



**Putnam Communities Inc.**

# **HAMPSHIRE HEIGHTS TENANT HANDBOOK**

## **Attachment B**

The Putnam Housing Authority and Putnam Communities Inc. are Equal Opportunity Housing Providers. The Fair Housing Act prohibits discrimination in the sale, rental or financing of housing on the basis of race, color, religion, sex, handicap, familial status, or national origin. Complaints of discrimination may be forwarded to the Fair Housing Administrator, US Department of Housing and Urban Development, Washington, DC 20410, Phone 1-800-669-9777. Connecticut law also prohibits discrimination in all of the above categories plus these additional categories: lawful source of income, marital status, sexual orientation, use of a guide dog, and age (except when program regulations restrict the housing to an age-specific category). Complaints of discrimination may be forwarded to the Commission on Human Rights and Opportunities at 1-860-541-3400. **If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact the Housing Authority at (860) 963-6829.**



TRS Message Relay via CCC: 1-800-842-9710

## Hours of Operation

Office Location & Mailing Address: 123 Laconia Avenue, Putnam, CT 06260

The offices are open to the public BY APPOINTMENT as follows\*:

Monday	8:00 AM – 12:00 PM	Friday	CLOSED
Tuesday	8:00 AM – 12:00 PM	Saturday	CLOSED
Wednesday	8:00 AM – 12:00 PM	Sunday	CLOSED
Thursday	8:00 AM – 12:00 PM	Closed all federal holidays.	

\* Note: If you need to speak with the staff, you will need to call to schedule an appointment. Staff members may be unavailable should you come to the office unannounced.

Staff are available outside these hours by appointment only.

## Phone Numbers

### Putnam

Main Number (860) 963-6829

Linda Laflamme, Property Manager	Ext. 261
Sarah Schoppe, Deputy Director	Ext. 262
Maintenance	Ext. 264
Kathy Carter, Executive Director	Ext. 260
Site Office Fax Number	(860) 809-1689
Site e-mail address	<a href="mailto:info@putnamhousing.org">info@putnamhousing.org</a>

## Site Staff

### Putnam

Kathy Carter	Executive Director
Sarah Schoppe	Deputy Director
Linda Laflamme	Property Manager, Housing Choice Voucher Specialist
Bill Smutnick	Maintenance Superintendent
Bob Campbell	Maintenance Worker
Marc Miller	Maintenance Worker
Jo Zadziewko	Maintenance Worker

## EMERGENCY MAINTENANCE REQUESTS

860-963-6829 DIAL 9 AT MENU

This will put you through to the answering service who will dispatch the staff member on-call. Leaving a voicemail or sending an email will result in the maintenance request being addressed the next business day. You MUST call in emergency work order requests to the number above.

### **HUD**

Hartford Field Office	(860) 240-4800
Fraud Reporting Hotline	(800) 347-3735
Housing Discrimination Complaints	(800) 669-9777

### **Utilities**

Eversource (Power Company)	(800) 286-2000
----------------------------	----------------

### **Emergency** (Dial 911)

Putnam Police Department	(860) 928-6565
State Police Department	(860) 779-4900
Day Kimball Hospital	(860) 928-6541

*Use this section to record other useful contacts*

### **Name**

### **Address**

### **Phone Number**


## **TENANT WORK ORDER REQUESTS AND UNIT MAINTENANCE PROCEDURES**

### **Maintenance**

The Maintenance Staff is on-site on Mondays-Thursdays from 8:00 a.m. – 4:00 p.m. to perform routine maintenance required in keeping the units and grounds in safe and sanitary condition. Tenants should not approach maintenance to report repairs or report complaints. All maintenance requests and complaints need to be reported to the Putnam Communities Inc. Office. Please call the Putnam Office (860) 963-6829 to place a work order or place online utilizing the tenant portal at [www.putnamhousing.org](http://www.putnamhousing.org)

### **Emergency Work Order Requests**

This refers to matters that may pose a threat to the health and safety of the tenant or that may cause a substantial financial burden to the site if left unreported. It is the obligation of the tenant to report matters of this nature to Putnam Communities Inc. immediately. Due to the urgency of the work, the staff member need to have immediate access to a tenant's unit. Should this occur, the responding staff will knock on the tenant's door several times. If there is no answer, they will enter the unit regardless to complete the necessary repairs. We understand that some Tenants work unconventional hours and may be disturbed by this intrusion and we sincerely apologize for the inconvenience. Please understand that this type of incident does not occur very often and our maintenance staff will make every effort to repair the necessary work as quickly as possible without sacrificing the quality of work performed.

The following matters are considered urgent and must be promptly reported to the Putnam Communities Inc. office by dialing **860-963-6829 OPTION 9** (After hours calls will be received by our answering service and forwarded to the maintenance contractor on call.):

- Plumbing leaks
- Smell of fumes

- Backed-up sewage
- Electrical hazard
- No heat and outside temperature is below 55°F – Apartment is not maintaining a temperature of 65 degrees or higher
- Refrigerator is inoperable
- Smoke detector is inoperable
- Locked-out of apartment
- Broken lock on front or rear unit entrance

Water shut-off locations: Turn **right** to **close**, left to open

- Toilet – Below the tank on the left of the toilet
- Kitchen Sink – In cabinet under sink
- Bathroom Sink – In cabinet under sink

### **Non-Emergency Work Order Requests**

This refers to routine maintenance resulting from normal wear and tear of the unit. These requests are given a priority rating and therefore may not be answered immediately. However, Tenants should anticipate a response the following business day when the work order was reported. If the tenant is not home during the response period, the maintenance staff will enter to complete the work requested. Tenants who wish to be present during routine maintenance should make such requests during our normal business hours and at a time when available to be home.

### **Preventative Maintenance Inspections**

These inspections occur at least annually and are required by HUD. Each year, the maintenance staff will inspect each unit and make necessary repairs to ensure all units are decent, safe, and sanitary. These inspections also help Management to determine what modernization projects are necessary to keep our units well maintained. Each tenant receives at least 24-hours' notice before their unit is inspected.

### **HUD Inspections**

These inspections occur annually. The intention is to oversee that Putnam Communities Inc. is maintaining their units in a decent, safe, and sanitary condition as required by HUD regulation. We notify all Tenants at least 24-hours in advance of the date of inspection.

### **Modernization Projects**

These occur periodically to ensure proper function and livability of the units. This type of work is most often performed by contractors who specialize in the type of work to be performed. If time allows, Tenants will receive an initial notice well in advance indicating the type of work, the name of the company, and the approximate date the work has been scheduled for.

## **TENANT REPAIR CHARGE LIST**

Typically, items that require replacement as a result of normal wear and tear of the unit are repaired or replaced at no charge to the tenant. However, if an item is broken or damaged as a result of negligence or misuse, the tenant will be charged for the material cost of the item **plus** applicable labor. Prices are subject to change as material prices change.

<u>Item</u>	<u>Charge to Tenant</u>
Storm-Door Window	\$75.00
Storm-Door Screen	\$40.00
Storm-Door	\$245.00
Storm-Door Closer	\$15.00
Storm-Door Handle/Lock Set	\$20.00

Window Sash	\$270.00
Window Sash Locks	\$30.00
Window Screen (replace or rescreen)	\$30.00
Window Blinds	\$15.00
Interior Door	\$200.00
Interior Door Lock Set	\$30.00
Smoke Detector	\$68.00
Refrigerator	Current cost
Refrigerator Parts	Current cost
Electric Range	Current cost
Electric Range Drip Pan	\$5.00
Range Hood	\$75.00
Oven Racks	Current cost
Electric Range Burner	Current cost
Stove Knobs	Current cost
Kitchen Faucet	\$115.00
Aerators	\$15.00
Mangled Heaters	Current cost
Toilet	\$250.00
Toilet Seat	\$25.00
Toilet Flush Handle	\$13.00
Medicine Cabinet	\$75.00
Towel Bar Hook	\$29.00
Bathroom Faucet	\$110.00
Showerhead	\$20.00
Bathroom Vanity	Current Cost
Closet Door ( <i>Metal bifold</i> )	\$100.00
Closet Door Handle	\$5.00
Closet Shelf	\$30.00
Closet Bar	\$15.00
Outlet	\$10.00
Outlet Cover	\$5.00
Switch	\$10.00
Switch Cover	\$5.00
GFI Outlet	\$55.00
Light Bulb	\$5.50
Florescent Light Bulb	\$13.50
Bedroom Light Covers	\$20.00
Bathroom Light Covers	\$25.00
Kitchen Light Fixtures	\$60.00
Hallway Light Shades	\$20.00
Thermostats	\$65.00
Floor Tile – per tile	Current Cost
Interior Door Repair	\$28.00
Exterior Door Repair Cover	\$40.00
Exterminating	Current Cost
Showerhead with hose	\$55.00
Caulk Tub	\$40.00
Smoke Detector Battery	\$12.00
Mailbox Lock	\$25.00

**Labor Rates**

Normal Business Hours

**Per Hour**

\$35.00 per person

After Hours	\$52.50 per person
Holidays	\$70.00 per person

Tenants are charged fees for extraordinary services rendered by maintenance as follows:

<b><u>Services</u></b>	<b><u>Fee</u></b>
Lock Change	\$100.00
Locked Out ( <i>After hours</i> )	\$50.00
Locked Out ( <i>During hours</i> )	No Charge
Removal of Yard Items	\$15.00
Removal of Pet Excrement	\$25.00 <i>per pile</i>
Removal of Cigarette Ends	\$25.00 <i>per occurrence</i>
Removal of Debris	<i>Labor</i>
Remove Unauthorized Wall or Floor Covering	<i>Labor</i>
Apartment Cleaning	<i>Labor</i>
Blocked Toilet or Other Plumbing ( <i>Tenant negligence</i> )	\$35.00 <i>minimum or Labor</i>
Tow Unregistered Motor Vehicle	Cost of Towing Company
Garbage Removal Fee	<i>Labor</i>
Pet Transport to Animal Shelter	\$50.00
Unable to Perform Maintenance due to Unrestrained Pet (2 <sup>nd</sup> offense)	\$25.00
Repair Window Glass	\$175.00
Wall Patch	Labor time plus material cost
Paint due to unauthorized painting by tenant	\$200 per room
Replace House Key	\$10.00
Replace Mailbox Key	\$10.00
Repair ceiling due to tenant plumbing negligence	<i>Material &amp; Labor</i>
Remove snow from parking area due to not moving vehicle	\$35.00

<b><u>Appliance Cleaning at Move Out</u></b>	<b><u>Fee</u></b>
Refrigerator	\$50.00
Stove Top	\$25.00
Oven	\$50.00

Any service or item not specifically mentioned in the charge list will be charged at the current cost of material plus labor.

### **HOUSEKEEPING STANDARDS**

#### **Bathroom (*Specifically*)**

- Toilet/Tank Should be clean and free of odor
- Tub/Shower Should be clean and free of excessive mildew and mold
- Sink Should be clean
- Exhaust Fan Should be free of dust
- Floor Should be clean and dry

#### **Inside the Unit (*All Areas*)**

- Walls Should be clean, free of dirt, grease, holes, cobwebs and fingerprints
- Floors Should be clean, clear, dry and free of hazards
- Ceilings Should be clean and free of cobwebs
- Windows Should be clean and not nailed shut, shades or blinds should be clean and intact
- Woodwork Should be clean, free of dust, gouges and scratches
- Doors Should be clean, free of grease and fingerprints
- Heaters Should be dusted and accessible (uncluttered)
- Trash/Garbage Shall be disposed of properly and not left in the unit

Entire Unit Should be free of rodent or insect infestation

Basement (if applicable)

- Nothing should be stored within three feet of the electrical panel box.
- No beds may be setup in the basement.
- Management highly recommends all items be placed in plastic storage bins.

### **Kitchen** (*Specifically*)

Stove/Oven Should be clean and free of food and grease

Refrigerator Should be clean, the freezer and refrigerator doors should open and close properly

Cabinets Should be clean and neat, cabinet surfaces and countertops should be free of grease and spilled food, cabinets should not be overloaded, storage under the sink should be limited to small or lightweight items to permit access for repairs

Exhaust Fan Should be free of grease and dust

Sink Should be clean and free of grease and garbage, dirty dishes should be washed and put away in a timely manner

Food Storage Should be neat and clean without spilled food

Garbage Should be bagged and stored in a covered container until removed to the disposal area

### **Outside the Unit**

Yards and Flower Beds (Front and Back) Should be free of debris, trash, toys and car parts. If you share a yard it is the responsibility of the tenants to come to an agreement on who will maintain the area. Failure to comply will result in both households being charged a fee to maintain and remove debris.

Exterior Walls Should be free of any and all graffiti

Steps/Walks Front and rear should be clear and free of hazards

Storm Doors Should be clean with glass and screens intact

Parking Lots Should be free of abandoned or unregistered cars

Common Hallways: Those on the first floor should clean directly outside their doors. The second floor tenant is responsible for cleaning the stairs and both landings (lower and upper).

### **Violations**

Housekeeping standards will be noted during inspections and routine maintenance service calls. On the first violation, a warning notice will be issued indicating the date and time Putnam Communities Inc. will come to re-inspect the unit. If the unit is still unsatisfactory, the tenant will be issued a second lease violation and the unit will be inspected again. If a third violation is issued and recurring unit inspections are required, tenants will be charged \$50.00 per inspection until said violations are corrected. Continual housekeeping violations may result in nonrenewal of your lease or legal proceedings.

## **TRASH REMOVAL AND RECYCLING GUIDE**

### **Trash Removal**

Waste receptacles have been conveniently placed throughout the housing complex. You should use the one that is closest to your apartment. However, if the receptacle closest to your apartment is full, you should use another at the property that has room. At no time should trash be left outside the dumpster. Please make certain your trash is properly bagged and placed inside the receptacle. If trash is not properly disposed of, animals are likely to get at it and drag trash throughout the complex. Should this occur, the responsible household will either be required to remove their trash from the grounds or will be assessed a waste removal fee.

### **Bulky/Hazardous Waste/Recycling**

Please refer to the Town's website for information on bulky/hazardous waste and recycling:

<https://www.putnamct.us/departments/municipal-solid-waste-recycling>



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

## E-SCOOTER AND E-BIKE SAFETY TIPS

### Help Prevent Injuries and Fires from Lithium-ion Batteries

Residents can do their part to help prevent fires from electric scooters and bikes.

Increase prevention by following these recommended tips:

### DO'S

- Always be present when charging devices using lithium-ion batteries.
- Only use the charger that came with your device.
- Only use an approved replacement battery pack.
- Follow the manufacturer's instructions for proper charging and unplug the device when done.



### DONT'S

- Never charge while sleeping.
- Never use these devices with a battery pack that has been modified/reworked by unqualified personnel or with repurposed or used cells.
- Never throw lithium batteries into the trash or general recycling. Instead, take them to your local battery recycler or hazardous waste collection center.





## **ACCOMMODATIONS**

### **What is a Reasonable Accommodation?**

A “reasonable accommodation” is a change, exception, or adjustment to a policy, practice or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling, including public and common use spaces. Since policies and services may have a different effect on persons with disabilities than on other persons, treating persons with disabilities exactly the same as others will sometimes deny them an equal opportunity to use and enjoy a dwelling.

Federal regulations stipulate that requests for accommodations will be considered reasonable if they do not create an “undue financial and administrative burden” for the property or result in a “fundamental alteration” in the nature of the program or service offered. A fundamental alteration is a modification that alters the essential nature of a provider’s operations.

### **Types of Reasonable Accommodations**

When it is reasonable, Putnam Communities Inc. shall accommodate the needs of a person with disabilities. Examples include but are not limited to:

- Permitting applications and reexaminations to be completed by mail
- Conducting home visits
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability
- Modifying or altering a unit or physical system if such modification or alteration is necessary to provide equal access to a person with a disability
- Installing a ramp into a dwelling or building
- Installing grab bars in a bathroom
- Installing visual fire alarms for hearing impaired persons
- Allowing an approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities, and would not be otherwise living in the unit
- Providing a designated handicapped-accessible parking space
- Allowing an assistance animal (definition on page 20)
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with The PUTNAM COMMUNITIES INC.
- Displaying posters and other housing information in locations throughout The PUTNAM COMMUNITIES INC.’s office in such a manner as to be easily readable from a wheelchair

### **Requesting a Reasonable Accommodation**

Putnam Communities Inc. encourages the family to make its request in writing using a reasonable accommodation request form. However, Putnam Communities Inc. will consider the accommodation any time the family indicates that an accommodation is needed whether or not a formal written request is submitted.

Before providing an accommodation, Putnam Communities Inc. must determine that the person meets the definition of a person with a disability, and that the accommodation will enhance the family’s access to Putnam Communities Inc. programs and services.

If a person’s disability is obvious or otherwise known to Putnam Communities Inc. and if the need for the requested accommodation is also readily apparent or known, no further verification will be required.

If a family indicates that an accommodation is required for a disability that is not obvious or otherwise known to Putnam Communities Inc., Putnam Communities Inc. must verify that the person meets the definition of a person with a disability, and that the limitations imposed by the disability require the requested accommodation.

- Third-party verification must be obtained from an individual identified by the family who is competent to make the determination. A doctor or other medical professional, a peer support group, a non-medical service agency, or a reliable third party who is in a position to know about the individual's disability may provide verification of a disability

Putnam Communities Inc. will respond within ten (10) business days after a request for an accommodation is presented. If the request for an accommodation is denied, Putnam Communities Inc. will mail a written notice to the family explaining the reason(s) for denial and the family will be granted the opportunity to appeal Putnam Communities Inc.'s decision through an informal hearing or the grievance process.

## **HOUSE RULES**

### **Air Conditioners**

The air conditioner must be properly installed as to not cause damage to the window or the apartment. Air conditioners may be installed annually on **April 1<sup>st</sup>** and must be removed and stored **by November 1<sup>st</sup>**. Failure to comply will result in a \$50.00 per month violation fee being charged. Only portable floor air conditioners are permitted in bedrooms that only have one window.

If you require an air conditioner for year-round usage a current doctor's note (within the past 6 months) is required.

### **Appliances**

A stove and refrigerator are provided to the tenant as part of their lease. Tenants are not permitted to have dishwashers. Appliances may only be used for their intended purpose. Stoves should not be used to supplement heat. Washer hookups are available in the kitchen and drier hookups are available in the basement. Tenants are responsible for keeping tenant-owned appliances in good working condition. Putnam Communities Inc. is not responsible for any loss associated with tenant belongings. Tenants must carry renter's insurance to recoup any loss due to power outage, appliance malfunction, etc. Please contact an insurance agent to discuss your needs and cost of coverage.

### **Cable TV Wires**

Cable TV wires are not permitted to run across the front of a stairway or along a walking area. This is considered to be a tripping hazard and you will be issued a notice of lease violation if you do not comply.

### **Candles/Incense**

Candles of any kind, incense and any other type of item that is ignited are not permitted.

### **Children**

Children under the age of 13 are to be supervised at all times. It may be practical to arrange a child supervision schedule with other parents. Parents who leave their children unattended will be cited for violating the terms of their dwelling lease. Please be certain that any food and its wrappers are disposed of in the trash receptacles.

### **Basement Storage**

Tenants are encouraged to use covered plastic totes when storing items in the basement. Putnam Communities Inc. is not responsible for any damage to your belongings should a pipe burst or outside water gets into the basement. For coverage of your personal items you must obtain renters insurance through an insurance company.

### **Clothes Lines**

Clothesline are located in the back of each unit. Lines must be cleared off during mowing. Putnam Communities Inc.. is not responsible if items are left on the line and become soiled during mowing. **SWINGS AND OTHER NON-CLOTHING ITEMS ARE NOT TO BE ATTACHED TO THE CLOTHES LINES.**

### **Conduct**

Tenants, other household members, visitors and guests shall conduct themselves and their activities in a manner that will not interfere with the rights, comforts and conveniences of other Tenants. No one is allowed to congregate on apartment steps or around other units where they have not been invited.

## **Damages**

Maintenance work orders that result in the repair of damages caused by the tenant or tenant's guests or that result due to the neglectful actions of a tenant or a tenant's guests (i.e. lock outs) will result in an invoice that is payable by the tenant. Once a completed work order is submitted by the maintenance contractor to Putnam Communities Inc. staff, an invoice will be created. Per the lease, Tenants have 14 days to pay for charges. Failure to pay within 14 days or establish an approved payment agreement will result in any future payments made being applied to the oldest balance which may make your rent payment short.

## **Dumpsters**

Dumpsters are for resident use only. Guests should not be bringing their household trash to dispose of in the property's dumpsters. All trash must be placed inside the dumpster. Tenants and guests are not permitted to enter dumpsters or remove items that have been placed in dumpsters.

## **Egress**

All bedrooms must have a clear second way out of the room other than the door. If your bedroom has one window, that window must be clear of items to provide a second escape route if you are unable to exit through the door.

Sheets should not be hung in stairways, hallways or as room dividers under any circumstance.

## **Electric Service**

Electricity costs are the responsibility of the tenant. A utility allowance is deducted from a tenant's total tenant payment when rent is calculated to help with the affordability of this service. The electric account must be maintained in an adult tenant's name. Failure to maintain electric service in the apartment or in a tenant's name is grounds for termination of the lease.

## **Extended Absences**

Tenants must notify the office of any absence that will be in excess of 30 days, including but not limited to vacation, hospitalization, nursing home, etc. Arrangements must be made to have rent paid during the tenant's absence. Guests are not permitted during extended absences of sole household members.

## **Fireworks & Toy Guns/Bow and Arrows**

Tenants and their guests are not allowed to ignite firework displays on the property, no exceptions. This includes sparklers. Tenants and their guests are also not allowed to use any type of BB gun, toy gun, or bow and arrow, no exceptions.

## **Gardens**

Tenants are not allowed to plant anything directly into the ground. You may however have potted flowers, vegetables and herbs as long as the container is no larger than 12 inches high by 12 inches wide. All pots must be kept in a manner that will not interfere with lawn maintenance, damage to existing vegetation, entry to the apartment or access to neighboring units. Pots may not be kept on window sills.

## **Gasoline and Flammable Items**

Tenants are not allowed to store gasoline or other flammable items in their apartment or on the property.

## **Grills**

- Only propane grills are permitted and must be ten feet (10') from the building when in use. When the grill is not in use it must be covered and stored in the rear of the unit.
- Charcoal grills, fire pits, and tiki torches are prohibited.
- Propane tanks shall be stored outside, in the rear of the unit. No propane may be stored inside the unit.
- The tenant is responsible for any damages that are related to the use of the grill.

## **Guest Policy**

**Definition:** A *guest* is defined as a person **with a legal permanent residence** who is temporarily staying in the unit with the consent of the head of household.

### **Those NOT permitted as guests**

- Any individual who is currently engaged in, or has engaged in any of the following criminal activities:
  - Drug-related criminal activity, defined by HUD as the illegal manufacture, sale, distribution, or use of a drug, or the possession of a drug with intent to manufacture, sell, distribute, or use the drug, which includes medical marijuana;
  - Violent criminal activity, defined by HUD as any criminal activity that has as one of its elements the use, attempted use, or threatened use of physical force substantial enough to cause, or be reasonably likely to cause, serious bodily injury or property damage;
  - Criminal activity that may threaten the health, safety, or welfare of other tenants or the health or safety of Putnam Communities Inc. staff, contractors, subcontractors, or agents;
  - Criminal sexual conduct, including but not limited to sexual assault, incest, open and gross lewdness, or child abuse.
  - Any individual who is listed on the sexual offender registry.
- Any individual who is homeless.

### **Tenant's Rights & Responsibilities Regarding Guests**

Tenants are allowed to provide reasonable accommodation of their guests. The head of household is responsible for the conduct of visitors and guests, inside the unit as well as anywhere on or near Putnam Communities Inc. premises.

The Tenant must notify Putnam Communities Inc. when overnight guests will be staying in the unit for more than 3 days. An overnight guest can remain in the unit no longer than 14 consecutive days or a total of 30 cumulative calendar days during any 12 month period. Overnight guests **must have** a permanent legal residence.

The Tenant may request an exception to this policy for valid reasons (i.e. care of a relative recovering from a medical procedure expected to last 20 consecutive days). An exception will not be made unless the family can identify and provide documentation of the residence to which the guest will return (see documentation list below) and provided the guest does not meet any of the unacceptable guest traits as listed above.

Children who are subject to a joint custody arrangement or for whom a family has visitation privileges, that are not included as a family member because they live outside of the housing unit more than 50 percent of the time, are not subject to the time limitations of guests as described above.

### **UNAUTHORIZED OCCUPANTS**

Guests who represent the housing unit address as their residence for receipt of benefits or other purposes will be considered unauthorized occupants. In addition, guests who remain in the unit beyond the allowable time limit will be considered unauthorized occupants, and their presence constitutes a violation of the lease.

### **ACCEPTABLE DOCUMENTS TO SUBSTANTIATE LEGAL RESIDENCE**

- Active lease at another address
- Notarized letter from a person the unauthorized occupant is living with, if that letter is presented with other supporting documentation
- Recent correspondence sent to the unauthorized occupant at the address claimed. This correspondence would need to come from a formal entity rather than letters from friends (i.e. schools, banks, government agencies, etc)
- Driver's license or photo ID with address claimed
- School registration with address claimed
- Tax return with address claimed

- Bills in their name at the address claimed (i.e. utility, telephone)
- Please note that although the above documents are submitted to Putnam Communities Inc. as proof of residence, Putnam Communities Inc. may verify this information with the legal owner of the property claimed to be the legal residence.

### **Heat**

Gas heat is provided by the landlord. Connecticut state law states that a landlord must maintain a minimum heat temperature of 65 degrees during the heating season. Tenants are not permitted to use any kind of space heater, including decorative fireplaces, kerosene heaters, or electric space heaters. If your heat is not maintaining 65 degrees, a work order needs to be called in. If a work order is called in and the heat in the apartment is at least 65 degrees, the tenant will be charged for the service call. Windows should be kept closed in the winter months to avoid frozen water pipes.

### **Holiday Displays**

The use of any electrically wired exterior holiday display is prohibited. In multifamily housing, the state building code prohibits the use of exterior electric powered items where an exterior ground fault receptacle is not present. Any nonelectric air filled display must be under 40 inches in height and limited to two per tenant. All holiday displays must be removed in a reasonable time frame after the holiday period. Putnam Communities Inc. will have the discretion for approval as to what is considered to be an appropriate holiday display.

### **Interior Decorative Strip Lighting**

The use of any electrically wired decorative strip lighting is prohibited inside the apartment.

### **Lawn Care**

Tenants are responsible for keeping their front and back lawns free from trash and items and for removing snow from their walkways and steps. Putnam Communities Inc. will mow and trim tenant lawns as needed. Please make sure laundry has been removed from your clothesline during business hours when lawn is being mowed. If the maintenance staff has to move items out of their way while mowing, you will be assessed a \$15.00 service fee. The maintenance staff makes considerable efforts to keep the lawns looking nice; therefore, we ask that you prohibit your children from playing in your front yard as it damages the grass and becomes quite unsightly. Tenants requiring excess lawn maintenance will be charged accordingly.

### **Legal Fees**

Tenants are responsible for all legal fees pertaining to any proceedings brought against them, including but not limited to Marshal fees, court costs and attorney fees, unless the tenant prevails in court (does not include agreed upon stipulated agreements). Legal action will not be stopped until all legal fees associated with the action have been paid in full.

### **Locks and Keys**

Tenants are provided with unit keys at the time of lease signing. Two (2) keys are issued to the household at lease signing. Alterations to existing locks or installation of new locks are not allowed. In the event a Tenant is locked out of their apartment, only the Tenant or other authorized adult household member will be given access to the apartment. Putnam Communities Inc. reserves the right to maintain access to each dwelling unit for inspection and emergency purposes.

### **Mailbox Keys**

Tenants are provided with one (1) mailbox key at lease signing. A fee of \$10.00 will be charged to the Tenant for each additional key requested after lease signing.

Putnam Communities Inc. does not own the tenant mailboxes, the U.S. Postal Service does. The keys are kept at the Putnam Communities Inc. office as a convenience to our Tenants. The U.S. Postal Service provides Putnam Communities Inc. with three (3) keys for each mailbox. If you lose your key and we have no more replacements to provide, we have to contact the Post Office to have your mailbox lock changed. More often than not, the Post Office can take several days or weeks before they are able to find time to change the lock. During this waiting period, it can be very difficult to retrieve your mail. Therefore, we strongly suggest that you keep your key in a safe place to prevent inconveniences.

### **Noise**

Tenants are to maintain a reasonable noise level at all times. Remember that this is multi-family housing and you should make every effort to respect other Tenants. Excessive noise levels after 10:00PM and before 8:00AM are considered a disturbance of peace and may be reported to the appropriate police department for corrective action.

### **Move Out Notice Provided**

When a tenant provides 30-day written notice of their intent to vacate, Putnam Communities Inc. will provide the tenant with a checklist indicating how the apartment should be left. Putnam Communities Inc. may schedule an inspection of the unit while the tenant still resides in the unit to determine if any capital repairs will be required. Putnam Communities Inc. may also schedule showings of the unit to prospective Tenants. Along with the move-out cleaning checklist, A move out inspection will be conducted once the keys are turned in. Tenants are encouraged to attend the inspection. Tenants are responsible for payment of rent until the keys are returned to the office.

### **Outdoor Area**

Tenants are only allowed to have outdoor furniture that can be easily removed and stored after use, such as chairs that can be easily folded and brought inside when not being used. Patio tables, swings, picnic tables, and other large furniture are not permitted. Nothing should be attached to the building or hung from outdoor lighting fixtures or clotheslines.

Outdoor decorations such as flags, bird feeders, chimes, lights, artificial flowers, shepherd hooks, and fencing are not permitted.

Shovels, rakes, brooms, mops are not permitted to be stored outside.

### **Pet Sitting**

Pet sitting for other's animals is not permitted. Guests who require an assistance animal may bring that animal on-site with them while visiting as long as the animal is under complete control. Under no circumstances should Tenants pet sit while friends and/or relatives are on vacation, etc.

### **Playground**

Playgrounds are provided for use by the children. Children should only use equipment appropriate for their age and size. Sheets and other items may not be hung from the equipment.

### **Public Drinking**

The Town of Putnam prohibits open alcoholic beverages on any public property. Putnam Communities Inc. also prohibits open alcoholic beverages on the grounds. Drinking is allowed inside the Tenants' unit only.

### **Rent Payment**

Rent is due on the 1<sup>st</sup> of every month. Putnam Communities Inc. allows a 10-day grace period without penalty. Tenants with an outstanding balance after the 10<sup>th</sup> of the month will be served with notice of intent of eviction from their unit and will be charged the applicable sheriff fees. Tenants can drop payments in the rent drop located near the Putnam office door or payments may be mailed to 123 Laconia Avenue, Putnam, CT 06260. Cash is never accepted. Personal check, bank check, or money order only please. Tenants can also pay online utilizing the tenant portal at [www.putnamhousing.org](http://www.putnamhousing.org). Direct debit is also available. Contact the office to obtain forms to utilize this option. Note if you are mailing your payment, allow ample time for mail delivery so the check is received by our office by the 10<sup>th</sup> of the month.

### **Snow Removal**

Putnam Communities Inc. is responsible for snow removal from the visitor parking areas and main sidewalks. The roadways and sidewalks will be plowed and cleared at the end of each storm. If the weather forecast calls for a prolonged occurrence with significant accumulations snow removal will be done at regular intervals. Tenants are responsible for removing snow from their concrete stairway and walks (up to the main walk) **both** front and back and their assigned parking spot. It is expected that snow removal will be completed within 24 hours of a storm ending. Snow must be placed on the grass in front of your unit or the grass perimeter along the road. Snow may not be placed on sidewalks or thrown into the driveway. This is strictly prohibited and is subject to charges/local fines. The Town of Putnam may enforce a parking ban. During this time only, additional parking will be provided in the field surrounding the maintenance garage on Laconia Avenue. Please park your vehicle far enough off the road into the field to ensure there is space for additional vehicles.

Putnam Communities Inc. will not provide snow shovels. It is our goal to keep the walkways as safe as possible. If you notice an area of refreezing or icing please call our office immediately and we will make every attempt to maintain them during the day. Please remember that refreezing is common once the sun goes down, use caution.

Each tenant will be responsible for clearing snow/ice from their vehicles and assigned parking spot. It is expected that snow removal from the assigned spot will be completed within 24 hours of a storm ending. Snow must be placed on the grass in front of your unit or the grass perimeter along the road. Snow may not be placed on sidewalks, other parking spots, or thrown into the driveway. This is strictly prohibited and is subject to charges/local fines. In addition, a fee of \$35.00 per storm will be charged if a tenant does not comply and clear snow/ice from their vehicle and parking spot within 24 hours of the storm ending. Some tenant's may find that leaving their car at another location or enlisting family/friends to help with snow removal from their vehicle at the end of the storm.

Tenants who intend to be away from their unit are still responsible for adhering to this policy. Tenants who will be away on vacation, in the hospital, etc. should authorize another person to look after their vehicle/parking spot and be prepared to clear the vehicle and area in the event of inclement weather, hazards, or parking lot repairs. Failure to designate a responsible person or failure of the designated person to look after a Tenant's car does not exempt that vehicle from being towed at the owner's expense.

Putnam Communities Inc. will periodically inspect parking areas and failure to comply will result in a lease violation.

### **Swimming Pools**

Sprinklers, swimming pools and water toys of any size are not allowed on the property, no exceptions. Hoses should not be attached to faucets under any circumstances.

### **Toys and Other Yard Items**

All bicycles must be stored inside the apartment. All outdoor toys and belongings must be brought in daily and stored inside your unit. Nothing should be placed or stored on the plant beds, either in the front or the back. Tenants are not allowed to have tents, gazebos, swing sets, or playscapes. If an item is too large or heavy to easily transport, then you should not have it on the property. *Putnam Communities Inc. reserves the right to dispose of any item left unattended on the property without penalty to Putnam Communities Inc.*

### **Water Beds**

Waterbeds are not permitted as they could cause structural damage.

---

## **ASSISTANCE ANIMALS**

[Section 504; Fair Housing Act (42 U.S.C.); 24 CFR 5.303]

Assistance animals are animals that work, provide assistance, or perform tasks for the benefit of a person with a disability, or that provide emotional support that alleviates one or more identified symptoms or effects of a person's disability. Assistance animals – often referred to as “service animals,” “assistive animals,” “support animals,” or “therapy animals” – perform many disability-related functions, including but not limited to the following:

- Guiding individuals who are blind or have low vision
- Alerting individuals who are deaf or hearing impaired
- Providing minimal protection or rescue assistance
- Pulling a wheelchair
- Fetching items
- Alerting persons to impending seizures
- Providing emotional support to persons with disabilities who have a disability-related need for such support

Assistance animals that are needed as a reasonable accommodation for persons with disabilities are not considered pets, and thus, are not subject to the PUTNAM COMMUNITIES INC.'s pet policies.

### **APPROVAL OF ASSISTANCE ANIMALS**

For an animal to be excluded from the pet policy and be considered an assistance animal, there must be a person with disabilities in the household, and the family must request and Putnam Communities Inc. approve a reasonable accommodation.

### **CARE AND HANDLING**

Tenants must care for assistance animals in a manner that complies with state and local laws, including anti-cruelty laws.

Tenants must ensure that assistance animals do not pose a direct threat to the health or safety of others, or cause substantial physical damage to the development, dwelling unit, or property of other tenants.

When a tenant's care or handling of an assistance animal violates these policies, Putnam Communities Inc. will consider whether the violation could be reduced or eliminated by a reasonable accommodation. If Putnam Communities Inc. determines that no such accommodation can be made, Putnam Communities Inc. may withdraw the approval of a particular assistance animal.

---

### **Enterprise Income Verification (EIV) System & Security Policy**

EIV is a web-based computer system containing employment and income information on individuals participating in HUD's rental assistance programs. This information assists HUD in making sure "the right benefits go to the right persons".

### **EIV System Security Measures to Protect EIV Data**

The information processed by any EIV system can include wage and income data about private individuals, as well as identifying information such as Social Security Number, address and employment information. Putnam Communities Inc. takes the following measures to ensure the security and safety of this information.

#### **Technical Safeguards:**

- All wireless internet systems are secure through the use of network encrypted passwords.
- All users are authenticated and certified through HUD before use of EIV is allowed.
- A Security Awareness Training Questionnaire must be completed annually. EIV will be blocked for those who fail to complete the questionnaire.

#### **Administrative Safeguards:**

- The EIV Coordinator ensures that access rights, roles and responsibilities are appropriately and adequately assigned.
- Copies of reports and information pulled from EIV are contained in a tenant's file in a locked office until such time the information can be destroyed.
- A completed and signed HUD 9886 form is kept on file signed by all Tenants age 18 and older to allow the access of information contained in the EIV system.
- This policy details standard operating procedures for EIV users and procedures relating to the security of EIV data.
- Staff attends an annual training related to EIV security
- All EIV users and non-EIV users with access to EIV documents must adhere to HUD's Rules of Behavior

#### **Physical Safeguards:**

- All EIV data is secured in locked filing cabinets and offices.
- Historical data is secured in a locked room until such time that it can be destroyed.
- Historical data is destroyed by shredding or by fire when the destroy date is reached.

### **Security Breach Policy**

If EIV information has been compromised in any fashion, the EIV Coordinator will be notified. The HUD hotline will also be called to report the breach and instructions will be requested on how to proceed.



### **Consent for the Release of Information**

HUD 9886 is signed by each adult tenant providing the necessary consent for Putnam Communities Inc. to review the information provided through the EIV system.

#### **Existing Tenants:**

- All Tenants age 18 and older are required to sign HUD's form 9886 prior to move in or at their annual recertification appointment. . .
- 30 days prior to a tenant turning 18, the tenant is notified that the requirement must be satisfied within 30 days of attaining age 18.
- Tenants only need to sign this form once during tenancy, unless their assistance ended and is reinstated, or another adult household member is added or turns 18. .

#### **Applicants:**

- All applicants age 18 and older are required to sign HUD's form 9886 at the move in appointment.
- Applicants who fail to sign the proper consent form are notified that their application will be returned to the wait list one time. If the same applicant refuses to sign the form at the next available apartment, the applicant will be removed from the wait list and notified via mail. The applicant will have 10 days to either sign the form or request a hearing to remain on the wait list.

### **Consent to Disclose an Individual's Information to Another Person or Entity**

The Federal Privacy Act (5 USC 552a, as amended) prohibits the disclosure of an individual's information to another person without the written consent of such individual. As such, the EIV data of an adult household member may not be shared (or a copy provided or displayed) with another adult household member or to a person assisting with the recertification process, unless the individual has provided written consent to disclose such information. However, Putnam Communities Inc. is not prohibited from discussing how the household's income and rent were determined based on the total income reported and verified with the head of household.

#### **Plan of Action:**

- Putnam Communities Inc. will require written consent from the tenant to provide income information to a third party.
- Without written consent, any request for income or rent information will not be permitted.

### **Emergency/Disaster Plan**

In the event of a Potentially Declared Disaster or other emergency the following plan will be implemented. Please note it is Putnam Communities Inc. and HUD's goal to restore any damage to the property to a decent, safe, and sanitary condition as soon as possible.

Tenants should be aware that if you are displaced in an emergency, you are responsible for advising the office of your temporary housing location and your intentions during and after the emergency/disaster. Please provide the office with your temporary address and telephone number(s) immediately.

During this time please be advised that due to potentially dangerous conditions you may not have access to your possessions. Putnam Communities Inc. will secure the property to the best of our ability immediately after the emergency and will make reasonable efforts to protect your personal property.

Tenants will need to contact their insurance agent (rental insurance) for any coverage on your personal property.

Disposal of any personal property will be done in accordance with local law. Putnam Communities Inc. may also take action to terminate a lease and dispose of personal property in accordance with local law when displaced tenants indicate their intention **not** to return to the unit or fails to respond to a notice from the Putnam Communities Inc. office.

In the event that the Putnam Communities Inc. office has to be vacated, a notice will be published informing tenants how it can be contacted and the office will regularly inform you on the status of repairs and when you might re-occupy your residence.

Once the unit is repaired the Putnam Communities Inc. office will contact you to return to your unit. Putnam Communities Inc. will make every attempt to track displaced tenants by phone, mail, family, friends, by contacting FEMA, or some other method. At this time Putnam Communities Inc. may offer an alternative unit to expedite a displaced tenant's return to a permanent residence. Please note, that once a tenant accepts any permanent housing they no longer have a right to return to the unit from which they were displaced.

Putnam Communities Inc. will inform all displaced tenants in writing at least 60 days prior to the expected date that the unit will be ready for re-occupancy. The notice will be issued via regular and certified mail to the tenant's last known address.

Displaced tenants must respond within 30 days of the notice and inform the Putnam Communities Inc. office of their intention to return or not and provide contact information. The response must be in writing, although the tenant may also call the Putnam Communities Inc. office to indicate his or her decision and to ask any questions they may have about returning. If the tenant does not respond within 30 days from the date of the notice, a second notice will be issued notifying the tenant that he or she no longer has a right of return to the unit that the tenant occupied prior to the disaster or other emergency. Tenants indicating they wish to return will be given 60 days from the date the unit is ready for re-occupancy to re-occupy the unit.

Putnam Communities Inc. may offer an available comparable unit to a displaced tenant if the unit that the tenant occupied before the disaster cannot be repaired or if the repairs require a long period of time to complete. If a returning tenant accepts an alternate unit, the tenant(s) is considered re-housed and not eligible for additional unit transfer except in accordance with the ACOP.

If a displaced tenant fails to return after notifying Putnam Communities Inc. of their intention to return during the right to return period and there was no agreement to extend the time period, Putnam Communities Inc. may take action to terminate the lease in accordance with local law and rent the unit. In this case the tenant no longer has a right to return to the unit and will be treated as a new applicant and will have no priority as a disaster displaced tenant on the waiting list.

### **Additional Resources**

#### **CT FEMA OFFICE**

Connecticut Office of Emergency  
Department of Emergency and Homeland Security  
25 Sigourney Street 6th floor  
Hartford, Connecticut 06106-5042  
(860) 256-0800  
(860) 256-0815 FAX  
[www.ct.gov/demhs](http://www.ct.gov/demhs) and/or [www.fema.gov](http://www.fema.gov)

American Red Cross  
209 Farmington Ave  
Farmington, CT 06032  
(877) 287-3327  
[www.redcross.org](http://www.redcross.org)

Connecticut Finance Housing Authority  
999 West Street  
Rocky Hill, CT  
(860) 721-9501

HUD Housing Discrimination Line  
800-669-9777 (Voice)  
800-927-9275 (TTY)

#### **National Housing Locator**

[http://portal.hud.gov/app\\_nhls/](http://portal.hud.gov/app_nhls/)  
(866) 373-9509

Rural Development State Office  
451 West Street, Suite 2  
Amherst MA 01002-2999  
(413)253-4300, (413)253-4590 TTY  
(413)253-4347 Fax

Salvation Army  
262 Main St, PO Box 707  
Norwich, CT  
Contact: [Envoys Steve & Paula Loveless](#)  
(860) 889-2329  
[www.salvationarmyusa.org](http://www.salvationarmyusa.org)

HUD Hartford Field Office  
One Corporate Center  
20 Church Street, 19th Floor  
Hartford, CT 06103-3220  
(860) 240-4800  
(860) 240-4850 Fax  
(860) 240-4665 TTY

### VAWA Emergency Transfer Request Documentation

To request an emergency transfer, the tenant shall notify the Putnam Communities Inc.'s office and submit a written request for a transfer to Putnam Communities Inc.. Putnam Communities Inc. will provide reasonable accommodation to this policy for individuals with disabilities. The tenant's written request for an emergency transfer should include either:

1. A statement expressing that the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant were to remain in the same dwelling unit assisted under the Putnam Communities Inc. program; OR
2. A statement that the tenant was a sexual assault victim and that the sexual assault occurred on the premises during the 90-calendar-day period preceding the tenant's request for an emergency transfer.

### Confidentiality

Putnam Communities Inc. will keep confidential any information that the tenant submits in requesting an emergency transfer, and information about the emergency transfer, unless the tenant gives Putnam Communities Inc. written permission to release the information on a time limited basis, or disclosure of the information is required by law or required for use in an eviction proceeding or hearing regarding termination of assistance from the covered program. This includes keeping confidential the new location of the dwelling unit of the tenant, if one is provided, from the person(s) that committed an act(s) of domestic violence, dating violence, sexual assault, or stalking against the tenant. See the *Notice of Occupancy Rights under the Violence Against Women Act For All Tenants* for more information about Putnam Communities Inc.'s responsibility to maintain the confidentiality of information related to incidents of domestic violence, dating violence, sexual assault, or stalking.

### Emergency Transfer Timing and Availability

Putnam Community Inc. cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. Putnam Community Inc. will, however, act as quickly as possible to move a tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking to another unit, subject to availability and safety of a unit. If a tenant reasonably believes a proposed transfer would not be safe, the tenant may request a transfer to a different unit. If a unit is available, the transferred tenant must agree to abide by the terms and conditions that govern occupancy in the unit to which the tenant has been transferred. Putnam Communities Inc. may be unable to transfer a tenant to a particular unit if the tenant has not or cannot establish eligibility for that unit.

If Putnam Communities Inc.. has no safe and available units for which a tenant who needs an emergency transfer is eligible, Putnam Communities Inc. will assist the tenant in identifying other housing providers who may have safe and available units to which the tenant could move. At the tenant's request, Putnam Communities Inc. will also assist tenants in contacting the local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking that are attached to this plan.

### Safety and Security of Tenants

Pending processing of the transfer and the actual transfer, if it is approved and occurs, the tenant is urged to take all reasonable precautions to be safe.

Tenants who are or have been victims of domestic violence are encouraged to contact the National Domestic Violence Hotline at 1-800-799-7233, or a local domestic violence shelter, for assistance in creating a safety plan. For persons with hearing impairments, that hotline can be accessed by calling 1-800-787-3224 (TTY).

Tenants who have been victims of sexual assault may call the Rape, Abuse & Incest National Network's National Sexual Assault Hotline at 800-656-HOPE, or visit the online hotline at <https://ohl.rainn.org/online/>.

Tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/ourprograms/stalking-resource-center>.

### Local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking:

#### **Connecticut Coalition Against Domestic Violence (CCADV)**

90 Pitkin St  
East Hartford, CT 06108  
[info@ctcadv.org](mailto:info@ctcadv.org)  
<http://www.ctcadv.org>

The CT Coalition Against Domestic Violence is a membership organization whose purpose is to work together to end domestic violence by changing the social conditions, beliefs and social actions that perpetuate abuse against women and children.

**Domestic Violence Hotline/Shelter**

(888) 774-2900 Statewide Domestic Violence Hotline  
(860) 774-8648 Voice/Collect calls accepted

**United Services**

1007 North Main St  
Dayville, CT 06241

I/we have read the above policies and understand that these policies are an attachment to our lease.

Signatures:

TENANT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_

PROPERTY MANAGER \_\_\_\_\_