

CENTRAL TEXAS HOUSING CONSORTIUM (CTHC) TEMPLE PROPERTIES



RESIDENT HANDBOOK AND COMMUNITY POLICIES

CTHC Temple Office

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**This Handbook will be updated periodically and is available at the website listed above.
We recommend you review it occasionally to make sure you remain in compliance
with any community policy changes.**

Emergencies:

For Maintenance emergencies.

During regular business hours, call the office at 773-2009, ext. 201.
After hours, weekends or holidays, call emergency maintenance at 770-8280.

Note: *Maintenance emergencies are defined as those situations where a work order is needed to correct a condition that poses an immediate threat to life, health, safety or property, or related to fire safety. The Emergency Maintenance memo is posted on our website under the Residents tab for more guidance.*

For all other emergencies, call 911.

Revised: April 30, 2020

TABLE OF CONTENTS

Introduction

Welcome	3
Fair Housing Statement	3
Good Neighbor Policy	3
Community Standards of Occupancy.....	3

Community Policies

Alcoholic Beverage Consumption	3
Barbecue Grill Use	3
Businesses	3
Carpets	3
Common Areas	3
Complaints	4
Fires Due to Negligence.....	4
Holiday Decorations	4
Housekeeping Workshops	4
Inspections	4
Cleaning Instructions.....	4
Notice Regarding Appliance Inventories, Filters and Smoke Detectors.....	5
Parking Policy.....	5
Patios, Breezeways, Porches, Sidewalks, Balconies and Yards.....	6
Pet Policy/Pet Rules.....	6
Playgrounds	7
Prohibited Conduct.....	7
Quiet Time and Curfew	8
Satellite Dish	8
Smoking (Public Housing).....	8
Smoking (All Other Consortium Properties).....	8
Solicitors.....	9
Transfers	9
Utilities.....	9
Visitors.....	10
Window Appearance	10

General Information

Air Conditioning/Heating System	10
Bed bugs	10
Blinds.....	11
Carpet Care.....	11
Countertops.....	11
Disturbances	11
Door Codes (High Rises Only).....	11
Energy Conservation Guide.....	11
Exterior Lighting	12
Faucet Care.....	12
Floor Tile Care.....	12
Garbage	12
Gardening (Plants/Flowers)	12
Hanging Pictures	12
Laundry Facilities	12
Light Bulbs.....	13
Meals Program.....	13
Pest Control.....	13
Plumbing Issues.....	13
Reporting Natural Gas Leaks.....	13
Resident Emergency Guide	13
Resident Services	13
Schools.....	14

Security	14
Smoke Detectors.....	14
Suspicious Activity	14
Temple Public Transit Service - The HOP.....	14
Work Orders.....	14
Acknowledgement of Community Policies	16

WELCOME

We are pleased that you have chosen to make your home with us. This Resident Handbook is designed to familiarize you with your community's policies. Please keep it handy and discuss these policies with all members of your household. The information provided in this handbook is also part of your legal obligations under your lease.

It is our desire to provide the highest quality living environment possible for our residents. You can help maintain your quality of life in the unit by reporting maintenance and other issues promptly. Together we can make your new home a great place to live!

FAIR HOUSING STATEMENT

Management is committed to compliance with all federal, state and local Fair Housing Laws. In the spirit of these laws, your community policies are designed to provide for consistent and fair treatment of all residents.

GOOD NEIGHBOR POLICY

All policies apply to residents, occupants and their guests. Please remember your neighbor's right to live peaceably and quietly and help us maintain an environment favorable to all residents.

COMMUNITY STANDARDS OF OCCUPANCY

All new residents in your apartment community meet the same non-discriminatory qualification standards based on income, employment, credit, criminal and rental history.

COMMUNITY POLICIES

Alcoholic Beverage Consumption. Drinking of alcoholic beverages in areas outside of your individual unit **IS NOT** permitted. This includes balconies, stairwells, parking lots, playground areas, lawn, and patio areas.

Barbecue Grill Use. Fire laws and insurance requirements prohibit the use of BBQ grills in breezeways, on balconies, patios or within 10 feet of a building. Use of grills under an awning, canopy or other similar cover is also prohibited. The City of Temple can fine violators of this rule between \$250 and \$2,000. Never leave the grill unattended even for a moment or place hot or warm coals in the dumpsters. The grill may be stored on the patio, balcony or breezeway (out of the way of foot traffic). Lighter fluid and charcoal must be stored inside the unit when not in use.

Businesses. Conducting any kind of business (including child care services, loaning money, or hair cutting) in your apartment is prohibited - except that any lawful business conducted "at home" by computer, mail, or telephone is permissible if customers, clients, patients, or other business associates do not come to your apartment for business purposes.

Carpets. If you install a carpet or rug, you may not glue, tack or use carpet tape to install it. It will be your responsibility to remove the carpet or rug and clean and wax the floors when you move out. Any damages caused to the floor by the resident installed carpet/rug will be the resident's responsibility when repaired.

Common Areas. Meetings of a religious or political nature may not be held in common areas. Common areas may not be reserved for activities unless the activity is open to all residents in the complex. A group of residents may join together to have an event in these areas but attendance cannot be restricted. Lobby areas should only be used as a short term waiting area for transportation pick up/drop off. Residents are to use the dining room/library area for social gatherings instead of the lobby area. Tables and chairs may not be moved from the common areas.

The **Frances Graham Hall / Golden Haven / Kyle** dining rooms/patio areas are common areas open to all residents. A group of residents may join together to have an event in these areas. **Resources may be shared, but soliciting for food or money is strictly prohibited.** Any amenities (such as appliances or grills) are available for use on a first come/first served basis. Residents are responsible for cleaning any items used. Any pre-approved event open to all residents takes priority over individual events. All events must be pre-approved by the Resident Services Department.

Complaints. Occasionally, residents have complaints. All complaints must be made in writing, and can be handwritten, typed, or emailed. Written complaints can be either delivered in person to the office or placed in the drop box. All complaints are considered confidential, and there should be no fear of retaliation by the complainant.

Fires Due to Negligence. If a fire occurs due to the negligence of you, a member of your household, or your guest, you will be charged the lesser of the deductible applicable to our insurance policy or the actual cost to repair the damage. We are not required to offer replacement housing if a fire occurs due to your negligence. If a fire occurs in your unit you will receive a lease violation and you will be required to attend the next scheduled fire safety presentation provided by the Consortium. Other actions, according to your lease terms, may occur such as immediate termination of the lease.

Holiday Decorations. You may decorate for any holiday but not more than 30 days prior to the holiday. All decorations must be removed not later than two weeks after the holiday. For safety purposes, please do not leave decorative lights burning when you are not home. Also, water live trees frequently to keep them from drying out and becoming a fire hazard.

Housekeeping Workshops. Public Housing and Section 8 residents are **required** to attend a housekeeping workshop. Housekeeping workshops are offered quarterly, and all residents are welcome. Failing to attend and complete the workshop is considered a lease violation. This requirement applies to move-ins and residents who have had pest control and housekeeping issues in their units. Information is provided to each resident during the lease up orientation. For details on the workshops, call Resident Services at 773-2009, ext. 221.

Inspections. Apartments will be inspected annually. Interim inspections will be conducted as needed after notice to resident is provided with the inspection date and approximate time. Units not meeting housing standards will be placed on weekly/monthly inspections as needed. Residents will be required to attend a Housekeeping Workshop if **any** inspection is failed. Any deficiencies found in the unit during the inspections will be repaired, and the resident may be responsible for the cost of those items. Please refer to your current Schedule of Charges for amounts. Residents that fail to maintain the unit at any time may be subject to termination of the lease.

Cleaning Instructions. To receive a satisfactory inspection rating and avoid cleaning charges, the apartment must be clean and free of trash and pest infestation. We recommend that you accompany management during the inspection. The following cleaning instructions should be followed prior to annual and move-out inspections:

- **All Rooms**

1. Clean light switches, window tracks, door tracks, windows, front door, mini-blinds, light fixtures and ceiling fans.
2. Sweep patio and remove debris, trash, cobwebs, etc. from entire area. Clean patio light fixture.
3. All carpeted areas must be cleaned by a commercial carpet cleaning service provider upon move-out. An invoice or receipt must be provided to avoid assessment of carpet cleaning charges.
4. Remove trash from the apartment.
5. Replace all burned out or missing light bulbs with the same type of fluorescent bulb.
6. Replace dead or missing smoke detector batteries.
7. Remove all clutter from the apartment by properly putting away, storing, or discarding unwanted items.

- **Bathroom(s)**

1. **Bath/Shower:** Thoroughly clean tile, porcelain or fiberglass surfaces. Do not use Ajax or similar abrasive on fiberglass. Polish faucet sets and chrome.
2. **Commode:** Remove disinfectant devices from the tank. Clean and disinfect all surfaces.
3. **Sink:** Clean and scour sink. Polish faucet set.
4. **Mirror:** Clean with glass cleaner.
5. **Cabinets, Drawers, Medicine Cabinet:** Remove all lining material, wash and disinfect all shelves and interior surfaces. Clean countertop and cabinet fronts.
6. **Floor:** Sweep, clean and disinfect.

- **Kitchen**

1. **Refrigerator:** Clean and disinfect all surfaces.
2. **Range:** Clean all surfaces to remove grease and burned-on particles. Thoroughly clean knobs and polish chrome surfaces. Clean underneath burners.
3. **Ventahood:** Clean all surfaces to remove grease and burned-on particles. Remove, clean and reinstall filter.
4. **Sink:** Scrub and clean sink with appropriate cleanser and polish faucet set.

5. **Cabinets and Drawers:** Remove all lining material, wash and disinfect all shelves and interior surfaces. Clean countertops and cabinet fronts.
6. Thoroughly clean light fixture covers, electrical outlet covers and switch plate covers.
7. Clean areas between appliances, walls and cabinets.
8. **Floor:** Sweep and mop.

Notice Regarding Appliance Inventories, Filters and Smoke Detectors.

The maintenance department completes replacement of the filters for air conditioning units and checks smoke detector(s) quarterly. They also do an annual inventory of all appliances. Notices for the dates on which these tasks will be conducted will be provided to all residents annually.

Parking Policy.

- **Loitering** is not allowed in parking lots.
- **Parking spaces** are not assigned or reserved.
- **Recreational activities** are not allowed in parking lots.
- **Restrictions.** Boats, jet skis, tractor-trailers, campers, trailers and other such items cannot be brought onto the premises without obtaining prior written consent from management.
- **Speed limit** in parking lots is 10 mph.
- **Vehicle alarm systems** must be set so they are not frequently activated.
- **Vehicle maintenance or cleaning** is not allowed. Residents may change a flat tire while the vehicle is parked at our apartment community. Vehicle ashtrays should not be dumped onto the parking lot.
- **Vehicle towing policy.** Towing signs are posted, therefore, all drivers entering CTHC grounds are notified that unauthorized, inoperable or illegally parked vehicles can be towed without further verbal or written notice to the vehicle operator or owner. Towing can be delayed or postponed, but our right to have a vehicle towed anytime in the future is not waived.

Definitions:

“Towing Company” means an officially licensed company which employs persons who operate a tow truck. It includes the owner, operator, employee, or agent of a towing company.

“Unauthorized vehicle” means any vehicle parked, stored, or situated in or on a parking facility without the consent of the parking facility owner.

“Vehicle” means any kind of device that may be driven or towed on a public road, except bicycles. “Vehicle” includes operable or inoperable autos, trucks, motorcycles, recreational vehicles, and trailers.

“Vehicle Storage Facility” means a facility which is adequately secured and insured.

1. Prohibited Parking; Fire Lanes; Emergency Vehicles.

Vehicles will be towed IMMEDIATELY AND WITHOUT WRITTEN OR ORAL NOTICE if the owner/operator of a vehicle leaves it unattended on Consortium property and the vehicle is parked so one of the following conditions exists:

- Obstructs traffic, entry, or exit of the parking lot.
- Blocks another vehicle from exiting a parking space.
- Is parked in or obstructs a marked fire lane.
- Is parked in a marked disabled parking space and does not have the required handicap tags.

In other cases such as those listed below, management is not required to notify the owner/operator when a vehicle is scheduled to be towed. However, as a matter of courtesy, vehicles in these categories may have a notice affixed to the windshield at least 24 hours prior to being towed.

- Is inoperable, leaking fluids, disabled, damaged or has expired license or inspection tags.
- Is parked in an unloading zone.
- Is parked in a trash pickup zone (unless the vehicle is parked in this area on the day trash is scheduled to be removed from the property.)
- Violates parking rules designated in the lease.
- Is parked in the area between the property line and the street curb.
- Is parked in an area not designated for parking.

2. Towing and Storage Costs.

The vehicle’s owner/operator will have to pay towing and storage charges to the towing company before getting the vehicle back. The property owner will not be liable for any damages arising from the removal of the vehicles from unauthorized areas.

3. Prohibited and Restricted Parking Signs.

Posted signs serve as notice to vehicle operators that unauthorized vehicle parking on complex grounds is prohibited.

Patios, Breezeways, Porches, Sidewalks, Balconies and Yards. The following topics apply to these areas:

- Areas must be kept neat and clean.
- Bagged trash, trash cans, mops or brooms are not to be left outside the apartment, even temporarily.
- Shades are not allowed to be hung (aluminum foil, bamboo shades, film or other similar purpose materials).
- Management reserves the right to monitor décor and appearance. Residents may be required to remove items that, in the sole judgment of management, detract from the appearance of the complex.
- Only patio style furniture, barbecue grills, bicycles and plants should be visible when stored on balconies, patios or porches. Items may not be stored in the yard.

Pet Policy/Pet Rules.

A Pet Agreement must be executed between management and the resident before any pet can enter the property. Only **ONE** pet is allowed in the dwelling unit in accordance with a signed Pet Agreement. A signed Pet Agreement **MUST** be executed before moving a pet into your unit. Pets are not allowed in other dwelling units or allowed to remain in common areas except for entering/exiting the building. Pet owners must clean up after their pets and are responsible for disposing of pet waste. **Pet sitting or pets of other people (family, friends, other residents) visiting, is not allowed at any time.** Refer to your Pet Agreement or contact management for more information about the Pet Policy.

Pet Rules

1. The Consortium will allow only common household pets such as a domesticated dog, cat, bird, fish (in an aquarium not to exceed 25 gallons), or turtle. A common household pet does not include reptiles (except turtles) or any species of rodent.
2. An additional security deposit is required when the Pet Agreement is executed.
3. **SIZE LIMITS:** The pet may not exceed 15 inches in height (when fully grown) and 20 pounds in weight.
4. Residents may **not** substitute any other pet for the pet listed in the Pet Agreement. If you change pets for any reason, a new pet agreement **MUST** be signed.
5. **IN CASE OF EMERGENCY.** If the health or safety of a pet is threatened by the death or incapacity of the pet owner, or by other factors that render the pet owner unable to care for the pet, the Consortium will contact the individual(s) listed as the emergency contact. If the Consortium, has been unable to contact the responsible party, the Consortium may enter the pet owner's unit and remove the pet or contact the appropriate state or local authority and request the removal of the pet.
6. **PET RULES.** Residents are responsible for the pet's actions at all times. Residents and guests agree to abide by these rules:
 - The pet must not disturb the neighbors or other residents, regardless of whether the pet is inside or outside the dwelling.
 - Dogs, cats and service animals must be housebroken (not paper trained).
 - Pets must not be tied to any fixed object anywhere outside the dwelling unit. Dog houses or fences are not allowed on the complexes.
 - Residents must not let a pet into the laundry rooms, offices, community rooms, other recreational facilities, or other dwelling units.
 - Pets must be fed and watered inside the dwelling unit. Don't leave pet food or water outside the dwelling unit at any time.

- Residents must keep the pet on a leash and under supervision at all times when outside the dwelling unit. We or our representative may pick up unleashed pets and/or report them to the proper authorities.
- Residents must ensure that pet defecation inside the dwelling unit is done in a litter box with a kitty litter-type mix, which must be kept clean and free of odor. If the pet defecates anywhere on our property, residents are responsible for immediately removing the waste and repairing any damage. Residents must comply with all local ordinances regarding pet defecation. If any conflicts exist between Consortium Pet Rules and the local ordinances, local ordinances will prevail.
- Residents must inoculate and license the pet in accordance with state and local laws. Proof of inoculation must be provided to the Consortium annually.
- The Consortium has the right to require the removal of any pet from an apartment if the pet's conduct or condition is determined to be a nuisance or threat to the health or safety of other occupants of the complex.

7. **ADDITIONAL RULES.** We have the right to make reasonable changes to the pet rules from time to time if we distribute a written copy of any changes to every resident.

Playgrounds. The playground equipment is for everyone to enjoy. Guidelines applicable to residents, occupants and guests for its use follow:

- Playgrounds are closed from 10:00 p.m. to 8:30 a.m.
- Playgrounds are for use by residents, occupants and guests. Guests must be accompanied at all times by the resident that lives on property.
- Residents are responsible for occupant's and guest's behavior.
- Profanity is prohibited.
- Children should not be left unsupervised.
- Persons using the playground equipment do so at their own risk. Owner assumes no responsibility for accident or injury or lost, damaged or stolen property.
- Radios, stereos or other musical instruments may not be used.
- Activities which disturb other residents are not allowed on or near the playground.
- Food may not be consumed at any time within landscape borders surrounding the playground equipment. Glass containers are not allowed.
- Any person, who is, in the sole judgment of owner's representative, under the influence of alcoholic beverages, drugs or is ill, may be excluded at any time.
- No smoking in the playground area at any time.
- Residents will be responsible for paying clean-up expenses, repair costs or damages caused by the resident, resident's occupants or guests.
- Residents should ask others to cease any violation of these rules and immediately notify management of any rule violation.
- Parents or guardians of a child are responsible for the child's rule compliance.

Prohibited Conduct. You and your occupants or guests may not engage in the following activities:

- Behaving in a loud or obnoxious manner (includes but not limited to profanity) ;
- Disturbing or threatening the rights, comfort, health, safety, or convenience of others (including our employees, agents, or law enforcement officials) in or near the apartment community;
- Harassment, including bullying and sexual harassment, of other residents or employees of the Consortium;
- Manufacturing, delivering, possessing with intent to deliver, or otherwise possessing a controlled substance or drug paraphernalia;
- Engaging in or threatening violence; possessing a weapon prohibited by state law;
- Discharging a firearm in the apartment community;
- Displaying or possessing a gun, knife or other weapon in the common area in a way that threatens others;
- Storing anything in water heater closets;
- Tampering with utilities or telecommunications;
- Bringing hazardous materials into the apartment community;
- Using candles, incense, kerosene lamps or any item that has an open flame or has potential to create a fire from a heated source;
- Injuring our reputation by making bad faith allegations against us to others;
- Littering on the property;

- Driving/pulling motorized vehicles or trailers on grass;
- Allowing individuals not listed on the lease to use the apartment complex address for mailing purposes.

Quiet Time and Curfew. A 10:00 p.m. quiet time is to be observed by you, members of your household and guests. No loitering or gathering is allowed on porches, hallways, parking lots or outdoors in any other place on the complex after this time. In consideration of other residents, noise from radios, televisions, etc. must be kept to a minimum after 10:00 p.m. until 6:00 a.m.

Effective October 11, 1994, a curfew for minors similar to the City of Temple Curfew was implemented. The basic provision states children under 17 years of age must be inside their homes during the following times:

Sunday through Thursday	11:00 p.m. to 6:00 a.m.
Friday through Saturday	12:00 a.m. to 6:00 a.m.

Violations:

1. A minor commits a violation if he remains in any area on the premises except inside an apartment where the minor resides or is an authorized guest.
2. Parent or guardian of a minor commits a violation if he knowingly permits, or by insufficient control, allows the minor to remain outside the apartment on the premises during curfew hours.
3. A person who violates a provision of this curfew is guilty of a lease violation for each day a violation is committed, continued or permitted.

Acceptable policy exceptions are if the minor was:

1. Accompanied by the minor's parent or guardian;
2. In a motor vehicle involved in interstate or intrastate travel;
3. Going to or returning home from an employment activity;
4. Involved in an emergency;
5. Going to or returning home from an official school, religious or other recreational activity supervised by adults and sponsored by civic organizations or other similar entity that takes responsibility for the minor.

Enforcement. Before taking any enforcement action under this section, a police officer or owner's representative shall ask the apparent offender's age and reason for being on the grounds. An apparent offender shall be asked for identity, directed to leave the area where the offense is committed and be reported to management.

Penalties.

1. Depending on the circumstances relating to the offense, and taking into consideration whether or not the offense is repeated, the family of the offender may be evicted.
2. Minors in violation who are not occupants, commit an offense under the City Curfew Ordinance, and may be barred from the premises under the State Trespass Law.

Satellite Dish. Satellite dishes or antennas are **not** allowed anywhere on property.

Smoking (Public Housing). All Consortium apartments are smoke free. All household members and/or guests are not allowed to smoke inside the apartments, in interior common areas, or on balconies or patios. Residents are responsible for ensuring that all household members and guests comply with this rule.

Smoking is allowed outside the apartments as long as it is at least 25 feet from the building or up to the curb, whichever is shorter. Electronic cigarettes are allowed **ONLY** inside your unit. Cigarette butts must be properly extinguished and disposed of in a fire resistant receptacle and **NOT** thrown on the ground.

Definition of Smoking: "Smoking" means inhaling, exhaling, burning, or carrying any lighted cigarette, cigar, pipe, water pipe (hookah) or any **other** smoking device used for burning tobacco or any other plant.

Management does not guarantee the Resident's health or the smoke-free condition of the resident's unit and the common areas. However, management shall take reasonable steps to enforce the smoke free lease/handbook rules.

Management does not warrant, promise, or in any way render buildings and premises designated as smoke-free any safer, more habitable, or improved in terms of air quality standards than any other rental premises or to be free from secondhand smoke.

Any violation of the smoke-free policy by any resident, household member, or their guest will be considered a lease violation. Evidence of a lease violation includes, but is not limited to, resident complaints, witness observation, and odor and/or evidence of smoking paraphernalia observed during unit visits and inspections. Three (3) lease violations will result in eviction.

Smoking (All Other Consortium Properties). All Consortium apartments are smoke free. All household members and/or guests are not allowed to smoke inside the apartments or in interior common areas. Residents are responsible for ensuring that all household members and guests comply with this rule.

Smoking is allowed outside the apartments in the following areas: patios, balconies, breezeways (but not directly outside another household's entrance door or apartment window) and outside the 20-foot area already posted for common area entrances. Electronic cigarettes are allowed **ONLY** inside your unit. Cigarette butts must be properly extinguished and disposed of in a fire resistant receptacle and NOT thrown on the ground.

Definition of Smoking: "Smoking" means inhaling, exhaling, burning, or carrying any lighted cigarette, cigar, pipe, water pipe (hookah) or any other smoking device used for burning tobacco or any other plant.

Management does not guarantee the Resident's health or the smoke-free condition of the resident's unit and the common areas. However, management shall take reasonable steps to enforce the smoke free lease/handbook rules. Management does not warrant, promise, or in any way render buildings and premises designated as smoke-free any safer, more habitable, or improved in terms of air quality standards than any other rental premises or to be free from secondhand smoke.

Any violation of the smoke-free policy by any resident, household member, or their guest will be considered a lease violation. Evidence of a lease violation includes, but is not limited to, resident complaints, witness observation, and odor and/or evidence of smoking paraphernalia observed during unit visits and inspections. Three (3) lease violations will result in eviction.

Solicitors. Management does not allow solicitation on the complex. If you see any solicitors on the complex or a solicitor comes to your door, please advise management as soon as possible. Management will contact the company whose employees have violated the policy to ensure future solicitation will not occur.

For your personal safety and protection, do not allow a solicitor to enter your apartment for any reason. Not every stranger who enters the property is a criminal, but criminals do take advantage of residents in apartment communities by pretending to be legitimately involved in sales, repair or service businesses.

Transfers. Transfers from one apartment to another or from one building to another will not be approved unless such transfer is necessary to meet unit reasonable accommodation needs or family composition changes. If a transfer is approved, the resident's account will be charged a transfer fee (not applicable to subsidized housing) in accordance with our current Schedule of Charges. Requests to move between member housing authorities will not be considered transfers.

If a resident without disabilities is residing in a handicapped-accessible unit, and an applicant or current resident with disabilities needs the handicapped-accessible unit, the resident will be asked to move to another unit at the Consortium's expense.

Utilities. Utilities paid by the owner will be provided based on the complex in which you reside. You must not allow utilities to be disconnected – including disconnection for not paying your bills – until the Lease Contract term or renewal period ends. Residents **ARE NOT** allowed to use the "Pay as You Go" utility service because this service does not meet the requirement for maintaining utilities in accordance with your lease agreement. Utilities may be used only for normal household purposes and must not be wasted. Watering lawns or washing vehicles on the complex will not be permitted.

Some utility company phone numbers are listed below for your convenience. Others are available.

- Cable - Spectrum (1-855-243-8892 / Grande Communications (254-773-1163)
- Electricity – TXU Electric (1-800-242-9113) or www.powertochoose.org
- Gas - Atmos Energy (1-800-460-3030)
- Telephone – AT&T (1-800-288-2020)
- Water/Sewage/Trash Services – City of Temple (254-298-5616)

Visitors. For anyone who will be visiting more than 3 days, the resident must submit a request in writing for approval of the extended visit. Along with the written request, the guest must provide a valid picture ID and sign an authorization to release information form. Resident must receive a written response from management before a visitor is allowed to stay.

Window Appearance. Miniblinds that have been installed in the apartment should be the only window coverings visible to the outside. Aluminum foil, bamboo shades, decorative film or other materials may not be placed over the windows. Window coverings such as drapes or curtains may be installed on the inside of the unit.

GENERAL INFORMATION

Air Conditioning/Heating System.

- Maintenance staff will change your filter quarterly at no charge. Do not operate the system without a filter. This will damage the system and cause expensive repairs.
- The reusable filters in the Golden Haven Apartments need to be cleaned monthly.
- Arrange furniture and drapes so supply and return air registers are not blocked.
- Keeping doors, windows and blinds closed will help reduce cooling and heating costs.
- Avoid excessive use of kitchen exhaust fans.
- Do not allow individuals to use the outdoor unit for seating or a play stand. This can be dangerous and necessitate expensive repairs.
- Do not store or place items on the outdoor unit at any time.

Thermostat Operation. Air conditioning/heating units are installed with a thermostat, which includes a manual cooling/heat system switch and a manual/auto fan switch. Select the room temperature you desire by use of the thermostat temperature selector. Do not constantly adjust the thermostat. Set it and leave it. If the temperature selection procedure is new to you, ask management to familiarize you with thermostat operation.

For Cooling, position the system switch to “cool” and the fan switch to “auto”. If constant fan operation is desired, place the fan switch in the “on” position. If your unit is not providing sufficient cooling, determine if:

- Air filter is properly installed.
- Return air system is blocked.
- Supply registers are closed.
- Doors and windows are open.

If none of the above apply, submit a request for service.

When heating is desired, position the system switch to “heat” and place the fan switch in the “auto” position. If the unit is not providing adequate heating, follow the above problem solving instructions

Bed bugs. Bed bugs are wingless, flat, broadly oval-shaped insects, that feed on the blood of humans and warm-blooded animals. Bed bugs leave some people with itchy welts, similar to those left by fleas or mosquitoes, so bed bugs are hard to diagnose by bite alone. However, bed bugs do not transmit any diseases. These pests have become a huge nuisance in the last few years, and there are a few things to remember:

- Don't bring used furniture or other items from unknown sources into your dwelling. Many bed bug infestations are a direct result of bringing home second-hand or abandoned furniture.
- Inspect rental furniture, including mattresses and couches, for the presence of bed bugs before moving them into your dwelling.
- Address bed bug sightings immediately. If you suspect you ~~may~~ have bed bugs, report it to your Complex Manager and a work order will be done immediately to send Maintenance to investigate and confirm whether or not you have bed bugs. If bed bugs are confirmed, we will contact you to set up treatment.
- **Don't try to treat bed bug infestations yourself.** Most over-the-counter remedies do not work on these pests, and the Consortium will bring in a professional to eradicate the infestation. Make sure you comply with all instructions from your Complex Manager and Maintenance personnel to ensure the eradication process goes smoothly.
- Repeated infestations can result in termination of your lease.

Blinds. Children can accidentally strangle in window blind cords. Keep cords out of reach of children and off the floors. Do not place cribs near window blind cords. Devices are available at local stores to keep cords out of reach of children such as clamps, clothespins, or tie-downs. Blinds require a minimum of care. Clean blinds with a damp cloth and mild detergent. Residents are required to maintain blinds in good and working condition during tenancy. Damaged blinds will be replaced and costs will be the resident's responsibility.

Carpet Care. Preventative maintenance is the best care for carpet. By following the maintenance guidelines summarized below, you will be able to keep your carpet in excellent condition.

- **Cleaning.** Installed carpet exposed to routine use should be cleaned at least annually. Carpet that is subjected to extreme soiling or heavy use, particularly high traffic areas, requires greater cleaning frequency.
- **Controlling Soil.** Most abrasive soil accumulates within the first few feet of the door. Once inside, this soil takes its toll on carpet fibers and on the general appearance of the apartment, therefore, every effort should be made to keep soil accumulation outside. Place a washable wipe-off entry mat inside all exterior doors and clean them often. Mats located outside exterior doors that collect or absorb solids and moisture are recommended. The mats should be placed next to carpeted areas, but not on top of the carpet. Also, encourage children to eat and drink in the dining area only and remove spills promptly and entirely.
- **Spot Removal.** Most spots can be removed easily if the excess is lifted or blotted and the area is cleaned immediately with plain water or with a diluted detergent that does not leave residue. If ignored, these spots may bond with fiber dye and form permanent stains. Never use bleach to try to remove a stain or clean the carpet.
- **Vacuuuming.** Routine vacuuming is the single most important task a resident can do to extend the life and appearance of carpet.

Countertops. To protect the finish, do not place heated items directly on the counter. Always use a cutting board when chopping food.

Disturbances. If you have a noise or disturbance complaint concerning a neighbor, we recommend the following procedure:

1. First, speak to your neighbors yourself. They may not be aware that they are disturbing you.
2. Second, if the problem persists, contact management during normal business hours or the police after normal business hours. These calls to the police are considered low priority, but they will respond.

If a serious problem occurs during normal working hours, contact the manager at the office to assist you.

If a serious problem occurs after hours, on weekends or holidays, obtain police assistance and then inform management.

Door Codes (High Rises Only). The door code is changed at least semi-annually to help minimize unauthorized entry. In order to help keep the property secure, residents agree not to give the door code to non-residents. Changes to the door code will be sent to you through the Information Broadcast System (IBS) to your phone or email address.

Energy Conservation Guide. The energy conservation recommendations are time-tested and do work. Residents are encouraged to read and follow these recommendations to reduce resident and Consortium utility costs.

Heating & Cooling System:

- Set the thermostat no lower than 78° during the summer operation
- Set the thermostat no higher than 72° during the winter operation.
- Operate ceiling fans (if applicable) or box fans while using cooling system and increase thermostat setting 2 to 4 degrees; operate in reverse during winter months to keep heat at floor level.
- Increase cooling setting 5 degrees higher than normal and lower heat setting to 65 when apartment is unoccupied for extended periods to time.
- Shut off cooling system and use fans with windows open during moderate months.
- Mechanical closets are not for storage.

Kitchen:

- Only open refrigerator/freezer when necessary.
- Do not overload the refrigerator/freezer.
- Do not block the air vents in the appliance.
- Use the mid-point setting for both the refrigerator and freezer.
- Turn the stove off as soon as cooking is finished.
- Do not use oven as a heating source.

Laundry:

- Wash full loads only.
- Do not overload the washer or dryer.
- Pre-soak heavily soiled items prior to washing.
- Use cold water as much as possible.
- Use short wash cycles to conserve energy.
- Separate dryer loads into heavy and light items.
- Dry back-to-back loads; dryer will already be hot and will not need additional energy to bring back up to temperature.
- Keep filters clear of lint.

Lighting:

- Use Compact Fluorescent lamps (CFL) instead of incandescent.
- Use lowest wattage bulb when possible.
- Use 3-way bulb so lighting can be controlled.
- Turn off lights when room not occupied.

Water Conservation:

- Do not leave water running.
- Look for leaks and report as soon as possible.
- Turn water off when brushing teeth/shaving.
- Fill sink when washing dishes instead of running water continuously.
- Take showers instead of baths-uses less water.

Exterior Lighting. Report any vandalized or non-working exterior lights to management so they can be repaired.

Faucet Care. Although the finish is extremely durable, harsh abrasives can damage it. To clean, wipe gently with a damp cloth and blot dry with a soft towel. **Warning: Dow Bathroom Cleaner with Scrubbing Bubbles and Lysol Foaming Basin Tub and Tile Cleaner must not be used on clear knob handles and levers.** Use of these cleaners can result in cracked or severely damaged handles. If over spray gets onto the handles, immediately wipe them dry with a soft cotton cloth.

Floor Tile Care. To help prevent damage to the floor tile:

- Furniture should be carried and not slid across tile.
- Mop weekly with a mild floor cleaner.
- Use a no-wax floor dressing to restore shine.
- Do not use steel wool, scouring pads, abrasive cleaners or petroleum solvents to remove dirt or stains.
- Immediately clean up spills with a damp sponge or mop. This will prevent dirt from being ground into the tile and stains from developing.

Garbage. All trash must be properly bagged and tied upon disposal. Do not empty trash cans with unbagged waste directly into the dumpster. Garbage should be disposed of regularly in the trash chute/dumpster. Garbage cannot be left outside your door or on your porch or balcony for any length of time.

Gardening (Plants/Flowers). Planting flowers or small shrubs/plants must be pre-approved, in writing, by management. There is a limit on quantity and size in order to maintain the landscaping on the property. Management reserves the right to monitor décor and appearance of the complex.

Hanging Pictures. Use nail type hangers for hanging pictures. Sticker type hangers leave adhesive on walls, are difficult to remove, and frequently damage walls when removed.

Laundry Facilities. Coin operated washers and dryers are provided for some complexes. These washers and dryers are for resident use only. Any unauthorized use of these washers and dryers should be reported to the office. DO NOT wash pet bedding in these washers and dryers. DO NOT wash comforters, blankets, or quilts in these washers and dryers, as these machines are not meant to handle loads that large and heavy. Take them to a commercial Laundromat.

Clotheslines are provided at some properties. When drying your clothes on these clotheslines, please remove them once they are dry, and do not leave them on the line longer than 24 hours.

Light Bulbs. Working bulbs are in your unit at move-in. Replacement of bulbs is your responsibility. Maintenance can do this for a fee. If bulbs burn out frequently, contact management for a service request. Use Compact Fluorescent Light Bulbs (CFL). Recycle bulbs if possible. You can contact the local waste management agency, visit earth911.org or call 800-CLEAN-UP for a list of disposal options. If there is not a place to recycle the CFL bulbs, seal it in a plastic bag and put it in the trash.

Meals Program. Lunch is served Monday through Friday in the Community Rooms of Golden Haven, Frances Graham Hall, the Kyle and the Friendship House for eligible persons. For details, call Hill Country "Meals on Wheels" at 778-4221.

Pest Control. Pest control is a joint responsibility. Do your part by keeping your apartment clean and promptly removing trash. Do not put food or scraps on the porch or in the yard (bread, leftovers, grease or pet food) since this attracts rodents and insects. Your apartment will be treated periodically and entry is required. A schedule is provided. Failure to cooperate is a serious violation of the lease and could result in termination of the lease and/or cost of treatment may be passed along to resident.

Plumbing Issues. We recommend you keep a plunger available in your apartment. To help prevent toilet overflow, use the plunger if you notice slow drainage. NOTE: A clogged toilet WILL NOT overflow if you flush it only once. If the toilet appears to be clogged and the water is higher than normal, use the plunger. *DO NOT flush it again.*

Any material other than domestic sewer waste is **prohibited** from entering the wastewater stream. Items that should **NOT** go down the drain include:

- Towels, gloves, wash cloths, moistened wipes, adult diapers, or similar items.
- Fats, oils, and greases
- Toilet deodorizers that contain wires.

These items get stuck and cause backup that leads to overflow. Residents **will be** charged to unclog sinks/drains/toilets for the above items (but not limited to) if maintenance removes prohibited items.

Reporting Natural Gas Leaks. A distinctive "rotten egg" odor has been added to natural gas to make it detectable. If you smell a gas odor inside your apartment, leave your apartment immediately and contact the office by calling 773-2009, during regular business hours or if you smell gas during any time the office is closed, call Emergency Maintenance at 770-8280.

If you are inside your apartment:

- Do not turn any electrical switches on or off.
- Do not ring door bells or use telephones. Leave your apartment to call us.
- Do not light matches, lighters, or similar items.
- Do not open windows.
- Leave the apartment until the issue is resolved.

If you are outside your apartment:

- Stay away from the area until the issue is resolved.
- Do not light matches, lighters, or similar items.

Resident Emergency Guide. A Resident Emergency Guide has been provided on our website to help you prepare, in advance, for emergency situations. Please review it carefully and implement as many of the preparatory actions as possible.

Resident Services. Services designed to help residents experience a better quality of life are available. These services include the following areas::

- **Education.** Education assistance programs, Head Start program for children ages 3 to 5, scholarships, and computer lab/classes.
- **Employment.**
- **Recreation.**
- **Social Services.**

You can obtain information about any of the programs from our Resident Services personnel or visit our website at www.cthc.org for more information.

Schools.

COMPLEX	ELEMENTARY	MIDDLE
Jonathan Moore 711 West Calhoun Ave	Kennedy-Powell 3707 West Nugent Ave	Lamar 2120 North First St
Crestview Homes 1717 East Ave I	Raye-Allen 5015 South 5 th St	Travis Science Academy 1551 South 25 th St
Willow Brook 511 West Ave V	Thornton 2900 Pin Oak Dr	Travis Science Academy 1551 South 25 th St
Carver Homes 209 E Ave N	Cater 4111 Lark Trail	Travis Science Academy 1551 South 25 th St
Tembell Homes 210 West Ave R	Thornton 2900 Pin Oak Dr	Travis Science Academy 1551 South 25 th St
Temple College 265 E Marvin R Felder Dr	Raye-Allen 5015 South 5 th St	Travis Science Academy 1551 South 25 th St

Note: All Pre-Kindergarten Students will attend Meredith-Dunbar Early Childhood Academy, 1717 East Avenue J.

Note: All High School Students attend Temple High School, 415 North 31st Street or Edwards Academy, 1414 West Barton.

Security. Residents and guests must cooperate with security personnel, law enforcement officers and Consortium staff. ID's must be provided if requested by any of these parties. Cameras may be used to monitor activity on property.

Smoke Detectors. Smoke detectors are furnished with working batteries when you first occupy a unit. After that, you must replace batteries as needed for proper operation and to avoid a lease violation for an inoperable smoke detector. We recommend that you change the batteries at least annually. Maintenance staff will change the battery for you, but you will be charged in accordance with the current Schedule of Charges, which can be found on our website.

If you disable or damage the smoke detector, or fail to replace a dead battery, you can be liable to us and others for any loss, damage, or fines from fire, smoke, or water. Removing, or purposely disabling, the smoke detector will result in a lease violation and a \$75 fine.

Suspicious Activity. All residents have a responsibility to report any suspicious behavior or criminal activity immediately to the police at 298-5500. Never attempt to apprehend a person committing a crime or to investigate suspicious activity. Leave confrontations to the police. They are trained to handle unusual situations. Residents should report the incident to the property manager ASAP during business hours for follow-up action if necessary.

Temple Public Transit Service - The HOP. Hill Country Community Action Association, Inc. provides a public transit system which includes a Fixed Route Service (FRS) along with a Special Transit Service (STS) for people with physical or mental disabilities who cannot use the FRS. For more information or to find out how to register for this service, call 933-3700.

Work Orders. If you need to request routine maintenance services for your apartment, there are several ways this can be done. All maintenance staff have CTHC issued identification badges and wear uniforms with the CTHC logo so residents can easily determine their employee status. You can request to see these before allowing entry.

1. Call the office during regular business hours. The phone number is listed on the front of this booklet.
2. Submit your request via e-mail to your Complex Manager.
3. Submit your request in writing through the mail drop slot of the office door.

If you have an emergency maintenance need after business hours, call 770-8280. Emergencies are defined as situations that pose an immediate threat to life, health, safety or property.

CTHC utilizes a computerized system for work order management. This enables maintenance staff to receive new uploaded work orders electronically in the field and is designed to help reduce travel time and service delays. For example, if the maintenance staff is at Site A completing a work order and a second work order is uploaded for Site A, maintenance will complete the second Site A work. Then the maintenance staff will proceed to the next nearest work site and begin completing that site's work orders. In addition, if other work is requested by the resident or noticed by maintenance while maintenance is still in the unit, it will be completed when requested/noticed and added to the initial work order only if the newly requested work does not require an extended time to complete, special tools maintained at another site or parts that are not maintained on the truck of the maintenance staff. Except for the limited exceptions previously stated, residents must continue to call the office to request work order service.

Address _____

COMMUNITY POLICIES ADDENDUM

I acknowledge receipt of a copy of the Resident Handbook, which contains Community Policies and General Information that become a part of the Lease contract. The policies set forth in this handbook are additions to the rules and policies outlined in your Apartment Lease contract and are binding on all residents, occupants and guests. Reasonable change to these rules may be made as provided in your Lease contract.

Resident Signature

Date

Central Texas Housing Consortium does not discriminate on the basis of disability status in the admission or access to, or treatment or employment in, its federally assisted programs and activities. The person named below has been designated to coordinate compliance with the nondiscrimination requirements contained in the Department of Housing and Urban Development's regulations implementing Section 504 (24 CFR, part 8 dated June 2, 1988). Director of Housing, Central Texas Housing Consortium, P.O. Box 1326, Temple, Texas 76503 (254) 773-2009 Texas Relay 711



This institution is an equal opportunity provider and employer.

