



200 Gibson Street | Tonawanda, New York 14150 | P: 716-692-3555 | F: 716-692-0418
email: office@tonha.org | Web: tonha.org

Dear Tenant,

Welcome to the Tonawanda Housing Authority. We want to do everything we can to make the this a safe, happy and comfortable home for you.

Your responsibilities and ours are spelled out in the lease, rules, regulations and the tenant manual. If you haven't read them, please do. If you have questions about them at any time, please call the office at 716-692-3555.

Your responsibilities include:

- Calling National Grid to turn electric on in your name: 1-(800) 642-4272
- Paying rent on time- rent is due on the 1st, and must not be later than 4:00pm the 5th of each month. If it is turned in after that you will receive a "14-day Pay or Quit Notice" with a late fee assessed.
- Keeping your unit clean, tidy and in the same general condition it was at time of move-in. Including the exterior area- garbage must be kept in garbage totes at all times.
- Park registered vehicle in the parking spot that was assigned to you. If you have an overnight visitor with a car, they must have a visible Visitor Parking Permit displayed on their dashboard, and park in the designated Visitor Parking areas.
- Being a good neighbor.
- Reporting any change in income.
- Reporting any changes in household.
- Turning in your annual continued occupancy form.

If you have any questions, please don't hesitate to call the office.

Dale Kokanovich
Executive Secretary



200 Gibson Street | Tonawanda, New York 14150 | P: 716-692-3555 | F: 716-692-0418
email: office@tonha.org | Web: tonha.org

Welcome

Tenant Manual

Important Numbers

- 911 – Life threatening EMERGENCY, FIRE, ETC
- 716-692-2121, ext 0 – Tonawanda Police Dispatcher – Routine complaint calls, parking issues, etc.
- 1-800-444-3130 – National Fuel – Gas leak reporting
- 716-799-2433 – TRUE Maintenance Emergency line for after hours/ weekends. If it is something that can wait until the next business morning, please wait and call the office in the morning.

Your tenant Representatives are:

Lisa Salgot, 252E Gibson Street

Lynn Krzeminski, 426 Gibson Street

FORWARD

YOU WILL APPRECIATE THAT LIVING IN A HOME BUILT WITH PUBLIC FUNDS CARRIES WITH IT CERTAIN OBLIGATIONS NOT FOUND IN PRIVATE DWELLING PLACES. YOU WILL REALIZE THAT CERTAIN RULES AND REGULATIONS MUST BE ADOPTED AND ENFORCED TO MAINTAIN A HIGH STANDARD FOR THE PROJECTS. ALWAYS REMEMBER THAT THESE RULES AND REGULATIONS WERE WRITTEN WITH ONE THOUGHT IN MIND: TO MAKE THE TONAWANDA HOUSING PROJECTS A BETTER PLACE IN WHICH TO LIVE. IT IS IN THIS SPIRIT THAT WE CALL THE FOLLOWING TO YOUR ATTENTION.

YOUR OBLIGATION AS A TENANT

A) SECURITY DEPOSIT

THE SECURITY DEPOSIT, REQUIRED OF ALL TENANTS, SHALL BE HELD AS A SECURITY FOR THE FAITHFUL COMPLIANCE WITH THE OTHER TERMS OF THE LEASE AND THE RULES AND REGULATIONS OF THE AUTHORITY. IT IS PRIMARILY TO DEFRAY THE COST OF ANY UNUSUAL DAMAGE CAUSED ON THE PART OF THE TENANT, HIS FAMILY OR HIS FRIENDS. IT WILL BE RETURNED TO YOU WHEN YOU MOVE FROM THE PROJECT, PLUS INTEREST, LESS ANY OUTSTANDING CHARGES. THE SECURITY DEPOSIT IS \$250.00 OR FIRST MONTHS RENT, WHICHEVER IS GREATER AND IS HELD AT FIRST NIAGARA BANK.

ALL APARTMENTS ARE SUBJECT TO INSPECTION BEFORE THIS SECURITY DEPOSIT IS RETURNED. IF YOU DO NOT LEAVE YOUR APARTMENT IN A CLEAN AND ORDERLY CONDITION, THE MANAGEMENT WILL DEDUCT FROM YOUR SECURITY DEPOSIT THE COST TO THE MANAGEMENT OF DOING THIS WORK.

B) RENT PAYMENTS

ALL RENTS ARE DUE AND PAYABLE ON THE FIRST OF EACH MONTH. FOR THIS PURPOSE OUR MANAGEMENT OFFICE IS OPEN FROM:

9:00 A.M. TO 4:00 P.M.
CLOSED ON LEGAL PUBLIC HOLIDAYS

RENTS MUST BE PAID BY MONEY ORDER OR BY CHECK FOR THE EXACT AMOUNT DUE. IF YOUR CHECK IS REJECTED BY THE BANK, THIS AUTHORITY WILL NOT ACCEPT ANY FURTHER PERSONAL CHECKS.

YOUR FAILURE TO PAY RENT PROMPTLY WHEN DUE, RESULTS IN ADDITIONAL WORK FOR OUR STAFF. RENTS THAT ARE NOT PAID ON TIME ARE SUBJECT TO A 3-DAY NOTICE WITH A SERVICE CHARGE. PAYABLE BY THE TENANT. TENANTS WHO ARE CHRONICALLY LATE IN THE PAYMENT OF THEIR RENTS ARE SUBJECT TO TERMINATION OF THEIR LEASE AGREEMENT.

C) FAMILY COMPOSITION

BY LAW, WE ARE REQUIRED TO KNOW THE EXACT NUMBER OF PERSONS PERMANENTLY RESIDING WITH YOU, THEREFORE YOU MUST REPORT THE FOLLOWING TO THE OFFICE IMMEDIATELY:

- 1) ANY BIRTHS OR DEATHS OR OTHER CHANGES IN THE TENANT'S FAMILY.
- 2) ADDITIONAL PERSONS: YOU MUST OBTAIN THE LANDLORDS CONSENT IN WRITING, BEFORE ALLOWING ANY PERSON OTHER THAN A MEMBER OF THE TENANT'S FAMILY, LISTED IN THE TENANT'S CERTIFICATE, TO TAKE UP RESIDENCE WITHIN THE TENANT'S PREMISES; SAVE AND EXCEPT FOR ADDITIONS TO THE TENANT'S FAMILY RESULTING FROM BIRTH.
- 3) TRANSFERS: YOU MUST MOVE IF REQUIRED BY THE LANDLORD, TO A DWELLING UNIT OF APPROPRIATE SIZE FOR THE COMPOSITION OF THE TENANT'S FAMILY. IF THERE EXISTS A VACANCY TO WHICH SUCH TENANT MAY BE TRANSFERRED AND THE LANDLORD OFFERS SUCH VACANCY TO THE TENANT, CONTINUED OCCUPANCY NEED NOT BE PERMITTED IF THE TENANT REFUSES THE VACANCY SO OFFERED.

D) GUESTS

RESIDENTS WHO HAVE GUESTS ARE REQUIRED TO COMPLY WITH THE FOLLOWING RULES. FAILURE TO COMPLY WITH ANY OF THESE RULES IS A LEASE VIOLATION AND MAY RESULT IN TERMINATION OF YOUR LEASE.

1. **GUEST REGISTRATION**: RESIDENTS MUST INFORM MANAGEMENT, IN WRITING, OF THE NAME, ADDRESS, AND PROPOSED LENGTH OF STAY OF ALL GUESTS WHO STAY OVERNIGHT AT THE SITE MORE THAN 3 TIMES IN A 7 DAY PERIOD.
2. **RESIDENTS RESPONSIBLE FOR GUESTS**: RESIDENTS ARE RESPONSIBLE FOR THE CONDUCT OF THEIR GUESTS. IF A GUEST CREATES ANY NUISANCE OR OTHERWISE DISTURBS OTHER RESIDENTS AT THE SITE, HE OR SHE WILL BE REQUIRED TO LEAVE THE SITE IMMEDIATELY. RESIDENTS ARE ALSO RESPONSIBLE FOR ANY DAMAGES TO THE UNIT, COMMON AREAS, OR OTHER SITE PREMISES CAUSED BY THEIR GUESTS.
3. **PROOF OF RESIDENCE**: IF MANAGEMENT SUSPECTS THAT A GUEST HAS MOVED INTO A RESIDENT'S UNIT, MANAGEMENT HAS THE RIGHT TO DEMAND PROOF THAT THE GUEST DOESN'T LIVE AT THE SITE. ACCEPTABLE PROOF INCLUDES LEASES, CURRENT UTILITY BILLS, PAY STUBS, BANK STATEMENTS, CAR REGISTRATION, MORTGAGE COUPON, OR HOUSE DEEDS. THE FOLLOWING PROOF WILL NOT BE ACCEPTED: DRIVER'S LICENSE, PHONE BOOK LISTING, TAX RETURNS, OR ANY OTHER DOCUMENTS THAT MAY CONTAIN OUT-OF-DATE INFORMATION.
4. **LIMITS ON STAYS**: NO GUEST MAY STAY OVERNIGHT AT THE SITE MORE THAN **THREE (3)** DAYS IN A **SEVEN (7)** DAY PERIOD. TO STAY LONGER THE GUEST MUST APPLY AND QUALIFY FOR RESIDENCE AT THE SITE. IF A GUEST WHO APPLIES FOR RESIDENCE MEETS THE SITE'S ELIGIBILITY AND SELECTION CRITERIA, THE HOUSEHOLD MUST RECERTIFY WITH THE GUEST AS A NEW MEMBER OF THE HOUSEHOLD. THE GUEST WILL THEN BE CONSIDERED A MEMBER OF THE HOUSEHOLD, AND THE RENT WILL BE ADJUSTED ACCORDINGLY.

E) FAMILY INCOME

THE RENTAL FOR YOUR APARTMENT, ABOVE AN ESTABLISHED MINIMUM, IS BASED UPON THE TOTAL INCOME OF YOUR HOUSEHOLD THEREFORE; EVERY CHANGE IN HOUSEHOLD INCOME MUST BE PROMPTLY AND ACCURATELY REPORTED WITH SUBSTANTIATING EVIDENCE. YOUR FAILURE TO NOTIFY US OF SUCH CHANGE MAY RESULT IN RETROACTIVE RENTAL CHARGES AND A POSSIBLE TERMINATION OF YOUR TENANCY. IF INCOME IS DERIVED FROM INVESTMENTS OR SELF-EMPLOYMENT, YOU ARE REQUIRED TO KEEP ADEQUATE AND VERIFIABLE RECORDS OF ALL YOUR TRANSACTIONS. THESE RECORDS, AND THEIR SUPPORTING EVIDENCE, INCLUDING BILLS, RECEIPTS, BANK BOOKS, BANK STATEMENTS, CANCELLED CHECKS, COPIES OF TAX RETURNS, AND OTHER RECORDS AS REQUIRED, SHALL BE AVAILABLE FOR EXAMINATION.

F) PROPERTY UPKEEP

EACH TENANT IS REQUIRED TO REMOVE SNOW FROM THE SIDEWALK AND DOOR LEADING TO THEIR FRONT AND REAR DOOR. IF THIS IS NOT DONE, YOU MAY NOT HAVE MAINTENANCE REPAIRS DONE NOR WILL THE MAILMAN DELIVER YOUR MAIL. ALSO, YOUR PARKING SPACE IS YOUR RESPONSIBILITY TO SHOVEL.

WE EXPECT EACH TENANT TO KEEP THEIR APARTMENT AND THE IMMEDIATE YARD NEAT AND CLEAN AND IN GOOD CONDITION. THERE MUST BE FREE ACCESS TO THE APARTMENT FROM BOTH THE FRONT AND BACK DOOR. GOOD UPKEEP ADDS TO THE ATTRACTIVE APPEARANCE OF THE ENTIRE COMMUNITY. SINCE OUR STAFF IS LIMITED, TENANTS MUST SHARE THE RESPONSIBILITY OF THIS UPKEEP WITH THE MANAGEMENT. WITHIN 48 HOURS OF OUR MOWING THE LAWN, YOU MUST TRIM THE WEEDS AROUND YOUR APARTMENT. IF THIS IS NOT DONE, WE WILL DO THIS AND CHARGE YOU \$10.00 FOR THIS SERVICE.

G) REPORTING DAMAGES

TENANTS SHOULD REPORT TO THE OFFICE AT ONCE ANY DAMAGE OR NEED FOR REPAIRS, STOPPAGE OR OVERFLOW FROM WATER, SINKS, BATHTUBS, BASINS, LEAKING FROM WATER PIPES, DAMAGE TO ELECTRIC WIRES OR FIXTURES, ETC. IN ORDER TO SECURE PROMPT ATTENTION AND PROPER CONSIDERATION. PLEASE FILL OUT A WORK ORDER FORM AND DELIVER IT TO THE MAINTENANCE OFFICE. THE EARLIER A WORK ORDER IS MADE OUT, THE QUICKER YOU WILL RECEIVE SERVICE. MAINTENANCE STAFF IS HERE FROM 7:00 A.M. TO 3:30 P.M. MONDAY THROUGH FRIDAY. IF YOU WAIT UNTIL 3:00 P.M. TO CALL IN A NON-EMERGENCY WORK ORDER, PLEASE DO NOT EXPECT IT TO BE DONE UNTIL THE NEXT DAY.

IF YOU HAVE AN AFTER HOURS **EMERGENCY** (ex: no heat, toilet overflow) PLEASE CALL THE EMERGENCY NUMBER: **799-2433** AND GIVE THE DISPATCHER YOUR NAME, PHONE NUMBER, ADDRESS AND THE NATURE OF YOUR EMERGENCY. DO NOT CALL THIS NUMBER DURING OFFICE HOURS - PLEASE CONTACT THE OFFICE AT 692-3555.

H) PLUMBING AND HEATING

LACK OF CARE OF THE PLUMBING EQUIPMENT RESULTS IN INCONVENIENCE AND EXPENSE TO THE FAMILY AND TO THE LANDLORD. TOILETS AND SINKS ARE NOT TO BE USED AS GENERAL WASTE BASKETS: COFFEE GROUNDS SHOULD NOT BE DRAINED DOWN THE SINK. MATTED HAIR WILL SOON CLOG THE DRAIN. NO NEWSPAPERS, RAGS, CLOTH, SANITARY NAPKINS, TAMPONS OR ANY PAPER OF ANY KIND, OTHER THAN TOILET TISSUE, SHALL BE PLACED IN THE TOILET BOWL. **ALL REPAIRS DUE TO NEGLIGENCE WILL BE BILLED TO THE TENANT AT THE CURRENT LABOR FEE.**

THE HEATING SYSTEMS SHOULD BE KEPT CLEAN AND FREE OF OBSTRUCTIONS AT ALL TIMES. PLEASE DO NOT STORE ANYTHING DIRECTLY BY THE FURNACE OR THE HOT WATER TANK, AS THIS COULD BE A FIRE HAZARD. THE COLD AIR RETURN, LOCATED ON THE FLOOR NEAR THE FRONT DOOR MUST BE KEPT OPEN. IF YOU PLACE CARPET DOWN, DO NOT COVER THIS AREA. DOING SO WILL RESULT IN POOR DISTRIBUTION OF HEAT AND OVERHEATING OF THE FURNACE UNIT. DUCTS AND FURNACE PARTS SHOULD BE VACUUMED FROM TIME TO TIME TO INSURE EFFICIENT OPERATION AND LOWER HEATING BILLS. REPORT ANY UNUSUAL SOUNDS OR HEATING PROBLEMS TO THE MANAGEMENT OFFICE PROMPTLY.

I) GARBAGE

EVERY TENANT MUST USE THE GARBAGE TOTE THAT IS ISSUED TO THEIR APARTMENT. THE COVER MUST BE CLOSED AT ALL TIMES!!!!

1. THESE CONTAINERS MUST BE TAKEN TO THEIR ASSIGNED STATIONS NO EARLIER THAN 5:00 P.M. THE EVENING BEFORE GARBAGE DAY. AT 7:00 A.M. ON GARBAGE DAY, IF THESE CONTAINERS ARE STILL BEHIND YOUR APARTMENT, WE WILL TAKE THEM OUT AND THERE WILL BE A \$25.00 CHARGE. THERE WILL BE NO EXCEPTIONS!
2. YOU MUST PICK THEM UP BEFORE 7:00 A.M. THE DAY AFTER YOUR GARBAGE IS PICKED UP OR MAINTENANCE WILL DO THIS AND THERE WILL BE A \$25.00 CHARGE INCURRED. THERE WILL BE NO EXCEPTIONS!
3. IF A TENANT IS CAUGHT PUTTING OUT GARBAGE IN A BAG OR IN SOMEONE ELSE'S TOTE, YOU WILL BE FINED \$25.00. THE CITY WILL NOT PICK UP THE GARBAGE UNLESS IT IS IN THE TOTES.
4. YOU WILL BE CHARGED A SURCHARGE OF \$10.00 IF YOUR LID IS NOT KEPT CLOSED AND SECURE.
5. THE TOTES MUST BE STORED IN THE BACK OF YOUR APARTMENT.
6. IF A TENANT IS FOUND WITH A STOLEN TOTE, CHARGES MAY BE FILED WITH THE POLICE DEPARTMENT! ALL TOTES HAVE A SERIAL NUMBER, WHICH IS ASSIGNED TO AN APARTMENT.

THESE RULES MUST BE STRICTLY FOLLOWED. PLEASE BE ADVISED THAT VIOLATION OF THE RULES MAY RESULT IN FINES ACCORDING TO THE ABOVE SCHEDULE. ALSO, VIOLATION OF THE RULES CONCERNING THE USE OF THE TOTES COULD RESULT IN THE VOIDING OF YOUR LEASE.

J) BEING A GOOD NEIGHBOR

THE BUILDINGS, APARTMENTS AND GROUNDS HAVE BEEN DESIGNED TO MAKE LIFE AS PLEASANT AS POSSIBLE FOR ALL. WE ARE SURE THAT YOU WANT YOUR HOME TO BE A NEAT AND ATTRACTIVE ONE, AND SINCE THE BUILDINGS AND GROUNDS ARE, IN EVERY WAY A PART OF YOUR HOME, WE KNOW THAT YOU WILL SHARE OUR GOAL OF MAINTAINING THEM IN THE BEST POSSIBLE CONDITION.

PARENTS SHOULD MAKE SPECIAL EFFORTS TO ENCOURAGE THEIR CHILDREN TO BE PROUD OF THEIR COMMUNITY, AND CAUTION THEM AGAINST DEFACING WALLS, DESTROYING LAWNS, SHRUBS AND TREES AND OTHERWISE DAMAGING PROPERTY. MALICIOUS ACTS BY CHILDREN, PARENT LIABILITY C-93 AMENDS SECTION 757 FAMILY COURT ACT, ADDS SECTION 3-112 GENERAL OBLIGATIONS LAW: AUTHORIZES FAMILY COURT TO AUTHORIZE RESTITUTION IN AN AMOUNT REPRESENTING FAIR COST TO REPLACE PROPERTY OR REPAIR DAMAGE. ANY DAMAGES FOUND TO BE MADE BY YOU OR YOUR CHILDREN COULD RESULT IN CHARGES.

THE SENIOR CITIZENS APARTMENT AREA IS RESERVED FOR THE RESIDENTS OF THE SENIOR CITIZENS APARTMENTS. CHILDREN ARE NOT PERMITTED TO PLAY, RIDE BIKES OR SKATEBOARDS IN THE COURTYARDS OR WALKS SURROUNDING THE BUILDINGS. PARENTS ARE ALSO CAUTIONED NOT TO PERMIT CHILDREN TO PLAY AROUND THE MAINTENANCE EQUIPMENT, LAWN MOWING AND SNOW REMOVAL EQUIPMENT AT ANY TIME.

POOLS

NO POOLS ARE ALLOWED - STRICTLY ENFORCED!!!

FENCES, SWING SETS, SHEDS, ETC., ARE NOT ALLOWED. BALL PLAYING (HARD BALL, SOFTBALL, FOOTBALL, SOCCER AND VOLLEYBALL) IS NOT PERMITTED IN THE COMMON AREAS IN FRONT OF THE APARTMENTS. NERF BALLS AND WHIFFLE BALLS, HOWEVER, ARE ALLOWED. **NO HOCKEY, BALL PLAYING, SKATEBOARDING, OR BIKE RIDING IS ALLOWED IN THE PARKING LOTS OR ROADWAYS.**

A CERTAIN AMOUNT OF NOISE IS BOUND TO BE MADE BY CHILDREN AT PLAY. CHILDREN USUALLY PLAY IN GROUPS AND WE CERTAINLY DO NOT WANT TO DISCOURAGE THIS PRACTICE. HOWEVER, WE DO REQUEST THAT YOU CAUTION YOUR CHILDREN AGAINST ANY UNNECESSARY YELLING, SCREAMING OR PLAYING LOUD MUSIC IN THE COURTYARDS, ESPECIALLY IN THE EVENING WHEN SMALLER CHILDREN HAVE BEEN PUT TO BED.

K) PARKING

1. PARKING IS BY PERMIT ONLY.
2. PERMIT WILL BE ISSUED TO REGISTERED TENANT FOR ONE VEHICLE WITH CURRENT REGISTRATION, PROPER INSURANCE AND A VALID DRIVERS LICENSE IN HIS OR HER NAME AND PAYMENT OF \$5.00 FEE. AT THAT TIME, A PARKING SPACE WILL BE ASSIGNED TO THE TENANT.

3. ADDITIONAL PERMITS WILL BE ISSUED TO A TENANT WITH MORE THAN ONE VEHICLE REGISTERED IN HIS OR HER NAME, UPON PAYMENT OF A ONE TIME ONLY \$5.00 FEE AND A \$5.00 MONTHLY FEE FOR EACH ADDITIONAL VEHICLE, WHICH WILL BE DUE AND PAYABLE WITH EACH MONTH'S RENT. AN ASSIGNED PARKING SPACE WILL BE ISSUED FOR THIS VEHICLE AND/OR VEHICLES. (MUST HAVE ADDITIONAL REGISTERED OCCUPANTS RESIDING IN THE APARTMENT, WITH VALID DRIVERS LICENSE).
4. UNREGISTERED VEHICLES, VEHICLES WITHOUT PERMIT OR A PERMIT AFFIXED TO A VEHICLE WITH THE WRONG LICENSE PLATE, WILL BE TOWED AWAY AT THE OWNER'S EXPENSE.
5. MOTORCYCLES AND MOPEDS ARE CONSIDERED THE SAME AS AN AUTO FOR REGISTRATION PURPOSES.
6. NO VEHICLES, INCLUDING MOTORCYCLES, MOPEDS, ATV'S, ETC. ARE TO BE PARKED ON LAWNS, SIDEWALKS, OR NEAR AND IN APARTMENTS. VEHICLES PARKED IN THE CROSSWALK AREAS WILL BE TOWED IMMEDIATELY.
7. NO TRAILERS, BOATS, ETC. IN THE PARKING LOTS.
8. VEHICLES MUST BE MOVED BY THE TENANT AT ANYTIME REQUESTED BY THE MAINTENANCE DEPARTMENT FOR SNOW REMOVAL OR OTHER PURPOSES.
9. NO VEHICLES IN LOTS THAT ARE LARGER THAN ¼ TON.
10. NO VEHICLE REPAIRS ON HOUSING AUTHORITY PROPERTY.
11. DOUBLE OR TANDEM PARKING, OR PARKING IN ENTRANCEWAYS, FIRE-LANES, OR ON THE GRASS, ETC. IS STRICTLY PROHIBITED. THIS INCLUDES CROSSWALK AREA.
12. UNDER NO CONDITIONS ARE TENANTS ALLOWED TO DRIVE, PUSH, TOW OR PARK ANY MOTOR VEHICLE ON SIDEWALKS, CROSSWALKS OR LAWNS.
13. ANY VEHICLE LEFT OR NOT MOVED FOR 48 HOURS OR MORE IS CONSIDERED ABANDONED AND MAY BE TOWED AWAY AT THE OWNER'S EXPENSE.
14. VISITOR PARKING IS RESTRICTED TO THE FOLLOWING MARKED AREAS ONLY:
 - A.) AREA #1 - OFFICE BUILDING PARKING LOT - OFFICE ENTRANCE ON HINDS STREET. SECTION AS MARKED - CURB FACING OFFICE.
 - B.) AREA #2 - CENTER DRIVEWAY - ENTRANCE ON GIBSON STREET, WEST END OF LOT - SPACES AS MARKED.
 - C.) AREA #3 - DRIVEWAY CLOSEST TO DODGE STREET - ENTRANCE ON GIBSON STREET, WEST END OF LOT - SPACES AS MARKED

**** NOTE: NO PARKING BETWEEN THE HOURS OF 4:00 A.M. AND 6:00 A.M. WITHOUT AUTHORIZATION (TEMPORARY PARKING PERMIT)

TEMPORARY PARKING PERMITS WILL BE ISSUED BY THE OFFICE DURING NORMAL OFFICE HOURS, TO AUTHORIZED VISITORS UPON COMPLETING AGREEMENT AND APPLICATION FOR TEMPORARY PERMIT. THIS PERMIT MUST BE VISIBLY DISPLAYED ON REAR VIEW MIRROR (VEHICLE MUST BE BACKED INTO SPACE) SO THAT POLICE OR THE TOWING COMPANY DO NOT HAVE TO EXIT THEIR CAR. THERE IS A \$25.00 DEPOSIT FOR THE PARKING PERMIT, WHICH WILL BE RETURNED IF ALL CONDITIONS OF APPLICATION PERMIT ARE MET.

**PLEASE INFORM YOUR VISITORS, AS YOU ARE
RESPONSIBLE FOR THEIR ACTIONS**

15. ANY UNAUTHORIZED VEHICLES FOUND PARKING IN RESTRICTED AREAS OR NOT COMPLYING WITH THESE REGULATIONS WILL BE SUBJECT TO SUSPENSION OF PARKING PRIVILEGES, VEHICLE TOWING OR EVICTION.

****** NOTE: PARKING VIOLATIONS ARE TAGGED AND FINES COLLECTED BY THE TONAWANDA POLICE DEPARTMENT.**

**IF YOUR VEHICLE IS TOWED, CONTACT
WALTER'S TOWING AT 695-3100**

THE TONAWANDA HOUSING AUTHORITY BOARD OF COMMISSIONERS, AT ITS REGULARLY SCHEDULED MEETING ON September 15, 1998, ADDRESSED THE PARKING PROBLEMS ASSOCIATED WITH THE UNAUTHORIZED USE OF IT'S LOTS FOR BOTH DAILY AND OVERNIGHT PARKING.

WE HAVE GIVEN THE RIGHT TO WALTER'S TOWING TO PATROL OUR LOTS DURING BOTH DAYTIME AND EVENING HOURS.

IF A VEHICLE IS FOUND IN VIOLATION OF THE PARKING REGULATIONS, THEY WILL TOW IT AWAY AT THE OWNER'S EXPENSE. IT IS YOUR RESPONSIBILITY TO INFORM ALL YOUR VISITORS OF OUR POLICY. NO EXCEPTIONS WILL BE MADE.

FOR A TENANT WHO HAS PROPERLY REGISTERED THEIR VEHICLE WITH THE OFFICE, THIS WILL NOT CREATE A PROBLEM. A LIST OF THE VEHICLES, WITH THE PERMIT NUMBER ASSIGNED TO THE CORRECT LICENSE PLATE NUMBER AND PARKING SPOT NUMBER, WILL BE GIVEN TO THE TOWING COMPANY. ANY VEHICLE FOUND WITHOUT THE PROPER PARKING PERMIT AFFIXED TO A VEHICLE NOT MATCHING THE REGISTERED LICENSE PLATE NUMBER, MAY BE TOWED FROM THE LOT. VISITORS MUST PARK IN THE AREAS CLEARLY MARKED FOR VISITORS, OR ON THE STREET. **(NOTE: NO PARKING IN THE VISITORS AREA BETWEEN THE HOURS OF 4:00 A.M. AND 6:00 A.M. WITHOUT A TEMPORARY PARKING PERMIT. NO EXCEPTIONS!)** IF A VEHICLE IS TOWED FROM THE LOT, THE LOCAL POLICE DEPARTMENT WILL BE NOTIFIED SO THAT THE OWNER WILL KNOW WHERE TO FIND THEIR VEHICLE FOR PICK UP.

CROSS-MARKED AREAS OR OTHER AREAS DESIGNATED AS **NO STANDING OR LOADING ZONES** MAY ONLY BE USED FOR THE LEGITIMATE REASON OF PICKING UP OR DROPPING SOMEONE OFF, AND FOR A MAXIMUM OF 15 MINUTES. FOUR WAY FLASHERS MUST BE OPERATING AT ALL TIMES WHILE THE VEHICLE OCCUPIES THESE AREAS.

ALL PROPERLY REGISTERED VEHICLES HAVE BEEN ASSIGNED A PARKING SPACE. IF YOU SELL OR DISPOSE OF A VEHICLE, YOU **MUST** TURN IN THE PARKING STICKER PRIOR TO REGISTERING ANOTHER VEHICLE AND RECEIVING A NEW STICKER.

IF YOU HAVE ANY QUESTIONS CONCERNING THESE PROCEDURES, CALL THE OFFICE IMMEDIATELY. ONCE A VEHICLE IS TAGGED OR TOWED, THERE IS NOTHING THE OFFICE CAN DO.

L) BAN ON COMMERCIAL NOTICES

THE TONAWANDA HOUSING AUTHORITY WAS BUILT TO SERVE AS YOUR HOME. WE ARE ANXIOUS TO PRESERVE THE RESIDENTIAL CHARACTER OF THE PROJECT AND CANNOT PERMIT ANYONE TO CARRY ON A BUSINESS OR PROFESSION THEREIN OR DISPLAY ANY SIGNS IN OR ABOUT THE PREMISES. SIGNS SPOIL THE APPEARANCES OF THE NEIGHBORHOOD. THEREFORE, THEY MAY NOT BE DISPLAYED IN WINDOWS OR ATTACHED TO THE OUTSIDE WALLS OF THE BUILDINGS.

M) INSTALLATION OF APPLIANCES AND TELEPHONE

WASHING MACHINES AND DRYERS MAY BE PLACED IN THE UTILITY ROOM SUBJECT TO RULES AND REGULATIONS OF THE AUTHORITY. GAS DRYERS MUST BE INSPECTED BY THE OFFICE FOR PROPER HOOKUP BEFORE USE BY TENANT. THE FIRE DEPARTMENT HAS REQUESTED THAT WE REMIND ALL TENANTS OF THE REVISED CODE CONCERNING DOMESTIC CLOTHES DRYER DUCTS. THEY MUST BE CONSTRUCTED OF METAL, HAVE A SMOOTH INTERIOR FINISH AND BE A MINIMUM OF 4" IN DIAMETER (THEY CAN BE PURCHASED AT VALU FOR \$9.95). THE MAINTENANCE DEPARTMENT WILL BE CHECKING FOR COMPLIANCE WHEN ANY SERVICE WORK IS REQUESTED OR THE APARTMENT IS INSPECTED FOR ANY OTHER REASON. IF YOU HAVE SOMETHING THAT IS NON-COMPLIANT, IT MUST BE REMOVED.

NO ANTENNAS OR SATELLITE DISHES MAY BE ATTACHED TO THE BUILDINGS. IF WE FIND THAT YOU HAVE ATTACHED ANYTHING TO THE BUILDING, MAINTENANCE WILL REMOVE IT AND YOU WILL BE BILLED FOR ANY REPAIRS. RULES AND REGULATIONS CONCERNING DISHES ARE AVAILABLE AT THE OFFICE.

N) PAINTING AND DECORATING

ALL APARTMENTS ARE PAINTED A SPECIFIC COLOR AND MUST BE KEPT THAT WAY. **ABSOLUTELY NO WALLPAPERING OR UNAUTHORIZED PAINTING IS ALLOWED.** ANY MODIFICATIONS THE TENANT MAKES WILL BE AT THEIR EXPENSE FOR MAINTENANCE TO RESTORE IT TO ITS ORIGINAL CONDITION.

O) DOOR LOCKS AND CHAINS

YOU ARE ISSUED TWO (2) KEYS WHEN YOU LEASE THE APARTMENT. IF ADDITIONAL KEYS ARE REQUIRED, THEY MAY BE REQUESTED AND RECEIVED THROUGH A WORK ORDER AT A COST OF \$2.00 EACH. WHEN THE APARTMENT IS VACATED, IT WILL BE NECESSARY TO TURN IN THE SAME

NUMBER OF KEYS YOU RECEIVED, OR YOU WILL BE BILLED A \$30.00 LOCK CHANGE FEE TO BE DEDUCTED FROM YOUR SECURITY DEPOSIT. THE SAME CHARGE IS APPLICABLE IF YOU CHOOSE TO HAVE A LOCK CHANGE ANYTIME DURING YOUR TENANCY.

P) STORAGE

UNNECESSARY ACCUMULATIONS OF USED HOUSEHOLD OR PERSONAL ARTICLES CREATE FIRE HAZARDS AND BREEDING PLACES FOR MOTHS AND VERMIN. FOR YOUR PROTECTION, THE AUTHORITY ASKS YOUR COOPERATION IN KEEPING THESE HAZARDS TO A MINIMUM. TO PREVENT DAMAGE TO LIFE AND PROPERTY, NO FLAMMABLE MATERIALS MAY BE KEPT AROUND THE BUILDING OR STORAGE SPACES. IF ON INSPECTION BY THE FIRE MARSHALL, THE NECESSARY CORRECTIONS ARE NOT MADE WITHIN A REASONABLE TIME, EVICTION MAY RESULT.

Q) UTILITIES

GAS IS INCLUDED IN YOUR MONTHLY RENT PAYMENTS. THE ALLOWABLE AMOUNT HAS BEEN DETERMINED THROUGH CAREFUL ANALYSIS OF THE NEEDS OF AN AVERAGE FAMILY FOR THIS SERVICE. CHARGES FOR GAS OVERAGES ARE RENDERED ON A MONTHLY BASIS AND ARE BILLED AND PAYABLE TO THE AUTHORITY IMMEDIATELY.

YOU MUST CALL NATIONAL GRID POWER CORPORATION AT 1-800-642-4272 TO HAVE THE ELECTRICITY PUT IN YOUR NAME. THIS MUST BE DONE AT MOVE-IN OR TRANSFER TO APARTMENT.

R) EXTERMINATION SERVICE

PEST CONTROL TREATMENT IS FURNISHED BY THE AUTHORITY AS A REGULAR SERVICE; HOWEVER, IF INFESTATION IS THROUGH THE FAULT OF THE TENANT, THE COST OF EXTERMINATION WILL BE CHARGED TO YOUR ACCOUNT.

S) MAINTENANCE AND REPAIR

THE AUTHORITY HAS A STAFF OF FULLY TRAINED PERSONNEL TO HANDLE MAINTENANCE. IF YOU ARE IN NEED OF REPAIRS IN YOUR DWELLING, A PROPERLY COMPLETED WORK ORDER REQUEST MUST BE SUBMITTED.

T) EMERGENCY REPAIRS - AFTER HOURS

GENUINE EMERGENCIES: CALL 799-2433 GIVE THE DISPATCHER YOUR NAME, APARTMENT NUMBER, A TELEPHONE NUMBER WHERE YOU CAN BE REACHED AND A BRIEF DESCRIPTION OF THE EMERGENCY.

LOCKOUT SERVICE: IF YOU LOCK YOURSELF OUT OF YOUR APARTMENT AFTER OFFICE HOURS, CALL THE EMERGENCY NUMBER. YOU WILL BE BILLED \$30.00 FOR THIS SERVICE.

U) RUMORS

COME TO MANAGEMENT FOR CORRECT ANSWERS TO ANY QUESTIONS YOU MAY HAVE RELATIVE TO YOUR RESIDENCY HERE. RUMORS CAN NEVER BE DEPENDED ON FOR ACCURACY. IF IN DOUBT, DO NOT HESITATE TO CALL THE OFFICE FOR VERIFICATION.

V) BOARD OF REVIEW

PURSUANT TO THE RULES AND REGULATIONS OF THE STATE OF NEW YORK: THE BOARD SHALL REVIEW APPEALS BY THE TENANTS FROM ANY ADMINISTRATION RULING OR FINDING OF INELIGIBILITY FOR CONTINUED OCCUPANCY IN ANY AUTHORITY PROJECT. SUCH REVIEW WILL BE HELD UPON THE WRITTEN DEMAND OF THE TENANT FOR A HEARING BY THE BOARD, MADE WITHIN 10 DAYS AFTER THE WRITTEN NOTICE TO THE TENANT OF THE FINDING OF INELIGIBILITY FOR CONTINUED OCCUPANCY. AT SUCH HEARING, THE TENANT MAY APPEAR WITH COUNSEL OR OTHER QUALIFIED REPRESENTATIVE OF HIS CHOICE. REASONS FOR LEASE TERMINATION MAY INCLUDE, BUT NOT LIMITED TO: DRUG USE BY EITHER A TENANT OR VISITOR, CONSTANT NOISE COMPLAINTS BY NEIGHBORS, VIOLENCE, ETC. YOU ARE ALSO RESPONSIBLE FOR ANY VIOLATIONS MADE BY YOUR VISITORS.

W) ANIMALS

ABSOLUTELY NO DOGS ALLOWED ON PREMISES. THIS INCLUDES VISITOR'S ANIMALS. IF YOU WOULD LIKE TO HAVE A CAT, YOU MUST CONTACT THE OFFICE FOR THE RULES AND REGULATIONS, A \$100 PET SECURITY DEPOSIT, AND PRIOR AUTHORIZATION.

X) APPLIANCES

A STOVE AND REFRIGERATOR ARE FURNISHED BY THE AUTHORITY. PLEASE TAKE CARE OF THESE APPLIANCES AS IF THEY WERE YOUR OWN. DAMAGES CAUSED BY NEGLIGENCE ON YOUR PART WILL BE BILLED TO YOU.

Y) WATER BEDS

IF YOU OWN A WATER BED, INSURANCE IS MANDATORY. THE POLICY MUST BE FOR A MINIMUM OF \$10,000, NAMING THE TONAWANDA HOUSING AUTHORITY AS AN ADDITIONAL CERTIFICATE HOLDER.

NOTE: RENTERS INSURANCE IS HIGHLY RECOMMENDED FOR EVERYONE, AS OUR INSURANCE COVERS TONAWANDA HOUSING AUTHORITY PROPERTY ONLY.

POLICY - LANDSCAPING AND EXTERIOR CARE
ADOPTED BY THE TONAWANDA HOUSING AUTHORITY BOARD OF DIRECTORS,
AUGUST 24, 1995

APARTMENTS WITH SHEDS (COLIN KELLY HEIGHTS)

1) All tenant's personal belongings (such as garbage cans, bicycles, garden tools, toys and all other miscellaneous items etc...) are to be kept in the apartment, utility room or storage shed.

ALL APARTMENTS (COLIN KELLY HEIGHTS AND ARTHUR ALBRIGHT)

A) Gardens and planting.

- 1) NO planting of trees, bushes or shrubbery
- 2) NO planting other than from the building out to the edge of concrete steps on the front and rear of buildings.
- 3) Planting NOT to exceed more than two (2) feet from any other section of the buildings foundation.
- 4) Tenants are responsible for all trimming and clean-up in areas adjacent to their apartment. (paper, trash, bottles, cans, etc...)

B) Building exterior and yards

1) All garbage is to be kept in garbage cans with lids at all times and kept in a neat and orderly manner behind the tenant's apartment. (Arthur Albright Courts)

- 2) Clothes lines are to be removed and stored inside the apartment at all times, when not in use.
- 3) All lawn furniture (picnic tables, etc..) must be moved against the building when not in use and when the Maintenance Department is mowing lawns.
- 4) All hoses must be coiled and stored in or against the tenant's apartment.
- 5) NO TIRES OR WHEELS are to be stored outside the apartment.
- 6) Bicycles are to be kept in or behind the apartment in an orderly manner close to the building. (Arthur Albright Courts)
- 7) ALL TENANTS are urged to keep watering to a minimum. Water is now individually metered in Colin Kelly and abuse may require another look at controlling costs.

Court lets public housing evict drug users' families

Associated Press

WASHINGTON — The Supreme Court ruled today that government agencies can use aggressive eviction policies to get rid of

drug users in public housing.

Justices, without dissent, said they had no problem with a law that allows entire families to be evicted from public housing for one member's drug use.

The ruling is a relief for housing

leaders, who argued that without such tools drug problems would worsen in public housing.

The case involved four elderly California tenants who received eviction notices and challenged the zero-tolerance drug policy in federally subsidized housing.

The Supreme Court reversed a decision by the 9th U.S. Circuit Court of Appeals in favor of the tenants, including 63-year-old Pearlle Rucker, whose mentally disabled daughter was caught with cocaine three blocks from the apartment she shared with her mother and other family members.

When the case was argued before the court last month, some justices seemed sympathetic to the senior citizens.

But they agreed that the law allowed their evictions, dismissing their argument that they should be allowed to avoid eviction because they were unaware of the drug use.

Chief Justice William H. Rehnquist wrote that the government, as

a landlord, can control its tenants' activities. He said the "one-strike" law, passed in 1988, was Congress' response to drug problems in public housing.

"It is not absurd that a local housing authority may sometimes evict a tenant who had no knowledge of drug-related activity," he wrote.

He said that even if tenants were unaware of the drug use, they could still be held responsible for not controlling narcotics crimes by family members.

The residents in this case were from Oakland, Calif., but public housing groups nationwide have followed the case.

The ruling affects anyone who lives in public housing.

Senior citizens groups argued that the elderly would be hurt the most. More than 1.7 million families headed by people over age 61 live in public housing.



200 Gibson Street | Tonawanda, New York 14150 | P: 716-692-3555 | F: 716-692-0418
email: office@tonha.org | Web: tonha.org

IMPORTANT

**** Effective Immediately ****

**GARBAGE CANS MUST BE TAKEN OUT AND
RETURNED OR YOU WILL BE CHARGED:**

\$25/each take out AND return

Hinds Street:

Please

Take cans out Sunday night

Return by Monday night

Gibson Street:

Please

Take cans out Monday night

Return by Tuesday night

Tonawanda Housing Authority Lease Addendum

CCTV Surveillance Camera Policy and Procedure

All Tenants

Tonawanda Housing Authority is giving notice that it has installed a multiple camera safety and surveillance system for the purpose of enhancing the safety of all THA Tenants, visitors and property. The Tonawanda Housing Board has adopted a Video Surveillance Policy (attached) and a "go live" date of July 1, 2018. A copy of that Policy will be available in the THA office and will be posted outside the Administration Building.

A couple of key operating details of the system.

- The system will NOT be monitored on a routine basis.
- The server for this system will be installed in a separate, locked room, away from the THA main office, with restricted access.
- The Tenant must request, in writing, a review of any incident in question. Forms for this review are available at the THA office and will be added to the THA website www.tonha.org
- If an incident is criminal in nature, the Tenant **MUST** notify the Police Department of the incident. THA will coordinate data requests with the Police Department as needed, to include data from the CCTV system.
- THA will only release data or allow the viewing of camera footage to, Law Enforcement personnel or Legal Counsel to insure proper chain of custody transfer of this data.
- THA will not maintain video data for more than 30 days.

Thank you



Dale Kokanovich / THA Manager 05292018

CCTV Request for Information

Requesters Name _____

Address _____

Phone number _____

Date of Incident _____ Time of Incident _____

Describe the Incident you are requesting information for (be specific, names of those involved if known, address where the Incident occurred)

Was this incident reported to Law Enforcement? ____ (If YES, who in Law Enforcement) _____

Signature _____ Date _____



200 Gibson Street / Tonawanda, New York 14150 / 716-692-3555

Resident Notification – Tonawanda Housing Authority apartments and property are smoke free

January 1, 2019.

To All Residents

The Tonawanda Housing Authority has adopted the NYSHCR and HUD policy for a smoke -free property in order to provide a healthier environment for all residents. The harmful effects of secondhand smoke, increased maintenance costs due to smoking and fire danger caused by indoor smoking are simply too great to ignore.

- As of February 1, 2019, ALL buildings, apartments, hallways and common indoor areas such as Community Rooms, offices and Maintenance Buildings are considered smoke free.
- Outdoor areas of the THA property are also included in the NYS and Federal smoking ban. Smoking is allowed on City sidewalks and common sidewalks on THA property. **Common sidewalks DO NOT Include the apartment porch or sidewalk leading to the porch**
- This policy includes tenants as well as guests, THA Maintenance and Office Staff as well.

This policy was passed to protect the health of our residents, staff and guests. Secondhand smoke is a Class A carcinogen, which means it is a cancer-causing agent with no risk-free level of exposure. Secondhand smoke can travel through doorways, windows, wall joints, plumbing spaces and common subbasements. Secondhand smoke from one unit can adversely affect the health of residents in other units. In addition, fires caused by smoking related materials are the number one cause of home fire deaths. ***This policy covers regular tobacco cigarettes as well as marijuana (Medical or Illegal), any E-Cigarette, Vaping device, hookah or loose tobacco or tobacco like substance.***

If you or your family members are interested in more information on smoke-free living, please visit www.smokefreehousing.org or www.nysmokerfree.com. ***THA will also be holding a “smoking policy and education” meeting in conjunction with Roswell Park on Monday January 14, 2018 at 6:00pm in the Community Room attached to the THA Office Building to answer any questions you may have.*** In addition, the above links will also be available on the THA website www.tonha.org in order to provide additional resources that can help if you are thinking about quitting smoking.

Please feel free to contact the THA office 716-692-3555 if you have any questions. We will be happy to assist you in any way possible to work toward being smoke-free.

Thank you

Dale Kokanovich / THA Manager



200 Gibson Street | Tonawanda, New York 14150 | P: 716-692-3555 | F: 716-692-0418
email: office@tonha.org | Web: tonha.org

MAINTENANCE SERVICE REQUEST

Date _____

Apartment Number _____

Name _____

Maintenance Request: _____

Authorization to enter apartment if not home: YES ___ NO ___

If no authorization, this request will automatically be cancelled after three (3) attempts to complete requested work.

Tenant's Signature: _____

For office use only: _____ Work order # _____

Work completed: _____

Materials/ Comments: _____

Completion date: _____ Charges: YES ___ NO: ___ Done by: _____ Office: _____

Manager's Signature: _____

Maintenance Superintendent Signature: _____



<u>Doors, Windows, Screens, Door Hardware</u>			
Replace storm door		200.00	
Replace screen w/frame		26.00	
Replace screen		10.00	T
Replace plexiglass door window		15.00	
Storm door handle		15.00	T
Storm door closer		10.00	T
Exterior door		Cost of parts + Labor	
Vinyl windows with broken glass		Contractor repair cost	
<u>Appliances, electrical, light bulbs</u>			
New Stove		450.00	
New refrigerator		550.00	
Repairs to appliances		Cost of parts + Labor	
Refrigerator crisper glass		50.00	
Refrigerator crisper drawer		50.00	
Refrigerator door racks		16.00	
Appliance bulb		3.00	T
Flourescent bulbs		6.00	T
Porch light bulb		10.00	T
Interior bulbs		5.00	T
Outlet covers and switch plates		2.00	T
Toilet seat		10.00	T
Thermostat		15.00	
Bathroom light diffuser		15.00	
<u>Services</u>			
Extra key		2.00	
Change door locks		35.00	
Lockout after hours		50.00	
Replace missing smoke / CO detector		30.00	
Garbage / recycle tote to curb or return		25.00	
Clean appliances (move out)		\$10-\$50 ea	
Clean tub (move out)		\$35.00 / hr	
Paint due to color change		\$50.00 /room	T
Plugged sewer / sink / toilet (after hours)		\$50.00 minimum	T
Emergency after hours response		\$50.00 minimum	
Rent late fee		5% of rent up to \$50.00	
Batteries in smoke detector (if missing)		5.00	T
9 volt Battery		10.00	T
Electronics Disposal		\$2.00 / lb	
T = Tenant can perform this repair / replace			
For items not on this list we bill at Cost + Labor		Updated 12172019	