

**NEEDHAM HOUSING AUTHORITY
RESIDENT/TENANT POLICIES AND GUIDELINES**

1. **RENT:** All rental payments are due and payable on or before the first calendar day of each month by check, certified check, or money order only. All payments shall be made at the NHA management office located at 28 Captain Robert Cook Drive, Needham, MA 02492. Payments may be made in a drop box after hours. The phone number for the management office is (781) 444-3011
2. **LATE CHARGES:** Tenants whose full rental payment is not received in our office by the last day^h of each month will be charged \$25.00 for failure to pay rent. There will be a \$10.00 NSF charge for each check which is not honored for payment.
3. **SERVICE REQUESTS:** All service requests, other than emergencies will be taken care of between the hours of 7:30 a.m. and 4:00 p.m. Monday thru Friday. Residents who are home while repairs are made should sign the work order. One copy will be given to the resident and one copy will be returned to the management office. All requests for service must be made to the management office. For after hours emergency services, please call 781-444-3011 and follow the prompts. If a resident is not at home when maintenance arrives, a door tag will be filled out and left in the apartment explaining what work was performed. **REPAIRS:** Tenants shall notify the Authority promptly of known needed repairs to the dwelling unit and of known unsafe or unsanitary conditions in the dwelling unit or in the common areas or grounds of the property. Required repairs to NHA owned property should be made by NHA staff members or Qualified contractors only.
4. **KEYS & LOCKS:** Two apartment keys and one mailbox key will be available at the time of occupancy. Additional keys may be obtained for a minimal charge. Alterations or replacement of locks or installation of bolts, knockers, mirrors or other attachments to the interior or exterior of any door requires prior written consent of the management office. No resident shall permit any other persons to have keys to the building or his apartment other than the Authorized residents of that apartment. Senior citizens are asked to designate a relative or friend to receive a key to their apartment. The name, address, relationship and telephone number of this designated person will be placed in the resident's file in the management office, available in the event of an Emergency.
5. **LOCK OUTS:** If a tenant or another family member is locked out of his apartment, they will be charged \$35.00 for Re-entry assistance after regular business hours. If a tenant loses, misplaces or otherwise does not have possession of their keys and or requests a lock change, such replacement or lock change will be done at the tenant's expense.
6. **HOUSEKEEPING:** The dwelling units and other areas assigned to the Tenant for their exclusive use must be maintained in a clean and safe condition. This includes keeping front and rear entrances, landings and walkways free from hazards and trash and keeping yards free of debris and litter.
7. **UNIT INSPECTIONS:** Annual inspections of each Apartment are conducted at least once a year. If conditions in the unit warrant additional inspections, these will be scheduled as well. Residents will be given 48 hours prior notification as to the date the inspection will occur.
8. **TRASH DISPOSAL:** It is imperative that trash be securely wrapped in plastic bags before it is deposited in the dumpster or trash receptacles designated for residential use. Trash may not be left outside your apartment door. Lit cigarettes or previously lit coals must never be thrown into dumpsters or trash cans.
9. **EXTERMINATIONS:** Each resident is expected to cooperate with the exterminating program we have established. The exterminator will schedule a date upon which he should be able to enter your apartment and perform this service.
10. **LAUNDRY ROOMS:** Laundry room facilities are to be used only for the purpose of doing laundry. There should be no loitering in these areas. It is a violation of your lease agreement to issue laundry room keys to non-residents of your building. These facilities are to be used between the hours of 8:00 a.m. and 10:00 p.m. daily only by building residents.
11. **IN UNIT WASHERS & DRYERS:** Washing machines and dryers may be installed in those apartments where hook-ups or these appliances have been provided by the Authority. Tenants must supply their own appliances.
12. **CARPET:** Tenants are not permitted to install carpet that is tacked to the tile floor without the permission of

management. For tiled units, carpet tape is the only type of attachment which will be approved. Tenants will be charged for any damages that are incurred as a result of carpet being improperly installed

13. COMMON AREAS: The sidewalks, entrances, passages, vestibules, stairwells, corridors, halls, and lobbies must not be obstructed. .
14. ALTERATIONS: No alterations, additions or improvements shall be made in or to the premises without written approval by the landlord. Contact paper, wall tile, stick-on mirrors, and wallpaper are not to be installed in the apartments. Picture hooks are acceptable.
15. WINDOWS AND DOORS: Nothing is to be swept, shaken, or thrown out of the windows or doors or into the halls, or stair wells in any manner. Nothing shall be placed or permitted in the windows or doors or the hallways which might be blown from or which, in the judgment of the Authority, would detract from the appearance of the building. Nothing shall be hung from the outside or upon the stair rails of the building. Nothing shall be stored on the landings, porches, or under the stairs of the buildings.
16. LAWNS AND SHRUBBERY: Management desires to maintain the lawns and shrubbery in an attractive condition. Those Residents responsible for the upkeep of their own lawns may borrow a lawnmower from the NHA for this purpose by placing a work order at the management office. Disabled residents may contact the NHA Management office for assistance.
17. FIRE EQUIPMENT: It is a criminal offense to tamper with any fire equipment in and around the building.
18. UTILITIES: Conservation of utilities furnished by the Authority is strongly encouraged. The disconnection Or shut off of heat related utilities during the winter can result in extensive damage to the units and to personal property. Residents should avoid the disconnection of service for such utilities. Failure to maintain continuous utility service is a violation of your lease agreement.
19. CHARGES: At the time of leasing, residents will receive a list of standard charges which may be assigned where applicable. This list is available at the NHA management office.
20. REPAIRS: Tenants shall notify the Authority promptly of known needed repairs to the dwelling unit and of known unsafe or unsanitary conditions in the dwelling unit or in the common areas or grounds of the property. Required repairs to NHA owned property should be made by NHA staff members or Qualified contractors only.
21. NOISE: No tenant or resident should make, or allow to be made any disturbing noises by himself, his family, visitors, agents, etc. No automobiles, no musical instruments, stereo equipment, radio or television shall be operated so as to interfere with the rights, comforts, or peaceful enjoyment or convenience of other tenants.
22. CHILDREN: Residents will be held responsible for the ongoing supervision of their children or visiting children in their care. Property damages resulting from the play or other social activities of children residing in or visiting the property will be charged back to the leaseholder supervising them.
23. PETS: The NHA will allow for pet ownership in its public housing development with written pre-approval of the NHA. Residents are responsible for any damage caused by their pets, including the cost of fumigating or cleaning their units. In exchange for this right, resident assumes full responsibility and liability for the pet and agrees to hold the WHA harmless from any claims caused by an action or inaction of the pet. Residents must have the prior approval of the NHA before moving a pet into their unit. Residents must request approval in accordance with NHA Pet Ownership Policy and must be fully completed before the NHA will approve the request.
- 24 VISITORS: The tenant shall not allow any guest, any member of the household, or any person under the tenant's control to disturb other residents' peaceful enjoyment of their accommodations.
25. CRIMINAL ACTIVITY; The tenant shall not allow any resident, guest, any member of the tenant's household, or any person under the tenant's control to engage in any criminal activity that threatens the health, safety, or rights or other residents or employees of the Needham Housing Authority, or any other individual. **THIS IS A DRUG FREE COMMUNITY.** Tenants or other occupants of the household who involve themselves with illegal drug activities on or

near Authority property will be evicted.

“Any drug-related criminal activity on or near the premises. Any criminal activity in violation of the preceding sentence shall be cause for termination of tenancy. Drug related criminal activity means the illegal possession, manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, drug use, of a controlled substance.”

26. **PARKING:** Parking facilities have been provided for the exclusive use of our residents. Please park vehicles properly within the marked lines of the assigned location. “NO PARKING” areas must be observed. Unregistered or illegally parked vehicles will be ticketed and towed away at the owner’s expense. Residents may not park inoperative vehicles on the parking lot. Residents may not conduct major vehicle repairs on authority property. Under no circumstances may residents dump motor oil or other toxic chemicals into drains located on company grounds.
27. **DELIVERIES/INSTALLATIONS:** Tenants desiring to have tradesmen or other persons access mechanical areas of the buildings should request such admittance 24 hours in advance of the installation. These areas will be made available by the maintenance department for Monday thru Friday appointments only.
28. **RENTER’S INSURANCE:** Whether through accident or other types of loss, valuable personal property may be negatively affected by events outside of our control. The NHA strongly urges residents to obtain rental insurance on important personal property.
29. **DRUGS: THIS IS A DRUG FREE COMMUNITY.** Tenants or other occupants of the household who involve themselves with illegal drug activities on or near Authority property will be evicted.