

Englewood East

House Rules

Attachment #3



3140-3144 Tess Ave., Salem, OR 97301

CODE: Small Bldg – 6457

WELCOME!

Your new home is managed by the Housing Authority of the City of Salem. The Authority's mission is: "To see that all low-income people in the Salem-Keizer community have the opportunity to live in decent, affordable housing and to move up and out of poverty".

This booklet will help you become familiar with your new home and community. It explains what you and your neighbors can expect from the Housing Authority, what the Authority will ask of you, and will give you the information to be safe and secure in your residence as well as aide you in maintaining compliance with your lease.

Please take time to read this booklet, become familiar with how it is arranged, and where to find answers to questions that may come up later.

Please review the phone numbers listed on the following pages. This list will help you locate who to call when you have a question or if you have a maintenance emergency.

If you have any problems or questions not covered in this booklet, please feel free to contact your Property Manager. If you have a maintenance problem or question you may also call your Property Manager.

We are happy to have you leasing your home from us and we hope you will find it comfortable and pleasant.

Brief Overview and Information about Management

Englewood East was constructed by Teton Non-Profit Housing, which was founded in 1980 to provide housing for low income people in the Salem area.

The Salem Housing Authority is the managing agent for Englewood East, which means that the Salem Housing Authority is your landlord. All questions, concerns, requests for repairs, etc. should be addressed to the Housing Authority via your Property Manager.

The Property Manager is your contact person with Salem Housing Authority and can be reached at number listed above. Questions about your rent, parking or anything else you wish to discuss relating to your apartment should be directed to your Property Manager.

To be sure that your Property Manager is available, please call and make an appointment. When calling your Property Manager you may get a message that they are away from their desk. In these situations, leave your name, phone number and a brief message about the problem you are having. We strive to return calls within 24 business hours

A Resident Representative is also available to assist in emergency situations and to show vacant apartments, etc. The Resident representative lives in Apartment 101 and their name and phone number are listed on the contact page of this document.

From time to time it becomes necessary to change Authority procedures or rules. You will receive written notice of such changes. These changes should be kept with your copy of the lease.

Notice to Persons with a Disability

The Salem Housing Authority does not discriminate against persons with disabilities in its housing services and structures. The Salem Housing Authority provides equal opportunity to all persons with disabilities and provides accommodations to meet the needs of persons with disabilities upon request if the accommodation is both reasonable and financially feasible.

All requests for reasonable accommodations should be submitted in writing, whenever possible to the Property Manager, or you may call your property manager. All requests should include the name, address and telephone number of a third party or professional who will verify that the family member requesting the reasonable accommodation is disabled and is in need of the accommodation requested because of the disability. Salem Housing Authority will respond to all requests as quickly as possible.

Alterations and hanging pictures

Use the following guidelines when decorating your apartment with pictures, plants, etc.:

1. Use small nails or nail-in type picture hangers. Please don't use stick on type hangers.
2. Installation of hooks in the ceiling is not permitted. If you need to hang lamps or plants use hangers that can be attached to the wall. You should contact the Housing Authority for approval before attaching very large hangers to the wall.
3. Use discretion in the number of things you hang on your walls. Excessive nail hole damage can be costly and you will be held responsible.
4. Mirror tiles are not allowed on the walls.
5. Do not attach any kind of shelving to the walls. If you want shelves for your closet, they will need to be free standing rather than attached to the walls.
6. Do not make any alterations or changes to the building including placing items in the hallway without prior permission from the Housing Authority.

Cable TV

Comcast Cable television is available for your enjoyment. If you wish to have cable television, call 1-888-824-8264. The cable company can tell you what the cost will be and make an appointment to connect the service in your apartment. The buildings are already wired for cable television which means Comcast only needs to hook up your television to the wall jack and connect your apartment to the main terminal. The screw-type outlet in the living room is for cable television.

Carbon Monoxide Alarms and Detectors

As of July 1, 2011 each apartment will contain a properly functioning carbon monoxide alarm/detector.

These alarms were installed for your safety and should not be removed or tampered with. They are your responsibility to test once a month to make sure they are in proper working order. Tampering with or removing the installed alarm is a lease violation.

Tenants will be instructed as to how to test their carbon monoxide alarm/detector.

If your alarm sounds, push the test/reset button, call your property manager and/or call 911 and immediately move to fresh air (e.g. outdoors or an open window). Take a head count to make sure that all household members are accounted for.

Do not re-enter premises or move away from open window until emergency responders have arrived, fixed the problem and your alarm returns to it's normal condition.

Please push the test button so you will be familiar with the sound of the Carbon Monoxide alarm. When the batter is low the alarm will make a chirping sound. To silence the chirp for up to 12 hours; press the reset button. This allows you a little time to replace the battery.

Please notify the property manager in writing of any operating deficiencies, other than dead batteries. Replacement of batteries is the responsibility of the tenant.

If SHA receives written notice from a tenant of a deficiency of a carbon monoxide alarm/detector, other than dead batteries, SHA will repair or replace the alarm.

Common Space

The main lobby area is for waiting and receiving your guest(s) or ride. Please use the community room for congregating and recreational activities. Hallways are not to be used in a manner that is disruptive to your neighbors.

If you use the common bathroom in the lobby area, please be sure to leave it as you found it. If you notice that it needs a little attention, please notify the Resident Representative.

Community Room & Gazebo Patio Area

The community room (unless scheduled for other activities) is available for your enjoyment throughout the day and evening. You may want to go there to talk to the other residents, play games, eat, drink or just relax. Those tenants with approved service animals are welcome to have their service animals with them in the common areas of the complex including the community room. Service animals are never permitted to be tethered or leashed unaccompanied outside the unit.

If you wish to reserve the room for your personal use, (i.e. birthday party, shower, product parties, family get-together etc.), please schedule in advance by contacting the Resident Representative. The Resident Representative will take your requests and post a schedule of community room events. Alcoholic beverages are not to be consumed in any area other than individual homes. Smoking is not allowed in any common area within the building.

The community room is available for your use, but you must take care of it. Please remember to clean up after yourself. In that way, the room will be kept clean for others to use, and in turn will be clean when you wish to use it.

The community room can be used for crafts, hobbies and classes. Use the community room for informal visiting and personal recreation such as knitting or crocheting. Please let your Resident Representative know if there are any classes you would be interested in teaching or participating

in.

A book and magazine library is available for residents' use. Books and magazines should not be removed from the building and should be returned to the community room for other resident use.

The upstairs lobby area may be used for suitable recreational activities. The resident must accompany guests using this area.

Disposal of Garbage

The enclosed garbage area is located on the east end of the building near the parking lot. Please be sure that all garbage is taped or sealed in bags prior to placing in the bin and that the bin lid is kept closed. This will help eliminate garbage odors and eliminate litter on the grounds.

If you see litter on the grounds or in the halls, it would be helpful if you would take a moment to pick it up and dispose of it. In this way, the grounds and building can be kept looking neat and clean all the time.

Elevator

The elevator is located in the lobby. Instructions for dealing with the elevator emergencies are posted on the wall of the elevator. If you hear the elevator emergency alarm, please locate the Resident Representative for assistance.

Fire Safety

All the doors in the building have automatic door closures. Their purpose, along with specially constructed firewalls, is to contain fire in one area should a fire ever occur. Because of this safety feature, no door equipped with a closure should ever be propped open, including your apartment door.

Each apartment has its own Smoke Detector. It is electrically operated and should be tested once a month by twisting the test switch. The smoke detector will sound in your unit only.

If your detector sounds because you have burned toast or for any reason other than an actual fire, you may shut it off by fanning it with a newspaper or magazine. Please do not open your front door due to simply burning toast as this will set off the alarm to the entire building. You can also open your living room window to assist in dispersing smoke from burnt toast or other burnt foods that set off the smoke alarm.

Never disconnect or make your smoke detector inoperable. It is prohibited by Oregon Revised Statute (ORS 479.300) to tamper with or alter your smoke detector.

Occasionally, smoke alarms may malfunction. If you feel your smoke detector is not working properly, please report it to your Property Manager

In addition to individual smoke detectors in the unit, there are smoke detector fire alarm boxes and fire extinguishers in the hallways. When activated, the fire alarm boxes will sound an alarm throughout the building.

If you spot a fire, pull the lever on the nearest fire alarm in the hallway; call the fire department at 911 and then leave the building. If you are unable to use the stairs, go to the closest stairwell; remain at the top of the stairwell with the door closed and the fire department will come and assist you.

There are instructions about what to do in case of fire posted at each fire alarm station.

General Do's and Don'ts

ABSENCES - If you plan on being away for more than seven days, notify the Housing Authority and leave a contact phone number where you can be reached in case of an emergency. Also, make arrangements with a neighbor or relative to water garden and pick up mail.

ALCOHOLIC BEVERAGES - No alcoholic beverages are to be consumed in the common areas or the parking lot.

ALTERATIONS - Do not make any alterations, changes, painting or remodeling of the premises and/or equipment without prior written consent of the Housing Authority. You will need to complete the alterations request form and receive a response from SHA prior to making any alterations to your unit. This form can be obtained from the Resident Representative.

DRUGS - Trafficking in or manufacture of illegal drugs of any kind will not be tolerated. Mere suspicion of drug trafficking or manufacture may result

in an eviction notice. Suspected drug activity will be reported to the authorities.

FIREARMS - Use of firearms (including B-B guns) within the city limits is prohibited by city ordinance.

GUESTS - It is a violation of the Lease to have guests for more than 14 days in any calendar year without obtaining approval from the Housing Authority. You are responsible for the activities and behavior of any guest

PETS - Be reminded that with the exception of fish and certain birds, a cat or dog is not allowed in Housing Authority units unless your lease has been amended. Violations will result in Housing Authority action. This provision also applies to visiting pets.

SUBLEASING - Renting your unit or any part of it to another person or family is a serious violation of your Lease Agreement.

VEHICLES AND MOTORBIKES - Non-operating vehicles may not be parked on site. Vehicles with oil leakage may not be parked on the driveway as oil will ruin the concrete. Minor car repair on your own vehicle will be allowed. No car repair on friends' or relatives' cars or major repair on your own vehicle should be completed in the driveway of the complex.

Information About the Care of Your Apartment

BLINDS: You are responsible for the care and cleaning of the blinds. Regular vacuuming will be needed to keep the dust build up removed.

COUNTERS AND CABINETS: The Formica countertops can be easily cared for if you take precautions. Always place hot dishes on a trivet or hot plate, not directly on the counter. Also, use a cutting board when slicing foods. Cutting on the countertop will scratch the surface.

The cabinets can be wiped with a damp cloth. You may use non-adhesive shelf paper on the shelves if you wish. DO NOT use contact paper or any other adhesive covering on the shelves as it will damage the finish.

ELECTRIC HEATER: Dust grill occasionally when the heater is off to prevent dust build-up.

ELECTRIC RANGE: Your electric range can be cleaned with hot, sudsy water. Do not put foil on your burner bibs or store items in your oven as

this can cause an electrical short or even cause a fire. If your oven is quite dirty, you may need to use a commercial oven cleaner, but for your health and safety, be certain to follow directions.

EXHAUST FAN AND FILTER SYSTEM: The aluminum exhaust filter over your range should be cleaned regularly by lifting it out of its place in the hood and washing it in hot soapy water. It is a good idea to use the exhaust fan whenever the range is in use. For the most effective ventilating, the living room window should be opened slightly when operating the fan.

FLOORS: You will need to care for your carpet, including frequent vacuuming and occasional shampooing. The tile floor in the kitchen and bathroom should be treated occasionally with self-polishing wax.

HEATING (SPACE): Your apartment is heated by wall Cadet Heaters in living room and bedroom. Furniture and all other combustible materials need to be arranged so that they are a minimum of 3 feet from cadet heaters. The heater is thermostatically controlled. If you have problems with your heater you should call the Housing Authority Maintenance Department at (503)390-3413 or (503)390-8008.

HEATING (WATER): Your water heater is a natural gas appliance. It is located in a separate, locked enclosure within the entry closet (one bedroom) or in the hallway by the back bedroom (two bedroom). If you have problems with the water heater you should call Northwest Natural Gas Co. at 1-800-523-7661. Since you will not have a key for the water heater door, the repairman will need to pick up the key from the resident representative in order to gain access to the water heater.

HOW TO PREVENT MILDEW

Mildew usually shows up as a thin black growth on many kinds of surfaces. It is caused by molds which are simple plants belonging to the group known as fungi. There are always molds present in the air, those that cause mildew need moisture and a certain temperature to grow. They grow on anything in which they can get enough food. They flourish wherever it is damp, poorly lit and where air is not circulated. As these molds grow, they cause considerable damage and leave a musty odor.

One way to prevent mildew is to keep things clean. Keep anyplace where mildew is likely to grow as clean as possible as soil can supply food to start mildew.

Get rid of dampness. Dampness is often caused by condensation of humid air onto colder surfaces (quite often you may find enough moisture condensing on a toilet to cause it to drip onto the floor). Good ventilation is important to reduce condensation. A fan or blower may be necessary to move the air in a room. Use the fan in the bathroom when bathing.

Get rid of dampness by heating the home. Heat prevents mildew. Air movement is very important.

Cooking, laundering and bathing can add up to two gallons of water per day to a home if circulation is not adequate.

Kill the Mildew. On walls and tiled floors, get rid of mildew by scrubbing with a dilute solution of liquid household bleach. *1 cup of bleach to 1 gallon of water.* (caution: NEVER MIX BLEACH OR AMMONIA WITH ANY OTHER CLEANER: work quickly on asphaltic tile surfaces to avoid spotting). Rinse with clear water and wipe dry as possible. Keep windows open until surfaces are thoroughly dry. This dilute solution works well in a spray bottle. It can effectively remove the black line of mildew that can collect on the caulking surrounding the tub or shower. (Source: Oregon State Extension EC 1174)

REFRIGERATOR: Your refrigerator should be cleaned regularly with warm, sudsy water. The shelves and pans can be removed easily for cleaning. The freezing compartment should be defrosted about once a month, before a thick build-up of ice can accumulate. DO NOT USE a knife or ice pick to defrost your freezer. It is best to turn the control to off and allow the ice to melt.

TILE SHOWER: Frequent care will be needed to keep the tile clean and polished. The tile and the bench should be wiped with a soft cloth after each use. Use a good tile cleaner often to clean and polish the tile. A shower curtain will be necessary to help keep water from running out on the linoleum floor.

VENTILATION: For your comfort and to conserve energy, your apartment is designed to be very airtight. However this means you will need to give extra attention to ensure proper ventilation. There are two ways to ventilate properly. One is to open the bedroom and living room windows. The other is to open a window slightly and turn on the bath and range hood fans. DO NOT prop your door open as it is against the fire code. Always use the range hood fan when cooking and the bathroom fan when bathing. Proper

ventilation every day will help avoid mildew, moisture, and odor problems in your apartment.

WINDOWS: You will be responsible to wash the inside of your windows. The remaining windows will be cleaned by the custodian on a scheduled basis.

Inspections

At least once a year a maintenance inspection will be completed in your home. You will be notified by letter of the exact date. Any repair needs should be called into maintenance promptly as they occur.

Insurance

The Housing Authority insurance covers the structure only and does not cover the tenants' possessions in case of fire, theft or other casualties.

It is suggested that each tenant obtain rental insurance to cover replacement of their possessions in case of a loss due to any unexpected "disaster".

The telephone book lists insurance companies.

Lockout Policy

If you are locked out of your apartment, the Resident Representative can open your door for you. If you have no other recourse, you may call your Property Manager and every reasonable effort will be made to get your door unlocked for you as quickly as possible. After office hours charges are expensive if the Housing Authority staff has to come out and open your door, therefore, you may wish to give a key to a responsible relative or someone else who is close to you who can help you. If you give a key to someone, please be sure to let your Property Manager know.

Moving Information

We hope you intend to make Englewood East your home for a long time, but if it becomes necessary for you to move, please keep in mind the following information.

A written notice is required before moving. Contact your Property Manager for advice regarding proper move-out procedures. A cleaning checklist will

be provided as a guide for your use to ensure return of your security deposit.

You will have the opportunity to schedule a final move-out inspection after your belongings have been removed and you have finished cleaning. You can return your keys at the inspection. The inspector will discuss any charges for cleaning or repairs with you. If no charges are owing, your security deposit with interest will be returned to you by mail.

Be sure to give us your new address. If you do owe charges, you will receive a written statement showing how your deposit was used within 30 days of your move out date.

TENANTS PLANNING TO MOVE

The following items must be completed before you move from the unit in order to be eligible for return of your security deposit. The Salem Housing Authority has up to thirty (30) days from the date keys are turned in to process security deposit refunds.

1. **RANGE** - Cleaning is to include the oven, surface elements, drip pans, control knobs, and the area below the range surface as accessible.
2. **REFRIGERATOR** - Cleaning is to include the interior of the refrigerator and the (defrosted) freezer compartment, and behind and under the appliance. Please do not use sharp items to defrost your freezer.
3. **KITCHEN SINK** - Scour thoroughly with cleanser including faucet.
4. **CUPBOARDS/DRAWERS** - Clear of all food or utensils and clean with damp, soapy sponge or cloth.
5. **FLOORS** - Clean thoroughly with floor cleaner, rinse and apply self-polishing wax.
6. **WINDOWS** - Clean all interior and exterior glass, window frames, track and sills.

7. WALLS/WOODWORK - Clean to remove scuff marks, grease, hand prints and smudges from all walls and woodwork throughout.
8. LIGHT FIXTURES - Clean all light fixtures and replace any burned out bulbs.
9. BLINDS - Are to be left on windows clean and in good repair.
10. SCREENS - Should be clean and in good repair. Tenants will be charged for missing or damaged items.
11. BATHROOM - Thoroughly clean tub, sink, faucets, toilet and toilet seat; clean all cabinets and drawers; clean and apply self-polishing wax to floor; clean walls as needed. Do not overlook light fixture, towel bars, and mirror.
12. STORAGE ROOM - Should be cleared of all personal items and thoroughly cleaned including floor, window, walls, light fixture, etc.

The entire unit is to be left clean and in good re-rental condition at vacancy. Tenant will be responsible for costs to repair or replace any missing or damaged item or condition except that caused by normal wear and tear. Rent is charged until unit keys are turned in to the Salem Housing Authority and a final inspection is made of the unit.

Non-smoking House Rule/Policy

SHA is adopting the following non-smoking house rule/policy effective 8/1/2010 with all new admissions; and 10/1/2010 for all current residents and/or at the end of their initial lease term.

Smoking is prohibited in all areas except as where established and designated by Management as smoking areas.

This house rule/policy applies to all residents, guests, visitors, service personnel and employees.

This house rule/policy does not mean that residents will have to quit smoking in order to live in Englewood East. The new house rule/policy will only prohibit smoking in the areas other than those areas as designated and established by Management.

If any resident is interested in quitting smoking, your Tenant Relations Coordinator (Property Manager) will be able to provide you with smoking cessation resources. The Property Manager has been provided with training in smoking cessation support and is available as a resource for residents during this transition. The Tobacco Quit Line is 1-800-QUIT-NOW (1-800-784-8669) and is also an excellent starting place for cessation resources.

The definition of the term “smoking” means inhaling, exhaling, breathing, carrying or possessing any lighted cigar, cigarette, pipe, other tobacco product or similar lighted product in any manner or in any form.

SHA is not a guarantor of smoke free environment. Residents acknowledge that SHA’s adoption of a No-Smoking House Rule/Policy, and the efforts to designate portions of the property as non-smoking do not make SHA or any of its managing agents the guarantor of Resident’s health or of the smoke free condition of the non-smoking portions of the property. However SHA will take steps in response to smoking unless SHA has actual knowledge of the smoking and the identity of the reasonable resident.

Resident acknowledges that SHA’s adoption of a non-smoking living environment, and the efforts to designate portions of the Property as non-smoking do not in any way change the standard of care that SHA has under applicable law to render the Property any safer, more habitable or improved in terms of air quality standards than any other rental property. SHA cannot and does not guarantee or promise that the property will be free from second hand smoke. Resident acknowledges that SHA’s ability to police, monitor or enforce this policy/house rule is dependent in significant part on voluntary compliance by Residents and resident’s guests. Residents with respiratory ailments, allergies,

or other condition relating to smoke are put on notice that SHA does not assume any higher duty of care to enforce this house rule than any other obligation under the rental agreement.

Residents are responsible for the actions of their household, their guests and visitors. Failure to adhere to any of the conditions of this house rule will constitute both a material non-compliance with the rental agreement and a serious violation of the rental agreement. In addition, Resident will be responsible for all costs to remove smoke odor or residue upon any violation of this house rule.

Enforcement Plan

- 1st violation - verbal warning followed by smoking cessation materials
- 2nd violation - written warning letter with smoking cessation materials
- 3rd violation - 30 day termination notice with 14 day option to remedy
- 4th violation - 10 day termination notice

Residents and/or guests/visitors may smoke outside of the building, as long as they smoke in those areas established and designated as smoking areas by Management. Cigarettes are to be disposed of in cigarette disposal receptacles.

Parking

Parking spaces are on a first-come, first-serve basis. Tenant's vehicle may be parked on the premises only in areas designated by Management.

Vehicles of guests must be parked on the street or areas designated for visitors.

Storage of boats, trailers, campers, canopies, and automobiles is prohibited in parking areas.

Vehicles must be in running condition and have a current registration to remain on the premises. An inoperable vehicle or vehicle without current registration will be towed at the Tenant's expense after reasonable notice. At no time will Tenant allow vehicles on jacks or blocks without being attended by an adult. Tenant will not make or allow guest to make repairs to vehicles on the premises. Lube, oil and filter change, tune up and tire rotation may be completed on the premises as long as oil, filter and tires are disposed of properly.

Public Transportation

Public transportation is very convenient for Englewood East residents. The bus stop for Fred Meyer East and downtown Salem is at the corner of Tess and Savage Streets, and for Lancaster Mall at the corner of D and Savage Streets.

Recertifications

At least one a year you will need to be recertified to live at Englewood East. This procedure includes obtaining verification of your income and assets. The Assistant Property Manager will make an appointment with you to complete the recertification.

Recertifications may be necessary more than once a year if your income is unstable. If you have a decrease in income or an increase in out of pocket medical expenses, be sure to notify your Property Manager.

Recertifications are also required:

- any time there is a change in your family size;
- when any adult member of the household who was unemployed on the most recent recertification obtains employment, or;
- when the households income increases by \$200 per month or more.

Recycling

Recycling requires only a few minutes a day and it reduces waste. Reusing and recycling helps stretch our resources while decreasing the amount we must discard. A recycling center has been set up with three bins at the North end of the building on the first floor. The three bins are for newspaper, tin cans and clear glass. Please refer to signage for details on what can be recycled.

- **Glass** — Any clear glass container can be recycled. Bottles and jars should be rinsed and placed in the bin. Metal lids are to be placed in the tin can bin.
- **Tin Cans** — Tin cans are typically food cans and are magnetic and have side seams. To recycle, rinse, remove the label, remove both ends, flatten and place in the bin.
- **Paper** — Place newspaper in the newspaper bin. Place brown paper bags with cardboard.

Rent Payments

Rent is due on the 1st of each month. You may pay your rent by mailing a check or money order to:

Salem Housing Authority
360 Church St SE
Salem, OR 97301-3707

For your protection, please put your name and apartment number on your check or money order. Please do not mail cash.

You will be billed for maintenance work determined to be other than normal wear and tear. Payments for maintenance charges are due within 30 days of the billing date.

If emergency circumstances prevent you from paying rent on time you will need to contact the Property Manager **before** your rent is overdue.

Repairs

If you discover a problem while moving in (for example: a cracked windowpane or a scratched appliance) you should bring this to the attention of your Property Manager right away so it can be noted on your records.

Proper maintenance is one of the most important items in safety and appearance of Englewood East. When a problem arises, please promptly call on us.

If you have a maintenance problem, contact your Property Manager at (503)390-3413 - Monday through Friday.

If you are unsure about the maintenance problem, you may wish to ask the Resident Representative to check it for you, particularly if it's not during Housing Authority hours. The Resident Representative can help you make a decision about the nature and urgency of the problem and give you some direction as to what to do. ONLY EMERGENCY REPAIRS are made after hours. Overtime calls are expensive both for you and the Housing Authority.

When you request repairs, please make every attempt to be home to admit our staff. No Housing Authority employee is authorized to enter your home without your prior approval unless an emergency exists.

Resident Association

You are encouraged to become involved with your Resident Association. The Resident Association meets monthly to discuss upcoming events, activities or concerns. The role of the Resident Association is an essential one in determining priorities and services affecting the quality of life in your

development. A Resident Association affords you and all residents the opportunity of formal representation.

The Property Manager is present at these meetings to assist with any concerns.

Your involvement in this Association is needed. Please come to the meetings.

Security

Security and fire safety are important concerns which were addressed in the development of Englewood East for your well-being and comfort. Many features of the building were designed for your protection. The effectiveness of these features is dependent upon all tenants being aware of their responsibility and following the guidelines. Failure to follow security and fire safety procedures may result in lease enforcement action.

The exterior doors to the building will remain locked at all times. Your door key will unlock all the exterior doors. It is important that the doors remain locked and not be propped open as uninvited or unauthorized persons could enter the building.

When you have visitors, they should call you before arriving so that you will be able to meet them to open the door. For your safety, never open the doors for anyone you do not know.

Be sure to report any unusual or suspicious incidents to the Resident Representative. The security code is not to be given out to anyone other than designated caregivers of tenants and immediate family members.

The kitchen windows can also be an effective security measure. In the case of unusual or suspicious noise in the hallway, you may look through the window and find out what is causing the disturbance without opening your entrance door. Each apartment entrance door is equipped with a peephole. For your safety, you should identify the person knocking at your door before opening it.

Title 18, Section 1001 of the U.S. Code states that a person is guilty of a felony for knowingly and willingly making false or fraudulent statements to any department of the United States Government. HUD, the PHA and any owner (or any employee of HUD, the PHA or the owner) may be subject to penalties for unauthorized disclosures or improper uses of information collected based on the consent form. Use of the information collected based on this verification form is restricted to the purposes cited above. Any person who knowingly or willingly requests, obtains or discloses any information under false pretenses concerning an applicant or participant may be object to a misdemeanor an defined not more than \$5,000. Any applicant or participant affected by negligent disclosure of information may bring civil action for damages, and seek other relief as may be appropriate, against the officer or employee of HUD, the PHA or the owner responsible for the unauthorized disclosure or improper use. Penalty provisions for misusing the social security numbers are contained in the Social Security Act at 42 U.S. C. 208 (f) (g) and (h). Violations of these provisions are cited as violations of 42 U.S. C. 408 f, g and h.

The Fair Housing Act prohibits discrimination in the sale, rental or financing of housing on the basis of race, color, religion, sex, handicap, familial status, or national origin. Federal law also prohibits discrimination o the basis of age. Complaints of discrimination may be forwarded to the Administrator, USDA Washington, DC 20250.

Housing Authority of the City of Salem
STATEMENT OF NONDISCRIMINATION

The Housing Authority of the City of Salem does not discriminate against any person because of handicap, race, color, religion, sex, marital status, familial status or national origin in admission or access to, or treatment or employment in and of its programs or activities.

All public meetings are held in accessible locations. Appropriate auxiliary aids (TDD, interpreters, readers, assistance filling out forms, etc.) will be provided upon request.

Complaints regarding accessibility of the Authority's programs to individuals with disabilities should be submitted in writing to Terry Frazier, Salem Housing Authority, 360 Church St SE, Salem, OR 97301-3707. Requests for auxiliary aid may be directed to a Housing Assistance Representative, Occupancy Coordinator, or other appropriate employee.

THANK YOU FOR READING OUR HANDBOOK.
WE HOPE YOU FIND IT INTERESTING AND INFORMATIVE.
PLEASE CALL ON US IF WE MAY ASSIST YOU.

Englewood East

SALEM HOUSING AUTHORITY



AUTHORIZATION FOR ALTERATIONS TO DWELLING

Date: _____

TENANT NAME: _____

ADDRESS: _____

NATURE OF REQUEST: (NOTE: If request is for painting, include a color sample).

Alterations: The TENANT shall not make any alterations, changes, repairs, painting or remodeling of the premises and equipment without prior written consent of MANAGEMENT. In the event such consent is obtained and such changes or improvements are made by TENANT, they shall become the property of MANAGEMENT and shall remain on, and in, and be surrendered with premises upon termination of the Lease unless MANAGEMENT directs them or part of them to be removed, in which event they shall be removed by the TENANT and the premises restored as directed. The TENANT shall not erect an aerial on the exterior of the premises, install an air conditioning unit in a window, install additional, different locks or install fencing or gates without consent of MANAGEMENT. The TENANT shall not install mirror tile or wallpaper in any part of the premises. The TENANT shall not use tacks, nails, screws, or other fasteners in any part of the premises, except in a manner reasonably permitted by MANAGEMENT.

Tenant Signature: _____

Request is : APPROVED ☐ DENIED ☐ by: _____ DATE: _____

Reason for Denial:

OCCURRENCE REPORT FORM

To: SALEM HOUSING AUTHORITY

DATE: _____

TIME: _____

LOCATION OF OCCURRENCE: _____

Date _____ of _____ Occurrence: _____

_____ Time _____ of

Occurrence: _____

Reporting Person: _____

Address: _____

Phone: _____ Message _____ Phone: _____

Other persons with information: _____

SITUATION:

Signed: _____

Englewood East Apartments



3140 Tess Avenue NE, Salem, OR 97301 (503) 373-3805

REQUEST FOR REASONABLE ACCOMODATION

Date of Request

Social Security Number

Name of Head of Household

Name of disabled household member

Address

City

State

Zip

A "reasonable accommodation" is a change, exception, or adjustment to a rule, policy, practice, or service that may be necessary for a person with a disability to have an equal opportunity of equal access to Englewood East Apartment programs.

What accommodation are you requesting from Englewood East Apartments?

Without disclosing your disability please describe how the accommodation you are requesting relates to your disability. _____

If you need assistance with this form or have any additional questions please contact the Housing Authority at 373-3805. Please return this form to the Housing Authority at 360 Church Street SE, Salem, Oregon, 97301-3707

SEE BACK OF FORM FOR REASONABLE ACCOMMODATION VERIFICATION TO BE COMPLETED BY PHYSICIAN/HEALTH CARE PROVIDER

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Office Use Only

Approved _____ Denied _____

Explanation:

Reviewed by

Date

Housing Services Supervisor

Date

Participant's Name: _____

REASONABLE ACCOMMODATION VERIFICATION

Englewood East Apartments will consider the request if the program participant is disabled and if there is an identifiable relationship, or nexus, between the requested accommodation and the individual's disability.

All questions on this sheet must be answered if the answer to the first question is yes.

1. Is the individual listed on the front of this form disabled as defined by federal law? *Federal law defines a person with a disability as a person who has a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such impairment.*

Yes ☐ No ☐

2. If the above individual does meet the HUD definition of a person with disabilities, is this opinion subject to change? Yes ☐ No ☐

3. Is there an identifiable relationship, or nexus, between the requested accommodation and the individual's disability? Yes ☐ No ☐

If yes please explain the relationship:

4. If Englewood East were unable to provide the requested accommodation, what other alternatives might there be that would benefit this individual in meeting their need?

Signature of physician/Health care provider

Date

Printed Name

Title

Phone Number

Mailing Address



Penalties for misusing this consent:



Title 18, Section 1001 of the U.S. Code states that a person is guilty of a felony for knowingly and willingly making false or fraudulent statements to any department of the United States Government. HUD, the PHA and any owner (or any employee of HUD, the PHA or the owner) may be subject to penalties for unauthorized disclosures or improper uses of information collected based on the consent form. Use of the information collected based on this verification form is restricted to the purposes cited above. Any person who knowingly or willingly requests, obtains or discloses any information under false pretenses concerning an applicant or participant may be subject to a misdemeanor and fined not more than \$5,000. Any applicant or participant affected by negligent disclosure of information may bring civil action for damages, and seek other relief as may be appropriate, against the officer or employee of HUD, the PHA or the owner responsible for the

HOUSING AUTHORITY OF THE CITY OF SALEM STATEMENT OF NONDISCRIMINATION

The Housing Authority of the City of Salem does not discriminate against any person because of disability, race, color, religion, sex, marital status, familial status, national origin, sexual orientation, gender identity, source of income and/or domestic partnership in accessing, applying for or receiving assistance, or in treatment or employment in any of its programs and activities. All public meetings are held in accessible locations. Appropriate aids (TDD, interpreters, readers, assistance filling out forms, etc.) will be provided upon request. Complaints regarding accessibility of the Authority's programs to individuals with disabilities should be submitted in writing to Terry Frazier, Salem Housing Authority, 360 Church St SE, Salem Or 97301-3707. Requests for aid may be directed to a Housing Assistance Representative, Occupancy Coordinator or other appropriate employee. The Fair Housing Act prohibits discrimination in the sale, rental or financing of housing on the basis of race, color, religion, sex, disability, familial status, or national origin. Federal law also prohibits discrimination on the basis of age. Complaints of discrimination may be forwarded to the Administrator, Office of Fair Housing and Equal Opportunity, U.S. Department of HUD, Washington, D.C. 20410.

MANAGEMENT

Affordable Housing Property Management Office Address:

Salem Housing Authority
360 Church St SE
Salem OR 97301

Hours for walk-ins: 7:30 AM to 4:30 pm Monday through Friday – except holidays.

Housing Services Supervisor:

Nicole Utz
Phone: (503) 588-6459
e-mail address: nutz@cityofsalem.net

Property Manager:

Brenda Adcox
Phone: (503) 373-3805
e-mail address: bmadcox@cityofsalem.net

Assistant Property Manager:

Kathy Tucker Phone:
(503) 373-3814
e-mail address: ktucker@cityofsalem.net

Resident Services Coordinator:

Janet Hernandez
Phone: (503) 362-0136
e-mail address: jhernandez@cityofsalem.net

Resident Representative:

Agnes Foreman
Phone: (503) 540-8881
Apartment # 101

After Hours Maintenance Emergency: (503) 588-6388

POLICE OR FIRE EMERGENCY: 911

SALEM HOUSING AUTHORITY MAIN OFFICE
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Location:

Salem Housing Authority
360 Church St SE
Salem OR 97301

MAILING ADDRESS:

Salem Housing Authority
360 Church St SE
Salem OR 97301-3707

Business Hours: 7:30 am to 4:30 PM

Phone Number: (503) 588-6368

TDD: (503) 588-6447

e-mail: housing@cityofsalem.net

website: www.cityofsalem.net/sha

A drop box is located in the driveway of the Salem Housing Authority located at 360 Church St SE for your convenience.