

Dighton Housing Authority
300 Lincoln Avenue
North Dighton, MA 02764
(508) 823-8361 – Office
(508) 824-8148 – Fax

Tenant Handbook

The Dighton Housing Authority (DHA) Board of Commissioners and Staff would like to take this opportunity to welcome you to Lincoln Village. We are here to assist you.

We hope you love Lincoln Village as much as we do. Please look over this handbook as you move in. All Residents are required to follow some guidelines and rules that will hopefully keep everyone happy and safe. Our goal is to provide our Residents with a decent, safe, and sanitary place to live. Please do not hesitate to contact us if you have any questions of concerns. Remember:

- Keep your unit in a sanitary, safe, and decent condition.
- Pay your rent on time.
- Report maintenance problems to the office as soon as possible.
- Inspections are minimally annually.
- Bring in requested information in a timely manner.
- Notify the DHA immediately of any income or household changes.
- Annually submit the requested information for a rent re-evaluation.
- Follow our parking guidelines for Residents and their visitors.

Dighton Housing Authority General Information

Dighton Housing Authority (DHA)

Telephone: (508) 823-8361
Fax: (508) 824-8148
Emergency Maintenance: (508) 823-8361
Website:
DightonHA.org

Board of Commissioners

Adele Collard	Alan Medeiros	Edward Olney
William Fontaine		Alice Souza

Office

Robbie DeSouza Executive Director (508) 823-8361
Email: Director@DightonHA.org
Hours: 8:00 a.m. – 2:00 p.m.
Tuesday and Thursday

Maintenance

Timothy Lynch Maintenance Mechanic (508) 823-7666
Hours: 7:30 a.m. – 4:00 p.m.
Monday – Friday

Resident Services

Ann Sullivan Resident Services Coordinator (508) 824-0315
Email: asullivan@tauntonhousing.com

Other Helpful Local Numbers:

Bristol Elder Services: (508) 675-2101
Dartmouth Housing Authority (508) 994-1424
Dighton Council on Aging: (508) 823-0095
DHA Resident Services: (508) 824-0315
Dighton Post Office: (508) 669-6905
Dighton Prime Time: (508) 669-6272
Dighton-Tax Collector: (508) 669-5411
Dighton Veterans Services: (508) 669-5027

Air Conditioners (all building except A): You may have an air conditioner installed by a licensed and insured carpenter/professional in your center living room window at your cost. We must get proof of insurance prior to the licensed contractor doing any work in your unit. The air conditioner needs to fit a casement or slider window. There is no extra charge for electricity. It is your responsibility to maintain your air conditioner. If you are running your air conditioner your windows must be closed to not waste electricity. If you decide you want to install an air conditioner come to the office for DHA Air Conditioner Information Sheet with all the information you will need.

Appliances: A refrigerator and stove, both in clean and working order, are supplied to each tenant upon moving in. It is the responsibility of the DHA to maintain these appliances in working order. **UNDER NO CIRCUMSTANCES ARE THERE TO BE ANY OTHER APPLIANCES I.E. WASHING MACHINES; DISH WASHERS (PORTABLE OR STATIONARY); FREEZERS, ETC. IN THE APARTMENT. HAVING THESE ARE A VIOLATION OF YOUR LEASE.** Nothing is to be stored in the ovens or on top of the stove. This is a very serious fire hazard!

Bicycle/Skateboard: No one is allowed to ride a bicycle/skateboard on the sidewalks of Lincoln Village. Residents only, no visitors/guests, may ride their bicycle/skateboard on the roadway of Lincoln Village at your own risk. Please see the DHA Bicycle/Skateboarding Policy for additional information.

Cable: All units are wired for cable service in the living room. You are responsible for calling the local cable company and making arrangements for installation. Currently Comcast is the local cable provider.

Clotheslines: Clotheslines are provided behind the Community Center by the laundry room door.

Community Center: The Community Center is located in the center of Lincoln Village. The Office, Dighton Council on Aging, mailboxes, and laundry room are all located in the Community Center. Residents' at all times have access to the mailboxes and laundry room.

Community Room: The Community Room is available for all Residents. This where most DHA functions are held. The Community Room can be reserved by and Resident, first come first serve bases, at no charge for small parties. Please see the DHA Community Room Policy for additional information.

Food Bank: The Town of Dighton Community Food Bank comes to the Lincoln Village Community Center once a month. A list of dates is posted in the Community Center. If it is your first time attending you must show photo identification, utility bill with address (I think a copy of your Lease would suffice), and show proof of need (tax returns, disability statement, etc.).

Guests: Residents' may have guests provided that the Resident shall be responsible for the conduct of any guest while in the leased premises or on DHA property and shall take reasonable steps to supervise the conduct of any guest, including guest of a household member. No guest may stay overnight more than a total of twenty-one nights in any twelve-month period without written permission from the Authority. Tenant is responsible to notify DHA of the length of stay of an overnight guest within a reasonable time following an overnight stay. Please see your Lease for additional information.

Grounds: Please in the attached Lincoln Village Exterior and Grounds Policy.

Hallways: Nothing can be left on the floor of the hallways. Not even a doormat. This is a common area for all tenants.

Inspections: The Authority minimally does inspections once a year in accordance with State and Federal Regulations. In advance you will be notified, in writing, the time and date of the inspection. You are welcome to be home, but do not have to be home. Your unit will be entered and inspected whether or not you are home.

Keys: You will be given keys for your apartment (2), mailbox (1), and Red Door (2). Please come to the office for additional copies. Additional Key Charges:

Apartment/Hall Closet Key	\$4.00
Mailbox Key	\$4.00
Red Door	\$8.00

Laundry Room: The washers and dryers are located in the Community Center. They are for Lincoln Village Residents' clothes only. Be considerate and remove your laundry promptly. The cost is a \$1.50 per wash/dry and you will need quarters. DHA leases the machines from a vendor. If you have any issues with a washer/dryer please report them to the vendor directly, directions can be found posted in the laundry room. Please see the DHA Laundry Room Policy for additional information.

Lease: Your Lease is a binding legal agreement between the DHA and yourself. Once signed, you are agreeing to the terms in it such as rent amount, when rent is due, length of lease and rules and regulations of the DHA. Please see the office if you have any questions regarding your Lease.

Locks: The locks have been changed on your apartment since the last Resident moved out.

Lockouts: If you get locked out while the office is open, DHA will let you into your unit at no charge. The Authority CANNOT let anyone into a unit that is not listed on the Lease without written permission from the Resident. If you get locked out of your apartment after hours and need assistance please call (508) 823-8361. If the DHA representative has to unlock your unit after hours or on holidays the Resident will be charged \$25.00 per visit. Please see the DHA After Hours Lock-Out Policy for more information.

Mailboxes: Your mailbox is located in the lobby of the Community Center. The Authority cannot accept or sign for packages. If you have any problems with your mail, please contact the Dighton Post Master. If you receive your mail at a different location (PO Box, Relatives/Friends House, Etc.), please check your DHA mailbox on a regular basis. The Authority uses your Lincoln Village address to notify you of anything going on at your apartment or with the Authority.

Maintenance Emergency: If you have a maintenance emergency, and the Maintenance Employee is not available, please call (508) 823-8361. Definition of a maintenance emergency – A condition that is immediately threatening to the life and safety of residents, staff, or structures.

Maintenance Work Orders: Our Maintenance Department will repair most problems with a work order. Call the office, (508) 823-8361, to create a work order. The Maintenance Employee must have a work order to do any non-emergency work. If the office is not available leave a message with the answering service and a work order will be written and given to the Maintenance Employee as soon as possible.

Moving-In: As you are moving in, please be considerate of your new neighbors and do not move any large items in after sunset. Also, please do not park or drive on our grass. Please flatten any boxes used for moving and put into the dumpster. Once you have moved into your new apartment, check to see that everything is in

proper working condition. If you notice anything, which was not noticed during your Move-In Inspection, please report it to the office as soon as possible.

Moving-Out: If and when you decide to move out you must give written notice that you are vacating your unit 30 days in advance of the date you will be leaving. If you become ill and will not be coming back, it is the responsibility of a family member or friend to let us know of your situation. You must remove all belongings, clean appliances, counters, toilets, sinks, and floors. When you're completely moved out you must return the unit to the Authority with the keys, a forwarding address, and phone number. Any items remaining in the apartment, after the Authority received the keys back, become property of the Authority. The Authority will get rid of these items at your cost.

Noise: A certain amount of noise can be expected in apartment living. Residents and guests are expected to minimize their noise as not to disturb others. Conversations in common areas should be kept to a reasonable volume. Televisions, radios and other similar devices should not be used in the common areas. Quiet hours will be between 11:00 p.m. and 7:00 a.m. During those hours, apartment doors should be closed and all noise, conversations, televisions, radios, etc., should be contained within your apartment. Courtesy hours are those hours not specifically designated as quiet hours. Courtesy hours are a matter of common sense. This means that if you or your guests are making noise loud enough to disturb your neighbors inside or outside of your apartment, then you are in violation of courtesy hours. Thus, loud conversations, televisions, radios and other disturbances will not be tolerated. Violators of the noise policy will be spoken to by DHA on first offense. Subsequent offenses will be handled by written notice and/or private conference.

Painting: All units are painted when the apartment is vacated. Any and all alterations to your apartment need prior written approval from the DHA.

Parking: The DHA assigns one parking spot per eligible household. To be considered an eligible household you must own a car that is registered, insured, and inspected. Also, at least one member of the household must have a valid driver's license. If a household has more than one vehicle, they can park the other vehicle in an unmarked parking space. Visitors, home-health aides, guests, family, friends, etc. are to park in the unmarked parking spaces. It is your responsibility to make sure your visitors, guests, home-health aides, family, friends, etc. do not park in your neighbors' assigned parking spot. Violators may be towed at their own expense. Please see the DHA Parking Policy for additional information.

Pest Control: If you notice ants, bugs, roaches, bedbugs, or any other creepy critters let the office know and we will schedule the work with the exterminator.

Pet Policy: The Lease states you may not keep any pets or other animals and not to permit pets or animals to be kept in the leased premises or elsewhere on Authority property on a temporary or permanent basis, excepting reasonably quiet birds (maximum of 2) in cages or fish in a tank (maximum 1 aquarium-20 gallon), without written permission (Pet Waiver) of the Authority. If you are considering getting a pet, please come to the office to get a copy of the Department of Housing and Community Development (DHCD) Pet Guidelines for Responsible Companion Pet Ownership for Ch. 667 Elderly/Handicapped in State-Aided Housing.

Annually you will have to complete a Pet Waiver Renewal Form and provide updated information to be able to keep your Pet Waiver. Please see the DHA Pet Policy for additional information.

Plumbing: Please be careful and only use the plumbing as it was designed. No food, garbage, coffee grounds, etc. is to go down either sink drain. Do not flush anything down the toilet other than toilet paper. If you use flushable wipes, do not flush them down the toilet as they will clog the drain, please dispose of in the trash.

Porches: Porches are shared with your neighbors. **DO NOT BLOCK STAIRWAYS OR DOORWAYS** with plants, furniture or anything that you or your neighbor could trip over.

Rent: Your rent is based on your income, if your income changes report it to the office. Residents shall pay their monthly rent on or before the first day of each month. Checks and money orders are to be made payable to the **Dighton Housing Authority** and should state the apartment for which the rent is to be applied. You can either drop your rent off at the office or mail it to the Dighton Housing Authority, 300 Lincoln Avenue, North Dighton, MA 02764. If you go to the office to pay your rent, and no one is available, you can drop your check/money order in the mail slot located on office door.

Renters Insurance: The DHA strongly suggests that each Residents' purchase Renters Insurance. This insurance is to protect you against damage. You are not covered for personal property damage or loss under any of the DHA's Insurance Policies. Please contact your insurance agent for additional information.

Smoke/Heat Detectors: There are smoke/heat detectors located in each unit. They are inspected twice a year by a licensed contractor. You will be notified, in writing, of when they will be inspected. You are welcome to be home for the inspection, but do not have to be. Your unit will be entered and the smoke/heat detectors will be inspected if you are home or not.

Snow Storms: Our Maintenance Department is responsible for snow removal of all parking lots and walkways. Residents are responsible to remove the snow from their own car and assigned parking spot. The DHA tries very hard to keep the walkways as clear as possible. If you notice an icy spot, please let our Maintenance Department or Office know as soon as possible.

Telephone Lines: Each unit is wired for phone service. You are responsible for calling your choice of phone companies and making arrangements for service.

Telephone Number: Please notify the Authority if your phone number changes. In case of emergencies the phone is the quickest way to reach you.

Trash: It is the responsibility of the Resident to place all your everyday household trash into one of the three dumpsters located throughout Lincoln Village.

It is the responsibility of the Resident to get rid of any large items they do not want. Such as furniture, televisions, air conditioners, etc. Nothing but everyday household trash shall be placed in the dumpsters located at Lincoln Village. For additional information please see the DHA Trash Policy.

Smoke-Free: Lincoln Village is a smoke-free development. Which means the grounds, all the buildings, apartments, community building, etc. located at Lincoln Village are smoke-free. Smoke-Free housing does not mean that smokers are prohibited from living at Lincoln Village, they simply must smoke elsewhere. For additional information please see DHA Smoke-Free Policy.

Vehicles: All vehicles on the grounds of Lincoln Village must be registered, inspected, and insured. Violators may be towed at their own expense. No vehicle repairs are to be conducted on the grounds of Lincoln Village.

Wall Paper: The DHA does not allow wall paper. Any and all alterations to your unit require prior written approval from the Authority.

Website: All the policies mentioned above can be found on our website with lots more information. Our website is: **DightonHA.org**

Note: Items not specifically described, identified, or included in the above Tenant Handbook shall not be construed as deliberately omitted or allowable. In cases where other items are identified as a hazard and deemed necessary the DHA to be restricted, the DHA will render a decision on said item, either separately or through a revision of this Tenant Handbook.

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