



**TAGIUGMIULLU NUNAMIULLU
HOUSING AUTHORITY (TNHA)
MARKET-BASED PUBLIC RENTAL
HOUSING PROGRAM**

**TELEPHONE: 907-852-7150
EMERGENCIES AFTER 5PM: 907-852- 2611**

**CASHIER HOURS: 8:30 AM TO 4:00 PM
OPEN DURING LUNCH**

WELCOME

On behalf of the TNHA, welcome to the TNHA Market-Based Public Rental Housing Program. TNHA hopes that your stay in the rental program is as enjoyable as possible. All of our rental units are in multi-family facilities, so it is important that everyone work together and respect each other.

This document is designed to help you better understand the requirements of your lease, operations, and the steps you can take to keep your unit clean, safe and an enjoyable place to live.

YOUR LEASE

At the time you moved in, you signed a lease and we hope that before you signed, you thoroughly read it. If you have any questions about your lease, please feel free to ask. Your lease requires, among other things:

- That you pay your rent on time;
- That you take care of your unit, both inside and out;
- That you avoid disturbing your neighbors;
- That you report any change in family size;
- That you report any damages to the unit immediately.

RENTAL PAYMENTS

Rent is due on the 1st day of each month and considered delinquent after the 10th. There is a \$25.00 late fee after the 10th. Rental rates are based upon rates approved by TNHA by Resolution 2014-08.

To assist residents with rental payments, an automatic payroll deduction system is available to employees of TNHA, NSB and the NSB School District.

If you cannot meet your rent deadline, contact TNHA immediately. Nonpayment of rent can be cause for eviction.

SECURITY DEPOSIT

At the time of move in, you are required to pay a security deposit, which is equal to two (2) month's rent. Your deposit is retained in a non-interest bearing account until you move out. Refund of the security deposit depends on how you leave the unit and whether you owe rent.

WHO MAY LIVE IN YOUR APARTMENT

Only persons listed on your lease may live in your apartment. No one else may move in without permission. You may have guests for up to 7 days. All guests staying longer than 7 days must have prior approval. You may NOT sublease your

unit. TNHA must be notified if you will be absent from your unit for more than 7 days.

TRANSFERS

A request for transfer to another unit may be permitted under certain circumstances. Consult the occupancy specialist for information.

PETS

Pets are **NOT** allowed in the units. A waiver may be issued for persons who require assistive pets for basic life functions.

REPAIRS AND MAINTENANCE

In general, the upkeep of your unit is your responsibility while repairs to the structure or equipment are the responsibility of TNHA.

If your apartment needs repair, you must notify the Occupancy Specialist. Please call right away when you notice conditions which could get worse such as leaks, broken windows, or snow buildup. Do not ask maintenance workers directly to make repairs, as they are not allowed to do such work without a properly authorized “work order”.

There is no charge for maintenance or repairs EXCEPT for the lock outs and repair of damage or vandalism caused by you, your family or your guests. A list of these charges is available at TNHA. Normal wear and tear is expected and will not be

subject to charges. Before attempting any repairs, alterations, or painting on your own, **CHECK WITH THE OCCUPANCY SPECIALIST FIRST.**

Maintenance workers are available after hours and on weekends for **EMERGENCIES ONLY**, such as loss of electricity, broken windows or doors, plumbing blockages, water leaks causing damage, short circuits, gas leaks, or no heat. To report such emergencies, call the emergency number listed in the front of this document. Be sure to give your name, address, phone number and a brief description of the problem to the person taking your call.

ENTERING YOUR UNIT

For routine inspections and maintenance, you will be given at least 24 hours notice before staff enters your unit.

Maintenance may enter without notice if they have reason to believe an emergency exists. In this case, maintenance staff will leave you a written notice stating the date, time and reason for entering.

LOCK OUTS

Should you find yourself locked out of your unit, contact the Occupancy Specialist if it happens during office hours from 8:30 am to 5:00 pm, Monday thru Friday. If the lock out occurs in the

evening or on a weekend, you may call the emergency maintenance number for assistance. Be advised that you will be charged the flat fee of **\$85.00** for this service. Subject to change at any time.

LAUNDRY SERVICES

Shared laundry services are provided in some multi-family units. In units where laundry services are provided, TNHA operates these in accordance with the Sundry Fee Schedule. Tenants may purchase washer tokens at TNHA. Use of laundry facilities is permitted by **TENANTS ONLY!** Currently, the charge for one washer load is \$3.00 and dryers use quarters and are 75 cents per cycle. Report any inoperable washers and dryers to TNHA. Rates are subject to change at any time.

PARKING

Limited parking is provided in designated areas. Please be sure to follow the parking rules for your area. You need to be sure your guests follow the rules as well. **Parking is available for one (1) tenant vehicle at all multi-family units.** Tenants are responsible for parking their vehicle. Do not block entrances to the building or park in a location that would prohibit another tenant from parking and plugging in their vehicles.

Parking is NOT allowed behind the 12 plexes buildings as the area is considered a fire lane.

In accordance with local ordinances, **tenants are prohibited from storing inoperable vehicles around the buildings. Unauthorized or inoperable vehicles may be removed at the tenant's own expense.**

Snowmachines and other ATV's should be parked away from entrances. These items should not block access around the buildings.

SECURITY

The real success of any security program depends on the residents themselves. If you live in a building with doors that all residents use to enter, it is important that you make sure the door shuts tightly behind you. If someone, other than a tenant, tries to persuade you to let them in, simply tell them it is against the rules for you to do so. Residents can check the halls and make sure that doors have not been left propped open – this action can greatly reduce problems.

There are other ways to help with safety. Criminals and vandals can't win against neighbors who watch out for each other. Keep an eye out for suspicious activities. If you think someone is vandalizing or illegally entering a

unit, whether occupied or not, call the police. You should also call the police for problems such as public drinking, fights and other disturbances. The Occupancy Specialist will also want to know about your observations.

INSPECTIONS

Inspections are always done at the time of move in with the tenant. If there are any deficiencies, they are completed prior to actual move in or may be performed during move in. An inspection is also done at the time of move out. It is recommended that you clean up and leave the unit in as good condition as move in to prevent move out charges.

Periodically, there will be occupied dwelling inspections. The tenants are notified of an upcoming inspection at least a day before it happens.

CARE OF YOUR UNIT

The equipment in your unit represents a sizable investment and will give long and excellent service if you give it good care. By following these suggestions, you can help to maintain properly working facilities and avoid costly repair charges.

APPLIANCES:

Keep your kitchen range and refrigerator clean for proper operations.

TOILETS:

The only materials that should go into your toilet is food that has made a trip through the stomach and toilet paper. All other items belong in the trash. Should your toilet get stopped up, you can first try to clear it with a plunger; then, if unsuccessful, call for maintenance assistance.

FLOORING AND CARPET:

The best way to avoid damage from sand, grit and other chemicals is to follow the Alaskan tradition of removing your shoes as soon as you've stepped inside your home. Place a rug or old towel by the door to keep outside shoes and boots on, rather than the carpet. Shampoo carpet as needed.

BUGS:

Occasionally our residents have found their units invaded by crawly little bugs. Prevent these by:

- Keeping food items securely stored;
- Frequently removing your garbage in sealed bags;
- Keeping your waste cans washed; and

- Just generally keeping your unit clean inside and out.

Most common might be weevils that come alive from dry goods. If this happens, wash affected area with Clorox water and vacuuming the area.

NOISE

Living as close as most of you do to your neighbors, your greatest challenge may be in “keeping the peace”. A good rule of thumb for the TV, radio or stereo is to have it turned down by 10 p.m. For those who can’t enjoy their music unless it’s booming, headphones are definitely the way to go!

Teach your children about “inside voice” and “outside voice”. For the sake of everyone’s peace, please call your children indoors by the curfew established by the city. It’s equally important that you know where your teens are and what they are doing!

BE A GOOD NEIGHBOR

Living in a multi-family complex requires a little extra effort on everyone’s part to keep the community a peaceful, secure and **BE A GOOD NEIGHBOR** comfortable place to live. Here is one important way you can contribute toward a more pleasant living environment.

TRASH:

Locate where the dumpster(s) are to dispose of your trash properly. DO NOT throw from your door to the dumpster to miss the container. If this happens, be courteous and go down and pick up the trash.

- Do not let your trash pile up outside of your entrance door.
- Do not place your trash outside in the hallway.
- Dispose trash in a closed plastic bag which helps a lot to cut down on harmful odors and wind-blown debris.
- IF you plan to assign this chore to children, be sure they are big enough to get that garbage properly dumped, otherwise you may be held responsible for a mess you never intended.

FIRE PREVENTION

There are many steps you can take to prevent fires. One of the most common causes of residential fires is children playing with matches or lighters. Parents should insure these items are stored out of the reach of young children.

Smoke detectors and/or fire alarms are installed in all rental units. They are required by law in every rental unit and must be kept in working order. Most of these operate off of electricity with battery back-up.

Replacement of batteries in your unit's smoke detector is your responsibility. Normally, the detector will "bleep" periodically when the battery is starting to run low.

Sometimes these devices go off when there is no smoke or fire. **DO NOT** disconnect the alarm, but either turn on the fan over the oven or open a window for added ventilation. Tenants are prohibited from disconnecting any warning device.

If you have reason to believe yours is not working properly, notify the Occupancy Specialist immediately.

FIRE EXTINGUISHERS:

Fire extinguishers are provided in all rental units. It is important that you know how to use it before you really need it. Instruction labels appear on each fire extinguisher. If you need additional instruction in their use, contact the Occupancy Specialist or local Fire Department. Extinguishers need to be checked. Extinguishers are inspected annually. If you have to use it, be sure to immediately request a replacement for your unit.

FIRES CAN BE PREVENTED by watching for hazards and not taking chances.

- Do not leave cooking unattended.
- Put out the cigarette before going to bed and if you smoke on the couch, do so only while sitting up. Better yet, only smoke outside of the building.
- Keep rags, paper, trash and other flammable materials away from stoves, room heaters, water heaters, TV sets and other appliances that get hot.
- Do not store any hazardous chemicals and fuels inside a unit.
- Put all matches, lighters and candles in places unreachable by children.
- Contact TNHA or your local Fire Department for more information.

INSURANCE

TNHA is NOT responsible for the loss of personal property due to fire, theft, or other damages in the unit, storage areas, or common areas.

Tenants are responsible for insurance coverage for personal belongings. Most people have a lot of money invested in their furniture, TV, computer, etc. Protect this investment by purchasing renters insurance.

WHEN YOU MOVE OUT

When you decide to move, you need to give TNHA a written notice. This notice needs to be sent at least 30 days in advance of your move out date.

TNHA is required to return your security deposit no later than 14 days from the time you turn in your keys, IF the following conditions are met:

- 1) You owe no unpaid rent, or other fees
- 2) Your unit is left undamaged

Be sure to file a Change of Address card with the Post Office so your mail can be forwarded to your new address.

Besides what would be considered normal wear and tear, you are expected to leave your unit in the same condition as when you moved in. This means all the kitchen appliances must be thoroughly cleaned, the kitchen cabinets wiped down, countertops washed, bathroom fixtures scrubbed, and flooring and walls cleaned. If at all possible, try to accompany the inspector on the final move out inspection.

REMEMBER – YOU ARE CHARGED RENT UNTIL YOUR KEYS ARE TURNED IN.

IF YOU VIOLATE YOUR LEASE AND RECEIVE A TERMINATION NOTICE

Your lease is a legal contract. If YOU violate your lease you may receive a termination notice and be evicted. You have the right to make a reply to the termination notice. The Alaska Landlord Tenant Act governs the TNHA rental program and can be found in the Alaska Statute (AS) 34.03.

Some reasons for termination include, but are not limited to:

- Failure to pay rent
- Deliberate infliction of substantial damage (damage in excess of \$400.00)
- Illegal activity on the premises
- Failure to pay utility bills
- Breach of lease
- Termination by choice
- Absence or abandonment

The most common reason for involuntary termination is failure to pay rent or utility services. Tenants are encouraged to contact and work with their Occupancy Specialist before problems reach the termination stage.

