

SALEM HOUSING AUTHORITY
SOUTHFAIR APARTMENTS

WELCOME HOME!



Unit address: _____

Mail: Bank# : _____ **Box #:** _____



Your new home is owned and managed by the Housing Authority of the City of Salem.

These house rules will help you become familiar with your new home and community. It explains what you and your neighbors can expect from the Housing Authority, and what the Authority will ask of you. We would like to work together and maintain the best living conditions possible for all residents.

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.

If you have any problems or questions not covered in this booklet, please feel free to contact your Property Manager.

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

NOTICE TO PERSON WITH A DISABILITY

The Salem Housing Authority does not discriminate against person 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 person 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 and 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. SHA will respond to all requests as quickly as possible.

1. ABSENT FAMILY MEMBERS

Individuals may be absent from the family, either temporarily or permanently, for a variety of reasons including educational activities, placement in foster care, employment, and illness.

Tenants must notify the property manager when one or more family members are absent, or anticipated to be absent, from the unit for longer than 14 continuous days. SHA will determine if the absence is temporary or permanent and if an exception is warranted due to medical reasons. At SHA's sole discretion, SHA may allow exceptions for extenuating circumstances.

2. FIRE SAFETY

There are simple precautions which every family can take to prevent fires and the tragedies that accompany them. The first step is to identify and eliminate the hazards that exist in your home. The next is to prepare a plan of action should a fire strike your home.

Furniture should be arranged so it is at least 3 feet away from baseboard heaters. Particular attention should be paid so that bedding, clothing, draperies, and paper do not come close to the heaters. The area around a furnace or hot water heater should be clear of combustibles. If the heating equipment malfunctions, turn off the circuit breaker or pull the fuse to the equipment and call the Housing Authority immediately.

Ranges, including the oven, broiler and the area below the burners should be kept free of grease. When hot grease is used for cooking, be sure the container is big enough to prevent the grease from boiling over and igniting. If a gas fire does start, turn off the burner, using a long handled fork, place a cover on pan, or smother the fire with baking soda or salt.

Never leave food cooking on the stove unattended.

While the Power Is On

Frequently, check all electrical appliances such as irons, mixers, heaters, lamps, fans, radios, TV's and waffle irons. If they are sluggish, damaged or the cords are frayed or cracked, have them repaired immediately or replace them with new appliances bearing the Underwriters' Laboratories, Inc. tag of approval.

Keep all hot appliances away from combustibles.

Household wiring can be dangerous if you use extension cords that are too light for the load, or if you use fuses with too high an ampere rating. Only 15 amp fuses should be used.

Where There Is Smoking, There Could Be A Fire

- ... Don't smoke near flammable liquids, such as gasoline, paint thinners and cleaning fluids that give off dangerous vapors.
- ... Have plenty of large, deep ashtrays that are designed to keep cigarettes from falling out and are secure so they won't fall onto rugs, upholstery, or clothing.
- ... Don't smoke in bed or allow members of your family to.
- ... Be sure matches and "smokes" are cold before tossing them out.

- ... Keep matches in metal containers out of sight and reach of children.
- ... Never strike a match in an attic, closet or other confined area where clothes, paper or other combustibles are close at hand. If you must have light to see, get a flashlight.
- ... Make a careful survey each night of every room where anyone has been smoking. Sprinkle water in doubtful ashtrays or wastebaskets.

Around The House

- ... Do not store gasoline, kerosene, fuel oil, paint or paint thinner.
- ... Keep your unit free of trash, old rags and papers.
- ... Keep your yard/patio clean and free of debris, leaves, weeds and combustible materials.
- ... Storing motorcycles in the house is strictly prohibited.
- ... Children should never be left alone in a house. When you go out, you should be sure the babysitter knows what to do if there is a fire.

Could You Escape?

Plot out escape routes and alternate routes. All plans should be family plans. Let each member know where they should go in case of fire. Hold home fire drills now, don't wait until it's too late.

In preparing your fire escape plans, consider the following points:

1. Anticipate hallways and staircases being blocked by flames. Know how to get from one part of the house to another, especially in getting out of bedrooms.
2. If you are on an upper floor, is there a garage, porch roof, ladder or tree near a window by which you could escape?
3. If windows are your only means of escape, are they easy to open, low enough and large enough to escape through?
4. Closed doors can check flames and smoke, allowing you time to escape or protection while you await rescue. Don't jump from an upper floor except as the last possible resort.
5. Don't try to save clothing, furniture or other valuables - it may cost you your life.

If There Is A Fire

First, get everyone out. Then, call the Fire Department at 911.

3. HOUSEKEEPING

It's important that you maintain your unit in a decent, safe and sanitary manner. If SHA determines that a resident has poor housekeeping habits, the Property Manager will arrange for regularly scheduled housekeeping inspections. The Property Manager will discontinue on-going compliance with project standards and lease agreements when proper housekeeping habits are exhibited on an on-going basis.

Housekeeping Standards

Weekly:

1. FLOORS – Vinyl: clean thoroughly with floor cleaner, and rinse. Carpet: Vacuum
2. 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.
3. KITCHEN SINK – Scour thoroughly with cleanser including faucet.
4. RANGE - Cleaning is to include the oven, surface elements, drip pans, control knobs, and the area below the range surface as accessible.

As needed:

1. GARBAGE: Take out your trash on a regular basis, don't let it accumulate.
2. REFRIGERATOR –Cleaning is to include the interior of the refrigerator and the (defrosted) freezer compartment, and behind and under the appliance.
3. CUPBOARDS/DRAWERS –clean with damp, soapy sponge or cloth
4. FLOORS – Vinyl: after cleaning, apply self-polishing wax. Carpets: shampoo
5. WINDOWS –Clean all interior and exterior glass, window frames, track and sills.
6. WALLS/WOODWORK - Clean to remove scuff marks, grease, hand prints and smudges from all walls and woodwork throughout.
7. LIGHT FIXTURES - Clean all light fixtures and replace any burned out bulbs.
8. SCREENS/SHADES - Should be clean and in good repair. Tenants will be charged for missing or damage items.
9. PATIO/ADJACENT AREAS - Should be clean and orderly. Indoor items and trash should not be stored outside.
10. HEAT REGISTERS - Should be kept clean and free of dust accumulation.

PREVENT MILDEW

The key to preventing 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. If your unit has a hook up for a washer/dryer, be sure the clothes dryer is properly vented to the outside to remove the moist air. Use the fan in the bathroom when bathing or showering.

Get rid of dampness by heating the home. Heat prevents mildew. Air movement is very important. Those units that are equipped with forced-air heating systems should not have the heat ducts blocked or shut off. Be sure the airways are free from obstruction and change the furnace filter monthly to allow maximum air movement.

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. Should mildew appear on walls and tiled/vinyl floors, get rid of the 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 tile surfaces to avoid spotting. Rinse with clear water and wipe as 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)

4. INSURANCE

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." Typical renters insurance runs approximately \$125 per year; well worth the cost should an accident happen. The telephone book lists insurance companies.

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

5. LAUNDRY FACILITIES

A coin operated laundry is provided. Please use the washers and dryers according to the directions posted. All tenants will be responsible for their own belongings when things are left unattended. Please remove laundry from the washer and dryer as soon as it is finished to avoid delays to other residents. It is important that you be sure to clean up after you are finished with the laundry room. Please do not prop the laundry door open.

6. MAINTENANCE AND INSPECTION

The Housing Authority asks that you call your Property Manager as soon as you see that repairs are needed or if you have a question about equipment or the condition of the property. You may also stop by the Leasing Office and obtain a work order form that you can complete and leave at the office.

All units are inspected at least annually. The purpose of the annual inspection is to monitor housekeeping and identify areas which need repair work so that residents are assured a safe quality unit. You will be notified by letter of all inspections.

7. 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 of the property other than those areas designated as smoking areas as established by management.

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 Southfair. Residents will still be able to smoke, as long as they smoke in the smoking area designated 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 responsible 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 in areas designated by management, and cigarettes are to be disposed of in cigarette disposal receptacles.

8. PEST CONTROL

Before you moved into your home, the Authority determined that the unit was clean and pest free. It is now up to you to keep it clean and pest free.

Clean housekeeping is the best prevention for insects, rodents and other pests. A complete cleaning of corners, cabinets, closets around water pipes, bathroom fixtures and under sinks will help keep pest to a minimum.

Residents should eradicate infestations of mice, roaches, ants, spiders, silverfish or other common insects should such infestations occur. If residents are unable to control the infestation, the Property Manager can have the unit sprayed. Residents are charged actual cost of the spray when they have not adequately prepared for the spray.

9. PROBLEMS ON THE PROPERTY

Law enforcement is the responsibility of the Salem Police Department. Call 911 if you have a problem requiring police assistance or want to report a serious infraction of the law.

Problems which threaten the peaceful enjoyment of your home and which you believe could be solved by the Housing Authority should be reported in writing to the property manager. If the problem involves a neighboring family, please try to work it out with them in a friendly way before submitting a complaint to the Property Manager.

Please advise your Property Manager when it has been necessary for you to contact the police, the fire department or an emergency medical service.

10. QUIET HOURS

Between the hours of 10pm and 8am tenants are expected to keep the noise (voices, television, radio, etc.) from inside their apartment, and outside in common areas at a level that would not be audible inside adjacent apartments.

11. RECYCLING

All tenants are encouraged to use the onsite recycling bins, however then bins adjacent to the buildings must be emptied on a regular basis. Recycling requires only a few seconds a day and it reduces waste. Reusing and recycling helps stretch our resources while decreasing the amount we must discard. Recycling bins have been set up under each stair well. The three bins are for newspaper, tin cans, and clear glass.

- Glass - any clear glass container can be recycled. Bottles and jars should be rinsed and placed in the 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 - Newspaper can be inserted into a brown paper sack or bound with twine and placed in the bin.

12. RENT PAYMENTS

The preferred method of payment is by mailing a check or money order made payable to the Salem Housing Authority to:

Salem Housing Authority
PO Box 808
Salem OR 97308-0808

For your protection, please put your name and apartment number on your check or money order. Personal checks or money orders will be accepted only for the exact amount due. Please do not mail cash.

Section 8 Project-Based/T/C units

Rents are due and payable on or before the first of each month per paragraph 3. of the HUD Model Lease for Subsidized Properties. If the rent is not paid in full by the end of the 5th day of the month, SHA may collect a fee of \$5 on the 6th day of the month. Thereafter, SHA may collect \$1 for each additional day the rent remains unpaid during the month it is due. SHA may not terminate the lease for failure to pay late charges, however SHA may terminate the lease for non-payment of rent. SHA may collect \$3.50 on the second and any additional time a check is not honored for payment (bounces).

Market and/or Tax Credit Units

Rents are due and payable on or before the first of each month per the rental agreement. If the tenant does not pay the full amount of rent by the end of the 5th day of the month, SHA may collect a fee of \$5 on the 6th day of the month. Thereafter, SHA may collect \$1 for each additional day the rent remains unpaid during the month it is due. SHA may terminate the lease for non-payment of rent. SHA may collect \$3.50 each and every time a check is not honored for payment (bounces).

If emergency circumstances occur, and you are unable to pay your rent on time, you must contact your Property Manager before your rent is overdue.

13. Smoke Detectors

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. You can also open your living room or kitchen 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 at (503) 380-8008.

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.

14. VEHICLES AND PARKING

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.

15. WATERBEDS

Waterbeds are allowed ONLY with PRIOR permission from the Authority. Residents must give their Property Manager a copy of a valid/paid waterbed insurance policy for both the waterbed and any related damages.

**SALEM HOUSING AUTHORITY
PET RULES
SOUTHFAIR APARTMENTS**

Pets (other than those listed in this paragraph) **are not allowed at Southfair Apartments**, however, with prior written consent from the Salem Housing Authority, you may have pets such as canaries; parakeets, turtles, goldfish, and tropical fish (maximum tank size is 10 gallons).

Assistance animals are allowed per SHA's Assistance Animal Guidelines for Tenants. Contact your Property Manager for a copy of this guideline.

<p>SALEM HOUSING AUTHORITY UTILITY CONSUMPTION AND ENERGY CONSERVATION IDEAS TO HELP YOU REDUCE YOUR UTILITY BILLS AND CONSERVE ENERGY</p>

HEATING

1. Do not set your thermostat higher than 68^o; any degree over 70^o is going to cost you 3.1% more.
2. If you will be away from home 6 or more hours, or when you go to bed, turn your thermostat down to 60^o.
3. Shades and drapes serve as insulation--close them on dark days and at night. Keep them opened on bright days to take advantage of the warm sun rays.
4. Other gas heaters and baseboard heaters should be vacuumed occasionally to ensure proper air circulation.

APPLIANCES

1. Use small electric appliances in place of major appliances for specialized jobs. Electric skillets, toasters, waffle irons, bean pots and coffee pots generally use less electricity than a range does on the same job.
2. Change the bag on your vacuum cleaner frequently to make your cleaner more efficient; keep any filters clean.
3. Turn off electric blankets in the morning; don't leave TV's, stereos, and radios on for long periods when no one is listening.
4. Keep appliances in top condition, or they can become safety hazards and will require more power to operate efficiently.
5. Refrigerators should be defrosted regularly before the ice is 1/4" thick. You lose cool air each time you open your refrigerator door, so avoid opening refrigerator door unnecessarily. Back of refrigerator should be vacuumed regularly so that the refrigerator can function properly, thus saving energy and dollars.
6. Always double check to make sure all surface units and your oven are turned off after use. When cooking, you can often turn units off ahead of time and let the food continue to cook as the heat gradually diminishes.
7. When you cook in your oven, leave the door closed until the food is completely cooked. Opening the door when oven is hot can mean a 20% loss of heat.
8. Cooking utensils must have flat bottoms to make firm contact with surface elements. Close fitting lids will hold steam in the pan and reduce cooking time. Use cooking utensils that are matched to the size of the surface element to avoid heat loss. Place pan on element before turning on.

WATER HEATING

1. Leaking faucets only waste water and energy; call the Housing Authority as soon as a leak develops. Sixty drops a minute wastes 7 gallons of water in 24 hours.
2. Set your water heater at 110^o-120^o. It is the most economical setting. Unless you have a dishwasher, then you should set it at 140^o for sanitation purposes.
3. When you need boiling water, take the water from the hot tap since less time is required to bring it to a boil.
4. Take short showers instead of baths; it not only saves your energy, but it also conserves water.

LIGHTING

1. Turn off lights in a room when not in use.
2. Use smaller wattage bulbs or fluorescent lights whenever possible.

**SALEM HOUSING AUTHORITY
GENERAL INFORMATION
Southfair Apartments**

MANAGEMENT

Location/Mailing Address: Affordable Housing Property Management
3143 7th PI NE, Salem OR 97303

Office is open: 1:30 PM to 5:30 PM - Tuesday thru Friday.
Also open week day mornings by appointment only.

Onsite: **Southfair Apartments Property Management Office**
1961 Fairgrounds Rd, Salem OR 97301

Office is open: At various times Monday thru Friday - **AS**

POSTED

Also open by appointment as requested during week days.

Phones are answered Monday through Friday from 7:00 am to 5:00 pm. *Please call for an appointment prior to stopping by, as staff may be off site visiting other properties.*

Property Manager: Nina Norfleet Phone: 503-390-8008
E-mail address: nnorfleet@cityofsalem.net

Tenant Relations Assistant: Crystal Chapman Phone: 503-390-0118
E-mail address: cchapman@cityofsalem.net

Housing Services Supervisor: Nicole Utz Phone: 503-588-6459
E-mail address: nutz@cityofsalem.net

Note: Always ask for proper identification before allowing any worker to enter your home. If you are in doubt as to the identity of anyone claiming to be from the Salem Housing Authority or a contractor assigned by Southfair Maintenance, please call Nina at 503-390-8008 for confirmation.

After Hours Maintenance Emergencies: (503) 588-6368

This number should be used for immediate notification of fire, flood or any other maintenance emergency causing property damage or creating a health or safety hazard. Please call 911 to report a medical emergency or any criminal activity.

MAIN OFFICE

Location: **Housing Authority of the City of Salem**
360 Church St SE
Salem OR 97301

Mailing address: **Housing Authority of the City of Salem**
360 Church St SE
Salem OR 97301

Main office business hours: 7:30 am to 4:30 PM Monday through Friday

Main office phone number: 503-588-6368

Website: www.cityofsalem.net/sha e-mail: housing@cityofsalem.net