

**TEWKSBURY HOUSING AUTHORITY  
SAUNDERS CIRCLE  
TEWKSBURY, MA 01876  
OFFICE-(978) 851-7392  
FAX-(978) 640-7986**

# **RESIDENT'S HANDBOOK**

**FOR  
PUBLIC HOUSING**



**February 10, 2015**

## **MOVING**

**In order to make your move to our Housing Development as effortless as possible, we ask that you schedule your move in date and time with the Management Office. Only the Management Office can reserve and confirm your move-in date and time.**

## **TELEPHONES**

**Before moving, please be sure to call to arrange for telephone installation. It is best for you and us if you can arrange to be available in your unit when your telephone is to be installed. If this is not possible, please advise the office, and upon your written request, we will provide access to your apartment for the phone company. Your apartment has internal phone wiring on the outside kitchen wall and in the bedroom, which can be activated by the telephone company. Upon leaving you must call the phone company to have your service disconnected.**

## **LOCKS AND KEYS**

**You may pick up the keys to your apartment at the management office located at Saunders Circle, Tewksbury, MA. Prior to the day you are scheduled to move in providing your rent has been paid in full. We will provide you with two (2) keys. For security purposes, no other keys shall be made. Special locks ARE NOT permitted and can not be installed on any apartment door.**

## **MANAGEMENT OFFICE**

The Management Office is located in the Saunders Circle Development and is opened Monday through Thursday from 8:00 A.M. to 4:30 P.M. and Friday from 8:00 A.M. to Noon. Please feel free to stop in the office if you have anything to discuss. Of course, if you can, call (978-851-7392) for an appointment first so that some time can be set aside especially for you so you will not have to wait.

## **WORK ORDERS**

If you should have any minor plumbing, electrical or other repairs required, please call the Management Office at (978) 851-7392 or stop in the office. After you call or come in, a service request form will be prepared and assigned to a maintenance person. Ordinarily these service requests will be taken care of within 36 hours and of course we will attend to any emergency immediately. It is important to note that the maintenance staff will not enter your apartment, except in an emergency, to provide service without a written request form. This is for your protection and theirs; and also enables us to schedule our work more efficiently... so please **DO NOT** approach the maintenance people directly.

***YOUR REQUEST FOR SERVICE MUST COME THROUGH THE MANAGEMENT OFFICE.***

## **AFTER HOURS EMERGENCY CALLS**

When the office is closed, after normal work hours, weekends and holidays, please call 978-804-3525 for the on-call maintenance person. PLEASE BE INFORMED, only emergency calls (major electrical, heating and/or plumbing) after normal work hours will be addressed. If your request is

**not an emergency, please wait to report the problem until the following business day, during regular scheduled office hours.**

***It has been brought to the attention of our office that some residents are calling our maintenance people at home after hours concerning housing matters, THIS IS NOT APPROPRIATE. WE HAVE 24 HOUR COVERAGE FOR ANY EMERGENCY THAT COMES UP. PLEASE “DO NOT DISTURB” OUR MEN DURING THEIR FAMILY TIME.***

## **RENTAL PAYMENTS**

**Your rent is due on or before the first (1) of each month. Rents are collected at the Saunders Circle Office, located off of Livingston Street, during regular business hours, or you may mail your rental payment to the TEWKSBURY HOUSING AUTHORITY, SAUNDERS CIRCLE, TEWKSBURY, MA 01876, Attention: Ms. Susan Giannetti**

**RENTAL PAYMENTS MUST BE MADE BY CHECK ONLY. PLEASE NO CASH.**

***\*\*\*THERE WILL BE A CHECK RETURNED FEE OF \$20.00 PLUS ADDITIONAL BANK FEES FOR EACH CHECK RETURNED\*\*\****

## **DELINQUENT RENT**

**Rent is considered delinquent after the tenth (10<sup>th</sup>) of the month, at which time the accounting department will be sending you a delinquent notice. If you are unable to pay your rent on time due to unforeseen circumstances, we suggest you discuss your situation with our Management Staff immediately.**

**IF ALL OR ANY PART OF THE RENT IS NOT PAID WITHIN THIRTY (30) DAYS OF ITS DUE DATE. THA SHALL IMPOSE A FEE IN THE AMOUNT OF \$25.00 FOR FAILURE TO PAY RENT WHEN DUE. RENT PAYMENTS SHALL BE APPLIED TO RENTAL OBLIGATIONS WITH THE OLDEST OBLIGATION BEING PAID FIRST.**

**IF THE TENANT SHALL HAVE SHOWN GOOD CAUSE FOR LATE PAYMENT TO THA, OR IF TENANT SHALL HAVE ENTERED A REPAYMENT AGREEMENT WITH THA, THA IN ITS DISCRETION, MAY WAIVE THE FEE FOR LATE PAYMENT.**

**BY CHARGING SUCH INCREASED RENT, THA SHALL NOT THEREBY WAIVE ANY RIGHTS TO ISSUE A NOTICE OF TERMINATION OF THE LEASE, TO BRING EVICTION PROCEEDINGS AGAINST TENANT AND TO COLLECT ARREARAGES, CONSTABLE FEES AND COSTS ON ACCOUNT OF THE TENANT'S FAILURE TO PAY RENT WHEN DUE.**

## **GUEST POLICY**

The Tewksbury Housing Authority lease states that no adult person(s) other than those listed on the lease and application shall live/stay in the unit other than on a temporary basis. The stay of any overnight guest shall be limited to no more than a total of 21 nights (21 days if the guest regularly sleeps during the day) during any 12 month period, unless the THA for good cause otherwise consents to a longer period in writing prior to the expiration of 21 nights/days or such longer period as may have been authorized. The tenant shall be responsible for the conduct of all guests, including his or her own, and those of household members. The number of

household members and overnight guests shall not at any time exceed the permissible limit of the State Sanitary Code.

## **SOLICITORS**

For your added protection and security, door-to-door soliciting is not permitted. Residents are requested to notify the Management Office when solicitors appear on-site.

## **TRASH DISPOSAL**

We need your cooperation to keep all public areas as clean as possible. Please use the container provided. All trash **MUST** be placed in the barrels. Barrels numbered with your apartment number will be the only barrel authorized for your use. **WE ASK THAT YOU PLEASE PLACE A PLASTIC LINER IN THE BARREL EACH WEEK AFTER RUBBISH HAS BEEN COLLECTED BY THE MAINTENANCE MAN.**

Rubbish will be collected by the maintenance man on Tuesday each week. In the warmer months (May-Oct.), the barrels will be located in the barrel bin closest to your apartment. In the winter months (Nov-April), the barrels will be located on the back porches.

## **LOCKOUTS**

If you lock yourself out of your apartment during regular office hours, please call the management office at (978-851-7392), and we will arrange for you to enter your apartment.

*In the event that you find yourself locked out after regular business hours, please call (978)804-3525 for the on-call maintenance person to let you into your apartment.*

**PLEASE NOTE: There will be no charge for your first lockout, after that EACH ADDITIONAL LOCKOUT WILL BE A \$35.00 CHARGE. SAID CHARGE MUST BE PAID WITHIN 30 DAYS OF BILLING DATE OR YOU WILL BE ASSESSED AN ADDITIONAL \$25.00 LATE FEE.**

## **DELIVERY AND APARTMENT ACCESS**

Residents will have to make their own arrangements for deliveries. You must notify the office in advance in writing if you want us to provide access to your apartment. **UNDER NO CIRCUMSTANCES WILL ENTRY TO AN APARTMENT BY DELIVERY OR SERVICE PEOPLE BE ALLOWED WITHOUT PRIOR WRITTEN NOTICE.**

## **SMOKE DETECTORS**

Each apartment is equipped with smoke detectors. These detectors will sound an alarm if there is an excess of smoke in your apartment. If the alarm sounds, **PLEASE VACATE IMMEDIATELY.** Remember to close the door behind you and call the Fire Department from a safe area or by pulling the call station located on the outside of all buildings or in common hallways.

\*\*\*\*\*  
**NOTE: DISCONNECTING FIRE PROTECTION DEVICES IS A CRIMINAL OFFENSE UNDER MASSACHUSETTS GENERAL LAW CHAPTER 148 SECTION 27A.**

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## **SMOKING POLICY**

There will be **NO SMOKING** allowed in any common areas (ie. Hallways, Stairwells, Laundry Rooms, Community

Buildings, and Office Areas) of the Tewksbury Housing Authority's Properties.

**SMOKING OUTSIDE BUILDINGS IS PERMITTED PROVIDED IT IS AT LEAST 20 FEET FROM ANY BUILDING TO PREVENT SMOKE FROM BLOWING INTO APARTMENT WINDOWS.**

***WHEN SMOKING IN YOUR APARTMENT, PLEASE BE COURTEOUS TO YOUR NEIGHBORS AND KEEP YOUR APARTMENT DOOR CLOSED***

## **EMERGENCY CALL PULLS**

The bedroom, bathroom and living room of your apartment are equipped with an emergency pull switch. If you should become ill and need **EMERGENCY MEDICAL HELP**, all you need to do is pull the string attached to the switch. Your apartment door will unlock and a buzzer will sound, which alerts and permits your neighbor(s) to assist you.

**PLEASE NOTE: Emergency call switch will not automatically get aid from the town ambulance.**

During recent unit inspections, it was noted that the emergency call pulls were obstructed by shelving or mirrors on the walls. We have incidences of tenants falling and remaining on the floor through the night because they were unable to reach their emergency cords. **PLEASE** make sure your emergency pull cords are visible and can be reached if you were unable to stand.

On visits to your apartment by children, please see that they are instructed not to use the call switch except in an emergency.

**\*\*\* (Please do not cut or remove your Emergency Pull Cords, they must be intact, according to regulation) \*\*\***

## **LAUNDRY ROOM**

**The laundry room is equipped with two (2) coin operated washers and dryers which are located inside the Community Building. The cost is \$1.00 for the washers and \$1.00 for the dryers. The machines do not accept Canadian or Foreign coins. If you have a problem with the washers or dryers, please call MAC-GRAY @ 1-800-MACGRAY (1-800-622-4729). Do not approach the office staff as we are unable to handle any problems with the laundry room.**

## **CABLE TV**

**Cable hook-up (Comcast/Verizon) is available in each apartment's living room area. There is only one cable hookup allowed in each apartment, if you need an additional outlet, please speak to the cable company you select to do business with about running another line. You will need to get written permission from the THA before work can be done.**

**PLEASE NOTE: NO SATELLITE OR DIRECT TV DISKS ARE ALLOWED**

## **VEHICLE INFORMATION**

**NO UNREGISTERED, UNINSURED CARS ARE ALLOWED TO BE STORED ON THA PROPERTY. THESE VEHICLES WILL BE TOWED AT THE OWNERS EXPENSE IF NOT REMOVED AFTER BEING NOTIFIED BY THE AUTHORITY.**

## **PARKING**

Parking spaces will be assigned for all residents who have registered vehicles and have them on file with the authority. Any illegally parked or unauthorized vehicle may be towed away at the discretion of Management and at the expense of the vehicle owner. Trailers or recreational vehicles ARE NOT allowed to be parked on site.

**NOTE: It will be your responsibility to tell your visitors, homemakers, etc. where visitor parking spaces are located. All visitors MUST park in visitor parking.**

## **SNOW REMOVAL POLICY**

All tenants are responsible for clearing the snow from their own vehicles and moving their vehicle from the parking areas so that maintenance can plow. Maintenance will plow parking areas the best they can around any vehicle that is not moved. Maintenance may have to notify tenants where to place their vehicles in the event of a snow storm, otherwise the vehicle must stay in the assigned spot it was given. If vehicles are not in the appropriate area during snow removal efforts, the vehicle may be towed at the owner's expense.

**Tenants must understand that our maintenance men will not be returning to plow parking areas once the storm is over.**

The maintenance department can not keep coming back to plow an individual's parking space. If your vehicle was not moved due to absence from your unit or due to a medical reason, we will take that into consideration on a case by case basis.

## **STORAGE**

**NO EXTRA SPACE IS PROVIDED FOR STORAGE OF OUT-OF-SEASON ARTICLES.**

## **MAILBOXES**

**Mail boxes are located outside main entry doors of each apartment, labeled with your name and number.**

## **PETS**

**NO PET SHALL BE HOUSED UNTIL YOU HAVE COMPLIED WITH THE REQUIREMENTS IN THE POLICY.**

**Pets are allowed on an individual basis. Our PET POLICY outlines any questions you may have regarding this matter. You may pick up a copy of the PET POLICY at the Management Office.**

## **TRANSPORTATION**

**You can arrange for medical transportation by calling the Road Runner. Reservations MUST be made 48 hours in advance. There is a bus that stops at your Community Building on Fridays each week between 8:45 A.M. and 9:15 A.M. to take tenants to the Tewksbury Market Basket located in the Stadium Plaza Shopping Mall.**

## **COMMUNITY HALL**

**The Community Hall is for use of all tenants. We ask that if you intend on using the Hall for any purpose such as playing cards, club meetings and functions etc., that you contact the office for a hall request form to schedule the date and time you intend on having use of the hall. We will post a schedule on the board in the Community Hall for the authorized usage of the hall.**

## **EMERGENCY NUMBER**

# **911**

## **HOSPITALS**

**LOWELL GENERAL SAINTS CAMPUS**

**978-458-1411**

**LOWELL GENERAL HOSPITAL**

**978-937-6000**

**WINCHESTER HOSPITAL**

**781-729-9000**

## **HOUSING AUTHORITY STAFF**

### **OFFICE**

|                                 |                           |
|---------------------------------|---------------------------|
| <b>Executive Director</b>       | <b>Melissa Maniscalco</b> |
| <b>Program Coordinator</b>      | <b>Cheryl McDonald</b>    |
| <b>Bookkeeper</b>               | <b>Susan Giannetti</b>    |
| <b>Section 8 Coordinator</b>    | <b>Susan Hayes</b>        |
| <b>Administrative Assistant</b> | <b>Liz Glover</b>         |

### **MAINTENANCE**

|                        |                        |
|------------------------|------------------------|
| <b>Saunders Circle</b> | <b>Scott Middleton</b> |
| <b>Carnation Drive</b> | <b>Kevin Kelleher</b>  |
| <b>Delaney Drive</b>   | <b>Mike Houston</b>    |
| <b>Grounds</b>         | <b>Jim Lessard</b>     |

### **OTHER**

|  |                       |
|--|-----------------------|
| <b>Board of Health</b>                 | <b>(978) 640-4470</b> |
| <b>Road Runner (Medical)</b>           | <b>(978) 459-0152</b> |
| <b>Senior Center</b>                   | <b>(978) 640-4480</b> |
| <b>Legal Aid</b>                       | <b>(978) 458-1465</b> |
| <b>Social Security</b>                 | <b>(978) 452-5509</b> |
| <b>Visiting Nurse Assoc.</b>           | <b>(978) 459-9343</b> |
| <b>Medicare</b>                        | <b>1-800-882-1228</b> |
| <b>Elder Services</b>                  | <b>1-800-892-0890</b> |
| <b>Poison Information</b>              | <b>1-800-222-1222</b> |
| <b>Tewksbury Transit</b>               | <b>(978) 851-9863</b> |
| <b>Town Bus (LTRA)</b>                 | <b>(978) 452-6161</b> |
| <b>Merrimack Valley Legal Services</b> | <b>(800) 336-2262</b> |

**CHANGE YOUR ADDRESS EFFECTIVE AS OF  
YOUR MOVE-IN DATE**

- Banks**
- Insurance**
- Telephone**
- Magazines, Newspapers**
- Credit Accounts**
- Voter Registration**
- Medical (Doctor, Dentist)**
- Churches**
- Automobile Registration**
- Post Office**
- Employer**

## **PONDVIEW LANE TENANTS**

**All tenants are responsible for their own heat and electricity.**

**Tenants are also responsible for their own yards, walkways and driveways. During the summer we will mow the lawn and during the winter we will plow the sidewalks only.**

**Swing sets, skateboard ramps, trampolines, swimming pools of any size, etc. are NOT ALLOWED on Housing Authority property.**

**It has come to our attention that children are being allowed to play in neighboring driveways of the group homes on the site. It is the concern of the Authority, and the service providers of these homes, that due to the continuous traffic to and from the homes, and the size of the vehicles accessing the homes, there exists a safety issue with small children being allowed to play in these areas.**

**There are ample safe spaces on the site for children to play.**

***Please instruct children NOT to play in the driveways of the group homes.***

## **SCATTERED SITE TENANTS**

**All tenants are responsible for their own heat and electricity. Tenants are also responsible for their own yards, walkways and driveways. Lawn care, general maintenance around the property and snow removal are all a part of those responsibilities.**

**Swing sets, skateboard ramps, trampolines, swimming pools of any size, etc. are NOT ALLOWED on Housing Authority property.**