

Tenant Bulletin



General Rules, Information and Policies

Braintree Housing Authority

ACTIVITIES – For activities information, please pick-up a monthly calendar that is left in the community hall. Some activities are run by the tenants and some with the Activity Coordinator. Please join in. It is a great way to meet your neighbors.

AIR CONDITIONING - You must first check with the Office before purchasing an air-conditioner. Also, please be advised that according to area apartments, a 9,000 BTU is maximum for a regular apartment and a 10,000 BTU is the maximum allowed for a handicapped apartment.

ANNUAL INSPECTIONS – Your unit will be inspected yearly.

BOARD MEETINGS – A public meeting notice is posted on the Community Room bulletin board. We would like to encourage tenants to attend our Board meetings. Anyone who wishes to speak at the Board meeting must first put their request in writing and send it to the Executive Director. The Executive Director will notify the Chairman of your request. The Chairman will decide if your request is appropriate for the Board meeting or for a meeting with the Executive Director. The Open Meeting Law requires that the meeting notice be posted, with the Town Clerk, within 48 hours of the meeting. Weekends and holidays are not included in the 48 hour period.

BUILDING COMMON DOORS –Doors must remain locked 24 hours a day. Do not place objects in the door to keep it ajar. By doing so, you are risking the safety of other tenants and could damage the door.

BRAINTREE COUNCIL ON AGING/SOUTH SHORE ELDER SERVICES - The Braintree Council on Aging offers referrals to many types of services and recreational events available to senior citizens. If you have a problem or need information relative to health care services, shopping, tours, social clubs, legal services, transportation to doctor's appointments, visiting nurses, homemakers, etc., you can call the Council at 781-848-1963 or South Shore Elder Services at 781-848-3910.

CALENDAR – A monthly calendar is created. The calendar contains activity information and other important information. Please share any ideas you would like to see included in the calendar. Calendars are available in the Community Hall.

CANDLES – For fire safety reasons and on the recommendation of the Braintree Fire Department, candles are not allowed.

CLEANING – The common areas are cleaned by BHA maintenance staff.
Congregate - Residents are required and expected to clean up after themselves when using the common living areas.

COMMUNITY FACILITIES - The Community Building is available to all tenants. The hours the building is open is posted on the bulletin board. As a general rule, the building is not available for private parties. We heartily recommend that you get together with your friends and neighbors in the community room and/or to arrange social activities for yourselves. The Authority should be kept informed of regularly scheduled activities.

COMMON HALLWAYS – Per order of the Braintree Fire Department, the common areas are to remain free of items that could hinder emergency personnel. Please do not place plants, tables, chairs or decorations on the common area floor or stairway. The fire extinguishers must not be blocked.

CONTACT PAPER - Under no circumstances will any tenant be permitted to use contact paper; it damages paint and walls when removed, the cost of which will be charged to any tenant that violates this rule.

EMERGENCY PULL CORDS – Emergency pull cords are located in the bathroom and bedroom. If you are in need of emergency assistance, pull the cord to activate the alarm. By pulling the cord, it will also unlock your apartment door. **The alarm does NOT contact the fire or police department.** It is important that if you hear an alarm, please check on your neighbor. If that is not possible or if you do not know where the alarm is coming from and the alarm continues to sound, please call 911. Sometimes residents activate the alarm by mistake and are not aware of it. By checking in on your neighbor, prior to calling 911, it may help to reduce false alarms. Some other false alarms have been due to visiting children and cats playing with the cord. Please be sure your guest(s) understand about the pull cords and try to keep your pets from accidentally pulling the cord. Pull cords need to remain accessible at all times. Please refrain from tying up the cords or blocking with furniture.

FANS - Each bathroom contains a fan. It is very important to have the fan on when showering. If not used, it will cause mold and mildew. Please note, the bathroom fan can be loud and disruptive to your upstairs/downstairs neighbor. Please be sure to shut it off when not needed.

BRAINTREE FOOD PANTRY - For information call 781-848-2124

GARDEN - The Authority has no objections to any tenant planting small gardens close to the building. **Per order of the Braintree Fire Department, mulch is not allowed near the buildings.** There is also a community garden available for all tenants. A notice will be posted each spring for tenants to sign up and to be assigned a garden plot.

GRIEVANCE POLICY – Policy is posted on the bulletin board in the community room/hall.

GRILLS - Use of outdoor grills is by permission only. No grill, propane tank or other fuel (such as charcoal or lighter fluid) may be placed within (20) twenty feet of any structure or flammable item such as lawn furniture. If you intend to use a grill, you must first obtain permission from the Office. If your request is approved, maintenance will inspect the area to be sure the area is acceptable.

- No grill may be used on ground which is not sufficiently level.
- There must be no flammable material (such as bark mulch) in the area.
- The BHA will inspect the area periodically.
- If a grill is placed in an unsafe location, then grill will be removed and stored by the maintenance staff.

Permission may be revoked if it is of the opinion of the Housing Authority a safety threat will continue.

Propane gas, whether containers are full or empty, are forbidden in any building. Grills are dangerous if used improperly. Please help us keep you and your neighbors safe.

HOLIDAY DECORATIONS – Decorations are not permitted in the common areas or on the exterior of the building. One exception to this policy is decorative door wreaths. The wreaths are supplied by the BHA, but many residents like to put

their own up. Let the office know, if you would like to use your own. **ARTIFICIAL TREES ONLY for inside your apartment. No decorations on the stairs.**

HEAT - There are separate thermostats in the living room, bedroom, kitchen, and bathroom. Please conserve energy.

Electric heaters, baseboards and bathroom heater covers are not to be removed by tenants to clean; the maintenance staff cleans them upon request. If you would like them cleaned, please contact the office to put in a maintenance request.

DO NOT PLACE FLAMMABLE ITEMS SUCH AS DRAPERIES OR CURTAINS TOO CLOSE TO THE ELECTRIC HEATERS UNDER THE WINDOWS. They MUST be at least four (4) inches away from the heating unit. To violate this rule would be a fire hazard and a danger to yourself and your neighbors. Do not place any flammable item too close to the heater such as a plastic laundry basket or clothing.

DO NOT PLACE FLAMMABLE ITEMS NEAR THE BATHROOM HEATER- Do not block the bathroom heater with tables or chairs. Do not place aerosol items near the heater.

HEAT CONSERVATION TIPS - We are taking this opportunity to remind you that there are certain steps that all of us can take to conserve our valuable energy resources. A step by step approach to conserving our supplies has been outlined. We need your cooperation. The following is the suggested conservation program.

- **COLD MONTHS** - If the sun is not shining, you might want to keep curtains tightly closed. This provides a great deal of additional insulation, whether you have single-pane windows or storm windows. Heat loss through un-curtained windows is particularly great if the sky is cloudless, whether it is day or night.
- **TURN YOUR THERMOSTAT DOWN 3 OR 4 DEGREES.**
- **DRESS WARMER** - You will find that if you dress a little warmer you can be just as comfortable and healthy at a lower temperature. You should also turn the thermostat down even further at night and whenever you are not at home. Electric heat has very fast recovery action. Even wearing a sweater can help conserve energy.

- If hot air can circulate freely, less fuel will be required to heat a room. This applies to all types of heating systems. Do not heat unused rooms. If an unused room has a separate thermostat, turn the heat down and close the door to the rest of your residence.
- Use less hot water. When using the washer, operate only with full loads, use warm water, cold water, or short cycles, instead of hot water or long cycles.
- If your heat is on, your windows must be closed.

KEYS - Each tenant will receive one-set of keys upon move-in. Please make arrangements to leave a spare set of keys with family or friends, who live close by and can assist you, should you become locked out of your unit. **Please note, a \$50.00 LOCK-OUT FEE is charged for lock outs that occur when the office is closed. DUPLICATE KEYS – Cost is \$3.00 per key.**

LAUNDRY FACILITIES – Each site contains coin operated washers and dryers. Washing machines and/or dyers are not allowed in your unit. The cost is posted in the laundry area. Please use only one machine at a time.

LEASE – Each tenant signs a lease upon move-in and is given a copy. Any questions concerning your lease should be discussed with the Authority.

LOCKS – The cost to replace the locks, at the request of the tenant, is \$50.00.

MAINTENANCE - For all maintenance requests, during regular business hours, 8:00 AM to 4:00 PM Monday through Friday, please call 781-848-1484. All maintenance requests must be processed through the Office. Please do not go to the maintenance shop or stop the maintenance staff, to request maintenance work.

Maintenance Emergency Definition and List

If you have a medical, police, or fire emergency, you need to contact 911 immediately.

Emergency definition and list

The following is the minimum list of emergencies that should be reported:

Examples of Emergencies to be called out:

- Gas leaks or Gas odor (Call 911) - **There are no gas utilities at Heritage, Congregate or Roosevelt.**
- Fires of any kind (Call 911)
- Electric Power Failures
- Electrical hazards, sparking outlets
- Broken water pipes or flooding
- No water or unsafe water
- Sewer or toilet blockage
- Roof leaks
- Lock outs - \$50.00 fee for after business hours
- Door or Window lock failure
- No heat
- No Hot water
- Snow or ice storm
- Dangerous structural conditions
- Inoperable Smoke or CO detectors, beeping or chirping detectors
- Elevator stoppage or entrapment - **Congregate Only.**

If a tenant has a maintenance emergency or non-emergency, during normal business hours, they should call - (781) 848-1484. Extension 1.

If a tenant has a maintenance emergency after hours, weekends, or holidays, they should call (781) 848-1484 press extension 6. Your call will be forwarded to our answering service. If the Authority phone lines are not working, you can call the answering service directly at 617-376-3609.

What is NOT considered an Emergency

Faucet Dripping	A hole in the wall
Closet door off track	The door squeaks
Screen has a hole in it	Stove burner is not working
The paint is peeling	

Tenants are required to report all maintenance requests accordingly. Failure to do so, could result in the situation becoming more severe.

MEAL PLAN (Congregate Only)– If interested and/or for more information, please contact South Shore Elder Services at 781-848-3910.

MEDICAL EMERGENCIES - In case of a medical emergency, **please call 911.** The Braintree Fire Department has access to a master key and is able to gain access to

any apartment, if necessary. If you witness someone needing emergency assistance, please call 911 and not the Office.

NOISE - Please be considerate of the noise that emanates from your unit. When having guests visit that involves children, please do not allow them to run around in the common living areas. Noise should be minimal after 9 p.m. and before 7 a.m.

OXYGEN – Oxygen and smoking do not mix. The Braintree Fire Dept. is enforcing the following: Smoking is absolutely forbidden if you have oxygen in your apartment.

PARKING - All tenants and their guests are required to park automobiles in the parking areas. These areas are well lit. Curbside parking is discouraged because it could interfere with emergency vehicles. There is no assigned parking. Tenants are allowed one vehicle. Exceptions to the one vehicle policy must be approved by the BHA. There is a Vehicle Policy that was given to all residents. If you would like another copy, please call the office.

PERSONAL ITEMS – Maintenance cannot perform any type of repair to tenant owned property.

PET Policy – Contact the office for a copy of the Pet Policy.

We would also like to remind you to **please DO not feed the wild animals**, as this practice can cause unsanitary hazards in the complex.

PICTURES AND MIRRORS - To hang pictures and mirrors on the walls, please refrain from using nails and use the velcro type hanging hooks. If you are not sure on what to use, please call the office and maintenance will meet with you to review.

RECERTIFICATION – All tenants are required to complete an annual recertification. You will receive your recertification packet 90 days prior to the effective date. Times will be posted in the Community Hall/monthly calendar letting you know when you can meet with a BHA staff person to turn your papers in.

RECREATION AND YARD EQUIPMENT POLICY – This policy was created more for our family housing program. Trampolines are not permitted under any

circumstances. Swimming pools are not permitted and/or wading pools. Full policy is available upon request.

REFRIGERATORS – Please do not store items on top of or beside the refrigerator. Storing items such as plastic bags next to the refrigerator, can interfere with the air circulation process. The second refrigerator is for all residents to store on occasion extra food items.

RENT COLLECTION - All rent is to be paid by direct debit, check or money order. Rent is due on the first of each month. A reminder notice is sent on the 5th of the month. There is a drop off box out front of the office that is available 24/7. A rent box is also available in the front lobby of the Office.

SHARED LIVING - CONGREGATE - Congregate is a shared living environment. Please be considerate of others. Do not store personal items in the living room or library.

SMOKING – All BHA properties are 100% non-smoking. Smoking is not allowed in any building. Smoking is allowed twenty feet away from the building, as long as there are no complaints.

SMOKE/HEAT DETECTORS - There are several located through-out the building. Each unit contains one smoke and heat detector.

The Fire Department has asked that we pass along the following information to all tenants: In case your smoke alarm rings due to excessive smoke from burned toast, bacon, etc., and there is no actual fire or safety issue, please keep your apartment door closed and open all windows. Fan the smoke out the windows with a towel. The reason for keeping your apartment door closed is that the smoke in the hallway will trigger the fire alarm and you will have a visit from the Fire Department.

SNOW REMOVAL - We ask all residents to please move their cars once they observe maintenance trying to clear parking spaces. This is done after the road and walkways have been cleared.

SOLICITATION - If a solicitor should come to your door without our knowledge, please make every effort to discourage him. Inform him that solicitors are NOT ALLOWED in the development by order of the Braintree Housing Authority.

STORAGE - There is no separate storage area. All items must be stored in your unit.

TELEVISION - Cannot be affixed to a wall.

TENANT ASSOCIATION – Currently, there is not an active association.

TRASH/RECYCLABLES – Tenants are responsible for taking their own trash and recyclables, to the trash/recyclable receptacles. Please dispose of your cigarettes properly and do not throw them on the grounds or roadway. Televisions are not allowed next to or in the dumpsters. Please contact the Office for instructions on how to properly dispose of television.

WATER CONSERVATION – Outdoor faucets are available for tenant use to water your garden. Please make sure you shut the water off when finished using. It is recommended to water your garden, very early morning and early evening.

Washing of vehicles is prohibited.