



Jordan Tower I & II Resident Handbook



Table of Contents

Red Wing HRA Policies	Page 4
Section A	Page 5-6
Welcome	
Red Wing HRA	
Maintenance & Repairs	
Renters Insurance	
Section B	Page 7-9
Unit/Apartment Features	
Types of Inspections	
Section C	Page 10-13
Common Areas & Community Spaces	
Trash & Recycling	
Laundry Room	
Mailboxes	
Parking & Bikes	
Elevators, Stairways & Hallways	

Section D

Page 14-16

Safety & Security

Doors

Cameras

Guests & Visitors

Section E

Page 17

Required Paperwork

Rent Payments

Section F

Page 18-20

Common Rules/Concerns/Behaviors

Section G

Page 21-22

Resident Service Coordinator

Activities & Meetings

Resident Council

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

Tenant Selection Plan (TSP)

Jordan Tower II is a HUD-subsidized multifamily property, under the Section 8 New Construction Program. There are 104 units in Jordan Tower II. The Tenant Selection Plan is to ensure that tenants are selected for occupancy in accordance with HUD requirements and established management policies and procedures.

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
- 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 Specific to Jordan Tower I & II

- Alcohol Policy
- Assistive Ambulatory Devices Policy
- Group Activity and Room Use Policy
- Security Camera Policy
- Smoke Free Policy for Towers

Section A

Welcome to Jordan Towers!

Jordan I is a nine-story building with 100 units. Jordan II has eight stories with 104 units. The two buildings are joined by an enclosed walkway designed to make accessibility between the buildings most convenient.

Red Wing Housing and Redevelopment Authority

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

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. Please do not stop maintenance or any other HRA staff in the hallway to tell them about a repair. 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

Unit/Apartment Features: Each apartment has a kitchen, living room, bedroom and bathroom. Units are furnished with an electric range and refrigerator. Residents can have microwaves, chest freezers, electric fireplaces and air conditioners. It is not permitted to have a countertop dishwasher.

If there are any damages caused by the appliance, then the resident will be responsible for those charges. Extra charges may apply for chest freezers, electric fireplaces and air conditioners, so please notify HRA office if you have one and you will be informed if there would be an extra monthly charge. Personal washing machines or dryers are not allowed in the units.

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.

Air Conditioner: There is a space provided for a sleeve air conditioner. Residents are to supply their own air conditioner and must be a sleeve air conditioner. The openings are 24.5 inches wide, 14.5 inches tall, and accept 115 volts models only.

Fire Suppression System: Each unit has smoke detectors and the sprinkler system. Residents are not to disconnect the smoke detectors at any time. Do not hang any items from the sprinkler pipes or store items within 24 inches of the sprinkler head on all sides.

Cable/Internet/Phone: Each apartment has connections for cable and telephone installation. The HRA does offer cable, internet and landline phone services. Please contact the HRA if interested in signing up for these services.

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 would not be provided from the HRA.

When the temperature falls below freezing, windows will be monitored to ensure the safety of all residents. If a window is left open for more than 4 hours when temperature is below freezing, HRA staff may visit the unit to ensure everything is ok in the unit as HRA is concerned about the pipes freezing and bursting. If the pipes should burst due to a window being left open, the resident may be responsible for any and all damages.

Plumbing: Please do not pour coffee grounds or grease down your bathroom or kitchen sink. Also do not wash your hair in the bathroom or kitchen sink. The pipes going to these sinks are smaller in diameter and can easily get clogged. As a result, you and your neighbors will have clogged sinks. The toilet in your apartment and in the common areas 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: Jordan Tower I residents may have additional charges for extra appliances in the their units.

Jordan II residents will be billed individually by Xcel Energy for the use of electricity in their individual apartments. If you have a question or problem concerning your electrical use, please call Xcel directly.

Conserve Utilities: During the heating season (Oct-May), please do not leave your windows open. Windows should remain closed and locked when you are not home. Your heat should remain on and set at a minimum of 60 degrees. Heating 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.

During the cooling season (June-Sept), please do not prop apartment doors open. Your air conditioner should be used to cool your apartment rather than relying on cool air from the hallway. **Propping apartment doors open is a violation of the fire code.**

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 inspection will be.

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.

Bed Bugs: There are many ways someone could contract bed bugs. If someone suspects bed bugs in their unit, the resident should report it to the HRA office to investigate. The HRA will contact and set up an appointment with pest control to inspect the unit and confirm. The sooner it is reported, the sooner the pest control can schedule the treatments.

If bed bugs are found, the pest control agency will also inspect all the units around which includes the units next to, above and below the confirmed unit.

Section C

Common Area/ Community Space

In each Tower, there are common areas that are available for all residents to use or reserve. Each floor has an open lounge area, which is available for your use as an extension of your living space.

The following areas are available for recreational use, if they are not already reserved:

- Jordan Tower I
 - Community Room (Café Jordan)
- Jordan Tower II
 - Sailstad Room
 - Activity Room
 - Arts & Craft Room
 - Media Center
 - Billiard Room
 - Conference Room
 - Library
- Courtyard/ Patio

Café Jordan, Sailstad Room and Craft Room are available to rent for family and private gatherings. Reservations must be made in advance with the Finance/ Administrative Assistant. A \$15.00 deposit and \$15.00 fee is charged for these reservations. The deposit is refundable, if the condition of the room is satisfactory after the gathering. The HRA cannot accept cash.

Please treat these areas as you would your own home. *Furnishings may be rearranged to your liking, but please put items back when you are done.*

Designated Smoking Area

There is a designated smoking area in the Courtyard available to use by all residents and guests. Please be aware of the quiet hours from 10pm-7am.

Recycle - Trash

Disposal of garbage and trash is to be done through the trash chute located on each floor. All trash must be bagged in a plastic bag and tied before dropping down the chute. Please refrain from using the chutes between 9pm and 7am as it may disturb your neighbors. For heavy objects or heavy loads, bring that to the first floor trash can. Liquids only are to be flushed down the toilet. Grease should be solidified in a can and wrapped with garbage bag. **Please do not dispose of any garbage or items by the dumpsters.** There will be a charge for items left by dumpster or near any garbage area.

On the first floor of each building in or near the laundry room, we have provided recycling containers for glass, plastic, aluminum, cardboard, newspaper, etc. Please follow the recycling plan implemented by the City. Directions on disposing your recyclables are posted above the recycling bins. All cans and bottles must be rinsed. Cardboard must be flattened; Styrofoam containers ARE NOT recyclable. DO NOT throw garbage in the recycling bins. Shredded paper is not recyclable.

Needles can be disposed of in a sealed container, taped up, and labeled as needles. For more information, please see one of the Resident Service Coordinators.

Laundry Room

A laundry room equipped with washers and dryers are located on the first floor of each building. A laundry card is provided to each resident at move in. There is a cost of \$5.00 for a replacement card. Each resident is responsible to load money onto their card in order to use in the laundry room. The hours of operation are 7:00 a.m. to 9:00 p.m. Please use only one washer and one dryer at a time. Couples and homemaking staff may use two machines. Directions for use and cleaning of the machines are posted in the laundry room. If there are issues with loading the laundry card, please see one of the Resident Service Coordinators.

Mailboxes

Individual mailboxes are located at the first floor lobby area of each building. Your mailbox number corresponds with your apartment number. For your convenience in mailing letters, there is a drop slot located below the mailboxes. U.S. Mail is picked up daily except for postal holidays. There is a box outside your unit door, which is where HRA will deliver internal HRA information.

There is a table located in each lobby for package deliveries. The HRA is not responsible for lost or stolen packages. The HRA will not accept packages at the office for any resident. If there are any missing packages, the resident needs to contact the company they ordered from and work with them on the solution.

Elevators/Stairways

Each building is equipped with two elevators. One of the two is larger for move in purposes. There is no “freight” elevator. Elevator buttons correspond with floor numbers. Each elevator has an emergency call button with direct contact to Custom Alarm. A ventilating system is in operation at all times.

Please practice common courtesy when entering or exiting the elevators. Please let the people exiting get off before you get on, let the people in the front exit first.

Stairways are located at the end of each hallway in both buildings. These are for emergency use and stairwell doors should be kept closed at all times. In the event of an emergency, please exercise caution when using stairs.

Bikes

Many residents at Jordan Towers have a bike. All bike owners are required to fill out a registration form so the HRA knows which bike belongs to which resident. The HRA asks that all bikes be parked in the bike rack or stored in the resident’s apartment. To ensure that there is adequate parking space for the bikes, each resident can only park one bike on the bike rack. Bikes may not be stored in the hallways or stairwells.

Parking

Parking is available on a limited basis for a monthly fee for Jordan Tower residents who own a vehicle. There is a waiting list for all current residents that own a vehicle. Once a residents name comes to the top of the waiting list, they will be contacted and an agreement will need to be signed. Lots are adjacent to each Tower. The lot is not to be used as a storage space for your car. All cars must be registered and licensed in the state of Minnesota, moved regularly, and must be in good working condition (no oil or gas leaks). Your car must be moved no later than 8:00 a.m. on any day it snows more than one inch.

At least one handicap stall is located in each lot with a 2-hour time limit. These are available only to vehicles bearing the State Handicapped emblem. **Violators will be**

towed. Additional parking can be found on Fourth or Fifth Street, and in the fourth street public parking ramp.

There are limited number of parking spots located in the parking ramp that are reserved for assigned parking at a monthly fee. There is a wait list for these spots as well.

Items in the Hallways

No items should be stored in the hallways as it is a safety hazard. This includes any scooter, walker, carts, rugs outside of doors, etc.

Section D

Safety and Security

The HRA provides controlled access to the building. If something or someone seems out of place, follow your instinct and report what you see. Security Cameras are located throughout the buildings.

Front Door System

The front entrance to each building is enclosed and heated. You may gain access by using the key FOB or your apartment key you were issued at move in. For your visitors convenience, the entry is also furnished with a secured calling system and apartment directory. Visitors can view the directory for the number of the resident they are visiting; then they can use the key pad to enter the 3-digit apartment number, the resident's phone will ring; answer the caller and push the number 6 on your phone and this will automatically open the lobby door for them to gain access. *Strangers or solicitors should not be admitted. (Even if they say they know someone.)*

Opening doors for strangers

Never open the door to the building for a stranger. It may seem like the polite thing to do, but unless you know that person and are willing to accept responsibility for them, it is best to not let them in the building.

While it is understandable that you may see someone who visits the building regularly and feel comfortable opening the door for them, it becomes problematic because the resident does not know when their visitor has arrived. In fact, they may not be accepting guests at that time. It is always best to allow the resident a chance to speak to their guest and personally allow access to the building. There is a front door system in the entryway for visitors to contact the resident they have come to see. To maintain a secure building, it is important that all visitors gain access to the building using the entry phone system. Should you allow entry, you have taken responsibility for that individual.

Propping doors open

Please do not prop open any exterior building doors or your apartment door. It can be tempting to place an object in the door when you have forgotten your keys, but by

propping open the door, you have defeated the purpose of the secured building entrance. **Propping apartment doors open is a violation of the fire code.**

Guests/Visitors

As Jordan Towers 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 onto the Jordan Towers premises as your guest, you are responsible for their actions. **You must accompany your guest at all times when in the common areas.** Please be especially aware of children's whereabouts and do not allow them to play in the hallways or elevators unsupervised. Any negative actions by your guests could affect your lease and your tenancy in your unit.

FOB/keys

When you signed your lease, you were given 2 keys and 1 FOB to the building and your apartment. It is very important that you notify the HRA if your keys or FOB are lost or missing. There is a charge for replacing keys and FOBs.

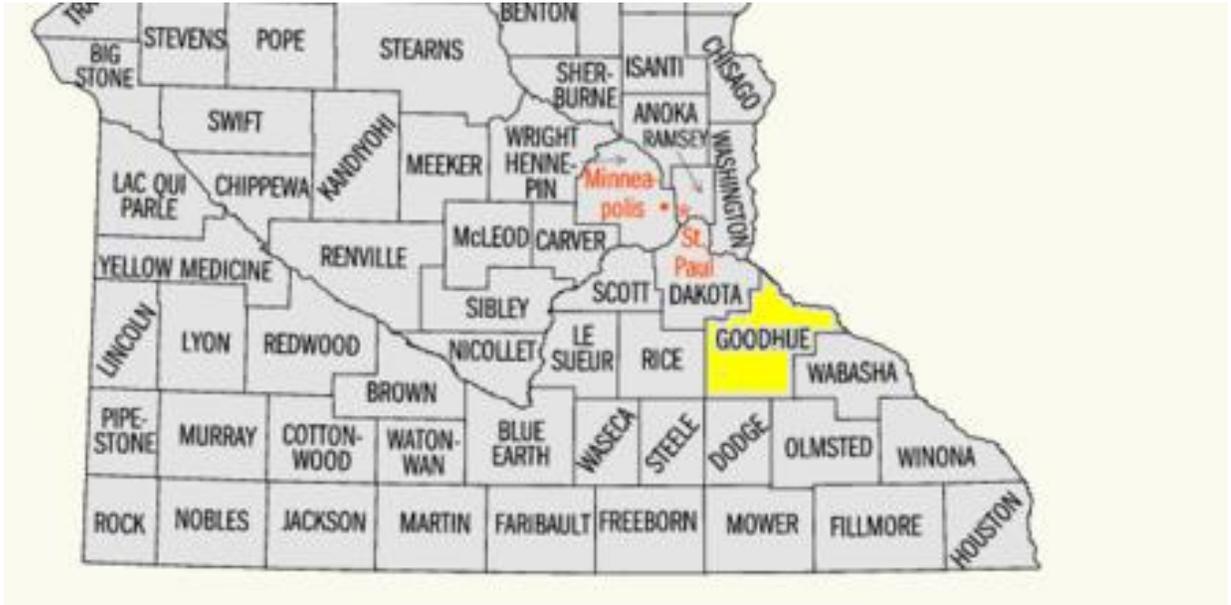
Lock unit door

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

Do not use elevators during an emergency. Wait for emergency instructions from the fire fighters or HRA staff. 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.

The county you live in is **GOODHUE COUNTY** (highlighted in yellow).



AUTOMATIC EXTERNAL DEFIBRILLATOR (AED):

Jordan Towers I & II each have an AED located in a public area of the building.

- Jordan I has the AED located in the Café Jordan
- Jordan II has the AED located in the Sailstad Room

The AED's are of a type that even an untrained person can operate them by following voice prompts provided by the AED

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 turn in required packet. For more information on how rent is calculated, feel free to contact the Property Manager.

Rent calculation

Rent for both buildings is based on 30% of the annual-adjusted income of the household. Gross annual income is reduced by medical 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 usually be delivered to the slot outside your apartment door. 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.

There are many ways that you can pay your rent such as: place it in the drop box labeled "HRA PAYMENTS" near the mailboxes on the first floor of each building; a drop box is also located outside the HRA Office on 5th street. If you prefer, you may mail your payment in the envelope provided. 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 Resident 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.

Common area and courtyard etiquette: Please be respectful to your neighbors when in the common areas of the building. To avoid offending others, please act responsibly, refrain from gossip and bullying behavior, use appropriate language, and dress appropriately. Use good judgement in your attire – bare feet, stocking feet, pajamas, bathrobes, and being shirtless are not appropriate in the common areas.

The HRA will not tolerate yelling or arguing in the common areas. The HRA wants these areas to be available for all residents to enjoy. There is to be no solicitation for any acts, products or for money allowed in any common area. To ensure the safety of residents and their pets, there is to be no feeding the wild animals or leaving food out.

When a space or room is reserved for a function, group or meeting, please be mindful of the noise level of any conversations and devices such as phones and tvs that may be too loud. The courteous action would be to leave and return once the event is done.

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. Typically, the resident being addressed is appreciative that the issue was brought to their attention and will remedy the situation. In those rare instances where this is not the case, 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. Nails, hooks, peel-off stickers and other hanging accessories that permanently alter the door are not allowed. Any pictures hung 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. There is to be no items on the floor in front of door including door mats, boot trays, shoes or slippers.

Decorations in common areas: Chairs and tables are provided by the building. Therefore, additional decorating in common areas is prohibited. Holiday decorations are allowed during the holiday season. Any items placed in the lobby areas becomes the property of the HRA. HRA is not responsible for any damaged or missing items.

Good Neighbor Policy: With a total of 204 apartments in Jordan Towers, the HRA staff is unable to personally check in on each individual as circumstances may warrant. Therefore, we would like each resident to make an effort toward being a good neighbor. If, in your visits, you should come upon an individual too frail to cope alone in their apartment, we would ask you to please report this to the Resident Service Coordinator, or the Property Manager, so that we may contact family or friends for additional support. If you become ill and are hospitalized, please encourage your family to let the Resident Service Coordinators know.

Noises and Disturbances: Apartment noises can travel, so please, take your neighbor's comfort into consideration when using your TV, radio, stereo, musical instruments or appliances. 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. The suggested quiet hours are between the hours of 10:00 p.m. and 7:00 a.m. If you are being disruptive in the common areas, this could lead to you being restricted from the area or a lease violation.

Donating items: Residents often wish to donate an item to the building such as a piece of art, furniture, piano/organ, exercise equipment or television, etc. While we appreciate the gesture, the HRA does not allow donated items to be placed in common areas. The HRA reserves the right to remove/dispose of the items and the resident may be charged a disposal fee.

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 longer than seven days.

Fragrances: Household items that give off fragrances, aromas, or scents are allowed in the apartments. If using candles, take reasonable precautions to prevent fires.

Residents are asked to contain aromas and fragrances to their apartments and keep them from seeping into the hallway or neighboring apartments where the aroma could disturb other residents. If an odor goes out into the hallway and disturbs others, then they will be dealt with on a case by case basis. Repeated offenses could lead to a lease violation. Many people suffer from asthma and allergies so please be mindful of smells that may affect others.

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.

Section G

Resident Service Coordinator

The Red Wing HRA employs Resident Service Coordinators that are on site to assist residents in finding community services and resources. They can help connect residents to resources and refer to other agencies. Assessments are performed by the Resident Service Coordinator to help identify resident needs and limitations. The coordinators also help promote health, wellness, and facilitate educational activities.

The coordinators are employees of the HRA and can assist in filling out paperwork, copies, scheduling appointments and any other tasks to ensure residents are able to continue to live at the Towers independently. They will inform and educate to help residents in continuing to be able to fulfill their responsibilities in accordance with the lease.

If there is a need for additional assistance with emotional support or other issues, there will be a referral to a mental health provider.

Activities in JT – Tower Talk

There are many activities that are held throughout the month at Jordan Towers. The Tower Talk has a list of activities that are going on for the month. There are also bulletin boards on each floor lobby and main lobbies where a weekly calendar is listed for the week with the different activities. You must get permission from the HRA office or the Service Coordinators before you post anything on the bulletin boards. Public flyers are posted in the laundry rooms.

Educational Resident Meetings

The HRA strives to bring educational topics for the residents and to ensure that all are well informed on current events. Notices are posted on the bulletin boards the week before the meeting. If there are any topics of interest, please notify the Resident Service Coordinator.

There is a suggestion box located in each Tower by the mailboxes. Any concerns or suggestions can be put unanimously in the box and are reviewed monthly.

Resident Council

There are 12 members on the Resident Council- Six residents from Jordan Tower I and six residents from Jordan Tower II. There is a meeting each month where the members help plan events around the Towers, discuss topics and ideas for future educational meetings.