



# Tenant Handbook

Dear Easton Housing Authority resident:

On behalf of the Easton Housing Authority's board members and staff, we are happy to welcome you to your new home.

We are extremely proud of all of our developments, so whether your new address is Parker Terrace, Elise Circle, Chandler Way or a single-family home here in Easton, you have entered an environment where the staff is well trained and dedicated to providing a safe, affordable and decent home for you.

This booklet is intended to be a handy reference concerning the rules and policies of the Authority and features of your new home. It is our hope that this booklet will answer most of your questions, however, feel free to contact our office if there are any unanswered questions.

We are confident that you will enjoy your residency with us. Please understand that the Easton Housing Authority will do everything that we can to maintain a high-quality environment in this community.

Very Truly Yours,

The staff of Easton Housing Authority





# Facts about the Easton Housing Authority

## Board of Commissioners

Dennis Sheedy  
Thomas Thibeault  
Donald Burroughs  
Krisanne Sheedy  
Arthur Paquin Jr.

(Effective 02/08/2024)

## Housing Authority Staff

Executive Director	Kathleen Steiger
Housing Administrator	Dawn Doyle
CHAMPS Coordinator	Sarah Chase
Maintenance Supervisor	Daniel Andrews
Maintenance Mechanic	Joseph Leite
Maintenance Mechanic	Derek House
Maintenance Tech	Ryan Minoty
Resident Service Coordinator	Elizabeth Saad

# Important Numbers

<b>Easton Housing Authority</b>	Main Number	<b>508-238-4747</b>
	Maintenance Emergency	508-238-4747
	Email	Housingauthority@eastonhousing.com
	Website	Eastonhousing.net
<b>Police Department</b>	Emergency	<b>911</b>
	Non-Emergency	508-230-3322
<b>Fire Department</b>	Emergency	<b>911</b>
	Non-Emergency	508-230-3311
<b>Ambulance</b>	Emergency	<b>911</b>
	Non-Emergency	508-230-3311
<b>Council On Aging</b>		508-238-3160
<b>Old Colony Elderly Services</b>		508-584-1561
Elizabeth Saad – Resident Service Coordinator		508-584-1561 ext. 640 <a href="mailto:esaad@ocesma.org">esaad@ocesma.org</a>
<b>South Coastal Counties Legal Services</b>		800-244-9023

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# Introduction

All of Easton Housing Authority's properties are unique. This handbook is designed to let you know about life at one of our developments. The handbook outlines the rules and regulations not explained in the lease, the way to have repairs done in your apartment and the best way to take advantage of the many features of your apartment. It will help to make your residency in one of our communities a very pleasant experience.

All of our developments are special communities. Many of the features in our communities are used in common with you and your neighbors. In order for your development to fulfill its' potential, everyone must share in community spirit. Respect and consideration for others are the keys to a successful residency. Please join us to make your community the kind that we can all be proud of.

## What is a Housing Authority?

LHAs (Local Housing Authorities) are political bodies that are considered local government organizations under state law. They have five Commissioners. Four are elected at large (in towns) or appointed by the mayor (in cities). One member of each board is appointed by the Governor. LHAs are responsible for managing the properties and systems in accordance with state and federal policy and guidelines.

The executive director of each housing authority reports to its board. Chapter 121B, the enabling statute for state public housing, requires the state to provide the difference between the cost of operating the properties and the rental income stream which is set by statute as a percentage of household income. Executive Office of Housing and Livable Communities (for state units) and Housing and Urban Development (for federal units) subsidize both the operating and capital improvements cost for the properties.

# The Management Office



The Executive Director's office is located in the Robert J. Keefe Community Center at Parker Terrace. It is open from 8:00 a.m. to 4:00 p.m., Monday through Thursday and Friday from 8:00 a.m. to 1 pm.

The telephone number for the office is 508-238-4747 to connect to any of our staff members.

If you have any issues, please call the office and report them. If you wish to make an appointment with the Executive Director, you may call the office to schedule a time to meet. Please note, that if you have a serious complaint that you would like to resolve, you must put your request in writing and sign the complaint.

All maintenance repairs **must** be reported to the office. A work order form will be filled out for all maintenance work.

## Board Meetings



All Easton Housing Authority board meetings follow the Open Meeting Law. Anyone wishing to speak at a meeting must request in writing to be put on the agenda at least one week prior to the scheduled meeting. Our meetings are typically held on the second Tuesday of every month, at 5:00 p.m., in the Robert J. Keefe Community at Parker Terrace. Please check the town website or bulletin boards in community rooms for the agenda.

# Rent Payments



Your rent is due and payable on the first (1<sup>st</sup>) of the month and must be paid no later than the sixth (6<sup>th</sup>) of each month. Your rent must be paid by check or money order to the Management Office. If you are away during rent payment time, it is your responsibility to contact the office about the rent payment. You may mail or hand deliver your rent check. There is a drop box on the wall next to the office window for rent checks or correspondence when the office is closed.

## Rent Calculation and Re-Certification



The rent for your home is based upon your income and family size. Each year it is mandated by your lease that you update that information with the office. You will receive a recertification form, via the post office or hand delivered, one month prior to your recertification date. This will include a date and time to meet with our staff to go over the financial information and to update any information that is needed by the authority. This form is especially important to you as this is the information that we will use to calculate your rent. You must make sure that the form is completed to the best of your ability and contains current verifiable information. You will also be asked to bring with you copies of receipts for medical deductions. The accompanying letter will explain the process. However, with this and any other questions you may have, don't hesitate to contact the office if you don't understand the process.

**ALL RE-CERTIFICATION INFORMATION OBTAINED BY OUR OFFICE IS  
KEPT STRICTLY CONFIDENTIAL!!**

If your income, or medical expenses or family size changes at any other time during the year, you should notify the office with seven (7) days.



# Guests



Tenant and other household members may have guests provided that Tenant shall be responsible for the conduct of any guest while in the leased premises or on EHA property and shall take reasonable steps to supervise the conduct of any guest, including a guest of a household member. No guest may stay overnight (as defined in Section I) for more than a total of twenty-one (21) nights in any twelve (12) month period without EHA's written approval of a temporary extension of the guest's stay. Tenant shall not accept any compensation from an overnight guest for his or her stay in the leased premises. If a guest behaves in a manner which violates any of Tenant's Obligations set out in Section IX, among its remedies EHA may require that Tenant take steps to ensure that the individual involved shall not be a guest of Tenant or of any household member again in the future. In addition, if a guest damages or destroys EHA property, among its remedies EHA may require that the Tenant shall pay the cost of repair or replacement.

Tenant shall notify EHA of the length of the stay of an overnight guest within a reasonable time following an overnight stay; such notice shall be confidential and, provided that the guest has not been barred from the premises and has not committed lease violations during his or her stay, the notice shall only be used by EHA for enforcement of the foregoing provision as to the permissible stay of a guest in the leased premises.

Each household member shall take reasonable steps to supervise the conduct of his or her guests while visiting.

# Lease and Handbook



All residents receive a copy of their Lease and Handbook when they first become a resident. Your Lease is a legal binding contract between you and the Easton Housing Authority. Your Lease assures you the right to live in your apartment as long as you abide by it and follow the rules and regulations contained herein. The Resident Handbook explains the rules set forth by the Board of Commissioners and the Executive Office of Housing and Livable Communities. **Read your Lease and handbook very carefully.** And remember if there is any part of either document that you don't understand, call the office.

## **BICYCLING, SKATEBOARDING, ROLLERSKATING, ROLLERBLADING**



Please remember that there is a policy at Parker Terrace and Elise Circle that **NO** bicycling, skateboarding or roller skating/rollerblading are allowed on the property. If you have young children visiting you must see that they follow that policy. It is for the safety and comfort of the residents so that they may walk in our development without the fear of being injured.

## Temporary Tenant Vacancy

As a resident of one of our developments, we request that you notify the office if you are planning to be out of your unit for more than two weeks. In accordance with your lease, you must occupy your apartment for 9 months during any 12 month period. If there are extenuating circumstances and you require additional time away, permission may be requested and granted on a case-by-case basis. You must put your request in writing and obtain written approval from our office.



If you have a prolonged illness in which hospitalization or nursing home care is necessary, after a ninety (90) day period of temporary vacancy, you must obtain a diagnostic statement from your physician stating the date on which you may return to your apartment. Of course, rent is still due and payable on the first of each month, even if you are not physically in the unit due to illness or vacation.

# Community Centers



The Robert J. Keefe Community Center is located in the center of Parker Terrace and the Jerry Fitzgerald Community Center is located in the center of Elise Circle. There are laundry facilities in each building and a community bulletin board. The Robert J. Keefe Community Center is open during normal business hours and will require a key after hours. The Jerry Fitzgerald Community Center is kept locked at all times and requires a key for entry.

Both community centers have a library area where you may donate or pick out a book, they both have televisions for residents' enjoyment. Use of all of these amenities is based on a first come, first served basis. Please limit your usage if there is anyone waiting, and be considerate of others.

Both Community Centers have generator power should the property lose power. Laundry facilities will not be available during power outages and we do not supply power to individual units during an outage.

The Robert J. Keefe Community Center is also one of the town's Senior Centers. The Council on Aging has many scheduled activities at both centers. Make sure to check your COA newsletter for a listing of the most current events. The use of the Easton Housing Authority community rooms at Elise Circle and Parker Terrace are now restricted to events that would be for the general benefit of the tenants and would not exclude the participation of any tenant. Private parties with limited guest lists that exclude the majority of the tenants are prohibited.

Also, the Old Colony Elder Services provides a "meals on wheels" lunch program for those interested in receiving this service. You may contact Old Colony Elder Services directly at 508-584-1561 for more information about this program.

# Laundry Facilities



The Easton Housing Authority provides a laundry room located in each community center for your convenience and use. These machines are to be used on a first come, first served basis. Currently, the cost to wash a load of clothes is \$1.00 and 25¢ for every fifteen minutes to dry. Foreign coins (even Canadian) will not work properly in our machines. Please use common courtesy when using the machines, do not wash or dry clothes that have been soiled with human waste without first thoroughly rinsing them. Don't attempt to wash heavy items such as rugs or comforters in the machine. Don't overload the machines. ***The laundry facilities are for the residents use only; no outside laundry may be done in these machines.*** Please follow any and all posted rules and make sure that homemakers, family or friends that are helping you follow all the posted laundry rules as well. During power outages laundry facilities are NOT to be used.



There are limited outdoor clotheslines behind the buildings, these lines must be shared and your consideration is expected. You may not hang clothes on balconies, porches or hallways.

# Mail Boxes



The resident mailboxes at Parker Terrace and Elise Circle are located in the front entryway to your building. Chandler Way mailboxes are at the end of your street. You will be issued a mailbox key. If you should lose this key, there will be a replacement charge (see section on keys). If you are away on vacation or in the hospital, please make arrangements for your mail. The mailboxes are the property of the United States Postal Service and as such should be kept in working order. If you have a problem with your mailbox, please contact our office immediately. When you first move in you will be provided with a card that you may insert into the name section of the box, if you don't receive this card, make sure that you ask for it.



The United States Postal Service has drop off boxes in the front of the Robert J. Keefe Community Center and on the side of the Jerry Fitzgerald Community Center which are picked up daily for your convenience.

# Repairs and Maintenance



**If your apartment needs repairs, please notify the office by calling:  
508-238-4747**

Please call the office as soon as you are aware of any condition which may get worse, such as heat, plumbing or electrical issues.

Work order forms are generated by the office staff and relayed to the maintenance department when called in by a resident. Please call the office with maintenance requests. Do not stop a staff member and report your request. Our staff is under orders to only perform repairs that are issued by the office.

Although management has a duplicate or master key to your apartment, we will not use it to enter into your apartment without your permission, except in an emergency or after a 48-hour written notice. If you prefer to have repairs completed while someone is at home, we ask that you make arrangements to either be at home or have an adult friend there to let the maintenance worker into your apartment. Additionally, you should remind the office staff of your request to be home when you call to report your maintenance repair.

Residents may be charged for repairs due to neglect, accident and abuse. Charges for materials will be based on actual cost of materials. Maintenance labor will be charged at the lowest paid maintenance laborer position rate. Repairs will be done on an emergency basis first and with the judgment of the maintenance staff and management.

# Emergency Maintenance



24/7

To report emergencies on weekends or nights, call 508-238-4747 and choose option 1. Your call will be forwarded directly to the maintenance on-call staff. If they do not answer leave a message with your name, address, and call back number and they will return your call as soon as possible.

EHA staff are well trained in emergencies and may determine that your condition is something that can wait till regular office hours or that may require an outside contractor to handle. We will make every effort to contact you if you have placed an emergency call and let you know what action will take place.

*You should call immediately if you have one of following emergencies:*

- |                             |                                    |
|-----------------------------|------------------------------------|
| Fire                        | Door locks broken                  |
| Power outage                | No heat or excessive heat          |
| Water leaks                 | No hot water                       |
| Ceiling leaks               | Locked out of apartment            |
| Clogged toilet, sink or tub | Smoke detector issues              |
| Toilet won't flush          | Extinguisher used in apartment     |
| Broken toilet seat          | Rangehood extinguisher (fire outs) |
| Broken window or front door |                                    |

**Please do not call a contractor yourself and remember that in an emergency call 911.**



# Pet Policy



Pets are allowed in all of the EHA developments. Residents wishing to bring a pet into their unit must comply with the EHA Pet Policy as established in October, 1995. Pets are limited to birds in cages, fish in tanks, and dogs or cats weighing less than 40 pounds. Residents must pay a pet deposit of \$160.00- or one-months' rent, depending upon which is less. Residents are also required to maintain liability insurance in the amount of \$100,000.00, oftentimes this can be a rider to a renters insurance policy, check with your insurance agent. Pet owners are required at all times to clean up after their animals, both inside and outside. This means that pet feces must be picked up and disposed of properly, and those not following this specific policy will be fined \$10.00 and after three offenses may risk losing the privilege of pet ownership. Pets must be kept leashed and should never be allowed out of the unit unattended. Pet ownership in a small apartment can be challenging and is not something that you should consider lightly. If you are considering becoming a pet owner, it is necessary for you to make an appointment with the office to discuss it and complete the necessary paperwork.



The EHA property is located beautifully amidst woods and nature, which is inhabited by wildlife, and we ask that you admire them from afar and not attempt to leave food or scraps for the stray cats or other wildlife that may wander by. Feeding birds and bird feeders are prohibited. This will limit the number of stray animals that may choose to help themselves to your bird food. We can admire the woodland inhabitants, but we don't want them getting too friendly, they can carry disease and could prove to be a very serious health and safety concern for our residents.

# Porches, Balconies and Hallways



Your entrances, whether it is a hallway, porch or balcony cannot be blocked with any items that would prevent safe and easy egress from your unit. These areas are your second means of egress and must remain clear for emergency evacuation from your unit. Items in hallways will be removed and disposed of by our staff.

## Smoke Free Buildings



Every apartment, common area, and grounds within 20 feet of each and every building belonging to the Easton Housing Authority will be deemed Smoke Free.

Smoke Free means smoking is not allowed in individual apartments, common hallways, common bathrooms, community buildings, lobbies, foyers, stairwells, laundry rooms, porches, balconies, or within 20 feet of any housing authority building. Smoking includes any device that emits smoke; cigarettes, pipes, cigars, any type of hand rolled cigarette, paraphernalia that might emit tobacco or other carcinogens into the air. Failure to comply may result in termination of lease.

# Grounds



The Easton Housing Authority staff takes pride in the manner in which they keep the grounds. We have over 16 acres of land that we are responsible for maintaining, so we must ask your assistance in this endeavor. Please don't place items on the lawn, such as stakes, barriers, fences, etc., as this will interfere with the lawn mowing. The staff member on a tractor may not see such items as he or she is mowing and could cause injury to themselves or others. Exterior gardens are not allowed unless written approval is granted by the Executive Director. Existing gardens are maintained by some of the residence that have lived on the property for several years. If you choose to maintain an existing garden please realize, it is your responsibility to maintain that area, including weeding and disposing of weeds in compost area. Gardening material cannot be placed in dumpsters. **Please make sure not to leave rocks or other garden debris in the lawn areas. Please do not place rocks or fences as a border.** There is a large community garden area between Parker Terrace and Elise Circle. If you wish to plant a larger garden you can request space in this community garden. Space is available on a first come, first served basis, however if you are interested, please contact the office for more information.



There are several benches and picnic tables located throughout Parker Terrace and Elise Circle. These are the property of the Easton Housing Authority and as such, are for the use by all residents.



Elise Circle and Parker Terrace have two beautiful gazebos for use by all the residents. These gazebos were built from donations received by very hard-working members of the Gazebo Committee, residents of both developments.

# Parking



The Authority is not responsible for vandalism, theft or damage to vehicles of the residents or their guests.

We have a limited number of parking spaces available at both Parker Terrace and Elise Circle so we have developed a strict parking policy which must be adhered to. There are fewer parking spaces than there are units, so we have had to establish a waiting list for parking spaces. If you have a vehicle or acquire a vehicle after you move in, you must complete a vehicle registration form at the office and request a parking spot. Until such time as a parking spot becomes available, you will have to park your vehicle in an un-numbered spot within the visitor parking lots. You may **NOT** park in a numbered spot belonging to another tenant, on the lawn near your building, or in a fire lane. **This applies not only to our residents but to their guests as well.** Any car illegally parked is subject to towing at the owner's expense. This has become a monumental problem and a very serious hazard to the continued safety of our residents. Please instruct your guests on where to park and help us make them adhere to the policies of the Authority.

Parking spots are assigned on a first come, first served basis, and as such may **not** be in front of your building. Additionally, parking spots cannot be given to your friends or neighbors. Trading of parking spots without prior permission from the office is also prohibited.

All tenant vehicles must display a parking sticker from the Easton Housing Authority when parking on the property. If you purchase a new to you vehicle, please contact the office to update your information and to receive a new sticker for the vehicle. Our staff will check stickers before towing vehicles to determine if it is a resident or a visitor's car. Vehicles parked on lawn areas will be towed immediately.

There is a 5 mph speed limit within the property which should also be strictly adhered to, we have several pedestrians who are not able to jump out of the way of a speeding vehicle, so be cautious and take notice.

# Snow Removal

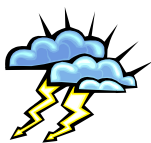


Residents are asked to cooperate with the maintenance staff during snow removal. The staff will remove the snow as quickly as possible. During a storm, the maintenance staff will begin by plowing the streets into and around the development, and clearing walkways with tractors and snowblowers. They will shovel the area leading to your front entry. When the storm is over and is safe to do so, the maintenance staff will ask you to move your vehicle so that they can clean out your parking space. **This will be at the end of a snow storm and done via automated phone call, parking spots are the last thing we can do in the snow removal process.** However, it is your responsibility to clean the snow from your vehicle and to move your vehicle; our staff cannot assist you in this. After the staff has cleaned the entire area, you may return your car to its' spot. Please don't try to interfere with this process, it is a tedious job done by staff members who have been working diligently for sometimes many hours making your home safe and passable.

**Please make sure that all mats, rugs, rocks, decorations, etc. be removed from the building entryway landings. These items can get jammed into a snowblower and cause damage to our equipment and/or injury to our staff. All personal items need to be a minimum of ten feet (10') away from walkways during the winter months. Items may be disposed of if they cause a hazard to the snow removal operation.**

Please use common sense during snow storms, if you don't HAVE to go out, DON'T. Wear shoes that will offer the most stability in the snow and ice and avoid areas that haven't been cleared of snow. Watch also for "black ice", or areas that look wet but which may have a thin layer of ice on them. Even though your walkways and steps may be cleared continue to use caution as they can ice up very quickly, especially areas that don't receive a lot of sun. We use treated sand, salt, and/or ice melt on our walkways, but this can also make for slippery walking at times, so please just use caution and common sense in the winter.

# Storms and Power Outages



In the event of a power outage, it is recommended that you keep a flashlight with fresh batteries available. It is not recommended that you use candles as a means of lighting as they are a fire hazard, additionally; use of kerosene or other fuel powered lanterns are strictly prohibited at any time in your unit. The EHA has installed generators which will power the lights and heat in the community centers only, if there is an extended period of outage. Any and all residents may go to the center for warmth and cooking facilities to ride out a storm. Additionally, the town of Easton has an evacuation plan which will be placed into effect in the event of a prolonged emergency and temporary shelter is necessary. Parker Terrace Community Center will be set up as a temporary shelter, if the need arises.

# Security



Security is a growing concern in all communities. Please help us by being an active member of the community and reporting to the police or the management office all activities that are unusual or might be cause for concern.

You should always keep your apartment door locked and never open a door without first asking who it is.

# Keys



At the time of leasing, residents are supplied with keys to their apartment, community room, and one mailbox. All keys are to be returned to the office upon vacating the premises. Residents are not permitted to alter any lock or install a new or additional lock or other attachment on any door. Residents should be very careful not to misplace their key(s). If a resident loses a key to an apartment or common area door a duplicate key will be made and delivered to the resident. The cost for the replacement of an apartment key is \$5.00. Residents requesting a lock change will be charged for the actual cost of materials and will not be charged a labor rate during regular maintenance hours. Residents requesting a lock change after hours will be charged a maintenance labor rate in addition to materials. Due to domestic violence these charges will not be incurred.

# Apartment Lock Outs



We strongly urge you to make certain that you have your key with you at all times when you leave the apartment. If you should get locked out during office hours, you may call the office for assistance. If you should get locked out during off duty hours, and it is necessary for a staff member to come in to let you into your apartment, please be patient, our staff may have to travel to get to you. Additionally, there is a fee for the second and subsequent times that you lock yourself out of your apartment during off duty hours of \$40.00.

# Emergency Pull Cord



If your unit is equipped with an emergency pull cord it is there in the event of an emergency and should always be kept free and clear and not tied up. The cord will be of no use to you if it does not hang freely. If you pull the cord, a light above your door will flash and your door will automatically unlock, allowing for someone to come in and give you assistance. These pull cords are **NOT** connected to the police or fire department so a neighbor or staff member would have to contact emergency personnel if necessary. If you hear an emergency pull cord, go off for more than a few seconds (usually if it's only for a few seconds, it was pulled accidentally!!) and you go to aid a neighbor, remember, don't try to move that person, call 911 immediately.

# Smoke Detectors



Your unit is equipped with a smoke detector. Some units have battery powered and some have units that are hard wired. Both types of units are efficient and will sound a loud alarm in the event of smoke in your unit. These units are tested on an annual basis and replaced if necessary. The batteries are replaced annually, however if you notice a chirping sound coming from your smoke detector, call the office immediately, as your unit is in need of a new battery or it is defective and will be replaced. There are also smoke detectors in the hallways of your buildings. If at anytime you hear a smoke detector going off, please exit your building immediately. In addition to the smoke detector in your unit, there is also a heat detector which will notify the fire department of excessive heat in the unit, please



don't attempt to touch this unit, clean it, or take it apart. They are very sensitive and even the lightest touch will set them off.

Disconnecting fire protection devices is a criminal offense under Massachusetts General Laws Chapter 148, § 27A:

***Chapter 148: Section 27A Shutting off, disconnection, obstruction, removal or destruction, of fire protection devices; permit; report; violation of statute; enforcement***

*Section 27A. Except as hereinafter provided, no person shall shut off, disconnect, obstruct, remove or destroy, or cause or permit to be shut off, disconnected, obstructed, removed or destroyed, any part of any sprinkler system, water main, hydrant or other device used for fire protection in any building owned, leased or occupied by such person or under his control or supervision, without first procuring a written permit so to do from the head of the fire department of the city or town wherein such building is situated, which permit such head is hereby authorized to issue subject to such terms and conditions as, in his judgment, protection against fire and the preservation of the public safety may require. This section shall not prevent the temporary shutting off or disconnection or partial removal of such a system, main, hydrant or other device for the purpose of making necessary repairs or preventing freezing or other property damage; provided, however, that the head of the fire department is notified immediately of such emergency action. The head of the fire department shall also be notified when the system, main, hydrant or other device is placed back in service. Violation of this section shall be punished by imprisonment for not more than one year or by a fine of not more than one thousand dollars, or both. The supreme judicial and superior courts shall have jurisdiction in equity to enforce compliance with the provisions of this section*

Residents should notify the housing authority immediately if there is a problem or malfunctioning fire protection device.

**Remember that your back door is your fire exit, do not block that door with any items!!!**

# Storage



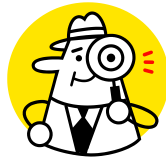
In order to prevent any health or safety hazards, no storage of any kind is allowed in either the front or rear common hallways or back porch/balcony areas. Please keep all of your personal possessions within your apartment or designated storage area. Items blocking fire egresses will be removed immediately.

# Hallways



Please report any burned out light bulbs or other hallway maintenance items to the office. **Do not store any items in the back hallways; they are your fire exits!!**

# Inspections



As part of a program to evaluate potential problems before they become major maintenance headaches, the Easton Housing Authority is actively involved in a Preventative Maintenance Program. A major component of the program is regular and frequent inspection of apartments for unnoticed or unreported maintenance problems.

The Easton Housing Authority makes every effort to inspect your units annually. Please remember if you need repairs, don't wait for the inspection, call the office and report the problem immediately.

If during preventative maintenance inspections, Management notices serious housekeeping problems that could lead to future maintenance or fire issues, they will bring these conditions to your attention and schedule a reinspection. If resident caused damage is noted, arrangements will be made to charge you for such repairs.

Please remember the inspections will only be done with prior notice. If you are unable to be home when your inspection is scheduled, rest assured that a staff member will accompany the inspector.

Occasionally, inspectors from the Executive Office of Housing and Livable Communities (formerly DHCD) pick random units to inspect as well. If your unit is chosen you will be given notice and the EOH inspector will be accompanied by a staff member.

# Appliances



The stoves and refrigerators provided to you in your unit are the property of the Easton Housing Authority. It is your responsibility to keep these appliances in a clean condition. Should you have any questions or problems with the appliances, please call the office.

## Small Appliances



We ask that you unplug small appliances, such as coffee pots, toasters or other small appliances when not in use or when you leave the unit to prevent fires.

You are not allowed to have portable dishwashers, washing machines, clothes dryers, freezers or electric heaters in your apartments.

# Decorating



The housing authority does not allow any tenant to paint, wallpaper, stencil or put any boarders up in any room of your unit. No work that will affect the structure of the building is permitted.

Requests for redecoration or improvements for maintenance to must be made in writing to the Executive Director.

If an improvement or redecoration is made without written permission of the Executive Director, the cost of restoring the unit back to the original condition will be charged to the resident.

Because of the nature of the walls, wallpaper cannot be used. Wall to wall carpeting should not be nailed or glued to the floor. Any damage to the floor from installing flooring will be charged to the resident.

Items may be hung on the wall, however, please use proper picture hangers, rated for the weight of your object. Don't use sticky tapes or glues to hang things on the wall, including sticky hooks.

# Kitchen



The sink in your kitchen is either stainless steel or enamel. They can be scrubbed, however, be careful not to drop a pan or other heavy item into the sink as it will either dent or chip.

The countertops are made of Formica. Formica is a very durable material, but it can be damaged. Never cut directly on the counter, always use a cutting board. Never put hot materials on the counter, it can burn and melt and/or discolor the counter.

The cabinets are solid wood. They will keep their appearance if properly maintained. Routine cleaning with a soft, damp cloth will be adequate. **CABINETS SHOULD NEVER BE PAINTED!!** Do not use sticky contact paper in the cabinets.

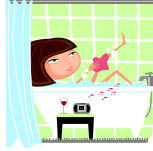
# Floors



The floors in your apartment are either hard wood, tile or carpeting. The wood and tile flooring may be washed with warm water and mild soap. Do not use too much water on the floors as this could damage them. The carpeting requires regular vacuuming, spot cleaning may be done with a sponge and a mixture of warm water and mild soap.

When cleaning tile flooring, please make sure that whatever product you use does not cause a heavy buildup of wax. The maintenance of the floors is the responsibility of the resident. If there is a problem with the flooring related to products you have used or misused, you could be charged to have the floor restored.

# Bathroom



To keep the ceramic wall tiles clean, simply wash off any soap buildup. Please keep an eye out for leaks in either the shower or the sink, and report them to the office as soon as possible.

Chances are likely that the water heater that supplies your apartment also supplies others as well. The temperature is set at 120° Fahrenheit, as per your lease. Please remember that when trying to retrieve hot water.

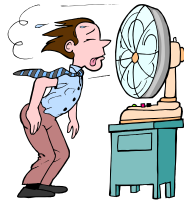


Do not flush anything other than toilet paper and human waste in the toilet. Other items will cause problems with out waste water treatment operations. Items that should never be flushed: sanitary napkins or tampons, diapers, wipes (even if they say flushable), cat litter, coffee grounds, liquid chemicals, food of any kind.

Do not put any deodorizers or automatic cleaners into the toilet tank. It may interfere with the working of the toilet and cause them to leak.

If you accidentally drop anything down the toilet, please contact the office immediately so that we can take care of the problem before we have a backup.

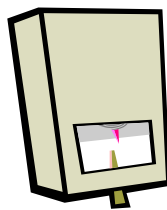
# Air Conditioner



The Easton Housing Authority allows small window type air conditioners to be installed in your unit. In some cases, the window has to be removed and plexiglass panels made to fit the opening must be installed. Installation is somewhat tricky in this situation and although our staff cannot install your air conditioner, they will provide instructions to your installer. If you do have the type of window that must be removed, it is the tenants responsibility to store the window in their unit.. Considering the high cost of installation, we have allowed for window air conditioners to remain in the windows year round, however, it is strongly recommended that the window be made as air tight as possible to avoid drafts, and excessive heating expenses. Do not open your windows while you are running your air conditioner.

You are allowed to have window and floor fans in your unit.

# Thermostats



Each room of your apartment has a thermostat for controlling the temperature of your apartment. They may be mounted on the wall or on the unit themselves. Please increase incrementally to your acquired comfort. It is recommended that you increase the temperature 2 to 3 degrees at a time until you reach the acquired temperature.

**Do not open windows during heating season unless your heat is turned off. Opening windows puts a strain on the heating system and is a waste of energy. Do not open hallway windows during heating season.**



# Trash



All trash must be put into plastic bags for disposal. The brown paper bags leak through and deposit liquids in the bottom of the trash receptacles which causes bacteria and attracts insects and vermin. **NO GREASE OR FOOD SCRAPS SHOULD BE Poured DOWN THE SINKS AND/OR TOILETS.**

Our trash is currently picked up on Tuesdays, or Wednesday if there is a holiday during that week.

Trash bags should be tied and placed in on site dumpster around the property. Only household trash should be placed in the dumpsters. Appliances, microwaves, televisions, and furniture can not be put in dumpsters. As of November 1, 2022 mattresses can not be put in the trash and must be recycled per the Department of Environmental Protection. Tenants will be charged the price of removal for leaving mattresses or large items in or by the dumpsters.

Business or visitors trash is never to be placed in the dumpsters

The housing authority has a difficult time disposing of large items that are no longer wanted, we strongly suggest that if you are purchasing a new large item or appliance, you request that they take old item away at time of delivery.

**All items must be placed in the dumpster and not left outside on the ground.**

# Septic System

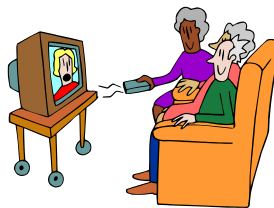


The Easton Housing Authority has its own waste water treatment facility on site that is managed by an outside contractor. The plant is located by the visitors parking area at Parker Terrace. Distribution leaching fields, test pits, and associated valves and electronics are distributed throughout the property. You should never drive or park on lawn areas as there may be septic controls or piping in that area. Any damage caused by vehicles will be charged to the tenant causing the damage.

Sanitary wipes should never be disposed of in the toilet, even if they say flushable. These wipes clog our filters and can lead to a back up of pipes in your building and/or on the property.

Do not use any type of drain cleaner on your sink as this affects the way the system runs. Food waste and grease cannot be processed by the system so this should never be put in sinks or toilets, it can go in the dumpsters in proper containers.

# Cable Television



Our units are all cable and Fios ready. You can call to have cable television installed through the local cable company which is Comcast or Verizon. Most of the units have at least one cable outlet in the unit, usually in the living room. If you would like to have cable in the bedroom and there is no outlet, you may contact the office for permission. The installation of the outlet must be done at your expense.

# Phones/Internet



Tenants are responsible for phones and/or internet service in their residence. Our units are not equipped with digital phone wiring and only have analog copper wiring. Installation of all systems is at the tenant expense. We do not have a free WIFI option at any of our properties.

If you are having issues with your phone or internet, please contact your provider first to arrange a service call. If they will need access to the wiring of the building, please contact the office to make them aware of when the technician is going to be on site so that staff is available to give them access to the areas that house the wiring.

If you are having issues with your phone line, that is your only source of phone service, or is connected to a life alert system, during off hours. Please contact your provider first to make arrangements for a visit and notify the on-call maintenance person to arrange for access to wiring.

## Policies

Specific policies of the Easton Housing Authority can be found at [www.eastonhousing.net](http://www.eastonhousing.net) and are available for online reading or download.