



608 Pine Street / P.O. Box 928 • Sault Ste. Marie, Michigan 49783
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SAULT STE. MARIE HOUSING COMMISSION

PUBLIC HOUSING HANDBOOK AND POLICIES

Adopted/Revised December 18, 2025
Effective: January 1, 2026

Sault Ste. Marie Housing Commission

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For resident convenience, policies referred to throughout the handbook have been pulled from the Administrative and Continuing Occupancy Policy (ACOP). This handbook has been created to ensure residents of the Sault Ste. Marie Housing Commission have access to information pertaining to policies and procedures set forth by the Commission.

The Public Housing Handbook and Policies is an attachment to the tenant Lease, and policies are incorporated by reference into the Lease.

By signing this you are acknowledging that you have read and understand the Public Housing Handbook and Policies.

Tenant Address: _____

James Terrace/Pine Street: Unit #: _____

Arlington Town Apts.: Unit #: _____

Riverview Terrace: Unit #: _____

Resident Signature _____ Date _____

Resident Signature Date

Resident Signature Date

Staff Signature Date

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Frequently Used Telephone Numbers

Housing Commission Main Office:	906-635-5841
After Hours Maintenance Emergency:	906-440-5110
EMS, Fire Department, Police Department:	911
Central Dispatch:	906-495-3312
Community Action Agency:	906-632-3363
DHHS:	906-635-4100
Salvation Army:	906-632-6521
Sault Tribe ACFS:	906-632-5250
Community Health Access Coalition (CHAC):	906-635-7483
MyMichigan Medical -Sault:	906-635-4460
Lodge of Bravery:	906-632-1808
Diane Peppler Resource Center:	906-635-0566
DTE Energy:	800-477-4747
City of SSM Water Department:	906-632-5700
Cloverland Electric:	906-635-6800
To pay a bill by phone:	855-947-3203
Charter Spectrum:	833-949-0036
GFL:	906-635-3380
Northern Transitions (Chippewa County Recycling):	906-635-5681

WELCOME TO YOUR NEW HOME

We are very glad to have you with us and sincerely hope you will be happy in your new home. Please feel free to come to the office for assistance in answering any questions you may have regarding the policies of this Commission. Our office is located at:

P.O. Box 928, 608 Pine Street
Sault Ste. Marie, MI 49783
Phone: (906) 635-5841
Fax: (906)635-9500

Hours of Operations: Monday through Friday from 9:00 a.m. to 5:00 p.m.

Lobby Hours: Monday through Friday 9:00 a.m. to 4:00 p.m.

Closed Holidays

Each site is a community and will remain a good community only if the residents cooperate with the policies and regulations that have been designed for the benefit of everyone. This booklet explains what you and your neighbors can expect of the Sault Ste. Marie Housing Commission and what we, in turn, expect of you. These guidelines are a part of your Lease, so please read them carefully. If you are experiencing a problem or have a question concerning the rules of occupancy, please call so we can discuss it.

We also encourage you to visit our website www.saulthousing.com for downloadable forms, updates, monthly newsletter, tenant reference documents, policies, community resources and announcements!

Sincerely,

Candy Seward-Farstad
Candy Seward-Farstad, PHM
Executive Director

WHAT YOU MAY EXPECT FROM THE COMMISSION

The Commission will:

1. Execute a Lease Agreement with you that states what you and the Commission agree to do so long as you are a tenant;
2. Supply your home with utilities, as provided in the Lease;
3. Make necessary repairs and improvements when needed;
4. Work with agencies that offer health, educational, job training or other services to you;
5. Counsel with you to resolve special problems;
6. Enforce the Dwelling Lease Agreement, Admission & Continued Occupancy Policy, Public Housing Handbook, and other policies and procedures of the Sault Ste. Marie Housing Commission.

WHAT THE COMMISSION EXPECTS OF YOU

You will:

1. Know and accept the responsibilities agreed to by you in your Dwelling Lease Agreement, Admission & Continued Occupancy Policy, Public Housing Handbook and other policies and procedures of the Sault Ste. Marie Housing Commission;
2. Pay your rent and other charges promptly on the first of each month;
3. Cooperate with Management and neighbors for your mutual interest and contentment - be a good neighbor;
4. Use appliances and utilities carefully and take good care of your home and yard;
5. Use your dwelling unit as a private dwelling unit for yourself and person's named in the lease and shall not permit its use for any other purpose without written permission from the Housing Commission.
6. It is recommended you obtain a renters insurance policy to cover your personal contents. Some auto insurance companies offer a policy that is included in the cost with your vehicle insurance. The Sault Ste. Marie Housing Commission is only responsible for the unit – *not any personal contents*. This includes tenant owned items stored in the basement.

FAIR HOUSING:

It is the policy of the Sault Ste. Marie Housing Commission to fully comply with all Federal, State and local nondiscrimination laws; the Americans with Disabilities Act; and the U. S. Department of Housing and Urban Development regulations governing Fair Housing and Equal Opportunity. The Sault Ste. Marie Housing Commission shall affirmatively further fair housing in the administration of its public housing program.

No person shall, on the grounds of race, color, sex, religion, national or ethnic origin, familial status, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under the Sault Ste. Marie Housing Commission's programs. No inquiries shall be made about a person's sexual orientation or gender identity. However, the Sault Ste. Marie Housing Commission may inquire about a person's sex to determine the number of bedrooms a household may be eligible for under the occupancy standards or to accurately complete HUD's 50058. The Sault Ste. Marie Housing Commission will keep records of all complaints, investigations, notices and corrective actions for three years.

To further its commitment to full compliance with applicable Civil Rights laws, the Sault Ste. Marie Housing Commission will provide Federal/State/local information to applicants/tenants of the Public Housing Program regarding discrimination and any recourse available to them if they believe they may be victims of discrimination. All applicable Fair Housing Information and Discrimination Complaint Forms will be made available at the Sault Ste. Marie Housing Commission office. In addition, written information and advertisements will contain the appropriate Equal Opportunity language and logo.

The Sault Ste. Marie Housing Commission will assist any family that believes they have suffered illegal discrimination by providing the family with copies of the appropriate housing discrimination forms. The Sault Ste. Marie Housing Commission will also assist them in completing the forms if requested and will provide them with the address of the nearest HUD office of Fair Housing and Equal Opportunity.

For more information on the Fair Housing Policy of the Sault Ste. Marie Housing Commission contact the office, refer to your lease or a copy can be downloaded on our website at www.saulthousing.com.

REASONABLE ACCOMMODATIONS:

A "reasonable accommodation" is a change, exception, or adjustment to a policy, practice or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling, including public and common use spaces.

Federal regulations stipulate that requests for accommodations will be considered reasonable if they do not create an "undue financial and administrative burden" for the PHA or result in a "fundamental alteration" in the nature of the program or service offered. A fundamental alteration is a modification that alters the essential nature of a provider's operations.

The Housing Commission will encourage the family to make its request in writing using a reasonable accommodation request form. However, the PHA will consider the accommodation

any time the family indicates an accommodation is needed, whether a formal written request is submitted or not.

Generally, the individual knows best what it is he or she needs; however, the Housing Commission retains the right to be shown how the requested accommodation enables the individual to access or use the Sault Ste. Marie Housing Commission's programs or services.

If more than one accommodation is equally effective in providing access to the Sault Ste. Marie Housing Commission's programs and services, the Sault Ste. Marie Housing Commission retains the right to select the most efficient or economic choice.

The cost necessary to carry out approved requests, including requests for physical modifications, will be borne by the Sault Ste. Marie Housing Commission if there is no one else willing to pay for the modifications. If another party pays for the modification, the Sault Ste. Marie Housing Commission will seek to have the same entity pay for any restoration costs.

If the tenant requests reasonable accommodation that they be permitted to make physical modifications at their own expense, the Sault Ste. Marie Housing Commission will generally approve such a request if it does not violate codes or affect the structural integrity of the unit. Prior to commencing modifications, tenant is responsible for submitting to the Housing Commission plans and specifications for review and approval.

Any request for accommodation that would enable a tenant to materially violate essential lease terms will not be approved, i.e. allowing nonpayment of rent, destruction of property, disturbing the peaceful enjoyment of others, etc.

For more information on the Reasonable Accommodation Policy of the Sault Ste. Marie Housing Commission contact the office, refer to your lease or download a copy from our website at www.saulthousing.com.

VAWA:

The Violence against Women Act (VAWA) provides special protections for victims of domestic violence, dating violence, sexual assault, stalking, and human trafficking who are applying for or receiving assistance under the public housing program. VAWA protections are not only available to women but are available equally to all individuals regardless of sex, gender identity, or sexual orientation.

For more information on the VAWA Policy of the Sault Ste. Marie Housing Commission contact the office, refer to your lease or download a copy from our website at www.saulthousing.com.

GRIEVANCE PROCEDURE:

All disputes concerning the obligations of the Tenant or the Landlord shall be resolved pursuant to the grievance procedure which is in effect at the time of such dispute.

For more information on the Grievance Procedure of the Sault Ste. Marie Housing Commission contact the office, refer to your lease or download a copy from our website at www.saulthousing.com.

LEASE:

You have signed a Lease with the Sault Ste. Marie Housing Commission. This is a legal document enforceable in a Court of Law, if necessary. It clearly states the amount of your rent and that it is due on the first of the month. It also explains payment for work orders for repairs beyond normal wear and tear. It contains the conditions under which you occupy your home. If you fail to abide by the conditions contained in your Lease or Commission Policies, the Housing Commission will terminate your Lease and evict you.

We suggest you read your Lease carefully. If there is anything that is not clear, ask us. Policies and your Public Housing Handbook become a part of your Lease Agreement through reference.

Attachments to the Lease:

Public Housing Handbook and Policies:

- a. Abandonment Policy
- b. Deceased Tenant Policy
- c. Reasonable Accommodation Policy
- d. Security Deposit Notice

Policies:

- a. Pet Policy
- b. Bedbug Policy & Prevention
- c. Community Room Policy
- d. Resident Anti-Fraud, Anti-Drug, & Security Policy
- e. Smoke Free Policy
- f. Transfer Policy
- g. Anti-Fraud Policy
- h. CSSR Entrance Acknowledgement
- i. Notice regarding Violence Against Women Act (VAWA)

For more information on the above listed policies, you may contact the office, refer to your lease, or download a copy from our website at www.saulthousing.com.

PAYMENTS:

Rent: Rent and other charges are due and payable on the first day of the month. All rents should be paid at the Sault Ste. Marie Housing Commission's administrative office located at 608 Pine Street, Sault Ste. Marie, MI 49783. There are secure drop boxes available at the main office. For tenants at Arlington Towne Apartments and Riverview Terrace, there are secure drop boxes available in the common areas. These are checked daily. If payment is mailed, it must be addressed to Sault Ste. Marie Housing Commission, P.O. Box 928, Sault Ste. Marie, MI 49783. Envelopes must be postmarked no later than the first day of the month to avoid late charges being assessed. We assume no responsibility for the performance of the U.S. Post Office. Payments may also be made via ACH (automated clearing house) transfer or credit card. A link for online payment has been posted to the Housing Commission's website at www.saulthousing.com. Cash payments are not accepted.

If the rent is not paid by the fifth of the month, a Notice to Vacate will be issued to the tenant. In addition, if rent has not been paid by the end of the 5th day of the month, a late fee of \$10 will be charged. The late fee increases by \$1.00 every day after the 5th day of the month until rent is paid in full. Any payment returned for non-sufficient funds shall be considered a non-payment of rent and will incur late charge fees plus an additional charge of \$25 for bank charges and/or processing costs.

If a family tenant rent changes, the PHA will notify the family of the new amount and the effective date by sending a "Notice of Rent Adjustment" which will become an attachment to the lease.

Security Deposit: Residents must pay a security deposit to the PHA at the time of admission. The amount of the security deposit will be equal to the family's total tenant payment at the time of move-in but no less than \$100 and must be paid in full prior to occupancy. If requested, the PHA will approve a payment plan for the deposit not to exceed three months.

The PHA will hold the security deposit for the period the family occupies the unit. The PHA will not use the security deposit for rent or other charges while the resident is living in the unit.

Within 30 days of move-out, the PHA will refund to the resident the amount of the security deposit less any amount needed to pay the cost of unpaid rent, damages listed on the move-out inspection report that exceed normal wear and tear, and other charges due under the lease.

The PHA will provide the resident with a written list of charges against the security deposit and any remaining deposit, to be returned to the family, within 30 days of the PHA taking possession of the unit. If the resident disagrees with the amount charged against the security deposit, the PHA will explain the charges to the family.

If the resident transfers to another unit, the PHA will transfer the security deposit to the new unit. The tenant will be billed for any maintenance or other charges due for the "old" unit.

The Sault Ste. Marie Housing Commission will be considered in compliance with the above if the required payment, statement, or both, are deposited in the U.S. mail with first class postage paid within 30 calendar days.

Work Order Charges: When applicable, families will be charged for maintenance and/or damages according to the PHA's current schedule. Work that is not covered in the schedule will be charged based on the actual cost of labor and materials to make needed repairs (including overtime, if applicable).

Notices of maintenance and damage charges will be mailed monthly and will be in accordance with requirements regarding notices of adverse actions. Charges are due and payable 14 calendar days after billing.

Nonpayment of maintenance and damage charges is a violation of the lease and is grounds for eviction.

REPAYMENT POLICY:

Any amount owed to the PHA by a public housing family must be repaid. If the family is unable to repay the debt within 30 days, the PHA will offer to enter into a repayment agreement in accordance with the Housing Commission's policies as written in the Admissions and Continued Occupancy Plan.

LEASE TERMINATIONS:

Termination By Tenant: The tenant must give the Landlord 30 day's written notice before moving from the dwelling unit. The notice of lease termination must be signed by the head of household, spouse, or cohead. If the tenant vacates prior to the end of the thirty (30) calendar days, they will be responsible for rent through the end of the notice period or until the unit is re-rented, whichever occurs first, and keys returned. If Tenant fails to return all keys issued at lease-up upon vacating the locks will be changed and the Tenant may be charged.

You must notify the Landlord in writing, **within 4 days after you move**, of a forwarding address where you can be reached and where you will be receiving mail. Otherwise, your Landlord shall be relieved of sending you an itemized list of damages and the penalties adherent to the failure.

Lease Termination By Landlord: Any termination of the Lease shall be carried out in accordance with U.S. Department of Housing and Urban Development regulations, State and local law, and the terms of the Lease. The Landlord shall not terminate or refuse to renew the Lease other than for serious or repeated violation of material terms on the Lease.

The PHA will give written notice of 30 calendar days from the date the tenant receives the notice for nonpayment of rent, which will not be provided to tenants until the day after the rent is due.

For all other lease terminations, the PHA will give 30 days' written notice or, if state or local law allows less than 30 days, such shorter notice will be given.

Any Notice to Vacate or Notice to Quit that is required by state or local law will be combined with (run concurrently with) "***run consecutive to***" Notice of Lease Termination under this section.

Eviction: When a family does not vacate the unit after receipt of a termination notice, by the deadline given in the notice, the PHA will follow state and local landlord-tenant law in filing an eviction action with the local court that has jurisdiction in such cases.

If the eviction action is finalized in court and the family remains in occupancy beyond the deadline to vacate given by the court, the PHA will seek the assistance of the court to remove the family from the premises as per state and local law.

Abandonment: The family must supply any information or certification requested by the PHA to verify that the family is living in the unit, or relating to family absence from the unit, including any PHA-requested information or certification on the purposes of family absences. The family must cooperate with the PHA for this purpose.

The family must promptly notify the PHA when all family members will be absent from the unit for an extended period. An extended period is defined as any period greater than 30 calendar days. In such a case promptly means within 10 business days of the start of the extended absence.

If a family is absent from the public housing unit for more than 180 consecutive days, and the family does not adequately verify that they are living in the unit, the PHA will terminate the lease for other good cause.

Abandonment of the unit. If the family appears to have vacated the unit without giving proper notice, the PHA will follow state and local landlord-tenant law pertaining to abandonment before taking possession of the unit. If necessary, the PHA will secure the unit immediately to prevent vandalism and other criminal activity.

The Sault Ste. Marie Housing Commission will consider a unit to be abandoned when a resident has fallen behind in rent and/or utilities **AND** has clearly indicated by words or actions an intention not to continue living in the unit.

When a unit has been abandoned, a Sault Ste. Marie Housing Commission representative may enter the unit and remove any abandoned property. It will be stored in a reasonably secure place. A notice will be mailed to the resident stating where the property is being stored and when it will be sold or otherwise disposed of. If the Sault Ste. Marie Housing Commission does not have a new address for the resident, the notice will be mailed to the unit address so it can be forwarded by the post office. Tenant will be charged a storage fee on a per day basis.

If the total value of the property is estimated at less than \$700, the Sault Ste. Marie Housing Commission will mail a notice of the sale or disposition to the resident and then wait thirty (30) calendar days. Family pictures, keepsakes, and personal papers cannot be sold or disposed of until thirty (30) days after the Sault Ste. Marie Housing Commission mails the notice of abandonment.

If the estimated value of the property is more than \$700, the Sault Ste. Marie Housing Commission will mail a notice of the sale or disposition to the resident and then wait thirty (30) calendar days before sale or disposition. Personal papers, family pictures, and keepsakes can be sold or disposed of at the same time as other property.

Any money raised by the sale of the property goes to cover money owed by the family to the Sault Ste. Marie Housing Commission such as back rent and the cost of storing and selling the goods. If there is any money left over and the family's forwarding address is known the Sault Ste. Marie Housing Commission will mail it to the family. If the family's address is not known, the Sault Ste. Marie Housing Commission will keep it for the resident for one year. If it is not claimed within that time, it belongs to the Sault Ste. Marie Housing Commission.

Within **30** days of learning of abandonment, the Sault Ste. Marie Housing Commission will either return the deposit or provide a statement of why the deposit is being kept.

Deceased Tenant & EIV: The Sault Ste. Marie Housing Commission shall generate the EIV's Deceased Tenants Report monthly shortly before either the end of the month or creating rent statements to see if the system flags deceased residents. The Housing Commission shall review the report and follow up with any listed families immediately and take any necessary corrective action as set forth in PIH Notice 2010-9 or successor publications.

To protect the interests of the deceased tenants, relatives of the deceased tenant and the Sault Ste. Marie Housing Commission and its employees, the following procedure will be followed upon the death of a tenant.

- A. Upon notice of a tenant death, and there is no remaining family member in the unit, the apartment will be secured immediately by the Housing Commission by either changing the lock or by using a lock-out device to prevent unauthorized access to the unit.
- B. Upon securing the unit, the next of kin and/or a person designated by the tenant should be contacted.
- C. If the unit has not been entered within 48 hours, the Housing Commission will remove all spoilable food items from the refrigerator.
- D. If tenant's belongings are not removed within 30 days following the funeral, a formal inventory of belongings shall be conducted, paying close attention to items of extraordinary value, such as jewelry and crystal, purses, wallets, checkbooks, passbooks, credit cards, cash, filing systems, etc. Each party involved will sign the inventory and a copy maintained in the tenant's permanent records.
- E. Monies owed to the deceased tenant (security deposit, prepaid rent, etc.) will be remitted to the tenant's estate by mailing a check to the person known to be the administrator or the person named on the "Authorization to Enter Premises" form.

If it is a single-member household, immediately visit the unit and determine if it is vacant or occupied by an unauthorized person. If improperly occupied, take immediate eviction actions under state law. If the property is occupied by a live-in-aide to the deceased person, the aide must move out immediately and is not eligible for continued occupancy or rental assistance.

COMMUNITY SERVICE:

To be eligible for continued occupancy, each adult family member must either (1) contribute eight hours per month of community service, or (2) participate in an economic self-sufficiency program, or (3) perform eight hours per month of combined activities as previously described unless they are exempt from this requirement. The eight hours of activity may be completed at 8 hours each month or aggregated across a year, as long as 96 hours are completed by each annual certification.

For more information on the Community Service Policy of the Sault Ste. Marie Housing Commission contact the office, refer to your lease, or a copy can be downloaded on our website at www.saulthousing.com.

KEYS:

One key is furnished with each Lease for the elderly units. Two keys are furnished with each Lease for the family units. Should you lock yourself out of your apartment/home, you will be charged a maintenance fee to unlock your door, regardless of the time of day it occurs. ***All keys to the unit are to be returned to the Management Office when vacating.*** There will be a charge for each replaced or unreturned house key or mailbox key. If keys are not returned to the Commission at move-out, the Commission will replace the locks at a charge to the Tenant.

Residents are not allowed to install their own door locks of any kind on any entrance or interior doors. This includes locking door handles, hook-and-eye-locks, etc.

FRAUD:

The Sault Ste. Marie Housing Commission takes the position that any person who obtains or attempts to obtain or who establishes or attempts to establish eligibility for, and any person who knowingly or intentionally aids or abets such person in obtaining or attempting to obtain or in establishing or attempting to establish eligibility for any public housing or a reduction in public housing rental charges or any rent subsidy or payment from a resident in connection with public housing to which such person would not otherwise be entitled, by means of a false statement, failure to disclose information, impersonation, or other fraudulent scheme or device shall be guilty of a fraud.

The U.S. Department of Housing & Urban Development and the Sault Ste. Marie Housing Commission consider the misrepresentation of income and family circumstances to be a serious lease and policy violation, as well as a crime, and will take appropriate action if fraud is discovered.

TRANSFER POLICY:

The objectives of the Transfer Policy include the following:

- A. To address emergency situations.
- B. To fully utilize available housing resources while avoiding overcrowding by ensuring that each family occupies the appropriate size and type of unit.
- C. To facilitate relocation when required for modernization or other management purposes.
- D. To facilitate relocation of families with inadequate housing accommodations.
- E. To provide an incentive for families to assist in meeting the Sault Ste. Marie Housing Commission's deconcentration goal, if appropriate.
- F. To eliminate vacancy loss and other expenses due to unnecessary transfers.
- G. To accommodate tenant convenience.

For more information on the Transfer Policy of the Sault Ste. Marie Housing Commission contact the office, refer to your lease, or a copy can be downloaded on our website at www.saulthousing.com.

RULES OF OCCUPANCY:

Due to the nature of the housing development, it is of the utmost importance that these homes be kept in the best possible condition at the very lowest cost. This means you must take care of the unit inside and outside. We expect you, your household and your guests to refrain from damaging the premises or causing a disturbance. We also expect your home and yard, including any landscaping, to be neat and clean. Cooperation between you and Management is the only way this can be achieved.

ANNUAL RECERTIFICATIONS, ANNUAL INSPECTIONS, AND CARING FOR YOUR UNIT:

Interim Reexamination: During an interim reexamination, only the information affected by the changes being reported will be reviewed and verified. Changes in the household must be reported within ten (10) business days of receiving notice. This includes updates such as new employment, changes in income, child support, unemployment benefits, changes in SSI/Social Security, pension or retirement earnings, household composition, childcare expenses, cash assistance, etc. Updates cannot be made via phone or email; you *must* complete the 4-forms. To avoid retroactive rent charges that can accumulate quickly, complete and submit these forms as soon as possible. The 4-forms can be picked up in our office vestibule or downloaded from our website at www.saulthousing.com.

If you are unsure if an interim needs to be done, or have questions, please call the office.

Annual Reexamination: At least annually, the Housing Commission will conduct an Annual Reexamination interview with the family. Notification of the annual reexamination interview will be mailed to the family and will include the date, time and location of interview, plus dates when maintenance will enter your home for the annual inspection. You do not need to be present for this inspection.

With the notification, families will be asked to bring in required information. This information will be used to redetermine rent, eligibility, and the appropriateness of the housing unit. If the family does not provide the required documentation by the deadline set forth by the Housing Commission, the family will be in violation of their lease and may be terminated in accordance with the PHA's policies.

Missed Appointments: If a family does not attend the scheduled interview the PHA will send a second notification with a new interview appointment time. If a family fails to attend two scheduled interviews without PHA approval, the family will be in violation of their lease and may be terminated in accordance with the PHA's policies.

Annual Inspection and Care of Your Unit: Each year the Housing Commission performs a required routine inspection of your unit during reasonable working hours. At least two days before this inspection, you will receive a letter from us specifying the date,

time and purpose of our visit. (The letter is in combination with your Annual Reexamination letter and reviewed during your Annual Reexamination interview.) It is recognized that in performing systematic routine inspections, the date and time specified in the notice may be approximate.

During this inspection, we will be checking for items that require routine maintenance, damage beyond normal wear and tear, and poor housekeeping. Remember, when maintenance is required, it is your responsibility to contact the office to schedule the repair. Do not wait until your annual inspection to report when repairs are needed! If damage beyond normal wear and tear exists or there is evidence of poor housekeeping, you may be scheduled for regular housekeeping inspections, or your lease may be terminated. After the inspection, a work order will be submitted and completed to correct any deficiencies. As part of the annual inspection, and if any work orders are submitted, the Housing Commission is authorized to enter the unit **without further permission to complete the work order.**

Tenants are expected to care for their unit and yard, so they are well maintained and a source of pride to the community. Both the Tenant and Management have a responsibility to maintain the premises in a clean, and sanitary manner. This can only be achieved through cooperation and respect for the premises.

Damage to the units and poor housekeeping are very costly to the Housing Commission. We all have an obligation to hold costs down. This will allow us to provide a clean and comfortable home to all tenants. When maintenance employees are repairing damage to units beyond normal wear and tear, they are unable to perform preventative and routine maintenance to keep the buildings in good repair.

If the Tenant and all adult members of the household are absent from the premises at the time of entry, Management shall leave on the premises a written statement specifying the date, time and purpose of entry prior to leaving the premises.

DAMAGES: You will be charged for damages beyond normal wear and tear.

Examples of normal wear and tear include:

- *burner replacement on your stove
- *washer replacement on faucets
- *replacement of brittle tile
- *leaky faucets/toilets

Examples of **BEYOND** normal wear and tear include:

- *broken, torn or missing screens
- *broken windows or locks
- *holes in walls, doors or ceilings, or damage to corners on walls
- *broken or missing towel racks, toilet paper holders, etc.
- *broken or missing light globes (including front & rear exterior globes)
- *Split doorjambs
- *Broken/split refrigerator door liner, split gaskets and broken or missing rails
- *Damaged roofs from children climbing onto them
- *Holes in yards from children digging in the soil, at curbside from driving automobile over the grass, damaged trees and bushes

- *damaged grass from snow plowing
- *graffiti – writing or drawing on buildings or elsewhere on the site
- *plugged toilet, sink or tub
- *Stained carpet/flooring or evidence of burn marks or other damage

Nothing is to be screwed, nailed, or mounted in any way to any buildings or sheds.

In all cases, the tenant is responsible for broken windows and screens. Like any other citizen, the tenant has the right to go to Small Claims Court to obtain a judgment to recover payment for windows, etc. damaged by your neighbor.

Charges to the tenant will include the cost of labor, materials and mileage at the IRS approved rate.

TYPES OF INSPECTIONS:

An authorized representative of the Sault Ste. Marie Housing Commission and an adult family member will inspect the premises prior to commencement of occupancy. A written statement of the condition of the premises will be made, all equipment will be provided, and the statement will be signed by both parties with a copy retained in the Sault Ste. Marie Housing Commission file and a copy given to the family member. An authorized Sault Ste. Marie Housing Commission representative will inspect the premises at the time the resident vacates and will furnish a statement of any charges to be made provided the resident turns in the proper notice required under the terms of the Lease. The resident's security deposit can be used to offset any Sault Ste. Marie Housing Commission damages to the unit.

Move-In Inspections: The Sault Ste. Marie Housing Commission and an adult member of the family will inspect the unit prior to signing the lease. Both parties will sign a written statement of the condition of the unit. A copy of the signed inspection will be given to the family, and the original will be placed in the tenant file. This must be returned within 30 days of move-in. If not, charges for any damages that should have been reported and fixed/noted at move in will apply.

Annual Inspections: The Sault Ste. Marie Housing Commission will inspect each public housing unit annually to ensure that each unit meets the Sault Ste. Marie Housing Commission's and HUD's Housing Standards. Work orders will be submitted and completed to correct any deficiencies. As part of the annual inspection, and if any work orders are submitted, the Sault Ste. Marie Housing Commission is authorized to enter the unit, **without further permission, to complete the work order.**

Preventative Maintenance Inspections: This is generally conducted along with the annual inspection. This inspection is intended to keep items in good repair. It checks weatherization; checks the condition of the smoke detectors, water heaters, furnaces, automatic thermostats and water temperatures; checks for leaks; and provides an opportunity to note any damage or wear and tear that requires maintenance to extend the life of the unit and its equipment.

Special Inspections: A special inspection may be scheduled to enable HUD or others to inspect a sample of the housing stock maintained by the Sault Ste. Marie Housing Commission.

Housekeeping Inspections: Generally, at the time of annual re-examination, or at other times as necessary, the Sault Ste. Marie Housing Commission will conduct a housekeeping inspection to ensure the family is maintaining the unit in a safe and sanitary condition. After three (3) sub-standard housekeeping inspections, notice of conditions will be sent and one additional inspection will be conducted before a final determination on whether or not to continue occupancy will take place.

Notice of Inspection: For inspections defined as annual inspections, preventative maintenance inspections, special inspections, and housekeeping inspections, the Sault Ste. Marie Housing Commission will give the tenant at least a two (2) day written notice.

Emergency Inspections: If any employee and/or agent of the Sault Ste. Marie Housing Commission has reason to believe that an emergency exists within the housing unit, the unit can be entered without notice. The person(s) that enters the unit will leave a written notice to the resident that indicates the date and time the unit was entered and the reason why it was necessary to enter the unit.

Move-Out Inspections: The Sault Ste. Marie Housing Commission conducts the move-out inspection after the tenant vacates to assess the condition of the unit and determine responsibility for any repairs needed. When possible, the tenant is notified of the inspection and is encouraged to be present. This inspection becomes the basis for any claims that may be assessed against the security deposit.

Wellness Checks: If a tenant or family member suspects the wellness of a tenant is in question, they are to call the Sault Ste. Marie Housing Commission and report their concerns. The Housing Commission will determine if a Wellness Check is warranted. If so, the City of Sault Ste. Marie Police Department will be called to check on the safety and security of the tenant in question.

INFESTATION:

Residents are strongly encouraged to report any suspected problems with rodents, bugs, or bedbug infestation to the Housing Commission immediately. Any willful failure on the part of the resident to report bedbug infestation may result in adverse action taken against the resident, up to and including eviction.

For more information on the Bedbug Policy and Prevention of the Sault Ste. Marie Housing Commission contact the office, refer to your lease or a copy can be downloaded on our website at www.saulthousing.com.

PLUMBING, PLUGGED TOILET, SINK OR TUB:

All units are supplied with a low flow showerhead, low flow aerators on bathroom and kitchen taps, and a low flow toilet. These water saving devices may appear to interfere

with water pressure – they control the amount of water leaving the showerhead or sink faucet to save on water/sewer costs.

Low flow toilets require some care and caution with use. Excessive amounts of toilet tissue or waste may cause the toilet to plug. Holding the toilet handle down during the flush will provide a little more water to help empty the toilet. Sometimes a “*courtesy flush*” during use may be helpful in avoiding the cost of a service call.

Nothing should be placed in the toilet except waste and toilet tissue. Under no circumstances are wet wipes, sanitary pads, tampons or Q-Tips to be flushed down the toilet. Wrap used pads tightly and place in the garbage. Disposable diapers should be wrapped tightly and tossed in the garbage.

All residents are encouraged to obtain a plunger in an attempt to save the cost of a service call.

Please do not allow anything to go down the sink or tub drain except water. Hair, food and grease all eventually plug the drainpipe and result in the cost of a service call to you.

SMOKE DETECTORS / CO DETECTORS:

Your home is provided at least one hard-wired smoke detector and a CO detector. Please use your bathroom and kitchen fans so steam and smoke do not cause the detector to go off - you may have to keep the bathroom door closed for a few minutes after a shower until the steam clears out.

You are responsible to maintain and test the smoke detector monthly and promptly report a broken or malfunctioning smoke detector to the Housing Commission for replacement, if needed. Tenants who fail to maintain the detector in proper working condition may be found in breach of the lease, which could result in eviction. At least once a month, test the detector(s) by pressing the button.

Under no circumstances should the smoke detector be disconnected! Tenants who disconnect the smoke detector are violating the health and safety sections of their lease and are subject to eviction. By disconnecting the smoke detector, you have placed your family and neighbors at risk should there be a fire. Tenants who fail to maintain the detector in proper working condition may be found in breach of the lease, which could result in eviction.

It is important you keep your unit neat, clean and free from debris and clutter to help prevent fire from starting or spreading.

PET POLICY:

The Housing Commission has adopted a Pet Policy that allows, with prior approval, a family to have up to two animals – a dog, cat, bird, hamster, gerbil, guinea pig, or fish with an aquarium not to exceed 40 gallons. There is an administration fee and a monthly charge for this privilege. Animals must be spayed or neutered, receive inoculations, and be licensed as required by ordinance. No animal may be tied up outdoors; they must be

walked on a leash. Residents are responsible for promptly removing their animal's waste. Failure to do so will result in a charge to your account.

Residents must have prior approval before bringing an animal into their home. Failure to do so will result in a charge to your account.

For more information on the Pet Policy of the Sault Ste. Marie Housing Commission contact the office, refer to your lease or a copy can be downloaded on our website at www.saulthousing.com.

SMOKE FREE POLICY:

The Housing Commission has adopted a Smoke Free Policy per HUD requirements. Smoking, burning, and vaping is prohibited in all living units and interior areas, including rental and administrative offices. Any smoking, burning, and vaping is also prohibited in outdoor areas within 25 feet of public housing and administrative office buildings. This policy applies to all employees, residents, household members, guests, and service persons. Residents are responsible for ensuring that household members and guests comply with this policy.

For more information on the Smoke Free Policy of the Sault Ste. Marie Housing Commission contact the office or a copy can be downloaded on our website at www.saulthousing.com.

PLAYGROUND EQUIPMENT and WADING POOLS:

Some of our family sites have been provided with playground equipment. We expect this equipment to be used in the manner it was intended. Tenants, household members, **and guests** who misuse the equipment, bully others, swear, and fail to use good manners or litter the site with trash, clothing, toys, etc. may be banned from the playground. Clothing and toys left at playgrounds are subject to disposal by Management.

The Housing Commission does not permit tenant installation of playground equipment with moving parts on the premises. **Due to liability, swimming pools of all types and sizes, trampolines, and bouncy houses are not allowed.**

WASHERS & DRYERS:

Family and James Terrace: The Housing Commission must inspect washers and dryers after installation. Appliances must be properly grounded, and dryers must be vented to the outside to alleviate a potential fire hazard. After installation, call the office for a convenient time to perform this inspection.

Riverview Terrace & Arlington Towne Apartments: Coin-operated appliances are provided for your convenience, not for your guests or others. Report any problems promptly to the phone number posted on the wall/and or advise Management you've called. Do not overload either the washers or dryers as this causes breakdowns, and please leave the appliances and laundry room clean. Wipe the appliances down with a

damp cloth and remove lint from the dryers. Lint not only interferes with the efficient operation of the dryers but also poses a potential fire hazard.

Portable washer/dryer units are not permitted in tenant apartments at Riverview Terrace and Arlington Towne Apartments.

There are no laundry room hours of operation.

Quiet Hours: Televisions, Stereos, Video Games, Electronic Devices, and Gatherings

Almost everyone has a device that plays music, and most tenants have televisions, computers, and such devices. Everyone has the right to peace and quiet, so please keep the volume at a point where it will not annoy your neighbors. This also applies to visitors and parties. Please be considerate of neighbors during the late evening hours. We expect the sites to be quiet after 10:00 p.m. (City noise ordinance as well). **If there is a disturbance on-site, at any time, report it to the Police Department so they may take appropriate action. Report it to the Housing Commission on the next regular workday.** The tenants determine the atmosphere of their site. If there are parties, screaming, swearing, etc. we want to know about it so appropriate action can be taken.

CABLE AND SATELLITE DISH:

- **Cable:** One cable television hook-up is supplied in each living room. Additional cable hook-ups must be installed by a professional from the cable company in consultation with the Housing Commission. The Housing Commission accepts responsibility for the original cable hook-up only.
- **Satellite Dish:** Tenants must receive written approval **prior** to installation of a satellite dish. The Housing Commission has a written installation procedure that must be adhered to. Under no circumstances may a satellite dish be attached to any Housing Commission building, tree, porch, walkway or front lawn area. Installation must be performed by a qualified installer, preferably employed by the satellite dish vendor directly or contracted by them.

Satellite Dish Installation Procedures:

- Written approval from the Executive Director is required, prior to installation.
- Dish must be installed by a qualified installer, preferably employed by the Satellite Dish vendor.
- Under no circumstances may a dish be attached to any Housing Commission buildings, trees, porch, walkways or front lawns.
- Dish must be installed on a pole, provided by the Satellite Dish vendor, with all wires to the home buried.
- Location of the dish shall be in the rear or side lawn and as close as possible to the home.
- The Housing Commission will inspect the dish after installation for final approval.
- The dish and all connecting wires must be removed by the resident upon move-out.

GUESTS:

Friends and relatives are welcome to visit you. However, if they plan to stay longer than three days, please confer with the Housing Commission. Any person visiting you will be expected to be a "good neighbor" while being a guest in your home.

Your dwelling unit is provided to you as a private dwelling unit, and you may not use it for other purposes without written permission from the Housing Commission. Under no circumstances is a dwelling unit to be used for storing other people's property.

Your dwelling is provided for use only by the authorized household members listed on your lease. It may not be used to house additional individuals or for any purpose other than residential use without written permission from the Housing Commission. If someone needs emergency shelter or services, we can provide information about local agencies that are equipped to assist.

Tenants of Riverview Terrace and Arlington Towne Apartments – Please do not allow children to run unsupervised in the halls, stairwells, or use the elevators or Community Room unless attended by a responsible adult.

Tenants of James Terrace/Pine Street – Please do not allow children to roam the site unsupervised.

DISAGREEMENTS:

In the close quarters of an apartment building, it is not unusual for neighbors to disagree from time to time. Before calling the office with any complaint, tenants should attempt to resolve the problem with their neighbor. Recurring problems with a tenant, household member, or guests may result in eviction. Tenants are provided with dispute resolution resources at the time of move-in.

PARKING:

There is no assigned parking at any of the Housing Commission sites!

All tenants are required to register their vehicles with the Housing Commission and obtain a parking pass that must be visible while on Housing Commission property. Vehicles that are noticed on a regular basis and are not registered will be reported to administration for follow up. If necessary, the vehicle will be towed at the resident's expense.

Family - Two parking spaces are provided for your use in family housing (*please do not encroach on the spaces provided for your neighbor's household*), except for East 8th Avenue. An additional parking lot has been constructed at the East 8th Avenue site for use by two automobile families or guests. There is no assigned parking at the East 8th Avenue site.

Driving on the grass, parking on the grass, sidewalk or in front of a dumpster is prohibited!

Riverview Terrace, James Terrace/Pine Street & Arlington Towne Apartments - There is no assigned parking at Riverview Terrace, James Terrace/Pine Street & Arlington Towne Apartments. Driving on the grass and parking on the grass or sidewalk is prohibited! During regular business hours, vehicles must be moved when maintenance employees are plowing. Failure to do so may result in your vehicle being towed at your expense or not allowing the vehicle to be on-site.

It is the **responsibility of the tenant** to clean up any oil and gas leaks caused by their vehicle, or their guest's vehicle, that are being driven/parked on the property. Oil and gas leaks can cause damage to the asphalt in the driveway/parking lot.

CARING FOR YOUR YARD, LANDSCAPED AREA AND SNOW REMOVAL:

Tenants are responsible for cutting and trimming their grass, weeding landscaped areas assigned to them and removing snow. It is important to keep snow removed for easy access to your unit - front and rear and mailbox. If you fail to do this, the Commission may be unable to perform maintenance when needed and the Post Office will not deliver your mail.

Yards are to be kept free of debris and garbage. Generally, grass must be cut at least weekly to look neat. Front and back. If grass is not cut, the Housing Commission will cut it at a charge of \$70.00 to you. Be advised this is a Lease violation and may lead to termination of your Lease.

Tenants are responsible for the care of landscaped areas in their yard. These areas are to be kept free of grass and weeds. Failure to do so will result in maintenance employees performing the work and charging you \$40.00. Mulch is to be kept spread and be approximately 2" thick. Failure to do so will result in maintenance employees adding mulch and charging you \$30.00. You may obtain mulch at the City Street Department, located at the corner of Easterday Avenue and Seymour Street, during summer months at no cost to you. Watch the newsletter for dates. You may not place anything in the landscaped areas, such as bikes, rakes, garbage cans, toys, BBQ grills, etc.

Tenants must **NEVER** store any gas engine machine or gasoline inside your dwelling unit.

Storage outside of the buildings is strictly prohibited, except for a lawn mower, snow blower and BBQ grill. Old furniture or other items you no longer use or want must be disposed of and may not remain on the premises. Toys may not be stored outside the unit.

Family housing is responsible for their own snow removal. This includes driveways and walkways. Maintenance, emergency personnel, and the mail **MUST** have clear, unobstructed access to your home. Do not encroach on your neighbor's parking area! A Lease Violation can be issued for not keeping your area clear of snow and ice, and/or encroachment on your neighbor's space. If you are door tagged to move snow and it is not done by the date specified on the tag, it will be considered the same as not cutting your grass. You will be charged \$70.00 for the Sault Ste. Marie Housing Commission to

plow your area and issued a Lease Violation. If you receive three (3) of these violations as your lease states, you are placing your housing in jeopardy.

Maintenance employees will plow on weekends and holidays at **Riverview Terrace, James Terrace/Pine Street and Arlington Towne Apartments if a minimum of 4"** of snow has fallen. Maintenance employees will plow open aisle areas and remove snow from main walks. Spreading sand/salt is at the maintenance employee's discretion.

During a normal workday, maintenance personnel begin plowing at 7:00 a.m. Many factors enter in to how fast snow can be removed, including the snow depth and weight along with tenant cooperation regarding moving vehicles. If dangerous conditions exist, the maintenance personnel will be pulled off the sites until conditions improve.

Failure to cooperate by moving your vehicle may result in you not being able to park on-site. There are several sites on their route. If you need your parking area plowed earlier, you should make other arrangements at your expense.

TRASH COLLECTION:

Families: Tenants are provided with a garbage can with a tight-fitting lid. Tenants are responsible for putting the garbage can at the curbside for pick-up on the appropriate day. Garbage may not be placed at curbside in plastic bags. Garbage cans are to be kept at the rear of your unit, with the exception of single-family homes that have a side entry. Garbage cans may not be stored in front of your unit nor in any landscaped area.

East 8th Avenue: All trash shall be placed in plastic bags, secured tightly and deposited in the dumpster. Plastic bags help keep the dumpster sanitary and free from insects. Trash is to be deposited in the dumpster by a responsible adult. Please keep the lid closed at all times.

James Terrace/Pine Street: GFL Environmental will get your garbage can from the patio area. All trash shall be placed in plastic bags and tightly secured. Garbage cans with tight fitting lids are required and have been provided by GFL Environmental.

Riverview Terrace: Garbage placed in the chute must be wrapped in newspapers, paper bags or plastic bags. **Under no circumstances** should needles, glass, clothing, bedding, towels, cans, bottles, cat litter, metal, or boxes be placed in the trash compactor - these items are to be placed in the dumpster at the rear of the building. Needles are to be placed into a plastic milk bottle or similar container with the lid tightly closed before placing in the dumpster. Plastic bags must be used for trash to be deposited in the dumpster. This helps to keep it sanitary and free from insects. Your Lease requires you to dispose of all garbage, rubbish, or other waste from the premises in a sanitary and safe manner. Under no circumstances may tenants remove trash or debris from the dumpster once deposited.

Arlington Towne Apartments: All trash shall be placed in plastic bags, secured tightly and deposited in the dumpster at the rear of the building. Plastic bags help keep the dumpster sanitary and free from insects. Your Lease requires you to dispose of all

garbage, rubbish, or other waste from the premises in a sanitary and safe manner. Under no circumstances may tenants remove trash or debris from the dumpster once deposited.

Garbage Schedule for All Housing Sites

Monday- West Easterday Avenue, Lynn Circle, Andary Avenue, W. 20th Street, Arlington Towne Apartments, and Riverview Terrace

Tuesday – Ridge Street, Magazine Street, James Terrace, Ryan Street, West 8th Avenue, West 9th Avenue, West 11th Avenue, 12th Avenue, and Davitt Street,

Wednesday – Kimball Street, Bingham Avenue, Young Street, Riverview Terrace, and Arlington Towne Apartments

Thursday - Seymour Street

Friday – Pine Street, Maple Street, Cedar Street, Greenough Street, East 8th Avenue, Riverview Terrace, and Arlington Towne Apartments

RECYCLING:

Northern Transitions, Inc., located at 1401 West Easterday Avenue, accepts a variety of materials for recycling, including:

corrugated cardboard, stock paper, newspaper, office paper, aluminum, copper, computer paper, milk jugs, soda and clear glass bottles, clean flattened tin cans with ends cut off, clear glass food containers, catalogs, magazines and glossy paper inserts, #2 HDPE household plastic bottles of all colors including cleaning product bottles, laundry-product bottles, beverage bottles, and personal care containers. All lids are to be removed.

EMERGENCY SERVICES:

Commission employees are not responsible for responding to emergency calls, such as health or law enforcement crises. Employees are not trained to assist in an emergency; therefore, we cannot assume this responsibility. We do ask that any emergency services or law enforcement activity at your building or in your area is reported immediately to the office during normal business hours.

Please be sure to complete your “File of Life” given to you at move in and keep it updated and on your refrigerator.

COMMUNITY ROOM:

Riverview Terrace, Arlington Towne Apartments Jame Terrace and Family

The Housing Commission has adopted a Community Room Policy. This policy outlines who may use the Community Rooms, the procedure to obtain permission to use a Community Room, special restrictions and charges.

Should a tenant wish to use the space for a private gathering, a Request for Use of Community Space form must be submitted to the Housing Commission Office along with a \$50 refundable Security Deposit and a \$50.00 Cleaning/Sanitizing fee.

Please care for this space as you would your own home. Do not cause or create any litter. After scheduling the Community Room, you are welcome to use it for your own private gathering - it is part of your home. Be considerate of your neighbors in the use of the community space with regards to radios, televisions and stereos. No alcoholic beverages or illegal substances are permitted on the premises, no smoking/burning is allowed, and the premises must be cleaned and restored no later than 10:00 p.m. Local ordinances regarding public nuisance and/or disturbances shall be strictly observed. The security deposit will be applied toward any damages.

For more information on the Community Room Policy of the Sault Ste. Marie Housing Commission contact the office, refer to your lease or a copy can be downloaded on our website at www.saulthousing.com.

OTHER:

- The basement cannot be used as a sleeping space. According to local fire codes and housing rules, the basement is not to be used for additional sleeping or bedroom space! Mattresses and/or beds will be construed as being used as a sleeping area and the tenant will be notified as such and be required to remove it. This is a fire/safety violation.
- Tenants who plan to be away for any extended time should notify Management of the date and duration of their absence.
- The Housing Commission must inspect *all* tenant-installed air conditioning units to ensure proper installation.
- You may place an umbrella type clothesline in your yard. It must be installed a minimum of ten (10) feet from the building. Under no circumstances may a clothesline be attached to the building. Clotheslines in poor physical shape must be removed from the premises.
- **NOTHING** is to be nailed or screwed to the exterior of the housing unit or storage sheds. Damages incurred will be charged to the tenant.
- One telephone hook-up is supplied in each dwelling unit. A professional from a telephone installation vendor must install additional hook-ups. The Housing Commission accepts responsibility for the original telephone hook-up only.
- The Housing Commission must inspect any outside camera after installation to ensure there is no damage to Housing Commission property, and it is not infringing upon your neighbor's privacy. No outside audio surveillance permitted.
- Fire pits cannot be used within 25 feet from any Sault Ste. Marie Housing Commission owned structure. Fire pits must follow the City of Sault Ste. Marie Ordinance (sec 12-45) and fire department regulations. Size and material used to construct it must be according to the ordinance. A copy of your Burn Permit MUST be submitted to the office before

use. Any damages caused by a fire pit are the responsibility of the tenant. If any of the rules and regulations required to have the fire pit are not followed and/or damages occur from the fire pit, a Lease Violation will be issued, and you will be banned from having one while you live on Housing Commission property. Serious damage could lead to eviction.

- Turn off lights, TV's and computers when not in use. It is recommended to keep thermostats at approximately 68 degrees during the day when you are at home. Lower them at night and when you are away from the premises. Keep doors and windows closed during the heating season. Be sure the storm windows are closed. Remember that your Lease requires you to use utilities wisely.

Management reserves the right to charge tenants for excessive use of any furnished utility. Repeated abuse of utilities may result in your Lease being terminated.

Due to the high cost of water and sewer, individual skating rinks on Commission sites are not allowed. Sprinklers and washing vehicles are not allowed on any site where water consumption is a furnished utility by the Housing Commission.

SAULT STE. MARIE HOUSING COMMISSION

EMERGENCIES - AFTER HOURS

If you have a maintenance *emergency* after normal working hours, on a weekend, or holiday, please call: **906-440-5110**

WORK ORDER CHARGE LIST 2026

A. BATHROOM PARTS, FIXTURES & SERVICES

Plugged Toilet, Tub or Sink	10.00	
Plugged Toilet – After Hours	35.00	
Plugged Toilet – foreign object	Hourly Rate + may include toilet removal and/or replacement	
	<u>AMP 2</u>	<u>AMP 1</u>
Sinks - Kitchen	150.00	
Sink Stoppers	2.25	
Tissue Paper Holder/cabinet	16.25	
Toilet Seat	12.00	18.85
Toilet - Complete	130.00	390.00
Toilet Wax Rings	4.00	
Toilet Paper Holder w/brackets	8.50	
Towel Rack-complete	12.00	
Tub Splash Guards (pair)	18.00	
Tub Floor Strip	9.00	
Tank seal	3.50	
Tap Kit	10.25	
Fill Valve	11.70	
Tub Valve	62.75	
Flush Handle	3.60	
Tub Diverter (duplex)	12.00	
Tub Diverter (single family)	29.75	
Single Lever Tub Handle	27.25	
Hand held shower	33.50	
Hand held shower Bracket	12.60	
Shower Head	17.25	
Shower Hose	18.00	
Shower Curtain Rod	28.00	
Medicine Cabinet (duplex)	57.50	
Medicine Cabinet (Single unit)	92.65	
Bathroom Fan Cover (Duplex)	9.10	
Sloan Flush Mate	41.00	
Flush Valve	16.25	

B. <u>DOORS & PARTS</u>		<u>All Units As Applicable - AMP 1</u>	
Apt. Solid Inside Back Door -		220.00	
Apt. 90 Min. Fire Rated Entrance Door		700.00	
Closet Door:			
Bi-Fold 2-0x6-8		160.00	430.00
Bi-Fold 2-6x6-8		160.00	430.00
Bi-Fold 3-0x6-8		160.00	430.00
Bi-Pass 2-0x6-8		140.00	
Bi-Pass 2-6x6-8		140.00	
Door - Exterior Rear Entrance		350.00	
Door - Front		570.00	
Doors – Interior Hollow Core		140.00	
Door Sweep (Plastic)		23.00	
Door Sweep (Steel)		47.25	
Door clear hinge stops		2.90	
Handle - Complete (Comb. with closer)		17.50	
Handle – Complete (Single Family)		100.00	
Latch Only		12.70	
Storm Door (Single Family)		360.00	
Storm Door chain		3.50	
Storm Door hinge		22.00	
Interior door knob/passage		16.50	
Interior door knob/privacy		16.25	
Door Weather Strip		10.00	
Bi-Fold Door Knob		1.00	
Storm Door – Duplex		300.00	
C. <u>LIGHTS</u>			
Ballast		22.00	
Basement Light Fixture		7.50	
Fluorescent Lights - 48"		4.00	
4' LED tubes		8.00	
2' LED tubes		10.50	
LED wiring Harness		4.50	
Fluorescent Light tubes – 24" & 36"		5.50	
Fluorescent Light Covers:			
4' Duplex		55.00	
Bathroom Cloud Light Cover – 4ft		135.00	
2' Light Covers (duplex)		49.00	
4' LED Light Fixture		135.00	
Light Bulbs - LED		1.50	
Outside Light Globe		10.00	
Outside Light Fixture		34.50	
Bathroom 4' LED light fixture		93.50	
D. <u>REFRIGERATOR PARTS</u>			
Appliance Bulbs		1.50	
Clean Refrigerator		20.00	
Crisper Drawer		Replacement Cost	
Door Bars		47.00	
Door - Freezer Gasket		109.00	

Door – Refrigerator Gasket	130.00
Door Handle (There are several diff. kinds)	Replacement Cost (\$75.00)

E. STOVE/ MICROWAVE PARTS

Broiler Pan	31.50
Burner Bowl - Large	3.50
Burner Bowl - Small	3.10
Burner Element - Large	20.00
Burner Element - Small	16.80
Clean Oven	20.00
Fan Filter	12.80
Glass Tray Plate	26.00
Light Bulb (microwave)	1.50
Microwave Filter	17.20
Oven Element	51.00
Oven Door Handle	11.00
Range Hood Bulb Cover	12.25

F. MISCELLANEOUS

Air Conditioner Installed (Seasonal)	10.00
Air Conditioner Removed (Seasonal)	10.00
Air Conditioner New Installation	10.00 plus cost of materials
Animal Waste Removal	25.00
Basement Sink Taps	55.00
CO Detector	56.25
Cabinet Hinges	2.50
Carpet Cleaning	ACTUAL COST (tenant charge at move out)
Check Returned - NSF	25.00
Countertop/ft.	ACTUAL COST
	5.00
Closet Hooks	0.50
Cover Plates (Outlet)	4.00 per foot
Curtain Rod	22.00 per pair
Curtain Rod Ends	3.50
Door Bell Ringer	13.60
Door Bell Chime	13.50
Door Bell Transformer	4.00
Drain Opener	8.00
Dryer Vent Cover	9.80
Dehumidifier Filter	1.75
Faucet Aerators	1.50
Floor Guide	17.00
G.F.I. Outlet	70.00
Grass Cutting	
Holes in Walls:	
1/2" to 3"	22.00
3" to 12"	33.00
Key - House	2.00
Key – Fob	7.50
Key – Security	7.00
Key – Mail Box	2.00

Kitchen Sink Strainer	7.50
Laundry Tap	12.00 each
Laundry Tap set (single unit)	159.00
Lock Out - After Hours	35.00
Lock Out – During Work Hours	10.00
Lock Change (per lock)	20.00
Mailbox	20.00
Phone Jack	7.00
Receptacle – wall plug	1.50
Smoke Detector	39.00
Smoke Detector - 10 Year Battery	22.00
Snowplowing	70.00
Switch - Single Pole	1.25
Switch - 3 Way	2.00
Storage Fees	5.00 (per day)
Tile	5.00 [per tile (18x18)]
Trash Pick-up/Hour per Employee	dump fees + maintenance hourly cost + \$1.50 per bag
Vinyl Siding 12ft	\$13.50
Vinyl Siding Corner	\$24.50

G. WINDOW & SCREEN REPAIRS
SENIOR HOUSING - ARLINGTON TOWNE APARTMENTS

<u>SIZE</u>	<u>DOUBLE SEALED (1/2")*</u>
24 X 42	\$151.80
34 X 42	215.40
24 X 34	123.00

SENIOR HOUSING - JAMES TERRACE & RIVERVIEW TERRACE

<u>SIZE</u>	<u>SINGLE PANE</u>
48 X 48	\$110.40
30 X 48 RD-2	69.00
29 x 48	67.20
19 x 48	44.40
36 x 36	62.40
38 x 38	70.80
20 x 20	19.20
24 x 28	32.40

FAMILY HOUSING

<u>SIZE</u>	<u>REG. 1/2" THERMO*</u>	<u>LOW E 1/2" THERMO*</u>
60-1/4 x 48-1/4	\$342.00	\$466.00
48-1/2 x 48-1/2	265.20	375.60
36-1/2 x 48-1/2	199.20	285.60
72-1/4 x 36-1/2	298.20	422.40
36-1/2 x 24-5/8	100.80	148.80
48-3/4 x 36-1/2	199.20	285.60
60-1/2 x 24-5/8	175.20	243.00

*ALL THERMO PANES WILL HAVE A LABOR CHARGE ADDED TO COST OF MATERIAL.

<u>SIZE</u>	<u>PRICE - STORM INSERT</u>
60-1/4 x 48-1/4	\$ 144.00
48-1/2 x 48-1/2	115.20
36-1/2 x 48-1/2	87.80
72-1/4 x 36-1/2	129.60
36-1/2 x 24-5/8	45.00
48-3/4 x 36-1/2	87.00
60-1/2 x 24-5/8	73.20

SCREENS – ALL UNITS

<u>SIZE</u>	<u>PRICE</u>
23 X 35	15.00
19 x 47	15.00
23 x 47	15.00
29 x 47	15.00
17 x 47	15.00
35 x 35	15.00
23 x 29	15.00
28 x 31	15.00
17 x 23	15.00

Late Fees **Work Order** **10.00**

<u>Miles Charged To Each Site</u>	<u>Round Trip</u>
James Terrace and Pine Street & Arlington Towne Apartments	1
Riverview Terrace	2
Andary Avenue / 20 th Avenue	6
Bingham Avenue	3
Davitt Street, 11 th Avenue, 12 th Avenue	3
East 8 th Avenue	4
Easterday Avenue / Lynn Circle	4
Kimball Street	4
Magazine / Ridge Street	1
Maple / Cedar / Greenough	4
West 8 th Avenue / Ryan Avenue	3
West 9 th Avenue	3
Young Street	3
Seymour Street	3

ANY MATERIAL REQUIRED, BUT NOT LISTED ABOVE, WILL BE CHARGED AT THE CURRENT MARKET PRICE.

ALL CHARGES FOR MAINTENANCE PERFORMED THAT IS NOT NORMAL WEAR AND TEAR WILL INCLUDE COSTS FOR MATERIAL AND LABOR. ALL PRICES ARE SUBJECT TO CHANGE DEPENDING ON CURRENT MARKET PRICE.

TENANTS MAY NOT RETAIN MATERIALS THAT ARE REPLACED (EX. COUNTERTOP OR DOOR).

Price changes effective January 1, 2026