HANDBOOK FOR
CITY VIEW MANOR
GOLDSMITH MANOR
HARBOR VIEW MANOR
WARREN AVENUE APARTMENTS

East Providence Housing Authority
99 Goldsmith Avenue, East Providence, RI 02914
AIR CONDITIONERS

Please notify the management office if you are going to have an air conditioner installed. To insure a safe installation, the maintenance department must install all air conditioners. If the air conditioner(s) is installed permanently in the window, there will be a charge of $40.00 per unit. If the unit is installed in the spring and removed in the fall, there will be a charge of $25.00 to install and $25.00 to remove per unit. If the maintenance department does not install the air conditioner, and there is damage to the window frame, the resident will be responsible for all repair costs. An excess utility charge of $15.00 per month, per unit, will be assessed for the months of June, July, August, and September. Usage of air conditioners in the months prior to June and after September is allowed at no charge to the resident.

ALTERATIONS

No repairs, alterations, or additions may be made without prior written permission of the management.

ANSWERING SERVICE

If you phone the office after hours for a Maintenance Emergency, you will be prompted to press ONE to be connected to the answering service. When the service answers, please give them your name, address, apartment number, telephone number you can be reached and what the issue is. Maintenance cannot respond without this information. They will dispatch your call.

Routine work orders should be called in during the regular business hours of 8:30 a.m. and 4:00 p.m.

DO NOT use the answering service for health emergencies or situations requiring the services of Police, Rescue or Fire Department. Please call 911 directly and ask for POLICE, FIRE OR RESCUE.

APPLIANCES

Refrigerators should be cleaned periodically. DO NOT USE SHARP OBJECTS to remove ice as this will result in serious damage to the cooling unit.

Each apartment is equipped with an electric stove. Please keep the surface units and the oven clean and grease free. Buildup of grease on the surface will cause your smoke detector alarm to go off. Be sure the electric elements are wiped with a clean cloth to eliminate any residue, which will cause the burners to smoke.

Any additional portable appliances such as freezers, dishwashers, humidifiers, de-humidifiers must be requested and approved by Management, prior to operating. An excess utility charge of $8.00 per appliance, per month, will be assessed.

Electrical heaters, washers, and dryers are not allowed in the hi-rise buildings.
**BALCONIES**

City View and Harbor View have open balconies on each level which may be used by all residents as sitting areas. Residents of Goldsmith are encouraged to use the balconies in City View.

All chairs and/or tables must be brought back to the residents’ apartments. **Nothing is to be left on the balconies as these possess a safety hazard.** The common areas are **not** to be used for storage. Any items found will be removed by management.

Smoking is prohibited on the balconies.

**BINGO**

Please check bulletin boards and website calendar for schedules.

**BULLETIN BOARDS**

Notices directed to tenants are posted on the boards in the first-floor lobby. Additional information is posted on the boards on each floor or on the glass partitions in City View. Residents should check the boards for notices and activities. The boards are for information and residents can post matters of interest to the building. Management will monitor these boards for any improper postings. Residents are encouraged to bring any improper postings to the attention of Management.

**BUSINESS**

Signs or business cards may not be displayed in windows or on doors. No business activities should be conducted from your apartment without prior approval of the management.

**CABLE TELEVISION/INTERNET/TELEPHONE**

Please call Verizon or Cox for new service as they are the two providers in our buildings.

**CAMERA’S/SURVEILANCE**

For the security of our residents, cameras are located at all entry ways, parking lots, 1st floor lobbies, community rooms, and elevators. Residents are encouraged to report the date, time, and location of any suspicious behavior in and around their building to the Main Office. As always, any resident that feels threatened either in their unit or on housing authority grounds should call 911 immediately.

**CARPETING**

Wall to wall carpeting may be installed. Tackless installation must be used. Carpeting cannot be glued or cemented to the floor. Doors must not be cut. If unsure about placement, please contact the office and a member of the maintenance staff will discuss with you.
**CHURCH**

Religious services are held in the community room at City View Manor. Consult the bulletin boards for the time and day.

**COMMON OR PUBLIC AREAS**

We ask for your cooperation in keeping these areas neat, litter free and attractive. Here are few suggestions:

a. Vacuuming or sweeping the area in front of your door regularly will help to keep the halls clean.

b. Please do not sweep dirt from you unit, out into the hall, where it can be tracked further.

c. Please be sure when removing the trash from your unit and taking to the dumpster or trash chute, that it is wrapped properly to avoid staining of the hallway carpeting.

d. Please do not attempt to place large bags or items in the trash chutes on your floor. These chutes are designed for disposal of “small” bags of trash. Large items could become stuck in the chute causing it to malfunction.

Residents must be properly attired in the common areas (hallways, lobbies, community rooms, grounds etc.) of the building. The appropriate dress for these areas is street clothes.

Do not leave children unattended in any common area.

Smoking is **not allowed anywhere in the building, this includes your unit, common areas, and balconies.** Alcoholic beverages are **not allowed** in the common areas and balconies. **Effective 9/1/2013, the buildings became SMOKE FREE.** In the summer of 2018, the Department of Housing and Urban Development (HUD) also issued a notice instructing housing authorities to adopt a policy. Please refer to our smoke free policy for complete details. When smoking outdoors, please stay 25’ away from the building and dispose of your cigarette butts in the designated containers.

Per the East Providence Fire Department, hallways must be clear of furniture or floor mats for safety purposes. The East Providence Fire Department conducts routine trainings and monitors the halls. Please refrain from “decorating” the halls and lobby areas.

**COMMUNITY ROOMS** – City View Manor/ Harbor View Manor

This room is for the residents use and enjoyment. We encourage the use of these rooms for daily congregation. These rooms may also be reserved, up to 60 days in advance, for special uses by the residents. Please check with the office for availability. Adjacent kitchen and lavatories are also for tenant and community use. Alcoholic beverages are **not allowed** to be served at any function using these rooms. Residents using these rooms for special occasions or any small weekly gatherings, and bingos are responsible for cleaning up after the occasion. This includes wiping down the tables, sweeping up the floor, and proper trash disposal. Failure to do so may result in a fee charged to the resident.

Special events and informational presentations are organized by the EPHA and held throughout the year. These include visits from the foot doctor, health insurance providers, police and fire
safety awareness, flu shot clinics to name a few. Please watch the bulletin boards for dates and times.

**COMPLAINTS**

We encourage residents to bring their complaints to the office. The only way management can be aware of the problems is if they are brought to our attention. Do not assume that because “everybody knows it” that management does. If possible, register your complaints in writing. In some cases, documentation is necessary for us to solve the problem. Cooperation is essential, and we will do whatever is possible to rectify the problems within our control.

**CONTACT PAPER – DECALS**

Do not use adhesive backed paper on shelves, walls or on cabinets.

**DOORS – SECURITY**

The main entrance doors to the buildings are always locked and are accessible to those who have a Key-Tag. The main entrance doors are connected to an intercom buzzer system. All apartments have a security intercom buzzer system. Visitors should press your apartment button on the intercom panel located in the foyer immediately inside the front doors. The resident should press the **TALK** button on the intercom panel and question the identity of the visitor, and then press the **LISTEN** button for the reply. **Once you know who your caller is** and if you wish to admit the caller press the **DOOR** button and hold for a few seconds to open the main door. You may also access the lobby camera through your television. Please check with the office for the proper viewing channel as it is dependent on the cable service you have to your unit.

Warren Avenue Apt.: Your building has a front and rear door which utilizes a traditional type key. The outside doors must remain locked at all times. There is a buzzer system to call your apartment. The resident should press the **TALK** button on the intercom panel and question the identity of the visitor, and then press the **LISTEN** button for the reply. **Once you know who your caller is** and if you wish to admit the caller, press the **DOOR** button and hold for a few seconds to open the main door.

**DO NOT PRESS THE DOOR BUTTON UNLESS YOU KNOW THE IDENTITY OF YOUR VISITOR OR GUEST.**

**DO NOT ALLOW STRANGERS TO ENTER THE BUILDING. THIS IS FOR YOUR SAFETY AND THE SAFETY OF ALL THE RESIDENTS.**

**DO NOT GIVE YOUR ASSIGNED KEY FOB TO ANYONE OUTSIDE OF YOUR HOUSEHOLD. THESE FOBS ARE ASSIGNED AND TRACKED BY A DATABASE. ALLOWING OTHERS WHO DO NOT RESIDE IN YOUR UNIT TO USE YOUR KEY FOB TO GAIN ENTRY IS A VIOLATION OF YOUR LEASE.**
Your apartment door has a security viewer – remember to use it before you open your apartment door. As an additional safeguard, be sure to keep your apartment door closed and locked even while you are at home.

**When entering or exiting the buildings do not hold the door open or open the door for anyone.**

**EMERGENCY PULL CORD SWITCH**

In the bedroom and bathroom of your apartment there is a switch with a long cord hanging from it. This equipment is to be used to call for **HELP**. Simply pull the cord, a loud bell will ring in the hallway alerting other residents that you have an emergency situation. The switch will allow help to enter your apartment. As a good neighbor, if you hear an alarm ringing, dial **911**, and report that a neighbor needs help.

When moving in you will be asked to complete an emergency form (VITAL HEALTH SHEET). One copy of this form must be taped inside the kitchen cabinet door immediately next to your refrigerator.

In the event of an emergency, essential medical information will be available. Please contact the office if there is any change in the requested information. Emergency information is updated annually at your re-certification.

**EMERGENCY REPAIRS**

See Service Requests (Work Orders)

**FIRE SAFETY AND EMERGENCY REGULATIONS**

All apartments are equipped with smoke detectors. Please do not remove or disengage them. You are required to test them periodically. Please report any malfunction to the office immediately. Please be careful when cooking not to create an excess of smoke or the detector will be activated. If you are aware of the cause (burnt toast, frying, etc.) open your windows and keep your apartment door **closed**.

If you do not know the reason, **LEAVE YOUR APARTMENT IMMEDIATELY AND CLOSE THE DOOR BEHIND YOU. GO TO A NEIGHBOR’S APARTMENT AND CALL 911 TO REPORT THE PROBLEM.**

Apartment smoke detectors are not wired to the Fire Department. If the **corridor fire alarms** are activated, the horns will sound throughout the building. Please be warned that these horns are very loud! **STAY IN YOUR APARTMENT WITH THE DOOR CLOSED.** The Fire Department will respond to the situation and announce, using the paging system, when the emergency is over.

In the event of an evacuation, the Fire and Police Departments will advise you what to do. **DO NOT ATTEMPT TO USE THE ELEVATORS AT THIS TIME.** Elevators are automatically returned
to the main floor and held there. It is advisable to keep a supply of essential medication near your door which can be grabbed in the event of an emergency.

**GRIEVANCE PROCEDURE**

The purpose of the Grievance Procedure is to ensure that the Public Housing Authority (PHA) residents are afforded the opportunity for a hearing, within a reasonable time. If the resident disputes any PHA action, or failure to act, involving the resident's lease or regulation which adversely affects the individual resident’s rights, duties, welfare or status the resident may file a grievance. A copy of the Grievance Procedure is attached to your lease.

**GUESTS**

As stated in your lease, your guest/visitor accommodation must not exceed 14 days per year without prior written approval of the management.

**HEAT**

Apartments are equipped with individual thermostats.

**INCOME**

Your rent is based on your income. We are required by the Department of Housing & Urban Development (HUD) to re-examine and verify your income once a year. You will be required to provide proof of all your income at that time. It is important to remember that you are responsible for the accuracy of the information you report.

*Any changes in income, whether it is an increase or a decrease, of $40.00 or more per month must be reported to the office within 10 days. Any changes of place of employment or family composition must also be reported within 10 days.*

Any concealment or misrepresentation can make you liable for a criminal offense under Federal and State law. If it is found that a resident has misrepresented the facts on which the rent is based, so that the rent is less than it should have been, then the increase in rent will be retroactive.

**INSPECTIONS**

An annual inspection of your unit will be conducted by the Housing Authority Staff or by a designated representative. You will receive prior notification of at least 48 hours. The purpose of the inspection is to detect areas in which preventative maintenance could eliminate future problems. Proper care of equipment and appliances is expected, as well as, keeping the unit in a clean, safe and sanitary condition.

Your unit may also be subject to an inspection conducted through the Department of Housing & Urban Development (HUD). These units will be selected at random by the contractor conducting the inspection. The Housing Authority will notify you if your unit has been selected.
INSURANCE

The Housing Authority is not responsible for damages or loss of personal properties within or outside your apartment. You should discuss the advantages of Tenants’/Homeowners’ Insurance with your insurance agent.

LAUNDRY ROOM

Laundry rooms at City View Manor, Goldsmith Manor, and Harbor View Manor are located on the first floor of each building. Washers and dryers are available for resident’s use only. Please follow the instructions posted in the laundry areas for proper use of the machines and for hours of operation. Any issue that arises with the operation of the machines themselves must be phoned into the laundry company. Their number is on the machine and posted in the laundry room. All machines are equipped with a “card” system. A card filling station is located in the community room. Should it not dispense properly, please call the number listed on the filling station for assistance.

Warren Avenue Apt. laundry room is located in the basement of 184 Warren Avenue and can be accessed through the rear door of the building. Coin operated washers and dryers are available.

LEASE

The dwelling lease is a mutual agreement between the resident and the Housing Authority. Please read it carefully and question any portions that you do not understand.

LIBRARY

A small library is located in one of the rooms off the community room. You may borrow or donate books at any time. Please stack them neatly on the shelves. Please do not leave boxes or bags of books.

Your library may also contain a computer. If so, please feel free to take full advantage of it. When using, please be considerate of others and limit your usage to 15 minutes at a time. Please make every effort to maintain the libraries in a neat condition.

LIVE IN CARE

With the consent of the Housing Authority, residents who qualify may have a live-in caregiver. Live-in caregiver means a person who resides with an elderly, disabled, or handicapped person, and who is determined to be essential to the care and well being of the person. This caregiver is not obligated for the support of the person; and would not be living in the unit, except to provide the necessary supportive services.

LOBBY

Chairs in the lobby/vestibule are for residents waiting for transportation. Social gatherings in the lobby are not permitted.
LOCKS AND KEYS

You will be given a set of keys when you rent the unit. The Housing Authority will provide you with two apartment keys and two mailbox keys. Additional keys may be purchased at the office for a nominal charge. You will also receive one or two Key Tag's (based on household size) for the exterior doors and be allowed one additional for emergencies, which will be assigned to a specific named person. Any request for more than the allotted must be put in writing and addressed to the Executive Director. These will be issued on a very limited, case by case basis and will be charged a fee.

If you request that your apartment door locks be re-keyed, there will a charge billed to you for this service. No bolts, chain locks, or any additional security devices may be installed on any door that will prevent access by a member of our staff.

If you are locked out of your apartment during business hours, please stop by the office and a member of the maintenance staff will accompany you to your units. If it is necessary for a maintenance person to be called back after business hours or on weekends to let you in your unit, you will be charged a fee.

MAIL

Mailboxes are located in the lobby. Packages and large items are left in the office. A notice will be placed in your mailbox. UPS delivery service to your apartment will be made providing you are home to admit the delivery person.

Warren Avenue Apt. mailboxes are located in the 1st floor hall of your building.

Please notify the Post Office if you are going to be away or have someone pick up your mail. The three closest Post Offices are located on Grove Avenue in East Providence, Broadway in Rumford, and Taunton Avenue in Seekonk, MA. Please do not leave junk mail in the lobby.

Mail that does not contain your apartment number or correct zip code may be returned by the post office.

NEWSPAPERS

Door to door delivery is available. Arrangements for delivery or canceling delivery, can be made by calling the providers Customer Service Departments.

See TRASH DISPOSAL for disposal of newspapers.

OFFICE

The Management Office is open from 8:30 a.m. to 4:00 p.m. weekdays. Please call the office if you have a problem that you wish to discuss with the Executive Director, Social Worker, your Housing Specialist, or the Facilities Manager. Please call ahead so a time can be set aside especially for you. The office telephone number is 434-7645.
**PARKING**

Limited parking spaces are available for residents only. When you move in your name will be placed on the waiting list for a parking space. Parking spaces are only issued to residents with a valid driver's license, and “operable” vehicle registered in their name. If you require a handicapped space, please provide the office with a current handicapped registration. **Please do not park in a space that has not been assigned to you.**

**Please advise your guests not to park in any tenant assigned spaces in our lots.** Guests may park on the street. Illegally parked vehicles may be towed away at the owner’s expense. If you give up your vehicle, please notify the office so that your space may be assigned to another resident. If you will not be utilizing your parking space for an extended period, please contact the office. Spaces are limited and cannot be “held”. Please do not give your spot to another resident when giving up your vehicle. All parking spaces are issued by the office. Campers, trailers, and boats are not allowed. Repairs to your vehicles cannot be made in your parking spot, or on the property.

**PEST ELIMINATION SERVICES**

Please call the office if you should see any vermin or bugs in your apartment. Under “normal circumstances” there is no charge to the resident for exterminating services. Please be sure to refer to your Bed Bug Policy for measures you should be taking to prevent a bed bug infestation.

**PETS**

Federal legislation requires that pets be allowed in Public Housing. A Pet Policy will be attached to your lease, which spells out your responsibilities. A registration fee will be required.

**PLUMBING FIXTURES – COUNTER TOPS**

**Please do not dispose of grease, garbage, tea bags or coffee grounds in the sink drains or toilet.** Dispose of these products with your trash. Clogged fixtures, leaks, etc. should be reported immediately to the office. Please do not attempt to repair the plumbing yourself.

**If plumbing stoppages or overflows occur, which are the result of carelessness, the full cost of the repair and clean up may be charged to the resident.** It is extremely important that water overflows in the sinks and bathtubs be avoided as considerable damage can occur in the apartments below your floor.

Please clean the sink, tub or counter top with **non-abrasive** cleaners. Be careful when using heated appliances, such as, a toaster oven, that it does not scorch the counter top. Cutting boards and trivets for hot pans should be used to prevent marring of surfaces.
**POWER OUTAGES**

If normal electric service fails for any reason, an emergency generator will take over and provide limited energy for one elevator, certain stair and hallway lights, and electric outlets. Enough power is generated to maintain emergency lighting. **Do not** use the hallway outlets for household appliances. The community room kitchen should provide limited cooking facilities. If the outage should be lengthy, you will be advised by the management, as to what actions you need to take.

TIP: Avoid opening your refrigerator during power outages to keep food cold.

**PUBLIC ADDRESS SYSTEM**

There are speakers located on each floor. Occasionally they are used for announcements. Messages are repeated two or three times to give you a chance to open your apartment door to hear the announcements.

The EPHA utilizes a “resident notification system” to alert residents of meetings, gatherings, emergency’s etc. Please be sure that your Housing Specialist has the most recent contact number for you.

**RENT**

Rent is due and payable on the **first** of each month. **Prompt payment of rent is of prime importance.** Rent will only be accepted by check, money order or bank check. No cash payments can be accepted for security reasons.

All checks or money orders should be made payable to **East Providence Housing Authority** and include your name, building and apartment number.

Rent drop boxes are conveniently located near the offices in City View and Harbor View for residents to drop their rent payments into.

Rents paid after the 5th of the month will be assessed a late fee of $15.00. Rental payments that are in arrears for more than fifteen days can result in eviction proceedings being instituted.

**REPAIRS**

Management may assess additional charges for repairs beyond normal wear and tear. Charges for such damages are due and payable 14 days from the date billed in the following month that the charge was made.

**SECURITY DEPOSITS**

Tenant shall pay the higher of $250.00 or tenant’s monthly rent as a security deposit. Upon moving out, the security deposit will be refunded minus any deduction for damage other than normal wear and tear. A move out inspection will be conducted when the apartment is empty.
We would prefer the resident to be present so that there will not be any questions regarding charges for cleaning, repairs, replacements, unreturned keys, or key tags. An itemized list will be provided when the deposit is returned if there are any charges applied against the security deposit.

**SERVICE REQUESTS (WORK ORDERS)**

Please call the office for all work orders. Most routine work orders are completed within 72 hours. Emergencies are attended to as soon as possible. It is important to note that the maintenance staff will not enter your apartment to provide repairs without a work order (except in an emergency). Do not approach the maintenance staff directly. Your request for service must be scheduled through the office.

When calling the office, 434-7645, for service please give your name, building, apartment number, and the nature of the problem. **Unless otherwise noted, resident requested repairs presume permission for the EPHA to enter the unit.**

Please note: Failure to report a required repair that would lead to further damage in the unit, may require you to be responsible for the cost of the repair.

When the office is closed the Answering Service is available for emergency calls. You may reach them by pressing 1 when prompted. After hour maintenance calls should be for **emergencies only**. Emergency situations are those that will affect the resident’s health and safety, or a situation causing property damage to the apartment or building. Dripping faucets, running toilets (unless they are overflowing), or a burnt-out light bulb are not emergencies. Please wait to report the problem during scheduled working hours. The maintenance staff is on duty from 8:00 a.m. to 4:30 p.m. weekdays.

**SHADES**

All units are furnished with window shades. Replacements are available at a reasonable cost. For conformity of appearance from the outside of the building, we require that our standard white shade be used.

**SMOKING**

Smoking is **not allowed anywhere in the building, this includes your unit, common areas, and balconies. Effective 9/1/2013, the buildings became SMOKE FREE.** When smoking outdoors, you must stay 25’ away from the building and dispose of your cigarette butts in the proper containers.

**PLEASE REFER TO YOUR POLICY FOR COMPLETE DETAILS.**

**SOLICITING**

For your protection and security, door to door soliciting is not permitted.
STAIRWAYS

The stairway locations are indicated by the directional signs in the lobby areas. Stairways, not the elevators should be used in a fire emergency. **Do not store or chain items in the stairways.**

STORAGE

All personal property must be stored within each resident’s unit. Storage of furniture is **not** permitted in the hallways, stairways, and/or basements.

TRASH DISPOSAL

Rubbish must be placed in small bags and placed down the trash chutes located on each floor. By emptying your trash daily in small bags, it will save you a trip to the dumpsters located outside the building. The small bags will not jam up the trash chutes, causing them to malfunction. Please wrap your trash securely so that it does not drip on the hallway floors. **Do not leave trash on the floor** next to the trash chutes.

Warren Avenue Apt.: Rubbish must be properly bagged and disposed of in the dumpster located in the parking lot. Recycling containers are located behind the 184 Warren Ave. building. **Please be sure when emptying your recyclable material that you do not include plastic bags.** The trash disposal company will not pick up the unit if they find that plastic bags are present.

DUMPSTERS ARE LOCATED AT THE EXTERIOR OF YOUR BUILDING.

The large one is for trash, including plastic bags. The smaller one is for recyclable materials. **Please be sure when emptying your recyclable material that you do not include plastic bags.** The trash disposal company will not pick up the unit if they find that plastic bags are present.

VENTILATION

Wall vents are located in the bathrooms and kitchens. They are operated by timers and should not be covered. Vent grills should be wiped clean of dust.

VISITORS AND GUESTS

You are responsible for your visitors/guests and their actions while on Housing Authority property. Children are not permitted to play in the hallways, stairs or elevators. Please respect your neighbors’ rights and make sure that your visitors/guests are not disturbing them. While overnight visits by friends or relatives are allowed, the office should be notified. For an extended visit of no more than 14 days in a 12-month period, prior written permission must be obtained from the management office.
WALLS

Mirrors and pictures may be hung by picture hooks or hangers. Do not use adhesive/stick-on hooks or pads, bolts, screws or large nails in or on the walls. When the apartment is vacated, the resident is responsible for restoring the walls to their original condition. If the damage is excessive, a charge will be placed against the security deposit.

No pasted wall of counter top coverings, including contact paper, or decals, etc. may be used on any walls, cabinets, refrigerators, or other Housing Authority property.

WEBSITE/WI-FI

The EPHA has a website that contains great information. We encourage you to visit it at www.ephousing.org if you have computer access. You are always welcome to visit the library to gain access if you do not own one.

WI-FI is available in our community rooms. Please look for: EProvHA-Guest and connect using the password “ephaepha”.

WINDOWS

Goldsmith Manor and Harbor View Manor have tilt out windows for cleaning. The top portion is stationary. Be sure that the windows are securely snapped back into place after cleaning. Window screens are to remain in place at all times.

We reserve the right to amend this handbook and its content from time to time, to provide for the safety, care and maintenance of our residents. You will be notified in writing of any changes.