



4 Winslow Street, Arlington, MA 02474 p: 781-646-3400 f: 781-646-0496

Elderly/Handicapped Housing Handbook

- Drake Village
- Chestnut Manor
- Winslow Towers
- Cusack Terrace

Administrative Office
4 Winslow Street
Arlington, MA 02474
781-646-3400

Housing Coordinators
Nancy Flynn-Barvick ext. 12
Mary Maher ext. 25

Maintenance Office
4 Winslow Street
Arlington, MA 02474
781-646-1272

Maintenance Clerk
Anita Botolino ext. 24



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AFTER HOURS EMERGENCY MAINTENANCE
781-646-1272



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Handbook

This handbook for Elderly/Disabled tenants explains many important facts about your new apartment, as well as policies of the Arlington Housing Authority. You are urged to read it carefully for your safety and security and to avoid any future problems. Each building has a Tenants' Association which provides a range of activities open to all tenants. Check the bulletin boards and newsletters for complete information. Our hope is that you will enjoy your tenancy with us.

The Arlington Housing Authority is governed by a Board of Commissioners, four of whom are elected by Arlington voters and one who is appointed by the Governor. The board meets monthly, with meetings open to the public. The Executive Director, charged with the day-to-day administration of the Authority, is assisted by a full time staff.

Resident Services Coordinator

Tenants with problems or questions are encouraged to contact Nancy Flynn-Barvick or Mary Maher for help solving problems at (781)-646-3400 x12 & 25.



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1 **About Your Rent**

Your rent payment is due on the first of each month, without billing or any reminder from the Arlington Housing Authority. **PLEASE PAY BY CHECK OR MONEY ORDER.** Mail checks to the Arlington Housing Authority, 4 Winslow Street, Arlington, MA 02474-3062. Make sure that your name and address (including your apartment #) appear on each check and on the outer envelope.

The Arlington Housing Authority is not able to cash Social Security, Pension, Annuity or any other checks, nor can we accept them. Arlington Housing Authority employees **are not allowed** to take rent checks, so please do not ask them to do so. If extenuating circumstances, such as an emergency or a health crisis cause a rent problem, you must notify our staff immediately. **If your rent payment is not received by the 5th day of each month, you will receive a late notice.**

Nonpayment of Rent – Late fee

In the event that tenant fails to pay all or any part of his/her rent within (30) days of its due date, the Arlington Housing Authority shall impose a fee in the amount of \$25.00 for failure to pay rent when due. Rent payments shall be applied to rental obligations with the **oldest** obligation being paid first.

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**AFTER HOURS EMERGENCY MAINTENANCE
781-646-1272**

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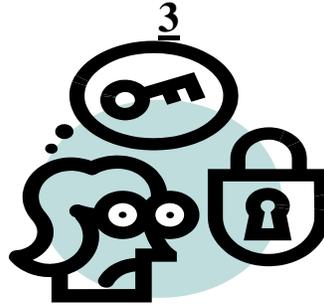


Moving into your Apartment

You may move into your apartment on WEEKDAYS ONLY between 9 AM and 4 PM when the Maintenance Staff is on duty.

If for some reason you find it absolutely necessary to move in at another time, you must make special arrangements with the Maintenance Department. There is a \$120.00 charge for a minimum three hour period to have a maintenance person on duty to ensure the smooth working of the elevator and to handle any unforeseen problems. On holidays there is an extra charge for this same three hour minimum period.

Once you have arranged a move-in date, please call to let us know the date and time so that a Maintenance person can pad an elevator to prevent damage during the move in. Professional movers are listed in the Yellow Pages and in local newspapers. We recommend that you use a professional mover who will be liable for any damage to your personal property or the property of the Arlington Housing Authority.



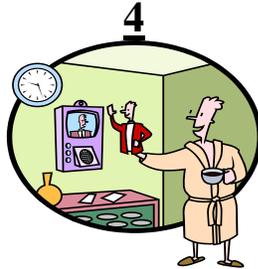
Keys, Fobs, and Locks

In all elderly developments one entrance key, called a fob, is issued to each resident. A fob is a computer operated device that allows access to the main entrances of the building. There is a \$30.00 charge to replace a lost fob. When a fob is lost or a tenant moves out, the fob is deactivated in the system and the fob no longer works. We hope this device will provide building security.

You will be given a regular key for your apartment door.

Lockouts

There is no one in the Maintenance Department after regular business hours, weekends, and holidays. After hours there is a \$40.00 service charge for unlocking apartment doors. When you telephone the Maintenance Department to report you are locked out, you must tell the Answering Service where you will be waiting and give a telephone number where you can be reached. The maintenance person will call you back before he responds to the lockout call.



Phone Intercom System

(Initial Setup)

In order for this system to work in your apartment please report your new phone number to the Maintenance Clerk at 781-646-1272. Your number will be programmed into the main access system in your building directory. A land line or cell phone is required for this intercom system to work.

(Operation)

A visitor will press the number of your apartment in the entrance lobby directory. In turn, your phone will ring. Once you have identified the caller, depending on your building, you should press either “0” or “9” for about 10 seconds to allow time for your visitor to enter.

- **Chestnut Manor - Press “0”**
- **Winslow Towers - Press “0”**
- **Hauser Building - Press “9”**
- **Cusack Terrace - Press “9”**

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TV Antennas, Cable TV and Telephones

No exterior antennas are allowed. There is a built-in master antenna in your apartment to which your TV may be connected. No other jack may be installed. Installation of satellite dishes is not permitted.

Cable TV may be purchased at your own expense. Your building is already wired for cable. You may choose between Comcast and RCN cable companies. If you want cable TV, you must call a cable company to make the cable hook-up in your apartment.



It is the responsibility of the resident, not the Arlington Housing Authority, to make all arrangements with the telephone companies for installing and disconnecting your telephone service. You should call your telephone company to set a date for the installation of your telephone.



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6 **Vial for Life**

For your protection, the Arlington Housing Authority administers a “Vial for Life” program. The “Vial for Life” is a small plastic container which holds your medical information sheet. This sheet lists your doctor’s name, medical insurance, emergency names, medications, etc.

In case of emergencies, medical technicians are trained to look for this information. Emergency techniques could be administered with knowledge of any special medical problems you may have.

Upon occupancy, you will be asked to fill out a “Vial for Life” form and you will then be given a colored “Vial for Life” sticker to attach to your refrigerator door. This sticker will alert emergency personnel that a “Vial for Life” may be found inside the refrigerator.

If your medical situation should ever change you may update your **Vial for Life** by contacting Beth or Mary at (781) 646-3400 ext.12 or 25.



“Are You OK ?” Program

The “ARE YOU OK?” program is a time-tested and proven program designed to give peace of mind to elders and shut-ins. Once each day, at a predetermined time, a subscriber will receive a computer generated wellness call. Upon answering the phone call, the subscriber will hear a recorded message and will need to simply hang up, indicating that all is O.K. If the computer does not detect that the subscriber’s phone has been answered after three attempts, an alarm will sound in the Arlington Police station and Community Safety dispatchers will use information stored in the computer to direct emergency help to the subscriber’s location. No longer will a senior or shut-in need to fear being alone and helpless in the event of a fall or other emergency. The program is FREE to all Arlington residents who are eligible to subscribe.

Note: The program does not work if you have an answering machine. The computer cannot differentiate between an actual live person and an answering machine tape.

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The AHA Shuttle

A modern, easy-to-board van is available Monday through Friday between the hours of 9AM and 3PM. For a \$2.00 round trip, tenants are able to ride the van to go shopping or to appointments in Arlington. Tickets may be purchased for \$20.00 from the Arlington Housing Authority. Sign up sheets are posted on the bulletin boards of each building. You should sign up one day in advance of your planned trip.

On every Wednesday “The Shuttle” is reserved for trips to the Burlington Mall and the Burlington Market Basket only.

“The Shuttle” is available for rental for excursions by tenant groups. For more details speak with your Tenant Association President or inquire at the AHA.

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Parking

The parking situation is critical at all of our sites due to limited space. Only tenants who have been granted permission to park in tenant lots may do so. A waiting list has been created for each building. Those who qualify may request that the Resident Services Coordinator place their name on the list.

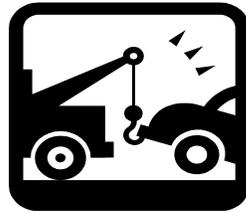
Each building has a distinctive different colored parking sticker which is placed in the lower left side of the rear window. The sticker indicates the building lot where the car should be parked. Parking spaces are not assigned; it is a matter of first come, first served.

There are some special situations that call for a temporary sticker with the letters “AHA”. They are legitimate.

If you are a tenant and you wish to park overnight in town- owned lots (Hurd Field, Russell Common, etc.) you must contact the Arlington Housing Authority to purchase a sticker for your car. You will need a valid registration and license. Currently, parking in town-owned lots is not permitted overnight (between 1 AM – 7 AM) without a sticker.

10 Guests

If you have a guest who wishes to park in a town lot for a night or two, you should contact the Arlington Police Department for up-to-date parking information.



Cars that are parked in tenant lots without stickers, cars parked in the FIRE LANES which are marked “NO PARKING”, and cars parked by yellow curbing will be subject to towing.

Stephens’ Towing Company is in charge of towing. They are located at: 7 Canal Street, Medford, MA. Their phone number is (781)393-8392. Tenant parking lots are for tenants only.

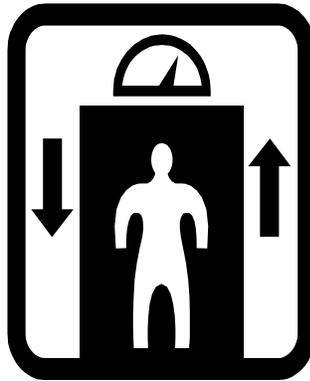
Visitors must find other places to park. Please remind all visitors not to park in tenant lots.

Plowing of Parking Lots during Snow Storms

Be sure your car is properly parked within the lines and pulled forward, especially during snow storms, so that the Arlington Housing Authority plows can maneuver safely.

If you see plows removing snow DO NOT enter the parking lot at this time. This is for your safety.

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Elevators

Elevators are a necessity for the residents of the buildings wherein they are located. Please do not abuse them. Do not hold the elevator while you converse with friends. Children are not allowed in our elevators unless supervised by an adult. **IN CASE OF A FIRE DO NOT USE THE ELEVATORS.**

Floors

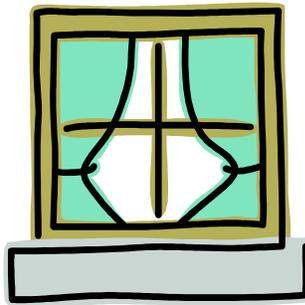
Scatter rugs are very dangerous. They slide easily, causing people to fall. **Please do not use them.**

Area rugs may be used. They are helpful in controlling sound.

Wall-to-wall carpeting may be installed if the resident has obtained permission from the Arlington Housing Authority prior to installation. Wall-to-wall carpeting **may not be tacked, nailed or glued to the floor.**

12 Shower Curtains

Residents must supply their own shower curtains. You must have an adequate shower curtain to prevent water damage to other apartments. Be sure to keep shower curtain inside the tub. If you cause a leak, you must pay for repair of the damages.

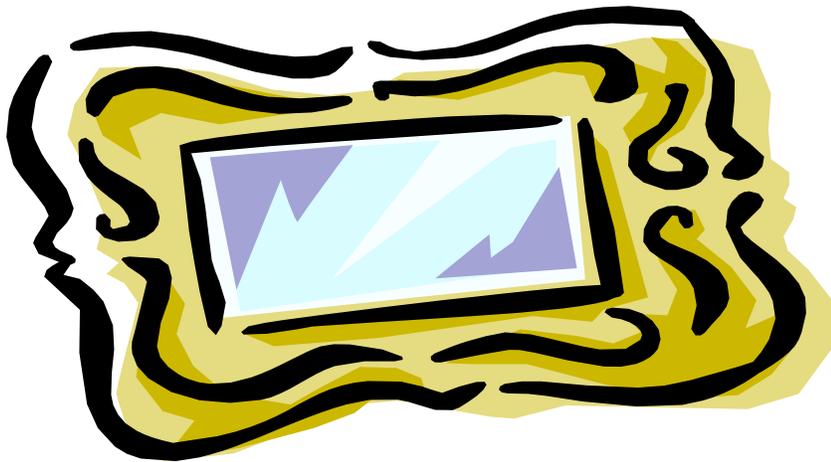


Curtains and Shades

Window shades are provided by the Arlington Housing Authority in all buildings, except in Winslow Towers. You are responsible for keeping shades in good repair. You will be charged if they are ripped or abused. Residents supply their own curtains. Curtain rods are provided by the Arlington Authority. **No other rod installation may be used.**

13 Walls

You may not paint your walls another color, nor may you use wallpaper, wallpaper borders, contact paper, paneling, or similar materials.

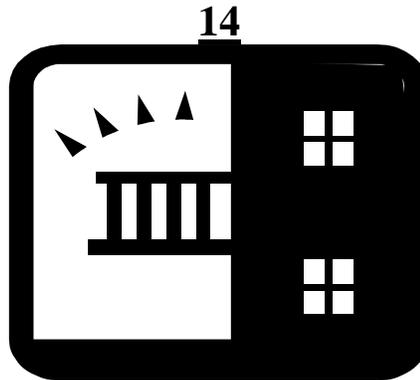


Pictures and Mirrors

Items that are light to medium weight may be hung with picture hooks. Very heavy mirrors and wall hangings should not be used. Please consult the Maintenance Department if you have any questions.

Hallways

Tenants are not permitted to leave personal articles (tables, scatter rugs, chairs, flower vases, etc.) in the hallways. These objects may impede maintenance personnel, emergency technicians and tenants who have impaired vision or who use assistive devices. The Maintenance Department is instructed to remove all items and discard them.



Balconies

Balconies are part of the design of some buildings. These balconies are shared with neighbors. They should be kept clean and neat at all times. Please do not smoke on balconies or use the area for storage or for drying clothes, etc.

Storage



There is no storage outside the confines of the apartment leased to you.

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Washers and Dryers



- Coin-operated washers and dryers are provided for the use of **residents only** at a cost of \$1.25 per use.
- Please use only one machine at a time.
- Do not overload the machine.
- Remove your clothes promptly.
- Wipe the washer inside and out.
- Remove the lint from the dryer.
- The laundry rooms may be used from 8 AM to 8 PM.

There will be **absolutely no washing** of laundry in the bathroom or kitchen sinks in your apartment. There have been instances where serious flooding has occurred causing damage to apartment interiors when tenants have attempted to do laundry in their apartments. Tenants are responsible for any costs associated with this type of damage.

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Trash and Garbage and Recycling



Please wrap garbage as it accumulates. Place garbage and trash together daily in the trash cans, and secure with lids that have been provided.

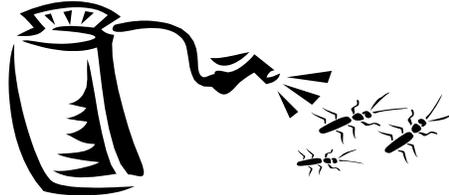
The Town of Arlington has a mandatory recycling trash pick-up program. All residents are required to adhere to this responsibility.

The recycle bins are for collecting paper, metal, glass and plastic. Be sure to wash items thoroughly and allow them to dry before placing in the bin. Please remove covers from containers. Bugs do not thrive when containers are clean and dry and there are no odors.

Note: Tenants who live in the Drake Village Cottages should use the **red** plastic barrel for recycling.

Please note that there is a \$15.00 fee per item when disposing of TV's, air conditioners, and computer monitors. When disposing of such, please notify the AHA maintenance department to arrange for disposal and send payment by check made out to the Arlington Housing Authority.

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Extermination

The Arlington Housing Authority provides extermination services on an as-needed and/or routine basis. All residents are affected by the housekeeping habits of neighbors.

Please be considerate and keep your entire apartment clean and free of debris. Do not allow clutter or trash to accumulate. Put all food away in covered containers after use. Dispose of your garbage and trash every day. Contact the Maintenance Office immediately if you see any problems.



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18. **Bulletin Boards**

It is the responsibility of each Tenants' Association to keep these bulletin boards neat, timely and attractive. No message may be placed on any adjacent walls, windows or doors. Messages should be of general interest to the residents and should not be of a political or commercial nature.

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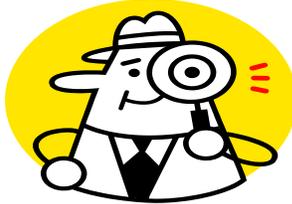
Insurance

The Arlington Housing Authority does not have insurance to cover your personal belongings or furniture, and is not liable for any theft or damage to such property. Your personal property must be covered by your own renter's household insurance.

Emergency Buzzers

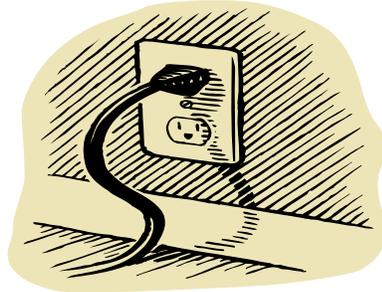
Chestnut Manor, Winslow Towers, and Drake Village apartments have emergency buzzers which are activated by pulling a cord in either the bedroom or bathroom. The pulling of the emergency buzzer cord sounds an alarm and releases the apartment door lock. The light outside the entrance door at Winslow Towers and Drake Village goes on and the door lock is released so a person may enter the apartment. In Chestnut Manor, there is no light, but there is a noticeable vibration in the doorknob of the apartment where the alarm is ringing. If you hear a buzzer, please check the apartment of your neighbor whose alarm is sounding and call for the appropriate emergency help. There is no emergency system at Cusack Terrace.

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Inspections

Each unit is required to be inspected at least once a year by the Arlington Housing Authority and possibly at other times if necessary. Such inspections will be made at reasonable hours and prior notice will be given, unless it is deemed to be an emergency situation.



Electricity/Wall Plug

In Winslow Towers, Chestnut Manor and the Hauser Building at Drake Village you will find that one wall plug (usually the top half) in the living room is activated by a switch inside the apartment entrance door, the other half of the plug is live all the time. If you use this plug you can turn a lamp on easily from the front door and then be able to see, instead of entering a dark apartment and having to search for a switch. The same sequence occurs in the bedroom with the wall switch as you go into the bedroom.

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Maintenance Department Issues



Please call to report any problem that requires the attention of the Maintenance Department. **When you call (781) 646-1272 to report a problem, it is important that you give your name, address, description of the problem and if you do or do not give permission to enter your apartment.** All maintenance orders are recorded and given a work number. Do not report maintenance problems to Maintenance Staff. Each call must be logged in and dispatched by Anita the Maintenance Clerk.

Special Request from the Maintenance Department

Leave sink stoppers out of the sink at times when the sink is unattended.

After Hours Emergency Maintenance Calls

After the main office closes at 4:30 PM on weekdays and on weekends and holidays, the Arlington Housing Authority maintains a 24-hour, 7-day a week Answering Service for emergency calls. The Answering Service **is for emergency calls only**. Only serious maintenance problems that cannot wait for regular business hours should be reported.



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Examples of Emergencies:

- 1.** Fire...Call #911.
- 2.** No heat
- 3.** No hot water
- 4.** No electricity (Call N-STAR 1-800-592-2000)
- 5.** Stove not working
- 6.** Water running from faucet or in toilet or the water will not shut off.
- 7.** Toilet stoppage... (Tenant should have a plunger and try to unclog a stoppage before calling Maintenance. If tenant is at fault, there will be a charge for the repair.)

Non – Emergencies: (wait for office hours to call)

- 1.** Dripping faucets
- 2.** Burned out light bulbs
- 3.** Clogged sink or tub
- 4.** Refrigerator not working. Place perishables in a neighbor's refrigerator if possible.

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Heat Instructions For:

Chestnut Manor – Winslow Towers – Hauser - Cusack

- Your apartment is equipped with two thermostats, one in the living space and one in the bedroom.
- The heat in your building never goes off.
- Your thermostat is set with energy saving modes. At four different times throughout the day the thermostat will go to 72 degrees, and 68 degrees at 11:45pm.
- You always have the option of increasing the heat to a max of 78 degrees.
- You always have the option of lowering the heat.



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23 Air Conditioners

If you wish to have an air conditioner installed for the season (May through September), you must obtain permission from the Main Office prior to the installation. Only one air conditioner, no larger than 10,000 BTUs may be installed. The Arlington Housing Authority does not do this work; it must be professionally installed, securely and properly placed, without damage to the property of the Arlington Housing Authority. The air conditioner must be correctly sealed around the edges and no extension cord can be used. **Air conditioners must be removed on or before October 1st each year.**

Energy Conservation

The cost of supplying electricity and water is skyrocketing. You are not paying directly for electricity, but, remember, someone is.

- Please turn off appliances, lights, TV's, etc. when not in use.
- Please report leaky faucets.
- Keep doors and windows closed when the thermostat is on.
- Use drapes and shades to conserve heat or coolness, according to the season.

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In Case of Fire in Your Apartment

- ❖ Dial 911. Give your name, address and your apartment number.
- ❖ Leave your apartment immediately. Shut but do not lock the door behind you.
- ❖ Notify all residents in your immediate area.
- ❖ If possible, pull the nearest fire alarm box.



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In Case of Fire in Your Building

- ❖ If you hear the fire alarm in your building, stay in your apartment and keep your door closed.
- ❖ Test the door knob with the back of your hand, not your palm. If the knob feels warm or hot, **DO NOT OPEN THE DOOR.**
- ❖ Do not go out into the corridor or stairway. Do not use the elevators.
- ❖ If you have a balcony, wait there for instructions.
- ❖ Wait for instructions from the Fire Department.

Tips for Fire Safety

- Do not use charcoal grills, propane gas burners, or outdoor cooking equipment on balconies or close to buildings as this practice can be extremely dangerous and has actually caused tragic circumstances in other buildings.
- Be sure all cigarettes are extinguished before disposal.
- Never smoke in bed or when drowsy from medication.
- Do not store flammable materials.



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- Be kitchen wise – wear tight fitting or rolled-up sleeves when cooking. Never leave cooking unattended.

No Smoking in Common Areas

The Arlington Board of Health has rules regarding smoking. Any person found smoking in a public place is subject to a fine of not less than \$20.00 and not more than \$50.00 for each violation. Please observe the NO SMOKING signs.

Smoking is not permitted inside the entrance ways to any structure with four or more dwelling units, nor is it permitted in any common areas of any federal, state or locally subsidized housing complex, **including balconies.**

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Pet Policy

Any tenant interested in owning and maintaining a common household pet in his/her unit will be required to obtain written approval from the Arlington Housing Authority prior to housing a pet on the Authority's property. If approved for pet ownership, the tenant is responsible for providing the Authority with the following information which will be kept on file in the tenant's folder:

- A color photo and identifying description of the pet
- Attending veterinarian's name, address and telephone number
- Veterinary certificates of spaying or neutering, rabies, distemper combination parvovirus, feline VCR, feline leukemia testing and other inoculations, when applicable
- Dog licensing certificates in accordance with local and state law

- Two alternate caretakers' names, addresses and telephone numbers, who will assume immediate responsibility for the care of the pet should the owner become incapacitated; these caretakers must be verified in writing by signing the Lease Pet Rider, acknowledging their responsibilities as specified
- Emergency boarding accommodations
- Temporary ownership (overnight or short-term) shall be registered with management under pet rules and regulations.

Pet Owners' Obligations

1. The pet owner will be responsible for proper pet care, good nutrition, grooming, exercise, flea control, routine veterinary care and yearly inoculations. Dogs and cats must wear identification tags and collars when outside.
2. The pet owner is responsible for cleaning up after pet inside the apartment and anywhere on development property. A "pooper scooper" and disposable plastic bags should be carried by the owner. All wastes will be bagged and disposed of in a receptacle determined by management. Toilets are not designed to handle pet litter. Under no circumstances should any pet debris be deposited in a toilet as blockages will occur. Tenants will be responsible for the cost of repairs or replacements of any damaged toilets or pipes.
3. Pet blankets and bedding are not to be cleaned or washed in the laundry room for hygienic reasons.

4. The pet owner will keep the unit and its balcony, if any, clean and free of pet odors, insect infestation, waste and litter and maintain the unit in a sanitary condition at all times.
5. The pet owner will restrain and prevent pet from gnawing, chewing, scratching or otherwise defacing doors, walls, windows and floor coverings of the unit other units and common areas as well as shrubs and landscaping of the facility. Pets are not to be tied outside or left unattended on a patio or porch.
6. Residents will not alter their unit, balconies or other outside areas to create an enclosure for an animal.
7. Pets will be restrained at all times, when in hallway, elevator and outdoors on development property. All pet owners must be able to control their pets via leash, pet carrier or cage.
8. For the health, safety and comfort of all residents, pets are banned from common areas such as community rooms, library areas and laundry rooms. **Service animals are exempt from this restriction.**
9. Visitors with pets will be allowed as long as they notify management and generally conform to the policy's guidelines.



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26 Security

Be watchful of any strangers in your building. No one is allowed to solicit door to door. If you have any reason to feel uneasy, do not hesitate to call the Arlington Police for assistance. The number is 781-643-1212.

Do not wedge, tie open or otherwise impede the front lobby door or any exterior entrance door from closing. If you find that it is necessary to hold a door open while moving packages in or out, please be sure not to leave the door unattended.

Do not press the number on your telephone which unlocks the front door unless you recognize whoever has called you.

Do not admit anyone into your building or apartment unless you can identify them.

You should communicate by speaking through the front door or your apartment door if you do not know the person speaking.

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Moving Out

You may, with a written 30 day notice, terminate your lease.

There are special rules for disposing of quantities of trash and unwanted items. Before doing anything, you must make special arrangements by contacting the Main Office at 781-646-3400.

Move outs should take place Monday through Friday between 9AM and 4PM with advance notice to the Maintenance Department when the move out date is known. The Maintenance Department will pad the elevator for the move out.

If you would prefer to move out at some other time, such as evenings, weekends, or a holiday, you must make special arrangements with the Maintenance Department and pay a fee.



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There is a \$110.00 charge for a minimum three hour period to have a Maintenance person on duty to ensure the smooth working of the elevator and to handle any unforeseen problem. On holidays there is an extra charge for this same three hour minimum period.

You are liable for any damages which have occurred, except for normal wear and tear.

Keys must be returned directly to the Arlington Housing Authority Office or to the Maintenance worker who is on duty.

All rent and other charges due must be paid in full before you vacate the unit.

By fulfilling all of your obligations under the lease and in conformity with the rules and regulations of the Arlington Housing Authority, you will be deemed a tenant in good standing when you leave. Should the need for housing arise again, your good record with us would assist you in returning.

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Notice of Right to Reasonable Accommodation

If you have a disability and as a result of your disability you need...

- A change in the rules or policies or how we do things that would give you an equal chance to live here and use the facilities or take part in programs on site,
- A change or repair in your apartment or a special type of apartment that would give you an equal chance to live here and use the facilities or take part in programs on site,
- A change or repair to some other part of the housing site that would give you an equal chance for you to live here and use the facilities or take part in programs on site,
- A change in the way we communicate with you or give you information.

You may ask for this kind of change, which is called a reasonable accommodation.

If you can show that you have a disability and if your request is necessary and reasonable (**does not pose an undue financial or administrative burden or require a fundamental change in the program**), we will try to make the changes.



4 Winslow Street, Arlington, MA 02474 p: 781-646-3400 f: 781-646-0496

We will give you an answer as soon as possible unless there is a problem getting the information we need or unless you agree to a longer time. We will let you know if we need more information or verification from you or if we would like to talk to you about other ways to meet your needs.

If we decide not to do what you asked, we will explain the reasons and you can give us more information if you think that will help.

If you need help filling out a **Reasonable Accommodation Request Form**, or if you want to give us your request in some other way, we will help you.

Note: We will not tell others what you tell us unless you give permission and we will use what you tell us only to help meet your request.