

TABLE OF CONTENTS

INTRODUCTION	1
WELCOME	1
LIVING TOGETHER	1
BEFORE READING FURTHER PLEASE NOTE	1
MANAGEMENT	2
TENANT ASSOCIATIONS	3
CHANGES IN MANAGEMENT POLICY	3
RENT	3
WHEN MUST RENT BE PAID?	3
HOW MUST RENT BE PAID?	3
HOW IS MY RENT CALCULATED?	4
ANNUAL INSPECTIONS	4
LEASE	5
MOVE-OUT/LEASE TERMINATION	5
SPECIAL POLICY STATEMENTS	5
POLICY OF NON-DISCRIMINATION ON THE BASIS OF HANDICAPPED STATUS	5
BROOKLINE HOUSING AUTHORITY BOARD POLICY ON ILLEGAL DRUG ACTIVITY	6
CONDUCT OF RESIDENTS IN RELATION TO BHA EMPLOYEES AND/OR OTHER MEMBERS OF THE BHA COMMUNITY	7
GUESTS/UNAUTHORIZED OCCUPANTS	7
NO TRESPASS WRITS	7
BROOKLINE TOWN ORDINANCE PROHIBITING SMOKING	7
IN AND AROUND YOUR APARTMENT	8
WALLS AND DOORS	8
FLOORS	8
WINDOWS	8
SHADES/SCREENS	8
PAINT	8
SMOKE DETECTORS	9
KITCHEN	9
BATHROOM	9
SECURITY SYSTEMS	9
WASHERS/DRYERS	10
AIR CONDITIONERS	10
GAS GRILLS	10
INTERIOR COMMON AREAS	10
LOITERING	10
COMMUNITY ROOMS	10
HALLWAYS	10
ENTRANCE DOORS	10
POSTINGS	10
MAIL BOXES	11
LAUNDRY ROOMS	11
ALCOHOL AND CIGARETTES	11
LOCKOUTS	11
TRASH DISPOSAL	12

EXTERIOR COMMON AREAS	13
CHILDREN	13
PLAYING	13
LOITERING	13
ALCOHOL	13
GROUNDS	13
REAR YARDS	13
LAUNDRY	13
NOISE IN THE BUILDINGS AND ON THE PROPERTY GROUNDS IS	13
SAFETY	14
IN YOUR BUILDING	14
ELECTRICITY	14
COOKING/USING FLAME	14
MEDICINES/POISONS	14
GENERAL	14
CRIME PREVENTION TIPS	15
CRIME PREVENTION AT HOME	15
WHEN YOU GO OUT	15
WHAT TO DO IF YOU ARE A VICTIM OF A CRIME	15
FIRE!	16
MAINTENANCE	17
IF THERE IS A MAINTENANCE PROBLEM IN YOUR APARTMENT, HALLWAY OR SURROUNDING AREA	17
EMERGENCIES	17
LOCKS AND KEYS	17
CAN I FIX IT?	17
EXTERMINATION	17
DAMAGES	19
DO I PAY?	19
HOW WILL I BE CHARGED?	19
HOW LONG DO I HAVE TO PAY THE BILL?	19
SPECIAL MAINTENANCE CHARGES	19
OTHER CHARGES	19
PARKING	19
BASIC INFORMATION	20
ORDER OF PRIORITY	20
DO NOTS	21
TOWING	21
WHO GETS TOWED?	22
PARKING FOR GUESTS AND VISITORS	22
SPECIAL EMERGENCY PERMITS	22
SNOW PROCEDURES FOR PARKING SPACES	22
PET POLICY	23
WHO IS ALLOWED TO HAVE A PET?	23
REGISTERING PET AND WHAT KIND OF PETS ARE ALLOWED	23
COMPLIANCE WITH STATE AND LOCAL ORDINANCES	23
INITIAL REGISTRATION OF PETS WITH BHA	23
OTHER RESTRICTIONS	24
ONGOING RESPONSIBILITIES	24
VIOLATIONS	25
A FINAL NOTE	25

SPECIAL SECTION FOR YOUR DEVELOPMENT

IMPORTANT PHONE NUMBERS AND WEBSITES

INTRODUCTION

WELCOME

The Brookline Housing Authority (BHA) welcomes you and sincerely hopes that you will find living in your development an enjoyable experience. It is with a tremendous sense of pride that we offer nearly 1,000 units of permanently affordable housing in the great Town of Brookline. As you may know, Brookline schools rank with the top school systems in the nation and Town services are second to none.

Brookline also has a rich history of cultural diversity and inclusion. It is truly a community of opportunity. We encourage you to get involved and to make a difference.

LIVING TOGETHER

Since cooperation is the basis for success in any housing development, this Handbook is designed to make some of the rules of residence as clear as possible.

BEFORE READING FURTHER PLEASE NOTE

In order to reside here, you signed a lease. PLEASE READ IT CAREFULLY. It contains extremely important information regarding your rights and responsibilities.

THE INFORMATION IN THIS HANDBOOK IS AS BINDING AS THAT FOUND IN YOUR LEASE

FEDERAL DEVELOPMENTS

Family and Elderly

Walnut Street Apartments 617-734-6348

Elderly

Sussman House 617-734-6349

O'Shea House 617-566-4666

Morse Apartments 617-277-2022

Kickham Apartments 617-277-1382

Walnut Street Apartments 617-734-6348

Col. Floyd Apartments 617-277-1382

STATE DEVELOPMENTS

Family and Elderly

Trustman Apartments 617-232-2265

Family

High Street Veterans 617-232-2283

Egmont Street Veterans 617-713-0486

MANAGEMENT

The Brookline Housing Authority (BHA), along with the respective BHA tenant associations, have established community rules, as written throughout this Handbook, for your safety and well-being as well as that of your neighbors'.

To enforce these rules the BHA draws upon a sizable management staff consisting of its Director of Management and the individual on-site managers. The on-site managers meet with residents on an appointment basis in relation to housing issues and other matters deemed important by the residents. Management enforces the rules and standards required by the United States Department of Housing and Urban Development (HUD), the Massachusetts Department of Housing and Community Development (DHCD) and the BHA with the approval of its Board of Commissioners and Tenant Associations.

Through the cooperative effort of management and residents, management attempts to correct rule violations through the use of written warnings, manager/resident conferences, loss of privileges, court action, and eviction when an offense warrants such action. Examples of rule violations include but are not limited to the following: standards of safety, standards related to sanitary conditions, rent, family composition, pets, etc.

Management also acts as a referral service with regard to employment, job counseling, child care, health, education and other matters important to residents.

Your apartment is your home. You are entitled to privacy and freedom from unreasonable interference in your lifestyle; so too are your neighbors. For the sake of harmony, we ask you to obey these rules and to encourage your family, friends and neighbors to comply as well.

TENANT ASSOCIATIONS

All residents are encouraged to join their respective tenant associations. The tenant associations exist so that residents may voice their opinions regarding occupancy issues at their development

Each tenant association has an executive board elected by and consisting solely of residents.

Monthly meetings are held to discuss such issues as management policy, individual resident concerns and strategies to address such concerns. With your help, the tenant associations also plan social functions for the resident community.

Residents are encouraged to seek assistance from their tenant association board members in addressing individual concerns as well as issues concerning the general population of their development.

It is important that all residents participate at meetings. Please inquire at your manager's office for the names of your development's representatives.

CHANGES IN MANAGEMENT POLICY

Management policies are constantly being evaluated in terms of whether they are accomplishing their purposes. In time, residents as well as management staff will come up with new ideas for improving services, saving operating costs, improving communication between residents and management, etc. We invite your participation in this process, either as an individual or through your development's tenant association.

RENT

There are several things you should know about paying your rent. We have tried to cover the most important of these in this section.

WHEN MUST RENT BE PAID?

YOU MUST PAY YOUR RENT BY THE FIRST OF EACH MONTH ACCORDING TO YOUR LEASE. Rent must be paid WITHOUT NOTICE from management.

HOW MUST RENT BE PAID?

We strongly prefer that rent be paid by check or money order only. You may pay in person at the main office of the BHA at 90 Longwood Avenue, Brookline, MA 02446, or mail your rent payment to that address to the of attention of BHA. A receipt will be given if asked for in person. If you mail your payment, you may receive a receipt if you enclose a stamped, self-addressed envelope with your payment. Do not mail cash.

The main office is open Monday-Friday from 8:30 a.m. to 4:30 p.m. If you anticipate a delay in your rent payment, contact your on-site manager IMMEDIATELY to discuss

the problem. If, for any reason, your rent check is returned by the bank, you will be required to pay by money order ONLY from then on.

HOW IS MY RENT CALCULATED?

The formula used to calculate rent is the formula for federally-subsidized or state-subsidized public housing, depending on which kind of development you live in.

Your anticipated gross income for the coming year is calculated based on your current income. Generally, all income sources are counted.

Deductions, which vary for state and federal developments, are subtracted from your gross income.

The sum of your deductions subtracted from your gross income leaves the NET family income.

The NET family income is divided by 12 to give us your average monthly income. Rent is currently set by federal guidelines at 30% of NET monthly family income and by state guidelines at 32% of NET monthly family income. By law, rent must be recalculated on a yearly basis.

Residents who live in federally funded developments have the option of choosing to pay a "flat rent." Flat rents are set at the Brookline Section 8 Payment Standard and are adjusted annually. Since flat rents are relatively high, they are advantageous only to residents who would otherwise pay a high rent using the above formula method.

Residents who live in a **FEDERALLY-FUNDED** development must pay a minimum rent as required by regulation and set by the Board of Commissioners.

RESIDENTS OF **STATE-FUNDED** DEVELOPMENTS MUST REPORT ANY INCREASE IN INCOME TO THEIR SITE MANAGER WITHIN 7 DAYS TO AVOID A RETROACTIVE RENT INCREASE.

ANNUAL INSPECTIONS

The Brookline Housing Authority is required by state and federal law to perform annual sanitary code inspections at each development. Residents are required by their lease to allow access to BHA Staff for this purpose.

LEASE

Your lease is a mutual agreement between you and the BHA. READ IT CAREFULLY. It states the amount of your rent, conditions under which you occupy the dwelling assigned to you, the utilities you may use and the way in which a lease may be terminated by either you or the BHA. Your lease is valid for one month and is renewed automatically each month unless you receive notice to the contrary. **THE IMPORTANCE OF READING THE LEASE CAREFULLY CANNOT BE STRESSED ENOUGH! All rules will be strictly enforced.**

MOVE-OUT/LEASE TERMINATION

Residents may terminate their lease by giving management 30 days ADVANCE WRITTEN NOTICE. (Written notice consists of one full rental period.) Your apartment will be inspected by your manager prior to your vacate date. You will be billed for any damages or for work required to remove such leftover items as wallpaper, contact paper, carpeting or other possessions. You must return your apartment and mailbox keys to your manager or to the main office if your manager is not available. Therefore, all move-outs must be done during the week unless special arrangements have been made ahead of time. You are legally responsible for, and will be charged rent for each day after your vacate date that the keys are not returned.

SPECIAL POLICY STATEMENTS

POLICY OF NON-DISCRIMINATION ON THE BASIS OF HANDICAPPED STATUS

The BHA does not discriminate on the basis of handicapped status in the admission or access to, or treatment or employment in, its federal and state assisted programs or activities. A Reasonable Accommodation Officer has been designated to coordinate compliance with the nondiscrimination requirements contained in the Department of Health and Human Services (HHS) regulations implementing HUD's Section 504 regulations. Send any grievances to Reasonable Accommodations Officer, Brookline Housing Authority, 90 Longwood Avenue, Brookline, MA 02446.

BROOKLINE HOUSING AUTHORITY BOARD POLICY ON ILLEGAL DRUG
ACTIVITY

ILLEGAL DRUG ACTIVITY, VIOLENT CRIMINAL ACTIVITY AND ILLEGAL
POSSESSION OF GUNS ON OR NEAR BROOKLINE HOUSING AUTHORITY
PROPERTY WILL NOT BE TOLERATED.

THE AUTHORITY WILL MOVE TO EVICT IMMEDIATELY ANY RESIDENT HOUSEHOLD
WHERE A MEMBER OR A GUEST COMMITS A DRUG RELATED CRIME, OR COMMITS A
VIOLENT CRIMINAL ACTIVITY, OR IS ILLEGALLY IN POSSESSION OF GUNS ON OR
NEAR BROOKLINE HOUSING AUTHORITY PROPERTY INCLUDING BUT NOT LIMITED
TO SCHOOLS AND PARKS, WITHOUT EXCEPTION.

Under the terms of their lease, Brookline Housing Authority leaseholders are responsible to insure that all household members and guests comply with their lease and commit no drug or violent criminal activity, and do not illegally possess firearms, on or near Brookline Housing Authority property. Leaseholders should affirmatively supervise and monitor the conduct of all household members and their guests. Parents of minor children should be on notice that they should take active responsibility in informing themselves of and addressing their children's behavior. A leaseholder who takes no steps to control the conduct of household members, or guests, or who ignores or attempts to remain ignorant of illegal activity, places the entire household at risk of eviction.

Repeated serious incidents of domestic violence will be considered grounds for eviction where the victim fails to take necessary steps to attempt to bar the offender from the household and property of the Brookline Housing Authority.

It is the policy of the Brookline Housing Authority to seek a court order barring individuals who have been charged with drug or violent criminal activity on or near Brookline Housing Authority property from its property after eviction as provided in M.G.L. c. 121B § 32B-F.

The Brookline Housing Authority Board and staff are committed to doing everything possible within the law to assist Brookline Police in their anti-drug efforts. Regular communication between Authority staff and the Police will be maintained to assure that reports will be made on drug activity on or near Housing Authority property.

The Brookline Housing Authority will work cooperatively with the Town of Brookline and the Brookline Housing Authority Resident Community to facilitate a program of drug education as well as enforcement, serving both residents and employees.

The education of the Brookline Housing Authority Resident Community about the dangers of drug abuse and the need to assist local drug enforcement efforts will be a vital aspect of the anti-drug program. The major components of the program include the following: (1) staff will encourage residents who have knowledge of illegal drug activity to contact police or their site managers with such information; (2) staff will assist tenant associations in setting up informational meetings on drug abuse prevention; (3) staff will encourage utilization of the Town's Drug and Alcohol Abuse Prevention Program and/or Brookline Center services; (4) staff will distribute drug hotline information and the Brookline Housing Authority Policy will be distributed to each resident at least once a year at recertification time. Such information shall also be posted in all Brookline Housing Authority management offices.

Continued efforts will be made at each development to eliminate areas that might lend themselves to drug related activities. Conscious efforts in this regard include site work designed to eliminate youth groups from congregating in certain areas and renovations limiting access to basements.

By Board of Commissioners

CONDUCT OF RESIDENTS IN RELATION TO BHA EMPLOYEES AND/OR OTHER
MEMBERS OF THE BHA COMMUNITY

The BHA will not tolerate verbal or physical threats directed at staff and/or other members of the BHA resident community. Racial antagonism is considered a serious offense as well. Both types of behavior are criminal acts and residents who are responsible for such behavior will risk criminal legal action as well as legal action against their tenancy.

GUESTS/UNAUTHORIZED OCCUPANTS

Residents should be aware that only household members who are listed on their lease are allowed to reside in their apartment. Furthermore, no individuals other than those listed on the lease are allowed to receive mail at or to be listed on the mailbox of a BHA address.

A guest is a person who is not listed on the lease and has the permission of the resident to be on the premises. **No guest may remain on the premises more than twenty-one (21) nights in any 12-month period, without written approval of management.**

An unauthorized occupant is any person who stays overnight on a regular basis and/or cannot prove in some way that they live at another premises, or any person who receives mail at a BHA address who is not listed on the resident's lease. **Housing an unauthorized occupant is a serious lease violation and may lead to legal action.**

REMEMBER THAT GUESTS ARE YOUR RESPONSIBILITY.
PLEASE ADVISE THEM OF THE RULES.

NO TRESPASS WRITS

It is the policy of the BHA to issue no trespass writs, permissible under Massachusetts General Laws, barring individuals who have been charged with serious drug or violent criminal activity from its property. In cases where the offender is a member of a BHA household, the BHA may choose to allow the head-of-household to remove the offender from the lease and to cooperate with the no trespass order as a way to preserve their tenancy and avoid eviction.

BROOKLINE TOWN ORDINANCE PROHIBITING SMOKING

The Town of Brookline prohibits smoking in common areas of commercial and residential buildings within its borders. Smoking is, therefore, not allowed in BHA buildings under any circumstance except within one's own apartment. "No Smoking" areas include, but are not limited to: lobbies, stairwells, hallway, elevators, community rooms, laundry rooms and offices.

IN AND AROUND YOUR APARTMENT

No physical changes may be made to your apartment without the explicit written approval of the BHA. During the annual inspection or during regular maintenance, any unacceptable changes or damages to the unit may be noted and followed up with a letter sent to the resident that lists what steps the resident must take to make the unit conform to BHA standards. Under some conditions, the BHA may restore the unit at the owner's expense for material and labor. Particular attention must be paid toward the following:

WALLS AND DOORS

- No decals, scotch tape, transfer pictures or other surface damaging items may be placed on the walls.
- Wallpaper is not acceptable.
- Change of paint color must be approved, in writing, by the property manager. No paint that requires two coats to cover will be allowed.

FLOORS

- Avoid making marks or dents on the floors. It is advisable to use wood, plastic or glass cups under heavy furniture.
- Floors should be washed with warm water and a mild soap. They DO NOT need to be waxed with each washing.
- Never apply varnish, paint or any other preparations to the floors.
- **You may not install tile or adhesive to the floors for any purpose.**
- **If you want to install wall-to-wall carpeting, lay the carpet down loosely. DO NOT attach it to the floor with tacks, nails or glue.**

WINDOWS

- Antennas are not to be extended from windows.
- Nothing should be thrown, shaken or hung from windows including, but not limited to,
- Laundry, rugs, flags or dryer vent hose.

SHADES/SCREENS

Shades and screens are BHA property and are not to be removed.

PAINT

- Residents may request paint every five (5) years (subject to funding) if they wish to paint their apartment. Request for paint is to be made through the site manager and paint is to be picked up at the manager's office.
- An apartment inspection will be performed prior to and after completion of the painting.

SMOKE DETECTORS

Smoke detectors must be left on at *all* times - no exceptions. If your smoke detector does not work, report it at once to the Maintenance Office (617-277-1884). **TAMPERING WITH A SMOKE DETECTOR OR FIRE ALARM IS A SERIOUS LEASE VIOLATION AND VIOLATORS MAY BE SUBJECT TO EVICTION. TAMPERING WITH A SMOKE DETECTOR IS ALSO PROHIBITED BY MASSACHUSETTS LAW AND VIOLATORS ARE SUBJECT TO ARREST OR FINE OR BOTH.**

KITCHEN

- The stove and refrigerator should be regularly and thoroughly cleaned.
- If the pilot light on your stove goes out, re-light it if you know how. If you do not know how to re-light the pilot light, please report it at once to the Maintenance Office (617-277-1884).
- *Do not* allow food to run down the drain unless you live in a building with a BHA equipped garbage disposal.
- *Do not* use Draino or any other chemical drain cleaners. They may injure maintenance personnel and they can damage the plumbing.

BATHROOM

- If your toilet overflows, close the shut-off valve located behind the toilet and report the problem at once to the Maintenance Office (617-277-1884).
- *Do not* disconnect the bathroom fan; doing so is a health code violation.
- Keep the shower curtain inside the tub-stall to prevent flooding.
- Do not use abrasive cleaners such as Ajax, Comet or Soft Scrub to clean sinks, bathtubs or shower enclosures. Chemical spray such as Scrubbing Bubbles is recommended for these purposes.

SECURITY SYSTEMS

- Intercoms should *always* be used. *Do not* allow anyone into your building unless you have identified him or her!
- Apartments in the elderly developments are equipped with alarms which can be triggered by a resident if they are in distress. (Check the section on your particular development in this Handbook.) THE ALARM RINGS LOCALLY ONLY AND DOES NOT NOTIFY FIRE OR POLICE. THE ALARM IS PART OF A GOOD NEIGHBOR SYSTEM IN WHICH NEIGHBORS CAN ALERT THE PROPER AUTHORITIES OF AN EMERGENCY SITUATION.
- Please remember that *all* entrance doors to your building *must* remain locked at all times for your security. This includes back doors. Access to a building should only be gained by a resident using a key or by a resident letting someone they know in by using the intercom system. Propping open or otherwise tampering with any entrance door is a serious lease violation.
- Security cameras have been located at entrances and exits and other high traffic areas of many of our buildings to enhance resident safety.

WASHERS/DRYERS

Check with your manager to see if washers and/or dryers are allowed in your unit. If washers and/or dryers are allowed, they must meet BHA installation standards.

AIR CONDITIONERS

Properly installed air conditioners are permitted in your apartment. Please check with your manager concerning installation.

If you use an air conditioner and you live in a federally subsidized building, you will be required to pay for excess utility usage. This is a fixed fee that is billed once per year.

GAS GRILLS

You are not allowed to store a propane gas grill anywhere inside of your building. This is a serious fire code violation and a violation of your lease.

INTERIOR COMMON AREAS

LOITERING

No loitering or playing is permitted in hallways, elevators, lobbies or other common areas.

COMMUNITY ROOMS

Use of your Community Room is granted through the manager. A refundable deposit is required to ensure that you return the room to a clean condition. Any damage to property will be the responsibility of the head-of-household who requested the use of the community room.

HALLWAYS

No articles (toys, bikes, shoes, trash, etc.) may be stored in hallways. Leaving articles in hallways is a fire code violation. Any articles found in hallways will be removed and disposed of by maintenance personnel or your manager and a charge may be assessed to the resident responsible for the articles. (See page 15 of the "Excerpts from the General Laws, Chapter 143".)

ENTRANCE DOORS

Please remember that *all* common entrance doors *must* remain locked at all times for your security, this includes back doors. Access to a building should only be gained by a resident using a key or by a resident letting in someone they know using the intercom system. Propping open or otherwise tampering with any entrance door is a serious lease violation.

POSTINGS

Residents may only post announcements, information or messages in designated areas. Your manager's permission is needed prior to posting.

MAIL BOXES

Name tags will be provided by management to insure a neat appearance. Residents are not allowed to receive mail for persons who are not listed on their lease as members of their household. No one other than a household member may be listed on the mailbox.

LAUNDRY ROOMS

Laundry rooms may only be used during posted hours. Some laundry machines require the use of laundry tokens. These can be purchased at your manager's office during posted drop-in hours or at the Finance Office during regular business hours.

If any washer or dryer breaks down or if you lose money operating the machine, call the laundry company whose telephone number is posted in the laundry room.

ALCOHOL AND CIGARETTES

No smoking or drinking is permitted in public areas within a building (hallways, elevators, etc.).

LOCKOUTS

Call maintenance, 617-277-1884, on weekdays between 8:30 a.m. - 4:30 p.m. if you are locked out of your apartment. After 4:30 p.m. weekdays, and on weekends and holidays, call our main number, 617-277-2022, to speak with our answering service.

If maintenance must respond to a lockout call other than during regular working hours, there will be a charge to the resident.

No one under the age of eighteen (18) will be let into the apartment without permission from the head-of-household or spouse.

TRASH DISPOSAL

Dispose of trash that is not recyclable in the dumpster or compactor chutes in your development. **INSULIN NEEDLES MUST BE CAPPED, WELL WRAPPED IN PAPER AND/OR PUT IN CANS WITH LIDS BEFORE DISPOSAL IN THE DUMPSTER OR COMPACTOR CHUTE!**

Recyclables must be properly sorted and contained. Paper products must be put in the appropriately labeled container and other recyclables such as glass, cans and plastic bottles must be placed the other labeled container (see below).

<u>PAPER CONTAINER</u>	<u>OTHER RECYCLABLES CONTAINER</u>
<ul style="list-style-type: none"> ❖ Newspaper (with inserts) ❖ Magazines/catalogs, phone books ❖ Junk mail ❖ Office paper/brown bags ❖ Paperboard (e.g. cereal boxes) ❖ Milk and juice cartons ❖ Corrugated cardboard (flattened and no larger than 3x3 feet) ❖ <u>No</u> soiled paper, plastic bags or pizza boxes 	<ul style="list-style-type: none"> ❖ Glass/bottles/jars – Remove collars, neck rings, and corks. Labels may stay on. No broken or other glass such as light bulbs, window or auto glass, dishes, glasses, Pyrex. ❖ Aluminum and steel/tin food and beverage cans, empty aerosol cans and aluminum foil – labels may stay on. <u>No cans containing hazardous material.</u> ❖ Plastic bottles and jars marked 1 & 2 (number is on the bottom of the bottle or jar). <u>Remove</u> lids & neck rings. <u>NO</u> plastic bags. ❖ Containers must be clean and free of food waste.

Plastic Bag Recycling: All varieties of plastic bags can be brought to Shaws and Star Markets for recycling. Bread and Circus grocery stores recycle only #2 (HDPE) shopping bags.

Battery Recycling: The Town of Brookline has a Nickel Cadmium battery recycling drop-off site at the DPW office at Town Hall. Alkaline batteries (those used in most household appliances) made after 1994 are no longer made with mercury and may be disposed of in regular trash.

For more information about disposal of hazardous material, please call the Maintenance Department at 617-277-1884.

EXTERIOR COMMON AREAS

CHILDREN

- Residents are responsible for the behavior of their children and the children of their guests at all times.
- Children under six (6) years of age are not allowed to play outside without adult supervision.

PLAYING

- Games which will damage the grounds or endanger other children or passers-by are not permitted.
- Swimming pools, swing sets and trampolines are prohibited
- Ball playing near or against buildings is also prohibited.

LOITERING

Loitering will not be tolerated.

ALCOHOL

Alcohol may not be consumed in public areas. Public areas include all buildings and grounds owned by the BHA outside of one's own apartment.

GROUNDS

- Littering is prohibited.
- Children's playthings and other items belonging to residents and guests should not be left out on the grounds overnight.
- Residents are not permitted to use the exterior water spigots and are not allowed to use children's swimming pools, water slides, etc., on the grounds.
- Tenants must clean up after pets (see sections on pets to learn if pets are allowed in your development).

REAR YARDS

Residents with rear yards are responsible for their maintenance.

LAUNDRY

Hanging laundry out of windows or on balconies is forbidden.

NOISE IN THE BUILDINGS AND ON THE PROPERTY GROUNDS IS

AN ISSUE AFFECTING THE RIGHTS OF OTHERS TO PEACE AND QUIET.

AVOID LOUD, DISRUPTIVE NOISES,

ESPECIALLY BETWEEN THE HOURS OF 10:00 P.M. AND 8:00 A.M.

**AGAIN, REMEMBER THAT
GUESTS ARE YOUR RESPONSIBILITY
PLEASE ADVISE THEM OF THE RULES**

SAFETY

The best way to prevent accidents is through awareness and caution. This section is designed to alert you to possible safety hazards and how to avoid them.

IN YOUR BUILDING

- Report burned out lights, loose handrails, loose banisters, etc., to maintenance, 617-277-1884.
- *Do not* store objects in the hallways or on the stairs.
- Fire doors *must* be kept closed at all times.

ELECTRICITY

- Avoid over-loading circuits.
- Make sure hands are dry before operating electrical appliances.
- Replace cracked or frayed electrical appliance cords and extension cords.
- Never use electrical appliances while in the bathtub.
- Look for UL (Underwriters Laboratories) or AGA (American Gas Association) labels when buying appliances.
- Know where the circuit breakers are in your apartment. Residents are expected to reset them should one go off due to an overload of current. If circuit breakers are tripped often, residents may need to eliminate or relocate some of their appliances.

COOKING/USING FLAME

- Keep stove and sink areas well lit.
- Keep paper and other combustibles well away from stove.
- Wipe up spills immediately.
- Turn pot handles away from the stove front, but not over another burner.
- Keep a special rack, compartment or tray for storing sharp knives.
- Use potholders and make sure that they are dry.
- *Never* pour water on a grease fire; this will cause the flames to spread.
- Keep away from hot steam when removing pan lids; lift the lid to the side away from you.
- Avoid wearing loose garments around the stove elements or gas flame.
- Avoid dropping wet food into hot grease.
- **Do not use your oven or stovetop for supplemental heat; this creates a risk of fire, asphyxiation or carbon monoxide poisoning.**

MEDICINES/POISONS

- Keep household cleaners, disinfectants and insecticides in their original containers, away from food and out of the reach of children. Lock them up, if possible.
- Have medicines clearly labeled. **READ THE LABEL** before taking any medicine.

GENERAL

- Keep night-lights in bathrooms.
- Check the area around your car before backing up in the parking lot.
- Keep emergency phone numbers (located in the back of the Handbook) by your telephone along with numbers for police, fire, medical care, etc.

CRIME PREVENTION TIPS

CRIME PREVENTION AT HOME

- *Don't attach an ID to your key ring.*
- Use your building security system and door peephole.
- Ask service people for their ID *before* you open your door.
- Never open your door to strangers or let them know you're alone. *Chain locks will not stop someone who's determined to get in and chain locks are not allowed by BHA rules.*
- Keep your windows locked.
- Draw curtains and/or blinds at night.
- Organize a Buddy System; neighbors can watch out for each other, go shopping together, etc.
- Beware of phone tricks/scams.
- Hang up on nuisance callers, report the calls to the police.
- Don't give information to strangers over the phone.

WHEN YOU GO OUT

- Don't leave a note on your door saying that you are not there.
- Leave a radio or TV and a light on.
- Lock windows and doors.

WHAT TO DO IF YOU ARE A VICTIM OF A CRIME

- If your home is burglarized when you are away:
 - ◆ call the police at once, from a neighbor's phone
 - ◆ don't touch anything
 - ◆ don't go into your apartment if you suspect someone is still inside.
- If your home is burglarized when you are there:
 - ◆ don't confront the burglar
 - ◆ lock yourself in a bedroom/bathroom if possible
 - ◆ if you have an extension or cell phone, quietly call the police.

FIRE!

If there should ever be a fire in your building, responding calmly and quickly will increase your chances of escaping safely. The following guidelines are designed to help you do just that:

Residents should learn the location of fire alarms and emergency exits so they can act quickly if they hear, see, smell or suspect a fire.

Residents should call the Fire Department at once. The Emergency number is **911**. Memorize this number or keep it in a convenient place so that in an emergency it can be called without looking it up.

Before opening any door(s), residents should feel the door for heat and inspect it for smoke and other signs of possible fire on the other side. If fire is evident, residents should use an alternative escape route. If the door is cool, but signs of fire are present, residents should continue with caution. Windows should be closed when leaving an apartment if fire is suspected.

Residents should exit the building and meet family members/friends at a pre-determined point outside the building, in an area that is safe from danger and does not cause problems for those trying to put the fire out.

As residents exit the building, they should pound on other resident's doors and yell "FIRE" if the alarms in the building are not functioning.

Residents should not use the elevators as a means of escape. They may not be accessible or they may not be working during a fire. If you cannot walk down the stairs, wait for help in the stairway landing.

Once outside the building, if the Fire Department is not already on the scene, residents should immediately contact them.

If residents are trapped in their apartments they should remain calm and not panic. They should close as many doors as possible between themselves and the fire. Residents should *not* jump from windows. The Fire Department will assist you in exiting the building if necessary.

EXCERPTS FROM GENERAL LAWS, CHAPTER 143 - ERECTION, ALTERATION, INSPECTION AND USE OF BUILDINGS: SECTION 23: **Every stairway of every building shall be kept free and unobstructed**, and any person who permits any article to remain in any stairway of any building in such a manner as may impede the egress of any person lawfully in said building or the ingress of any person lawfully entitled to enter said building shall be punished by a fine of not more than \$500. The existence of any article in any such stairway in any building shall be prima facie evidence that it was placed or permitted to remain therein by the owner, lessee, resident or occupant of the building.

MAINTENANCE

IF THERE IS A MAINTENANCE PROBLEM IN YOUR APARTMENT, HALLWAY OR SURROUNDING AREA

- Call the Maintenance Office at 617-277-1884 Monday through Friday between the hours of 8:30 a.m. – 4:30 p.m.
- Ask for your WORK ORDER NUMBER. Make a note of it and the date you called. It may be necessary for you to refer to this information if your problem continues.
- If the Maintenance Office answering machine is on, leave your name, phone number and a short description of the problem. They will get back to you as soon as possible.
- **Only if you have an emergency maintenance problem after 4:30 p.m. on weekdays or on weekends or holidays, should you call 617-277-2022. The BHA answering service will contact the Maintenance staff-person who is on call.** Tell the answering service personnel what the problem is, give them your tenant number (the same as used when paying rent) if you have it handy, as well as name, address and apartment number, and phone number.
- REMEMBER that **the BHA has 21 days to complete all non-emergency work orders.** If, after 21 days, the problem has not been corrected, contact your manager. Please remember that there are factors (staffing levels, supplies, outside contractors, etc.) which affect response time.

EMERGENCIES

- **In case of a maintenance emergency after office hours or on weekends or holidays, call 617-277-2022. (After working hours your request will be taken by the answering service and referred to the maintenance staff person who is on call.)**
- If you have a maintenance emergency during regular office hours and if for any reason you cannot get through to 617-277-1884, call 617-277-2022.

LOCKS AND KEYS

- Key and lock changes are usually done one day a week. All keys are ordered through Maintenance and picked up from the manager.
- Any unauthorized locks or hardware will be removed by Maintenance personnel at the tenant's expense.

CAN I FIX IT?

- NO! *Do not* attempt to make repairs or install appliances yourself. Call the maintenance office at 617-277-1884.
- Tenants are encouraged to replace their own light bulbs and to use a plunger on their toilets and sinks for simple clogs.

EXTERMINATION

- Pest exterminations are performed by licensed contractors on a weekly basis and by appointment only. You must call Maintenance at 617-277-1884 to schedule extermination in your apartment. Be specific as to the type of pest and the location

- in your apartment where pests have been seen. You will be given instructions on how to prepare for the exterminator.
- If necessary you may be required by BHA Management to have your apartment exterminated when a general pest problem is evident in your building.

Failure to allow access to an apartment for purposes of extermination or failure to be properly prepared for a scheduled extermination is a public health violation and is grounds for eviction. Failure to be prepared for a scheduled eviction may also result in a charge by the licensed contractor that would be billed to the resident.

DAMAGES

You will be charged for damages that are beyond normal wear and tear that occur in your apartment.

DO I PAY?

Yes. You pay for damages you cause. You also pay for damages caused by your family members and/or your guests.

HOW WILL I BE CHARGED?

You will be billed for materials and labor.

HOW LONG DO I HAVE TO PAY THE BILL?

You must pay the bill as soon as it is assessed unless other arrangements are made with your manager.

SPECIAL MAINTENANCE CHARGES

The cost of providing routine repairs to your apartment is covered by rental payments and operating subsidies from HUD and DCHD. However, the following items are considered damages, *not* routine maintenance, and residents are responsible for these charges. Repairs for damages will be billed (at cost of parts plus labor) to individual residents.

Examples of items for which special maintenance charges will be made:

- ◆ broken windows
- ◆ broken mirrors
- ◆ chips or cracks in porcelain (sink, toilet, etc.)
- ◆ damaged cabinets or shelves
- ◆ damaged appliances
- ◆ missing or broken screens
- ◆ replacement for lost keys or request for extra keys
- ◆ damaged towel bars
- ◆ damaged locks or doors
- ◆ smoke detectors that are removed by a resident
- ◆ damage due to negligence or abuse caused by the resident or resident's guest.

OTHER CHARGES

LOCK OUTS: Residents are assessed a service charge if they lose or misplace their keys and maintenance staff is called to provide them access to their apartment

FALSE ALARM CALLS: Residents are assessed a service charge if it is determined that maintenance staff was called to their apartment for something other than an emergency after normal business hours.

PARKING

PLEASE REMEMBER THAT PARKING IS A PRIVILEGE AND NOT A RIGHT. NO WHERE IS PARKING MENTIONED IN YOUR LEASE. BECAUSE DEMAND FOR PARKING SPACES IS GREATER THAN THE SUPPLY, THE FOLLOWING RULES HAVE BEEN ESTABLISHED AND MUST BE STRICTLY FOLLOWED.

BASIC INFORMATION

- In order to be eligible to park on BHA property, a vehicle must be registered with your site manager. Your site manager will issue a parking sticker/temporary permit only if the vehicle is registered in the name of the head-of-household or household member.
- The parking sticker is non-transferable and must be *clearly visible* on the *rear window* of your vehicle. **If the sticker is out of place or altered in any way, you may be towed at your own expense.**
- The temporary parking permit is non-transferable and must be *clearly visible* either *hanging from the rear view mirror or placed on the dashboard*. **If the permit is out of place or altered in any way, you may be towed at your own expense.**
- Site managers will only issue stickers and permits during regular business hours. **As the supply of parking spaces is limited, do not wait until the last minute to apply to your site manager for a space.**
- Residents shall park authorized vehicles *only* in the space assigned to them. It is not valid to transfer a sticker/permit from one vehicle to another.
- In order to get a sticker/permit you must have a current and valid license, and vehicle registration and insurance in your name. A current inspection sticker is also required.

ORDER OF PRIORITY

- **If there is a space available**, a sticker will be issued to the head-of-household. The sticker is renewed annually at the time of recertification when a copy of your valid license and registration is submitted with the other recertification paperwork or when you change vehicles. (A temporary permit will be issued for loaned and/or rented vehicles with proof of valid registration or paperwork if a resident with an assigned space has a vehicle that is temporarily out of commission.)
- **If there is a space available**, a temporary permit may be issued to a household member, other than head-of-household, with proof of current and valid license, car registration and insurance in his/her name (also, see next page for guests and visitors).
- **A temporary permit may be revoked if the space is needed for a household that requires a permanent sticker or temporary permit (if the household has only that one car and does not have a sticker).** For example, if a resident acquires a car and the household has no other parking permits and no parking spaces are available in the lot, the temporary permit from another household, which has two parking spaces, will be rescinded in order to give that resident, who does not have a parking space, a sticker/permit. The person who had the temporary permit must find other accommodations for parking.
- A household may have no more than two parking spaces – only one of which may be a permanent sticker which is issued only to the head-of-household.
- You should discuss with your site-manager any unusual circumstance for which you may require a temporary permit.

DO NOTS

- No major automotive repairs may be done in the parking lots. Oil changes are also prohibited, since this substance can damage asphalt.
- Motorcycles may not be chained to fences or light posts. No mini-bikes or other gas-fueled vehicles may be stored or used in the developments.
- No dead storage of vehicles is allowed.
- No commercial vehicles or oversized vehicles may be parked without special permission from your manager.
- No vehicles may be parked, even temporarily, so that they block fire lanes, oil delivery points or dumpsters. Only vehicles with official handicapped license plates may park in spaces designated for the handicapped. If you are not sure where these areas are in your development, check with your manager.

TOWING

- **Management will enforce parking rules by towing**, if necessary. Repeated and/or serious violations of parking rules will lead to loss of parking privileges. BHA is pleased that it can provide parking for most residents without charge, but parking is a privilege NOT a right and parking is not an obligation of the BHA or a right of the tenant in your lease.
- Towing can occur 24 hours a day, 7 days a week. BHA has authorized a designated towing company to routinely patrol Family Development parking lots.
- The BHA shall not be responsible or liable for any damage which may occur to a vehicle as a result of being parked in or towed from BHA property.
- Towing charges, including tolls, fees, etc., may *not* be deducted from rent payment or other payments owed to the BHA. These charges should be paid directly to the towing company; *cash only*.
- Residents may not have any car towed other than their own. If someone is in your parking space during regular working hours, call your site manager with the space number, license plate number, car make and color. If someone is parked in your space after 4:30 p.m. or on weekends or holidays, call you manager with the information the next business day or leave a message on the manager's answering machine.

WHO GETS TOWED?

- Vehicles without *clearly visible* and/or valid parking. Permits must be current, legible and **unaltered**.
- Vehicles parked in fire lanes or other restricted areas.
- Vehicles whose owner's parking privileges have been suspended or revoked by the manager or do not have the proper Department of Motor Vehicle stickers.
- Any vehicle that is leaking oil, fuel or coolants.
- Dead storage vehicles. The costs of disposing an abandoned vehicle will also be passed on to the owner.

If your car is towed during regular working hours, call your manager or, if you cannot get in touch with your manager, call the main office at 617-277-2022. You will be given the telephone number of the towing company. After 4:30 p.m. and on weekends and holidays you will be connected to the answering service when you call 617-277-2022. The answering service will give you the telephone number of the towing company

PARKING FOR GUESTS AND VISITORS

Guests may park in BHA lots *if* (1) there is space available and (2) they have a valid temporary permit issued by the manager.

SPECIAL EMERGENCY PERMITS

In an emergency it is often possible to get permission from the Brookline Police Department to park on the street.

SNOW PROCEDURES FOR PARKING SPACES

- Residents are required to shovel out their own parking space after a snowfall even if they are not planning to use their car right away.
- Please be sure to put shoveled snow on the snow bank directly behind your vehicle.
- Do not shovel snow into the parking lot or into your neighbor's parking space.

PET POLICY

WHO IS ALLOWED TO HAVE A PET?

BHA **residents of state-assisted, family-housing developments are prohibited from keeping pets** (except for birds in cages, hamsters, guinea pigs or mice in cages, and fish in aquariums) on leased premises except in the following case: one dog or cat already a resident **before March 1987**, the effective date of the Pet Policy, will be allowed to remain in family developments. A family may retain this one pet *only*. If this resident's pet dies or is lost, no replacement pet will be permitted.

- Residents living in state-assisted, elderly/disabled-housing developments are allowed to keep a pet (see below for restrictions).
- Residents living in federally-assisted buildings are allowed to keep a pet (see below for restrictions and rules).
- If you are not sure whether you are in a state or federally funded building, please speak to your manager.

REGISTERING PET AND WHAT KIND OF PETS ARE ALLOWED

Unless fully registered with the BHA Management, no animals are allowed in an apartment or on the premises of the development or in the resident's care (except birds in cages, hamsters, guinea pigs or mice in cases, and fish in aquariums). Failure to fully register with Management before bringing an animal onto the premises will disqualify the owner from continued possession of the animal.

Animals not allowed include, but are not limited to, the following: animals who would be allowed to produce offspring; wild animals, feral animals, and any other animals who are not amenable to routine human handling; animals of species commonly used on farms; non-human primates; animals whose climatological needs cannot be met in the unaltered environment of the individual dwelling unit; pot-bellied pigs; birds of prey or reptiles (see below for further restricts of types of animals allowed).

COMPLIANCE WITH STATE AND LOCAL ORDINANCES

- Residents shall abide by all requirements of any state or municipal ordinance regulating pets (i.e., public health, animal control, and animal anti-cruelty laws and regulations) which requirements are incorporated by reference herein.
- All dogs must be licensed by the Town of Brookline.
- Evidence of continuing compliance with licensing and inoculation requirements must be presented at each annual reexamination.

INITIAL REGISTRATION OF PETS WITH BHA

Before bringing a pet onto the property, owners must register their animals with the BHA, providing the information listed below:

- Evidence must be presented that all cats or dogs over 6 months of age have been spayed or neutered.
- Pet owners must designate a competent adult (together with a signed statement from said person that they are willing to accept such responsibility) who can and will care for the pet in the event that the tenant is ill or otherwise unable to.
- For each dog, written evidence of completion of basic obedience training.

OTHER RESTRICTIONS

- Aggressive or dangerous breeds of animals are prohibited. This category includes but is not limited to dogs of the pit bull, rottweiler, chow, or boxer breeds.
- The weight of the pet is limited to a maximum of 18 pounds by adulthood.
- Not permitted are: ferrets or other animals whose natural protective mechanisms pose a risk to small children of serious bites and lacerations; hedgehogs or other animals whose protective instincts and natural body armor produce a risk to children of serious puncture injuries; chicks, turtles, or other animals who pose a significant risk of salmonella infections to those who handle them; pigeons, doves, mynah birds, psittacine birds, and birds of other species that are hosts to the organisms causing psittacosis in humans.

ONGOING RESPONSIBILITIES

- Waste Disposal - Cat owners must provide a litter box in the kitchen or bathroom, which must be cleaned regularly. Dogs will not be allowed to urinate or defecate anywhere on BHA property. Dog owners are required to remove feces from public walkways abutting BHA property. Owners must deposit properly wrapped feces and litter directly in dumpsters located in their development.
- Restraint and Confinement - Pets will not be allowed in community rooms, laundry room, community kitchens, offices, or outdoor areas in which it is common for tenants to congregate.
 - ◆ dogs will be kept on a leash at all times when outside the apartment.
 - ◆ no pets will be allowed out of their apartments unattended.
 - ◆ no tethering or chaining of animals outside of or within the dwelling unit is permitted.
- Access to Apartment - Tenants must be available at the request of BHA staff to prevent pets from interfering with contractors, maintenance or management functions. In cases of emergency, where the resident is unable to care for the pet, if the Authority cannot contact the designated caretaker, the Authority may turn the pet over to an appropriate agency or individual of its choice.
- Proper Care - Pets will not be left unattended for more than 24 hours.
 - ◆ pets will be provided with proper nutrition and veterinary care, including normal vaccinations against rabies, distemper, etc.
- Stray Animals and Visiting Pets - Only registered pets are allowed on BHA property. Guests may not bring their pets onto the property. Caring for someone else's pet ("pet sitting") on BHA property is not permitted on either a temporary or occasional basis. Residents are not allowed to feed or harbor stray animals.
- Property Damages or Personal Injury - Residents agree to pay all reasonable charges for damage or cleaning expenses caused by their animal. The resident agrees to indemnify the Authority for any liability incurred due to the tenant's animal including any damages for personal injuries sustained by any individual on Authority property.
- Extermination of fleas, ticks or other animal-related pests is the responsibility of the resident.

- Noise - Documented complaints by neighbors or Management about noise will be considered violations of these pet rules.

VIOLATIONS

Serious or repeated violations of these rules shall constitute grounds for eviction. If such violations exist, the Authority may order a tenant to remove his/her animal from the premises. If the tenant complies with this order, eviction proceedings on this ground shall not be pursued further.

A full text of the BHA Pet Policy will be provided to a resident at their request.

A FINAL NOTE

This Handbook is designed to give you an overall view of the rules and regulations regarding your tenancy. Please familiarize yourself with them and keep this Handbook handy for reference purposes.

If you have any questions regarding any policy or aspect contained in this Handbook, please contact your on-site manager.

**THE INFORMATION IN THIS HANDBOOK
IS AS BINDING
AS THAT FOUND IN YOUR LEASE**