



www.arlingtonhousing.org

Arlington Housing Authority

Menotomy Manor

Tenant Handbook

Please use website for all forms and current information

**Sign up for email notifications and information at
www.arlingtonhousing.org**

Updated April 2013



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Important Information
For Residents of Menotomy Manor

Menotomy Manor onsite Office
2 Fremont Court. Arlington, MA 02474-3062
Monday through Friday, 9:00 am to 4:30 pm

On Site Property Manager781-296-7552

Janet Doyle's cell phone 781-296-7552
Fax 781-648-0365

AHA Main Office 4 Winslow Street, Arlington, MA 02474
Phone.....781-646-3400

Maintenance.....781-646-1272
Monday through Friday, 9:00 am to 4:30 pm

Emergency Maintenance.....781-646-1272
Evenings, Weekends, Holidays

NSTAR electric.....800-592-2000
National Grid (gas).....781-751-3000
Fuel Assistance.....978-459-6161
781-316-3436
Arlington School Department.....781-316-3500
Arlington Town Hall.....781-316-3000
Arlington Human Services.....781-316-3251
Stephens Towing.....781-393-8392

Emergency Maintenance Number - 781-646-1272

After Hours Emergency Maintenance Calls

After the Main Office closes at 4:30 pm and on weekends and holidays, the Housing Authority maintains a 24-hour, 7-days per week answering service for emergency maintenance calls **ONLY**.

**The Emergency Maintenance telephone number is
781-646-1272.**

Examples of emergencies we respond to:

- No heat
- No electricity
- Stove not working
- Water running (faucets/toilets) will not shut off
- Toilet stoppage (after Tenant tries to fix with a plunger). If it is Tenant problem (razors, toys, clothes, etc.) you will be billed at a rate of \$28.00 per hour.
- Lockouts- If you are locked out of your apartment after 4:30 pm, the first lockout will not be charged. There will be a \$28.00 charge (holidays you will be charged extra) for each subsequent lockout. This charge will be enforced. When you place a call for lockouts, please give the operator a telephone number and address where you can be reached or our Maintenance Staff will not respond. Lockouts will be billed and paid for with the next month's rent.

Non-Emergencies:

- Dripping faucets
- Light bulbs out
- Kitchen sink, bathtub, bathroom sink clogged (hold for next day)
- Hot water heaters (hold for next day)
- Bugs
- Broken windows/lost keys

For power outages call NSTAR Electric at 800-592-2000; for gas odors call National Grid at 781-751-3000.

If it is a police emergency, call the POLICE at 911.

In case of fire, call the FIRE DEPARTMENT at 911.

Emergency Maintenance Number - 781-646-1272

ABOUT YOUR RENT



Your rent payment is **due on or before the first day of each month** by check or money order **ONLY**.

Please put your check in slot at side door at 2 Fremont Court Office or Mail your check to:

Arlington Housing Authority
4 Winslow St.
Arlington MA 02474-3062

Please write your name and current address on each check and outer envelope.

Rent may also be paid at the Office of the Housing Authority, 4 Winslow St., Arlington. If the office is closed, there is a secure drop box in the main office entrance lobby.

Our Maintenance Staff is not allowed to take rent checks, so please do not ask them to do so. If extenuating circumstances cause a rent payment problem, you must notify the Administration office immediately.

Change of Income

Increase

You are required to report any change in income to the Housing Authority within seven (7) days of such change. If the **increase** is greater than 10%, your rent will be redetermined and the new rent amount will be effective the **first rent payment day of the second month following the increase**. *Please report an Increase in income to avoid back rent charges that could be substantial and cause a loss of tenancy.*

Decrease

If your income should **decrease**, please provide verification of the decrease as soon as possible. Your adjusted rent will be effective on the first rent payment day **after you supply written documentation** justifying the decrease.

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**Falling behind in your Rent
and
Organizations that may be able to help!**

Housing Corporation of Arlington

The Town of Arlington, in conjunction with the Housing Corporation of Arlington, has a program that provides grants to individuals facing an immediate crisis with their housing. The program may be able to pay back rent to prevent eviction, security deposits for new housing.

Contact Information:

Housing Corp of Arlington, 781-316-3451

Metropolitan Boston Housing Partnership (MBHP)

Residential Assistance for Families in Transition (RAFT)

Program funds can be used for housing-related expenses only. Appropriate uses of funds include, but are not limited to: Rental arrearages, Rental assistance, Security deposits, First and last month's rent, Utility arrearages

A maximum of \$4,000 per family is available to eligible households in a 12 month period.

Contact information:

MBHP at 617-425-6700



Recreation Program Scholarships

All recreation programs in Arlington, including the Arlington Recreation Department, the Arlington Boys' & Girls' Club, and Fidelity House receive Community Development Block Grant money to subsidize families needing help with recreational program fees. School-based programs will negotiate athletic fees on a case-by-case basis upon request from the parent/caregiver.

Contact information:

Arlington Recreation, Dan McGrath, 781-316-3884, dmcgrath@town.arlington.ma.us

Arlington Boys' & Girls' Club, Derek Curran, 781-648-1617, dcurran@abgclub.org

Fidelity House, Ed Woods, 781-648-2005, fidelityhouse@rcn.com

Arlington Athletic Department, 781-316-3551

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TENANT UPKEEP OF PREMISES

Each tenant family is responsible for keeping the areas around its front, rear, and basement entryways free and clear of all leaves, rubbish, debris, snow, ice, etc. **Toys, bicycles, yard furniture, etc. should be stored in the cellar.**

Residents are responsible for the upkeep of the outside areas adjacent to the apartment. This includes, but not limited to, the lawn areas to the sidewalk, driveways and asphalt surfaces.

Renovations to, and/or painting of, any apartment owned by the Arlington Housing Authority is performed by the Authority's personnel to the extent and in the manner deemed necessary by the Supervisor of Maintenance.

THERE SHOULD BE ABSOLUTELY NOTHING STORED WITHIN 5 FEET OF THE FURNANCE

NO ONE IS ALLOWED TO SLEEP IN THE BASEMENT

Hanging clothing, etc. from gas and water pipes and electrical fixtures can cause damage and is a fire hazard.

Alterations or additions to the interior or exterior of the leased premises or building are strictly prohibited. This prohibition covers, but is not limited to, doors, stoves, windows, window shades, cabinets, light fixtures, ceiling fans, alarm systems, floor tile, wall-to-wall carpeting, and wallpaper.

If you make alterations to the premises, you are violating your leases and may be subject to eviction.

No exterior antennas or satellite dishes of any kind are allowed.

Cable TV may be purchased at your own expense. Your building is already wired for cable. If you wish to subscribe to Cable TV, you must contact the Cable Company yourself.

Before any installation of any waterbed, the tenant shall purchase and show evidence of insurance to protect against liability and damages to Arlington Housing Authority.

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The following charges for routine services* and damages that are the direct result of negligence by AHA Tenants and/or their guests will be instituted. These charges will be assessed by AHA to the tenant, unless there exists proof and/or a police report that the damages are not due to the action(s) of the tenant.

MENOTOMY MANOR RESIDENTS

TENANT CHARGES FOR SERVICES/REPAIRS

ITEMS TO REPAIR/REPLACE/SERVICE	REGULAR HOURS		NIGHTS & WEEKENDS	
	MATERIALS	LABOR	MATERIALS	LABOR
Bathroom Shower Rod	30.00	10.00	N/A	
Bathroom Towel Bar	20.00	25.00	N/A	
Bathtub/Sink Pop-up Drain Stopper	27.00	25.00	N/A	
Bulbs are tenants responsibility				
*Clogged Sink/Bathtub		90.00	N/A	120.00
*Clogged Toilet		90.00		120.00
Disposal of A/C, TV's, etc.		25.00	N/A	
Exterior Door-Apartment	150.00	60.00	150.00	90.00
Door-Bedroom, Bath Or Closet	80.00	50.00	N/A	
Closet sliding door	150.00	75.00		
*Key Lost	4.00	5.00	4.00	45.00
*Key Made	4.00	5.00	N/A	N/A
*Re-Key Apartment Locks		110.00	N/A	230.00
Kitchen Cabinet Drawer/Door	75.00	20.00	N/A	
Kitchen Counter Top	15.00/per foot	80.00	N/A	
*Lighting Fixture	45.00	30.00	N/A	
*Lockout	N/A	90.00	N/A	90.00
Lockset	99.00 each	52.00	199.00	104.00
Lockset-Cylinder Dead Bolt	30.00 each	25.00	30.00	50.00
Lockset-Passage/Privacy Set	20.00 each	10.00	N/A	N/A
*Paint (per gallon)	15.00	40.00 per hour		
Primer paint (per gallon)	15.00	40.00 per hour	15.00	25.00
*Shade Replacement	24.00	20.00	N/A	N/A
*Smoke Detector/CO Detector	30.00	20.00	30.00	80.00
Storm Door	310.00	75.00	N/A	N/A
Storm Door Handles/Closure	25.00	20.00		85.00
Storm Door –Screen Insert	50.00	30.00	N/A	N/A
Toilet Replacement	122.00	40.00	122.00	90.00
Stove Burners	35.00	15.00		
Toilet Seat	18.00	25.00	18.00	90.00
Toilet Tank Cover	62.00	25.00	62.00	90.00
Trash Barrels	25.00		N/A	N/A

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*Window Glass Insulated	45.00	25.00		Repair Only
*Window Screen-Large	35.00	15.00	Repair Only	Repair Only
*Window Screen-Small	30.00	15.00		N/A
*Window Screen-Repair Only	15.00	15.00		
Picture Window	250.00	150.00		
Windows on front/rear doors	110.00	60.00		90.00
3 wire to 4 wire only for dryer	15.00 ea	30.00 ea		
Doorbell front/rear	20.00	30.00		
Exterior front/rear light fixture	75.00	60.00		
Exterior rear outlet	18.00	30.00		
Pick-up of tenant trash on grounds		30.00		
Kitchen faucet repair	75.00	60.00		
Kitchen nozzle repair	20.00	30.00		
Repair of electrical outlets or switches	18.00	30.00		
Removal of graffiti		60.00		
Damaged tub/chipped	175.00	Included		
Damaged Bathroom Sink	225.00	80.00		
Medicine Cabinet Mirrors	125.00	80.00		
Medicine Cabinet	200.00	80.00		

ALL OTHER DAMAGES WILL BE ASSESSED AS NEEDED AT \$40.00 PER HOUR LABOR

- 1) Damage to the ceilings due to any water overflow from your apartment, whether on your ceiling or your neighbors ceiling, will be assessed at the time of the incident.
- 2) **MANDATORY – Shower curtains shall be hung on both sides of the tub by the inside wall or window and at the front of the tub. The shower curtain/liner should be inside of the tub at all times.**
- 3) Fire damage caused by tenant will be assessed at the time of the incident.
- 4) **AHA STANDARD COLOR PAINT WILL BE USED AT ALL TIMES. NO EXCEPTIONS**
- 5) **NO WALLPAPER BORDERS ARE ALLOWED. NO CEILING FANS ARE ALLOWED.**
- 6) There will be a \$150.00 charge if at the time of move-out your apartment it is not completely empty and clean.
- 7) Motor vehicles (including motor bikes) are not allowed and cannot be stored on State property.
- 8) Tenants are responsible (**to keep clean**) exterior areas adjacent to their apartments.
- 9) **NO propane tanks or other flammable items shall be stored in the basements or anywhere else inside the apartment.**
- 10) Basements are for **STORAGE ONLY.**

DISPOSAL CHARGES for Rugs, Sofa, table, mattress and car items left behind will be charged at \$30 per item..

*Routine Maintenance: AHA is responsible for the initial installation of shades, light fixtures, etc., as required by our lease.

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Exterior Decorations

No articles of any description, other than holiday decorations, may be hung from the windows or doors, or on outside windowsills. No signs of any type may be displayed on or about the premises. Any article, which, in the judgment of the Arlington Housing Authority may obstruct egress or ingress in the event of an emergency, may be removed by the Arlington Housing Authority without prior notice to the owner of such article.

No fence of any size may be erected or installed.

Tenants are responsible for storm doors, screens and windows. **There will be no allowance for vandalism, the mailman or wind.**

RENTER'S INSURANCE

It is suggested that in your best interest you should acquire renter's insurance to cover the contents of your unit. AHA insurance covers the building only.

WATER



Absolutely no swimming pools, wading pools, or outdoor water containers of any kind are permitted in Menotomy Manor. **THIS IS A STATE LAW.**

This longstanding rule eliminates the possibility of injury or death by drowning to our youngest residents.

Washing of vehicles in Menotomy Manor is forbidden.

Connection of hoses to any faucet in Menotomy Manor with the intent of using the water outside is forbidden.

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PETS



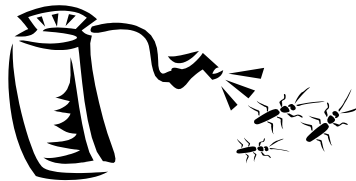
Pets are not allowed at Menotomy Manor with the exception of birds and fish.

-Birds must be kept in cages

-Fish must be kept in aquariums

Please do not acquire a pet as it could jeopardize your tenancy, and you will be required to remove it from the premises you are renting.

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 in adjoining units. 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 in the regard.

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TRASH DISPOSAL



Trash pickup at Menotomy Manor is on **TUESDAY**. If Monday or Tuesday is a legal holiday, the trash is collected the following day (Wednesday).

Trash should not be placed at the curb in plastic bags. It attracts animals and clutters the area.

Please pay particular attention to the following instructions for trash removal from the Town of Arlington's Public Works Department:

1. You must buy your own barrels and keep them at the rear of your unit.
2. You **MUST** recycle! Your trash will not be picked up unless you have also put out recycles. We have provided you with a recycle bin.
3. Place your trash close to the curb for collection.
4. Do not park your car in front of trash at the curb.
5. If Monday or Tuesday is a holiday, remember that trash collection will be one day late.
6. If you miss the Town collection truck, you must take the trash back inside until the following week.
7. You must call the Town Yard (781-316-3300) if you want to put out any large appliances.
8. Please take in your barrels and clean up any debris left in the area as soon as you can after the trash has been collected.

KEYS & LOCKS



There is no charge for the first lockout. Each and every time thereafter, the tenant must reimburse the Housing Authority for the cost of the Maintenance Staff's overtime. **This charge is due and payable within 24 hours** of the lockout. If you lose your keys, the Housing Authority will provide a replacement at a reasonable charge.

The Housing Authority **WILL NOT** open the apartment door without a positive identification that the person requesting this service is listed on the lease filed with the Authority's Administration Office.

YOU MAY NOT CHANGE YOUR APARTMENT DOOR LOCKS. It is a violation of your lease and will jeopardize your tenancy in Public Housing.

TO ALL RESIDENTS OF MENOTOMY MANOR Illegal activity

The Arlington Housing Authority has made great efforts to make Menotomy Manor and great place to live for you and your family. Please help us. If you have personal knowledge of illegal activity- drugs, alcohol, unauthorized occupants etc., in your area, please give the information, the license plate numbers, the names of people involved to our office or to the **POLICE**. It will be kept confidential.

POLICE NON-EMERGENCY LINE (24 hours) 781-643-1212

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MOVING



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

You are liable for any damages, which have occurred, except for normal wear and tear. A **move out inspection** will be scheduled to assess any damages to the unit.

Keys must be returned, in person, directly to the Housing Authority Office at 2 Fremont Court, Arlington, along with your address change.

The Housing Authority assumes that any items left behind in the apartment have been abandoned. The Housing Authority is not responsible for any abandoned property left in the apartment. If we remove any items you have abandoned, you will be billed for this service.

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

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.

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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.

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. Forms can be downloaded at www.arlingtonhousing.org.

NOTE: All requests will be kept confidential unless you give permission and we will use what you tell us only to help meet your request.

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