



# AVESTA

H O U S I N G

## RESIDENT HANDBOOK



**Avesta Housing improves lives and strengthens communities  
by promoting and providing quality affordable homes for people in need.**



# **AVESTA HOUSING**

**(207) 553-7777**

**1 (800) 339-6516 (TTY/VOICE)**

**307 CUMBERLAND AVENUE  
PORTLAND, ME 04101**

## **AFTER HOURS**

**MAINTENANCE EMERGENCIES**

**(207) 553-7779**

**1(800) 339-6516 (TTY / VOICE)**

**AVESTA HOUSING  
WELCOMES YOU**

Avesta welcomes you to your new home. We express our earnest hope that your residency will result in good health and happiness for many years to come.

We think of Avesta as a community. Each of us, residents and management alike, must strive to make our community the best possible. This can only be done through open communication with each other. Please do not hesitate to bring a problem to our attention.

This handbook is designed to provide information regarding the many conveniences and services Avesta offers you. It also discusses a few rules and regulations which we feel are necessary for a happy relationship. These rules and regulations are considered as part of your lease.

Please read it carefully and let us know if we can be of assistance.

**THIS DOCUMENT IS AVAILABLE IN THE  
FOLLOWING ACCESSIBLE FORMATS:**

**-LARGE PRINT**

**-AUDIO FORMAT**

## How to Save Water

By using water-saving features you can reduce your in-home water use by 35%. This means the average household, which uses 130,000 gallons per year, could save 4,000 gallons of water per year. On a daily basis, the average household, using 350 gallons per day, could save 125 gallons of water per day. The average individual, currently using 70 gallons per day, could save 25 gallons of water per day.

### **What you can do in your daily life**

- Never put water down the drain when there may be another use for it such as watering a plant or garden, or cleaning.
- Avoid flushing the toilet unnecessarily. Dispose of tissues, insects and other such waste in the trash rather than the toilet.
- Use the least amount of water needed for a bath by closing the drain first & filling the tub only 1/3 full. The initial burst of cold water can be warmed by adding hot water later.
- Operate automatic dishwashers & clothes washers only when they are fully loaded or properly set the water level for the size of load you are using.
- Don't let water run while shaving or washing your face. Brush your teeth first while waiting for water to get hot, then wash or shave after filling the basin.
- Store drinking water in the refrigerator rather than letting the tap run every time you want a cool glass of water. This also helps the fridge maintain its temperature!
- Do not leave the water running when washing dishes by hand

### **Saving the Septic Tank or Public Wastewater System**

Healthy water from the tap is directly linked to healthy water outdoors. So help keep the waterways clean by watching what goes down the drain.

- Don't flush baby (or other) wipes down the toilet, even if they are advertised as 'flushable'—they don't break down fast enough to avoid issues!
- Only human waste should be flushed, don't use your toilet as a trash can for other items!

## Why saving water matters

Water is one of earth's most precious resources, but it's also one of the most vulnerable, and the easiest to take for granted. Minimizing human water use helps to preserve fresh water habitats for local wildlife and migrating waterfowl, as well as reducing the need to build new dams and other water diversion infrastructures.

## About this Guide

Avesta Housing strives to be as sustainable as possible, including when building and rehabilitating our properties, following green practices in our offices, and by promoting sustainability in our communities.

This is intended to be a resource guide; the contents are suggestions to help you live a more sustainable lifestyle. These tips and tricks are intended to help you reduce your impact on the earth, use fewer resources, and save money.

Not all topics may be applicable to all tenants or properties.

If you have any questions or suggestions, please address them with your property management team.

### **Topics covered in this guide**

- Saving Water
- Reducing Electric Use
- Recycling
- Improving Air Quality
- Saving your Septic Tank or Public Wastewater System
- Gardening
- Green Cleaning
- Preserving Heat

## Reducing Your Electric Use

Electricity is a large part of every person's environmental footprint. Creating and distributing electricity uses many resources, such as fossil fuels, coal, and oil, and it also creates pollutants and greenhouse gasses. Reducing your electric use can not only be simple and easy, but doing so can also save you money on your electric bill!

### What you can do in your daily life

- Hot water takes lots of energy to make, and has to travel through your entire house to come out at the tap. So avoid using small amounts of hot water if cold water will do.
- Flip the switch when leaving a room—not just the lights but TV's, computers, and other appliances too. Consider using a sleep timer on your TV or other devices when applicable.
- Change your lights from incandescent bulbs to CFLs and LEDs. They may cost a little more upfront but pay for themselves within a year.
- When buying appliances of any kind (a new air conditioner for example), make sure you look for the ENERGY STAR label and choose the most efficient option available.
- Some manufacturers pre-set appliances and electronic devices for performance over power. So set them to "power saver" mode as soon as they're installed.
- Cover pots and pans when heating food and opt for containers that fit on your stove burner so you use all the energy produced by the stove.
- Cook in larger batches and use a microwave to reheat food later in the week. Just make sure the food cools down before it goes in the refrigerator.
- Only use washers and dishwashers if you have a full load (but not over full). This saves water and electricity!
- Do laundry in cold water unless the load is really dirty.
- Hang laundry to dry outside. Except for clothes or towels which need to be fluffed so they're soft.
- Only preheat your oven when necessary, and keep the door closed as long as possible.
- Close the kitchen door while cooking so the rest of the house stays comfortable.

### Why saving energy matters

Electricity is a large part of every person's environmental footprint. Creating and distributing electricity uses many resources, such as fossil fuels, coal, and oil, and it also creates pollutants and greenhouse gasses. Reducing your electric use can not only be simple and easy, but doing so can also save you money on your electric bill!

## Phantom Power

According to the U.S. Department of Energy, 75 percent of the electricity used to power home electronics and appliances goes to "phantom power" – the energy devices draw when turned off. If you're one of those people who doesn't remember to turn things off, "smart" power strips can help. *The bottom line: The EIA says "phantom power" or "vampire devices" can cost a family more than \$100 per year in electricity.<sup>1</sup> "Smart" devices range from \$40 to \$100, so payback will happen relatively quickly.*

Remember, household Appliances use energy even when they are turned off.

- Unplug Computers, TVs, DVD players, Stereos, Radios, Coffee makers, Toasters, and Lamps to save energy.
- Make this even easier by plugging electronics into a power strip that has an on/off switch.
- A "standby" light can use more energy than the device itself over its lifetime!



## How to Recycle

If your apartment does not offer recycling, there are still ways to set up your own recycling system!

The website [www.Earth911.com](http://www.Earth911.com) has an easy search feature where you can find the recycling centers that are closest to your apartment building. You could also try calling your local town office. Try arranging carpooling schedules with your neighbors to take turns bringing everyone's recyclable items to the center.

Typically, the following items can be recycled:

- Any product from a tree: paper, newspapers, magazines, books, phone books, old mail, greeting cards, flyers, brochures, envelopes, manila folders, postcards, and paper bags.
- Cardboard & paperboard: food boxes, paper towel tubes, writing pad backs, toiletry boxes.
- Glass, cans & aluminum: metal food and beverage containers, aluminum foil, clear and colored glass bottles and jars.
- Plastic: plastics are coded with a number 1-7 inside a triangle. Check with your local recycling center to find out which plastics they accept.

**Remember**, in the State of Maine you can get between 0.5 cents and 0.15 cents back for every plastic bottle or aluminum can you return to a redemption center!

## Waste & Recycling Practices

If Recycling is offered in your apartment building, take advantage of it! The fewer things going in a landfill, the better! Remember, typically items such as glass, aluminum, paper, cardboard, and *some* plastics can be recycled. Be sure to sort your items properly, so only non-recyclable waste is going in the trash.



### **What you can do in your daily life**

- Stop junk mail before it arrives
- Separate waste at the source so you only have to do it once
- Repurpose if you can
- Rinse before tossing
- Recycle batteries and chemical separately
- Don't flush medicines down the drain

## Improving your Air Quality

According to the U.S. Environmental Protection Agency, the air inside the typical home is on average 2-5 times more polluted than the air outside—and in extreme cases 100 times more contaminated.

Aggravated by dust, mold and pet dander, about 23 million people in the U.S. suffer from asthma. Exposure to carbon monoxide, volatile organic compounds (VOCs), and radon (the leading cause of lung cancer among non-smokers in the U.S.), can lead to even greater health problems. You can greatly reduce these health risks by taking simple but important measures.

### **What you can do in your daily life**

- Avoid pests so you don't have to call the exterminator
- Don't allow smoking indoors
- Unless it's really cold or really hot outside, turn off the heating and A/C and open the windows to bring in fresh air
- Clean regularly to reduce allergens and irritants
- Purchase nontoxic, non-aerosol, unscented cleaning products (or make your own using household products). And use a vacuum cleaner with a HEPA filter for the best results.
- Flip on the exhaust fan while you cook. Otherwise, noxious vapors, grease, and smoke are released into the air where they'll linger.
- Add houseplants to help fight air pollution or purchase an air purifier
- Commercial air fresheners can contain harmful pollutants. Rather than spraying chemicals to freshen your home, simmer a pot of cinnamon and cloves.



## Keep The Heat In!

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Here are even more ways to save energy.

- Pull your shades or close your drapes at night (but leave them open on east, south and west windows during the day for solar heating).
- Set your thermostat no higher than 72°F when people are home, and lower it to 65°F or less when you are sleeping or when no one is home.



### ***And let us help you!***

- Let Maintenance know if you have a drafty door or window so we can caulk it. You'll not only save energy, but it'll make you more comfortable.
- If your apartment is over heated, don't just open a window—work with your property management team to solve the problem.
- Speak to your Property Management Team if you do not know how to properly use your thermostat!

## Clean Greening

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Some household cleaners contain harsh chemicals, bad for both your family and the environment. Instead, try these greener methods:

- Kill 99.9% of germs without antibiotics using white vinegar and hydrogen peroxide. Keeping each in a separate spray bottle, just spritz first one then the other and wipe clean. (Do NOT mix together for storage!)
- Create a solution of 1/c white vinegar & 1/4 c baking soda in 1/2 gallon of to clean surfaces in kitchen & bath.
- If you have a clogged drain, do not use harmful drain cleaners like Drain-O. Instead, call maintenance.
- A lemon cut in half can be used to shine surfaces, such as bathroom and kitchen faucets.
- Make a two-part oven cleaner with soap, boarax, baking soda, and salt:

1. Form a paste with water and:

1 part soap  
1 part borax

Apply to all oven surfaces (including racks)

2. After 20 minutes, scrub with a paste made with water and:

1 part baking soda  
1 part salt

For very soiled surfaces, you may need a little steel wool.

## Community Gardening

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If your property has a community garden, utilize it! Fruit and vegetables can be shipped from all over the country before they reach your plate, making them very unsustainable. Growing your own reduces this pollution—and tastes better!

Make your community garden even greener by speaking to your Property Management Team about adding rain barrels or creating a building-wide composting plan. This will reduce your trash and nourish your garden!

If you do not have a community garden and you'd like to start one, speak to your Property Management Team to see if it is a possibility at your property. If it's not, there may be other local gardens in your community that you can participate in. Visit [www.communitygarden.org](http://www.communitygarden.org) for more information on community gardens near you.

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### **IMPORTANT PHONE NUMBERS**

Avesta Housing Management Office 1-800-339-6516 or 207-553-7777 (TTY / VOICE).

Avesta 24-hour Emergency Maintenance Phone Number  
(207) 553-7779 or 1-800-339-6516 (TTY / VOICE).

If you use a Teletype, call 711 for the relay service and give them the Avesta phone number.

In case of emergency (Police, Fire, Rescue) refer to your local phone book.

### **AVESTA OFFICE HOURS**

Our office is open Monday through Friday from 8:30 a.m. to 4:30 p.m. In the event that you need to see your Property Manager or Resident Service Coordinator, please call the office to make an appointment. The office may be closed due to adverse weather conditions. For your convenience, if the person you are calling is not available you may leave a message on their personal voicemail.



## **THE AVESTA HOUSING MANAGEMENT TEAM SERVING YOUR NEEDS**

As a resident in a building managed by AVESTA you will have contact with the following team of employees:

**Senior Property Manager/Property Manager/Assistant Property** – The Senior Property Manager, Property Manager and Assistant Property Manager(s) work together with the Maintenance Technician and Resident Services Coordinator to manage the day to day operations of the community. They provide orientation for residents at the time of move-in, monitor lease compliance and ensure the community’s financial stability.

**Maintenance Technician** - A Maintenance Technician will provide general repair and maintenance services for the buildings and grounds at your community. A Maintenance Technician is on-call 24 hours per day to provide evening and weekend emergency coverage.

**Resident Services Coordinator** - A Resident Services Coordinator's responsibility is to assist residents in obtaining the services they may need or want to enable them to maintain independence. They assist with conflict resolution, make referrals to appropriate service agencies, provide information to residents and develop and facilitate programs within each community to meet the needs of the residents.

**Regional Property Manager** – The Regional Property Manager oversees and supervises the property management team.



## EMERGENCIES / SAFETY IN YOUR HOME

### **Emergency Pull Cords**

Emergency pull cords are located at some of our properties. At those properties, the cords are located in the bedrooms and bathrooms of each unit. In essence, these cords are provided for your use in case of an emergency. If pulled, a local alarm may sound, a light outside your apartment door may illuminate, and in some cases a signal is sent to a panel which may be monitored and emergency services may be provided. If your system is not monitored, you cannot rely on an immediate response. And, if your system has only local alarms and lights, a response is conditional on your neighbors hearing or seeing your alarm.

Pulling this cord is not a substitute for dialing 9-1-1 in the case of any emergency. For all emergencies 9-1-1 should be dialed from your phone and the appropriate emergency services will be provided by those authorities.

Because your property is for “Independent Living”, it is your responsibility to understand the system in place (where provided) and its limitations. We are not an emergency response team, and do not provide systems to substitute for traditional emergency reporting/responding.

Please contact your Property Manager for further detail.

### **Injury and Accident Reporting**

It is Avesta’s commitment to provide your community with a decent, safe, and sanitary environment. We have systems in place that to the best of our ability prevents adverse issues and situations from occurring and addresses them as they arise. Unfortunately, we cannot plan for and/or prevent every possible issue and situation at your property.

Because your property is for “Independent Living”, it is your responsibility to continuously assess your unit, common area, property and community conditions and promptly report any deficiencies to your Property Manager, Resident Service Coordinator, and/or Maintenance Technician. These Avesta staff members will document identified deficiencies, resolve the issue(s), address the situation(s) and set a plan in place to prevent them from recurring. Similarly, if a resident, family member, guest and/or visitor incur an injury and/or accident, it is your responsibility to follow the appropriate emergency procedures for the given issue/situation and contact your Property Manager immediately to document, resolve, and address the issue/situation and set a plan to prevent it from recurring.

Please contact your Property Manager for further detail.



## **FIRE PROCEDURES**

In the event you find a fire:

- 1) Leave the building immediately.
- 2) Notify the fire department (from a phone outside of the building if possible).
- 3) If a fire is in a hallway - do not open your door, remain in your apartment and wait for assistance.
- 4) The fire department will aid in assisting people in leaving the building.
- 5) Call and report the fire immediately to Avesta (from an outside phone if possible).
- 6) The fire department will conduct a head count. Do not re-enter the building until the fire department gives an all clear report.

## THINGS TO REMEMBER

- 1) Elevators do not work when fire alarm is activated. Use the stairs.
- 2) If you must evacuate the building and there is time, please:
  - a) close all windows and doors
  - b) leave door unlocked
  - c) use the stairs
- 3) You are not authorized to represent Avesta Housing Management Corporation to any news person, please refer them to Avesta Housing at 1-800-339-6516.

In the event of a death:

- 1) Do not move the person
- 2) Cover him/her with a blanket or sheet
- 3) Call police department and wait for them to arrive
- 4) Notify Property Manager or if no answer, call the answering service 1-800-339-6516.



## **MOVING IN AND GETTING SETTLED**

**KEYS:** At move-in you will receive two apartment keys or fobs and a mailbox key. Depending on the design of your community, you may also receive a common area room key to open exterior doors or community room space. Should you lose your key, call your Property Manager. The cost to replace keys is \$35 for labor plus an additional \$5 for each key. The cost to replace a fob is \$35 for labor plus \$50 for each fob. Residents must not alter any lock or install a new lock or dead bolt on any door on the premises without the written consent of their Property Manager.

**LOCK-OUTS:** If you lose your key(s) or are locked out of your apartment during business hours, you should call the main office. If we have maintenance personnel in the area, we will send them to open your door. When travel time is involved, residents will be assessed a travel charge.

If a lock out occurs during the day when we do not have staff available or after business hours, it will be the resident's responsibility to make arrangements with a locksmith or their own key holders to gain entrance. In the event you do hire a locksmith, please note the locksmith should only unlock your door, verses changing the entire lock. If your entire lock were to be changed, it could be a substantial tenant charge. Maintenance needs access to all units and the lock on your door currently is keyed to our master system.

Please note all charges are due and payable within 30 days, as stated in your lease agreement.

If you have any questions regarding the lock out system, please contact your Property Manager.

**INSURANCE:** Avesta Housing's insurance does NOT protect your personal property; it only protects the building. In order to protect yourself and your personal property, Avesta Housing recommends that you purchase Renters Insurance. Renters Insurance is there to assist you if your personal property is damaged or stolen.

Renters Insurance coverage is available at a low cost and generally includes:

- Contents coverage (replacement cost option)
- Liability and theft
- Living expense coverage

Shop around for the policy that best fits your needs at the best price. Local insurance companies generally have Renters Insurance policies available and may give you a discount if you have other insurances, such as automobile insurance, with them.



**ANTENNAS:** Under no circumstances should you attach any type of permanent antenna outside the building without first receiving written permission from your Property Manager. This includes satellite dishes, radio, television, internet and C.B. antennas.

**LAUNDRY:** Most properties have coin or card operated laundry room facilities. This equipment is provided only for the use of the residents. Problems with the equipment should be reported to the equipment vendor, as posted in the laundry room.

**TRASH:** Most properties have dumpsters. Garbage shall be put in plastic bags and placed inside the dumpster. The trash company will not pick up large items. Please do not put furniture or similar items next to/into the dumpster. Large item removal is a resident responsibility. If you are disposing of cardboard boxes, please break them down.

**RECYCLING/COMPOSTING:** Some properties offer recycling and/or composting. If this service is offered at your property, we encourage residents to participate in these services as it benefits the environment.

**LIVEIN AID / CARE ATTENDANTS:** If it becomes necessary for you to have a live-in aid or care attendant, please contact your Property Manager or Resident Services Coordinator regarding the process to apply. Such persons must follow lease rules and regulations including but not limited to security, parking, and laundry use.

**HOUSEHOLD GUESTS AND OTHER CARE PROVIDERS:** The resident is responsible for informing household guests and regular care providers of rules and regulations regarding building security, parking and laundry use as appropriate. Residents are responsible for all guests when visiting.



## RENT

Rent is due and payable on the first of the month. However, we recognize that many people receive monthly checks on the third of the month therefore we offer a five day grace period. For your safety and ours, we do not accept cash payments of rent. Please do not ask a staff member to bring your rent to the office.

Checks and money orders may be made payable to the landlord specified in your lease, or to the name of the development in which you live.

Checks should be mailed to: Avesta Housing  
307 Cumberland Ave.  
Portland, ME 04101

You may also sign up for Electronic Funds Transfer (EFT). Avesta will automatically withdraw your rent from your checking or savings account each month. Please speak with your Property Manager if you would like to sign up for this service.

Rent is considered late after the 5<sup>th</sup> of the month and a late fee will be assessed after the 15<sup>th</sup> of the month. A charge will be assessed for checks returned for insufficient funds.

Due to regulations, some properties do not have late fees. Please refer to your lease.



## **PARKING**

Generally, there is no assigned parking. Where parking stickers are required, please place these on your vehicle in the location specified by your Property Manager. Your Property Manager will inform you of any specific parking rules that may apply to your development.

**ALL VEHICLES PARKED IN THE PARKING LOT** must be operable, registered and display a current inspection and registration sticker. Any inoperable vehicles, unregistered vehicles and/or un-inspected vehicles are subject to towing at the vehicles owner's expense. Mechanical repair of vehicles, oil changes and washing of vehicles are not permitted in the parking lot. The parking area cannot be used for the storage of any recreational vehicles or business vehicles, without the prior written approval of the Property Manager. Any vehicle blocking access to the dumpster is subject to towing at the vehicle owner's expense. Vehicles must be parked within the designated lines and spaces.

**All vehicles** must be moved to accommodate the snow removal process. Any vehicle not moved for this purpose is subject to towing at the vehicle owner's expense.

Any damages caused to the property (oil spots on the tar, pole lights, lawns, fences, etc.) will be charged to the resident responsible for the vehicle.

We request that you register your vehicle with us. A form for this purpose will be given to you at move-in.





## MAINTENANCE

### MAINTENANCE EMERGENCIES:

A Maintenance Technician is on-call 24 hours per day to provide evening and weekend emergency coverage. Please call **(207) 553-7779** or **1 (800) 339-6516 (TTY / VOICE)** to report an after-hours maintenance emergency. A contractor may be called by the Maintenance Technician to respond to an emergency call. Non-emergency issues called into the after-hours answering service will be directed to call the office during normal business hours.

Examples of emergency issues include:

No heat

No water

No hot water

Water leaks

Fire

An issue which is causing damage to your apartment or the property

### MAINTENANCE REQUESTS:

During normal business hours, maintenance problems should be reported to the main office by calling (207) 553-7777 or (800) 339-6516 (V/TTY). Please tell the receptionist you are placing a maintenance work request, and they will direct your call to the correct department. Please do not report maintenance problems directly to maintenance personnel. By handling maintenance requests in this manner, we are able to make certain your request is properly documented and added to the maintenance staff's work lists.

If you are not home and you have given staff permission to enter your apartment, a door hanger will be placed on your exterior door while staff is working inside. Upon completion of the work, the technician will fill out the back of the door hanger and leave it on the exterior apartment door. If the technician is unable to address the problem at that time, he will leave a note informing you of the status (i.e. if a part needs to be ordered, or an outside contractor needs to be called).



#### INSPECTIONS:

The Property Manager will inspect each unit at least annually to determine housekeeping or maintenance deficiencies. The regulatory agency (Rural Development - RD, Department of Housing and Urban Development - HUD, MaineHousing, New Hampshire Housing Finance Authority - NHHFA, or Northern New England Housing Investment Fund - NNEHIF) may also conduct an inspection at least annually. The resident will be given a minimum of a 24 hour written notice of all scheduled inspections. Items identified to be corrected will be repaired by a Maintenance Technician. Contact your Property Manager if you have any questions.

#### DAMAGES:

Any damages to your apartment must be reported to your Property Manager immediately. You will be responsible for paying the cost of repairing any damages caused by negligence.

#### **PET RULES**

Refer to the Pet Rules attached to your Lease.



### **MANAGEMENT'S RESPONSIBILITIES**

Management will at all times and at management's expense:

1. Maintain buildings, common areas and grounds of the development in decent, safe, and sanitary condition in conformity with the requirements of local housing and sanitary codes and applicable federal and state regulations.
2. Remove snow, ice, trash, and other obstructions from the sidewalks, parking areas, driveways and other common areas. Keep the yards free of hazards, the grass and plants watered, weeded and trimmed.
3. Provide a working electrical system sufficient to serve the actual needs of the occupants of the apartment.
4. Provide a working plumbing system.
5. Provide running hot and cold water sufficient to serve the actual needs of the occupants of the apartment.
6. Provide a refrigerator and stove in safe condition and working order and of sufficient capacity to serve the needs of the number of occupants of the apartment.
7. Provide a heating distribution system for the building sufficient to maintain reasonable temperature in the apartment and all indoor common areas.
8. Provide adequate lighting for common areas.
9. Paint common areas and apartments as determined by the Property Manager.
10. Maintain structural elements (such as walls, ceilings, floors, windows, doors, stairways, and foundations) in good repair, weatherproof condition and free of cracks and holes.
11. Make all routine, non-emergency repairs, alterations and improvements to the apartment, common areas, and grounds at its own expense and without delay.
12. Exterminate the premises and common areas for infestation as conditions may require.
13. Enter occupied apartments for routine and preventive maintenance with a 24 hour notice. For emergency maintenance, occupied units will be entered immediately.



## **RESIDENT'S RESPONSIBILITIES**

During the term of the lease, the resident agrees to:

1. Live in a peaceful way, respecting the rights of his/her neighbors to privacy and quiet.
2. Keep the apartment in a sanitary condition and immediately notify management in the event of an infestation of rodents, vermin, or insects.
3. Notify Management and pay an additional electrical surcharge for large appliances (i.e. stand-alone freezer, air conditioner, etc.) if electricity is included with the rent. Regardless of who pays for the electricity, residents are required to register their air conditioners each year and have maintenance staff install them. This ensures proper installation and reduces the chance of damage to the building. There is an annual seasonal fee residents must pay for the electricity usage for air conditioners if management pays for the electricity. You will be notified on an annual basis the amount of the surcharge.
4. Notify management promptly of known needs for repair or maintenance to the apartment and of known unsafe conditions in the common areas and grounds. Allow access to the apartment for repairs or inspections.
5. Reimburse management for the actual cost of repairs of damage to the premises or anywhere in the development caused intentionally or by the gross neglect of a resident, his/her family, or guests.
6. Place all garbage and refuse from the apartment in the receptacles as specified by management.
7. Not keep dogs, cats or other pets in the apartment or within the development unless allowed by your lease. Pet owners are responsible for the behavior, noise, or damages caused by their pets. Refer to PET RULES outlined in your lease.
8. Not keep unregistered vehicles or inoperable vehicles on the premises at any time nor perform repair work on inoperable vehicles. Parking is to be considered a privilege not a right. The owner reserves exclusive control over parking. Vehicle owners are expected to cooperate with Snow Removal Procedures and park only in designated areas. Vehicles belonging to guests may in no way interfere with the parking privileges of residents. Contact your Property Manager to see if parking stickers are required.
9. Assume responsibility for all your personal property located on the premises.
10. Pay rent in full on the first day of the month for which it is owed and no later than the fifth day of that month.
11. Give management at least 30 day's written notice of the intent to vacate his/her apartment in accordance with lease. This notice will be effective on the day the written notice is received at the management office. Move-out charges are calculated according to the estimates set forth in the move-out cost schedule in your Move-in Packet unless your lease states otherwise.



12. Abide by the property's rules and regulations. The rules and regulations are attached to and are part of your lease.
13. Not obstruct entrances, walks, vestibules, halls, stairways, landing, and other public areas outside of the apartments . Such areas are not to be used for any other purpose than for ingress or egress to and from the building or apartments.
14. Not change locks or add additional locks to any door except with prior written consent of Management. There shall be a charge for replacing lost keys, opening doors for Resident lockouts, and for keys the Resident fails to return.
15. Not mar the walls, ceilings or woodwork by driving nails, tacks, or screws, or by otherwise defacing the same, except for standard picture hooks, shade and curtain rod brackets. No alterations, additions, or improvements shall be made in the apartment without the prior written consent of Management.
16. Be responsible and liable for the acts of their guests. Acts of guests in violation of the lease, or Management's rules and regulations, may be deemed by Management to be a breach of the lease by the Resident. No occupants other than those listed on the lease will be allowed to establish residency without prior written permission of Management.
17. Storage areas may be provided for by the Owner and if such are established, storage in such areas shall be at the Resident's risk and neither the Owner nor Management shall be responsible for any loss or damage from fire, theft, or otherwise. Nothing of any kind that would increase fire risk shall be taken to or placed in storage areas.
18. Patios, porches and entryways shall be kept neat and clean at all times and the Resident shall not store or hang rugs, towels, laundry, wash, or other such items on the railings or other portions of these areas. Bicycles, furniture, carts, and similar items should be kept in the apartment or in storage, if available, and may not be kept on any of these areas or in or about entranceways at any time. Any such items found in these areas may be removed by the maintenance staff. No dust, rubbish, litter, or anything else shall be swept, thrown, or emptied from any of the windows, or porches or into the halls or entranceways.
19. Soliciting of any type is not permitted except by individual appointment with the Resident. Residents should notify Management if an uninvited solicitor appears and appropriate action will be taken. Residents will not operate a business on the premises.

**MODIFICATIONS:** The Owner reserves the right at any time to change or rescind one or more of these rules and regulations or to make and enforce such other reasonable rules and regulations as in the Owner's judgment may be deemed advisable to promote the safety, care, and cleanliness of the premises and for the preservation of good order.



## **MAINTAINING YOUR APARTMENT**

The actual day to day responsibilities of residents are sometimes unclear. Many of these day to day problems can be handled by the resident directly. The purpose of this section is to assist you in maintaining your apartment on a daily basis.

### **WALLS**

Walls of the apartment are drywall or masonry. All objects hung on the walls must be hung with the appropriate sized picture hooks. Any damage to walls that requires patching and painting at the time of moving is chargeable to the resident vacating the apartment. Should you see signs of mold or mildew, contact your Property Manager. Do not store any wet items within your unit.

### **REFRIGERATORS**

**CAUTION:** Never use gritty soaps, abrasive cleaners or heavy duty cleaner on any part of your refrigerator. Before you start cleaning, turn temperature control OFF.

Some refrigerators may require defrosting. Do not remove frost with a sharp instrument.

Replacement of refrigerator drip pans is the resident's responsibility.

Food compartments should be washed with warm water and baking soda solution or mild sudsy water. Rinse and dry.

Door seal may be cleaned with mild soap and water or the baking soda solution.

Exterior should be wiped with a damp cloth.

An open box of baking soda in the refrigerator will control odors.

**IF YOU BELIEVE THE REFRIGERATOR IS NOT WORKING PROPERTY, BEFORE CALLING THE OFFICE FOR SERVICE, ANSWER THE FOLLOWING:**

1. Is the cord firmly plugged into the wall outlet?
2. Have you blown a fuse or tripped a circuit breaker?
3. Is your freezer packed too full?



## **ELECTRIC RANGES**

Be sure to turn off all controls before cleaning. **PLEASE NOTE:** Do not use oven cleaner on metal trim. Oven cleaner will ruin the finish on metal trim. Care should be taken to keep oven cleaner from contacting any aluminum or other metal surfaces.

Gritty soaps, abrasive cleaners or sharp instruments should never be used to clean surfaces.

Clean the drip pans under the elements with a scrub pad to remove burned-on foods.

**IF YOU BELIEVE THE STOVE IS NOT WORKING PROPERTY, BEFORE CALLING THE OFFICE FOR SERVICE, ANSWER THE FOLLOWING:**

1. Is the cord firmly plugged into the wall outlet?
2. Have you blown a fuse or tripped a circuit breaker?

## **KITCHEN CABINETS**

Wood cabinets should be treated just like any other wood furniture. Clean with the same cleaners and polishes you use for the rest of your furniture.

For laminated plastic cabinets such as Formica and metal cabinets, wash with a mild soap, rinse and wipe dry.

Drilling or attaching anything with screws to the front of the cabinets is prohibited. Installation of paper towel racks is permitted on the underside of the overhanging cabinets. Child proof catches may be installed by our maintenance staff only.

## **COUNTER TOPS**

These are made of high pressure laminated plastic and are not harmed by ordinary solvents, boiling water, acids and alkalis. They withstand heat up to 275 degrees, but do not set cooking utensils from your oven or range directly on the counter top. Don't cut anything directly on the counter top. Use a cutting board.

To clean, simply wash with a mild soap and water, rinse and dry.



## **CARPETS**

Carpets should be vacuumed frequently. This will prolong the life of the carpet and delay the need for wet shampooing. Keep vacuum cleaner in good working order, giving attention to condition of brushes and belts.

Rug shampoos that can be sprayed on carpet and then vacuumed are also an effective cleaning aid. It is recommended that residents have carpets professionally cleaned on a yearly basis.

## **FLOORS**

Sweep with a soft brush, dry mop or broom to remove surface dust and soil. If washing is necessary, use a solution of cleaner and lukewarm water. Avoid using strong cleaners. After washing the floor, rinse with clear cold water to remove residue. Allow floor to dry thoroughly before waxing.

Vinyl floors, like other types of resilient floors, should receive regular applications of protective floor polish to prevent excessive surface soiling.

"No wax" floors require a special product to maintain the shine.

Periodically, use a good wax remover on your tile floor or the build-up from repeated waxing will yellow and ruin the floor.

Wood floors should be washed with warm water and a gentle non-abrasive cleaner like Murphy's Oil Soap.

Some vinyl floors look like wood floors. If you are unsure what type of flooring you have, please confirm with your Property Manager.

## **PLUMBING FIXTURES**

To clean fixtures and fiberglass tubs, use soap and water with a sponge or cloth. Then rinse with clear water and polish with a dry cloth. If this method does not clean satisfactorily, a mild cleaning compound may be substituted for soap. Avoid harsh, gritty compounds. In removing foreign deposits, avoid using a knife or razor blade as you may damage the glaze. Minerals in some water can discolor and stain surfaces. If a pipe or fixture leaks, call the main office right away, or the after-hours emergency number.

Spilled medicines, hair rinses and drain pipe solvents should be washed up immediately.





Use fixtures with care. A blow from a very sharp object may ruin a fixture. For instance, sinks never should be used for chopping ice or pounding meat.

Be careful not to drop refuse, sanitary napkins, paper towels, disposable diapers, combs or toothbrushes into the toilet. Although there are baby wipe products that indicate they are flushable, they are problematic to plumbing fixtures; please do not flush them down the toilet. **You will be charged for a plugged toilet service call if any of these items are found to have caused the clog.**

### **MANUALS AND SERVICE**

Apartments may contain appliance instruction manuals. Read them if you are not familiar with the appliances you will be using. Before calling for service on any appliance or fixture, check to see if the outlet plug is firmly connected or if a fuse is blown or a circuit breaker has been tripped.

### **CIRCUIT BREAKERS**

A circuit breaker controls the electrical circuits in your apartment. If an appliance or lamp fails, disconnect the appliance or lamp and check for a circuit breaker switch that does not read ON. Switch it to the OFF position then back to the ON position. If this does not restore power or if the problem persists contact the main office to report the maintenance issue. If you have no power in the entire apartment, contact your local electric utility to notify them of the power outage (Central Maine Power in most of Maine, Kennebunk Light & Power District in Kennebunk, Unitil in New Hampshire)



## **PEST CONTROL**

Insects that invade an apartment can be divided into four classifications: some are destructive to the buildings, others are a menace to your health, some are a nuisance to have around, and others can make good companions. Keep in mind that it is almost impossible to control insects 100% of the time. A number of insects have a short life span. They originate outdoors and migrate into the house at certain times of the year for short periods.

At the first sign of bed bugs or roaches, contact your Property Manager. You can keep an infestation from getting started by practicing good housekeeping habits and being careful about things brought into your home from outdoors. Do not store paper grocery bags as the glue can feed an entire infestation of roaches.

No one wants to live with pests. Therefore, we would like to bring to your attention a few steps you can take to keep insects and other pests out of the building.

- 1.** Keep all garbage in tightly closed containers with snug lids.
- 2.** Discard garbage in sturdy plastic bags, tightly closed with a twist-tie or the like. Place the bags in the containers provided.
- 3.** Get rid of garbage promptly.
- 4.** Keep kitchen and bathroom surfaces clean and dry. Food and water attract and nourish pests. For this same reason, do not leave water standing in sinks or pots, and do not leave dirty dishes in the sink or elsewhere.
- 5.** Your kitchen sink should have a trap to catch food particles as the water drains out. Clean food particles out of this trap and discard them in a closed garbage container after each dishwashing.
- 6.** Discard paper bags, cartons, and boxes immediately, especially those from food stores, since they may contain insect eggs or live pests.
- 7.** Do not bring used furniture from unknown sources on the property. If you are bringing used furniture, clothes, or other soft goods, please inspect for bed bugs before bringing the item onto the property.



## **RESIDENT DAMAGES**

Resident shall be charged for repairs and/or service calls for the following:

1. Willful damage to property;
2. Unnecessary request for service (e.g., call for repair of appliance if appliance was not plugged in, call for no heat when thermostat reads 68 degrees or above);
3. Damage caused by carelessness (i.e., toilet or drain plugged by non-disposable items);
4. Extra cleaning required before painting walls or ceilings caused by smoking, lack of cleanliness, or other personal habits of the resident;
5. Damage caused by resident's guests, family members, invitees, pets, etc.;
6. All damage other than normal wear and tear and/or structural defect.

A detailed statement of charges will be sent to the resident. Payment is due within 30 days of the date of the statement. If payment is not received within the stated time or an acceptable payment plan has not been negotiated (the payment period of which not to exceed 90 days), eviction procedures shall be initiated.

## **TRANSFER REQUESTS**

Residents have the right to request a transfer within the development. Reasons for transfer requests may include:

1. The household changes in family size or composition;
2. The household has disabilities requiring different accessibility features.

Contact the Property Manager to request a transfer for one of these reasons. If the transfer is approved, the resident is responsible for the cleaning the unit for re-renting.

Additionally, Property Managers may require an administrative transfer of a resident; reasons may include:

1. Allow occupancy of an accessible unit by another resident or applicant with disabilities.
2. The resident has at least one (1) bedroom more than required and a transfer is required to house another resident or applicant whose household is of the appropriate size;
3. The current unit is located in a building or section of a building scheduled for major rehabilitation or capital improvements;
4. The unit has become uninhabitable, such as destruction by fire or other disaster, and immediate relocation is required.



On occasion, Avesta Housing may offer an efficiency apartment with the agreement that the resident may continue to keep his/her name on the one bedroom waiting list. When this is the case, the resident may keep their name on the waiting list, but they do not receive any special priority or preference for any other unit. The resident would be considered for a one bedroom unit, after all required unit transfers, and in date order of his/her application.

### **REASONABLE ACCOMMODATIONS / MODIFICATIONS**

Avesta Housing is committed to complying with all civil rights laws prohibiting discrimination in housing.

The Fair Housing Amendments Act of 1988 and Section 504 Americans with Disabilities Act requires Avesta Housing to make reasonable accommodations in rules, practices, or services when such accommodations would afford a disabled person equal opportunity to occupy or continue to occupy and enjoy an apartment, including public and common places. Such accommodations are mandated only if they do not cause a financial or administrative burden for the owner.

### **EXAMPLES**

The following are some examples of acceptable reasonable accommodations or modifications.

1. Allowing a service animal to live in the dwelling apartment of a disabled person although the owner has a “No Pet” policy.
2. Granting a reserved parking space that is as close as possible to the apartment of a person with mobility impairment when all other designated handicapped parking spaces have already been assigned.
3. Replacing a gas cooking stove with a microwave oven if such an accommodation would remove a direct threat of harm to the applicant or resident, other residents, or the development.
4. Changing regular water faucets to push faucets, or door knobs to door handles for persons with disabilities affecting manual dexterity.
5. Changing the location of the application interview for people with sight or mobility impairments.

### **REQUESTS**

All requests for reasonable accommodation of any Avesta Housing rule, policy, practice or service must be in writing. Contact your Resident Services Coordinator or Property Manager for assistance in completing the request.



## **RESPONSE TO REQUESTS**

Avesta Housing will review and respond to requests in writing. If the requests are for modifications to an existing apartment, the Property Manager will determine the cost, how the work will be accomplished, and whether or not the modification actually makes the apartment accessible to the individual. Alternatives to structural modifications should be considered since they may effectively provide accessibility at a lower cost. The request may be granted if it is reasonable and necessary for the applicant or resident to enjoy the full use of the premises, and the accommodation does not impose an undue financial or administrative burden on the owner of the development. The request may be postponed to allow Avesta Housing time to gather more information or seek a professional opinion from an attorney or architect. The amount of time needed to make the decision will be included in the response.

The law provides that a request for an accommodation may be denied if the accommodation results in an undue financial or administrative burden; changes the nature of the housing program offered by Avesta Housing; or if the applicant does not otherwise qualify for consideration.



## Move-Out Instructions

The following move-out instructions detail your responsibilities. After you have vacated the apartment, if we have to do the following work, you will be charged. Charges will be assessed for all additional cleaning based on the time spent over and above the customary turnover cleaning time. These charges will also apply to the removal of excessive buildup of nicotine caused by smoking material, either by means of additional cleaning and/or any necessary additional priming or painting made necessary by the condition. **Once your apartment is empty and you are ready to turn in the keys, it is your responsibility to notify the Property Manager to do the final inspection and to give us of your forwarding address by the day you vacate.** If we do not hear from you, your apartment will be inspected on the last day of your notice.

After the inspection has occurred, all necessary funds will be removed from the security deposit for repairs, replacement of items, cleaning, any missing keys, and/or any unpaid rent, damages or deposits, etc. If the apartment is in proper condition and you do not owe money, you will forfeit no part of the security deposit. If the charges incurred exceed the amount of your security deposit, you will be billed for the difference.

### KITCHEN

- A. Refrigerator, including shelves, crisper, under crisper, and area under footguard cleaned; Refrigerator should be pulled out to clean sides and area behind refrigerator
- B. Cupboards, sink, faucet fixtures, tile, and exhaust fan cleaned
- C. Stove, including burners, controls, burner rings, and drip-pans cleaned. Stove should be pulled out to clean sides and area behind stove. Oven cleaned, with no oven cleaner left in oven or dripped on floor
- D. Floor cleaned and closets cleaned

### LIVING ROOM, DINING ROOM, AND BEDROOM(S)

- A. Baseboards cleaned
- B. Finger marks and other marks cleaned off switches and walls
- C. Window sills cleaned, windows washed, and screens washed or cleaned
- D. Closets vacuumed and clothes hangers removed

### BATHROOM

- A. All fixtures, floor, and wall areas must be cleaned

### MISCELLANEOUS/PATIO/STORAGE AREA

- A. Refuse carried away
- B. Patio swept and mopped or hosed (if applicable)
- C. Storage compartment cleaned (if applicable)
- D. Residents are responsible for the expense for removal of all furniture or other items that are left behind at move-out or placed with the trash.
- E. Please do not attempt to fill holes in the walls. This may lead to additional damage.



### **GRIEVANCE PROCEDURES**

If you feel that you have a dispute with Avesta, we encourage you to contact us to set up an informal meeting to settle the matter without resorting to the hearing process. If you are not satisfied with the outcome of the informal meeting, you may take further steps through the Avesta Grievance Procedure.

The Grievance Procedure provides a means for a resident to meet with Avesta and request a hearing if the resident has a grievance. If you wish to pursue a grievance, please contact Avesta for a copy of the Procedure.

### **RESIDENT COMPLAINTS**

All complaints from one resident about the actions of another resident must be in writing. When Avesta receives such written complaint, it will investigate the complaint and make an attempt to resolve it through discussions with both parties. If two written complaints about a single household are received, Avesta may require a scheduled informal hearing or commence eviction proceedings, as the case warrants.