

# Resident Handbook



Center Village  
Village Green  
Knox Lane Annex

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## I. Welcome

Your new address is: \_\_\_\_\_

As a new resident in our senior housing, I would like to take the opportunity to welcome you to your new home. It is my sincere wish that you will be happy here.

As you read through this resident handbook, you will find some important information such as:

- A. The Rules and Regulations.
- B. Procedures for requesting maintenance work orders (minor repairs that need to be done on your apartment).
- C. Emergency procedures for fire evacuation.
- D. Instructions regarding the use of the fire alarm and emergency call systems.
- E. Recycling and trash disposal procedures.
- F. Floor plans, town phone numbers, and other important information.

## II. About Your Tenancy

This handbook is designed to acquaint you with your new home. If you have any questions you should contact the office.

As a tenant, you should

- A. Read your lease carefully.
- B. Know the procedures on maintenance requests and charges, if applicable.
- C. Ask questions if you are unsure of any policies. You are responsible for knowing the rules, regulations, and policies of the Authority. Ignorance is not an excuse for violations.
- D. Check the bulletin board at the Management Office and near the Community Rooms for information and changes in the rules and regulations, schedules, and policies.
- E. Work with your neighbors and the resident's association to make your home look as nice as possible and make it as safe as possible.
- F. Know your obligations as a tenant.
- G. Keep your rental payments current. Your payment is the sole source of income for the operation of senior housing.
- H. Notify the Management Office immediately to take care of any maintenance. By acting promptly you will save yourself and the Authority time and expense.

### III. Rules and Regulations

Immediately after moving in and to be certain your mail reaches you from your previous address, obtain a "Change of Address" card from the Post Office. Complete it with your name and new address.

Residents are asked to keep their apartment and premises clean, neat, and sanitary.

#### A. General Apartment Information - Outside

1. You are requested that you do not place stones around plants and shrubs, or in areas where they might be picked up by a power lawn mower or snow blower.
2. Sand barrels are available at both Center Village and Knox Lane and kept filled by the maintenance staff.

#### B. General Apartment Information - Inside

1. Electricity is used for heating, cooking, refrigeration, lights, and hot water. There are thermostats in each apartment to regulate the heat for your comfort. Avoid placing furniture, bedding, etc. too close to the baseboard heating units. You are responsible for the electric bill, and you **MUST** call the electric company and open an account in your name no later than the **DAY YOU RECEIVE YOUR APARTMENT KEY**. CL&P is the local electric company, and you should receive a bill monthly for your service. We strongly encourage residents to use the "equal payment plan," since your rent calculation considers an allowance for utility payments. Also, heating assistance and a "renter's rebate" is available through the town social services department (652-7638).

2. Residents wishing to install window air conditioning units should first consult the Authority to determine suitability of the contemplated unit. Residents are responsible for the purchase, installation, and removal or resale of the air conditioner.
3. Space heaters are not allowed for safety reasons.
4. There is no extra storage space for residents other than what is in their apartment. Sheds or other makeshift storage outside of your apartment is not permitted.
5. Tile floors are in every apartment. Floors should be dusted with a dry mop, with occasional washing with hot water and soap suds. DO NOT let the floor get too much water on it, as it will loosen the tile. After the floor has been washed, rinse with clear water. For better dirt resistance and overall improved appearance, we recommend a light coating of floor wax.
6. Wall-to-wall carpeting or area rugs are allowed. However, such floor coverings must be installed with double-faced tape only. The tack-strip method of installation is NOT permitted, and tenants who use this method will be charged for damages.
7. No tacks, nails, bolts or screws shall be placed in the floors, doors, or trim.
8. Apartments will not be painted by the Authority less than every five years. If approval is given for painting your apartment before that, the Authority will supply the paint, but not the labor.
9. Wash windows regularly before too much grime has settled. Use plain water, or you may add ½ cup of vinegar or one-third cup of ammonia to a pail of water.

Wash window panes from the top to bottom. Rub dry with a dry cloth. When washing windows, wipe the sash frame and window sill dry to prevent rusting or rotting. To keep shades in good condition, keep windows closed when it rains or snows. Roll up shades when windows are open. Keep screen doors latched to prevent them from swinging open and being damaged.

10. Residents are responsible for contacting the telephone or cable company if they wish to have telephone or cable service started or disconnected.
11. If a resident requires the use of oxygen in their apartment, they shall not smoke or permit others to smoke in their apartment. Failure to observe this safety requirement imperils all residents, and shall result in eviction.
12. Tenants shall comply with all laws and city ordinances affecting the use and occupancy of the premises and with all reasonable rules or regulations now or hereafter adopted by the Authority for the safety, comfort and welfare of the occupants of the premises.
13. The Authority or its representatives, upon adequate notice, may enter apartments during reasonable hours to examine, make repairs, or show apartments for renting. The Authority or its representatives shall enter immediately for emergencies.

#### C. Rent/Lease Information

1. Tenant rent shall be due and payable on the first day of each month, by the rental contract. Rent can be paid at the Authority main office or by mail. The Authority accepts only checks or money orders for payment. Returned checks are subject to a **\$35.00** returned check

charge and loss of check payment privileges. Credit and debit cards are accepted at the main office only.

2. LATE RENTAL CHARGE: A 10 day rental payment grace period is permitted by Connecticut General Statutes. Tenant rent unpaid after the 10<sup>th</sup> day of the month shall be subject to a **\$40.00** delinquency charge.
3. NOTICE TO QUIT: Tenant rent unpaid after the 10<sup>th</sup> day of the month will result in the Authority issuing a "Notice to Quit" for nonpayment, which notices shall be served by a sheriff or constable authorized to make such service. Tenant shall be charged an additional **\$45.00** for this service.
4. SUMMARY PROCESS: Tenant rent unpaid for a period of ten (10) days or other time specified under the Connecticut General Statutes, after the Notice to Quit has been served will result in Authority issuance through its Attorney of a Summary Process Writ Notice and Complaint, serving of same by designated sheriff or constable; copy of said certified Writ shall be filed with the State Superior Court, Housing Session for Hearing. Settlement costs at this point will be **\$125.00** for the court entry fee, **\$45.00** for second sheriff's fee, plus all previous costs, and the Authority Attorney's reasonable fees, other than the Court's judgement.
5. JUDGEMENT & EXECUTION OF EVICTION: Tenant rent still unpaid after foregoing legal steps will result in the Authority requesting its Attorney to acquire Judgement for Eviction on or before the end of the month during which legal action has been taken. The cost to tenant for the Judgement shall be, all previous costs, all sheriff's fees relating to the cost and moving costs, plus the Authority Attorney's reasonable fees.



6. EXCEPTIONS: Any deviation from the aforementioned policy, based on facts of illness, unemployment or other unforeseen incident, may be granted only by the Executive Director.

D. Visitors/Keys

1. Visitors in your apartment may be accommodated for up to three days. You are not permitted to sell or give accommodations to any boarders, lodgers, or roomers.
2. Tenants shall not carry on any business activities whatsoever, nor display signs of any type in or about the premises. As this is a senior housing development, tenants shall not provide child care services, either commercially or for relatives on the premises at any time. The Authority assumes no liability for persons injured or causing injury resulting from violation of this regulation.
3. All residents are entitled to the quiet enjoyment of their premises. Tenants shall not commit any nuisance, and should try not to disturb their neighbors.
4. Please advise the Authority of any extended period when the premises will be unoccupied.
5. You will receive one key and shall agree to relinquish the key upon termination of the lease. A charge of \$1.50 each will be made for any extra keys furnished to the tenant.
6. Keys will not be provided to the tenants's family members or other persons unless the Authority receives written permission from the tenant.

E. Parking

1. Tenants shall not park, or cause to be parked on the premises, any vehicle except a registered or licensed automobile which is his or her own personal property and shall not permit the parking of any commercial vehicles within the area of the project. All automobiles must be parked in designated parking areas. Tenants shall not park vehicles in driveways, or drive on the grass. There are no assigned spaces for parking, therefore residents cannot claim one space specifically for their own use.

F. Repairs/Maintenance Information

1. Tenants must report to the management office at once, any accident or damage to water pipes, toilets, drains, electric wires or fixtures, or other property of the Authority and all breakage, damage, or loss of any kind. Personal injury, no matter how minor, should be reported to the Authority at once.
2. No alterations or repairs are permitted to the premises, or to the equipment therein, and tenants shall not install or cause to be installed any additional locks or fixtures.
3. Authority maintenance staff will be responsible for the general maintenance and cleaning of the halls and lobby areas. They will also be responsible for cutting the grass, branch and leaf removal, and snow and ice removal on the main grounds, sidewalks and driveways. The Town of Glastonbury will remove the snow from Knox Lane itself.
4. Authority maintenance staff will be available to make minor repairs to apartments such as faucets, doors, stoves, refrigerators, etc. Maintenance staff will also replace light bulbs in ceilings and over the kitchen sink, however, the resident is responsible for the cost of the bulb. Maintenance staff will obtain replacement parts for

appliances or storm doors, and will determine who is responsible for the cost.

#### G. Pets

1. Tenants may have one pet only, which must be kept under control at all times. Tenants are limited to the following pets: dogs under twenty pounds, cats, caged birds, and fish. All dogs and cats must be neutered and be fully vaccinated, and proof must be provided to the Authority office. Dogs must be on a leash at all times, and tenants must pick up feces after exercising them. If problems arise because of the inability or lack of interest to control the pet, permission for that tenant to have a pet may be withdrawn.
2. All dogs and cats shall be vaccinated for rabies, and shall be licensed in accordance with state and local law.
3. Nothing in this pet policy shall prevent the Authority from requiring a pet security deposit if deemed appropriate.

#### H. Community Room/Laundry Facilities

1. The hours for use of the community rooms and laundry rooms will be posted at each property.
2. Do not put plastic laundry detergent bottles or other recyclables in the trash container in the laundry room - put them in the recycling bins. If you are not sure which items are recyclable, please read the recycling information on page 25.
3. Coin operated laundry facilities are provided for the use of residents only. It is requested that one washer and one dryer be used at a time, and that the lint be removed after

each load. The machines may be emptied by waiting residents if you are not present when the machine stops.

4. Consideration of others is requested by prompt removal of laundry from outside clothes lines. Residents are not permitted to hang laundry on trees, bushes, or any place other than lines provided by the Authority.

#### I. Insurance

1. All personal property placed in the premises shall be at the risk of the tenant or owner of such personal property. The Authority will not be responsible for any damage to such personal property for any cause.
2. Injury to a resident, family, or visitors, or damage to personal belongings or loss from theft, must be covered with personal insurance. A copy is requested for the office files.

#### J. Trash/Recycling

1. There are trash enclosures located near each parking lot. Please wrap the garbage securely before depositing it in the dumpster located within the enclosure.
2. Recycling services are provided by a contractual waste hauler. Tenants are required to follow the instructions provided by the trash contractor for recycling.
3. Bulky items (furniture, rugs, etc.) Are taken to the dump on Fridays. If you are disposing of such items, call the work order number and advise the office that you have left these items. Please put these items out no earlier than Wednesday or Thursday.

#### K. Smoke Alarms

1. Each apartment has one smoke alarm run by electricity. Alarms are sensitive to cooking smoke and/or heat. If your alarm goes off due to cooking smoke, please open your doors and windows and fan the smoke out. The alarm will shut off once the smoke is clear.

#### IV. Reporting Maintenance Repairs and Emergencies

- A. The Authority management office is open Monday through Friday from 8:30 a.m. to 4:30 p.m., except on legal holidays recognized by the Town of Glastonbury.
- B. Routine maintenance repairs should be called in during regular business hours only. Call 652-7568 and press the number one (1) for work orders. Leave a message describing the problem or work needed and a phone number where you may be reached, in case there are any questions.
- C. **Emergency Repairs During business hours:** Call 652-7569 and give the information to the individual answering the phone.
- D. **Emergency Repairs After business hours:** Call 652-7568 and stay on the line until prompted to leave a message. Please include your name, address phone number and type of emergency. **A maintenance employee or contractor will return your phone call before responding, so please stay by the phone you called from. If they can not contact the caller they will NOT respond.**

**What is an emergency repair?** All of the following are emergencies: No heat, toilet clogged or overflowing, flooding, and no electricity (please check to make sure it is just your unit without power and not an area wide power outage). If you have a fire or a medical emergency, call 911 immediately (See next section).

The Housing Authority's policy is not to charge tenants for repairs that are the result of "wear and tear." Deliberate breakage or other non-wear related repairs will be subject to charge. Listed in the office is a list of standard charges and the cost per repair. This list is reviewed annually and updated to reflect the cost incurred by the Housing Authority to perform

the repair. For any unlisted repair, the tenant is charged the cost incurred by the Housing Authority.

V. Fire and Emergency Evacuation Policy

- A. In the event of a fire in your apartment, LEAVE IMMEDIATELY - EXIT THROUGH THE FRONT DOOR IF POSSIBLE. If this is not possible, EXIT ANY SAFE WAY YOU CAN.
- B. Once you are safely outside your apartment, CALL 911 from a neighbor's home. THE SMOKE DETECTOR IN YOUR APARTMENT DOES NOT NOTIFY THE FIRE DEPARTMENT.
- C. When exiting your building, mentally check for neighbors on either side of you. If you have reason to believe they are still in their apartment, PLEASE LET THE FIRE DEPARTMENT KNOW - DO NOT ATTEMPT TO ENTER THE APARTMENT ON YOUR OWN!!
- D. In the event of a large fire, please stand either inside or outside the Community Building so a head count can be taken by fire department or authority officials.
- E. If you plan to be away from your apartment for a few days, please tell a neighbor and notify the Authority. A fire fighter does not want to enter a burning apartment to look for a resident who is not home. REMEMBER, A FIRE FIGHTER'S FIRST DUTY IS TO SAVE LIVES, THEN PUT OUT THE FIRE.
- F. If you are wheelchair bound, using a walker, or feel you will have difficulty leaving an apartment in an emergency situation, please call the office so your name and address can be given to the Fire Department, and they will know you will need assistance in evacuating the apartment.
- G. REMEMBER, IN THE EVENT OF A FIRE, **CALL 911**. PLEASE DO NOT ASSUME SOMEONE WILL TAKE CARE OF IT.



H. **SEVERE WEATHER CONDITIONS** - If there is a severe storm coming, STAY WITH A RELATIVE, IF POSSIBLE, UNTIL THE STORM IS OVER. If this is not possible, the following may be of help to you. Keep in mind that these are suggestions, and you are in no way obligated to be involved in any of these activities. These are simply suggestions you may want to consider.

1. SNOW STORM - NO POWER FAILURE - Unless you need to move your vehicle for the snow removal crew, it is SUGGESTED residents REMAIN IN THEIR APARTMENT UNTIL THE SNOW AND ICE HAVE BEEN CLEARED.
  
2. SNOW STORM, BLIZZARD, HURRICANE, ETC. - EXTENDED POWER FAILURE - In the event of any of the above-mentioned severe weather conditions, the Authority will follow the Town of Glastonbury's emergency preparedness plan. You will be notified as to what actions are to be taken for each particular emergency.

## VI. Safety Tips

The Glastonbury Housing Authority is committed to reducing the chances of accidents and maintaining a desirable living environment. What follows is a simple list of safety reminders and cleaning tips.

### Kitchen Safety & Cleaning

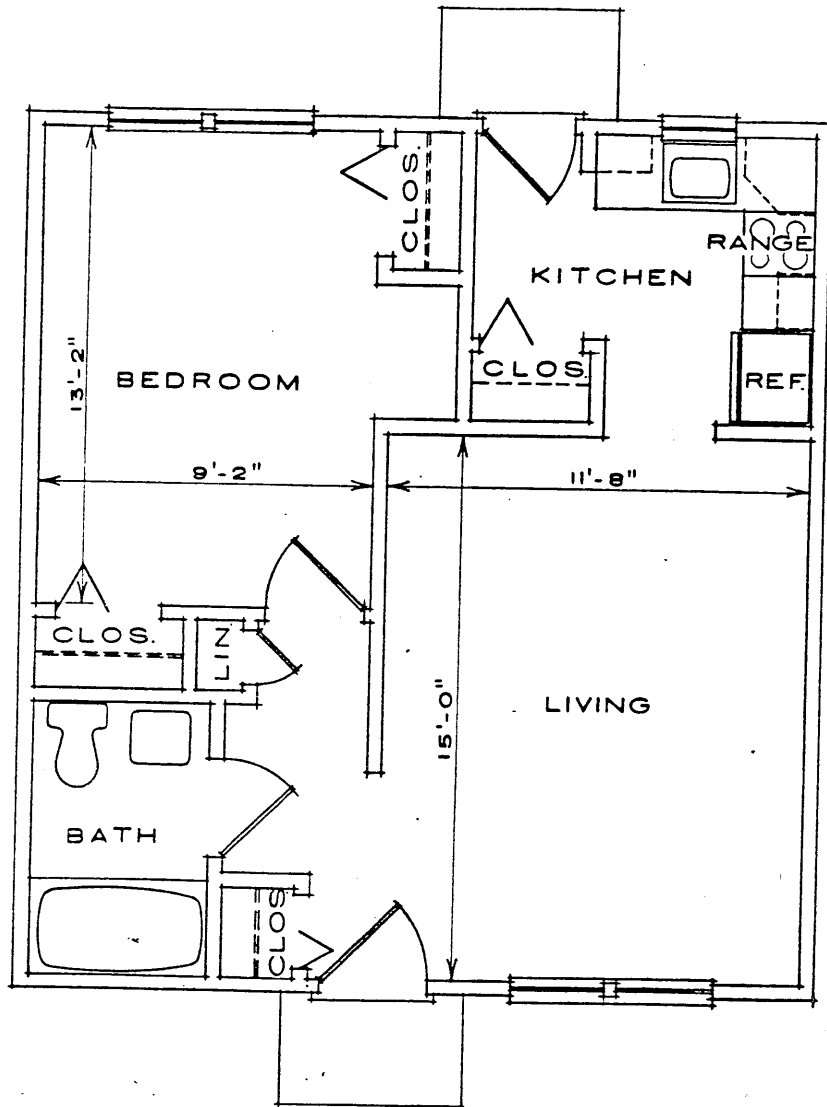
- A. Keeping your oven and stove clean and free of grease will reduce the chance of a kitchen fire. Remember to clean the walls and counter area around your cooking area.
- B. Do not hang or leave pot holders and towels around the stove top. Even radiant heat from cooking can catch these items on fire.
- C. If you do have a grease fire do NOT put water on it. This will only spread the fire. Immediately call the FIRE department (911). If the fire is in the oven, leave the oven door closed. If the fire is a small fire, a good extinguishing agent is baking soda.
- D. Unplug electrical appliances when you finish with them (i.e.: toasters, coffee makers).
- E. When cleaning the inside of your refrigerator try using a warm water and baking soda solution. Use about a tablespoon of baking soda to every quart of water, this will clean and deodorize your refrigerator. Do not use cleaning powders or abrasive cleaners. Use warm water and a little dish detergent to clean the outside of your appliances.
- F. The stove top should be cleaned after each use. Remember to clean the burner pans and grates on a regular basis. Remember cleaning on a regular basis is the best way to avoid household pests such as ants and roaches.

### Smoke Detectors and Fire Safety Tips

- A. The Housing Authority inspects the detectors annually. Each building is alarmed on the outside. Don't ignore alarms!

- B. All families should develop an escape plan and create a meeting place outside and away from your apartment.
- C. Do not overload outlets. Limit use of extension cords to temporary use only. Never run an electrical cord underneath a carpet or other walking surfaces, this could result in unseen damage to the cord and result in a fire.

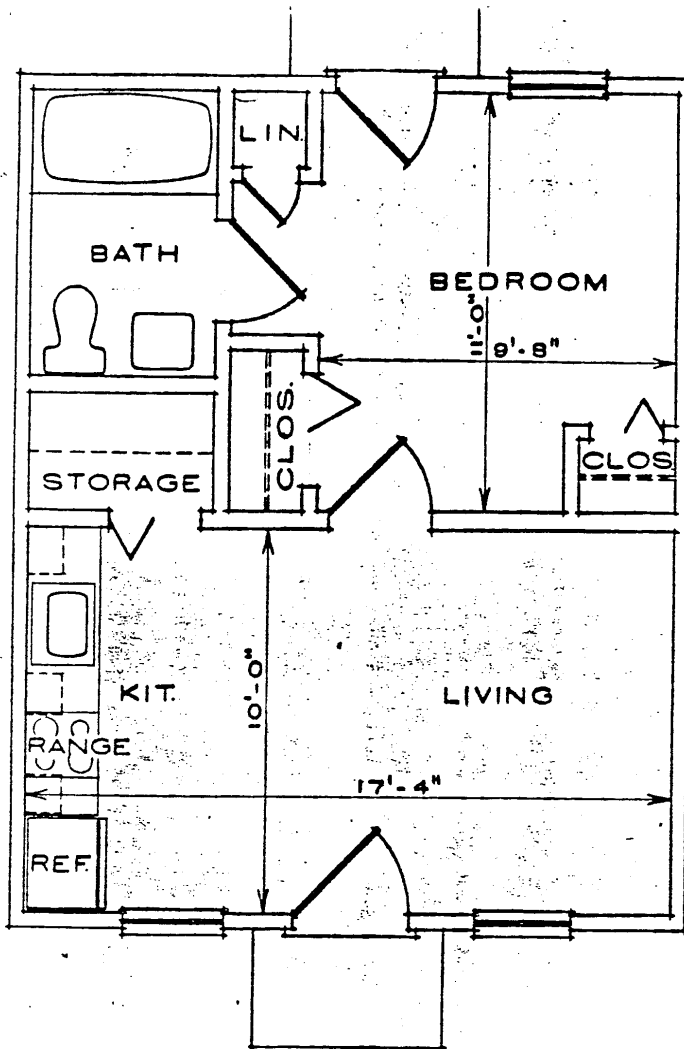




PLAN OF ONE BEDROOM UNIT - SCALE 1/4"=1'-0"  
 APARTMENT UNITS

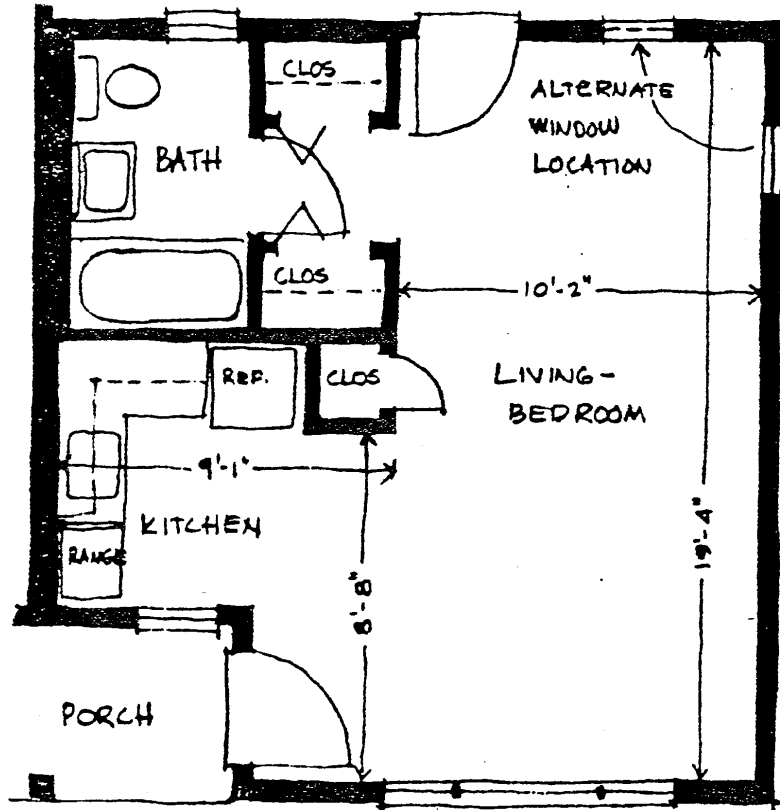
Center Village - E-62

Floor Plans

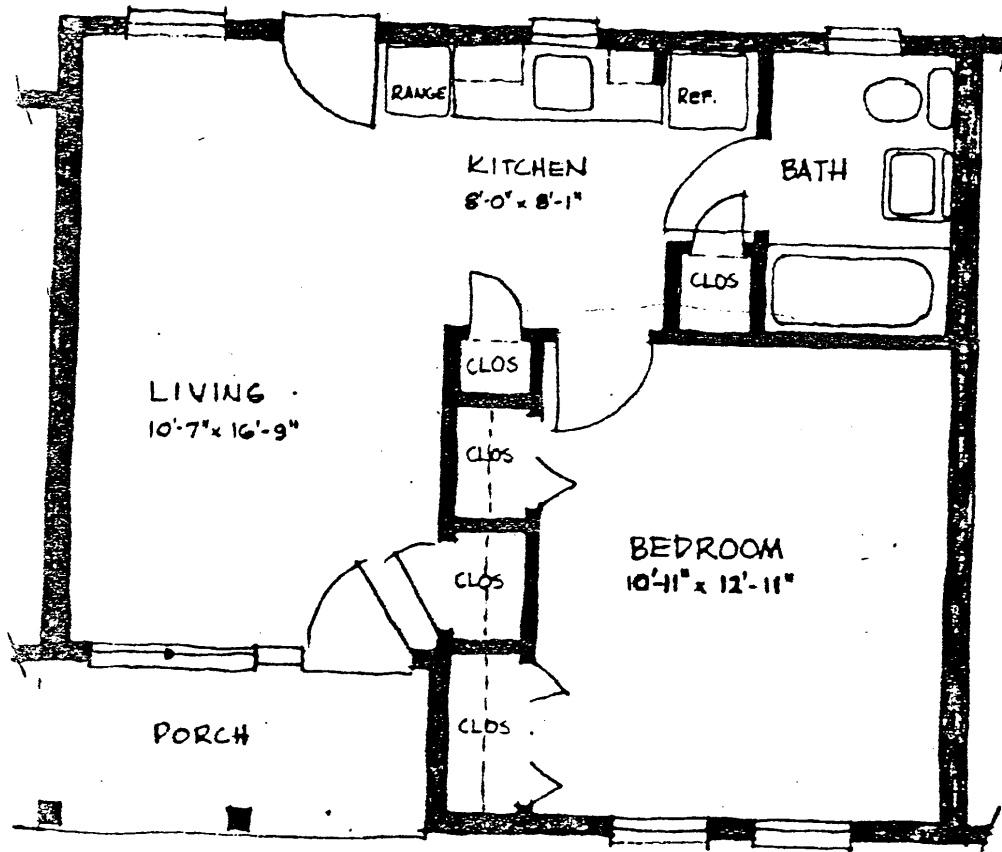


PLAN OF EFFICIENCY UNIT - SCALE 1/4"=1'-0"  
 APARTMENT UNITS

Center Village - E-62

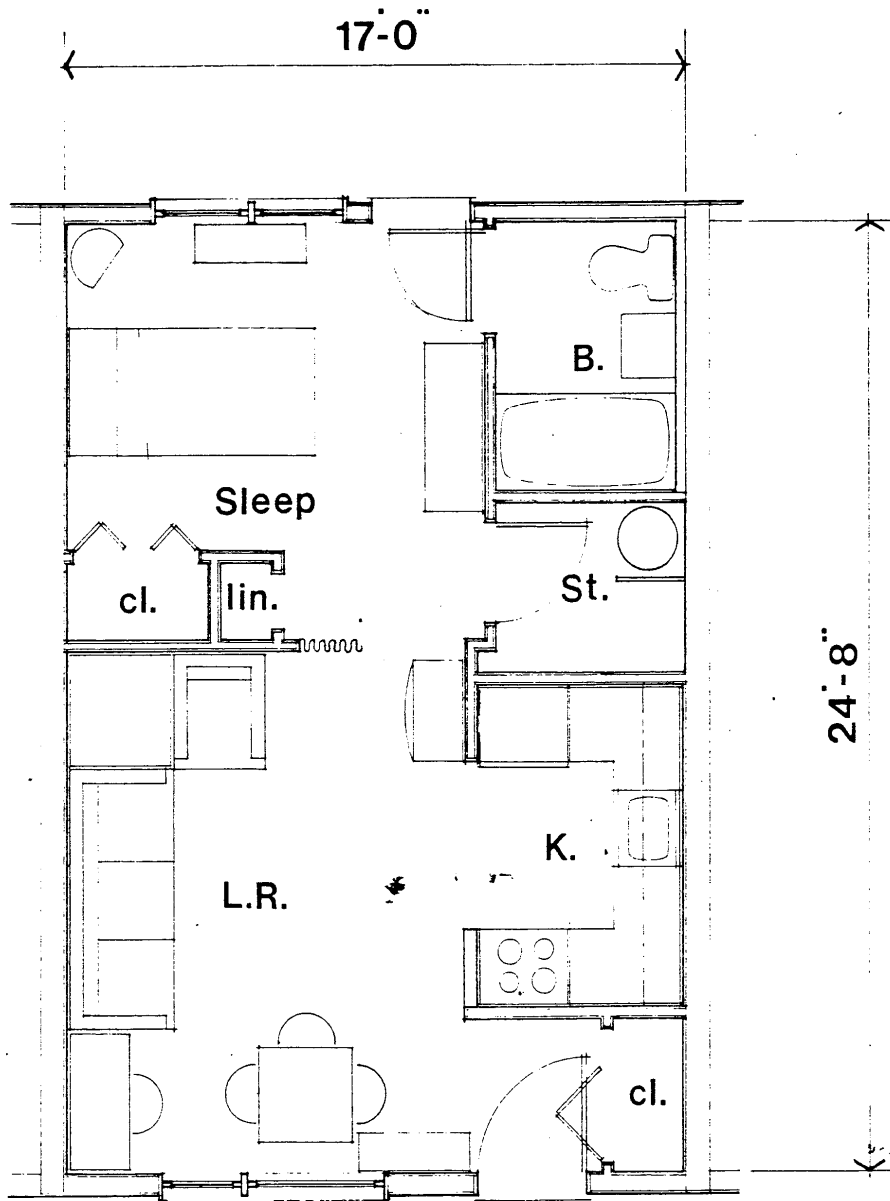


Knox Lane - E-39  
Efficiency Apartment



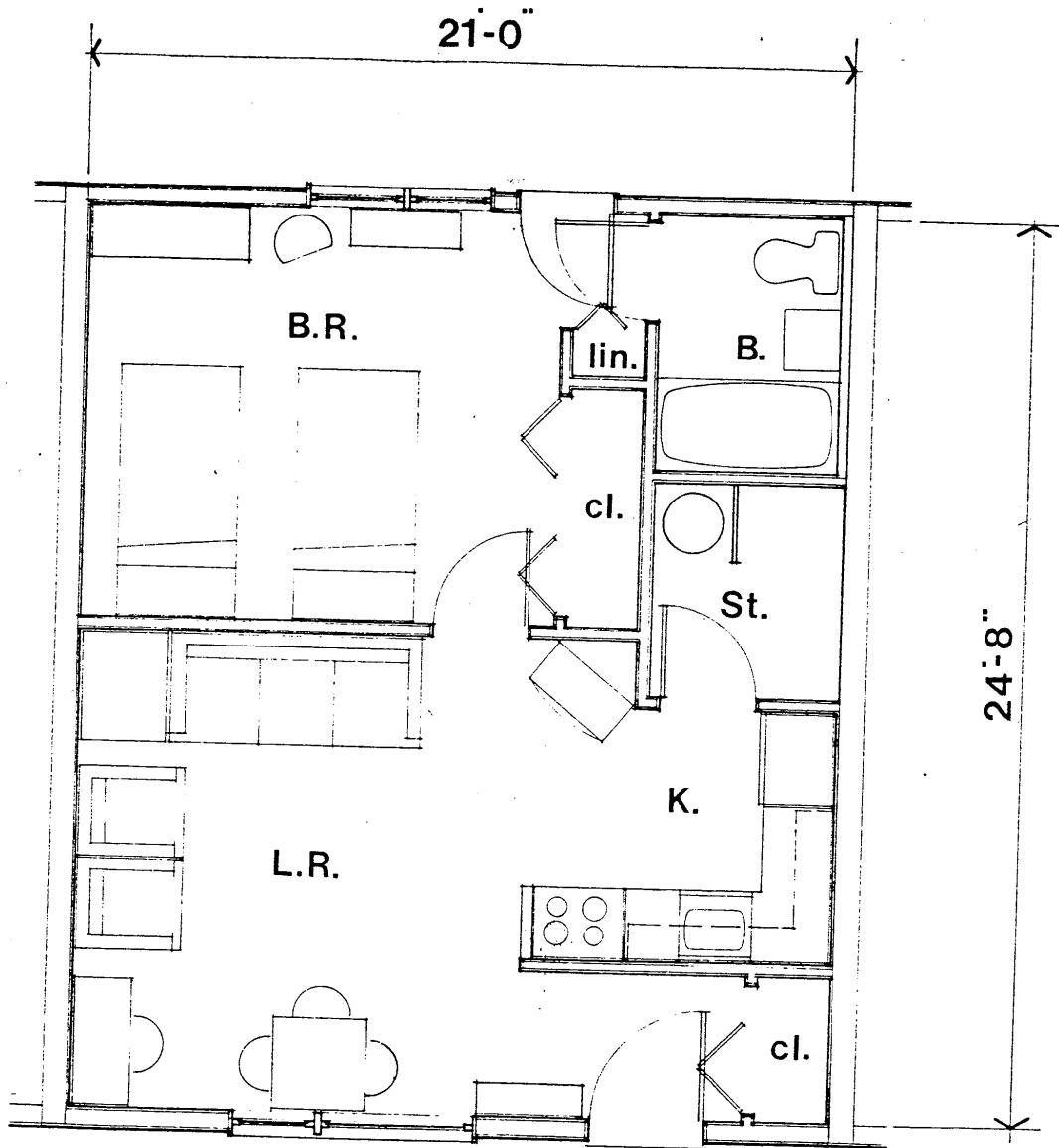
Knox Lane - E-39  
One Bedroom Apartment



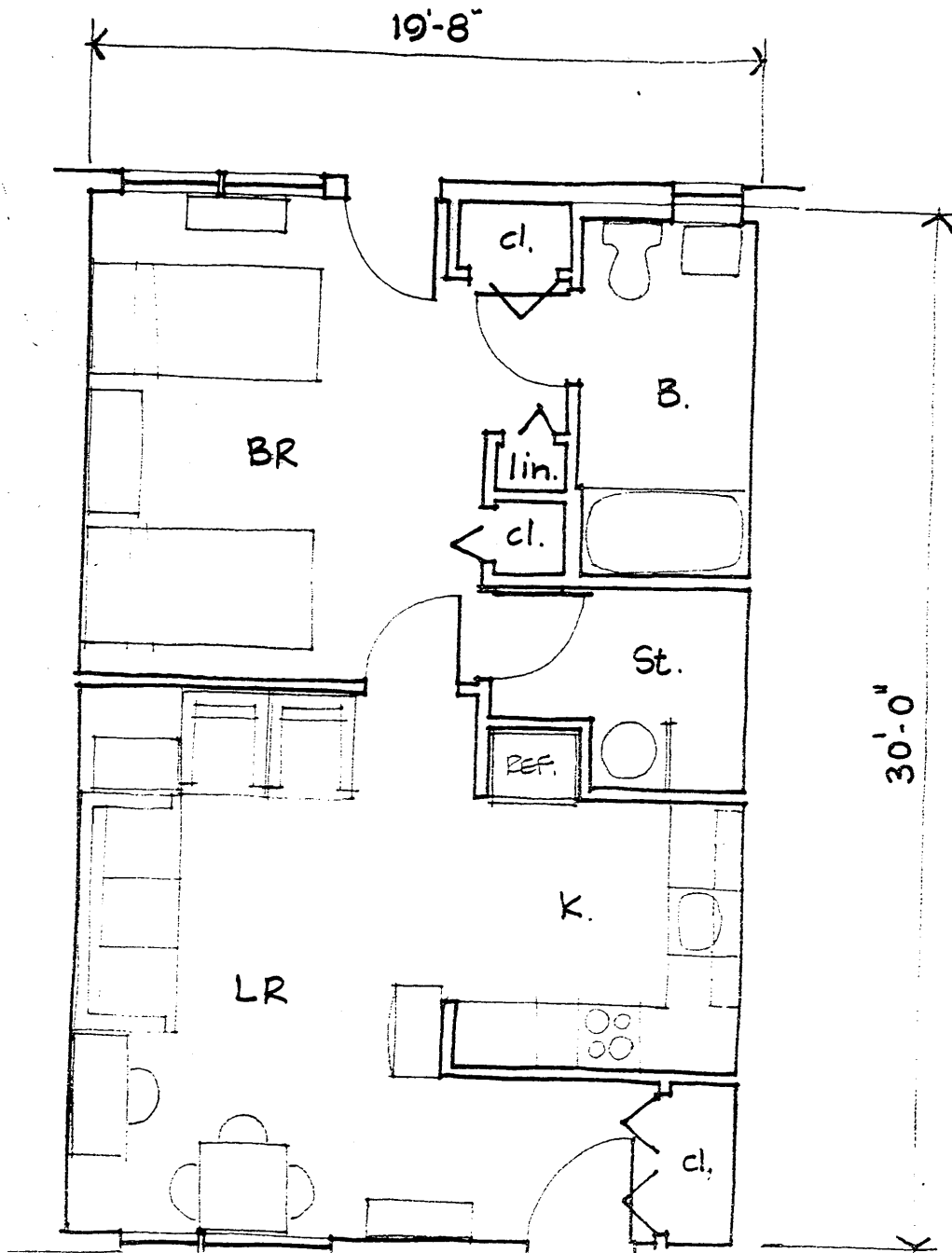


Knox Lane Annex- E-149  
One Bedroom Single Apartment

1-2-2011



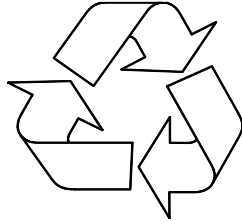
Knox Lane Annex- E-149  
 One Bedroom Double Apartment



Knox Lane Annex - E-149  
 Accessible Unit - 590 sq. ft.



Recycling Information - Recycling is picked up every other week.  
**POSITIVELY, ABSOLUTELY NO PLASTIC BAGS!!!!**



## RECYCLING INSTRUCTIONS

What to <b>RECYCLE</b>	How to <b>RECYCLE</b>	<b><u>DON'T</u></b> <b>RECYCLE</b>
<p><b>Newspaper</b></p> <p>Including all inserts and advertising flyers printed on "newsprint" and magazines</p>	<p>Tie in bundles or put in paper grocery bags (<i>don't use plastic bags</i>)</p> <p>Put in recycling bin on top of cans and bottles, or next to bin if no room in it</p>	<p>Dirty or contaminated newspapers</p> <p>Other kinds of paper (paper towels, etc.)</p>
<p><b>Corrugated Cardboard</b></p> <p>Boxes used for moving and storage and shipping</p>	<p>Flatten boxes.</p> <p>Cut large pieces to smaller than 2 ft. by 2 ft.</p> <p>Tie in bundles</p> <p>Put in recycling bin on top of cans and bottles, or next to bin if no room in it.</p>	<p>Dirty or contaminated corrugated cardboard</p> <p>Wax or plastic coated corrugated cardboard</p> <p>Other kinds of cardboard (shoe boxes, cereal boxes, pizza boxes, etc.)</p>
<p><b>Food and Beverage Containers</b></p> <p>Includes glass bottles, plastic bottles (PETE and HDPE only), Tin cans (no aerosol) and aluminum cans, foil, and food trays)</p>	<p>Wash containers first</p> <p>Label and neck rings <i>don't</i> have to be removed.</p> <p>Don't break bottles.</p> <p>Look at bottom for classification ♻️ and either <b>PETE</b>, <b>HDPE</b>, <b>1</b>, or <b>2</b>.</p> <p>Put in recycling bin, no sorting needed.</p> <p>Put excess in paper bags next to bin (<i>don't use plastic bags</i>).</p> <p><b>Note:</b> Plastic bottles can be clear or colored and include detergent bottles, bleach bottles, shampoo bottles, etc.</p>	<p>Automotive fluid containers</p> <p>Aerosol cans</p> <p>Bottle caps</p> <p>Food and beverage containers not made of glass or plastic (PETE or HDPE)</p> <p>Containers larger than 1 gallon</p> <p>Other cans and glass bottles (paint cans, medicine bottles)</p> <p>Other glass items (light bulbs, window glass, dishes, etc.)</p> <p>Other plastic items (toys, etc.)</p> <p>Other metal items (pots and pans, coat hangers, toasters, etc.</p> <p>Ceramic items (bottles, dishes, flower pots, etc.)</p>

## Town Phone Numbers

- ❑ Police, Fire, and Medical Emergencies: Dial **911**
- ❑ Routine Police Calls: 633-8301
- ❑ Routine Fire Calls: 652-7550
- ❑ Civil Preparedness - Disaster Information - 652-7578
- ❑ Civil Preparedness Radio - 1570 AM
- ❑ Town of Glastonbury Information Center - 652-7710
- ❑ Board of Education - 652-7951
- ❑ Chamber of Commerce - 659-3587
- ❑ Social Services Department - 652-7638
- ❑ Senior Services - 652-7642
- ❑ Senior Citizen Center - 652-7642
- ❑ Dial-a-Ride - 652-7643