



Family Units Resident Handbook



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Red Wing HRA Policies

There is a copy of the policies in the Red Wing HRA office, at the Resident Service Coordinators' offices, or on the HRA website (www.redwinghra.org).

Admission and Continued Occupancy Policy (ACOP)

The ACOP is the written statement of policies used to carry out the public housing program in accordance with federal laws and regulations, and HUD requirements. The Red Wing HRA owns and operates 119 public housing units. In Jordan Tower I there are 100 units and the other 19 units are scattered family units

Resident Handbooks

The resident handbook is designed to provide useful information that will assist residents upon moving in and throughout their residency.

Policies for All Properties

- Cold Weather Window Policy
- Community Service Policy
- Fair Campaign Practices Act
- Grievance Procedure and Section 504 Grievance Procedure
- Housekeeping Standards Agreement
- Lead Based Paint Brochure
- Notice to Vacate Policy
- Pet & Assistive Animal Policy
- Resident Charges & Utility Allowance Information
- Tenant Out of Unit Policy
- Violence Against Women Act (VAWA) Protections

Policies for Family Public Housing Units

- Basement Policy
- Smoke Free Policy

Section A

Welcome to Family Public Housing!

Red Wing Housing and Redevelopment Authority

The Red Wing Housing and Redevelopment Authority (**HRA**) owns and manages 19 Family Public Housing Units.

Office and Management

Office hours are Monday through Thursday 7:30am to 4:30pm and Friday 8am to 12pm.

428 West Fifth Street
Red Wing, Minnesota 55066
Phone number: (651) 388-7571

Social Services

Resident Service Coordinator
Jordan Tower I Office 651-301-7018

Senior Resident Service Coordinator
Jordan Tower II Office 651-301-7035

The Red Wing HRA employs Resident Service Coordinators that are available to assist residents in finding community services and resources.

Maintenance

To do a maintenance request for a work order, call the Office at 651-388-7571. You will need to leave your name, apartment number, what the problem is, and give permission to enter. Maintenance will address these requests as they are able to. If it is an emergency during office hours, let the person taking your request know this.

After Hours Emergencies – The HRA considers an emergency to be a situation where people will be hurt and/or property will be damaged if the problem is not fixed immediately. Examples include fire, flood, sewer backups, lack of heat, etc.

If there is any emergency at your unit after normal business hours, or on a weekend or holiday, please call **651-764-9586**. Please do not call this number for non-emergency repairs.

Repairs

Please report work orders right away if you find something in your apartment that may need repair. You must call in a work order before work will be completed. Most work orders are completed in just a few days.

Renters Insurance

The HRA highly recommends that you purchase a renter's insurance policy to protect your personal belongings in the event of a building disaster such as a flood or fire. The HRA is not liable for damage caused to personal belongings.

Residents are held responsible for the HRA insurance deductible in the event that they are the cause of a flood or fire. An insurance policy is very affordable and will replace your personal belongings and pay for the HRA insurance deductible (if it is deemed the resident's responsibility).

Section B



The Red Wing HRA owns and operates Deer Run Townhomes, Featherstone Court Townhomes, Pioneer Place Townhomes, and a single family home. Each apartment has a kitchen, living room, (3-4) bedrooms depending on which unit you live in, and (1-2) bathroom(s).

Electric Range

Never use your oven or stovetop to heat your apartment. Be sure to stay in the kitchen to watch what you are cooking. Nothing should ever be stored on top of your stove or in your oven. You should not store anything on the areas next to the stove that could possibly catch fire.

Laundry

Provided with your rental unit is hook ups for your laundry. You must use a lint trap on your washer hose. Failure to do so may result in damage to the plumbing system and you will be responsible for paying the cost to repair the damage. Your apartment does not have a water softener.

Dehumidifiers

There is a dehumidifier located in the basement of your unit. It needs to be turned on at all times. Please ensure that you are checking it regularly and emptying as needed. If the filter is dirty, rinse it off and put it back on. Contact the HRA if you need assistance or if it is not working properly.

Air Conditioner

Residents are to supply their own air conditioner. Air Conditioners must be installed\removed by the HRA Staff. Call the office to schedule an appointment. Maintenance will only be installing the air conditioner to ensure proper placement and you are responsible for insulating it or taping shut any gaps.

Fire Suppression System

Each unit has smoke detectors and carbon monoxide detectors. Residents are not to disconnect the smoke detectors at any time. It is against HUD regulations to not have operational smoke detectors. If you think there is something wrong with the smoke detector in the unit or it is beeping, please call the HRA office or emergency contact for maintenance to repair the smoke detector. Do not hang any items from the water pipe.

Cable and Internet

The HRA does not allow satellite dishes to be installed onto the building or in the ground. Any cable/internet needs to be mounted on a portable stand.

Windows

The HRA provides blinds for every apartment. Resident or family members can hang their own curtains but make sure to avoid drilling or screwing anything into the window frame. Any damage to the window or window frame will be billed to the resident. If assistance is needed from HRA staff, it would be a charge of ½ hour of labor and this would need to be called into the office as a work order. The curtain and rod will not be provided from the HRA.

In the winter, residents need to ensure all windows are closed and the thermostat is set at 60 degrees; see the Cold Weather Window Policy for more information. If there is a concern with a window open, HRA staff will visit the unit to ensure the pipes do not freeze. Water pipes freeze and burst when windows are left open in cold weather causing thousands of dollars of damage. If damage occurs due to a window being left open, you will be responsible (and charged) for the damage.

Plumbing

Please do not pour coffee grounds or grease down your bathroom or kitchen sink. The toilet in your apartment can easily get clogged by feminine products or bathroom wipes (even those that say they are flushable). Please dispose of them in a wastebasket DO NOT FLUSH.

Electrical

Family Public Housing residents will be billed individually by Xcel Energy for the use of electricity in their individual apartments. You receive a utility allowance off your rent to go towards your electric bill. If you have a question or problem concerning your electrical use, please call Xcel directly at 800-895-4999.

Conserve Utilities

During the heating season (Oct-May), please do not leave your windows/doors open for a prolonged period of time. Windows should remain closed and locked when you are not home. Your heat should remain on and set at a minimum of 60 degrees.

If you have a dripping faucet or toilet that runs constantly, please call in a work order right away. This will conserve the use of water and keep the cost of utilities low, which helps us keep rents affordable.

Inspections

There are a few different types of inspections that will be conducted during your tenancy.

Housekeeping Inspections: Each resident is required to maintain a standard of cleanliness in his or her respective apartment. Inspections may be started anytime there are concerns or issues about the unit. A letter will be sent to explain what the concern or issue is and when the inspections will begin.

Annual Inspection: Each year, the HRA is required to perform an inspection on all of the properties. The HRA schedules these inspections and notifies residents with adequate notice.

Funder Inspections: Due to the different funding sources for the buildings and projects, there may periodically be times that the funder will request to inspect the property. When the HRA receives notice of this visit, staff will inform the residents that may be subject to the inspection.

Prepare for Inspections

Inspections are intended to ensure the safety of all residents, as well as, to protect the property from extraordinary wear and tear or neglect. To prepare for your inspection, make sure to call in work orders throughout the year when things arise, rather than waiting for the inspection. During the inspection, we are looking for maintenance items and situations which may harm you or be unsafe, such as blocked windows/heaters, broken appliances, tripping hazards and unsanitary conditions involving food and cleanliness.

Section C

Common Area/ Community Space

Yard Clutter

In order for maintenance to be able to maintain the property, the yard needs to be free of any clutter. Please make sure that every night, all toys, bikes, lawn furniture, and other items are cleared from your yard and returned to the patio, storage area, or moved indoors. This also includes the hillside. Any items left out risk being damaged by the lawn mower or run over by the snow blower.

Lawn Damage. Leaving objects out, such as tents or furniture, can also damage your lawn. So can chemicals and puppies. Make sure to take proper care of your lawn, as repairs can be costly and will be billed to *you!*

- *Tents:* Tenants *are* allowed to camp out in their backyard, but you must move the tent every two days so you don't kill the grass.
- *Fire Pits:* No fire rings, fire pits, or portable fireplaces.
- *Swimming pools:* Due to liability reasons, swimming pools are not allowed.

Dogs

If you have a dog, please make sure to pick up after it. Your yard should be free of any dog poop. If maintenance has to clean it up, you will be charged. If the behavior continues you may be asked to rehome your dog.

Rocks/ Dirt/ Landscaping

Please monitor your children and pets at all times when they are playing outside so that these areas are not damaged. This includes not only the area around your unit, but the area around your neighbors units and the parking lots. There is to be no removing of the dirt or rocks from these areas. This including throwing rocks/ dirt at the signs, the apartments or into the parking lot. Do not put any toys in the landscaping area. All cigarette butts need to be disposed of properly and not in the yard or landscaping. If maintenance has to clean this up, you will be charged.

Designated Smoking Area

There is no smoking in the units or the storage shed. Per the no smoking agreement, smoking is not allowed within 25 feet of the apartment building.

Recycle - Trash

Your rental unit is supplied with a garbage can and a recycling bin marked with your unit label. Please place these on the curb. There must be 4 feet between your garbage can and any recycling containers, mailbox, etc. If the garbage can or recycling bin are located too close to each other or too close to your mailbox, then the automated arm will not be able to pick up the container. Please return the container to your apartment when it is empty. All containers need to be brought back to the storage area within 24 hours of garbage/recycling being picked up. Please follow the recycling plan implemented by the City

Mailboxes

Mailboxes are located in front of each unit. Please do not park your vehicle close to the mailboxes to ensure that the mailman is able to deliver the mail. Your apartment key is for your apartment only. You will be furnished with one mailbox key. Lost keys are replaced at a charge to the resident.

Portable Fire Pits/Charcoal Grills/Tents/ Kiddie Pools

Due to safety and liability, these items are not allowed to be used on the property.

Gas Grills

These are allowed but must be operated under supervision away from the building. Once done using the grill, please clean up the area.

Parking

Off street Parking is available for residents at Featherstone Court, Deer Run Townhomes, Pioneer Place and Hallstrom on a limited basis, there is no fee for using this space. For Deer Run and Pioneer Place residents, there are only two spots per household. All cars must be in good working condition and moved regularly. You are not allowed to service your vehicle in the lot. The lots are not to be used as a storage space for your car.

Please contact the HRA to update your vehicle information when changing plates or getting a different car. Please look at the parking agreement that you signed for more information. There is to be no boats or recreational vehicle parked in the driveways or parking lots. Only vehicles are allowed to park in these areas. One guest vehicle may park in the parking lot during daytime hours. Parking and driving on the lawn is not permitted.

Snow Removal

Please see the parking lot agreement for information about moving your vehicles due to snow. Your car must be moved no later than 9:00 a.m. on any day it snows more than one inch. HRA staff will be out to remove the snow off the main sidewalk as soon as they are able to and may wait until it stops snowing to do so. Tenants are responsible to shovel from the door step to the main sidewalk.

Section D

Safety and Security

Personal cameras are allowed but cannot face another resident's unit or the parking lot due to privacy reasons. Cameras/devices cannot be attached to any part of the unit.

Guests/Visitors

As Family Public Housing units are provided specifically for your housing needs, we ask that you use your best judgment when entertaining overnight guests. You can only have someone stay overnight for 14 cumulative days in a 12-month period. For those that you have invited into your unit as your guest, you are responsible for their actions. Any negative actions by your guests could affect your lease and your tenancy in your unit.

Lock unit door

You should lock your apartment door whenever you leave your apartment, even if you think you will only be gone for a little while. You should also lock your door at night or any other time of the day you feel necessary in order to ensure your safety. The HRA is required to lock all doors when exiting a unit, whether the door was locked or unlocked upon their arrival. This is industry standard practice.

Fire/Emergency Plan

If you have a fire in your apartment, please call 911. Wait for emergency instructions from the fire fighters or HRA staff. If you have a water emergency, please call the HRA office and report it. You have water shut off valves under each sink and in your bathroom next to your toilet in your rental unit. You may alleviate the problem if you turn the water valve off until staff arrives.

When severe weather conditions are in effect in the City of Red Wing, your basement is the safest place to be. When severe weather conditions are in effect in the City of Red Wing, tune into local radio (KWNG Radio 105.9 FM or KCUE Radio 1250AM) and/or local television station for updates.

Section E

Required Paperwork and Annual Recertification

HUD Regulations require that the HRA certify annually the income and deductions of each household. Recertification appointments are scheduled 4-months before your anniversary date which is your move in date. Please make sure to attend this appointment or call the office to reschedule or complete the required packet of paperwork and return promptly. For more information on how rent is calculated, feel free to contact the Property Manager.

Rent calculation

Rent is based on 30% of the annual-adjusted income of the household. Gross annual income is reduced by medical and childcare expenses to determine the adjusted amount. This amount is determined before you move in and again at Annual Recertification. Any time there is a change in the amount of income you are receiving, this needs to be reported to the HRA office within 10 days of the change .

Rent Payment

Near the end of each month your rent statements will be delivered. The statement will show payments made during the month and the amount due for the following month, rents are due to the HRA by the first of each month. These statements will also have any work order charges on it.

Rents are due to the HRA by the first day of each month and shall be considered delinquent after the fifth calendar day of the month. A late rent fee of 8% of your annual adjusted income but not to exceed \$25.00 will be collected after the fifth calendar day and will be applied to your rent.

A \$28.00 charge will be added to your account if a check has been returned for insufficient funds (NSF). All future payments must be made by a cashier's check or MONEY ORDER ONLY if your payments have been returned or bounced.

There are many ways that you can pay your rent such as: a drop box is located outside the HRA Office on 5th street, send the payment in the mail or sign up for ACH. Rent is to be paid by check, money order or sign up for automatic payment only, no cash will be accepted.

There is an option of having your rent automatically taken out of your bank account. If you are interested in this option, a form needs to be filled out, a voided check stapled to it, and then turn it into the HRA office. If you choose this option, there will be a stamp on your rent statement, which says paid by ACH.

Payments will first be applied to any outstanding balances and then to the current rent. Late fees and charges will be applied on any past due rent.

Section F

Common Rules/Concerns/Behaviors

The following are rules that apply to common situations. The Service Coordinators/Property Manager staff can answer any questions you may have regarding these rules or help you address a situation that may not be covered.

Good Neighbor Policy: Please be respectful to your neighbors. To avoid offending others, please act responsibly, refrain from gossip and bullying behavior, use appropriate language, and dress appropriately.

Conflict between residents: Residents may sometimes have conflicts with other residents. As a good neighbor, it is better that you as a resident try to deal with the conflict directly rather than getting your Property Manager involved. It is recommended that you try and resolve the issue with your neighbor face to face first. If this doesn't work, please contact one of the Resident Service Coordinators or your Property Manager with your complaint.

Decorations outside unit door: Residents may personalize their apartment door. Your decoration must be of appropriate size, is limited to one item and may not be offensive to others. No political or religious signs are allowed. Nails, hooks, and other hanging accessories that permanently alter the door are not allowed. Any decorations outside of your apartment are done so at your own risk, HRA cannot be held responsible for anything that disappears or is damaged. Signs are not permitted to be displayed in your apartment window.

Noises and Disturbances: Apartment noises can travel, so please, take your neighbor's comfort into consideration when using your TV, radio, stereo, musical instrument, appliances, or when children are playing. Extra caution and thoughtfulness should be maintained in the early morning and late night hours. If you have problems with noise talk to the person (directly and discreetly) making the noise and *POLITELY* ask them to turn down the volume. If this does not work call the HRA office or the Service Coordinators. If you are hard of hearing a good option to consider is buying headphones for your TV or radio so you can still hear and your neighbors won't be disturbed. Remember that you are going to hear noise from other apartments, especially during the day, so please treat your neighbors as you would like to be treated. Per the City Ordinance, quiet hours are between the hours of 10:00 p.m. and 7:00 a.m.

Several disturbances may result in a lease violation, which could then lead to an eviction.

Apartment absences: As a resident, you must live in the unit and the unit must be your only place of residence. Temporary absence from your apartment for non-illness or vacation is limited to 60 continuous days (2-months) during any twelve-month period. For medical reasons, the time limit is 180 continuous days (6-months) during any twelve-month period.

If you are going to be absent from your unit for a period of time, be sure to secure your unit by closing all windows, turning off lights and appliances and locking your door. If you are going to be out of your unit for a month or more, the HRA will be entering your unit each month to run water in the sinks, shower and flush the toilet.

Please notify the Property Manager or the Resident Service Coordinators if you will be away from your apartment for an extended period.

Vacating Unit: When the time comes to vacate your apartment, it is required to give a written notice. Residents are required to submit a written notice to the Property Manager 30 days prior to vacating their unit. You are responsible to pay rent for the 30 days even if you vacate the apartment early. This notice is required so that we may promptly rent your apartment to another person on the waiting list. If it is within the first year, you will be responsible to pay rent until it is rented or until the year lease is up.

HRA will send a confirmation letter once a notice to vacate is turned in. Included with the letter will be the HRA move out cleaning checklist and charges sheet to ensure you have a successful move out. Before you leave, please clean your apartment thoroughly and leave the unit as it was when you moved in. Return all keys to the HRA Office and be sure to remove all of your possessions, as the HRA cannot be responsible for anything left behind. Please also leave a forwarding address for all final correspondence from the HRA.

Revenue Recapture: Owing the HRA at move out due to various reasons could lead to the Red Wing HRA submitting the debt owed to Revenue Recapture. This means that any refund from the State of Minnesota would be used to satisfy the debt owed to the HRA instead of being sent back to you. There are two ways to avoid having your debt submitted to Revenue Recapture: 1) pay the amount owed in full or 2) set up a repayment agreement with the HRA within 10 days of receiving the Security Deposit Disposition.