

ST. JAMES HOUSING AND REDEVELOPMENT AUTHORITY

TENANT HANDBOOK

PARK APARTMENTS
EST. 1969

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PHONE NUMBERS

EMERGENCY

Fire, Police, or Ambulance	911
Non-Emergency	375-3121
Hospital	375-3261
Clinic (St. James)	375-3391
Clinic (Madelia)	642-5200
Watonwan Co. Human Services	375-3294
Watonwan Co. Human Services Toll Free	1-888-299-5941

PHONE/CABLE/INTERNET

Mediacom Cable	1-888-277-3399
Centurylink Telephone	1-800-573-1311
Christensen Communications (Madelia)	1-507-642-5555

ST. JAMES HRA, PARK APARTMENTS

St. James HRA Office	375-3827
After-hours Maintenance (Call office number and dial extension 3)	
Fax	375-1119

OTHER SERVICES

Take Me There Bus	375-7385
Meals on Wheels	375-4370

PREFACE

St. James HRA, Park Apartments was established in 1969. The main purpose for this building was to have income based housing for individuals 55 years old and over and/or their spouses or caregivers.

Over the years things have changed. We have had a large demand to house people under 55 years of age. In 1985 we purchased 8 houses in order to offer housing for larger families. In January of 2001 children were allowed to live in Park Apartments for the first time. Our clientele now consists of tenants from the age of 0 to 100.

Park Apartments currently consists of 63 one-bedroom and 6 two-bedroom apartments. We also have 6 three-bedroom and 2 four-bedroom houses in the city limits.

We hope you enjoy your stay here and please help us keep this a great place to live.

St. James HRA Management

OCCUPANCY INFORMATION

Lease: Your lease is a legal agreement between you and the St. James HRA (HRA). It explains your basic responsibilities as well as those of the HRA. You received a copy of your Lease when you moved in, but we suggest that you look it over again. It is important that you understand your Lease. Abiding by the terms of the Lease will help you and your neighbors enjoy your tenancy with the HRA. The Lease was written according to federal regulations and posted for tenant comment.

Moving out: If you decide to move out, you are required to give the HRA an entire rental period written notice as defined in the Lease. (Example: You would like to move out by February 1st. You must give a written notice to the office no later than December 31st. If you give notice on January 1st you will be responsible for paying for January and February's rent. Your move out day will then be by February 28th.) You can give your whole rental period notice but you are always responsible for rent and your unit until the end of your lease. If your apartment is re-rented before the end of your lease you will no longer owe rent for that unit. If you do not give full notice, you will be liable for rent to the end of your lease or to the date the dwelling unit is re-rented, whichever comes first. Contact the HRA Management Office for a vacate notice form.

TENANT RESPONSIBILITIES

Your basic responsibilities as a tenant are defined in your lease. You are also expected to cooperate with any current and future regulation approved by the HRA relating to your residency. These regulations are necessary for peaceful and comfortable co-existence.

You should always remember that you have an obligation to respect the personal rights and property of your neighbors. (Do not disturb mail, notices, or articles placed by a neighbor's door, these are not meant for you.) You must always see to it that your guests conduct themselves in a way that will not disturb your neighbors or result in damages to HRA property. Always be considerate of your neighbors' rights for privacy, peace and quiet.

Lease Compiancy: Each tenant is responsible for making sure they act in such a way that does not have a detrimental effect on other tenants. The HRA has the right to evaluate whether a tenant is complying with all aspects of the lease. A deficiency in any of the following items may be cause for a termination of the lease: Timely rent payments, respect of neighbors, and respect of property or proper housekeeping.

Payment of Rent: Rent and other charges are due and payable on the first day of the month, with a grace period allowed through the 5th of the month. Rent can be paid at the HRA Management Office in Park Apartments during regular business hours or payment can be put in the rent drop box locate directly outside of the office. Cash is not accepted. Checks or money orders should be made out to Park Apartments. Reasonable accommodations for this requirement will be made for persons with disabilities.

If your rent is not paid in full by the 5th of the month, a late fee of \$25 will be applied to your account.

If you owe for car hookup, excess electricity, air conditioner lease, or any other charges for maintenance or repairs, these will be added to your account and must be paid in full at the time you pay your rent.

Keys: Tenants are given keys to the apartment door, Key Fobs to the entry doors and keys to the mailbox. These keys must not be duplicated under any circumstance. **No one other than the tenant on the lease is allowed to have possession of the key fob. Sharing your key fob will be considered a violation of building security and the safety of other tenants is jeopardized.**

If you lose your keys or do not return them at the time you move out, you will be charged for replacement.

Lost Keys: \$5 for apartment key or mailbox key

\$15 for key fob (Payment must be made in full with the upcoming month's rent)

Lock out fees: \$5 between 5pm – 10pm

\$10 weekends and holidays

(If you get locked out of your apartment after 10 pm and before 8 am we will not come in to unlock your door. You will need to find somewhere else to be until we can get the door unlocked for you.)

Head Bolt Heater: A head bolt heater plug in is available to tenants that have assigned parking in the upper back lot. If you choose to use the plug in, you will be charged an additional monthly electricity charge.

Air Conditioning: Each apartment has been equipped an air conditioner. Additional monthly charges will be applied to your account due to extra use of electricity. Once an A/C is unlocked you will be charged \$5 every month until you move out. We will not lock up the A/C during the cold months because you don't use it. DO NOT turn your air conditioner on if the temperature outside is 55 degrees or less. **Utility Charges:** \$5 extra electricity w/ A/C

Alterations to your Apartment: Tenants may not make any unauthorized alterations to their apartment, including but not limited to, painting, built in shelves, carpeting, wall paper etc. If you make unauthorized alterations you will be required to restore the apartment to the condition you received it in, at your own expense. Wall decorations are permitted, please use nail type hangers, DO NOT use foam sticky back hangers. DO NOT put anything on your apartment door (no nails, tape or hangers).

Damages to your Apartment: Management will hand write a move in checklist of the apartment at time of move-in that will be signed by the tenant. There will also be a move-out inspections at time of move out. Tenants are welcome to be present during both inspections. You will be charged for any damages to your apartment that are not considered normal wear and tear.

Light bulbs: If a light bulb burns out in the front entry, living room or bedroom fixture the tenant is responsible for replacing the 60 watt bulb (if you need assistance putting in the bulb please stop in the office). Park Apartments will only provide the lights bulbs for the kitchen fixture (4' fluorescents), the refrigerator bulb and the specialty bulb used in the bathroom fixture. If bulbs are burnt out at time of move out the tenant will be charged for each bulb that needs to be replaced.

Maintenance Charges: Tenants will be charged \$25 an hour plus the cost of materials if maintenance is done in a tenants unit and the work being completed has been cause by the tenant's negligence. The amount charged to the tenant will be put on their account and must be paid no later than the following month's rent due date. (Example: toys down drains or in toilets, leaving water running to overflow the tenant's bathroom and the flooding the bathroom below that unit, running the A/C while the temperature is below 55 degrees outside and it burns out the motor.)

Misc. Charges:

NSF Checks: \$30 for returned check

Garbage removal:

Microwaves=Price varies on size

TV's/Computer monitors=Price varies on size

Car tires=\$2.50 or more each

Truck tires=\$5 or more each

Couches= Price varies on size

Chairs= Price varies on size

Mattresses= Price varies on size

Box spring= Price varies on size

Entertainment center= Price varies on size

(You will only be charged if the building is charged by the company)

Negligent Repair Charges: ripped screens=\$15

Other charges may be applied as determined by Management without prior notice.

Telephone and Cable TV: The Telephone and Cable TV hook-up and billings are your responsibility. Each apartment is connected to the antenna. If you have a digital TV or a converter box you will receive channels through the antenna. If you do not have a digital TV or converter box you will not receive any channels through the antenna.

Smoke Free Housing: St. James HRA is a smoke free establishment. Attached you will find a copy of the smoke free policy explaining the rules and regulations.

Guest Policy: Notify the office when a guest will be staying in your apartment for more than 3 days. If you are given prior approval by the office, a guest can remain in your apartment no longer than 14 days or a total of 30 cumulative calendar days in a 12 month period. An overnight guest is defined as a person in the building after 11:00 pm and before 6:00 am. A habitual guest is defined as a person who on a daily basis is consistently seen in the building, often enough to give management reason to question. ***A guest requesting to stay as a guest for more than 3 nights must provide the office with their full name, current address and number the guest can be reached at.***

A guest that is a regular overnight guest (staying more than the allotted consecutive three days or 14 days or 30 days in a 12 month period) in the building must provide a lease and/or a utility bill that is in their name from the address that they are residing. If that cannot be provided then the guest must fill out an application. If the application is approved the guest must be added to the lease or the guest will not be approved to have any more overnight stays.

Renter's Insurance: The HRA does not carry insurance on the personal property of our tenants. It is to your advantage to investigate the benefits of Renter's Insurance.

Pets: All pets must be registered with the HRA before they are brought into your home. The Pet Policy is posted in the office. Please ask for a copy if you are interested in having a pet. Visitors or guests may not bring dogs, cats or any other animal in to the building.

Laundry Room: There is one laundry room equipped with coin operated washers and dryers, which are provided for use by all building tenants. The equipment is to be cleaned after each use. Lint filters are to be cleaned. (Dryers will not operate efficiently unless the filters are cleaned after each load.)

You are only allowed to use two (2) washers and two (2) dryers per apartment at any given time. Remove your clothing promptly when the cycle is finished.

Dumpster: There is a dumpster in the rear of the building. This is where you need to dispose of your garbage. Make sure that you are taking your garbage to the dumpster in a tied bag. Do not take pails of garbage out to the dumpster and then dump them.

Thermostat: Each apartment is equipped with a thermostat that controls heat only. The thermostat on the wall by the bedroom is called a blind thermostat. This means that it is internally set at a specific temperature and cannot not be adjusted by anyone other than management or maintenance. All apartments are set at 70 degrees. According to HUD we must keep all apartments at least 68 degrees on the floor. We are not required to have it any warmer than that. The heat vents will only be warm to the touch when there is a call for heat. If your apartment is 70 degrees or above the heat registers will be cold. ***The thermostat will not be set at each tenant's preference, hot or cold. A work order will need to be requested if a tenant believes it is too hot or too cold in their unit. When Maintenance/Management checks the temperature of the unit using the infrared thermometer and the temperature shows 70 degrees or above the thermostat will not be adjusted.***

Exercise/Pop Room: No one under the age of 16 can use the exercise equipment.

Common Hallways: No items can be placed in the common hallways or on the walls without written consent of management. Any type of mat or rug is not allowed to be in front of your doorway at any time. This is considered a tripping hazard and makes it more difficult for the housekeeper to clean the floors.

Other Common Areas: All tenants are responsible for cleaning up messes made by themselves or their guests in all common areas. This includes spilled food or drink, baby spit up, dirty diapers, papers, magazines, etc. ***Open beverage containers are only allowed in the Community Room or in your apartment.*** Anyone 12 years old and younger must be accompanied by an adult in any common area of the building.

SECURITY

Park Apartments is equipped with many safety systems, such as: an elevator, security cameras, a fire alarm system, a personal emergency alarm located in your apartment, smoke detectors, fire extinguishers and a pay telephone located in the front sitting room.

Safety Precautions You Can Take:

- ❖ As a precaution against theft or unwanted visitors, it is wise to keep your doors closed and locked at all times.
- ❖ **DO NOT** open the entrance door to visitors who are not your guests.
- ❖ **No one other than the tenant on the lease is allowed to have possession of their key fob. Sharing your key fob could be considered a violation of building security and the safety of other tenants.**
- ❖ Door-to-Door soliciting is not permitted. Notify management when solicitors or other unauthorized persons are present in the facility.
- ❖ Do not prop open the fire doors for any reason. This is a safety violation and is considered a lease violation.

SAFETY/FIRE EMERGENCY

MEDICAL EMERGENCY: There is a medical emergency pull cord on the wall in your bathroom. If you are ill and need medical assistance, pull the cord and an alarm will sound and the light above your apartment door will light up. This will help direct staff and emergency workers to your apartment.

If you accidentally pull this cord, push the switch up to stop the alarm. **This is not a toy!!**

If you hear this alarm and see the light above another tenant's apartment, please help out this tenant if you can.

SMOKE DETECTORS: Each apartment is equipped with a smoke detector. If your smoke detector begins to intermittently beep, please inform the caretaker immediately. The smoke detectors must be attached at all times. Disconnecting the smoke detector is considered a safety issue and is considered a lease violation.

IN CASE OF FIRE:

- If a fire occurs, do not panic. Staying calm will increase chances of survival.
- Remember that smoke rises. It also kills. Even if you can tolerate the smoke while standing, it is safer to crawl to the door.
- **Do not** open the door until you're sure there's no fire on the other side. Feel the doorknob. If it is hot, the fire may be just outside your door.
- If the hall is passable use one of the stairwells and **exit the building**.
- **Do not** waste time gathering personal belongings, but shut the door and take your key.
- **Do not** use the elevator. It may stall due to heat or loss of power.

In case a fire alarm sounds **and there is no smoke to be seen or smelled** all tenants are asked to quickly exit their apartment and go straight to the stairwells. **Once you exit the stairwell move directly into the COMMUNITY ROOM.** The staff or firefighters will help direct you. No tenants should be stopping in the lobby to ask any staff or firefighters as to what is going on. This is dangerous for you, the other tenants and the firefighters. Wait in the community room until staff or a firefighter tells you that you can go back to your apartment or that you must exit the building.

If there is smoke/fire that you can see or smell all tenants must exit the building through the closest emergency exit or front and back doors. All tenants must stay away from all fire trucks. Tenants should get as far away from the building as possible.

If you exit the front door or by South patio, get into the grassy area over the by the sidewalk.

If you exit the back door or North (maintenance hallway by recycling bins) emergency exit, get over by the garage or by NAPA.

Only re-enter the building when staff or an emergency personnel has told you that you can go back to your apartment.

HOUSEKEEPING

Good Housekeeping is important because:

1. Keeping the painted areas clean extends the life of the paint job and makes your apartment look clean and fresh.
2. Roaches and rodents can feed on dirty carpet and food spills. This affects the whole building.
3. Windows and closet doors operate easily if tracks are clean
4. The overall look of the building is more appealing if window coverings are neat and doors are clean.

Maintaining a clean apartment is your responsibility. The following section describes the required housekeeping standards established by the HRA to assure the continued good quality of your unit, to avoid any problems with roaches or rodents, and to avoid any health or safety risks to you or your neighbors.

ENTIRE APARTMENT

Floors, baseboards, and corners: Floors shall be free from the accumulation of dirt, grease and built-up wax. Carpet shall be free of the accumulation of dirt, litter, stains, cigarette ashes, burns, gummy substances, and food. If your apartment has carpeting, you will be required to own, or prove that you have regular access to, a vacuum cleaner.

Walls and Ceilings: Surfaces shall be free from an accumulation of dirt, cobwebs, marks, mold, adhesives, grime, cigarette smoke residue or ashes. There must be adequate air circulation around the smoke detector.

Windows: Glass shall be free from the accumulation of dust, smoke residue, grease, dirt and smudges. The window frame and sills shall be free from any accumulation of dust, dirt and mold. Window tracks shall be free from dust, dirt and debris so that windows open and close smoothly. All window coverings such as shades, curtains, drapes, blinds, etc., shall be clean and not in a ragged condition.

Doors: All doors, including the outside of your apartment door, shall also be clean. The use of masking tape and/or Scotch tape is not allowed. You are not allowed to use any foam tape or stickers on your doors. Both of those substances damage the doors. ***The front door of your apartment cannot be decorated or have anything put on it. The metal frame around the door can have tape/magnets holding decorations up. The wall outside your apartment should not have anything hung on it, taped or nailed in.

Electrical Fixtures, Outlets, and Cover Plates: All electrical equipment shall be free from any accumulation of dust, grease and grime. If they are cracked notify management immediately so they can be replaced at no charge to the resident.

Heat Registers: Heat registers shall be free from any accumulation of visible dust, dirt, debris, food, smoke residue, grease and grime.

Offensive odors: Apartments shall be free from very strong offensive odors as from spoiled food, animal odors, such as from cat litter box or dirty bird cage, or urine odors. Please note pet policy and follow directives.

KITCHEN

Stove: The entire outside and inside of the stove and oven, including the knobs, drip pans, burners, grates, trim rings, the area under drip pans, inside oven, racks and broiler pan, shall be free from any accumulation of grease and food crumbs.

- ✓ **Why this Standard is important?** Grease on stoves can be a fire hazard and roaches are attracted to food spills, grease and drips.

Cabinets, Cupboards, Drawers, Counter Tops and Pantry Area: These areas shall be free of any accumulation of grease, grime, sticky substances, dust, paint, food spills and splatters.

- ✓ **Do not** use your counter tops as a cutting board. Always use a cutting board to protect the finish. You will be charged for a new counter top if you cut the top.

Refrigerator: The refrigerators are all frost-free. The entire outside and inside surfaces including the rack, trays, and shelves shall be free from accumulated food spills, sticky substances, and spoiled foods.

Sink: Use the strainer to catch food and clean it after each use (dump the caught food in the garbage, not down the sink).

Plumbing, Faucets, and Pipes: Plumbing fixtures shall be free from an accumulation of dirt, grease and grime. **Do not** use harsh chemicals. Report any drips or leaks to management or maintenance immediately.

BATHROOM

Shower Walls, Floor, and Medicine Cabinet: These items shall be free from any accumulation of mold, mildew, dirt, grime or other residue. It is necessary to use cleaning products, such as Soft Scrub, or water/vinegar solution. Soft Scrub is just an example of product that cleans very well and does not destroy the finish. Wipe hair out of the shower drain. Avoid washing hair down the drain at all times.

Toilet: Inside and outside of toilet bowl and surrounding floor area, tank and seat shall be free from stains, dirt, grime and odors. This can only be accomplished by using cleaners designed for toilet bowls. Flush the toilet after each use. Use toilet paper only. Do not put feminine products, facial tissue, paper towels or anything else that is not intended to be flushed in the toilet. Used toilet paper must be flushed down the toilet and not thrown in the garbage or on the floor beside the toilet.

Accessories: Towel Bar, grab bars, shower seats, and faucets shall be free from an accumulation of mold, dirt, grime, paint or other residue. Wipe hair out of the sink. Do not let hair wash down the drain.

- ✓ **Why this standard is important?** A dirty bathroom can be a health and sanitation risk. Many people are allergic to mold and mildew.

STORAGE

Combustibles and Flammables: Gasoline, auto batteries, oil based paint and other similar combustibles or flammables shall not be stored in the dwelling unit.

Personal Property: All personal property shall be stored in a manner to allow proper air circulation and swift exit in case of emergency, and in a manner that will not attract pests or by sheer volume or method of storage, create a health or fire hazard. Items must be neatly stacked on shelves or in boxes and placed to allow for a safe traffic flow.

- ✓ **Why this standard is important?** Excessive storage may interfere with HRA ability to make emergency repairs. Quick access in an emergency is a must. Excessive storage can be a serious fire hazard.

Food Storage: Perishable food shall be properly refrigerated. No food or other items except clean oven-safe cooking utensils shall be stored in the oven. Bulk foods in excess of 2 pounds are not to be stored in their original cloth or paper-based containers; these items must be stored in insect and rodent-proof containers. All refrigerated or frozen foods shall be stored in containers or properly wrapped in foil, plastic wrap, freezer-wrap, etc.

GARBAGE AND RECYCLABLES

Garbage and Non-Recyclable Trash: All trash and garbage shall be stored in appropriate rodent-proof and leak proof containers. Plastic liners are recommended; however, paper bags may be used. All discarded food and wet garbage must be wrapped and disposed of every day, if paper bags are used instead of plastic liners. All grease and food spills shall be washed from both the inside and outside of the trash and garbage container. All trash and garbage must be tightly sealed in plastic bags before taking it to the dumpster.

Disposal of RECYCLABLES:

There are recycling containers provided in the Maintenance Hallway on the First floor. **DO NOT** put any other garbage in those containers. All foil, tin cans, plastic containers, and etc. must be clean. These items do not need to be bagged prior to disposal. Look for the posted signs by the recyclables for instructions on what can go where.

COMMUNITY ROOM

These facilities exist primarily for the benefit of the tenants but may be made available to responsible non-tenant sponsored community groups with the written permission of the Executive Director and approval of the Saint James HRA Board. Priorities for scheduling groups into Housing Authority space shall be as follows:

1. Activities or meetings hosted by the HRA
2. Activities or meeting hosted by a recognized tenant group or individual tenant.
3. Activities hosted by non-tenant groups or individuals (a nominal fee may apply).

A \$10 refundable deposit must be paid before keys will be released to the tenant or group that has reserved the community room. This \$10 deposit will only be refunded if the room has been cleaned, all the furniture has been put back to the original position and the key was returned according to the date and time on the signed release.

Residents planning to use the community room must give advance notice.

Community Room activities that are scheduled will be posted on the Calendar in the HRA office. This is very important in order to maintain your reservation for the use of the facility.

All persons using the facilities are required to restore the space to the condition they found it before the event. This will require cleaning all litter and excessive dirt. The groups will agree to be responsible for any damages occurring during their event.

No one using the facilities of the Saint James Housing Authority shall allow the use or sale of alcoholic beverages, drug, or other controlled substances on the premises.

Nothing can be stored in the community room unless a tenant has reserved the room for an event. No storage of personal items or business items will be tolerated.

MAINTENANCE

Maintenance Services During Business Hours: Once you discover a maintenance issue in your apartment you must inform Management of the problem. Maintenance can then make needed repairs or replacements before the problem becomes worse, making it more difficult and costly to repair or replace. Safety is also an important concern as some unreported maintenance problems might lead to unsafe conditions.

After-Hours Maintenance: If you have a maintenance emergency please call the office number 507-375-3827 and dial ext. #3 to leave a message. The messages will be checked periodically. Messages will not be checked between 10 pm – 8 am. Maintenance emergencies would include a clogged drain, overflowing toilet, no heat, no electricity, etc. If you have one of the above problems, and can't make the call before 10:00 PM, you will have to call the police communication center at 375-3121. They can then try to contact management for you if they believe you have an emergency that needs to be attended to immediately.

Lockouts are not considered emergencies. Staff may not be able to respond immediately. We will try and respond as soon as possible, but it may not be until the next day. If you are locked out after 10:00 PM you will have to wait until the next morning.

❖ DO NOT CALL ANY OF THE STAFF AT THEIR HOME PHONE NUMBERS FOR ANY REASON.

Work Orders: Tenants must request a work order whenever a repair is needed in their apartment. Examples include: a leaking or plugged toilet or plumbing, refrigeration problems, electrical problems, smoke detectors not working properly, broken door locks, etc. If you are unsure whether or not to place a work order, call the St. James HRA office and the staff will assist you.

- ✓ Failure to report a problem that results in more damage to the apartment or building will be considered a lease violation.
- ✓ Request for a work order will be considered as permission for maintenance staff to enter your apartment.

The building and common area repairs are the responsibility of the St. James HRA.

Emergency Maintenance: There may be an occasion when emergency maintenance problems arise and HRA staff may have to enter your apartment without prior notice. These occasions are rare and are usually due to plumbing problems. We will try our best to give as much notice as possible at these times.

BAD WEATHER REMINDERS

Unpredictable forces of nature such as Tornados/High Winds could have a devastating impact on the City of St. James.

Tornados and High Winds

1. Tornados are incredibly violent local storms that extend to the ground with winds that can reach up to 300 miles per hour. They can uproot trees, destroy buildings and turn harmless objects into deadly missiles in a matter of seconds. Damaged paths can exceed one mile wide and 50 miles long. The best protections during a tornado is an underground area, if possible.
 - a. If underground protection is not available, the best above ground areas in a building are:
 - i. Small interior rooms without windows.
 - ii. Hallways on the lowest floor away from outside doors and windows.
 - iii. Rooms constructed of reinforced concrete, brick or block with no windows and a heavy concrete floor or roof system.
2. Common terms used to describe tornado events include: Tornado Watch and Tornado Warning.
 - a. Tornado Watch: Tornadoes and severe thunderstorms are possible.

- b. Tornado Warning: Tornado detected; take shelter immediately. When a tornado threatens, your immediate action can save your life.
3. If a tornado or high winds occur, tenants, visitors and citizens should remain indoors. If a tenant is working outdoors, they must seek shelter immediately.

If I am in my apartment when the tornado sirens sound where should I go?

If you are physically able, exit your apartment and go to the nearest available stairwell. In the stairwell go to the lowest point and wait until the sirens stop sounding. Proceed with caution when leaving the stairwell.

If you are not physically able to get into the stairwell but can exit your apartment, sit in the hallway and wait for the sirens to stop sounding.

If you are not physically able to leave your apartment at all and you live in an efficiency unit, get into your bathroom and shut the door. This room is on an interior wall and will be the safest area in your home if you cannot get into the stairwell.

If you are not physically able to leave your apartment at all and you live in a corner unit, get into the closet by the front door and close the door. This closet is by an interior wall and will be the safest area in your home if you cannot get into the stairwell.

PARKING POLICY

Vehicle Registration: Any tenant owning or using a vehicle must register the car at the HRA office. The following information is required at the time of registration:

1. Valid Driver's License
2. Current registration
3. Proof of insurance

Front Parking Lot: The front lot is for employees, visitors, guests, delivery personnel, home health, fire and police.

- **NO TENANT IS ALLOWED TO PARK IN THE FRONT LOT FOR ANY REASON**
(exceptions to this rule are stated under the snow emergency section)
 - **No overnight parking (after 11pm) in the front lot.**
 - If someone is parked in your assigned spot you will need to write down the make and model of the vehicle as well as the license plate number. Inform the office during regular business hours that someone has been parking in your spot. **DO NOT PARK IN ANYONE ELSE'S SPOT.** You will need to park on the side streets until the issue is resolved.
- All tenants with vehicles must register the vehicle with management – any changes must be reported within 10 days of the change.
 - No tenant may park in the front lot at any time (not even for five or ten minutes) If you have something to unload from your vehicle, park it in your spot, and then unload it (your spots are close enough to the building). If you are moving in or out, ask management where to park when moving your belongings.
 - All parking spots in the back lots are **assigned**. This includes the three spots by the garage.
 - There is only **one** parking spot allowed per apartment (Exception to the rule is if there are open spots and there is more than one vehicle per apartment. But when someone new moves in or when someone that doesn't have a car gets a car, the apartments with two spots will lose one of their spots.
 - All cars with assigned spots must have a **permit tag hung on the rear view mirror when parked in their assigned parking spot.**

- In order to receive an assigned spot, you must show proof of current tabs, insurance and registration and your car must be operable.
- Only the registered vehicle can park in that assigned spot.
- If you are seen parking out front at anytime we will write down the date and time. If you are caught three times, you will lose your assigned spot in the back parking lot. If you are caught in either lot after losing your spot, your vehicle will be towed at your own expense.

PARKING TICKET PROCESS

HRA parking tickets will be issued for violations of the Parking Policies as follows:

1. The first ticket issued will be a warning. A copy of the ticket will be placed your tenant file.
2. A second ticket issued to same vehicle will result in a \$10 fine. This fine will be charged to your account.
3. Any future violations will be cause for towing the vehicle.
4. If a guest of yours violates any of the Parking Policies, they will receive tickets following this same process. Copies of their tickets will be placed in your file and you will be charged any fines they receive.

HRA management may grant exceptions to any of the above stated policies based on individual circumstances. You must report to the office immediately any such circumstances.

Parking Lot Snow Removal Policy

A hired contractor will remove snow from the parking lots as soon as possible after any snowfall as follows:

1. During City Declared Snow Emergencies: Parking lots will not be plowed until the streets have been plowed curb to curb.

- Watch for notices to be posted by the elevator and mail boxes regarding snow removal
- All tenant vehicles must be moved to the side streets as soon as the streets have been plowed curb to curb. (After the front lot has been plowed tenants are allowed to park in the front lot until the back lot has been completely cleared.)
- If you have not moved your vehicle by the designated time, we will plow the snow around your vehicle. We will not be held responsible for any damage to your vehicle caused by the plow or snow blower.
- Maintenance will not return to plow out your spot if you have decided to move your vehicle after the lot has already been plowed. You will have to wait until the next time the lot is plowed. Make sure you move your vehicle out of the lot before it is plowed.

2. Following Lighter Snowfalls: Parking lots will be cleared of snow as best as possible following lighter snow falls. Notices will be posted if you will be required to move your vehicles.

City Declared Snow Emergencies

City parking regulations are in effect during all City declared Snow Emergencies. Snow Emergencies are called anytime snow or blowing snow has accumulated in excess of 3 inches, including drifting snow.

Notice for a Snow Emergency can be checked after each snowfall by listening to the local radio stations, checking the local cable channel, or by calling City Hall at 375-3241. After hours you may call the Communication Center at 375-3121.

During Snow Emergencies:

- You are not allowed to park on the street during a Snow Emergency until the street has been plowed curb to curb.
- Violator's vehicles will be towed in accordance with city ordinance 9.12 and all towing charges will be the responsibility of the violator.
- Violators could be issued tickets from the City with a possible fine for the first offense, with additional fines for the second offense with the same vehicle.

FLAT RENT RATES

The ST. JAMES HRA has established the following as flat rent rates. These rates are based on market rents in our area, Watonwan County and number of bedrooms.

0 Bedroom (efficiency apartment)	\$377.00
1 Bedroom	\$502.00
2 Bedrooms	\$571.00
3 Bedrooms	\$771.00
4 Bedrooms	\$774.00

CONTINUED OCCUPANCY AND COMMUNITY SERVICE

A. General:

In order to be eligible for continued occupancy, each adult family member must either:

1. Contribute eight hours per month of community service (not including political activities) within the community in which the public housing development is located, or
2. Participate in an economic self-sufficiency program for eight hours each month.

B. Exemptions:

The following adult family members of tenant families are exempt from this requirement.

1. Family members who are age 62 or older.
2. Family members who are blind or disabled and who certify that they are unable to comply with this service requirement because of their disability.
3. Family members who are the primary caregiver for someone who is blind or disabled and who certify that they are unable to comply with this service requirement because of their caregiving responsibilities.
4. Family members engaged in work activity for at least 10 hours a week, which includes the following:
 - a. Unsubsidized Employment;
 - b. Subsidized private-sector employment;
 - c. Subsidized public-sector employment;
 - d. Work experience if sufficient private sector employment is not available;
 - e. On-the-job training;
 - f. Job-search and job-readiness assistance;
 - g. Community service programs; including;
 - h. Vocational educational training
 - i. Job-skills training;
 - j. Education, including GED, secondary school, post-secondary and vocational training; citizenship classes, ESL, adult basic education and similar activities;
 - k. Activities to remove barriers to employment, including treatment for chemical dependency or mental health issues, parenting education and similar activities;
 - l. Providing childcare services to an individual who is participating in a community service

program;
m. Family members who are the primary caregiver for a child under the age of six.

5. Family members who are exempt from work activity under Part A. Title IV. Of the Social Security Act or under any other state welfare program, including MFIP or any other welfare-to-work program.
6. Family members receiving assistance under a state program funded under Part A. Title IV. of the Social Security Act, MFIP or any other state welfare program, including welfare-to-work and who are in compliance with that program.

C. Notification of the Requirement:

1. The PHA shall identify all adult family members who are apparently not exempt from the community service requirement.
2. The PHA shall notify all such family members of the community service requirement and of the categories of individuals who are exempt from the requirement. The notification will provide the opportunity for family members to claim and explain an exempt status. The PHA shall verify such claims.
3. The notification will advise families that their community service obligations will begin upon the effective date of their first annual reexamination on or after 10/1/99. For families paying a flat rent, the obligation begins on the date their annual reexamination would have been effective had an annual reexamination taken place. It will also advise them that failure to comply with the community service requirement will result in ineligibility for continued occupancy at the time of any subsequent annual reexamination.

D. Volunteer Opportunities:

1. Community service includes performing work or duties in the public benefit that serve to improve the quality of life and/or enhance resident self-sufficiency, and/or increase the self-responsibility of the resident within the community.
2. An economic self-sufficiency program is one that is designed to encourage, assist, train or facilitate the economic independence of participants and their families or to provide work for participants. These programs may include programs for job training, work placement, basic skills training, education, English proficiency, work fare, financial or household management, apprenticeship, and any program necessary to ready to participant to work (such as substance abuse or mental health treatment).
3. The PHA will coordinate with Resident Councils, social service agencies, local schools, and other public and private agencies in identifying a list of volunteer community service positions. Individual residents may suggest other volunteer community service options.

E. The Process:

At the first annual (flat rents, too) reexamination on or after October 1, 1999, and each annual reexamination thereafter, the PHA will do the following:

1. Provide a list of volunteer opportunities to the family members.
2. Provide information about obtaining suitable volunteer positions.
3. Provide a volunteer timesheet to the family member.

4. Quarterly basis and/or Thirty (30) days before the family's next lease anniversary date, the PHA will determine whether each applicable adult family member is in compliance with the community service requirement.

F. Notification of Non-Compliance With Community Service Requirement:

The PHA will notify any family found to be in non-compliance of the following:

1. The family member(s) has been determined to be in non-compliance;
2. That the determination is subject to the grievance procedure; and
3. That, unless the family member(s) enter into an agreement to comply, the lease will not be renewed or will be terminated.

G. Opportunity To Remedy Non-Compliance:

1. Prior to the anniversary of the lease, the PHA will offer the family member(s) the opportunity to enter into an agreement to remedy past non-compliance with the community service requirement. The agreement shall state that the family member(s) agrees to enter into an economic self-sufficiency program or agrees to contribute to community service for as many hours as needed to comply with the requirement over the past 12-month period. The hours must be contributed over the 12-month period beginning with the date of the agreement and the tenant shall at the same time stay current with that year's community service requirement. The first hours a tenant earns goes toward the current commitment until the current year's commitment is satisfied.
2. If any applicable family member does not accept the terms of the agreement, does not fulfill their obligation to participate in an economic self-sufficiency program, or falls behind in their obligation under the agreement to perform community service by more than three (3) hours after three (3) months, the PHA shall take action to terminate the lease.

Normal Wear and Tear (you won't be charged for)

Worn carpet and linoleum (due to regular use, not excessive)

Cracks in walls caused by settling

Faded or blistered paint

Garbage disposal that stops working because motor dies

Grout on bathroom tiles cracked

Laminate top separated from countertop base

Loose door handles

Watering can left in yard

Damage (you will be charged for)

Stained carpet and linoleum

Holes and dents in walls caused by accidents or carelessness

Drawings on walls or unapproved painting by tenant

Garbage disposal that breaks because a fork jammed inside

Broken bathroom tiles

Burns and chips in laminate countertop

Missing door handles

Trash pile in yard, outdoor furniture left on patio