

Wilkes-Barre Housing Authority

50 Lincoln Plaza

Wilkes-Barre, Pennsylvania 18702-5198

Dear Resident:

The Wilkes-Barre Housing Authority welcomes you to your new home. It is our wish that you enjoy your stay with us.

This is your new community, and we hope that you will help us to make it a place where you can be proud to live.

There are many questions you will have about your new community, and this booklet was prepared in an effort to answer most, if not all of these questions.

Please read it carefully. Any additional questions can be answered by your Manager.

It is necessary for everyone to comply with the rules and regulations established by the U.S. Department of Housing and Urban Development and the Housing Authority, and we know we can count on your full cooperation.

Sincerely yours,

Jack Ziegler,
Executive Director

OFFICE NUMBERS

Administrative Office
(570) 825-6657

Boulevard Townhomes
(570) 825-6659

East End Towers
(570) 822-2118

Lincoln Plaza
(570) 825-6658

Mineral Springs Village
(570) 822-4642

South View Manor
(570) 822-4119

Valley View Terrace
(570) 822-8864

Emergency Maintenance (After Hours)
(570) 825-6657

OFFICE HOURS

8:00 A.M. to 4:00 P.M.
Unless posted otherwise

RESIDENTS' HANDBOOK

Help Yourself Be a Good Tenant

1. Pay your rent promptly when it is due.
2. Use equipment and utilities carefully.
3. Keep your home clean and neat.
4. Report any change of income or any change in the number of people in your household to your Manager within ten (10) calendar days.
5. Any serious complaints must be written, signed and dated, and presented to the Manager.
6. Please consult with your Manager about any housing problems. The Authority is here to help you.

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RESIDENT POLICIES

The following rules and regulations have been developed to insure Resident comfort and to aid the Authority in maintaining appropriate standards in its facilities.

These rules and regulations are based on the dwelling lease.

ABSENCE FROM HOME - To insure protection of dwellings and to prevent damage, you are asked to notify the Manager whenever all members of your family are going to be away from home for two (2) or more days. It is recommended that you leave an address and phone number where you can be contacted in the event of an emergency. Be sure that all windows are closed and locked and all water and electrical devices are shut off. Refrigerators should be left running.

ACCIDENTS - Accidents that occur anywhere in the project should be reported to the Manager.

ALCOHOLIC BEVERAGES - The use of alcoholic beverages is not permitted in the public areas of Authority property. This includes hallways, lobby areas, community rooms, courtyards, or any other public areas.

ANNUAL RECERTIFICATION - Re-examination of income and inspection of apartments are required each year.

APPLIANCES - Ranges and refrigerators are to be cleaned regularly. Using the range to heat the apartment is a serious safety hazard, as well as a lease violation.

BALCONIES - Do not throw or drop anything from the balconies. Do not shake mops, throw bread crumbs, cigarette butts, or other items on or off of the balconies, out of the windows, or in the fire stairwells. Do not throw water on balcony floors or patio areas. Do not hang clothing, towels, flags, spinners, etc. over or on the balcony railings. No feeding of animals by throwing food on the balconies or over the railings.

BASEMENTS AT MINERAL SPRINGS

VILLAGE - Basements are not to be used as additional living spaces or for storage.

BATHROOM - **DO NOT** put any unauthorized items down the toilet drain.

BIKES - DIRT, MINI, ETC. - Operation of mini bikes, dirt bikes, or other off-the-road vehicles within project grounds is expressly prohibited. Parking of motorcycles in apartment

enclosures is also prohibited. Bike storage areas are available at some buildings. Please see your Manager.

BUSINESS AND ADVERTISING SIGNS -

No one is permitted to operate a business in any complex. Billboards, advertising signs, political signs, etc. may not be posted in common areas, on the exterior of doors and buildings, or in grassy areas that would interfere with the maintenance of the property.

CABLE TV/PHONE/INTERNET/

SATELLITE ANTENNAS - Cable TV is available in each dwelling unit. Any Tenant who requires the installation of new and/or additional cable and/or phone lines for upgrades must first obtain written approval from the Manager.

Installation of television and radio antennas and satellite dishes are permitted. Regulations vary by building. Contact the Manager before making arrangements with the installation company.

CHANGES IN INCOME OR HOUSEHOLD COMPOSITION -

Tenants must report any and all changes in income or household composition to the Manager within ten (10) calendar days.

CHRISTMAS TREES - Because of possible hazards, live Christmas trees are not allowed in apartments or Community Rooms.

CLEANING - Apartments are cleaned thoroughly prior to occupancy. The Resident is responsible for maintaining clean, safe, odor free, and sanitary conditions in the apartment while in occupancy. Cleaning of all interior windows, walls, and floors is a Resident's responsibility. Removal of mold in bathrooms is the responsibility of the Tenant. If the Tenant does not comply, the Authority will remove the mold and you will be charged for the work and payment will be due the following month.

Management reserves the right to make periodic inspections of each apartment, with prior and proper notice, to insure that desired standards of cleanliness and maintenance are being maintained. Residents are expected to leave the dwelling units in the same condition in which it was leased. Charges will be made for necessary cleaning and repairs after the apartment is vacated.

DAMAGES - The cost of damage to the apartment or appliances from misuse or negligence will be charged to the Resident. This

includes damage to the exterior of the building such as siding, shrubs, trees, lawns, etc.

DISEASES - Please report infectious or contagious diseases to the Manager.

DISPOSAL OF MEDICAL ITEMS - Residents are required to be especially cautious when disposing of medical supplies such as needles, syringes, etc. Needles and blood tainted objects are to be disposed of in a tightly sealed container such as an empty laundry detergent bottle. Do not use coffee cans to dispose of such items.

DRESS CODE IN COMMON AREAS - All residents and visitors must be fully dressed at all times in all common areas including but not limited to hallways, office areas, community rooms, laundry facilities, etc. No pajamas/robes are allowed. Shirts and shoes are required.

DRUG USE/CRIMINAL ACTIVITY - As described in detail in the lease, drug-related criminal activity and any other form of criminal activity are prohibited. Violations are extremely serious and will result in immediate lease cancellation with no opportunity for a hearing under the Grievance Procedure.

ELEVATOR - The emergency alarm in the elevators should be used only if the elevator is stuck between floors. In case of fire, **DO NOT** use the elevators; use the fire tower stairs.

ENTRY - Under the terms of the lease, the Authority has the right to enter your apartment without advance notification if an emergency exists. When a Resident calls to request maintenance and is absent from the apartment when maintenance arrives, the Resident's request for maintenance shall constitute permission to enter under Section L of the lease. For other purposes, Residents will be given forty-eight (48) hours written notice of our intention to enter the apartment.

EXTERIOR DECORATIONS - Exterior decorations must be approved by the Manager.

EXTRA CHARGES - Your monthly rental covers all normal services for your apartment. If an item is repaired or replaced by the Authority as a result of negligence or abuse on your part or your guests' part, you will be charged for the item and payment will be due the following month.

FAUCETS - The Authority has installed water conservation aerators in the faucets. Tampering with these aerators is a lease violation. Contact

the Manager if you believe there is a problem with your faucet.

FEEDING OF ANIMALS - Since some animals are diseased, the feeding of pigeons and other animals is prohibited. No throwing food on the balconies or over the railings to feed animals.

FENCES - Fences are not permitted. Temporary barriers for the protection of newly seeded lawns may be erected with the permission of the Manager.

FIRE PROTECTION - If the fire alarm sounds **DO NOT USE THE ELEVATORS**, use the stairwells. Fire alarm pull stations are conveniently located. Familiarize yourself with their location. Obey all fire safety regulations at all times.

GARBAGE/HAULING -
Family Units: Residents are required to use Housing Authority trash bags, which are available at the office for a nominal charge. Trash must be kept in a covered trash can at all times. Garbage can be put out to be collected in designated areas only and no more than twelve (12) hours before collection.

Stickers can be purchased at the office to place on large, bulk items that are being disposed. Bulk items cannot be placed outside more than twelve (12) hours before collection.

High Rise Apartments: Dispose of garbage daily by wrapping it and putting it down the garbage chute on your floor. Please be especially careful with medical waste, broken glass, or bottles. Please place all coffee grounds, grease, and tea leaves with the garbage, not in the drains. **DO NOT** dispose of paper towels, hygiene products, diapers, baby wipes, or cat litter in the toilet.

Large boxes, etc. that will not fit down the chute should be placed in the basement. Follow recycling procedures and use designated containers. Stickers can be purchased at the office to place on large, bulk items that are being disposed. Bulk items cannot be placed outside more than twelve (12) hours before collection. Notify the Manager immediately of any items to be hauled away. A schedule of charges is posted in the office and/or on the bulletin board.

Pennsylvania requires recycling. Please abide by recycling regulations. Residents at Boulevard Townhomes and Mineral Springs Village must provide a separate container from their trash containers to store their recycling items.

GRILLS - No grills of any kind are permitted on balconies. Grills in use must be kept ten (10) feet from any building.

GUESTS-AUTHORIZED/UNAUTHORIZED

Your apartment is for the exclusive use of you and the household members listed in the lease. Authorized guests may stay up to fourteen (14) days a year with prior written permission from the Manager. All other occupants of the apartment, including boarders and lodgers, are considered unauthorized guests. The presence of unauthorized guests can result in lease cancellation.

Residents are responsible for the actions of guests who are visiting or on the grounds of the developments.

HALLS, ENTRANCES AND STAIRS - Halls, entrances, and stairs are not safe places for toys, bicycles, and other wheeled vehicles or other property owned by Residents. Please make certain that these spaces are kept clean and uncluttered at all times.

Door mats, furniture, plants, wall decorations, etc. are not permitted in the high-rise building hallways.

HIGH-RISE ENTRY SYSTEM - The front door of each high-rise is locked at all times. A telephone intercom entry system has been installed in the high rise buildings for the safety and security of all Residents. You must use the security entry system. This is for your protection and the safety of the entire building. Do not open these doors for anyone other than your visitors. In addition, closed circuit TV cameras monitor the public areas both inside and outside the buildings.

INFESTATION - The Authority has been very successful in maintaining pest-free facilities. Apartments are treated by a professional exterminator on a regular basis. However, if insects, vermin, etc. are noticed, please contact the Manager immediately.

Bed Bugs: Bedbugs can be transported to the premises by items moved by Tenants into the premises as well as by visitors to your premises. Tenants are required to report any possible bedbug infestation to the Manager in a timely manner. Tenants agree to abide by the instructions of management and/or exterminating company to facilitate removal of the bedbugs in their premises. Tenants will be provided with specific details about how to prepare their unit for treatment.

Failure to comply with procedures for extermination service, including denying entry to the exterminator, will be grounds for lease cancellation.

INSURANCE - The Authority insures its own property. You must insure your own furniture and household possessions against fire, theft, etc. The Authority recommends that all Residents carry renter's insurance.

INTERIOR - Alterations, redecoration, and repairs to the interior of apartments and appliances are the responsibility of the Authority. Only assigned maintenance personnel or Authority approved contractors are permitted to do this type of work. Please see the Manager before attempting any such work.

KEYS AND LOCKOUT SERVICE - If you are locked out of your apartment, do not call emergency maintenance for this purpose. Please contact the Manager or Resident Services Representative. There is no charge for the first two (2) lockouts. Starting with the third (3rd) lockout, you will be charged \$15.00 per lockout and payment will be due the following month. Do not try to enter by forcing windows or doors.

Under no circumstances will the Authority admit anyone into another person's locked apartment unless prior arrangements have been made. Minor children will not be given access to their apartment without the parent's written consent. Residents are **NOT** permitted to purchase their own locks or deadbolts for installation on doors. Safety chains or security poles under door knobs are also not permitted.

LAUNDRY FACILITIES - Where there are laundry facilities, you are expected to maintain the highest sanitary measures. Clean washer and lint from dryer after use.

The laundry facilities are for Tenant use only. No clotheslines are permitted on the balconies of the high-rise buildings. If a Resident at a family unit has a washer/dryer, it should be used for the Residents only.

Please report to your Manager any leaking faucets or malfunctions of equipment or appliances.

LEASE - The lease is a legal document which binds both you and the Authority to the terms of the rental agreement. It defines the regulations and obligations of each party. Please read it carefully and keep it in a safe place. If you have

any questions, be sure to ask your Manager about anything that is not clear.

LIGHT BULBS - Light bulbs are furnished in all fixtures prior to the Resident's move into the apartment. Replacement of bulbs is the Resident's responsibility. Please see the Manager regarding the type of bulb required. At the Resident's request, maintenance will replace the bulbs and the cost will be billed to the Resident's account and is due the following month.

LOUD NOISE - Please respect your neighbors. Do not slam doors or shout. Residents are cautioned to refrain from loudly playing TV's, radio's, etc., especially between the hours of 10:00 p.m. and 8:00 a.m.

MAILING ADDRESS - It is not permitted to have mail delivered or addressed to anyone who is not on your lease. Be sure to use your apartment number on all of your mail.

MAJOR APPLIANCES - Major appliances such as air conditioners, freezers, extra refrigerators, washers, dryers, etc., may be installed and operated only with prior written approval of the Manager. A monthly service charge will be applied to the Resident's bill for the electricity/water used in the operation of such

appliances. All monthly service charges will be spread over a twelve (12) month period.

It is recommended that air conditioners be removed from windows during heating season to prevent cold apartments and control heat costs.

MIDLAND COURT - Midland Court is restricted for move-ins, move-outs and emergency vehicles ONLY. Deliveries on Midland Court are permitted provided you make prior arrangements with the Manager during regular business hours.

MOVE IN - When you sign your lease, you will accompany the Manager on a “move-in” inspection. For your protection, you should inspect all areas of your apartment and read the inspection form carefully before signing your lease.

MOVE OUT - The Authority requires that you give thirty (30) days notice in writing of your intent to vacate. See your Manager about any plans to move. Before you leave, clean your apartment and return all keys. Rent will be charged until the date keys are returned. A final inspection is required prior to your move out. Please schedule this in advance with your Manager. You must be present at the final move-out inspection.

MOVING - Moving may not begin until 8:00 a.m. and must be completed by 8:00 p.m. Moves that will occur after 3:00 p.m. or on weekends must be arranged with the Manager at least twenty (24) hours in advance.

OUTSIDE GROUNDS & GRASS CUTTING - Residents will be responsible for damage done to sod, trees, shrubs and other plantings. The planting of gardens is not permitted unless specifically authorized in writing by the Manager. Planted areas of shrubs and grounds in the front and rear of each dwelling are to be maintained by the Resident. Residents are responsible to keep their yard free of litter and debris.

PAINTING - Apartments are scheduled to be painted periodically, as needed. Residents are not permitted to use their own paint.

PARKING/VEHICLES - All parking spaces are available only on a first come-first served basis. With the exception of Mineral Springs Village and designated handicapped spaces, parking spaces are not assigned. Residents are not automatically entitled to a parking space by virtue of their lease.

Vehicles of Residents must display an Authority-issued parking sticker. Residents must obtain a

parking sticker from the Manager. Parking stickers will only be issued for vehicles registered to current Tenants. Only Residents who have a license denoting Handicapped or Handicapped cards prominently displayed in the vehicle may park in parking stalls designated for the handicapped. Parking is NOT allowed on grass or in yards.

All vehicles parked in the parking area must be in operating condition. Vehicles not in operating condition or not properly licensed and inspected will be removed from the premises at the owner's expense. Trucks, trailers, campers, buses or boats may be parked only with the written permission of the Manager.

Parking of motorcycles in apartment enclosures is prohibited.

Changing of oil or other repair work on autos, boats, and other vehicles is not permitted.

Mineral Springs Village: Residents are assigned one (1) parking space per unit. There are parking areas designated for visitors. These spaces are available on a first come-first served basis. Because parking spaces are limited, Residents with more than one (1) vehicle are responsible to

find their own parking elsewhere. Curb side parking is prohibited.

PETS - Pets must be approved by the Manager and registered at the development office in accordance with the Authority's Pet Policy. See the Manager for procedures regarding the Pet Policy prior to obtaining any pets. Residents must comply with the provisions of the pet policy at all times.

PLAYGROUND ACCESS - No one is permitted in any Authority playground from dusk to 8:00 a.m.

POOLS - For family units only, prior approval by the Manager is required. Only hard-sided, one-piece pools are allowed. Pools can be no larger than six (6) feet in diameter and no deeper than thirty (30) inches. Pools must be brought inside at the end of the summer.

PORTABLE HEATERS - Portable heating devices including electric, gas, and kerosene heaters are not allowed.

RENT - Your rent has been established in accordance with your income and family composition, and it will be reviewed each year. Your rent will change if your income or family

composition changes. Although periodic reviews will be made, it is your responsibility to contact the Manager when changes occur.

Rent is due in advance of the first (1st) day of the month. If your rent is late, a lease cancellation will be issued on the sixth (6th) calendar day of the month. Failure to pay your rent, as well as repeated late payment, is grounds for eviction. Four (4) late payments within a twelve (12) month period shall constitute repeated late payments.

Late payments are subject to a late fee of \$10.00 for payments received after the fifth (5th) calendar day of the month. After the fifteenth (15th) calendar day, an additional \$10.00 late fee will be applied.

The Authority has a minimum rent and a flat rent. Please see the Manager regarding these rents.

SECURITY DEPOSIT - At the time you sign your lease, you must also pay a security deposit. The security deposit is **NOT** your last month's rent, but an assurance that the apartment will be in good condition when you leave. Security deposits will be refunded no later than thirty (30) days after you move out provided:

1. You do not owe any rent;
2. You have paid for damages, repairs, replacements, and services for which you or your guests are responsible;
3. You have thoroughly cleaned your apartment, including range and refrigerator, so that there is no extraordinary cleaning to be done after you leave;
4. You have given the Authority thirty (30) days notice in writing that you intend to vacate; and,
5. You have provided the Manager with your new address.

All deposits paid including, but not limited to, security and pet deposits will be used to satisfy any outstanding debt.

SMOKE DETECTORS - Smoke detectors are furnished in each apartment in accordance with City code prior to the Tenant's move into the apartment. Be extremely careful when cooking so that the alarm is not set off. If the alarm does sound, all Residents/Guests are to leave their apartment and exit the building by way of the stairwells. Failure to leave the apartment when the fire alarm goes off may be cause for lease cancellation.

Under no circumstances should you remove the batteries or the smoke detector itself. Report any problems with your smoke detector immediately. The Authority will replace defective smoke detectors or batteries at no cost to you.

If a smoke detector has been tampered with, the Resident will be charged for repair or replacement of the smoke detector. In addition, the Resident will be fined \$25.00. Payment will be due the following month. The Authority will issue a warning letter that the next offense will result in eviction.

SMOKING - Smoking is prohibited in all areas of our facilities except the private apartments of the Residents. This includes all common areas such as hallways, community rooms, laundry facilities, playgrounds, etc. Smoking is also prohibited within twenty (20) feet of any entrance, window, or other opening to our buildings. This includes any walkways that are used to access entrances.

SNOW REMOVAL AT FAMILY UNITS - The removal of snow on the sidewalk from the front door to the main sidewalk is the Resident's responsibility. Do not use rock salt on the sidewalks or steps as it will deteriorate concrete.

SOCIALIZING - Do not congregate in the lobby areas. Community Rooms are to be used for socializing and visiting.

SPEEDING - Please obey the speed limit within your development.

STAIRWELLS - Do not use high-rise stairwells for normal entry and exit. These are for emergency exit only.

STORAGE - Under no circumstances are the rear of dwelling units and enclosures to be used for junk storage, such as old tires, furniture, auto parts, etc. Do not clutter the front of dwelling units. All bicycles, toys, etc. must be placed in the rear.

STORAGE SHEDS - Construction or installation of storage sheds is not permitted.

SUBLETTING - You may not sublet or assign possession of your home to any other party.

SWING SETS - Construction or installation of swing sets, etc. is only allowed with the written permission of the Manager. Installation must be in accordance with written instructions and specifications provided by the manufacturer and approved by the Authority. Upon vacating the

premises, Tenant will be required to remove such apparatus and restore the lawn to its original condition.

THERMOSTATS - For family units only, tampering with the thermostat is a lease violation. Contact the Manager if you believe there is a problem with your heat.

TRANSFERS - If the size of your family changes, you may need a larger or smaller apartment. The Authority may then require that you transfer to another unit of appropriate size. Please refer to Section G-5 of your lease or see the Manager about the transfer policy. A transfer fee may apply.

UTILITIES - With the exception of Mineral Springs Village, the Authority furnishes the following utilities in reasonable amounts to Residents:

1. Heat
2. Hot and cold running water
3. Gas and/or electricity for cooking
4. Electricity for lighting and small household appliances

Mineral Springs Village: Residents receive the benefit of a utility allowance from the Authority for their gas and electric which is paid directly to

the utility suppliers. The benefit amount is based upon the size and type of dwelling unit. If the Resident's actual utility usage exceeds the allowance for utilities, the Resident will be responsible for paying the difference to the suppliers. If the Resident's actual utility usage is less than the allowance for utilities, the Resident will receive the benefit of such savings from the utility company.

WALL COVERINGS - Residents may not hang wallpaper or install paneling or other types of wall coverings. If unauthorized wall coverings are installed, the Resident will be responsible for the cost of having the wall coverings removed and the wall(s) restored to the original condition.

WALL DECORATIONS - Residents should not damage floors, doors, woodwork, walls, or ceilings. However, the responsible hanging of pictures, mirrors, and other wall decorations is permitted. Please use nail-type hangers. Hangers with adhesive backing are not permitted. Carpeting cannot be glued, nailed, or tacked to the floor. Self-stick floor tiles are not permitted.

WATERBEDS - Waterbeds are not permitted in any apartment.

WEAPONS - Residents are cautioned not to display or use any firearms, operable or inoperable, or other offensive weapons anywhere on the property of the Authority.

WINDOWS - Residents shall keep windows closed during bad weather to avoid water damage and to conserve energy. When leaving the apartment for any length of time, you should close and lock your windows and doors. Tampering with window hardware is not permitted.

Broken windows will be replaced by maintenance personnel. If the Resident is at fault, charges will be billed to the Resident's account and are due the following month.

WORK ORDERS - You must contact your Manager to request a work order for any repairs. A Resident's request for maintenance shall constitute permission to enter the apartment. Your request will be given prompt consideration.

For emergency maintenance after hours, on holidays, weekends, etc. call (570) 825-6657. There will be an overtime charge for work done after hours if it is not an emergency or if it is caused by the negligence of the Tenant or their visitors. Such charge will be due the following month.

ACKNOWLEDGEMENT OF RECEIPT
OF RESIDENT HANDBOOK
WITH REVISION DATE OF
JANUARY 2014.

I acknowledge that I have received a copy of the
Resident Handbook with a revision date of
January 2014.

PRINT NAME OF HEAD OF HOUSEHOLD

SIGNATURE OF HEAD OF HOUSEHOLD

DATE