

**HANDBOOK OF INFORMATION
FOR
RESIDENTS
OF APARTMENTS MANAGED BY THE
HOUSING AUTHORITY OF
HANNIBAL, MISSOURI**



**Community Center
Management Offices**

**253 Munger Lane
&
3614 Navajo**



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WELCOME

Welcome to your new home and neighborhood. The Hannibal Housing Authority hopes your stay will be a pleasant and safe one. The Mission of The Hannibal Housing Authority is as follows:

“The mission of the Hannibal Housing Authority is to promote adequate and affordable housing, economic opportunity and a suitable living environment without discrimination for low-income, very low-income families, persons with disabilities or the elderly”

The purpose of this booklet is to acquaint you with both your and the housing authorities responsibilities and policies regarding residence. All policies and procedures are intended for the well being of all residents for the peaceful enjoyment of your home.

The offices are open for your convenience and well being and we sincerely encourage you to contact us at any time.

Again, welcome.

Sincerely,

Jack L. McCord
Executive Director

LEASE AGREEMENT

Probably the most important document which you read and sign is your lease agreement. Your lease agreement is a contract between you as a resident or tenant and the Housing Authority of Hannibal as landlords, and it is legally binding on both yourself and the Authority. Both you and the Authority have responsibilities under this contract. Ask questions of us about any part which you do not understand because the most common cause of misunderstanding between the tenant and the management is failure to abide by the terms of the lease agreement.

“MAIN POINTS TO REMEMBER”

1. Your rent is due and payable on the first day of each month, and must be received no later than the fifth (5) working day. After the 5th working day a late charge will be added to your account. We request that payments be made by money order or check. Prompt payment of your rent is a **MUST**.
2. It is important that you maintain your premises (House & Yard) in a good and clean condition. Keep your yard clean of all debris (paper, cans and bottles) at all times. Your yard is your responsibility.
3. Advise the Authority promptly of any changes in your income or number of persons in your family.
4. Do not use the premises for commercial purposes.
5. Do not sublet or transfer possession of the premises nor give accommodation to lodgers or boarders.
6. Pets are permitted according to the rules of the Pet Policy.
7. Do not make any repairs to your apartment. Call the office if there are any repairs needed. Do not call after hours unless it is an emergency!!!! Hours are 8:00 a.m. to 4:30 p.m. Monday thru Friday, closed Saturday, Sunday, and Holidays.

EMERGENCY NUMBERS ONLY:

Maintenance Night Service:

Robert Dwyer for Laura Hawkins & Schwartz 221-5710

All other sites call 231-6575

SECURITY DEPOSIT

As a token of good faith against loss resulting from negligence or indifference, each tenant is required to deposit with the Authority an amount equal to one (1) month's rent or \$60.00 whichever is greater as security. This money is held by the Authority in an account for the entire time that you remain in the apartment as a Tenant. Upon moving from the apartment this sum is refunded in full, **provided the Apartment is left in a clean and undamaged condition**, reasonable wear and use excepted, and that ALL rental and miscellaneous charges have been paid in full.

Any charges to the tenant left unpaid or any damage to the dwelling unit or yard not the result of normal wear and use, will be deducted from the security Deposit when the tenant moves from the apartment. Any damages beyond the security deposit must also be paid by the tenant.

No less than one-third of the Security Deposit will be due on move-in. The remainder must be made in two equal installments with the next two month's rent.

Security Deposits are returnable within thirty (30) days from the day you move out, providing no damage has occurred and the apartment is left clean.

RENT COLLECTION POLICY

1. According to the terms of your lease, rents are due and payable on the 1st day of each month. Payments made after the 5th working day of the month are subject to a late payment charge of \$5.00 per month for each month past due.
2. Request for rent extensions due to unusual circumstances must be made before the 5th working day of the month. Requests for extensions must be made in writing. Such requests must set out the reasons for tenant's request for an extension. Extension will be approved or not approved at the discretion of the Executive Director, subject to review by the Hannibal Housing Authority Board.
3. Excess utility charges and work order charges are due and payable on the first day of each month and not later than the 5th working day of the month.
4. All delinquent accounts where no extension has been approved will be given a notice to pay all charges within 3 days. If full payment is not made within 3 days, legal action against the tenant may be authorized by the Executive Director.
5. At the conclusion of the 3 day period, the Executive Director is authorized to notify tenant in writing, either in person or by regular mail, to vacate the premises.

6. If such 14 day notice is provided and tenant does not peaceably surrender property within the 14 day period, a lawsuit for rent and possession may be authorized by the Executive Director.
7. If legal action is taken against tenant, tenant will be required to pay court costs and attorney fees as provided in tenant's Dwelling Lease.
8. The Hannibal Housing Authority, its Board, and its officers and employees may take whatever action authorized by law to recover possession of the premises delinquent rent, late charges, court cost, and attorney fees after legal action has been instituted.

UTILITIES

The Authority agrees to furnish water and sewer services to the tenant without additional charge for Projects MO 129-1 Atoka & Shawnee Trail (family), MO 129-2 (Laura Hawkins Hall) and Mo 129-5 (Schwartz Manor); electric will be furnished up to the allotted kilowatt amount per month, any excess will be charged to the tenant. Cost per kilowatt is based on demand and is figured by the Board of Public Works.

All utilities are furnished by TENANTS for Project MO 129-4 and MO 129-6
The following allowances will be given to tenants for payment of their utilities:

Project MO 129-4:

1-13B Starlight Ridge, James Road, Country Lane, and Union Street.

2 Bedroom Units-\$78.00

3 Bedroom Units-\$96.00

Project MO 129-6:

Hope Street, Green Meadow Drive, 1404-1418 30th Street, 2909-2921 Starlight Ridge and 2906-2922 Moonlight Drive.

3 Bedroom Units-\$92.00

PEST CONTROL

The Authority agrees to furnish pest control service without additional charge. Family units are serviced monthly and elderly units every other month. The Authority reserves the right to allow pest control person to enter your unit on the scheduled time of the month.

EXTRA CHARGES

- Extra charges for breakage or damage to the apartment or premises are collectible in the same manner as unpaid rent. Such charges are payable as soon as you are notified of the amount due.
- Extra kilowatt hours used by the tenant are due by the first of the month, at the same time as your rent, but are not considered overdue until the end of the month.
- No change will be made in the rent charge, whether up or down, between Examinations; except in the case of a change in the income of a family or a change in Federal Regulations.

INSPECTIONS

Annual inspections are done on a scheduled time before lease expiration date. Periodic inspections of the apartments and equipment, with preceding notice to tenants, will be made if there is any reason to suspect a unit is not being properly maintained by the tenant.

ANNUAL RE-EXAMINATION

Your rent is based upon the income of your family and your family size. When your application for housing was approved and your present apartment was assigned to you, the entire income of your family for the year was established and determined your eligibility for family housing.

In order that the Authority may be up to date on this very important matter, it is necessary to make what is called an Annual Re-examination with you. When you are notified once each year that you are to come to the office for a re-examination, it means that we need to know three (3) things, and all items must be documented in writing.

1. From whom you and the members of your family receive income, and what amount?
2. Is there any change in the size of your family?
3. Are you still in the right size apartment according to the sex of your children?

RIGHT OF ENTRY

The Authority reserves the right to enter your dwelling unit at reasonable hours, after notifying you, to inspect the unit, to check or repair the equipment, to repaint the dwelling unit; and in case of an emergency, without notification, to protect the property. This right of entry is reserved whether or not you or any member of your family is at home; however, the Authority will schedule visits to your apartment only at a time when you are at home, if possible.

COMMUNITY RESPONSIBILITY

Pleasant community life depends upon your consideration for your neighbor and mutual cooperation and understanding. The observance of a few simple rules will help to make your life in the development more pleasant.

- First and foremost abide by the Golden Rule, “DO UNTO OTHERS AS YOU WOULD HAVE THEM DO UNTO YOU.”
- Keep an eye on your children and do not allow them to annoy others. Teach them to observe ordinary rules of safety, good behavior, cleanliness, and to use the playground areas, not the street. Children are welcome in the development, and they are expected to grow into useful, healthy citizens with good family discipline.
- Because your neighbors are very close, it is the responsibility of each family to observe certain rules of courtesy. DO NOT play your radio or TV too loud. If you have guests, ask them to be considerate also. Think of your neighbors; please have some consideration for day sleepers or sick people in your neighborhood. ALL loud noises are to be muffled after 10 p.m.

OVERHEAD POWER LINES

Due to the overhead power lines, we will not allow kite flying within the project. Nylon or other type string sometimes has a small wire woven into it. This wire can cause the electricity to be carried to the person on the other end and can be fatal due to high voltage. If anything gets lodged in the wires please call the office. DO NOT TOUCH THE STRING on the ground or in the air.

MOTORCYCLES

Only tenants will be permitted to have motorcycles on the premises, and continuous complaints of excessive noise are grounds for termination of your lease agreement.

PARKING VEHICLES

Parking spaces are provided for each unit, and on street parking where marked. **Park vehicles only in spaces provided for that purpose!** DO NOT PARK ON LAWNS OR SIDEWALKS! Drive slowly and observe safety precautions. The speed limit in the apartment area is 15 mph. Any vehicle illegally parked will be towed away at the owner's expense, and the Authority will not be responsible for any damages.

Vehicles without current license plates and/or stickers, not in operating condition are subject to being towed away at the owner's expense if left over three (3) days. Do not back into parking spaces because your bumper may obstruct the sidewalk. **DO NOT STRADDLE THE YELLOW LINES! THIS IS A VIOLATION!**

KEYS AND LOCKOUTS

Two keys to your apartment are issued to you when you move in. Be very careful that they are not misplaced. If you should lose either of your keys, a duplicate may be purchased (at cost) at the Authority office. A charge of \$15.00 will be made for lockouts after working hours.

When you move out of your apartment, you must return two (2) keys to the office. You will be charged for each key not returned. A \$2.00 charge is levied for each key not returned.

PHOTO ID PROGRAM

The Hannibal Housing Authority has established a Photo ID Program for the Resident of Public Housing.

As of August 1996, any and all Public Housing Residents ages 12 years old through adult are required to obtain a **PHOTO ID** upon moving in. It is the resident's responsibility to obtain their Photo ID. You may contact Shelley at the Housing Authority office. If you do not comply with this policy it may be grounds for termination of your lease.

POLICE SUBSTATION

Through a joint effort between the Housing Authority and the Hannibal Police Department an on site Police Sub-Station has been opened. It is located at 26 Shawnee Trail and the Phone # is 221-2256 or Security-Charlie Wells at 1-800-425-0237.

FENCES

The physical appearance of the project area is very important, and is a matter in which we should take considerable pride; therefore, **NO FENCES CAN BE CONSTRUCTED WITHIN THE PROJECT AREA!**

GROUNDS AND YARDS

Each tenant is required to care for his own front, back, and side yard, if any. This includes pulling weeds out of flower beds, snow removal and picking up paper, cans and other debris. The Authority will maintain all public areas, trim, spray and prune shrubs. Tenants may plant flowers only in areas designated by the Authority office.

If it becomes necessary, and we hope it does not, the Authority will clean the yards of the tenant areas, and because we **DO NOT** want the job, the charges will be a good deal higher than the cost to the Authority.

SINKS AND LAVATORIES

Report any leaks or stoppages promptly. (MAY WE SUGGEST THAT YOU KEEP A PLUMBERS FRIEND ON HAND AT ALL TIMES.) Strainers should **NOT** be removed from drains. New stoppers may be obtained at the Authority office in exchange for worn stoppers. Care should be exercised to prevent chipping or staining the enamel or stainless steel sinks. **DO NOT DISPOSE OF GARBAGE, GREASE, OR COFFEE GROUNDS IN SINK DRAINS.** Such refuse can cause plumbing troubles and invariably lead to costs to the tenant for plumbing repairs. Charges will be made for any stoppage caused by negligence of the tenant.

MAINTENANCE REQUIREMENTS FOR FIBERGLASS BATHTUBS

DO NOT use powders or other abrasive cleaners (Use of abrasive cleaners could void the product warranty.) Use liquid cleaners only, such as Formula 409, Mr. Clean, and others with similar chemical content. **CAUTION: CLEANER CONTAINERS SHOULD NOT BE ALLOWED TO STAND ON A SURFACE COVERED WITH CLEANER FOR MORE THAN A FEW MOMENTS!**

DO NOT use sharp objects to remove spills. Razor blades, knives, wire brushes, and the like will scratch the surface. If the glossy surface loses its sheen, it can be restored with a readily available white automotive type liquid rubbing compound.

WALLS AND FLOORS

The walls in your apartment are sheet rock, (plaster and concrete). **DO NOT DRIVE LARGE NAILS INTO THE WALLS.** This will cause the walls to chip and break and you will be charged for damage of this nature. **DO NOT USE DRY WALL ANCHORS (MOLLY SCREWS).** These cannot be removed without replacing a part of the sheet rock. For hanging pictures and mirrors, use picture hangers especially made for use of sheet rock. These are available at most variety and hardware stores.

DO NOT drive nails into walls, doors, door facing, or other trim in your apartment at any time. **DO NOT INSTALL CEILING FANS.**

For cleaning your walls and woodwork a mild solution of soap and water or a mild cleaner may be used. **DO NOT** use a harsh cleaner or strong soap as this will remove the paint from the walls and woodwork. **DO NOT** use a strong abrasive cleaner on your Formica as this will cause scratches.

The kitchen and bathroom walls are painted and may be cleaned the same as the walls in the rest of the apartment. Do not attempt to paint the walls without the Authority's permission as certain color and brand of paint is recommended.

SAFETY MEASURES

For your protection and the protection of your neighbors, we ask that you abide by the following recommendations:

1. **DO NOT** use inflammable materials for cleaning.
2. **DO NOT** paint near an open flame, and ventilate well.
3. **DO NOT** have cans of gasoline or other inflammable material in your apartment.
4. **DO NOT** place oily rags in your apartment or closets.
5. **DO NOT** leave small children at home alone.
6. **DO NOT** leave your cook stove on while you are out.
7. **DO NOT** hang clothes or store inflammable materials on or near furnace or water heater.

INSTRUCTIONS FOR USE AND CARE OF EQUIPMENT

Keep range and oven clean at all times. DO NOT let grease and food collect on burners, drip pans, or trays in your oven and broiler as this is a fire hazard. If adjustments are necessary, contact the Authority office. A maintenance employee will be available to instruct you on the use of your range, refrigerator, water heater, and heaters. If the range is not kept properly cleaned, the Authority will clean it and you will be charged for this service. This charge will be a great deal higher than the cost to the Authority. PLEASE KEEP THE FILTER IN THE BATHROOM & KITCHEN VENTS CLEAN.

REFRIGERATOR

Keep your refrigerator clean on the inside and outside. **DO NOT allow dust to accumulate underneath or in the back of your refrigerator.** DO NOT hang clothes or rags in the back of the refrigerator. Should your refrigerator need adjusting feel free to call the Authority office.

HOT WATER HEATER

Your hot water heater will be in working order when you move into your apartment. Please DO NOT tamper with the thermostatic controls. If your heater does not work properly, call the office and a maintenance man will be sent to repair it.

ELECTRIC HEAT

Your heaters are thermostatically controlled and are designed to heat your apartment. If it fails to operate properly, please call the office. When heat is NOT needed in your apartment, be sure to cut off your heat with the wall thermostat.

LAURA HAWKINS HALL & SCHWARTZ MANORS only — Clean your heating/air conditioning filter monthly, summer and winter. DO NOT PUSH SHARP OBJECTS AND LARGE BOXES IN THE TRASH CHUTES! **PLEASE KEEP IN MIND THAT YOU ARE RESPONSIBLE FOR ALL DAMAGES TO YOUR APARTMENT OTHER THAN NORMAL WEAR AND USE, REGARDLESS OF HOW THEY OCCUR!**

ANTENNAS—WINDOW FANS—AIR CONDITIONERS

NO outside radio or TV Antennas will be allowed. There are two (2) cable outlets in your apartment, one in the living room and one in the bedroom. There will be a monthly fee from the CABLE TV COMPANY for these outlets. No window fans may be attached to the building — you may set portable fans only in the windows.

There is an outlet for a 220 volt conditioner provided in the living room. You may install other smaller air conditioners in the other windows to run off of 115 volt with the approval of the Authority office.

PERSONAL PROPERTY

Like any other landlord, the Hannibal Housing Authority is not responsible for loss of or damage to personal property. You must obtain your own personal property insurance.

REDECORATING

At the end of a four year period, the Authority will paint the interior of each unit. The color used will be chosen by the Authority, **COLOR CHANGES MAY NOT BE MADE WITHOUT THE PERMISSION OF THE AUTHORITY!** When you are notified your unit is going to be painted, you will be expected to remove all pictures and hangers from the walls and take down all curtains and drapes. If you want your pictures to hang in the same places, put a toothpick in the hole made by the hanger to mark the place for the painter.

PEACE DISTURBANCE

In the event of disturbance of the peace, such as noisy cars, fighting, yelling, noisy parties, profanity, or any other loud noises, get all the information possible and call the Police Department. **THE AUTHORITY WILL NOT TOLERATE THESE CONDITIONS!**

MOVING OUT

Your lease agreement requires that you give the Authority fifteen (15) days written notice in the event you intend to move. This notice is required in writing at the Authority office and is necessary in order that the Authority may interview, investigate, and select a new tenant to occupy the vacancy.

Turn in your keys when you move out. The charge for keys not turned in is \$2.00 each. Notify the Housing Authority office and the Post Office of your change of address.

RUMORS

IGNORE THEM! If you want the facts, ask the Authority.

MISCELLANEOUS

BB guns, air rifles or guns of any type are not allowed to be displayed in any manner outside your living quarters. If your children own a gun of this type make sure they do not display it on Housing Authority property. This is a violation of your lease, if they do so, and we will begin termination of lease immediately.

Supervision of your children is very important, especially during the summer school vacation months. Please be advised that we have a large number of children in a small area.

Please do not destroy the property of others.

FLAGRANT VIOLATIONS OF THE RULES ARE GROUNDS FOR EVICTION!!!

SUMMARY

These rules and suggestions are not meant to restrict you in your new home but to familiarize you with those items about which you will want to be informed from time to time. We cannot hope to cover everything in this booklet about which numerous questions will undoubtedly arise. We reserve the right, therefore, to add to or change the instructions and suggestions contained herein without further notice. Please write any change in the back of this book for ready reference.

The Housing Authority of the City of Hannibal, Missouri, wishes you a pleasant stay in your new home and every success for your future.

CHARGE LIST

The following charges will be made for REPAIRS to your apartment or yard. Items not listed here will be charges to the tenant by the hour and cost of the item that has to be replaced. (Prices are subject to change without notice).