

Maintenance Charges Policy

Welles Village, unlike private apartment complexes, charges a below market rent for its residents. This allows you to pay a rent that is in line with your earnings.

For the most part, your rents pay for all the expenses incurred to manage and maintain Welles Village. Only a small portion of costs come from the federal government. Given federal cutbacks, we anticipate this amount to shrink even more in coming years, so it is accurate to say that YOU, as a resident, pay for the maintenance of this community.

However, because we do not charge a full market rent, we cannot absorb all the costs, particularly maintenance costs, for each and every tenant. We also do not think it is fair that if avoidable damage occurs with one resident, that all the other residents should have to pay that bill. In other words, if your neighbor breaks his or her own window or screen door, why should you be required to pay for it?

Consequently, we charge those residents who damage or allow their apartments to be damaged for the maintenance cost. A charge list is posted by the payment window in the main office, where the most common charges are listed. Other charges which happen on a less frequent basis or cannot be accurately estimated are charged on a "time and materials" basis. Copies of the actual bills, in these cases, are usually provided with your billing statement.

If you have a charge, you should make arrangements to pay it as soon as possible. Larger bills may be paid over a period of time, if you have a good payment history with the housing authority.

Please note that we make every effort to separate maintenance items that are routine (which we DO NOT charge for), and maintenance items due to damage (which we DO charge for). As a rule, if it is an item which can be avoided (such as breakage or neglect), it likely will be charged. On the other hand, if it is strictly due to wear and tear, then it probably won't be charged. While we do inspections annually, we encourage residents to report all maintenance items as soon as possible. By doing so, you eliminate the possibility of a large bill, if there in fact is damage, that is found during the annual inspection. Second, a small maintenance charge reported early may eliminate a larger charge later. For example a water leak probably would not be charged, but if it was allowed to leak for a long period and it damaged the floors, you would be liable for the damage to the floors, since a timely call could have avoided the damage in the first place.

Understand we are not doing this to punish or penalize you in any way. We want to provide you with the very best service we can, and we can't do this by subsidizing needless repairs. With your help, your apartment will be a pleasant, comfortable and enjoyable place for you and your family.