



*Camden Housing Authority
800 North Monroe Street
Camden, Arkansas*

October 1, 2014

Resident Handbook



*James R. Coleman
Executive Director*

*Annie Mae Stafford
Assistant Executive Director*



The Camden Housing Authority's Office Staff and Maintenance Department wish you a pleasant stay in your apartment and every success in your future. The rules and suggestions in this booklet are not intended to restrict you in your apartment but to help you with those items which numerous questions usually arise. We reserve the right to add or change the instructions and rules in this booklet.

Table of Contents

Executive Director's Welcome	Page 4
Housing Authority Staff	5
Occupancy	6
Rent.....	6
Security Deposit	7
Utilities	7
Key Locks and Lockouts	7
Maintenance	8
Emergency work.....	8
Maintenance Calls	8
Tubs, Sinks & Toilets	9
Hot Water Heater.....	9
Heating System.....	10
Smoke Detectors.....	10
Furniture	10
Light Bulbs	10
Refrigerators	11
Ranges	11
Air Conditioners	11
Fixtures	12
Floors, Walls and Woodwork.....	12
Trash and Garbage.....	12
Yards.....	13
Community Facilities	13
Computer Centers.....	13
BB Guns and Firearms etc.....	14
Roofs.....	14
Vehicle Parking	14
Housekeeping and Pest Control.....	15
Children	16
Police Patrols and the Ban List.....	16
Telephones, Cablevision & Antennas	17
How you can help us	17

A Message
from

Jim Coleman
Executive Director



Thank you for choosing the Camden Housing Authority as your place of residence. It has and will always be the mission of the Housing Authority to provide the very best, decent, safe and sanitary housing at an affordable price for our community and the residents while you require our services.

It is the purpose of this Resident Handbook to provide you with important information that relates to some of the rules and regulations that may affect your stay. It is not intended to replace housing authority rules and policies but as a tool to point out some important issues relative to your residency. If you have any questions relative to the information contained in this handbook please contact the development manager in the office where you pay rent for an explanation.

In closing, on behalf of the Board of Commissioners and entire maintenance and management staff we hope your stay will be a pleasant experience. Please do not fail to contact your management or maintenance staff if we can assist you during your stay.

Telephone and Cablevision

If you desire a telephone or the TV cable, you will have to make arrangements with the local telephone or Cablevision office.

Telephone: All installations must be made by the telephone company using a jack system approval by the Housing Authority's Maintenance Department.

Cablevision: Cable outlets are provided in the living room area. The housing authority must approve installation of any additional outlets.

Antennas: (CB, FM, TV) or Satellite Dish ARE NOT ALLOWED on the outside of the building.

How You Can Help Us

If you see an act of vandalism, by someone being destructive, or someone committing a crime, please call the office where you pay rent or the Police Department at 836-5755. Please report any gas or water leaks immediately.

Please report any electrical lines or cables that are on the ground or broken.

Stay Away From Any Sparking Power Lines.

Please report any open manholes or value covers.

Report anyone you see on the roof of a building.

Turn off lights or electrical appliances when not in use.

Do not leave doors and windows open when operating your heater. Turn the heat down when it is warm.

Please Report Any Criminal Activity or Drug Dealing or Drug Usage To The Office Where You Pay Rent or Call The Drug Hot Line At 836-3366.

Children

In regard to your children, there are a few things that you as a parent are asked to do. Matches and lighters should be used properly and kept out of reach of small children. Children playing with matches/lighters have caused numerous fires in our apartments. Do not allow your children to place trash in the trash containers/dumpsters, children are unable to reach the top of the containers and trash falls on the outside which creates an unsanitary condition.

Never allow your children to play in the street. Do not let them throw glass, nails, or other dangerous objects in the area. Sharp objects become a danger for them when they are barefoot. Do not let children follow or play around the mower when the yards are being mowed. This is very dangerous and could cause serious injury. Do not allow children to play in the designated elderly areas, in other tenant's yards or around the office areas and community centers.

Police Patrols And The Ban List

The Housing Authority contracts with the Camden Police Department for regular patrols in all development areas. As a result of these patrols an area wide ban list of persons who have caused problems with residents, those persons arrested for criminal activity or drug use and various other crimes has been developed. This list is given to each resident at the time they move in and is posted in the office where you pay rent. Allowing a person on the ban list in your apartment is a violation of your lease and subjects you to eviction. This list is updated on a weekly basis and posted in each office

Housing Authority Staff**Ft. Lookout Office**

Twyla Gossler, Project Manager
Glenda Finks, Assistant Project Manager
870-836-9309, Ext 104

Ivory Heights Office

Gail Thrower, Project Manager
Gerald Raines, Assistant Project Manager
870-836-5040 or 870-836-2350

Lincoln Center Office

Barbara Summers, Project Manager
870-836-8467

Central Office Staff

Alissa Garrett, Administrative Officer/Controller, Ext. 102
Rita Chambers, Administrative Assistant, Ext. 114
Virginia Coleman, Section 8 Manager, Ext. 109
Lynn Reeder, Tenant Selector, Ext. 106
870-836-9309

Carver Courts Office

Cecil McDonald, Director of Resident Services
870-836-3366

Maintenance Staff

Tom Forbes, Supervisor
Charles Davis, Foreman
Betty Usher, Maintenance Clerk
870-836-0155

Occupancy

The apartment is rented to you for the sole use by your family, therefore, you should never allow anyone else to live with you. Each person living in your apartment must be listed on your lease. Guests are permitted for two (2) weeks per year. For a longer stay, you **MUST** obtain permission from the office. Allowing persons other than those provided for in your lease to live in your apartment is a direct violation of your lease. You should let the office know promptly of any change in family composition, such as a new baby, death, or someone moving in or out, so that our records can be kept accurate. Remember, allowing friends or relatives to use your apartment or to do their laundry is prohibited and can be grounds for eviction.

Rent

All rent must be paid in advance. Your rent is always due and payable on the first (1st) day of every month, no matter what day you moved in. We understand that not everyone can pay their rent on the first, so we allow you to pay your rent anytime between the first (1st) and the seventh (7th) of each month. If your rent is not paid by the seventh (7th), you shall be deemed delinquent and the Camden Housing Authority shall have the right to terminate your lease upon 14 days written notice. Pursuant to Paragraph 18 of the Lease: If the monthly rental payment due hereunder on the 1st of the month is not paid by the 7th of the month, the resident will be charged a late charge of \$10.00. If the monthly rental and other charges are not paid within 14 days of the first late charge an additional late charge of \$10.00 will be added. No notice will be given to the resident relative to these charges.

Eviction notices will be sent to residents who are one month in arrears and late charges will continue to accrue until all charges due to PHA are paid. In addition to the charges referred to above the Resident shall also be responsible for all other costs incurred by the PHA in the eviction proceedings including storage fees, repairs, court costs and a reasonable attorney's fee.

Do Not Repair Vehicles On The Premises. Any car that becomes inoperable will be towed off after the owner has been given three (3) days notice

There No Reserved Parking Spaces, Except For Housing Authority Personnel.

Housekeeping

You are expected to be a good housekeeper and keep your home clean and well-kept. The Camden Housing Authority will not tolerate continuous instances of poor housekeeping.

PEST CONTROL: It is impossible to control all insects 100% of the time. To keep out pests such as roaches and mice, starve them. Any food you leave uncovered or stored in an open area is an invitation to pests. After you open flour, sugar, etc., put them in a sealed container such as a jar or can. Leaving garbage or trash out is an attraction for the pests. Keep trash tied up in plastic bags. Be sure you put your trash bags in the dumpster. Failure to do this will cause pests to come to your apartment.

Be sure you wash your dishes right away and do not leave them out over night. You can keep roaches and mice out of your house by practicing good housekeeping habits and watching for pests being brought in from the grocery store or other outside places.

Periodic inspections of your apartment will be made to determine whether regular repairs or maintenance is necessary to preserve the property. Inspectors will insure that everything is in good working order and determine if you are taking proper care of your apartment. Your cooperation is expected. You will be given advance notice of this inspection. Keep your home and surrounding areas clean and sanitary at all times. This will keep your family in good health. Good housekeeping is a must.

BB Guns, Pellet Guns, Firearms & Fireworks

We do not permit the use of BB guns, pellet guns, nor any type of firearms in any Development area of the Housing Authority. We also prohibit the use of fireworks of any type. You are aware of the problems that can occur between you and other tenants on their property when living so close together. In order to minimize any potential tensions, we must insist that you abide by these rules.

Roofs

DO NOT THROW ANYTHING ON YOUR ROOFS. This is unsightly and is also injurious to the property. Do not allow anyone to climb onto or play on your roof. Remember, we do not allow antennas, Christmas decorations, or anything attached to or on the roof or eaves of the apartments. In the event that a toy or ball becomes lodged on the roof, call the Maintenance Department.

Vehicle Parking

Parking areas are reserved for resident vehicles **ONLY**. All residents must have a Housing Authority Parking Permit on the vehicle's rear Bumper for them to park in the resident parking areas. To obtain a Parking Permit, you must register your vehicle with your Housing Manager. You must furnish proof of registration and licensing of your vehicle to obtain a permit. Visitors must obtain a permit to park in any of our areas by submitting their Proof of Registration and Proof of License to the development office by the resident they are visiting.

Make sure your vehicles are locked at all times. The Housing Authority is not responsible for your personal property. You must provide your own insurance for any damages that might occur to your property.

Your rent is based on your income. At the end of twelve months of occupancy, each family head will be requested to come to the office for the purpose of discussing the income you have received for the past year and to estimate your income for the next year. We use this information to determine your rent for the coming year.

Security Deposit

ALL residents must make a Security Deposit before they move in. This deposit is credited to your account and shall be refunded to you when you terminate your lease, only if you leave the premises clean and in good repair. The Security Deposit or any portion of it that is still due to you will be refunded within thirty (30) days after you have returned your keys to the Housing Authority Office.

Utilities

The arrangement for your utilities will be explained to you when you move in, since they differ, depending on which project area you live in. The Housing Authority furnishes the water. **Therefore, excessive use of water such as washing vehicles, swimming pools, watering grass, are prohibited.**

Key Locks and Lockouts

You are issued two (2) keys to your apartment when you move in. Be careful that they are not misplaced. If you should lose your keys, a charge will be made for a new one. If you lock yourself out during regular office hours, you may borrow a key at the office without charge. Please do not send small children to ask for a key, as we must loan keys to an adult member of a family. A charge will be made for a lock that has been damaged or torn up. There will also be a charge for opening your door after working hours.

Residents are not allowed to replace any outside door locks nor place locks on any interior doors. The housing authority will remove any locks installed by the resident and the resident will be charged for the cost of removing your lock and installation of a housing authority lock.

About Your Maintenance Needs:



Our employees will be glad to assist you with any mechanical or equipment failures that occur. Please call 836-0155 to report all work orders. We have contracted with Golden Triangle Answering service to answer our maintenance phone after normal working hours, on weekends, and on holidays. **This means that any call you have for maintenance at any time of the day or night must be made to our 836-0155 number.** Any calls after the normal working hours (8:00 a.m. - 5:00 p.m., Monday through Thursday and noon Friday) will be handled by the answering service and maintenance will be sent out only for emergency repairs. If for some reason the type of problem you have is one that doesn't require immediate attention, you will be advised by the answering service and the problem will be corrected the next normal work day. Call 836-0155 twenty-four hours a day, seven days a week.

Emergency Work is gas, water breaks and broken electrical lines. If you smell gas in your apartment, open the doors and windows, check to see if all burners are shut off and leave your apartment, go to a neighbor's and call for help.

For water leaks or breaks, cut off the water and begin to dry the floor to prevent water damage to walls and floors.

For electrical lines down, do not go near the loose wires and keep children away. For no power in the apartment, make sure the power is not out in the entire project area before you take action.

Maintenance Calls - Please report maintenance problems immediately, do not wait until after 5:00 p.m. All repairs are to be made on the apartments by trained personnel from our staff. You must not make any type of repairs. If you find a dripping faucet, clogged drain, etc., please notify the maintenance office immediately and needed repairs will be made as quickly as possible. You will be required to pay for any damages to your apartment caused by any member of your family or guests.

Yards

The Housing Authority mows all yards. During the months May through September you will be charged a monthly fee for this service which will be payable when you pay your rent. Ask your development manager about the cost for this service. Tenants are responsible for cleaning twenty (20) feet around their apartments. Failure to keep your yard could result in a maintenance charge.

PRIVATE FENCING, STORAGE BUILDINGS, TENTS, CANOPIES OR TARPS OF ANY KIND ARE NOT ALLOWED IN ANY PROJECT AREA YARD.

Community Facility

Community Rooms are available for resident use in the following development areas: Fort Lookout Manor, Carver Courts, and Lincoln Center.

These facilities are available for a small rental fee and clean-up deposit. Rental request and agreement forms are available in the office where you pay rent. Use of the facility must be approved by the Executive Director or the Assistant Executive Director within the guidelines posted in each office.



Computer Centers

Computer centers are available for resident use for educational purposes only in each of our community rooms. All computers have internet access and software for adult and student use. Any resident taking GED or on-line education courses may use the center by making arrangements at the office where they pay rent.

Fixtures

Clothes rods in closets should not be removed. Do not remove shelves from the pantry area, closets, or cabinets. We do not allow residents to remodel an apartment or redecorate. We do not allow the use of glue on mirrors, contact paper, or decals on the walls, cabinets, sink, tub or appliances

Floors, Walls and Woodwork

If you have carpet put down, do not attach it to the floor or baseboard. The use of nails, tacks, glue or other fasteners is prohibited. **We Will Not Cut Off Any Doors For Clearance Over Carpet.** Tile floors should be mopped frequently with a mild detergent.

Walls and woodwork may be washed with a mild detergent and water. You may not paint your own apartment with colors not designed for your area. If you hang pictures, posters, curtains, etc., use the proper hangers. If you do not know what to use, ask some one at the office. Damage to the walls and/or woodwork will be charged to you.

Trash And Garbage

Central garbage dumpsters are provided for residents. All trash will be put in the provided containers for pickup by the city. Any items too large to go inside the trash containers must be properly disposed of by the tenant. All garbage/trash must be put in plastic bags before placing in dumpsters or other City furnished containers.

Extra charges for damages by a willful act of negligence by the resident or any member of his family or guest will be assessed and is collectable in the same manner as rent. Residents are encouraged to take care of their apartments so it will not be necessary for you to have to pay for damages.

Tubs - Sinks - Toilets

Tubs - Report any leaks or drain clogging promptly. Strainers should not be removed from drains. Care should be taken to prevent chipping or staining the enamel or porcelain finishes.

Sinks - In the case of stainless steel sinks, do not allow concentrated liquid detergent to dry out on the sink surface. Keep the sink clean - you should not leave rubber mats, wet sponges or rags on the stainless steel, as it may discolor the sink. Normal cleaning should be done by using warm water and a sponge with cleaners such as Soft Scrub, Handy Andy, Mister Clean, or other similar products. The occasional use of a conventional household cleanser will help retain the luster, but please be sure to rub lightly in the direction of the stainless steel grain lines then rinse well and dry. **DO NOT POUR GREASE IN SINK DRAIN.**

Toilets - Do not put pampers, sanitary napkins, tampons, etc., in the toilet. Such things can cause plumbing problems and lead to charges against you for repairs and services. Children should be trained in the use of and proper care of the plumbing.

Hot Water



An automatic hot water heater is provided for each unit. **Do Not Change The Setting On The Hot Water Heater.**

Do Not Use The Hot Water Heater Area As A Storage Area For Anything.

Heating System

Pilot lights on heaters will be lit in late September of each year and turned off in late April. Filters will be installed and cleaned periodically. If the pilot light on your heater goes out, call the Maintenance Work Order Number (836-0155) and report it immediately. **Do Not Light The Pilot Yourself.**

Keep furniture, draperies, and curtains away from the heater and air outlets or return air vents so the air will flow easily. Please vacuum or clean these air outlets often. If you plan to be away from home several days, please lower the thermostat.

Smoke Detectors

Please do not remove the Smoke Detectors from the wall. They are electrical and could endanger your life. If your Smoke Detector does not work properly, report it to the Maintenance Department (836-0155).

Furniture

The Housing Authority will furnish your apartment with a range, and refrigerator. You are responsible for providing all other furniture you desire to use. You may use your own range and refrigerator by notifying us to remove the Housing Authority's appliances.

NOTE: WE DO NOT ALLOW THE USE OF WATER BEDS.

Light Bulbs

The housing authority will replace regular light bulbs for elderly and handicapped residents only. We will replace fluorescent bulbs and/or light fixtures on the stairway and outside porch lights on all units.



Refrigerators

Your food will keep better if you clean the inside of your refrigerator periodically. Wash the food compartment with warm water to which two (2) tablespoons of baking soda has been added for each quart of water. Then wipe with a soft cloth and dry thoroughly. **Do Not Change The Thermostat It Has Been Set To Give Maximum Cooling.** Changing it can cause the refrigerator to freeze and stop cooling completely. Do not place food in freezer over air vents, as this will cause the fan to ice over and stop cooling.

Ranges

The top burners all have pilot lights and some of our ovens have pilots. The burners, bowls, and drip pans should be cleaned daily. The oven and broiler will become stained by constant use and if the stains become baked on, they will be hard to remove. To prevent this problem, we recommend "Easy Off" or other such oven cleaning products to be used for cleaning the oven or broiler only. **Do not use oven cleaner on knobs or any control parts.**

When you move in, you will find your range clean, and we expect you to keep it clean. Periodic inspections will be made of your range, refrigerator, and apartment. We need your cooperation in maintaining clean appliances.

Air Conditioners

If you plan to install an air conditioner, you must first check with the Maintenance Department at 836-0155, to insure your apartment has sufficient wiring for the size of the air conditioner to be installed.

NOTE: In order to comply with the City of Camden's electrical code, there will be no wiring put in any apartment by anyone other than a licensed electrician.