additional information or documents GHA may need.
- To sign all necessary forms.
- To cooperate with me during this meeting.

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About GHA, Our Staff and Policies

About GHA, Our Staff and Policies

GHA is a publicly owned housing authority offering safe, decent and sanitary housing to low-income families in the Georgetown County area. Our units (apartments and single family homes) are owned and maintained by GHA.

We are governed by a Board of Commissioners. All five commissioners are volunteers who have been chosen and approved by the Georgetown City Council and Mayor. They are responsible for setting policy and ensuring those policies are in line with federal, state and local laws and Department of Housing and Urban Development guidelines. The commissioners meet every second Tuesday of the month; those meetings are open to the public.

Our staff is made up of a team of hard-working people here to serve you and the community at large. It is our goal to provide you with safe, decent, and sanitary housing, and to assist you in navigating the requirements set forth by HUD. If you have problems with your apartment, our maintenance staff is available to fix those problems. If you have questions about what information you need to report to us, or questions about your lease, our office staff is here to provide answers. We are here to help you with all your housing needs.

GHA is funded by the Department of Housing and Urban Development. Money we receive from them is used to maintain the property, provide periodic upgrades, offer services to our residents, assist families with their utility bills if they qualify, and pay GHA staff.

GHA Contact Information

Our main office is located: 1 Lincoln Street
Our mailing address: P.O. Box 209
Georgetown, SC 29442
Our office phone number....(843) 546-9621
Executive Director..... ext. 227
Public Housing Manager - AMP 1..... ext. 230
Public Housing Manager - AMP 2..... ext. 222
Compliance Officer..... ext. 231
Administrative Assistant..... ext. 224
Customer Service..... ext. 221
Maintenance Director..... ext. 228
Non-emergency work orders..... ext. 221
TTY / TDD..... (943) 461-3910
To page maintenance for (843) 946-0908
emergency after hours, (maintenance will
weekends and holidays return your call)

The GHA offices are closed on the following:

- New Year's Day
- Martin Luther King, Jr. Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day - two days
- Christmas Day - two days

Our responsibilities as the public housing manager are:

- Provide safe, decent, and sanitary housing.
- Make you aware of the rules and any changes in those rules.
- Assist you with any questions you may have about your housing or your responsibilities as a public housing resident.
- Maintain the property.
- Make improvements and upgrades to the property as required by HUD.
- Maintain your public housing records, tracking and entering all changes.
- Keep up to date on all HUD regulations pertaining to public housing.
- Report to HUD on all matters including: changes with our residents, everything we are doing to meet HUD's requirements of us, and how we are enforcing their requirements pertaining to you as a resident.
- Report to HUD what you have done to meet your requirements.



Your responsibilities as a public housing resident are:

- Follow all the rules detailed in your lease.
- Report changes in your income, assets, family size and expenses.
- Report any damages or items in need of repair inside and outside of your unit.
- Keep your house clean and free of clutter and other safety hazards.
- Meet any community service requirements.
- Be courteous to your neighbors.
- Don't get into trouble with the law.



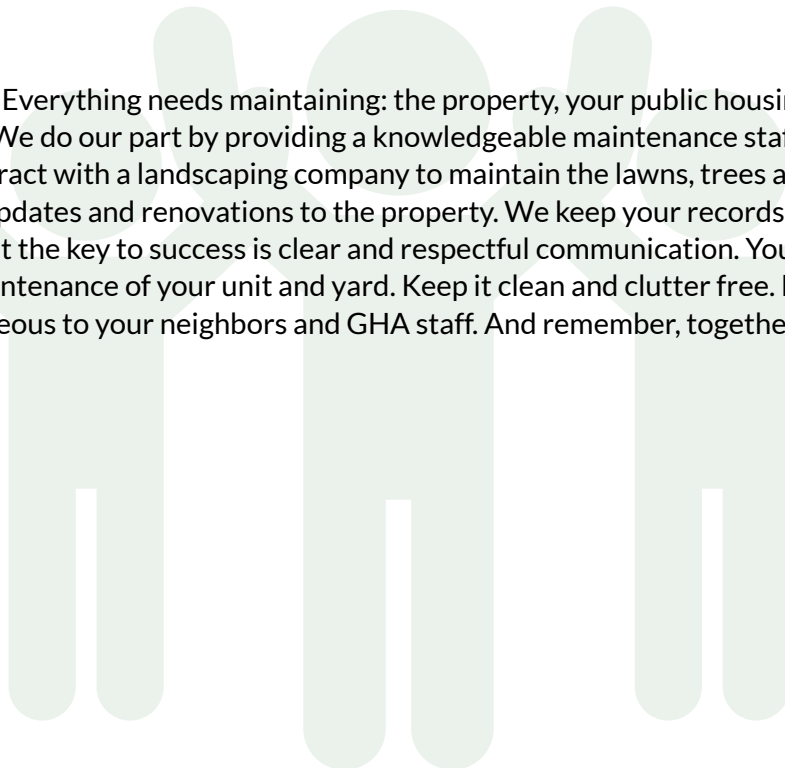
Success in public housing takes a T-E-A-M. That team is made up of clients (you) and staff (GHA) working together to meet HUD's requirements.

T Trust: We are bound by laws and regulations to be honest and forthcoming with information. We treat you with respect and do all that we can within the limitations of regulation to help you be successful. The other part of that trust is up to you. We need you to be honest and forthcoming with us. If you are having a hardship in your life that prevents you from following the rules, tell us, we may be able to help. We need you to treat us with respect. If you engage us with a spirit of cooperation, then you will be open to our help and we will be open to better helping you.

E Effort: We make the effort every day to provide you with safe, decent and sanitary housing; maintain the property to regulatory standards; help you be successful in public housing and report our efforts to HUD. We need you to do your part by following the rules, keeping your house and yard clean and safe, and providing us with information in a timely manner.

A Attitude: A professional and courteous attitude is what you can expect from the staff at GHA, and in turn, is what we anticipate from you. Working together, trust and effort can be maintained by both sides when conducting ourselves in a considerate and concentrated effort. Whether it's the GHA staff, contractors, or your neighbors, we ask that you exhibit a professional and kind demeanor and communicate respectfully.

M Maintenance: Everything needs maintaining: the property, your public housing records and even our attitudes. We do our part by providing a knowledgeable maintenance staff to make repairs to the property. We contract with a landscaping company to maintain the lawns, trees and shrubbery. We hire contractors to make updates and renovations to the property. We keep your records up to date and in order. And we remember that the key to success is clear and respectful communication. You can do your part by taking pride in the maintenance of your unit and yard. Keep it clean and clutter free. Report anything that needs repair. Be courteous to your neighbors and GHA staff. And remember, together we are a T-E-A-M.



Community Service Policy

Georgetown Housing Authority (GHA) establishes this community service policy in compliance with the Quality Housing & Work Responsibility Act of 1988 (QHWRA). The purpose of this policy is to define for residents the rights and responsibilities under the law and to assure that each resident is given the opportunity to fulfill the obligations of continued occupancy. The policy applies to all adult residents who are not exempt under the regulation.

Exempt from community service requirements are:

- Any individual who is 62 years or older
- Any individual who is blind or disabled
- Any individual who is primary caretaker of a blind or disabled person
- Any individual who is engaged in a work activity (at least 30 hours/weekly)
- Any individual who is exempt from work activity by state welfare program
- Any individual who is enrolled in a state (DSS) welfare to work program or is in compliance with S.N.A.P.
- Any individual who is attending school or job training at least 8 hours/month

Each adult who does not meet one of the above exemptions is required by law to perform eight (8) hours per month of community service (not including political activities) within the Georgetown County community. Each person should average 8 hours per month, but in no case in a 12 month period should your volunteer hours be less than 96 hours (8x12=96).



GHA has report forms that must be used to record your volunteer hours. These forms must be filled out completely and signed by a qualified staff person at the agency where you performed the community service. You cannot perform community service at privately owned businesses.

It is the responsibility of each resident to locate suitable volunteer hours. GHA is not required to arrange your volunteer work, but we are required by QHWRA to record your hours and provide documentation of each resident's fulfillment of the obligation.

Some possible areas you may wish to contact about volunteer work:

- | | | |
|---|---|-----------------------------|
| • American Red Cross | • GHA After-School program | • Head Start Programs |
| • Board of Disabilities and Special Needs | • Georgetown County Libraries | • Helping Hands |
| • Boy/Girl Scouts of America | • Georgetown County Mental Health Association | • Keep Georgetown Beautiful |
| • Easter Seal Society | • Georgetown County Schools | • Red Cross |
| • Friendship Place | • Georgetown Housing Authority | • Salvation Army |
| | | • United Way |

This list by no means is all-inclusive. Any organization that serves the Georgetown community is acceptable for community service. Check with the office if you have any questions or if you are not certain if a particular agency would meet requirements. **Failure to comply with the provisions of community service requirements is grounds for non-renewal of your lease at the end of the year.** Failure to provide written proof of your community service from the agencies for which you volunteer is the same as not performing the work. GHA is required to document your community service.



Community Service FAQs

Who has to do community service?

Everyone living in public housing age 18 or older who does not meet the exemption qualifications is required to do community service.

What are the exemption qualifications?

The exemption qualifications are listed in the Community Service Policy on the previous page.

Why do we have to do community service?

Community Service is a federal requirement enforced by the Department of Housing and Urban Development (HUD). This means the federal government requires you to do community service and it is GHA's job to make sure you are meeting your requirements.

How much time do I need to spend doing community service?

Only 8 hours per month needs to be spent doing community service.

Where can I go to do my community service?

You can volunteer at any non-profit organization. Some acceptable places are listed in the Community Service Policy on the previous page.

Can I volunteer at my child's daycare center or my uncle's gas station?

No, these are for-profit businesses and do not qualify as non-profit organizations. If you have questions about whether or not an organization is acceptable, contact your public housing representative.

I put in my 8 hours of community service this month, now what?

Make sure the organization you volunteered for fills out a community service form. After they've signed the form, drop it off at the GHA main office. If the office is closed, you can put it in the drop box.

I started working full-time in July and my recertification is in November.

Do I have to do community service?

Yes, you will have needed to complete 56 hours of community service (8 hours/month, December-June).

My son turned 18 in October and our recertification is in January.

Does he have to do community service?

If your son is not working 30 per week, or going to school full time between October and January, he is required to do 24 hours of community service (8 hours/month, October-December).

What will happen if I don't meet my community service requirements?

If you fail to meet your community service requirements, GHA will not renew your lease and you will have to move out of public housing. Volunteer hours will not be counted if you...

- Forgot to turn the paperwork into the main office
- Lied about where you volunteered or forged a signature
- Lost the paperwork
- Turned in an incomplete form

**GHA verifies the information you turn in by contacting the organization.
Giving false information is cause for termination.**



How to Succeed in Housing

General Guidelines on How to Succeed in Housing

General Information

Be a good neighbor

- Be aware of your children's whereabouts.
- You are responsible for the people that you and your family members invite into your home.
- Keep noise and music low enough so as not to disturb others.
- Call the police if:
 - ◆ You are in danger.
 - ◆ You see a crime being committed.
 - ◆ You see someone loitering (hanging out or acting oddly).
 - ◆ Someone on the No Trespassing List is on Housing Authority property.

Important things you should know:

- If you bounce a check, we will no longer accept checks from you.
- Absolutely no sitting on air conditioning units.
- Do not feed stray animals.
- No parking on the grass or sidewalks.
- Only use outside furniture on the front porch.
- Do not store grills on the front porch; put them behind the building.
- Do not store bicycles and toys outside on front porch, back or side of building.
- Do not store grills, propane tanks or gas cans inside unit, on the front porch or back porch.



Learn:

- How to read your monthly statement.
- How to fill out money orders and set up a repayment agreement; money orders and checks should be made out to GHA.

Compliance:

- Persons NOT on your lease cannot stay with you for more than 14 days out of a year.
- Do not provide accommodations for boarders or lodgers.
- No unauthorized pets and/or pet sitting.
- Report all household income within 10 days of the date that the change takes place.
- Make sure you complete your community service requirements before your annual recertification appointment.
- Bring income verifications with you to your recertification appointment.
- Pay your rent and work order charges on time to avoid additional fees.



Maintenance & Cleaning:

General Property Maintenance

- Residents cannot make physical changes to the property. For example: no painting, removing light fixtures, putting up borders, wallpaper or stickers, or installing extra locks.
- Keep the yards free of trash and debris, including cigarette butts, cans, glass and old tires.



Basic Cleaning

- Proper cleaning products should always be used on the following items: stove, refrigerator, floors, sinks, bathroom exhaust fans, and walls. Please refer to the **Cleaning and Pest Control** section of this booklet.



HVAC units

- Do not use bleach to clean the cold air return.
- Maintain proper temperatures for heat and air (68-75 degrees).
- AC should not be lower than 72 degrees.
- Damages can occur from setting the air conditioning too low:
 - ♦ Can you afford a high utility bill?
 - ♦ Leaving windows and doors open while unit is running.
- Heat should not be higher than 75 degrees.
- Leave the fan on 'Auto'.
- **Never use the 'emergency heat' setting.**
- ♦ Clogged filters.
- ♦ Turning unit off and on.
- ♦ Remember: hot air rises and cool air falls.

Maintaining Safety

- Keep stairways, doors and windows free of clutter.
- Smoke detectors:
 - ♦ **Do not cover up smoke detectors, remove the battery, or remove the smoke detectors.**
 - ♦ If the smoke detectors chirps, **CALL IN A WORK ORDER!** Maintenance will maintain all smoke detectors at **NO ADDITIONAL CHARGE** to you.
 - ♦ It is AGAINST THE LAW to disarm a smoke detector.



Pest Control

- Proper food storage:
 - ♦ All food should be refrigerated ASAP, once the meal is eaten.
 - ♦ Don't let dry goods sit open in your pantry (flour, sugar, cereal, etc.).
 - Dispose of trash properly:
 - ♦ Take trash out regularly.
 - ♦ Don't throw food and grease outside – this will draw unwanted pests and animals.
 - ♦ Put grease and oils in a sealed container, such as a jar or coffee can, and place in the trash.
 - Avoid extreme clutter as it provides bugs and other pests a place to live and breed.
 - If you discover pests in your home **CALL IN A WORK ORDER IMMEDIATELY.**
 - Bed bugs:
 - ♦ If you discover them in your home **CALL YOUR HOUSING MANAGER IMMEDIATELY.**
- Steps you should take to prevent bed bugs:**
- Inspect any items you purchase before bringing them into your home.
 - Don't accept used furniture or mattresses from anyone.
 - Reduce clutter that bed bugs may use as a place to live and breed.



If you have questions about this information, please contact your Public Housing Manager.



WELCOME HOME

Your Public Housing Lease

Your Public Housing Lease

To better help you understand what is expected of you and what you can expect from us as a landlord we will take a moment to go through each section of your lease.

Your lease says...

Section 1: PARTIES AND DWELLING UNIT: The parties to this Lease are The Georgetown Housing Authority (GHA), referred to as Landlord, and, the occupying family, referred to as the Resident. The landlord leases to the Resident the premises located at _____.

The premises leased are for the exclusive use and occupancy of the Resident and the Resident's household consisting of the following named persons who will live in the dwelling unit, including children _____.

Any additions to the household members listed above require the advance written approval of the Landlord. This includes Live-in Aides and foster children or adults. Natural births must be reported in ten (10) days. The Landlord shall approve any additions in accordance with GHA Policies. Deletions from the household shall be reported to the Landlord within ten (10) days.

If the Resident is incapable of complying with this Lease, the Resident should contact their Public Housing Manager (see page 1).

This means....

- Anyone living with you must be listed on your lease.
- If someone in your household has a baby, you have up to 10 days to add the baby onto your lease.
- If someone from your household moves out you must report this to your public housing manager within 10 days.
- If you want someone to live with you, whether they are family or not, you must get permission from your public housing manager before they move in. Adults must meet criminal background standards and any other requirements listed in GHA policies.

Your lease says...

Section 2: LEASE TERMS: This Lease shall begin on _____, the term shall be one year and shall renew month to month, unless terminated as provided by this Lease.

This means...

- Your lease is good for one year as long as you continue to follow the rules.
- Your lease will be renewed on a month to month basis thereafter.
- If you do not follow the rules listed in your lease, GHA can end your lease, and you will be terminated from the housing assistance program.

Your lease says...

Section 3: RENTAL PAYMENT: Residents shall pay month rent of \$ _____. If this lease begins on a day other than the first day of the month, the first month's rent shall be prorated based on actual number of days of occupancy. There is a \$50 minimum rent for all units. Your housing representative will explain how rent is calculated based on HUD guidelines.

Check one:

____ This rent is based on the Authority-determined flat rent for this unit.

____ This rent is based on the income and other information reported by the Resident.

Families may change rent calculation methods at any recertification. Families who have chosen the flat rent option may request a reexamination and change to the formula-based method at any time if the family's income has decreased, their on-going expenses for such purposes as child care and out of pocket medical care for elderly, disabled, and handicapped have changed or any other circumstances that created a hardship for the family that would be alleviated by a change.

This amount is due on the **FIRST** day of each month at the Georgetown Housing Authority office and shall remain in effect until adjusted in accordance with the provisions of this lease. GHA does not accept cash for monies owed.



Your Public Housing Lease

If Residents fails to make the rent payment by the 5th day of the month, a late notice will be issued to the Resident. A late charge will be assessed to cover the added costs of a rent payment received after the fifth day of the month. A check returned for non-payment of rent. Checks will not be accepted from Residents that have had checks returned for non-payment.

If rent is still unpaid after the 14th day of the month, the account will be referred to the Summary Court (Magistrate) for collection. Once served by the Magistrate, the Resident has ten (10) days to act in one of the following ways:

- (a) Pay amount due.
- (b) Appeal to the Magistrate.
(Resident must contact the Magistrate Office. GHA does not handle appeals through Magistrate Court.)
- (c) Vacate the apartment.

If a family is paying the minimum rent and its circumstances change creating an inability to pay the rent, the family may request suspension of the minimum rent because of a recognized hardship.

In the event legal proceedings are required to recover possession of the premises, the Resident will be charged with the actual cost of such proceedings.

This means...

- You can choose to pay a flat rent (the same amount every month no matter how much money you make) or rent based on your income and other information (rent will change as you report changes in your income, family size and expenses). You can change from one rent type to the other during your annual recertification when you renew your lease.
- Your rent is due on the 1st day of the month; you will owe a late fee if you pay after the 5th day of the month. You will owe another \$40 and be sent to the magistrate if you have not paid your rent by the 14th day of the month. If you get sent to the Magistrate you will have 10 days to pay everything you owe to the housing authority, this includes what you still owe on any repayment agreements you have with GHA. If you don't pay everything in full within 10 days, GHA will terminate your lease and you will pay for any additional legal expenses.

Example:

	Rent due:	\$30.00	
Repayment agreement from April work order of (\$27 monthly payment due on the 1st):	\$5.00		
Total amount Resident must pay for May:	\$35.00	\$35.00	
Resident does not pay rent, late fee added:	\$20.00		May 6th
Resident now owes:	\$55.00		
Resident still hasn't paid rent, GHA takes legal action:	\$40.00		May 15th
Repayment agreement amount is now due in full if you have been late 2 times:	\$22.00		
Resident has 10 days to pay:	\$117.00		
Resident fails to pay, GHA takes legal action to evict:	\$10.00		May 25th
Resident has 48 hours to pay (Writ of Ejectment):	\$127.00		May 27th

- The client in the example above ends up owing GHA another \$70, in addition to the \$35 rent and repayment. If they fail to pay the \$127 within 48 hours they will be evicted. The Georgetown County Sheriff's Department and GHA will remove everything from the apartment and put it on the curb. After 48 hours, all remaining items will be taken to the landfill. Maintenance will change the locks on the doors and the mailbox so the resident cannot enter the unit.



Your lease says...

Section 4: SECURITY DEPOSIT: The Resident has paid the amount of \$ _____ to the Landlord (GHA) as a Security Deposit.

The Landlord will hold this security deposit for the period the Resident occupies the dwelling unit. The Landlord shall not use the Security Deposit for rent or other charges while the Resident is living in the dwelling unit.

Within thirty (30) days after the Resident has permanently moved out of the dwelling unit, the Landlord shall return the Security Deposit (if a forwarding address is given) as provided by the state law after deducting whatever the amount is needed to pay the cost of:

- (a) Unpaid rent;
- (b) Repair of damages that exceed normal wear and tear as listed on the Move-Out Inspection Report; and
- (c) Other charges due under the Lease.

The Landlord shall provide the Resident with a written list of any charges made against the Security Deposit. If the Resident disagrees with the amounts deducted, the Landlord will meet with the Resident to discuss the charges in accordance with the GHA policy.

This means...

- GHA keeps the security deposit in the bank and never spends it. Deposits are held in escrow. A record is kept of how much you paid in the computer and in your paper file.
- When you move out, we will use your security deposit to cover any work order charges, unpaid rent, or other charges due. Whatever money is left will be returned to you within 30 days of your move-out date.
- If you want to know how to get most or all of your security deposit back refer to Sections 3, 6, 12 and 13 of your lease.

Your lease says...

Section 5: OCCUPANCY: The Resident shall use the premises as a private dwelling for himself or herself and the persons named in this Lease, with the exception of minor children born into the household during this tenancy, and shall not permit its use for any other purpose without the written permission of the Landlord.

The Resident shall not:

- (a) Permit any persons other than those listed above and minor children which are born into the household during this tenancy, to reside in the dwelling unit for more than fourteen (14) days each year without obtaining the prior written approval of the Landlord;
- (b) Sublet or assign the unit, or any part of the unit;
- (c) Engage in or permit unlawful activities in the unit, in the common areas, or on the property grounds;
- (d) Act or allow household members or guests to act in a manner that will disturb the rights or comfort of neighbors;
- (e) Permit any member of the household, a guest, or another person under Resident's control to engage in any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the premises by other Resident's or Authority employees;
- (f) Permit any member of the household, a guest, or another person under the Resident's control to engage in any violent or drug-related criminal activity on or off the premises.

With the written permission of the landlord, the Resident can incidentally use the premises for legally permissible income producing purposes so long as the business does not infringe on the rights of other Residents. All such business-related uses of the premises must meet all zoning requirements and the Resident must have the proper business licenses, permits, and inspections.

The Resident has the right to exclusive use and occupancy of the dwelling unit, which includes reasonable accommodation of the Resident's guests, visitors and, with the consent of the Landlord, foster children and/or adults and the live-in caregiver of the Resident's family. (See Section 1, Parties and Dwelling Units)



Your Public Housing Lease

This means...

- Your GHA unit is considered your primary residence. You cannot live somewhere else and rent your GHA apartment to others (sublet).
- Only people listed on your lease, and anyone born into your household, can live in your apartment. If you need a caregiver to live with you, or become a foster parent through the Department of Social Services (temporary custody), then you must first get permission from GHA. Your housing representative will assist you with this process.
- If you want someone to stay with you more than 14 days a year, you must get written permission from GHA first.

Example: Your friend wants to sleep over at your place every weekend for the entire year, (2 days x 52 weeks = 104 sleep over nights) because these visits will be more than 14 nights you need to get permission from GHA first.

- You, your household and your guests are not allowed to break the law on GHA property.

Example: You have a birthday party in the back yard of your apartment. Your 12 year old son and his friends want a sip of your beer. It is against SC law to serve alcohol to other people's children or serve your own child in public. Therefore you may not allow any of them to have beer. At that same party your uncle wants to shoot his pistol in the air to celebrate. This is dangerous behavior and you will get in trouble if you allow him to shoot his pistol on GHA property. You are responsible for your guest and their actions while on GHA property. Guest must be in your company at all times while on property.

- If you have a person providing childcare in your home, please contact GHA as to who your childcare provider will be. Make it clear to your childcare provider that guests are not permitted while you are away. If children under the age of 12 are left unattended and GHA becomes aware of this situation, we are required by law (Court Mandated Reporter) to contact law enforcement. GHA is not responsible for watching minors that may be in your home alone.
- You, your household and your guests are not allowed to commit violent or drug related crimes ANYWHERE!

Example: Your child's father has committed a felony crime that involves drugs or violence. He usually visits your child on weekends. Because he has committed a felony crime, he is not allowed to come to your house to pick up the child for visits. He is banned from GHA property and must make other arrangements to visit with the child at another location.

- You can run a legal business in your GHA apartment but you must first:
 - Get written permission from GHA
 - Get a business license, permits and inspections pertaining to the type of business you'll be doing and provide copies of these documents to GHA.
 - Make sure your business meets zoning laws (check with the City for this information)

Examples of "home" businesses: braiding hair for money, baby-sitting for money, selling any products for money, fixing electronics for money, medical billing, and typing using your home computer. Vehicle repairs are not allowed on GHA property.

Your lease says...

Section 6: CONDITION OF DWELLING: By signing this Lease and the Unity Inspection Report, the Resident accepts the dwelling unit is safe, clean and in good condition, and that all appliances and equipment in the dwelling unit are in good working order and described on the Move-in Unit Inspection Report. This report, signed by both the Resident and Landlord, is attached to this Lease.

At the time of move out, the Landlord shall complete another inspection of the dwelling unit. When the Resident notifies the Landlord of his or her intent to vacate, the Landlord shall advise the Resident of their opportunity to participate in the move-out inspection.



Your Public Housing Lease

This means...

- The resident is required to keep their unit in safe, decent, and sanitary condition.
- Your unit must meet Housing Quality Standards provided by HUD.
- Failed inspections may require counseling and/or housekeeping classes to correct the deficiencies.
- Three or more failed inspections will be cause for lease termination.

Your lease says...

Section 7: UTILITIES: The Georgetown Housing Authority provides no utilities as a part of this lease agreement. The utility allowance on this unit is: \$_____.

The Resident agrees to pay for the following utilities: electricity, trash removal, water and sewer.

The Utility Allowance Schedule for Resident Paid Utilities are posted in the Landlord's office.

This means...

- Lack of utilities is considered to be substandard housing.
- GHA is notified of disconnected utilities and will contact the resident that their utilities must be restored in 24 hours. Documentation (receipt) must be provided to GHA.
- Failure to maintain utilities can cause damage to the unit and is hazardous. Never use appliances to heat or cool your unit.

Your lease says...

Section 8: RENT RECERTIFICATIONS: Each year, by the date specified by the Landlord, Residents who are paying rent based on their income shall provide updated information regarding income, assets, expenses and family composition. The Landlord shall verify the information supplied by the Resident and use the verified information to establish the amount of the Resident's rent for the next year. At the time of the annual review, the Landlord shall advise the Resident of any income that will be excluded from consideration. Increased earnings due to employment shall be excluded during the twelve month period following hire for families whose income has increased because of the employment of a family member who was previously unemployed for one or more years, because of participation in a self-sufficiency program, or was assisted by a State TANF program within the last six months.

Income reviews will be held every third year, or at the Resident's request for Residents choosing the flat rent option. Residents who have chosen this option will be notified at the appropriate time for their recertification.

At the time of the annual review appointment, the Resident may elect to change his or her rent choice option.

In cases where annual income cannot be projected for a twelve-month period or the Resident is reporting no income and Resident has chosen the percentage of income rent option, the Landlord will schedule special rent reviews every sixty (60) days. In addition, the Resident may request a change in the rent choice option before the date of the review if the family experiences a decrease in income, their circumstances have changed increasing their expenses for child care, medical, etc., or other circumstances create a hardship on the family such that the formula method would be more financially feasible for the family.

Residents paying rent based on income may meet with the Landlord to discuss any change in rent resulting from the recertification process; and, if the Resident does not agree with the determination of Resident rent, the Resident may request a hearing in accordance with the landlord grievance procedures which requires payment in escrow of the disputed amount.

At any time a Resident may request a grievance hearing (in accordance with policy) if the rent determination is unclear or if the Resident believes the rent determination is incorrect.

This means...

- Residents must attend an annual rent certification appointment set by the housing manager.
- At the annual rent certification the resident can choose the flat rent option (if during the year the resident requests a reduction of rent due to loss of income, GHA can change the rent to income based rent. The flat rent option will not be available again until the next annual rent certification.)
- If the resident disagrees with their rent, or any other charges, it is their right to request an appeal.



Your Public Housing Lease

Your lease says...

Section 9: INTERIM RENT ADJUSTMENTS: Residents must promptly report to the Landlord any of the following changes in household circumstances when they occur between Annual Rent Re-certifications:

- (a) A member has been added to the family through birth, adoption, or court-awarded custody.
- (b) A household member is leaving or has left the family unit.

In addition, Residents paying rent based on a percentage of income may report the following activities that occur between Annual Rent Re-certifications:

- (a) A decrease or increase in household income;
- (b) Childcare expenses for children under the age of 13 that are necessary to enable the head of the household to be employed or to go to school;
- (c) Handicapped assistance expenses, which enable a family member to work;
- (d) Medical expenses of elderly, disabled, or handicapped heads of households that are not covered by insurance; or
- (e) Other family changes that impact their adjusted income.

Notwithstanding the provisions listed above, a Resident's rent shall not be reduced if the decrease in the family's annual income is caused by actions of the Resident, such as noncompliance, fraud, or misrepresentation.

The Landlord shall verify the information provided by the Resident to determine if a decrease in the rent is warranted. Residents that disagree with any action taken by GHA may request grievance hearing in accordance with GHA policies.

This means...

- The head of household is required to report all changes to income and family composition.
- If the resident or any member fails to report any income or changes in family composition which creates fraud, noncompliance, or misrepresentation of the aforementioned, rent will not be changed and can be cause for lease termination.

Your lease says...

Section 10: EFFECTIVE DATE OF RENT CHANGE: The Landlord shall give the Resident written notice of any change in the Resident's rent. The notice shall be signed by the Landlord, state the new amount the Resident is required to pay, and the effective date of the new rental amount.

Rent Decreases: The Landlord shall process rent decreases so that the lowered rent amount becomes effective on the first day of the month after the Resident reports the change in household circumstances to the Public Housing Manager (PHM).

Rent Increases: The Landlord shall process rent increase so that the Resident is given no less than a thirty (30) day advance written notice of the amount due. The rent change may be retroactive if Resident has failed to notify the PHM.

Once the annual rental rate is established, it shall remain in effect until the effective date of the next annual review, unless another review and change is requested by the Resident. If a resident's rent is reduced to the minimum rent, the Resident will provide rent review information every sixty days. Once circumstances change, rent will be increased with a thirty day notice and will remain in effect for one year from the effective date of the change.

This means...

- Rent decreases will be effective the first day of the following month of the reported change.
- Rent increases will be effective no less than 30 days of the reported change.

Your lease says...

Section 11: RESIDENT OBLIGATION TO REPAY: Residents who pay rent based on income shall reimburse the Landlord for the difference between the rent that was paid and the rent that should have been charged if proper notice of income change had been given and if the following circumstances occur:

- (a) Resident does not submit rent review information by the date specified in the Landlord's request; or
- (b) Resident submits false information at admission or at annual, special or interim review.

False information is grounds for eviction.



This means...

- The resident and their household members must report all information within the specified time period during admission, annual, and interim reviews. The head of household is responsible for ensuring all documents are provided to GHA.
- If the resident has not reported the income increase in their household, the housing authority can make the rent retroactive to the date the rent should have been in effect. If you were receiving a utility check you will not only owe for the new rent amount, you will also be responsible for repaying the utility check you received.

Your lease says...

Section 12: MAINTENANCE:

The Resident Agrees To:

- Keep the dwelling unit and any other areas assigned for the Resident's exclusive use in a clean and safe condition;
- Use all appliances, fixtures and equipment in a safe manner and only for the purposes for which they are intended;
- Not litter the grounds or common areas of the property and the Resident is responsible for keeping their yard and parking space free of trash and debris;
- Not undertake, or permit his or her family or guests to undertake, any hazardous acts or do anything that will damage the property;
- Not destroy, deface, damage or remove any part of the dwelling unit, common areas, or property grounds;
- Give the Landlord prompt notice of any defects in the plumbing, fixtures, appliances, heating equipment or any other part of the unit or related facilities;
- Not park unregistered or disabled vehicles on the property or park any vehicle in an unauthorized location such as on the grass;
- Remove garbage and other waste from the dwelling unit in a clean and safe manner;
- Pay reasonable charges for the repair of damages (other than normal wear and tear) to the premises, development buildings, facilities or common areas caused by the Resident, his or her household or guests, and to do so within thirty (30) days after the receipt of the Landlord's itemized statement of the repair charges. The Damage and Service Charge Schedule is posted in the Landlord's office. If the item is not listed on the Schedule, the Resident shall be charged the actual cost the Landlord incurred.
- Keep the unit in standard condition, to include all utilities working and in the Resident's name as evidence at move in.

The Landlord Agrees To:

- Maintain the premises and the property in a decent and safe condition;
- Comply with requirements of applicable building codes, housing codes materially affecting health and safety, and U.S. Department of Housing and Urban Development regulations;
- Make necessary repairs to the premises;
- Keep property buildings, facilities and common areas, not otherwise assigned to the Resident for maintenance and upkeep, in a clean and safe condition;
- Maintain in good and safe working order condition electrical, plumbing, sanitary, heating, ventilating, and other facilities and appliances supplied or required to be supplied by the Landlord;
- Maintain appropriate receptacles and facilities for the disposal of garbage, rubbish, and other waste removed from the premises by the Resident.

If the dwelling unit is rendered uninhabitable, regardless of cause:

- The Resident shall immediately notify the Landlord;
- The Landlord shall be responsible for repair of the unit within a reasonable time. If the Resident, household members or guests caused the damage, the reasonable cost of the repairs shall be charged to the Resident;
- The Landlord shall offer standard alternative accommodations, if available, when necessary repairs cannot be made within a reasonable time;



Your Public Housing Lease

- (d) The Landlord shall make a provision for rent abatement in proportion to the seriousness of the damage and loss in value if repairs are not made within a reasonable time. No abatement of rent shall occur if the Resident rejects the alternative accommodations or if the Resident, Resident's household, or guests caused the damage;
- (e) Lack of air conditioning is NOT an emergency. GHA is not required to install air conditioners on demand and is not responsible for damage.

The Landlord is not responsible for Resident's property, nor any damage to Resident's property. Residents should consider renter's insurance.

This means...

- The resident and landlord will work together to ensure a safe and clean dwelling, free of debris and in compliance with all applicable building codes.
- The resident will keep their residence, including all appliances, fixtures, and equipment in the residence, grounds, parking space, and common areas clean and in proper working condition, and will not destroy, damage, or deface any of the property.
- If a resident sees any part of the unit, common areas or grounds are damaged or defective, they will immediately contact the landlord who will make necessary repairs and upkeep to maintain all aspects of the property in a safe, clean and working condition in a reasonable amount of time.
- The resident and landlord will maintain proper trash receptacles and trash removal from the property.
- If the unit becomes uninhabitable, the resident must immediately notify the landlord who will then be responsible for a reasonably timed repair or alternative accommodations, so long as a resident or guest of the resident did not cause or create the damage.

Your lease says...

Section 13: RESTRICTION ON ALTERATIONS: The Resident shall not do any of the following without first obtaining the Landlord's written permission:

- (a) Dismantle, change or remove any part of the appliances, fixtures or equipment in the dwelling unit;
- (b) Paint or install wallpaper or contact paper in the dwelling unit;
- (c) Attach awnings or window guards in the dwelling unit;
- (d) Attach or place any fixtures, signs or fences on the building(s), the common areas or the property grounds;
- (e) Attach any shelves, screen doors or other permanent improvements in the dwelling unit;
- (f) Install or alter carpeting, resurface floors or alter woodwork;
- (g) Install dryers, fans, heater, air conditioners, space heaters or kerosene heaters;
- (h) Place any aerials, antennas, or electrical, cable or telephone connections on the dwelling unit;
- (i) Install additional or different locks or gates on any doors or windows of the dwelling unit; or
- (j) Operate a business as an incidental use in the dwelling unit without written permission (See Section 5).

This means...

- You cannot make any changes to GHA property which includes adding, changing, or altering the interior, exterior, or any common areas of the property.
- You cannot use your unit to operate a business without permission of GHA

Your lease says...

Section 14: ACCESS BY LANDLORD: The Landlord shall provide two (2) days written advance notice to the Resident of his or her intent to enter the dwelling unit for the purpose of performing routine inspections and preventive maintenance, extermination, or to show the dwelling unit for re-renting. The notice shall specify the date and purpose for the entry. The Resident shall permit the Landlord, his or her agents, or other persons, when accompanied by the Landlord, to enter the dwelling unit for these purposes. In the event that the Resident



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and all adult members of the household are absent from the dwelling unit at the time of entry, the Landlord shall leave a card stating the date, time and name of the person entering the dwelling unit and the purpose of the visit. No such notice is required if the landlord is responding to Resident request for maintenance repair.

The Landlord may enter the dwelling unit at any time without advance notice when there is a reasonable cause to believe an emergency exists.

This means...

- Residents will be properly notified of scheduled inspections, pest control, or preventive maintenance.
- Residents must permit entry of the unit during scheduled inspections, pest control, or preventive maintenance.
- If the household requests maintenance, GHA has permission to enter the unit.
- If an emergency exists, GHA can enter the unit to take necessary steps to correct or abate issues that may cause damage to the property or harm residents.

Your lease says...

Section 15: SIZE OF DWELLING: The Resident understands that the Landlord assigns dwelling units according to the Occupancy Standards published in its Admissions and Continued Occupancy Policy (ACOP). The Standards consider the type (such as dwelling units designed for the elderly or handicapped) and size of the dwelling unit required by the number of household members. If the Resident is or becomes eligible for a different type of size dwelling unit, and an appropriate dwelling unit under this program and the Landlord's transfer policy becomes available, the Resident shall be given a reasonable period of time to move. This time shall not exceed sixty (60) days unless an unusual hardship condition exists. If the resident fails to move to the designated dwelling unit within the notice period specified by the Landlord, the Landlord may terminate this lease.

If the Landlord determines that a Resident must transfer to another unit based on family composition, the Landlord shall notify the Resident. The Resident may ask for an explanation stating the specific grounds of the determination, and if the Resident does not agree with the termination, the Resident may request a hearing in accordance with the Landlord's grievance procedures.

This means...

- GHA will follow its occupancy policies in regards to bedroom size.
- If GHA determines a resident qualifies for a larger or a smaller unit, the resident may be required to move to another unit. If you fail to move, GHA can terminate your lease.
- The resident can request an explanation of the reason for GHA's decision. If the resident feels they should not have to move, they can appeal the housing authority's action.

Your lease says...

Section 16: LEASE TERMINATION BY LANDLORD: Any termination of this lease shall be carried out in accordance with the U.S. Department of Housing and Urban Development regulations, state and local law, and the terms of this Lease.

The Landlord shall not terminate or refuse to renew the Lease other than for serious or repeated violation of material terms of the Lease, such as but not limited to, the following:

- (a) Nonpayment of rent or other charges due under lease, or repeated chronic late payment of rent or other charges. Refusal or failure to take appropriate step to resolve problem areas (such as, referral to other agencies or payment plan).
- (b) Failure to provide timely and accurate statements of income, assets, expenses and family composition at Admission, Interim, Special or Annual Rent Re-certifications, to attend scheduled reexamination interviews or to cooperate in the verification process if the Resident has chosen to pay rent based on a percentage of income.
- (c) Furnish false or misleading information during the application or review process.
- (d) Assignment or subleasing of the premises or providing accommodation for boarders or lodgers.
- (e) Use of the premises for purposes other than solely as a dwelling unit for the Resident and Resident's household as identified in this Lease, or permitting its use for any other purpose without the written permission of the Landlord.



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- (f) Failure to abide by necessary and reasonable rules made by the Landlord for the benefit and well being of the housing development and the Residents.
- (g) Failure to abide by applicable building and housing codes materially affecting health or safety such as smoke detectors, fire exits, safe stairwells and unauthorized heating appliances.
- (h) Failure to dispose of garbage, waste and rubbish in a safe and sanitary manner.
- (i) Failure to use electrical, plumbing, sanitary, heating ventilating, air conditioning and other equipment in a safe manner.
- (j) Acts of destruction, defacement or removal of any part of the premises (such as removing smoke detector batteries, range hood extinguishers), or failure to cause guests and other persons on the lease to refrain from such acts.
- (k) Failure to pay reasonable charges for the repair of damages to the premises, property buildings, facilities or common areas.
- (l) Any activity that threatens the health, safety, or right to peaceful enjoyment of the premises by other Residents or employees of the Authority.
- (m) Any violent or drug-related criminal activity on or off the premises, not just on or near the premises.
- (n) Alcohol abuse that the Landlord determines interferes with the health, safety or right to peaceful enjoyment of the premises by other Residents.
- (o) Failure to perform required community service or be exempted there from.
- (p) Failure to allow inspection of the dwelling unit.
- (q) Determination that a family member has knowingly permitted an ineligible non-citizen not listed on the lease to permanently reside in their public housing unit.
- (r) Determination of or discovery that a Resident is a registered sex offender.
- (s) Violation of pet policy.
- (t) Any other good cause.

This means...

- GHA can terminate your lease for lease violations.
- You have the right to appeal GHA actions.

Your lease says...

Section 17: NOTICE OF LEASE TERMINATION: If the Landlord proposes to terminate this Lease, the Resident shall be given written notice of the proposed termination, as listed below:

For failure to pay rent and other charges, at least fourteen (14) days

For creation or maintenance of a threat to health or safety to other residents or Landlord's employees, a reasonable time based on the urgency of the situation; or

For all other cases, thirty (30) days, or less if GHA determines that a situation exists in violation of the One Strike Policy.

The Notice to Vacate required by state or local law may be combined with or run concurrently with a Notice of Lease Termination required by this lease.

The Notice of Lease Termination from the Landlord shall be either personally delivered to the Resident or to an adult member of the Resident's family residing in the dwelling unit, or sent to the Resident by First Class Mail, properly addressed, postage pre-paid. The notice shall:

- (a) Specify the date the Lease shall be terminated;
- (b) State the grounds for termination with enough detail for the Resident to prepare a defense. The Landlord shall rely solely on the grounds stated in the Notice of Lease Termination in the event eviction action is initiated;
- (c) Advise the Resident of the right to reply as he or she may wish, to examine the Landlord's documents directly relevant to the termination of eviction, to use the Grievance Policy to contest the termination, and/or to defend the action in court.
- (d) In accordance with the One Strike Policy.



This means...

- GHA provides residents written notification of any legal action and provides residents information in regards to the proper way to appeal such actions.
- GHA hand delivers and mails a copy of all termination notices, a copy of the lease specifying the cause for termination, and appeal forms. The termination letter states specific instruction of the termination process and how to appeal.

Your lease says...

Section 18: LEASE TERMINATION BY RESIDENT: The Resident shall give the Landlord fifteen (15) day written notice before moving from the dwelling unit. If the Resident does not give the full notice, the Resident shall be liable for rent to the end of the notice period or to the date the dwelling unit is re-rented, whichever date comes first.

This means...

- Residents must provide a 15 day written notice to move (GHA provides forms the resident can fill out and sign).
- Residents need to communicate with their housing representative of any changes to their moving date.
- All keys must be returned to GHA (house and mailbox).

Your lease says...

Section 19: PROPERTY ABANDONMENT: The Landlord will consider the unit to be abandoned when a Resident has fallen behind in rent and has clearly indicated by words and actions an intention not to continue living in the unit such as termination of utilities. The Landlord has claim against the Resident for reasonable costs and expenses incurred in removing the property and restoring the unit for re-lease in accordance with South Carolina state law. The Landlord can collect from the Resident all these costs.

This means...

- If the resident abandons the property they can be charged for cost to the housing authority to restore the unit to a rentable state.

Your lease says...

Section 20: DELIVERY OF NOTICES:

Notice by Landlord: Any notice from the Landlord shall be in writing and either personally delivered to the Resident or to an adult member of the Resident's family residing in the dwelling unit, or sent to the Resident by first-class mail, properly addressed, postage pre-paid.

Notice by Resident: Any notice to the Landlord shall be in writing, and either personally delivered to the Landlord at the Landlord's office, or sent to Landlord by first-class mail, postage pre-paid and addressed to: The Georgetown Housing Authority, P.O. Box 209, Georgetown, S.C. 29442

If the Resident is visually impaired, notices shall be in accessible format.

Your lease says...

Section 21: GRIEVANCES: All individual grievances or appeals shall be processed under the Grievance Policy. This Policy is posted in the Landlords office where copies are available upon request.

Before the Landlord shall schedule a Grievance Hearing for any grievance concerning the amount of rent the Landlord claims is due, the Resident must first bring his or her rent account current by paying to the Landlord an amount equal to the amount of rent due and payable as of the first of the month proceeding the month in which the act or failure to act took place. After the hearing is scheduled, the Resident shall continue to deposit this same monthly rent amount into the Landlord's escrow account until the complaint is resolved by the decision of the hearing officer or panel.

When the Landlord is required to afford the Resident the opportunity for a timely hearing in accordance with the Landlord's grievance procedure for a grievance concerning the Lease termination, the tenancy shall not terminate (even if any notice to vacate under state or local law has expired) until the time for the Resident to request a grievance hearing has expired, and (if a hearing was timely requested by the Resident) the grievance process has been completed.



Your Public Housing Lease

This means...

- GHA will follow Grievance Policy procedure in relation to any action taken and will notify the resident of every step in the process.
- GHA will schedule all appeals in a timely manner. Until the hearing takes place, the resident can continue to live in their unit.

Your lease says...

Section 22: HOUSE RULES: The Resident agrees to obey any House Rules, which are reasonable related to the safety, care and cleanliness of the building and the safety, comfort and convenience of the Residents as attached.

This means...

- GHA addresses issues that may be detrimental to residents and their families. If we see recurring issues that may cause damage, harm residents, or are not in the best interest of our community or staff, GHA will notify residents of such house rules in writing and through educational programs.

Your lease says...

Section 23: DISCRIMINATION PROHIBITED: The Landlord shall not discriminate based upon race, color, creed, religion, national origin, sex, marital status, age, handicap, or disability, familial status or recipients of public assistance, and shall comply with all nondiscrimination requirements of federal, state and local law.

This means...

- GHA cannot discriminate against anyone.

Your lease says...

Section 24: ATTACHMENTS TO THE LEASE: The Resident certifies that he/she has received a copy of this Lease and the following Attachments to this Lease, and understands that these Attachments are part of this Lease.

Attachments:

- | | | |
|------------------------------|-----------------------------------|---|
| (a) Move-in Inspection | (d) House Rules | (g) Smoke-Free Policy |
| (b) Community Service Policy | (e) One Strike Policy | (h) Domestic Violence, Dating Violence, Sexual Assault, and Stalking Policy |
| (c) Pet Policy | (f) Maintenance of Dwelling Units | |

This means...

- You received a copy of the lease and all attachments listed above.
- You understand what is expected of you and your household members, and what you can expect from GHA.
- You agree to abide by this lease and the attachments as they apply to you.
- Your lease is a legal document. All residents 18 or older are required to sign the lease. Once the lease is signed by you and the housing representative, it becomes a legally binding document in the eyes of the law.
- Please be sure that you understand your lease and attachments. If you have questions or concerns you have the right to request a meeting with a housing representative. Remember, you are creating a credit history while at GHA.

The GHA staff is here to help guide you through your housing experience. We hope it will be a positive experience, filled with opportunity and rewarding memories. Enjoy your new home!



Addendum - Smoke-Free Policy

Housing Authority of the City of Georgetown SMOKE-FREE PUBLIC HOUSING POLICY

(A) Effective Date of Implementation

Effective Date of Implementation: 1/1/18

(B) Introduction

A Final Rule issued by the Department of Housing and Urban Development (HUD), 81 FR 87430, requires the Housing Authority to implement a smoke-free policy. This Final Rule improves indoor air quality in the housing; benefits the health of public housing residents, visitors, and Housing Authority staff; reduces the risk of catastrophic fires; and lowers overall maintenance costs. To comply with this Final Rule, the Housing Authority has developed and hereby implements this Smoke Free Public Housing Policy, hereinafter referred to as "Policy".

(C) Definition of Prohibited Tobacco Products

Prohibited tobacco products are defined as

- (1) Items that involve the ignition and burning of tobacco leaves, such as (but not limited to) cigarettes, cigars and pipers.
- (2) To the extent not covered by Section (C (1) above, waterpipes (hookahs), and
- (3) Other tobacco products such as other lighted smoking devices used for burning tobacco or any other plant.

(D) Restricted Areas

The use of prohibited tobacco products is prohibited in all public housing living units and interior areas (including but not limited to hallways, rental and administrative offices, community centers, day care centers, laundry centers, and similar structures), as well as in outdoor playgrounds and in outdoor areas within 25 feet from public housing, administrative offices, administrative office buildings, and maintenance buildings (collectively, "restricted areas").

(E) Designated Smoking Area

The Housing Authority may designate and create smoking areas outside the restricted areas as funding permits. The Housing Authority will ensure that the area is accessible for persons with disabilities in accordance with the Housing Authority's obligations under Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act, and the Fair Housing Act.

Application of Policy

If there is any conflict between its Policy and laws or regulations, the laws and regulations will prevail.

It is the policy of the Housing Authority to fully comply with all Federal, State and local nondiscrimination laws; the Americans with Disabilities Act; and the U.S. Department of Housing and Urban Development regulations governing Fair Housing and Equal Opportunity. The Housing Authority shall affirmatively further fair housing in the administration of this Policy.

No person shall, on the grounds of race, color, sex, religion, national or ethnic origin, familial status or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Policy.

Upon the Effective Date of the Policy, the Housing Authority will uniformly and promptly enforce the Policy. Violations will be addressed in a timely manner. Smoking violations will be treated like any other violation. Residents shall be liable for smoking-related damages to Public Housing units and all other restricted areas. The Housing Authority may charge Residents for damages to a unit beyond normal wear and tear caused by smoking but may not impose monetary fines for violation of the Policy.

(F) GHA Responsibilities

- (1) To assure that no resident, member of the resident's household, or guest engages in:
 - (a) any smoking of prohibited tobacco products in restricted areas, as described in Section (D) of this Policy, and
- (2) To assure that no other person under the resident's control engages in:
 - (a) any smoking of prohibited tobacco products in restricted areas, as described in Section (D) of this Policy, and

Phase-in Period

Implementation of this Policy will be phased-in prior to full enforcement by the Housing Authority. The Phase-in Period will begin on 1/1/18 and end 6/30/18. Enforcement of the provisions and requirements



Addendum - Smoke-Free Policy

of the Policy will be suspended until 7/1/18, with the exception of Sections (A) and (I). Through the Phase-In Period, the Housing Authority will execute Lease Addendums to incorporate the Smoke-Free Public Housing Policy into existing resident Leases and/or execute new Leases which will include the Smoke-Free Public Housing Policy. Additionally, the Housing Authority will distribute cessation assistance information to residents, answer questions residents may have regarding the Policy and encourage residents to begin exercising the provisions and requirements of the Policy.

All provisions and requirements of the Policy not enforced during the Phase-In Period will be enforced on 7/1/18.

(B) Lease Enforcement

Enforcement of the Policy will begin on 7/1/18 after the end of the Phase-in Period. The Housing Authority will be responsible for enforcement of the Policy as stated in Section (G) above. Annual Inspections is a tool available to the Housing Authority as a means of monitoring resident compliance with the Policy. It is the responsibility of all residents to notify guests of this policy. If a resident witnesses someone smoking or smells tobacco smoke that is not in accordance with this Policy, the resident should report the violation or the odor to the property manager in writing as soon as possible. Property managers receiving a report involving a violation of this Policy will take appropriate enforcement action.

(1) 1st Violation

- (a) The Housing Authority will have an informal meeting with the resident and issue a verbal warning referencing the section of the Lease that has been violated.
- (b) The Housing Authority will provide the resident a copy of the Policy and cessation materials.
- (c) The Housing Authority will require the resident to sign an Acknowledgment of Verbal Warning and an agreement not to violate the Policy again or face further action.
- (d) The Housing Authority will document the resident file.

(2) 2nd Violation

- (a) The Housing Authority will send a written warning to the resident citing the section of the lease that has been violated.
- (b) The Housing Authority will provide the resident a copy of the Policy and cessation materials.
- (c) The Housing Authority will require the resident to sign an Acknowledgment Written Warning and an agreement not to violate the Policy again or face action.
- (d) The Housing Authority will document the resident file.

(E) 3rd Violation

- (a) The Housing Authority will take action to terminate the Lease.

(J) Right to Request a Reasonable Accommodation

Allowing a resident to smoke in a restricted area is not an accommodation that can be granted under HUD's Final Rule. However, requests for a reasonable accommodation will be further evaluated under Section 504 of the Rehabilitation Act of 1973, Title II of the American with Disabilities Act, and the Fair Housing Act. Individualized determinations will be made on a case-by-case basis by the Housing Authority.

(K) Statement that the Housing Authority is not a Guarantor of Smoke-Free Living Environment and Disclaimer

The Housing Authority's adoption of a smoke-free living environment, and the efforts to designate its properties as smoke free, do not make the Housing Authority the guarantor of Resident's health or of the smoke-free condition of the Resident's unit and the common areas nor does it any way change the standard of care that the Housing Authority would have to a Resident household to render buildings and premises designated as smoke-free any safer, more habitable, or improved in terms of air quality standards than any other rental premises. However, the Housing Authority shall take reasonable steps to enforce the smoke-free terms of its Leases/House Rules and this Policy in order to make its properties smoke-free.

The Housing Authority specifically disclaims any implied or express warranties that the building, common areas, or Resident's premises will have any higher or improved air quality standards than any other rental property. The Housing Authority cannot and does not warrant or promise that the rental premises or common areas will be free from secondhand smoke. The Housing Authority's ability to police, monitor or enforce the Policy is dependent in significant part on mandatory compliance by Resident and Resident's guests. Residents with respiratory ailments, allergies, or any other physical or mental condition relating to smoke are put on notice that the Housing Authority does not assume any higher duty of care to enforce the Policy than any other Housing Authority obligation under the Lease.



Notice of Occupancy Rights under VAWA

[GEORGETOWN HOUSING AUTHORITY¹]

Notice of Occupancy Rights under the Violence Against Women Act²

To all Tenants and Applicants

The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, or stalking. VAWA protections are not only available to women, but are available equally to all individuals regardless of sex, gender identity, or sexual orientation³. The U.S. Department of Housing and Urban Development (HUD) is the Federal agency that oversees that **[PUBLIC HOUSING PROGRAM/HOUSING CHOICE VOUCHER PROGRAM]** is in compliance with VAWA. This notice explains your rights under VAWA. A HUD-approved certification form is attached to this notice. You can fill out this form to show that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking, and that you wish to use your rights under VAWA.”

Protections for Applicants

If you otherwise qualify for assistance under **[PUBLIC HOUSING PROGRAM/HOUSING CHOICE VOUCHER PROGRAM]**, you cannot be denied admission or denied assistance because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

Protections for Tenants

If you are receiving assistance under **[PUBLIC HOUSING PROGRAM/HOUSING CHOICE VOUCHER PROGRAM]**, you may not be denied assistance, terminated from participation, or be evicted from your rental housing because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

Also, if you or an affiliated individual of yours is or has been the victim of domestic violence, dating violence, sexual assault, or stalking by a member of your household or any guest, you may not be denied rental assistance or occupancy rights under

[PUBLIC HOUSING PROGRAM/HOUSING CHOICE VOUCHER PROGRAM] solely on the basis of criminal activity directly relating to that domestic violence, dating violence, sexual assault, or stalking.

Affiliated individual means your spouse, parent, brother, sister, or child, or a person to whom you stand in the place of a parent or guardian (for example, the affiliated individual is in your care, custody, or control); or any individual, tenant, or lawful occupant living in your household.

1. The notice uses HP for housing provider but the housing provider should insert its name where HP is used. HUD’s program-specific regulations identify the individual or entity responsible for providing the notice of occupancy rights.

2. Despite the name of this law, VAWA protection is available regardless of sex, gender identity, or sexual orientation.

3. Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity, or marital status.



Notice of Occupancy Rights under VAWA

Removing the Abuser or Perpetrator from the Household

HP may divide (bifurcate) your lease in order to evict the individual or terminate the assistance of the individual who has engaged in criminal activity (the abuser or perpetrator) directly relating to domestic violence, dating violence, sexual assault, or stalking.

If HP chooses to remove the abuser or perpetrator, HP may not take away the rights of eligible tenants to the unit or otherwise punish the remaining tenants. If the evicted abuser or perpetrator was the sole tenant to have established eligibility for assistance under the program, HP must allow the tenant who is or has been a victim and other household members to remain in the unit for a period of time, in order to establish eligibility under the program or under another HUD housing program covered by VAWA, or, find alternative housing.

In removing the abuser or perpetrator from the household, HP must follow Federal, State, and local eviction procedures. In order to divide a lease, HP may, but is not required to, ask you for documentation or certification of the incidences of domestic violence, dating violence, sexual assault, or stalking.

Moving to Another Unit

Upon your request, HP may permit you to move to another unit, subject to the availability of other units, and still keep your assistance. In order to approve a request, HP may ask you to provide documentation that you are requesting to move because of an incidence of domestic violence, dating violence, sexual assault, or stalking. If the request is a request for emergency transfer, the housing provider may ask you to submit a written request or fill out a form where you certify that you meet the criteria for an emergency transfer under VAWA. The criteria are:

- (1) You are a victim of domestic violence, dating violence, sexual assault, or stalking. If your housing provider does not already have documentation that you are a victim of domestic violence, dating violence, sexual assault, or stalking, your housing provider may ask you for such documentation, as described in the documentation section below.
- (2) You expressly request the emergency transfer. Your housing provider may choose to require that you submit a form, or may accept another written or oral request.
- (3) You reasonably believe you are threatened with imminent harm from further violence if you remain in your current unit. This means you have a reason to fear that if you do not receive a transfer you would suffer violence in the very near future.

OR

You are a victim of sexual assault and the assault occurred on the premises during the 90-calendar-day period before you request a transfer. If you are a victim of sexual assault, then in addition to qualifying for an emergency transfer because you reasonably believe you are threatened with imminent harm from further violence if you remain in your unit, you may qualify for an emergency transfer if the sexual assault occurred on the premises of the property from which you are seeking your transfer, and that assault happened within the 90-calendar-day period before you expressly request the transfer.

HP will keep confidential requests for emergency transfers by victims of domestic violence, dating violence, sexual assault, or stalking, and the location of any move by such victims and their families.

HP's emergency transfer plan provides further information on emergency transfers, and HP must make a copy of its emergency transfer plan available to you if you ask to see it.



Notice of Occupancy Rights under VAWA

Documenting You Are or Have Been a Victim of Domestic Violence, Dating Violence, Sexual Assault or Stalking

HP can, but is not required to, ask you to provide documentation to “certify” that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking. Such request from HP must be in writing, and HP must give you at least 14 business days (Saturdays, Sundays, and Federal holidays do not count) from the day you receive the request to provide the documentation. HP may, but does not have to, extend the deadline for the submission of documentation upon your request.

You can provide one of the following to HP as documentation. It is your choice which of the following to submit if HP asks you to provide documentation that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

- A complete HUD-approved certification form given to you by HP with this notice, that documents an incident of domestic violence, dating violence, sexual assault, or stalking. The form will ask for your name, the date, time, and location of the incident of domestic violence, dating violence, sexual assault, or stalking, and a description of the incident. The certification form provides for including the name of the abuser or perpetrator if the name of the abuser or perpetrator is known and is safe to provide.
- A record of a Federal, State, tribal, territorial, or local law enforcement agency, court, or administrative agency that documents the incident of domestic violence, dating violence, sexual assault, or stalking. Examples of such records include police reports, protective orders, and restraining orders, among others.
- A statement, which you must sign, along with the signature of an employee, agent, or volunteer of a victim service provider, an attorney, a medical professional or a mental health professional (collectively, “professional”) from whom you sought assistance in addressing domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse, and with the professional selected by you attesting under penalty of perjury that he or she believes that the incident or incidents of domestic violence, dating violence, sexual assault, or stalking are grounds for protection.
- Any other statement or evidence that HP has agreed to accept.

If you fail or refuse to provide one of these documents within the 14 business days, HP does not have to provide you with the protections contained in this notice.

If HP receives conflicting evidence that an incident of domestic violence, dating violence, sexual assault, or stalking has been committed (such as certification forms from two or more members of a household each claiming to be a victim and naming one or more of the other petitioning household members as the abuser or perpetrator), HP has the right to request that you provide third-party documentation within thirty 30 calendar days in order to resolve the conflict. If you fail or refuse to provide third-party documentation where there is conflicting evidence, HP does not have to provide you with the protections contained in this notice.

Confidentiality

HP must keep confidential any information you provide related to the exercise of your rights under VAWA, including the fact that you are exercising your rights under VAWA.

HP must not allow any individual administering assistance or other services on behalf of HP (for example, employees and contractors) to have access to confidential information unless for reasons that specifically call for these individuals to have access to this information under applicable Federal, State, or local law.

HP must not enter your information into any shared database or disclose your information to any other entity or individual. HP, however, may disclose the information provided if:



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- You give written permission to HP to release the information on a time limited basis.
- HP needs to use the information in an eviction or termination proceeding, such as to evict your abuser or perpetrator or terminate your abuser or perpetrator from assistance under this program.
- A law requires HP or your landlord to release the information.

VAWA does not limit HP's duty to honor court orders about access to or control of the property. This includes orders issued to protect a victim and orders dividing property among household members in cases where a family breaks up.

Reasons a Tenant Eligible for Occupancy Rights under VAWA May Be Evicted or Assistance May Be Terminated

You can be evicted and your assistance can be terminated for serious or repeated lease violations that are not related to domestic violence, dating violence, sexual assault, or stalking committed against you. However, HP cannot hold tenants who have been victims of domestic violence, dating violence, sexual assault, or stalking to a more demanding set of rules than it applies to tenants who have not been victims of domestic violence, dating violence, sexual assault, or stalking.

The protections described in this notice might not apply, and you could be evicted and your assistance terminated, if HP can demonstrate that not evicting you or terminating your assistance would present a real physical danger that:

- (1) Would occur within an immediate time frame, and
- (2) Could result in death or serious bodily harm to other tenants or those who work on the property.

If HP can demonstrate the above, HP should only terminate your assistance or evict you if there are no other actions that could be taken to reduce or eliminate the threat.

Other Laws

VAWA does not replace any Federal, State, or local law that provides greater protection for victims of domestic violence, dating violence, sexual assault, or stalking. You may be entitled to additional housing protections for victims of domestic violence, dating violence, sexual assault, or stalking under other Federal laws, as well as under State and local laws.

Non-Compliance with The Requirements of This Notice

You may report a covered housing provider's violations of these rights and seek additional assistance, if needed, by contacting or filing a complaint with Christina S. Woodruff, Executive Director, Certified Victim's Advocate, Georgetown Housing Authority

For Additional Information

You may view a copy of HUD's final VAWA rule at [www.hud.gov].

Additionally, HP must make a copy of HUD's VAWA regulations available to you if you ask to see them.

For questions regarding VAWA, please contact **Christina S. Woodruff, Executive Director, 843-546-9621, ext. 227.**



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For help regarding an abusive relationship, you may call the National Domestic Violence Hotline at 1-800-799-7233 or, for persons with hearing impairments, 1-800-787-3224 (TTY). You may also contact

The Family Justice Center – 24 hour hot line – 843-436-3733, office – 843-546-3926

City of Georgetown Police Department 843-545-4300

Georgetown County Sheriff's Department – 843-546-5102

Rape Crisis Center of Georgetown – 843-545-5198.

For tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

For help regarding sexual assault, you may contact:

Rape Crisis Center of Georgetown – 843-545-5198

Victims of stalking seeking help may contact:

City of Georgetown Police Department 843-545-4300

Georgetown County Sheriff's Department – 843-546-5102

Attachment: Certification form HUD-5382 [form approved for this program to be included]

Did you know...

- Georgetown Housing Authority started their victims of domestic violence program in 1999, and was the first housing authority in the United States to institute such a program.



Addendum - Violence, Assault & Stalking Policy

LEASE ADDENDUM

DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, AND STALKING POLICY

REVISED JUNE, 2017

ASSAULTING SOMEONE PHYSICALLY IS A CRIMINAL OFFENSE. NO ONE HAS THE RIGHT TO MISTREAT ANOTHER PERSON, EVEN IF THAT PERSON IS A WIFE, HUSBAND, CHILD, PARENT OR LIVE-IN-PARTNER.

IT IS THE POLICY OF GEORGETOWN HOUSING AUTHORITY TO DETER ACTS OF CRIMINAL DOMESTIC VIOLENCE COMMITTED BY OR AGAINST ANY RESIDENT OF GEORGETOWN HOUSING AUTHORITY.

IN ORDER TO CARRY OUT THIS POLICY THE GHA WILL TAKE THE FOLLOWING MEASURES TO INSURE THE SAFETY OF RESIDENTS AND THEIR FAMILIES.

VAWA COMPLIANCE

THE GEORGETOWN PUBLIC HOUSING AUTHORITY MAKES EVERY EFFORT TO MEET THE OBLIGATIONS AS SET OUT PURSUANT TO VAWA. THE GHA RECOGNIZES THERE ARE CHANGES IN THE LAW FROM TIME TO TIME. VAWA ALSO REQUIRES CERTAIN AFFIRMATIVE ACTION BY THOSE SEEKING TO INVOKE THE PROCEDURES OF THE ACT. TOWARDS THAT END, THE GHA HAS AVAILABLE CERTAIN NOTICES AND POSTINGS TO ASSIST IN PURSUING THESE AVENUES.

THOSE DOCUMENTS INCLUDE THE FOLLOWING:

- NOTICE OF OCCUPANCY RIGHTS UNDER THE VIOLENCE AGAINST WOMEN ACT (5380)
- MODEL EMERGENCY TRANSFER PLAN FOR VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING (5381)
- CERTIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING AND ALTERNATE DOCUMENTATION (5382)
- EMERGENCY TRANSFER REQUEST FOR CERTAIN VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING (5383)
- PLEASE BE AWARE OF YOUR RIGHTS AND THAT WE ARE HERE TO ASSIST IN YOUR TIME OF NEED.

1. RESIDENTS RESPONSIBILITY:

- (a) WILL MAKE GHA AWARE OF ANY PERSONS THAT THEY MAY HAVE A RESTRAINING ORDER OR ORDER OF PROTECTION AGAINST, OR ANY OTHER PERSON THAT HAS COMMITTED ACTS OF CDV AGAINST THEM OR ANY FAMILY MEMBER LIVING IN THEIR HOUSEHOLD THAT MAY CONTINUE TO BE A THREAT TO THEIR SAFETY AND WELL BEING, AS WELL AS HARMFUL TO OTHERS.
- (b) GHA WILL PLACE THESE PERSONS ON THE "NO TRESPASSING" LIST AND CONSULT WITH LAW ENFORCEMENT REGARDING THE SUBJECTS HISTORY WITH THE RESIDENT.
- (c) IF THE OFFENDING PARTY IS NOT AWARE OF THE VICTIMS LOCATION, GHA WILL NOT NOTIFY THE SUBJECT OF THEIR STATUS ON THE "NO TRESPASSING" LIST. THIS WILL SERVE TO PROTECT THE VICTIM'S PRIVACY, AND RIGHT TO PEACEFUL ENJOYMENT OF THEIR HOME.
- (d) IF AT SOME POINT IN TIME THE SUBJECT DOES COMMIT AN ACT OF CDV ON OR OFF GHA PROPERTY AGAINST ANY RESIDENT, THEY WILL THEN BE NOTIFIED IN WRITING OF THEIR STATUS ON THE "NO TRESPASSING" LIST.
- (e) GHA WILL REQUIRE VICTIMS OF CDV TO PURSUE ALL LEGAL AVENUES AVAILABLE TO THEM TO PROSECUTE THE SUBJECT, AND TO RECEIVE GUIDANCE AND COUNSELING FROM APPROPRIATE AGENCIES, SUCH AS, HOSPITALS, PHYSICIANS, LOCAL DOMESTIC VIOLENCE SERVICE PROVIDER, GEORGETOWN POLICE DEPART VICTIM ADVOCATE, GEORGETOWN COUNTY SHERIFF'S DEPARTMENT VICTIM ADVOCATE, MENTAL HEALTH, LEGAL AIDE, FAMILY COURT, AND GEORGETOWN COUNTY DEPARTMENT OF SOCIAL SERVICES.

2. GHA MANAGEMENT RESPONSIBILITY:



Addendum - Violence, Assault & Stalking Policy

- (a) CONTACT RESIDENT(S) INVOLVED IN CDV WITHIN 24 HOURS OF RECEIVING INFORMATION FROM LAW ENFORCEMENT.
- (b) WHEN CHARGES HAVE NOT BEEN BROUGHT AGAINST SUBJECT, GHA WILL PURSUE CHARGES WHEN APPLICABLE.
- (c) GHA MANAGEMENT WILL OFFER, AS NEEDED, SUPPORT SYSTEMS SO THAT THE VICTIM CAN EMPOWER THEMSELVES AND TAKE CHARGE OF THEIR PARTICULAR SITUATION.

3. FAILURE TO COMPLY WITH GHA CRIMINAL DOMESTIC VIOLENCE POLICY:

- (a) FIRST OCCURRENCE INVOLVING CDV, THE HEAD OF HOUSEHOLD WILL BE ADVISED OF GHA POLICY AND WHAT MEASURES SHOULD BE TAKEN TO COMPLY
- (b) FAILURE TO COMPLY WITH GHA POLICY AND AGREED UPON CONDITIONS WILL BE CAUSE FOR EVICTION.
- (c) VIOLATIONS AND SEVERITY OF CDV INCIDENTS CAN BE CAUSE FOR IMMEDIATE EVICTION TO INSURE SAFETY OF OTHERS THAT MAY BE DIRECTLY OR INDIRECTLY AFFECTED BY THE SUBJECT/VICTIMS ACTIONS OR FAILURE TO ACT.
- (d) EVICTION FOR CDV WILL PROHIBIT READMISSION TO PUBLIC HOUSING OR SECTION 8 UNTIL PROOF OF A MINIMUM OF 3 YEARS WITHOUT INCIDENT CAN BE PROVIDED.
- (e) PERSONS EVICTED FOR CDV WILL BE PROHIBITED FROM THE PREMISES AND THE POLICE DEPARTMENT WILL BE NOTIFIED THAT THESE PERSONS WILL BE CONSIDERED TRESPASSERS IF ON GHA PROPERTY.

4. RIGHTS OF RESIDENTS:

- (a) ARREST AND CONVICTION IS NOT REQUIRED FOR GHA TO ACT ON THIS POLICY.
 - 1. RIGHT TO INFORMAL HEARING TO REFUTE OR EXPLAIN SITUATION.
 - 2. RIGHT TO KNOW SPECIFIC EVIDENCE IN USE AGAINST THEM.
 - 3. RIGHT TO BRING ATTORNEYS, WITNESSES, AND/OR WRITTEN DOCUMENTATION CONCERNING THE CASE.
- (b) DWELLING LEASE REGARDING OCCUPANCY.
- (c) THIS POLICY IS AN ADDENDUM TO THE DWELLING LEASE WHICH FURTHER EXPLAINS GHA'S RIGHTS AND RESPONSIBILITIES IN REGARDS TO ACTS OF VIOLENCE IN PUBLIC HOUSING.
- (d) ALL CURRENT RESIDENTS HAVE THE RIGHT TO APPEAL TO AN INFORMAL APPEAL VIOLATIONS ARE THE SOLE REASON FOR EVICTIONS. SEE SECTION V (5) OF THE BOARDS ANY ACTION OF THE GHA ADMINISTRATION OR MANAGEMENT.
- (e) RESIDENT'S RIGHTS ARE ALSO PROTECTED THROUGH THE SUMMARY COURT SYSTEM IN GEORGETOWN COUNTY.
- (f) RESIDENTS WILL BE TREATED UNIFORMLY AND ALL ACTIONS WILL BE CLEARLY STATED IN WRITING.

RESIDENT SIGNATURE <HH Name (Full)>

DATE

STAFF SIGNATURE

DATE





WELCOME HOME

Important Information
and Reminders

Moving Checklist for a New Resident

Some things to remember when moving to a new address.

- Send or take a Change of Address Card to the post office to have mail forwarded to the correct and current address.
- Cancel or transfer services such as cable, electric, and phone for your previous address, and set up new services for your new address.
- Visit the Department of Motor Vehicles to update your address on your Driver's License.
- Once you move into your new home, immediately inform us of any problems.
- Update newspaper and magazine subscriptions and inform friends and family about your new address.

Housing Information for Residents

Rent

- Rent is due on the 1st day of each month. If it is paid after the 1st day, it is late. We attach a late charge on the 6th day of the month. If you have not paid your rent by the 15th day, it will be sent to the magistrate. We then issue an order and rule, which is a \$40 fee. If at the end of the order and rule rent is still not paid, we issue a writ of ejectment, which is \$10.
- Residents who receive a utility allowance check must pick up utility checks before the 5th of each month; after that date, checks will be voided and applied back to the resident's account.
- If you owe any additional charges (work orders or retroactive rent), you must make a repayment agreement by the 5th of the month that it is due.



- Residents who qualify for a utility allowance check must pick up the utility check by the 10th of each month, after that date, checks will be voided.
- Failure to report income can be cause to owe back rent and any utility payment made on your behalf by GHA.

Maintenance Charges

- Bills are mailed to you along with your GHA statement. Review the due date and make sure to pay the bill by the due date listed on the bill. You may request to set up a Repayment Agreement for work order charges or retroactive rent. This request must be made at the GHA office between the 1st and 5th day of the month that the charge is due.
- If the bill is not paid by the 5th day of the month it is due, you will lose the option to set up a Repayment Agreement and the bill must be paid in full.
- If you wish to appeal a charge, you must put in a written appeal and pay the amount in full first. The money will be held in escrow until the appeal board reaches a decision. You will be required to present your case before the board.
- GHA only charges for damages to the property and yards that are not kept clean.
- GHA provides lawn maintenance free of charge. We ask residents to be responsible for keeping their yards free of trash and debris.
- For more information, please refer to the **Maintenance** section of this booklet.



Occupancy

- Residents are not permitted to have guests or visitors live with them more than 14 days out of each year without obtaining prior written permission from the housing authority. If you wish to add someone to your lease, they must come with you to the GHA office and provide the same information you did when applying to be approved before moving in.
- Residents are required to renew their lease once a year. Flat rents will be provided regularly.
- For more information, please refer to the **Lease Reminders** section of this booklet.



Important Information & Reminders

One Strike Policy

- Drugs and violence are expressly PROHIBITED on GHA property. Heads of household are held responsible for the actions of their children and guests in regard to this policy.



Criminal Domestic Violence Policy

- Criminal domestic violence is not tolerated by GHA. Those who come to GHA that have been victims are required to follow this policy in order to retain a lease with GHA.

Pet Policy

- Pets must be pre-approved by GHA and a \$200 deposit per dog and/or cat is required.
- All pets must have all their required shots and be spayed or neutered.
- Dogs and cats are not permitted to run loose or be chained in the yard.
- GHA makes reasonable accommodations for certified service animals in accordance with the Americans with Disabilities Act.



Other Policies/Procedures

- GHA charges for cars parked on the grass or in unauthorized places. Cars without proper license tags will be towed.
- Property Abandonment: The unit is considered abandoned when a resident has fallen behind in rent and has clearly indicated by words and actions an intention not to continue living in the unit, such as termination of utilities.

Residents Agree to:

- Keep the apartment/house clean and in safe condition, the yard and parking spot free of debris and trash, and to not litter on the grounds.
- Take responsibility for each and every person on their lease and all guests.
- Not undertake or permit his or her family or guests to undertake any hazardous acts or do anything that could damage the property.
- Not destroy, deface, damage, remove or change any part of the unit, common areas, or grounds.
- Use all appliances, fixtures, and equipment in a safe manner and only for the purpose for which they are intended.
- Notify the landlord of any defects in plumbing, fixtures, appliances, or heating equipment.
- Not park unregistered or disabled vehicles on the property. There is no parking in grassy areas.
- Keep the utilities working at all times, and remove garbage and other waste from the dwelling unit in a clean and safe manner.
- Pay reasonable charges for the repair of damages (other than normal wear and tear) to the premises, development buildings, facilities, or common areas caused by the resident, his or her household member or guests, and do so within 30 days after receipt of itemized statement from the landlord.



Landlords Agree to:

- Maintain the property and grounds and keep all areas in good condition.
- Maintain appropriate facilities for garbage.



Important Information & Reminders

How to Setup a Repayment Agreement for Maintenance Charges or Retroactive Rent

1. When you receive your statement, read your statement thoroughly and notate the due dates of any maintenance charges or retroactive rent.
2. Residents are responsible for requesting a repayment agreement.
3. Repayment agreements must be requested between the 1st and the 5th of the month the charge is due.
4. A GHA representative will assist you in setting up your repayment agreement. Please make sure you thoroughly read the terms of your agreement. Your repayment agreement is a legal document.
5. If you have any new charges they will not automatically go on your current repayment agreement. You must follow the same procedures to any new charges. You will be required to sign the new agreement, which will take to the place of your old repayment agreement.
6. If you are late two times, or default on your current repayment agreement, we cannot add new charges or enter into a new repayment agreement with you for any new or future charges. Your charges will be due in the full amount.
7. See attached example:



GEORGETOWN HOUSING AUTHORITY			Customer ID
Statement of Account			Statement Date 04/26/2012
To:			Payment _____
Georgetown SC 29440			
Tenants Accounts Receivable			Account Number A000001138
			Previous Balance \$0.00
<u>Date</u>	<u>Description</u>		
04/01/2012	Rent Rent		\$224.00
04/06/2012	Late Fee Late Fee 04/05/2012		\$20.00
04/09/2012	Payment Payment 4/9/2012		(\$227.00)
04/09/2012	Late Fee VOID - Late Fee 04/05/2012		(\$20.00)
05/01/2012	Rent Rent		\$166.00
05/01/2012	Work Order WO# 509593		\$14.00
05/01/2012	Work Order WO# 509250		\$14.00
06/01/2012	Work Order WO# 509787		\$80.00
Ending Balance			\$271.00
05/10/2012 15:42:35			Page 1 of 1



Important Information & Reminders

Lease Reminders

Keeping Your Lease is Up to You!

Listed below are a few key items you can do to take care of your responsibilities at GHA. We recommend you review your lease periodically to ensure that you are following its requirements. Violations to your lease can be cause for termination from public housing assistance.



Always perform the following tasks:

- Pay your rent on time.
- Pick up your utility check by the 5th of each month, if applicable.
- Pay any maintenance or yard charges.
- Renew your lease on time.
- Notify the GHA office promptly of any maintenance problems.
- Keep your utilities on at all times.

Remember that false information is grounds for eviction.

Reporting Income Changes

Residents must promptly report to the landlord any of the following changes in household circumstances when they occur between annual rent re-certification:



- A member has been added to the family through birth, adoption, or court-awarded custody.
- A household member is leaving or has left the family unit.

Residents paying rent based on a percentage of income may report the following activities that occur between annual rent recertification:

- A decrease or increase in household income.
- Childcare expenses for children under 13 that are necessary to enable the head of the household be employed or go to school.
- Handicapped assistance expenses, which enable a family member to work.
- Medical expenses of the elderly, disabled, or handicapped headed households that are not covered by insurance.
- Other family changes that impact their adjusted income.

Rent Decreases, Increases & Renewals

- Rent decreases shall be processed by the landlord so that the lowered rent amount becomes effective on the first day of the month after the resident reports the change in household circumstances to the Public Housing Manager (PHM).
- Rent increases shall be processed by the landlord so that the resident is given no less than 30 days advance written notice of the amount due. The rent change may be retroactive if the resident has failed to notify the PHM.
- Lease renewals will be at least 60 days prior to your anniversary date each year. You will be notified by mail and it is your responsibility to respond to the notice, fill out all forms and provide GHA with all requested documents.



Letting People Live With You



You cannot have anyone living with you that is not on your lease.

As stated in your lease: “The Resident shall use the premises as a private dwelling for himself or herself and the persons named in this Lease, with the exception of minor children born into the household during this tenancy, and shall not permit its use for any other purpose without the written permission of the Landlord.” (Section 5)

According to the lease, residents may not have persons living with them for more than 14 days each year without prior written approval from GHA. This includes, but is not limited to, live-in aides, foster children or adults, children awarded by the court, and adopted children. If you have a baby by natural birth, you must let the office know within 10 days of the birth.

Also, remember that if you go out of town, you can’t allow other people to stay in your home without prior approval from the office. The GHA Public Housing Lease states that residents shall not “sublet or assign the unit, or any part of the unit...” (Section 5) It also clearly states in Section 16, that residents may not provide accommodation for “boarders or lodgers”.

In addition, if a household member is leaving or has left the family, you must contact GHA.

You Are Responsible for Your Household Members and Guests

Always remember that YOU are responsible for your own actions, the actions of your household members including children, and for the actions of your guests.

Section 5 of your lease states: “The resident shall not...”

- Engage in or permit unlawful activities in the unit, in the common areas, or on the property grounds;
- Act or allow household members or guests to act in a manner that will disturb the rights or comfort of neighbors;
- Permit any member of the household, a guest, or another person under the Resident’s control to engage in any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the premises by other residents or Authority employees.
- Permit any member of the household, a guest of another person under the Resident’s control to engage in any violent or drug related criminal activity, on or off the premises.

Lease Section 16 states that GHA shall terminate or refuse to renew the lease of residents who commit “Any violent or drug-related criminal activity on or off the premises, not just on or near the premises”.

Residents also are responsible for the care of their homes. If a guest damages your unit, you are responsible. Residents must agree to “not undertake, or permit his or her family or guests to undertake, any hazardous acts or do anything that will damage the property”, and also agree to “pay reasonable charges for the repair of damages (other than normal wear or tear) to the premises, development, buildings, facilities or common areas caused by the Resident, his or her household or guests...” (Section 12)

Section 16 states that if you do not prevent persons on your lease or your guests from committing acts of destruction, defacement, or removal of any part of the premises, your lease could be terminated.

If your children, or children under your care, harass other residents, commit unlawful acts, or cause damage to GHA property, YOU will be held responsible.



Important Information & Reminders

Pay Your Rent on Time

Rent is due on the 1st day of each month. If it is paid after the 1st day, it is late. We attach a late charge on the 6th day of the month. If you have not paid your rent by the 15th day, it will be sent to the magistrate. We then issue an order and rule, which is a \$40 fee. If at the end of the order and rule rent is still not paid, we issue a writ of ejectment, which is \$10.



Lease Renewal

Residents are required to renew their lease once a year. Flat rents will be provided annually.



Maintenance

Yard Checks

Maintenance performs yard checks every Tuesday. If your yard does not pass a weekly inspection, you will be charged a \$50 yard charge each time. GHA provides maintenance for residents, but you are responsible for your keeping your yard free of trash.



Maintenance Work Orders

To place a work order during business hours, please call 843-546-9621, ext. 221, and leave your name, phone number, address, and brief description of the problem.

In Case of a Maintenance Emergency

If you have a maintenance emergency after hours, on weekends, or holidays, please call the Maintenance Director at 843-946-0908. The pager will pick up your phone number, and maintenance will return your call as soon as possible.



For a maintenance emergency during business hours, please call 843-546-9621 x221, and leave your name, phone number, address, and brief description of the problem.

A maintenance emergency is anything that threatens the health and safety of the resident or GHA property. Emergency response is required by HUD guidelines to be within 24 hours and to fix the emergency part of the problem, not repair completely. GHA is NOT responsible for damages to your personal property.

You are advised to purchase Renter's Insurance to cover replacement or repair of your personal items.

Please do not wait until inspection week to call in work orders. Call in repairs as needed!

Maintenance Reminders

Sewer Backups

It is VERY IMPORTANT for you to report any toilet or sewer line back up IMMEDIATELY. Do not pour any harsh chemicals down your toilet, examples include drain cleaner or lye.



Drain Clogs

The following tips will help prevent drains from clogging:

- Wipe greasy dishes and pots with disposable cloths before washing.
- Throw fatty food trimmings in the trash and place a strainer basket in the drain to catch solid food items.
- Don't put used cooking oil down the drain. Pour it into a non-recyclable package, like an old milk carton, and throw it in the trash.



Important Information & Reminders

- The following items should never go down your drain or toilet:

- ♦ Cooking grease/oil
- ♦ Shortening
- ♦ Chewing gum
- ♦ Hair
- ♦ Coffee grounds or filters
- ♦ Butter/margarine
- ♦ Feminine hygiene products
- ♦ Cigarette butts
- ♦ Meat fats
- ♦ Paper towels
- ♦ Plastics
- ♦ Toys
- ♦ Baby diapers / wipes

Smoke Detectors

Removing or disabling smoke detectors that are in your home is against the law! Not having a working smoke detector in your home is dangerous for you and others. When maintenance workers go into your home, they will check to make sure your smoke detectors are working. If you remove a smoke detector or disarm it, you will be charged a fee. **This is very important and the rules will be enforced!**

Blocked Exits

Make sure that your front and back doors are not blocked by a television, chair, couch, or other item. Each bedroom must have two exits in the event of fire. Do not block bedroom windows or doors. If maintenance workers find that something is blocking your exits, they will have to immediately move the item and you will be charged for their time.

TV Cables

Maintenance also checks to see if there are any TV cables running over the floor. Maintenance will correct the problem if there are cables that could cause a tripping problem. If maintenance has to move cables, you be charged for their time.

Wallpaper, Wallpaper Borders, and Stickers

You are not permitted to hang wallpaper or wallpaper borders in your home. Removing these products is costly and time consuming. If maintenance has to remove them from your home, you will be charged for their time. Also, cockroaches are attracted to wallpaper glue, another good reason wallpaper is not permitted in your home.

Important Phone Numbers

911	Emergency- Fire/Police/EMS	843-545-4887	Litter Offense Hotline
843-546-3926	Family Justice Center of Georgetown County	843-488-0865	Lymo Bus Service
843-448-6206	24 Hour Crisis Line	843-546-8101	Mental Health Association
843-546-5134	Department of Social Services (DSS)	1-800-922-1117	Poison Control (24 Hours)
1-800-232-6489	Family Services (Consumer Credit Counseling)	1-800-Children	Prevent Child Abuse America
843-545-4000	Georgetown City Hall	843-527-4366	Service Over Self
843-546-5102	Georgetown County Sheriff's Department	843-527-2893	Social Security Administration
843-527-3424	Helping Hands	843-546-1470	St. Cyprian's



Important Information & Reminders

Additional Reminders Regarding Housing

Utility Check Pick-up

If you receive a utility check, you **MUST** pick it up by the 5th of each month. After the 10th, the check will be voided and applied back to the resident's account.



What to Do if You're Laid Off or Lose Your Job

If you become unemployed, GHA will need the following items before your rent can be changed:

- Written verification from your former employer
- A printout from the unemployment office
- Current information from the Department of Social Services



Remember- all verification must be in writing from the third party. Tenants cannot verify this information themselves and phone calls are not acceptable.

You must make sure that the GHA office receives **ALL** of the required information in a timely manner. Rent will be not be changed until we have all of the proper documents in our possession.

Pet Policy

According to GHA's Public Housing Lease, a resident may be evicted if they are in violation of GHA's Pet Policy. This is just an excerpt from the policy, you may receive a full copy at the GHA office.



If a resident decides to add a pet to their household, they must sign a copy of the Pet Policy and pay a pet deposit **BEFORE** the pet is allowed on GHA property. Any animal allowed to be destructive or aggressive toward staff and/or residents must be removed by the owner upon written notification from GHA. The **ONE STRIKE POLICY** against violence will also be enforced if an animal is violent.

Only one pet is permitted per household (not including fish). Dogs and cats must weigh 30 pounds or less and be spayed or neutered before becoming part of the household. Pets must remain inside the residence unless they are on a lease and controlled by a competent person (except scattered sites with fenced yards).

Animal waste must be properly disposed of and residents must provide litter boxes inside their unit for cats. Waste for all pets must be disposed of properly. Pets may not disturb other residents by barking, howling, biting, scratching or attacking residents or staff.

Units may not be altered to create an enclosure for an animal. Resident pet owners are responsible for all damages (including cost of fumigation) caused by their pets.

Residents may not feed stray animals. Feeding a stray is considered having a pet without permission and is grounds for eviction.

Residents who violate the Pet Policy rules may be evicted or may have to remove their pet immediately.

The rules and regulations in the policy are for the well-being of all residents, GHA property, and the animals.

YOU MUST contact the GHA office FIRST and meet all the requirements before bringing a pet into your household.



No Trespassing List

The GHA No Trespassing List is generated from police incident reports. The people on the list are there because they have created problems in the past. We do not remove names from the lists.



Residents are required to abide by the rules regarding the list. Those rules are as follows:

- Violators will be prosecuted.
- Residents will be held accountable for their guests. If guests create a problem on housing property, we will discuss it with tenant and issue a 'no trespassing' notice to the offending party.
- Residents that repeatedly violate the rules and regulations regarding those on the list by letting them come to their home will be subject to eviction.
- Harboring or housing trespassers will be cause for eviction.
- Don't allow others to convince you that it will be okay for them to come over or stay with you. Unfortunately, it will be you that ultimately loses, not the trespasser.

Noise

If you notice someone, or a group of people, in your neighborhood is causing too much noise, you CAN do something about it- call the Georgetown City Police Department at their non-emergency number: 843-545-4300.



Very loud music, yelling, and other disruptive noise that disturbs others is not acceptable.

Operating a Business Out of Your Home

If you follow the rules, you may operate a business out of your home. However, remember that you MUST have written permission from the GHA office in order to do so.



The business must be legal and must not cause any problems for other residents. Also, the business must meet zoning requirements and the resident is responsible for obtaining all the proper licenses, permits, and inspections required by the city.

Bag Your Garbage

We regularly receive complaints about people throwing garbage into the dumpsters without first bagging it.



Garbage should be bagged before it goes into the dumpster. Bagging keeps garbage in place instead of blowing out of canisters and into the neighborhood. Bags also help prevent smells and can deter animals from climbing into the dumpsters. Be considerate of your neighbors and bag your garbage before you pitch it in the dumpster.

Parking

Do not park, wash or work on your vehicle in the grass.

Also, parking is first come, first serve; please also make sure your guests leave spots for tenants open and do not park in the grass.



Before You Move Out

Keep in mind, when you decide to move out of your apartment, you must notify the office in writing at least 15 days before you move.

If you move out and have not notified GHA, you are violating your lease. Lease violations become part of your housing history and may cause you to be denied public housing or Section 8 assistance in the future.



Also, GHA will keep your security deposit if you move out and do not notify the office first.





WELCOME HOME

Inspections

How To Pass An Inspection

**Before you begin cleaning, please keep this very important safety tip in mind:
NEVER MIX HOUSEHOLD CHEMICALS (such as Clorox & Comet)- mixing chemicals can be deadly!**

The Outside of Your Home:



- Keep the wall area along the side of the door and window and the front and back porches clean.
- As needed, sweep and scrub porches with hot water and detergent, or another cleaning product.
- DO NOT store any type of articles, such as bags, container, rugs, paper, etc., on your porch.
- DO NOT use furniture that is designed to be used inside of a house on the porch or in the yard.
- You cannot use porches for storage.

The Inside of Your Home:



Floor Cleaning

- Don't forget to clean all corners, areas close to walls, cabinets, and under and around appliances. Tile floors can be stripped of built up wax by using ammonia and hot water. Area rugs should be vacuumed weekly, spot cleaned when soiled, and shampooed annually.
- DO NOT use bleach (Clorox). Using bleach on baseboards and floors will break down adhesives and cause them to come loose.

Walls

- Wash walls with a mild detergent and warm water as needed. DO NOT use bleach.
- Remove spider webs.
- The area near light switches, the area around the hot water heater, shower walls, stairway walls, the area around the kitchen range, and window sills will also be inspected.

Bathrooms

- Clean the toilet (inside and outside), sink, bathtub, window sills, shower walls, and floors. DO NOT use bleach.
- DO NOT use the shower unless you have a shower curtain. Water left standing on the floor will cause the tile to buckle.

Bedrooms, Living Room, and Dining Room

- Clean walls, windows, window sills, and floors.
- Make sure the rooms are neat and clean.
- DO NOT leave clothes, boxes, or paper stacked in closets or on the floor. This is a fire hazard.

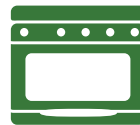
Kitchen

- The kitchen is one of the most important rooms to keep clean in your home. Be especially careful when you clean the kitchen. Remember, DO NOT use bleach on appliances. Bleach will cause them to rust.



Stove and Oven

- Make sure your stove and oven are clean and free of any built-up grease and dirt.
- Clean the grates, drip pans and knobs in hot, sudsy ammonia water.
- Clean the outside of the range (front and sides). Use oven cleaner or household ammonia to clean the range. DO NOT use oven cleaner on the outside or top of the range, use it only on the inside. For more information or help in taking your range apart, contact the maintenance department, or your housing manager.
- DO NOT use bleach.
- Open range top and clean the inside.
- Clean the oven.
- Clean the drawer under the oven.



Refrigerator

- Clean ice trays and inside freezer door.
- Clean the refrigerator compartments as needed. Use a mild detergent and warm water to clean racks, doors, and hydrator (element located in back).
- Clean the outside of the refrigerator, including top, sides, and front. Also, clean behind the refrigerator.
- DO NOT use bleach.



Cabinets

- Make sure cabinets are free of dirt, grease, and spilled food.
- Cabinet drawers should not be packed with cloths, rags, plastic bags, or papers. Roaches hide and breed in those types of items.



After leaving your apartment, GHA staff will write-up any necessary repairs and maintenance will follow-up to make those repairs. Please feel free to ask any questions.

Residents who do not pass the first inspection will have an opportunity to correct problem areas. If those problems are not corrected within a specified amount of time, they will be asked to vacate their unit.

What We Look For During Inspections



Here are a few of the key items we check for when we perform an inspection:

- All smoke detectors are up and working properly. Important: If we find that smoke detectors are disconnected, you will automatically FAIL inspection. Removing or disabling smoke detectors is illegal!
- All safety elements are connected and working properly.
- Refrigerators and stove are working and kept in good condition.
- Light and outlet covers are in place.
- Damages to the apartment.
- Plumbing works properly and is not clogged or leaking.
- General condition of the apartment is good. Note, this DOES NOT mean that we fail residents for having beds unmade or for having a few dishes in the sink. If we feel that the condition of a home has become a health hazard due to poor housekeeping, then the resident will fail inspection.
- Clutter.
- All locks work properly.
- Thermostat is not broken or missing.
- All household items are working and being used for their intended purpose.

Please review the Inspection Checklist on the next page for additional information.



Electrical

- ☐ Broken/missing receptacle plates
- ☐ Broken/missing switch plates
- ☐ Broken receptacles
- ☐ Broken light switch
- ☐ Broken light globes
- ☐ Missing light globe
- ☐ Broken light fixtures
- ☐ Excessive grease/inoperable stove exhaust fan
- ☐ Bathroom exhaust fan not working
- ☐ Missing cover exhaust fan
- ☐ Missing blank spacers in the electric panel box
- ☐ Burnt out light bulbs
- ☐ GFI Receptacle not working properly
- ☐ Exposed electric wires that can be of physical damage
- ☐ Inoperable ventilation/exhaust system

Ceiling

- ☐ Peeling paint
- ☐ Hole/missing panels/cracks
- ☐ Bulging/buckling
- ☐ Water stains/water damage/mold/mildew
- ☐ Disappearing staircase not closing properly

Walls

- ☐ Holes
- ☐ Peeling paint
- ☐ Severe bulging Peeling wallpaper

Doors

- ☐ Holes
- ☐ Loose hinges
- ☐ Loose hardware
- ☐ Damaged storm door/hardware
- ☐ Door off track
- ☐ Deteriorated/damaged frame/threshold/lintels/trim
- ☐ Door not painted when majority is painted
- ☐ Door needs weather stripping
- ☐ Damaged/missing door
- ☐ Double keyed deadbolt lock
- ☐ Broken door glass
- ☐ Broken/damaged/missing locks

Window

- ☐ Broken/cracked/missing window panes
- ☐ Inoperable/not lockable
- ☐ Damaged/broken/missing window locks
- ☐ Missing/deteriorated/caulking/seals
- ☐ Peeling paint
- ☐ Damaged window sill/sash
- ☐ Damaged/missing window screens
- ☐ Blocked windows
- ☐ Security bars prevent exit

Floor

- ☐ Loose floor covering
- ☐ Bole/sagging/deteriorated floor

Staircase

- ☐ Loose/damage/missing handrail
- ☐ Broken step
- ☐ Smoke Detectors
- ☐ Missing/inoperable (smoke detector)
- ☐ Smoke detector not on each level

Cabinets

- ☐ Missing drawer front
- ☐ Missing/broken drawer guide
- ☐ Damaged/missing cabinet hardware
- ☐ Damaged/missing cabinet drawer/door

Appliance

- ☐ Excessive grease on/in stove
- ☐ Damaged/missing stove burner

- ☐ Damaged/missing stove
- ☐ Damaged/missing refrigerator
- ☐ Damaged refrigerator gasket
- ☐ Leaking refrigerator
- ☐ Dishwasher not working
- ☐ Leaking dishwasher
- ☐ Leaking washing machine
- ☐ Damaged/missing/inoperable clothes dryer vent
- ☐ Garbage disposal not working

Health & Safety

- ☐ Tripping hazard running across floor
- ☐ Mold/mildew
- ☐ Sewer odor detected
- ☐ Exposed wires/open panel (electrical hazard)
- ☐ Improperly stored (flammable materials)
- ☐ Indoor (garbage and debris)
- ☐ Outdoors (garbage and debris)
- ☐ Block/unusable (emergency exits)
- ☐ Roaches/rats/mouse/vermin (infestation)
- ☐ Insects (infestation)

Porch

- ☐ Broken/damaged/missing guardrail or handrail
- ☐ Loose/broken bricks steps or porch
- ☐ Damaged/missing baluster
- ☐ Damaged/paint peeling/missing porch columns
- ☐ Broken/heaving concrete porch

Exterior Surface

- ☐ No visible house number
- ☐ Graffiti
- ☐ Loose/deteriorated siding
- ☐ Hole in exterior wall
- ☐ Cracks in brick veneer wall
- ☐ Damaged/missing foundation vents
- ☐ Damaged/missing crawl space door
- ☐ Damaged/missing cornice board
- ☐ Loose/damaged/missing roof shingles
- ☐ Loose/damaged roofer gutters
- ☐ Loose/damaged roof flashing
- ☐ Vine/vegetation grown on building
- ☐ Tree/shrubby touching building
- ☐ Loose/missing brick chimney

Plumbing

- ☐ No hot or cold water
- ☐ Leaking water lines
- ☐ Leaking drain waste line
- ☐ Clogged sink/tub/toilet
- ☐ Leaking faucet sink/tub/shower
- ☐ Loose toilet
- ☐ Loose wall mounted sink
- ☐ Missing clean out cap waste line
- ☐ Missing water meter box cover
- ☐ Rusted sink or tub
- ☐ Water heater pressure relief drain pipe not stub within 18" of floor or ground

Heating System

- ☐ Damaged/not working heating system
- ☐ Unvented fuel burning space heaters
- ☐ Portable kerosene units

AC System

- ☐ Damaged/inoperable

Site

- ☐ Damaged/missing mailbox
- ☐ Vines/vegetation growing on fence
- ☐ Damaged/missing fence or gate
- ☐ Broken/heaving concrete walk or driveway
- ☐ Pot hole in driveway or yard





WELCOME HOME

Cleaning & Pest Control

Roaches and How to Prevent Them

There are six species of cockroaches in South Carolina:

- German roach- prefers warm, dry places near water such as bathrooms and kitchens.
- Brown banded roaches- like warm, dry places but need little water, so they are frequently found in furnace rooms and furniture.
- Large American roach- prefers warm, damp places such as sewers and underground ducts.
- Oriental roaches- like cool, damp areas such as basements.
- Smokey-Brown & Australian roaches- prefer gardens and greenhouses, from which they often enter houses.



Roaches live in groups and are most active at night. A female roach may produce anywhere from 200 (Oriental) to 20,000 (German) young in a single year. Roaches enter homes and buildings by crawling or flying, and most often, by egg cases which are stuck to boxes, bags, and other paper packages from stores. Once they are established, roaches migrate to other areas of the building.

What You Can Do to Prevent Roaches and Mice:

Kitchen

- Do not save plastic bags, which are petroleum based and can draw roaches.
- Store dry goods- flour, sugar, etc.- in tightly closed containers.
- Keep counter tops, stove and oven clean and free of crumbs and grease.
- Don't keep grease in a container on the counter top, store it in the refrigerator. Grease makes for a breeding ground for roaches.
- If you have any leaks, have them repaired immediately.



Bathroom

- Keep the bathroom clean and make sure no leaks are present.

Bedroom and Closets

- Refrain from eating in bedrooms.
- Store items underneath beds in sealed, plastic containers or bags.
- Don't store clothing in trash bags.

Roaches can cause health problems. Breathing disorders, such as asthma, can be caused by or aggravated by inhaling roach droppings, which clog lung tissue.

Bed Bugs

Bed bugs are challenging pests- they hide well and reproduce quickly. These small, oval, brownish insects live on the blood of animals or humans. Adult bedbugs have flat bodies and are around the size of an apple seed. However, their bodies can swell after feeding and are a reddish color.



Bedbugs do not fly, but they can move quickly over walls, floors, and ceilings. Over a lifetime, females can lay hundreds of eggs, each of which are the size of a speck of dust.

Under favorable conditions, bedbugs can develop fully in as little as a month and produce three or more generations per year.

If you think you have a bedbug infestation, immediately notify the landlord so you can arrange for a treatment and to request a copy of the Preparation Sheet for a Successful Bed Bug Heat Treatment.



Cleaning Tips & Hints

Don't use bleach, such as Clorox, to clean your floors, walls, fixtures or appliances. Bleach dissolves the glue under floor tiles, causing them to become loose or come free. Using bleach to clean around appliances can cause them to rust.

Floors

We suggest damp mopping the floor once a week and cleaning up spills and splashes immediately.

Wax is not needed on floors.

Don't allow water or other liquid to stay on the floor, it could work its way under the vinyl and cause serious damage to the floor.

Regular Cleaning

- How often you need to wash your floors depends upon many things:
 - ♦ Size of your family
 - ♦ Age of your children
 - ♦ Pets
 - ♦ Type of yard: bare ground, grass or paved
 - ♦ Amount of activity and traffic in your home
 - ♦ Weather and time of year
- You may need to wash your floors once a week, or once every two or three days.
- Damp mop lightly soiled floors with clear, cool water (no detergent). This may be enough for 'in-between cleanings' or when your floors aren't very dirty. Clear water won't take off the wax.
- To wash floors this way, use a pail of cool water and a mop. Wring out the mop well and don't get the floor too wet. This will help cut down the number of times you need to scrub the floors.



Mopping Dirty Floors

- Move lightweight furniture out of the room, this will help speed of the mopping process.
- Get two pails of water ready by filling them with warm water.
- Add detergent to one pail and swish to create suds. This will be your wash water. The other pail of clean water will be for rinsing.
- Using a string or sponge mop, dip the mop into the sudsy water, wring it out, and then mop the floor with long, even strokes. Make sure to get into the corners.
- Do not let floors become overly saturated or stay wet.
- Wash one part of the floor at a time.
- Mop the washed part of the floor with clean water to rinse.
- Wring the mop until it is quite dry. Go over the clean floor again to 'pick up' as much water as possible.
- Keep mopping this way until your whole floor is clean.
- As soon as the water gets dirty, throw it out. Fill the buckets again, one with warm water and detergent, the other bucket with clean, warm water, and continue mopping.
- Let the floor dry completely, this will take around 20 to 30 minutes.



Bathroom

- The tubs and sinks are made of high quality porcelain and can be cleaned with bathroom cleaners such as Comet or Ajax.
- The black laminate surface of the vanity can be cleaned with glass cleaner, white vinegar, or plain alcohol.

Marble tub surrounds need special care to keep them clean and shiny:

- The tub surrounds should be rinsed off, but heavy cleaning shouldn't be necessary.
- DO NOT use abrasive products like steel wool, Comet, Ajax, Soft Scrub, etc. They will dull the finish of the marble. You may use cleaners such as Mr. Clean and Formula 409.
- Some chemicals can seriously damage marble. NEVER let bleach, hydrogen peroxide, Drano, lye solutions, Sani-Flush, paint strippers, Comet, Ajax or other harsh chemicals touch your marble. Also, highly acidic liquids, such as urine and soda, can stain marble beyond repair. If they accidentally touch the surface of the marble, wash off immediately with water.
- Don't let water temperature go above 140 degrees.



Bathroom Light Fixtures

- Use 60 watt light bulbs in each side of the light fixture, you do not have to remove the cover to install light bulbs.
- Wipe the outside of the cover with a damp cloth when the light is off and cool to avoid burns or damage to the cover.

How to Clean a Toilet

- Start with the bowl. Apply toilet bowl cleaner under the rim and let it work its way down. Next, use the toilet brush to scrub the bowl, be sure to scrub under the rim. Close the lid and let the cleaner soak in the bowl for 10-15 minutes.
- While the bowl is soaking, spray the outside of the toilet with a disinfectant, beginning at the top of the tank and working your way down. Use a sponge, washing it out with hot water often.
- Open the lid and get to work on the rim of the toilet. This is always the hardest part, but will clean easily with the right amount of elbow grease and disinfectant.
- Grab the toilet brush once more and give the well-soaked bowl one additional scrub. Flush the toilet to carry away dirt.

Additional Tips:

- Help keep the toilet clean and wipe the rim down after each use.
- Never use the toilet sponge, rag or brush for other cleaning jobs!
- NEVER use bleach and a toilet cleaner at the same time.



Kitchen

Refrigerator:

- No-frost doesn't mean no clean. While both refrigerator and freezer sections defrost automatically, a general monthly cleaning helps prevent odors. Also, wipe up spills as soon as they happen. Check shelves, bins and baskets about once a week and discard old food and unused leftovers.
- Before cleaning a refrigerator:
 - Turn the control to off and unplug the appliance.
 - Take out soiled removable parts (bins, crispers, shelves, etc.).



Care and Cleaning:

Part	What To Use	How to Clean
Outside	Sponge, soft cloth or paper towel with mild detergent, warm water.	Wash outside of cabinet. Do not use abrasive or harsh cleaners. Rinse and dry thoroughly.
Inside walls	Sponge, soft cloth or paper towel with baking soda or mild detergent and warm water.	Allow freezer section to warm up so cloth doesn't stick. Wash with mixture of warm water and mild detergent or baking soda and water. Rinse and dry thoroughly.
Door liner and gasket	Sponge, soft cloth or paper towel with mild detergent and warm water. Do not use cleaning waxes, bleaches or petroleum-containing products.	Wash, rinse and dry thoroughly.
Plastic parts	Sponge or soft cloth with mild detergent and warm water, Do not use paper towels, window sprays, scouring cleanser or flammable fluids.	Wash, rinse and dry thoroughly.
Defrost pan	Sponge or soft cloth with mild detergent and warm water. Make sure defrost drain tube is pointing into the pan.	Remove pan. (See use and care guide.) Wash, rinse, and dry thoroughly. Replace pan.
Defrost drain tube	Thin wire that's smaller in diameter than defrost drain tube.	Use a wire to clear tube of occasional food clog that could prevent defrost water from flowing into the drain pan.
Condenser coils	Vacuum cleaner with extended narrow attachment (crevice tool).	Vacuum dust and dirt from coils 2 to 6 times a year.
Removable parts (shelves, crisper, etc.)	Sponge or cloth with mild detergent and warm water.	Hand wash, rinse and dry thoroughly.



Sink

- A clean sink helps keep you and your family healthy.
- A dirty sink often smells. It will attract bugs.
- To have a clean kitchen, your sink must be kept fresh and clean.



Daily Care for Your Sink

- After washing dishes, clean the sink with detergent and warm water. Rinse with clear water. Wipe dry with a soft cloth, if you want. This will remove water spots.
- Get rid of most black marks by rubbing spots with fine scouring powder on a clean damp cloth. Rinse with a clean cloth and running water. Many sinks are made of porcelain enamel which is like glass. Coarse gritty scouring powder can scratch the porcelain and will make the sink harder and harder to clean later on. Avoid the use of coarse scouring materials on stainless steel sinks, too.
- DO NOT pour grease down drains. Hardened grease clog drains. Collect grease in an empty tin can.
- Clean faucets with detergent and water. Do not use scouring powder. The plated finish on the faucets can be worn off with hard rubbing.

How to Take Care of Special Problems

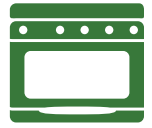
- If the sink is stained, use a tablespoon of chlorine bleach on a small sponge. Place the sponge over the stain for a few minutes to remove the stain. Rinse sponge and sink thoroughly to remove the bleach.
- To make the entire sink whiter, you can use a bleach solution. Fill the sink with hot water, add bleach (no stronger than package directions). Let it stand a while. Rinse the sink well.
- To get rid of brown stains around the faucets try a mild acid solution such as vinegar or lemon juice in water. Clean around the faucets with this solution. Then rinse with clear water.
- If the sink in your kitchen is old and badly scratched, you will need to use a stronger scouring powder to clean it.
- Remember the porcelain in your bathroom sink is like glass. It can be chipped if it is hit with something sharp or heavy.

Pipes can plug up. Here's how to clean drain pipes:

1. After using the sink, run clean, hot water down last. This hot water will stay in the trap. If water drains out slowly, pour hot, sudsy water through the drain. This cuts the grease. Flush well with hot clear water.
2. If running lots of hot water through the pipes doesn't help, call in a work order.
3. Or, if the sink stops up often, get a rubber plunger. Fit this plunger down tightly over the drain hole when water is draining from the sink. Force the plunger handle down quickly several times. This can loosen clogs before the sink stops up completely.



Oven and Stove



- A clean stove looks better and lasts longer.
- A clean stove will not cause bad smells.
- A clean stove will not attract flies, bugs and roaches.

Clean the Outside of the Stove After Each Use

- DO NOT wash the outside while it is warm because the finish is porcelain enamel. Porcelain enamel is a material like glass. A sudden change in temperature will cause it to crack, 'craze', and chip just like glass.
- Let the stove cool before you clean the outside. Use warm soapy water and a soft cloth. Rinse with cool water and dry.
- These will make dull spots on your stove: vinegar, tomato juice, milk, fruit juice. Clean them off as soon as you spill them. If the stove is warm, use a dry cloth or paper towel to do this.
- Remove any stubborn spots from enamel by rubbing the spots with dry baking soda and a damp cloth. Do not use strong gritty scouring powders or soap pads.

Clean the Control Knobs and Metal Trim Often

- Some control knobs can be pulled off. Wash with warm, sudsy water. Rinse and dry. Put them back on.
- Some control knobs don't come off. Wash these knobs with a soft damp cloth. If necessary, use suds on knife wrapped in a soft cloth to get around and behind control knobs. Use a table knife and not a sharp metal object.
- Rub metal trim with a soft damp cloth. Shine it with a soft, dry cloth. A few extra rubs will make it sparkle.

Clean the Oven Each Time You Use It

- Prevent food from spilling by using cooking pans and trays of the right size. Don't use pans that are too small.
- Turn the oven off and let it cool.
- Wipe any crumbs and spilled food out of the oven with damp cloth, Wipe the oven door.
- Once in a while, thoroughly clean burned food off oven walls. To do this:
 4. Pour 1/2 cup household ammonia into a bowl.
 5. Place the bowl in a cold oven.
 6. Leave the oven door closed at least 4 hours or overnight.
 7. Take the bowl out of the oven.
 8. Take the racks out and wash them.
 9. Add the ammonia in the bowl to 1 quart warm water. Dip a cloth in this. Wring lightly so it doesn't drip. Clean the inside walls of oven and oven door. If necessary, use a mild scouring powder to remove difficult spots. If scouring powder doesn't do the job, use steel wool.
- Wash the inside of the oven a second time using a cloth dipped in warm, soapy water. Finally, rinse with a cloth dipped in clean water. Wipe dry.
- Finish cleaning the oven racks. Use the fine steel wool or scouring powder on any spots that will not wipe off easily. Rinse and dry them and put them back into the oven. Oven racks are built to slide in and out easily. They are also built to lock in place when pulled out so hot foods can't spill. So, be sure you put them in the oven the correct way.





WELCOME HOME



Safety Tips & Guidelines

Safety Tips & Guidelines

Stove and Oven Safety Tips

- Keep stove and burners free of grease.
- Use pots and pans that are the correct size for the burner.
- Never use oven cleaner on top of the stove.
- Keep the oven clean to prevent fires.
- Never leave food on the stove or in the oven for extended periods of time. Improper food storage can cause illness and possible food poisoning. This can also attract roaches and mice.
- NEVER use the oven as a source of heat for a room; also, never use the refrigerator as a source for cooling a room.
- Keep a close eye on your cooking.
- Declare a three foot 'kid-free zone' around your stove and keep kids out of that area.
- Don't cook if you're sleepy, have been taking medication, or drinking alcohol.
- Keep pot holders, food packaging, dish towels, etc. off the stove top.
- Roll up your sleeves and keep loose clothing away from burners and hot ovens.
- Turn pot handles in to avoid bumping a pot, spilling hot food, and kids from pulling on handles. Use the back burners if possible.
- Keep curtains and anything that can burn at least three feet away from your stove.
- DO NOT tamper with the Safe-T Element, please read the **Safe T Element Care & Use Manual** in this booklet.



Fire Safety

- Make sure everyone in the family knows the sound of your smoke alarm.
- Test your smoke alarms every month.
- Develop a home fire escape plan and practice it with the entire family at least twice a year.
- Don't block your home's exits. Know two unobstructed exits, like a door and window, from each room in your home.
- Don't plug extension cords into each other, this may cause a fire.
- Don't run extension cords under carpets, across doorways, or between walls and furniture, or pinch them under furniture.
- If an appliance feels too hot or smells funny, unplug it immediately and have it serviced or replaced.



Fire Prevention Tips

The National Fire Protection Association overall fire statistics in 2009 reported that 85% of fire deaths occurred in the home, making fire prevention a top priority in every home.

Here is a list of some of the less obvious tips for fire prevention, based on the most common causes of fires:

Cooking Equipment



Cooking is the number one cause of home fires.

- Keep appliances clean and wipe surfaces after spills. Clean stove surfaces and ovens regularly.
- Wear tight-fitting sleeves, or roll them up when cooking.
- NEVER use water to extinguish a grease fire.
- Keep flammable objects, including pot holders, dish towels and curtains, at least three feet away from the stove.
- Wood and coal stoves, fireplaces, chimneys, and all other solid-fueled heating equipment needs to be inspected annually by a professional and cleaned accordingly.
- Assure microwaves have enough room to breathe, that all the vents are cleared of obstructions.
- If there is a microwave fire, keep the door closed and unplug the microwave. Make sure to have the microwave oven serviced before you use it again.
- If there is an oven fire, keep the door closed and turn off the heat. If the fire doesn't go out immediately, call the fire department.
- A grease fire occurs when oil or greasy foods are heated and ignite. The simplest way to fight a grease fire is to carefully slide a lid over the pan. Turn off the burner, don't move the pan, and keep the lid on until the pan cools completely. Baking soda may also be used to suffocate the fire. **NEVER PUT WATER ON A GREASE FIRE.** Water causes the grease to splatter and the fire to spread. Also, NEVER attempt to take a grease fire outdoors. It will be too hot to carry and you will drop it, causing a major house fire.
- If a fire occurs, **ALWAYS CALL 911!**

Heating Equipment



Heating equipment is the leading cause of home fires during the winter months of December, January and February, and is the second-leading cause of home fires year-round.

Space heaters are NOT permitted.



Safety Tips & Guidelines

Electrical Distribution Equipment

Wiring, outlets, switches, circuit breakers and other electrical devices are the third leading cause of home fires and the second leading cause of fire deaths.



- Wherever electrical current is concerned, a fire extinguisher should never be too far.
- Replace or repair loose or frayed cords on all electrical devices.
- If outlets or switches feel warm, shut off the circuit and have them checked by an electrician.
- Try to avoid extension cords. If you feel an extension cord is necessary, make sure that it is not frayed or worn. Do not run it under carpet or around doorways.
- Never overload a socket. The use of 'octopus' outlets or 'power bar' outlet extensions that accommodate several plugs is strongly discouraged. Try to limit one high-wattage appliance into each individual outlet at a time.
- If a circuit breaker trips or a fuse blows frequently, cut down on the number of appliances on that line. In many older homes, the capacity of the wiring system has not kept pace with today's modern appliances and can overload electrical systems. Some overload signals include: dimming lights when an appliance goes on, fuses blowing frequently, or a shrinking TV picture.
- Assure there's plenty of air space around home entertainment units such as the TV and stereo to avoid overheating.

Although some fires are caused by electrical system failures and appliance defects, many are caused by the misuse and poor maintenance of electrical appliances, incorrectly installed wiring, and overloaded circuits and extension cords.

Smoking

Smoking is the leading cause of home fire deaths in the United States.



- Never smoke in bed. Always look under cushions and in trashcans for burning cigarettes before going to bed, and check carpeting where ashtrays have been used.

More To Think About

- Get rid of stored newspapers or other unnecessary materials. Newspapers stored in a damp, warm place may ignite spontaneously.
- There should be working smoke detectors on every level of your home and outside of sleeping areas.
- Agree in advance on an escape plan. There should be at least two exits in every room.
- Half of all home fire deaths occur at night, so fire hazard checks and special attention to fire prevention should occur before going to bed.



Holiday Fire Safety

Fires during the holiday season injure approximately 2,600 people and cause over \$930 million dollars in damage annually. So, while you are busy wrapping, caroling, and baking Christmas cookies, take some time to ensure that you have taken the proper steps towards holiday fire safety.



Quick Clutter Control- Ten Tips for a Tidier Home

By Colleen Moulding

1. Whenever you have a few minutes to spare, put away five or ten items that are not in their correct place. These could be toys that the kids have left somewhere, letters that need filing away or odd socks that need putting in a drawer.
2. Dump junk mail the moment you receive it. Deal with other mail at least once a week filing away what you need to keep in an indexed concertina file, card or plastic file wallets or even large brown envelopes.
3. The five boxes method. This will clear clutter from any room or area of the house, but can look awful while in progress. Set aside a time when you won't be disturbed, put on a tape of upbeat music and have a treat in the fridge for lunch. First job is to label the boxes - Rubbish, Give Away/Sell, Keep, Sentimental and Not Sure. You then go through everything in the area consigning each item to one of the boxes. Theoretically, by the time you have got rid of the Rubbish and Give Away/Sell boxes, you should have enough space to store the Sentimental and put the Keep items back in an orderly way. The Not Sure box should be sealed up, stored in basement or attic and if not needed after six months or one year, given away unopened, so that you're not tempted to keep the contents all over again.
4. Be ruthless. If you haven't used an item in the last two years, you are not likely to need it again. Do you really want a clutter free, streamlined home or not?
5. If you can't face an entire room, break the job down into manageable tasks - the kitchen junk drawer, the letter pile, the hats, coats and shoes area. That way you won't be put off decluttering as just too big a task.
6. Treat yourself to items that make staying tidy easier. Cardboard storage boxes are great for sewing and craft items, Christmas decorations, treasures that your children have made. Plastic or fabric hanging shoe bags are perfect for storing small toys and dolls or for hair brushes, clips, cosmetics and toiletries. Invest in some of those drawer dividers that separate drawers into a dozen little compartments - but don't fill them with junk!
7. Clean and put away fifty per cent of your ornaments. Not only will this give your home a more modern minimalist look, you will get your dusting done in half the time.
8. Consider enlisting the help of a family member or friend to be your organizing buddy. She helps you with your house - you help with her clutter disposal. Hearing yourself try to explain why you need a whole kitchen cupboard full of plastic containers can help you get them into the Rubbish box.
9. Don't keep buying things. Stop and think, do I really need this and have I got somewhere to keep this? Some people work on a one in, one out system, i.e. if you buy a new sweater, toy for the children etc. then one goes to the charity shop or is given to a friend.
10. Don't give up. It will take time. All the clutter didn't come into your home in one day and you won't get rid of it all in one day. Keep on sorting, dumping, tidying and labeling, cut back on bringing new clutter home and it is a battle that can be won. You will have more time, a neat home and less stress as a reward for your efforts.

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Colleen Moulding

About the author: Colleen Moulding is a freelance writer from England where she has had many features on parenting, childcare, travel, the Internet and many other subjects published in national magazines and newspapers. She has also published a variety of women's and children's fiction. Her work frequently appears at many sites on the Internet and at her own site for women and children All That Women Want.com a magazine, web guide and resource for women everywhere. Subscribe to the FREE monthly e-zine by sending a blank e-mail to allthatwomenwant-subscribe@egroups.com



Safety Tips & Guidelines

Don't let your children play on shopping carts!

Children who play on or around shopping carts are at risk for many different kinds of injuries, even death.

To prevent this from happening, we are asking that all parents tell their children never to play on shopping carts. They are not toys and should not be used as toys. If you see children playing on the shopping carts, please tell them about the dangers of this kind of play and tell them to get off of the carts.



- Children can die from shopping cart injuries.
- In 1998, almost 25,600 children aged 14 years and younger were treated in hospital emergency rooms for injuries associated with shopping carts.
- Some ways children are injured by shopping carts include: falling from a cart, the cart overturning, being hit by a cart, or getting their fingers or toes caught in the wheels.
- Most injuries are from children falling from the carts. Many of the children who fall from a cart suffer head injuries.
- Children ages 5 and under have the greatest risk of being injured from a shopping cart.
- Children left unattended by an adult are at greater risk for these injuries.
- Never let a child push or steer a shopping cart.

**Your children count on you to keep them safe-
don't let them play on or around shopping carts!**

Notes & Home Dimensions

[illegible]

SUGGESTED THREE-DAY EMERGENCY MEAL KIT FOR A FAMILY OF FOUR

REMINDER: Always heed an agency warning to evacuate an area.

PREPAREDNESS: Earthquakes, hurricanes, industrial accidents, floods, and power outages can occur with little or no warning, threatening lives, families, and homes. Survivors often become isolated in their homes without utilities, refrigeration, communication, or transportation. Self-sufficiency is the key to survival until outside assistance arrives. Having available an emergency meal kit, stocked with ready-to-eat food that does not require refrigeration or cooking, is an important part of self-sufficiency.

THREE-DAY EMERGENCY MEAL KIT

WATER: 10 gallons drinking water or enough to reconstitute at least 4 quarts of dry milk per day for at least a week - and for other drinking purposes.

FOOD ITEMS: 12 one-quart instant dry milk envelopes
9 to 12 shelf-stable container main-dish item
6 15-ounce containers vegetable
3 15-ounce containers fruit
3 36-ounce container fruit juice
3 9-ounce boxes enriched dry breakfast cereal
3 4-serving size packages instant pudding
2 16-ounce packages enriched saltine crackers
2 16-ounce packages graham crackers

OTHER ITEMS: Candles One-quart container
Can opener, hand operated Paper plates, cups,
Dish cloths bowls, and napkins
First-aid kit Paper towels
Flashlight and extra batteries Eating utensils
Large mixing bowl and spoon Sharp knife
Battery radio and extra batteries Soap
Matches in a water-tight container
Store all non-food items in a plastic dishpan.

STORAGE: Double-fold all meal-kit food items in an unused plastic trash bag and tie tightly to seal. Place the sealed bag and dishpan containing the non-food items into a new plastic barrel, close, and store in an accessible area above flood-water level.



Safety Tips & Guidelines

EMERGENCY MEAL-KIT ITEMS -- POSSIBLE FOODS

Most canned foods can be safely stored for up to one year, and freeze-dried and dehydrated foods remain wholesome indefinitely, if kept dry. Choose foods which can be stored at room temperature and are edible without heating.

MAIN-DISH ITEMS

Beef chili with beans	Chopped ham	Pork and beans
Beef ravioli	Chow mein	Macaroni and cheese
Beef stew	Corned beef	Re-fried beans
Beef tamales in sauce	Corned beef hash	Salmon
Beef taco filling	Creamed chipped beef	Sardines
Blackeyed peas	Deviled ham	Soups, all varieties
Boned chicken	Dehydrated beef	Spaghetti and meatballs
Chicken a la king	Ham	Tuna
Chicken and dumplings	Lasagna	Vienna sausages

VEGETABLES

Potato salad	Hominy	Spinach
Beans, all types	Mixed vegetables	Squash
Bean salad	Okra with tomatoes	Sweet cucumber chips
Carrots	Tomatoes	Sweet potato or yam
Corn	Pickled vegetable mix	Turnip greens

FRUITS AND JUICES

Applesauce	Fruit juices	Plums
Apricots	Fruit pie fillings	Prunes
Blackberries	Grapefruit sections	Raspberries
Blueberries	Mandarin oranges	Spiced pears
Figs	Peaches	Vegetable juices
Fruit cocktail	Pears	

DEHYDRATED FOODS (Requiring only water or reconstituted milk)

Instant breakfast	Instant puddings	Instant tea
Instant beverage mixes	Instant coffee	Instant non-fat dry milk powder
Instant chocolate milk		

READY-TO-EAT FOODS

Bread sticks	Graham crackers	Raisins
Catsup	Evaporated milk	Salt, pepper
Cookies	Pie crusts	Snack crackers
Beef jerky	Mustard	Spanish peanuts
Dried fruits	Packaged taco shells	Sugar, honey
Dry cereals	Peanut butter	Vinegar
Saltine crackers	Preserves, jams, jellies	

Prepared by Terry C. Titus, Extension Food Scientist and Elizabeth Hoyle, Extension Home Economist

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safe **T**element®

helps prevent cooking fires before they start

Care and Use Manual Limited Warranty

For Optimum Cooking Results, Safety and Energy Efficiency

NEVER LEAVE COOKING UNATTENDED



IMPORTANT SAFETY INSTRUCTIONS

- Read all instruction before use.
- Never leave food cooking on the stovetop unattended.
- Keep cooking area clean and clear of combustibles (e.g. potholders, towels, rags, drapes and food packing).
- Keep children and pets away from cooking areas by creating a three-foot (one-meter) 'kid-free zone' around the stove.
- Wear short, close fitting or tightly rolled sleeves when cooking. Loose clothing can dangle onto stove burners and catch fire.
- Turn pot handles inward so they can't be bumped and children can't grab them.
- Never use a wet oven mitt, as it presents a scald danger if the moisture in the mitt is heated.
- The Safe-T-element® plate will not glow red at any temperature. Therefore, the stove panel element indicator light will be your best way to determine if an element is on.
- The Safe-T-element® may take 30 minutes to cool after use due to the elements large thermal mass.

Note: Please read all the above instructions and follow basic precautions suggested by the National Fire Protection Associations (NFPA)

PIONEERING TECHNOLOGY CORP.

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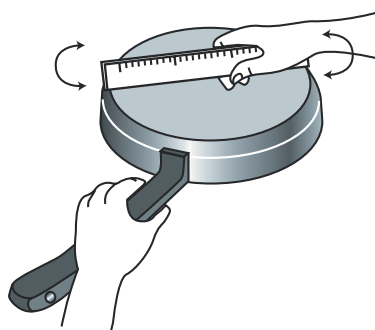
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GETTING STARTED

1. ARE YOU USING THE RIGHT COOKWARE

How economically you cook depends on the quality of the cookware you use, especially the flatness of the bottom of the pot.



Check for flatness by rotating a ruler across the bottom of the pot.

Basically, the pot should be slightly larger than the hotplate and have a level, thick and sturdy bottom. Attempt to match large pots with large burners, small pots with small burners for optimal cooking results.

Recommended Characteristics:

- Flat bottom and straight sides
- Tight fitting lids
- Pan/pot is well balanced
- Pan/pot is made of material that is a good conductor of heat



Poor Characteristics:



Curved and warped pan/pot bottoms



Pan/pot overhangs Safe-T-element® plate by more than 2.5 cm (1")



Heavy handle tilts pan/pot



Pan/pot is smaller than the Safe-T-element® plate



2. COOKING WITH THE SAFE-T-ELEMENT®

It is important to note that no behavioral change is required when cooking with the Safe-T-element®. However, a little experimentation may be required to familiarize yourself with the various temperature levels while using the device. DO NOT cook food directly on the Safe-T-element® plate without using cookware.

Since the Safe-T-element® cycles on and off at 350C (662F), the plate will never have a red glow like the unprotected element does at higher temperatures. Therefore, the stove panel element indicator light will be the best way to determine if an element is on.

How would like your food done?

Control Setting	TYPES OF COOKING
Max	Start most foods; bring water to a boil; pan-broiling; frying.
Medium	Maintain a slow boil; thicken sauces and gravies; steam vegetables.
Medium Low	Keep foods cooking; poaching; stewing.
Low	Keep foods warm; melt; simmer.

COOKING PERFORMANCE WITH SAFE-T-ELEMENT®

The Safe-T-element® plate is slightly larger in diameter than the burner element so the heat is dispersed evenly across the plate rather than being focused on just three or four rings. This factor, along with the type of utensil material and quality, can result in a longer initial heat up time. However, once the plate is fully heated up, there should be no obvious difference in cooking time. The plate retains heat and energy savings can be achieved by turning the controls off and using the retained heat to finish cooking.

NOTE: To improve cooking performance please use the right cookware. Refer to point 1 “Are you using the right cookware”.



CARE & MAINTENANCE

1. BEFORE COOKING WITH THE SAFE-T-ELEMENT®

Before being used for the first time, the Safe-T-element® should be heated up on maximum setting for approximately 4 minutes without any utensil. During this 'curing' process, the protective coating is hardened and obtains its maximum strength.

NOTE: There may be a slight odor the first time you use your stove-top elements with the Safe-T-element® plate installed. This should dissipate after the first use. For daily cooking use dry pots only. Keep wet utensils or objects with condensation, such as pot lids, away from Safe-T-element®.

2. CLEANING YOUR SAFE-T-ELEMENT®

1. Ensure burner is cool before attempting to clean.
2. Use damp cloth or sponge with mild detergent to clean surface of burner and surrounding plate. Never use harsh abrasives or steel wool pad on any part of the Safe-T-element®.
3. Thoroughly wipe soap from heating element and towel dry.
4. For best results clean your elements and drip pans regularly.

For hard-to-remove stains, please try one of the following options:

Option #1 - Vegetable Oil:

1. Apply vegetable oil sparingly on each safe-T-element® cast iron plate and spread it around the entire surface of the plate.
2. Turn the hood vent ON to allow for the minimal amount of smoke created to escape.
3. Turn the power of burners ON Med-Hi.
4. Allow the burners to be ON for roughly 5 minutes. This will help break up the grease/rust on the burner.
5. Turn the burners OFF after roughly 5 minutes.
6. Once the burners are cool, clean the cast iron plates with mild soap and towel dry.

Option #2: - Electrol Range Solid Element Cleaner:

In those instances where spotting or rusting has occurred there is a product that can be applied that can help to maintain the original matte black appearance.

Directions for use:

1. Turn on the hood vent first as some smoke and a strong smell will occur. This is normal and is non-toxic and will eventually disappear.
2. Prior to applying Electrol clean the plates with a soapy, non-abrasive scouring pad.
3. Dry the plates thoroughly.
4. Apply Electrol sparingly to a lukewarm element.
5. Spread polish evenly with a paper towel or dry cloth.
6. Turn the element ON a Med-Hi setting for 3-5 minutes to bake the polish in.
7. When the element is completely cool, rub lightly with a paper towel to remove any excess polish.

*Note: If you are interested in **Option #2**, please contact us for more information.*



3. CLEANING UNDER THE COOKTOP: (*available on select models*)



Lift-Up Cooktop

The entire cooktop may be lifted up and supported in the up position for easier cleaning

The Surface units do not need to be removed; however, you may remove one to make raising the cooktop easier. There are two side supports that lock into place.

After cleaning under the cooktop with warm, mild soap with water and a clean cloth, lower the cooktop. Be careful not to pinch your fingers.

To lower the cooktop, push the rods back and gently lower the cooktop until it rests in place.

Note: Be sure all surface units are turned off before raising the cooktop

GETTING THE MOST FROM YOUR SAFE-T-ELEMENT

The Safe-T-element® cooking system is currently installed on over 40,000 ranges in hundreds of housing authorities throughout North America. It has a proven track record of, when used properly, saving energy, protecting tenants, saving lives and properties AND cooking effectively and efficiently. There are a few simple but important factors to achieving satisfactory cooking performance.

FACTORS AFFECTING PERFORMANCE

COOKWARE TYPE

Cookware is made from many different materials. An understanding of the differences will assist in making the right choice for use with the Safe-T-element®.

Aluminum

Aluminum cookware is fairly inexpensive and is lightweight and strong. It is a good conductor of heat. It can react with some foods causing corrosion which is why aluminum pots are typically anodized.

Stainless Steel

Stainless steel is a popular material for pots because it does not corrode, keeps its bright shine and has good tensile strength. The one problem with stainless steel is that it is not a good conductor of heat. To combat this many manufacturers use a heavy aluminum or copper core in the bottom of their pots to improve heat flow. These cores are bonded to the bottom of the pot using one of several processes.



Cast Iron

Cast Iron is inexpensive. It is fairly heavy and heats food evenly but heat flow is slow. This is good for slow cooking but can result in longer cook times.

Tempered Glass

Tempered glass is available as flameproof glassware suitable for use on a burner. They conduct heat slowly and unevenly resulting in longer cook times and hotspots. This type of cookware is better suited to use in the oven.

COOKWARE FLATNESS

Along with the cookware type, the flatness of the bottom has a large effect on cook times. Most range elements rely on direct contact with the element to transfer heat to the cookware. Electric elements in particular (coil, solid, smooth-top) rely on contact for heat transfer. The Safe-T-element® is proven to work best with cookware having relatively flat bottoms. See Figure 1 for relative performance.

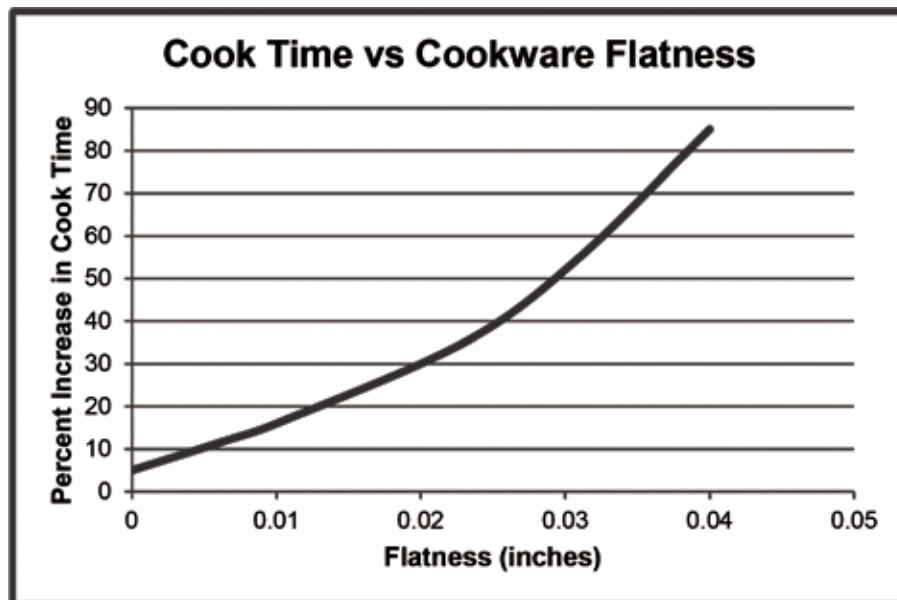


Figure 1: Effect of Cookware Flatness

SELECTING COOKWARE

Cookware is the single biggest contributor to cooking performance. When using the Safe-T-element® a good quality heavy-gauge aluminum pot/pan is recommended. Although there are many high-quality brands on the market which cost much more than the typical aluminum type, they are typically constructed of stainless-steel with a bonded aluminum or copper bottom. These perform superbly on gas ranges and most electric coils which have a little flex but tend to fall short on ranges with solid elements or smooth tops because the manufacturing process used to bond the base results in a concave bottom limiting the contact surface. For this reason Pioneering typically recommends the less expensive heavy-gauge aluminum pots and pans.



FREQUENTLY ASKED QUESTIONS

Will the Safe-T-element affect how I cook?

There is no behavioral change required when cooking with the Safe-T-element®. However, like any new cooking appliance, a little experimentation may be required to get familiar with the various temperature levels while using the stovetop.

Do I need to buy new cookware?

New or expensive cookware is typically not necessary. In some cases existing cookware may be of a type or age which can result in poor cooking performance but most users experience only a slight increase in cook times when using the Safe-T-element®.

Do I need to use a lid to get water to boil?

Although the heat levels are reduced when the Safe-T-element® is installed, elements still get hot enough to allow normal cooking. Even so, during certain phases of cooking such as bringing water to a boil, a lid is recommended to achieve highest energy efficiency and shortest heat-up times. This is good practice whether the Safe-T-element® is installed or not.

Will I still be able to sear meat at the lower temperature?

The Safe-T-element® will limit the temperature in the pan to a level just below the ignition point of oil. This is well above the temperature required to sear meat and should not impact the cooking performance.

Will the Safe-T-element affect the oven?

The Safe-T-element® is connected to the stovetop elements only. It will have no effect on the oven's operation.





[illegible]





**CITY OF GEORGETOWN APPLICATION FOR UTILITIES
LANDLORD CONFIRMATION**

Name of Tenant: _____

Street Address: _____

Apartment Number: _____

Please confirm availability of apartment or house before sending to City Hall. There will be an additional service fee if the information is wrong.

Name of Last Tenant: _____

Contact Person/Landlord: _____

Address of Landlord: _____

Signature of Landlord: _____

Please fill out and give to tenant or fax this confirmation to us at 843-546-5435.

Warning: Signing this application other than by the landlord is considered a forged document and may be punishable by law.



EQUAL HOUSING
OPPORTUNITY

REV 2018.01.01



GEORGETOWN HOUSING AUTHORITY