

PITTSFIELD HOUSING AUTHORITY



COLUMBIA ARMS

*65 Columbus Ave
Pittsfield MA 01201*

*PHA Main Office – (413) 443-5936
Public Housing Manager – (413) 344-9018*

Maintenance – (413) 443-7100 or (617) 591-1068

RESIDENT HANDBOOK & Addendum to the Lease

Pittsfield Housing Authority welcomes you to your new apartment. This handbook is designed to provide you with information and policies regarding your residency at Columbia Arms. This resident handbook is an addendum to your lease. Please read it carefully and let us know if you have any questions.

September 2025



Table of Contents

ABSENCE FROM UNIT	4
ADDITIONAL APPLIANCES & HEATERS PROHIBITED	4
AIR CONDITIONERS	4
ALCOHOL CONSUMPTION IN COMMON AREAS.....	4
ANNUAL RENT RECERTIFICATIONS	4
APARTMENT DOORS	5
ANTI-DRUG POLICY	5
ANTI-HARASSMENT POLICY	5
ASSISTANCE ANIMALS POLICY	6
BUILDING SAFETY	6
BICYCLES.....	6
BUILDING ENTRY SYSTEM	7
CHANGES TO THE UNIT	7
COMMON AREA POLICY.....	7
COMMUNITY ROOM.....	8
COMMUNITY SERVICE POLICY	8
E-BIKE AND E-SCOOTER SAFETY TIPS:.....	8
EFFECTIVE COMMUNICATIONS POLICY	9
ELEVATORS	9
ENERGY CONSERVATION CHECKLIST	10
Range:.....	10
Refrigerator:.....	10
Heating:.....	10
Windows:.....	10
General Hints:.....	10
FAIR HOUSING POLICY	11
FIRE <i>SAFETY</i> INFORMATION.....	11
Smoke and Carbon Monoxide Detectors.....	11
Fire Alarm Pull Stations.....	12
Fire in Apartment.....	12
Fire Safety Equipment.....	12
GRIEVANCE POLICY & PROCEDURE	12
GUESTS	14
INCIDENT REPORT POLICY	14
INSPECTIONS.....	15
Annual.....	15
Move-Out.....	15

KEYS/LOCKS	15
LAUNDRY ROOM	16
MAILBOXES.....	16
MAINTAINING GOOD RELATIONS WITH YOUR NEIGHBORS	16
MAINTENANCE REPAIRS.....	17
EMERGENCY MAINTENANCE REQUESTS.....	17
Schedule of Maintenance Charges (Page 1)	18
Schedule of Maintenance Charges (Page 2)	19
MARIJUANA/CANNABIS	20
MISCELLANEOUS TIPS	20
MOLD AND MILDEW	20
MOVE OUT POLICY	21
NOISE.....	21
NON DISCRIMINATION POLICY	22
NOTIFICATION OF RIGHTS AND OBLIGATIONS - VAWA ACT	22
PARKING POLICY.....	22
PEST CONTROL.....	22
PET POLICY.....	23
POOL, TRAMPOLINE, SLIP AND SLIDES, SPRINKLERS & HOSES	23
PRIVACY RIGHTS POLICY	23
REASONABLE ACCOMMODATION POLICY AND PROCEDURES	24
RECORDS REQUEST	25
RELIGIOUS DISPLAY POLICY	25
RENTER’S HOUSEHOLD INSURANCE	25
RESIDENT ADVISORY BOARD.....	26
RENT COLLECTION POLICY	26
SECURITY	26
SMOKE FREE POLICY.....	27
Violations of the Smoke-Free Policy:.....	27
SNOW REMOVAL	27
TELEPHONE NUMBERS	27
TELEPHONE AND CABLE LINE REPAIRS	28
TOWING OF VEHICLES	28
TRANSFERS POLICY.....	28
TRASH	29
Disposal.....	29
Prohibited Trash.....	30

ABSENCE FROM UNIT

The family must promptly notify the PHA when all family members will be absent from the unit for an extended period. An extended period is defined as any period greater than 30 calendar days.

If a family is absent from the public housing unit for more than 180 consecutive days, and the family cannot adequately verify that they are living in the unit, the PHA will terminate the lease for other good cause.

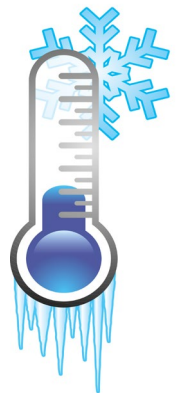
ADDITIONAL APPLIANCES & HEATERS PROHIBITED

Portable Dishwashers, Washing Machines, Dryers, Chest Freezers and Space Heaters are prohibited

AIR CONDITIONERS

Pittsfield Housing Authority authorizes the installation and use of air conditioners provided the following conditions are met:

1. The annual charge for an air conditioner will be charged to your tenant rent account. This fee is for the additional utility consumption. (Charge \$15 fee per month, for June, July & August)
2. Window and Portable, self-evaporating air conditioners are allowed.
3. The tenant is responsible for the purchase, maintenance, and storage of the AC units.
4. Maintenance installs air conditioners after June 1st and will remove by November 1st. Call maintenance at (413) 443-7100 or (617)-591-1068 to be added to the schedule. Air Conditioners cannot be left in over the winter months.
5. DO NOT install your own Air Conditioner as any tenant damage will be charged to your account.



ALCOHOL CONSUMPTION IN COMMON AREAS

Alcohol consumption is prohibited in all common areas, outside grounds, including the parking lot.

ANNUAL RENT RECERTIFICATIONS

The rent for your unit is based on your household's family size, gross income and applicable deductions. Rents are calculated annually and on an interim basis if there is more than a 10% increase or decrease in income.

Annual rent recertifications are effective December 1st

APARTMENT DOORS

Ring Doorbells: The use of Ring Doorbells and/or Cameras is strictly prohibited.

Door Decorations: Decorations on apartment doors are allowed by the use of COMMAND STRIPS ONLY (no offensive materials). No nails, screws, tacks, or tape is allowed.

Personal Belongings: No personal belongings (including but not limited to welcome mats, boot trays, boxes, shopping baskets, TV trays, etc.) that could cause obstruction in case of a fire or medical emergency are allowed in the hallways. Such items will be removed by PHA if necessary. Tenants may not hang any personal decorations or belongings on any common area walls, including the hallway walls adjacent to their apartment.

ANTI-DRUG POLICY

PHA is committed to providing its residents with a safe and drug-free living environment. PHA will endeavor to achieve this objective by:

1. Conducting comprehensive background checks that include screening applicants for drug-related and other criminal activity.
2. Further developing a cooperative working relationship with the Pittsfield Police Department and the Berkshire County Law Enforcement Task Force
3. Terminating the tenancy of any tenant if a household member or guest engages in drug-related or other criminal activity which has an adverse effect on the health, safety and welfare of other residents.

ANTI-HARASSMENT POLICY

Every resident of PHA's housing programs has the right to be free of harassment based upon race, color, religion, creed, sex, national origin, handicap, familial status, sexual orientation, gender identity, gender related characteristics or receipt of public assistance. PHA is committed to maintaining its housing developments as safe living environments in which each tenant respects the rights and privacy of other tenants.

HARASSMENT is any unwelcome verbal, written or physical conduct, including but not limited to, demeaning comments or behavior, slurs, teasing, mimicking, jokes, gestures, name calling, graffiti and stalking.

PHA will not tolerate harassment by employees, tenants or tenants' guests. The Lease requires that every Tenant and guest (1) conduct himself/herself in a manner which will not disturb his or her neighbor's peaceful enjoyment of their accommodations and will be conducive to maintaining the project in a decent, safe and sanitary condition and (2) refrain from activity which impairs the physical or social environment of the project.

PHA considers harassment of another tenant on any of the basis indicated above to be a violation of the lease and grounds for termination of the lease.

Residents who feel they have been harassed for any of the reasons indicated above are encouraged to immediately report the harassment to the Public Housing Manager or the Executive Director. Upon receipt of a written statement from the complainant and authorization to contact the alleged offender, PHA staff will make every effort to resolve the complaint through mediation. Retaliation by the alleged offender will not be tolerated and will be grounds for termination of the lease. If mediation is unsuccessful, PHA will take other action deemed to be necessary and appropriate to end the harassment, including termination of the offender's lease.

ASSISTANCE ANIMALS POLICY *(Service or Emotional Support Animal)*



Individuals with a disability may request to keep an assistance animal as a reasonable accommodation. An assistance animal is an animal that works, provides assistance or performs tasks for the benefit of a **person with a disability**, or that provides emotional support that alleviates one or more identified effects of a person's disability. An assistance animal is not a pet.

Individuals with a disability who need an assistance animal may request a Reasonable Accommodation

BUILDING SAFETY

Please be extremely watchful and cautious of safety hazards when PHA maintenance technicians and contractors are working in and around your building. When possible and appropriate, warning cones will be placed in hallways to advise you of unsafe conditions, such as wet floors, or inoperative elevators. If technicians are working outside, such as when they are mowing the lawn, they are not always able to see or hear someone near them - especially if they are working with a lawnmower and wearing earplugs! During the winter when they are plowing the driveway, they are not able to see someone directly behind the truck. If at all possible, please stay in the building following a snowstorm, until the sidewalks and parking lot have been cleared of snow. SAFETY IS EVERYONE'S RESPONSIBILITY!

Security cameras are located outside the building, at every entrance, and on every residential floor, in each stairwell, laundry room, community room, and front lobby.

BICYCLES

Bicycles must be placed in the bike rack located at the front of the building. Bicycles may not be left in bike racks during the winter because they interfere with snow removal. Bicycles may not be left in common areas, gazebo, parking areas, driveways, entry areas or interior common areas or hallways. Unattended bicycles in any of these areas may be removed by PHA staff without notice. See E-Bikes and E-Scooters for safety information.



BUILDING ENTRY SYSTEM

The residential and community room portion of Columbia Arms is locked at all times. Residents may enter the building at either entrance by using their key fob. For your guests to enter the building they must locate your apartment number on the call box, and press the button. The resident can speak, listen or grant/ deny access using the intercom system in their unit.

You should never let anyone into the building who you do not know - either by way of the entry system, or if you happen to be at the front door when you enter or exit the building. If a person you do not know attempts to enter while you have the door open, politely tell them that you cannot let them in and they need to contact the resident they are there to see.

CHANGES TO THE UNIT

Any changes either structural or cosmetic are not allowed to be made by anyone without first receiving written approval from the maintenance department. Written approval will be maintained in the tenant file. These types of changes are not limited to the following:

- Installing wallpaper or contact paper to walls or any other surface, including cabinets or countertops
- Changing paint color
- Changing lock sets on any door
- Drilling holes in walls or floors
- Removing any type of safety device

Should any changes be made, without prior authorization, you will be charged accordingly for labor and materials to return the unit to its original condition.

COMMON AREA POLICY

The intent of this policy is to ensure safety, cleanliness, and enjoyment for all residents, in accordance with federal regulations and the terms of the tenant lease.

Common areas include, but are not limited to:

Hallways	Parking Areas	Outdoor Grounds	Restrooms
Stairwells	Laundry Rooms	Community Rooms	Lobbies

Tenants must submit all requests for modifications or use of common areas in writing to Management. Please contact the Federal Public Housing Manager for such requests.

A full copy of the Community Area Policy is available on our website. or you can obtain a copy by contacting the Public Housing Manager.

COMMUNITY ROOM

The Community Room is located on the ground floor and is available for use by individual residents for activities too large for their apartments (i.e. birthday parties, showers) Please see the PHA receptionist for a rental form.

Events planned for the benefit of the residents as a group will take precedence over requests by an individual resident for a private function. The resident or group asking to use the room must be present when it is being used and is responsible for any different set up of the room (and to return it to its normal configuration), clean up and for any damages which might occur.

COMMUNITY SERVICE POLICY

The Quality Housing and Work Responsibility Act of 1998 requires that all nonexempt (see definitions) public housing adult residents (18 or older) contribute eight (8) hours per month of community service (volunteer work) or participate in eight (8) hours of training, counseling, classes or other activities that help an individual toward self-sufficiency and economic independence. This is a requirement of the public housing lease.

A full copy of the Community Service Policy is available on our website. or you can obtain a copy by contacting the Public Housing Manager

E-BIKE AND E-SCOOTER 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

EFFECTIVE COMMUNICATIONS POLICY

Pittsfield Housing Authority is committed to ensuring that its communications with applicants, program participants, employees and members of the public with disabilities is as effective as communications with others.

PHA will furnish appropriate auxiliary aids and services, where necessary, to afford individuals with disabilities, including individuals with hearing or visual disabilities, or individuals with limited English proficiency, an equal opportunity to participate in and enjoy the benefits of the programs and services of the PHA.

Examples of auxiliary aids and services include:

- Staff assistance with the completion of applications
- Telecommunication services of qualified sign language interpreters for persons with hearing impairments
- Large print, brail, orally delivered or taped materials for persons with visual impairments
- Interpreters in the appropriate language for persons with limited English proficiency

PHA will give primary consideration to the choice of auxiliary aids and services requested by an individual with a disability or limited English proficiency.

Applicants requesting an auxiliary aid or services should make the request to the PHA staff person providing, reviewing or processing the application. Residents requesting an auxiliary aid or service should make their request to the Public Housing Manager

Requests for auxiliary aids or services for public events such as Board meetings, public hearings or other PHA support or sponsored events shall make their request to the Executive Director no later than forty-eight (48) hours prior to the event.

Applicants or Program Participants with a disability or with limited English proficiency that are not satisfied with PHA's response for an auxiliary aid or services may file a grievance in accordance with the applicable PHA Administrative Policy.

ELEVATORS

Both elevators are equipped with modern safety and accessibility features, and cameras. The emergency Help/Phone button located in each elevator will ring directly into our answering service. If the elevator car stops between floors, or the door will not open, simply push the Help/Phone button and the phone will dial automatically. Please try to remain calm. Assistance will immediately be summoned to help you. Elevators are inspected yearly.

ENERGY CONSERVATION CHECKLIST

The following is a list of operations and maintenance items that will improve the energy-efficiency of equipment and household items.

Range:

- Never use the range (oven and burner top) to heat a room.
- If you suspect the thermostat is not working (oven is too hot or cold), request repair.

Refrigerator:

- Keep surfaces of the refrigerator and freezer clean.
- Avoid opening refrigerator and freezer doors unnecessarily allowing cold to escape.
- Let hot dishes cool before putting them in the refrigerator.
- Do not overload the freezer.

Heating:

- Make sure you understand how your heating systems work. Ask Maintenance if you have any questions.
- Report broken or cracked windows immediately to the maintenance hotline.
- Do not block heaters with furniture or other objects.

Windows:

- Windows cannot be left open during the heating season. Damage due to burst water pipes, caused by windows left open, will be billed to the tenant

General Hints:

- Turn off unnecessary lights.
- Turn off TV, radio, and stereo when no one is using them.
- Turn off all appliances when you finish using them, including coffee pots.
- Immediately report a toilet which runs constantly to the Maintenance Hotline



FAIR HOUSING POLICY



Civil Rights, Including Title VI of the Civil Rights Act of 1964, Title V of the Civil Rights Act of 1968 (as amended by the Community Development act of 1974 and the Fair Housing Amendments Act of 1988), Executive Order 11063, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Title II of the American with Disabilities Act, any applicable State laws or local ordinances and any legislation protecting individual rights of tenants, applicants or staff that may subsequently be enacted.

PHA will not discriminate because of race, color, sex, religion, familial status, disability, national origin, marital status, sexual orientation, gender identity, gender related characteristics, or receipt of public assistance.

PHA will not:

- Deny to any family the opportunity to apply for housing, nor deny to any qualified applicant the opportunity to lease housing suitable to its needs;
- Provide housing which is different from that provided to others;
- Subject a person to segregation or disparate treatment;
- Restrict a person's access to any benefit enjoyed by others in connection with the housing program;
- Treat a person differently in determining eligibility or other requirements for admission; or
- Deny a person access to the same level of services.

FIRE SAFETY INFORMATION



Smoke and Carbon Monoxide Detectors

A number of interconnected smoke/heat detectors are present in each apartment. They are electrically wired. When one detector senses smoke or heat, all detectors will emit a warning sound. For the safety of your family, never disconnect the smoke or carbon monoxide detectors or remove batteries. Tampering with a smoke or carbon monoxide detector could put your neighbors' lives in jeopardy, as well as those of your own family. It is a serious violation of your lease and could result in PHA terminating your lease and/or fines of up to \$1,000.00 issued by the Pittsfield Fire Department. Any questions regarding the testing and/or operation of smoke and carbon monoxide detectors should be directed to the Maintenance Department at 617-591-1068.

(DO NOT USE SMOKE OR HEAT TO TEST THE DETECTOR).

If smoke from cooking has set off the smoke detector, reset it by waving a magazine or newspaper back and forth rapidly underneath it. It will continue to sound an alarm until the smoke is cleared.

Never disconnect the smoke or carbon monoxide detector or remove the battery.

Fire Alarm Pull Stations

Fire alarm pull stations are located near the exit door on the first floor and near the elevator and emergency stairways on all other floors to summon the Fire Department in case of emergency.

Pittsfield Housing Authority is billed by the Pittsfield Fire Department for responding to false alarms (up to \$500), and this charge is passed on to the responsible resident.

Fire in Apartment

If there is a fire in your apartment, leave the apartment immediately and close the door behind you. Go directly to the nearest fire alarm pull station that you can safely reach and pull the handle to activate the fire alarm system and then leave the building by the stairs. The elevator will not be available.

Fire Safety Equipment

There are two emergency pull alarms on each floor, located by the exit doors. This system is designed to alert building occupants and the Fire Department.

Emergency lighting is present in the common hallways and stairwells of the building. The system is designed to illuminate these areas in case of a power outage.

Residents are encouraged to call the Pittsfield Fire Department at 413-448-9764 if they have any questions about fire safety.

GRIEVANCE POLICY & PROCEDURE

If you disagree with a decision made or an action taken by the Pittsfield Housing Authority (PHA), you may have the right to file a grievance and appeal that decision through PHA's grievance process.

Additionally, if you believe that a decision or action was based on discrimination due to a disability or handicap, you have the right to file an appeal on that basis as well.

A full copy of the PHA Grievance Policy and Procedure is available on our website. or you can obtain a copy by contacting the Public Housing Manager.

Grievance Request

***To Public Housing Manager
(within 10 days of the grievable event)***



***Informal Settlement Meeting Scheduled
(within 10 days of request)***



***Summary of Informal Settlement to Tenant and File
(within 5 business days)***



**Grievance Hearing Request
(Request in writing within 5 business days
of receipt of informal settlement)**

**No Grievance Request
Informal Settlement becomes final**



**Hearing Officer Schedules Hearing
(within 10 business days of request)**



**Written decision from Hearing Officer
(within 10 business days after the hearing)**

A full copy of the PHA Grievance Policy and Procedure is available on our website. or you can obtain a copy by contacting the Public Housing Manager.

GUESTS

No guest may stay in your unit for more than 14 consecutive days and nights within a calendar year.

Determining Residency:

A person may be considered to be residing in your apartment, rather than visiting, even if:

- They do not stay every night.
- They work overnight and visit during the day.
- They use your address as their mailing address.

Boarders Not Allowed:

A person who is without permanent housing will not be considered a guest and will be classified as a boarder. Tenants are not permitted to house boarders.

Family and friends are welcome to visit you in your home. However, as the tenant, you are responsible for the behavior of your guests at all times.

INCIDENT REPORT POLICY

Filing an incident report helps ensure the safety, well-being, and proper documentation of events that affect residents, staff, or property. Here's how the process typically works and what should be reported.

Complete an incident Report

- An incident report is available at our main office, located at 65 Columbus Ave or on our website

Complete the Report Promptly

- Include the following details:
 - Date and time of the incident
 - Location
 - Individuals involved (if known)
 - Description of what happened
 - Names of any witnesses (if applicable)
 - Your contact information
- Stick to facts—avoid opinions or assumptions.

Submit the Report

- Return the form to the PHA Main office, 65 Columbus Ave, by mail or by email.
- You may request a copy for your records.

A full copy of the Incident Report Policy is available on our website. or you can obtain a copy by contacting the Public Housing Manager.

INSPECTIONS

Annual

At least once a year, an inspection will be completed of your apartment to identify repairs or preventative maintenance work that is needed, and to ensure that the apartment is being properly maintained and up to the expected standards. You will be given approximately a 30-day notice of this inspection.

Basic housekeeping standards are as follows:

- All floors and walls are kept clean;
- Kitchen appliances, cabinets and counter tops are kept clean and uncluttered;
- The bathroom is clean, including, the sink, toilet and tub;
- No trash or debris is allowed to accumulate in the apartment;
- The apartment must not be cluttered with excessive contents; and
- There must be a clear path, with no trip hazards, to all egress.

Smoke and carbon monoxide detectors will be checked annually to assure that they are working properly. Additional areas and items related to health and safety concerns will also be checked as a part of this annual inspection.

If your inspection fails due to the need for maintenance repairs, a work order request will be generated for any necessary repairs to be completed. If the need for repairs is due to tenant damage or neglect, you may be charged in accordance with the maintenance charge policy. If your apartment is cited for poor housekeeping, a follow-up inspection may be scheduled to allow you an opportunity to bring your apartment up to the expected standard and a referral may be made to the Tenant Preservation Program (TPP), or Board of Health. Additional periodic follow-up inspections may be scheduled to assure PHA staff that housekeeping standards will continue to be met. Failure to maintain basic housekeeping standards is a violation of your Lease.

Move-Out

See Move Out Policy

KEYS/LOCKS



You have received a key fob, apartment and your mailbox key. There is a charge for replacement keys, which may be ordered from the Maintenance Department.

Your key fob will allow you access to the front and rear entrances as well as the mail room/community room. To unlock the doors from the outside, you must briefly lay your fob against the scanner adjacent to each door; the door will automatically unlock, enabling you to enter the building.

Visitors wishing to come into the building to visit will locate your apartment number on the call box, and press the button. The resident can speak, listen or grant/ deny access using the intercom system in their unit.

Additional locks, including chain locks, installed on any door in your apartment are not permitted. Any rekeying of apartment door locks is strictly prohibited. Additional locks will be removed by PHA at the tenant's expense.

LAUNDRY ROOM

The laundry room is located on the ground floor. Please note that these machines require only a small amount of detergent. Too much detergent will result in excessive suds and you may have to run your laundry through a second cycle to fully rinse. The laundry room is for tenants only. The washers and dryers use a smart card payment system. The Smart Card is an electronic payment system and the kiosk is located in the main lobby. Cash cannot be used to pay for the washers or dryers. If there is a problem with a washer, dryer, or Smart Card machine, please contact the phone number on the machine.

MAILBOXES

Mailboxes are located in the community room on the main floor. Your mailbox number corresponds to your apartment number. Outgoing mail may be deposited in the designated slot. Please contact the Post Office to set up mail forwarding and handle address changes.

MAINTAINING GOOD RELATIONS WITH YOUR NEIGHBORS

- We recognize that many people living together in a large building is not always an easy task. However, positive interactions occur when neighbors practice basic respect for one another. Please remember that your neighbor does not want to hear arguments inside or outside of your apartment.
- Please be mindful that voices and noise carry in multifamily housing. Set the volume of your TV or stereo so that it doesn't carry through the walls, floor or ceilings to your neighbor's apartments. If you find you need the volume of your television or stereo at a higher level due to a loss of hearing, please consider the use of headphones. Please do not allow visiting children to run or play in the hallways.
- Mutual respect, tolerant and patience are keys to good neighbor relations.
- If you experience conflict with a neighbor, we expect you to try to work it out directly with him or her. If this does not work, call and report the problem to the PHA Resident Services Coordinator. If appropriate, PHA Resident Service Coordinator will work with the PHA staff to encourage both parties to get together to work out their differences or offer mediator services if necessary. We highly encourage both neighbors to participate in this process. In most cases, mediation of tenant disputes is highly effective.



MAINTENANCE REPAIRS

All Public Housing residents can make a request for service and repairs for their unit by calling the 24-hour maintenance service phone (413) 443-7100 or (617) 591-1068. When requesting a work order, the operator will ask for information such as address, a description of the work required, permission to enter, and phone number. PHA is responsible for any needed repairs caused by normal wear and tear. A maintenance fee may be charged when residents or their guests are responsible for damages to the apartment.

Please do not ask maintenance workers to make repairs. They are not allowed to do any work that has not been assigned to them.

EMERGENCY MAINTENANCE REQUESTS

The following is a list of emergencies maintenance calls:

Power Failure
Clogged Toilet
Lockouts \$35.00 Fee
Refrigerator not
working
Elevator not working

Flood or unstopable water
Toilet Overflowed or Overflowing
Sewer backup
Smoke detector beeping or not
working
Icy sidewalks

Unstopable water

Smoke/Fire (Call 911)

Broken Pipe
Stove not working
No Heat or Hot Water
Frozen pipes

Break-ins/Theft * Call Police
first

Gas odor (Call 911)

Schedule of Maintenance Charges (Page 1)

SCHEDULE OF MAINTENANCE CHARGES

The following is a list of charges that may be charged to the tenant for damages resulting from neglect, abuse, or anything beyond normal wear and tear. The head of household is responsible for any such damages caused by members of their household or their guests.

Please note that the amounts listed do not necessarily reflect the full cost of repair or replacement. Tenants will receive a notice outlining the actual costs incurred. If a specific repair or replacement is not included in the list, the Housing Authority reserves the right to assess the damage, determine the appropriate cost, and issue a charge to the tenant with proper notice.

<i>ITEM</i>	<i>TENANT CHARGE</i>	<i>NOTES</i>
<i>Trades Hourly Rate (Burden)</i>	<i>\$65.00</i>	
<i>Maintenance. Tech Hourly Rate (Burden)</i>	<i>\$50.00</i>	
<i>Time & Materials = T&M</i>	<i>T&M</i>	
<i>Vendor service required for special service</i>		<i>* Vendor Charge - Resident will be charged accordingly, per vendor's invoice.</i>
<i>Lockouts - After Hours</i>	<i>\$50.00</i>	
<i>Full lockset replacement</i>	<i>\$ 100.00 - \$225.00</i>	
<i>Entrance door re-key (2 cores)</i>	<i>\$30.00</i>	
<i>Entrance door re-key (3 cores)</i>	<i>\$35.00</i>	
<i>New Key (unit or mailbox)</i>	<i>\$5.00 - \$10.00</i>	
<i>Key Fobs</i>	<i>\$15.00</i>	
<i>Replace Mailbox lock</i>	<i>Cost at Post Office</i>	<i>*Resident contact post office and direct pay cost.</i>
<i>Passage lockset</i>	<i>\$20.00</i>	
<i>Privacy lockset</i>	<i>\$25.00</i>	
<i>Clogged toilet (PHA maintenance)</i>	<i>\$50.00</i>	
<i>Complete Toilet Set</i>	<i>\$250.00</i>	
<i>Toilet tank lid</i>	<i>N/A</i>	<i>Full tank replacement will be necessary</i>
<i>Toilet seat</i>	<i>\$20.00</i>	
<i>Bathroom Sink Replacement</i>	<i>\$80.00</i>	
<i>Sink Strainer</i>	<i>\$5.00</i>	
<i>Bathroom Fixtures</i>	<i>\$10.00 each item</i>	<i>(soap dish, towel bar, etc)</i>
<i>Faucet handles (all types)</i>	<i>\$10.00</i>	
<i>Replace bath faucets</i>	<i>T & M</i>	
<i>Medicine cabinet mirror</i>	<i>\$40.00</i>	
<i>Medicine cabinet glass shelf</i>	<i>\$20.00</i>	
<i>Refrigerator</i>	<i>Cost</i>	
<i>Stove</i>	<i>Cost</i>	
<i>Stove Drip Pans</i>	<i>\$25.00 Set</i>	
<i>Replace kitchen faucets</i>	<i>\$80.00</i>	
<i>Electrical duplex receptacle</i>	<i>\$5.00</i>	
<i>Electric wall switch</i>	<i>\$5.00</i>	

Schedule of Maintenance Charges (Page 2)

<i>SCHEDULE OF MAINTENANCE CHARGES</i>		
<i>ITEM</i>	<i>TENANT CHARGE</i>	<i>NOTES</i>
<i>Smoke Detector (hardwired)</i>	<i>\$70.00</i>	
<i>Thermostat</i>	<i>\$30.00</i>	
<i>Unit ceiling fixture</i>	<i>\$40.00</i>	
<i>Exterior door or hall light fixture</i>	<i>\$35.00</i>	
<i>Exterior door light or hall light globe</i>	<i>\$20.00</i>	
<i>DS 1 Window</i>	<i>COST</i>	
<i>Complete Window Repair</i>	<i>COST</i>	
<i>Window sash replacement</i>	<i>\$75.00 - \$150.00</i>	
<i>Mini Blinds (All)</i>	<i>\$20.00 each</i>	
<i>Screen repair</i>	<i>\$12.00 - \$25.00</i>	
<i>Screen replacement</i>	<i>\$40.00</i>	
<i>2 1/4 Ranch door casing</i>	<i>\$8.00</i>	
<i>Storm Door Glass Replacement</i>	<i>\$15.00</i>	
<i>Closet door latch</i>	<i>\$10.00</i>	
<i>Storm Door</i>	<i>\$320.00</i>	
<i>Storm door latch</i>	<i>\$20.00</i>	
<i>storm door closer</i>	<i>\$20.00</i>	
<i>Interior door 28"</i>	<i>\$150.00</i>	
<i>Interior door 30"</i>	<i>\$150.00</i>	
<i>Interior door 32"</i>	<i>\$150.00</i>	
<i>Exterior door</i>	<i>T&M</i>	<i>Materials plus \$400.00 for install</i>
<i>Repair or replace wall cabinet</i>	<i>T&M</i>	
<i>Repair or replace backsplash</i>	<i>T&M</i>	
<i>Repair or replace countertop</i>	<i>T&M</i>	
<i>Repair or replace base cabinet</i>	<i>T&M</i>	
<i>Patch large holes/Repaint 12" plus</i>	<i>\$100.00</i>	
<i>General Maintenance Repair</i>	<i>\$200.00</i>	
<i>Items Disposed of at Move Out will be at Cost</i>	<i>T&M</i>	
<i>Garbage/Debris Removal/ Per Offense</i>	<i>\$25.00 + additional</i>	<i>Min. \$25.00 and increases based on amount</i>
<i>SANITATION</i>		
<i>Improper disposal of trash</i>	<i>\$60.00</i>	<i>(bags or boxes) per item</i>
<i>Improper disposal of bulk trash</i>	<i>\$200.00</i>	<i>(furniture, carriages, ETC - each piece)</i>
<i>EXTERMINATING</i>		
<i>Removal of bait, traps and monitors</i>	<i>\$ 60.00</i>	<i>* Tenant Citation / Lease Violation</i>

MARIJUANA/CANNABIS

Federal law categorizes marijuana as a Schedule 1 controlled substance and, therefore, the manufacture, distribution or possession of marijuana is a federal criminal offense. The property in which you reside is federally assisted and, therefore, subject to U.S. Department of Housing and Urban Development guidance regarding marijuana.

Tenants are prohibited from cultivating marijuana in their apartment, selling or distributing. The PHA may also terminate a tenant with a household member who illegally uses a controlled substance or whose illegal use (or pattern of illegal use) of a controlled substance is determined to interfere with the health, safety or right to peaceful enjoyment of the premises by other residents

MISCELLANEOUS TIPS

- When you inspected your apartment before moving in, you were shown the location of your electric panel box. This panel box supplies power to all of your electrical appliances, heaters, and outlets. Be sure none of the breakers have been tripped to the off position. Also, HUD policy mandates that this panel box must be accessible at all times and not be covered by furnishings or appliances.
- Residents must supply their own drapes, curtain rods (using small screws or nails)
- Residents are allowed to hang pictures on the wall. Please use adhesive-type hangers such as Command strips. Do not use nails or tacks. Nothing may be mounted to the ceiling.
- Report any leaky faucets or signs of slow drainage in sinks or your tub; these problems will only get worse without attention. Please do not put cooking grease or foreign debris down the kitchen drains. This will cause the drains to back up and become clogged. Cooking grease should be placed in a sealed container and disposed of with the trash.
- Only use mild non-abrasive cleanser on all appliances, closet doors, cabinets, and counter tops in the kitchen and bathroom. Your stove and refrigerator should be kept clean. Use oven cleaner only inside the oven; never on the surface or the burners. Soil on your stove top will be harder to remove if not cleaned regularly. The inside of your refrigerator should be cleaned with a mild detergent and water. Rinse well and dry.

MOLD AND MILDEW

- Mold and mildew can be a problem in your apartment if there is excessive moisture. You can prevent mold and mildew by taking the following steps to reduce and control moisture:
- Run the bathroom fan while and after showering or bathing, until excess moisture has been removed.
- Report any water leaks in the apartment immediately.
- Wipe up any condensation that may accumulate on the windows during cold weather.
- If you discover any mold on walls (usually in closets or corners) move possessions away so that air can circulate and clean off with a mold killing cleanser.
- If the problem persists, notify Maintenance.

MOVE OUT POLICY

This lease may be terminated by Tenant at any time by giving thirty (30) days advance written notice to PHA.

You or your representative are responsible for removing all personal belongings from the unit.

Apartment must be left empty and in clean condition (including refrigerator, cabinets, closets and front and back doorways) and should be broom swept.

Applicable to only the Elderly/Disabled Apartments - Cable box must remain in the apartment. Do not return to the office.

A move-out inspection *may be pre-scheduled when notice is given*, but *must* be scheduled at least 7 days before move-out by calling 413-443-7100 or 1-617-591-1068. Move-out inspections will be scheduled on one of the last (2) business days of the move-out month, or on the 1 business day after the move-out, between 1pm-3pm.

If you are not prepared to vacate and surrender your keys at the scheduled move-out inspection, please call and **reschedule**. All keys must be surrendered at the conclusion of the move out inspection. Failing to prepare to vacate and return keys may result in additional days' rent being accrued. Keys will not be accepted without a completed move-out inspection.

You will be charged for any damages beyond normal wear and tear, and failure to remove/clean upon move out as necessary

Failure to adhere to the Move-Out Policy—including, but not limited to, leaving the unit in poor condition, abandoning personal belongings, failing to return keys, or failing to provide proper notice—will result in charges being assessed to my account. These charges will be pursued to the fullest extent allowed under local, state, and federal law.

Unresolved accounts or outstanding charges *will not be ignored*. The Pittsfield Housing Authority will actively pursue collection through legal means, and such debts may be reported to credit bureaus and collection agencies. Additionally, failure to comply with the Move-Out Policy or to settle outstanding balances may result in **ineligibility for future housing assistance programs**, including but not limited to Section 8 vouchers and other federal/state subsidized housing programs—both within and beyond Pittsfield.

NOISE

The City of Pittsfield has an ordinance dealing with Noise Control. It prohibits excessive and disturbing noise at all hours of the day. It is the goal of the ordinance to allow all residents of Pittsfield to peacefully coexist in a manner which is mutually respectful of the interests and rights of others. It prohibits any noise which disturbs the peace, quiet or comfort of the public or in such a manner as to be audible through walls between units within the same building. Violation of this ordinance is not only enforceable by Pittsfield Police, but also is a violation of your lease. Because this is an apartment complex, you can expect to hear some everyday noise from neighboring units, in particular those above or below you. We ask that you be tolerant of occasional noise that is not excessive. If you feel that your neighbor is

violating the noise ordinance, please complete an incident report from the main office and/or call the police if necessary. City of Pittsfield Noise Ordinance Chapter 13 ½ Section (m) sound nuisance and (n) amplification devise

NON DISCRIMINATION POLICY

Section 504 of the Rehabilitation Act of 1973 Policy Statement. Pittsfield Housing Authority does not discriminate against individuals with disabilities in housing programs and employment. PHA will consider all requests for Reasonable Accommodations to assure persons with disabilities that they may fully access and utilize our housing programs and related services. Please contact the Public Housing Manager with all questions and requests regarding accessible apartments and reasonable accommodations.

NOTIFICATION OF RIGHTS AND OBLIGATIONS - VAWA ACT

The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, or stalking. VAWA protections are not only available to women; they are available equally to all individuals regardless of sex, gender identity, or sexual orientation.

You have been provided with information regarding your VAWA rights and obligations. Please contact the Public Housing Manager if you need more information.

PARKING POLICY

Each household is eligible to receive one (1) "Tenant Parking Sticker" which is to be displayed in the rear window of the Tenant's vehicle. Tenant vehicles without a sticker will be ticketed and may be towed at the car owner's expense.

Unregistered vehicles are not to be stored on Housing Authority property. Tenants will be responsible for removal of all unregistered vehicles. If unregistered vehicles are not removed within 10 days it will be considered abandoned and towed at the owner's expense.

Not complying with the PHA Parking Policy and Regulations is a Violation of the Lease. Issues with parking should be reported to the Public Housing Manager .

Visitors may park in the front or rear parking lots or along Columbus Ave..

Auto repairs are not to be completed in PHA parking lots.



PEST CONTROL

Pest problems can be an issue in multifamily buildings. However, basic housekeeping parameters can prevent, or eliminate pest populations from becoming established in the first place. Tenants have an obligation to report any sighting of pests to PHA building operations immediately. Failure to report pests found in your apartment, and to follow the protocol for infestations will place the burden of cost for eradication on the tenant. You may be charged for extermination costs within your apartment, and if a

spread of the infestation can be reasonably determined to originate from your apartment, you will be found responsible for additional costs for treatment in other infested apartments.

Residents may not bring donated furniture, mattresses, items that have been discarded, items collected from the street or items from unknown sources into the development. Residents who have been exposed to bedbugs or suspect that they may have bedbugs in the apartment, must notify the property manager immediately. Early detection and management is crucial to control an outbreak of bedbugs.

If bedbugs are detected in our apartment, you are required and expected to fully comply with all requirements and instructions of the Exterminator and PHA in order to eradicate the problem. It is your responsibility to prepare the unit for treatment. Failure to fully cooperate will be deemed a material violation of the lease and you will be responsible for the cost of extermination.

PET POLICY



Tenants may have a maximum of two pets per household, one of which may be a dog, subject to the terms, conditions and restrictions of the Pet Policy. Please review the Pet Policy carefully before considering a pet.

Bringing a dog, cat or other pet into your apartment or on the property without prior approval is a serious lease violation. You will be required to remove the pet, formally request to add the pet, pending approval, or a lease termination will be issued

A copy of the Federal Public Housing Pet Policy is available on our website, or you may request a copy from the Federal Public Housing Manager.

POOL, TRAMPOLINE, SLIP AND SLIDES, SPRINKLERS & HOSES

The use of pools, trampolines, slip-and-slides, regardless of their size, shape, or depth—is strictly prohibited on the premises due to serious safety concerns. This restriction also extends to sprinklers and hoses. These activities present unacceptable risks, including accidents, injuries, and potential drowning. Violations will not be tolerated, as this policy is in place to maintain a safe and secure environment for all tenants and visitors.

PRIVACY RIGHTS POLICY

All information in applicant and tenant files is considered to be confidential, except that Pittsfield Housing Authority (PHA) may disclose information in tenant or applicant files to other public agencies, utility companies or non-profit organizations in furtherance of the operations or business of PHA. PHA may also disclose information relating to the tenancy of former PHA tenants and program participants to landlords who are seeking references and to credit bureaus. Medical information and information concerning a disability of any tenant or applicant will not be disclosed by PHA to any person or organization without a written release from the tenant or applicant in question.

Except for disclosure of information to landlords seeking references and to credit bureaus, any tenant or applicant who wishes to limit disclosure of information by PHA as provided above must notify the Public Housing Manager of his/her wishes in writing.

PHA will keep all information received involving domestic violence, dating violence, sexual assault or stalking confidential, unless the victim requests or consents in writing to disclosure, the information is required in an eviction proceeding or disclosure is otherwise allowed by law. In addition, PHA will comply with the provisions of confidentiality laws and regulations that apply to PHA.

REASONABLE ACCOMMODATION POLICY AND PROCEDURES

Pittsfield Housing Authority is committed to ensuring that its policies and procedures do not deny individuals with disabilities the opportunity to participate in, or benefit from PHA's programs, services and activities.

If a person with a disability requires an accommodation, PHA will provide the accommodation unless doing so will result in a fundamental alteration in the nature of the program or an undue financial and administrative burden.

A person with a disability may request a reasonable accommodation at any time during the application process or residency in housing owned or managed by PHA. Requests may be made orally or in writing. Requests for reasonable accommodations relating to residency in housing owned by the PHA should be made to the Reasonable Accommodation Coordinator.

The decision to approve or deny a request for a reasonable accommodation is made on a case-by-case basis and takes into consideration the disability, the needs of the individuals as well as the nature and requirements of the program or activity in which the individual seeks to participate.

Individuals requesting a reasonable accommodation will be provided with a Request for Reasonable Accommodations form. An alternative format will be provided upon request. Individuals may submit their request in writing, orally, or by any other equally effective means of communication.

PHA will request verification of the disability and the accommodation needed from a knowledgeable Professional identified by the individual requesting the accommodation.

Upon receipt of the verification, PHA will promptly review the request. If additional information or documentation is required, PHA will notify the individual, in writing, of the need for additional information or documentation.

Upon the receipt of all required information and documentation, PHA will promptly advise the individual

of the approval or denial of the request. If the request is denied, the individual will be provided information on appeal rights, if any, in accordance with the applicable PHA Administrative Policy.

An applicant or resident may, at any time, exercise their right to appeal a PHA decision through the Department of Housing and Urban Development or the U.S. Department of Justice.

Individuals may contact the HUD Boston Fair Housing Hub Office at 1-800-827-5005

RECORDS REQUEST

- The records requestor must complete a PHA Records Request form and submit it to the Records Access Officer (RAO). The request form is available on our website or at the PHA office at 65 Columbus Ave.
- The RAO will date/time stamp the request and will acknowledge receipt within 3 business days of the request.
- The RAO will complete the request within 10 Business days.

Record Request Fees

- A reasonable fee (not exceeding actual cost) may be charged for producing public records.
- Electronic records are typically provided without copying fees.
- Paper copies may be charged at up to \$0.05 per page.
- Fee waivers or reductions may be granted if the requester demonstrates financial hardship.

RELIGIOUS DISPLAY POLICY

Residents of PHA housing have a variety of beliefs concerning matters of religion and PHA respects the right of each of its residents to his or her individual beliefs. PHA understands the desire of some of its residents to express themselves by displaying religious symbols in common areas. The PHA is also mindful of others who are not comfortable with such displays. Since it operates housing for persons of many religions and for those who may have no religious beliefs, PHA requires that those who use its common facilities, including any tenant organization, be sensitive to the variety of beliefs concerning religion among its residents and be inclusive in their use of holiday and seasonal decorations.

PHA will allow the display of nominal religious symbols for a limited period of time (no more than three weeks total duration) around major religious holidays, provided such symbols appear as part of an overall holiday display that is secular or seasonal in nature. Other more prominent symbols may be displayed only on actual specific religious holidays or while religious services or religious meetings are being conducted.

RENTER'S HOUSEHOLD INSURANCE

PHA is not responsible for and does not carry insurance for your personal belongings or for additional living expenses if your apartment is temporarily uninhabitable. This includes damage caused to your personal property by the actions or inactions of another resident.

We strongly encourage all residents to purchase renter's insurance which will cover the replacement cost of their personal belonging and 'additional living expenses'. Rental insurance is usually very affordable.

PHA is not responsible for damage to or theft from your automobile when it is parked in the PHA parking lot. You should carry comprehensive insurance on your automobile to protect you should such losses occur to your car at any time or location. You can check with your insurance company for discounts for holding multiple policies for auto and household insurance.

RESIDENT ADVISORY BOARD

Resident Advisory Board (RAB) is a group of six Federal Public Housing tenants, and Housing Choice Voucher Program (Section 8) participants, who are appointed by the Board of Commissioners. The RAB's primary role is to advise PHA on policies, programs, and initiatives that affect their communities, ensuring that residents' voices are heard in the decision-making process. If a tenant is interested in serving on the RAB please reach out to the Public Housing Manager for more information.

RENT COLLECTION POLICY



Payment Due Dates:

- Rent is due on the 1st of each month.
- Payment must be made no later than the 5th of the month.
- Payment must be in the form of a check or money order – cash will not be accepted.

Late Payment Protocol:

- If payment is not received by the 5th and no alternate arrangement has been agreed upon, the PHA will call the family to discuss late or partial payments.
- Second consecutive month of non-payment or failure to pay rental arrears will result in a referral to budget/mediation services.
- If the tenant declines mediation and continues to not make full payment, a 30-day Notice to Vacate will be issued.

Late Fees:

- A \$25.00 late fee will be charged if rent is not received by the last day of the calendar month.
- Late fees are due 14 calendar days after billing.
- If a grievance hearing is requested within the required timeframe, the PHA will not take action for non-payment until the grievance process is concluded.
- Late fee waivers may be considered for documented financial hardship on a case-by-case basis.



Returned Checks:

- If a check is returned for insufficient funds or written from a closed account, rent will be considered unpaid.

SECURITY

- Be watchful of any strangers in your building.
- Keep an eye on your neighbor's apartment if you know your neighbor is out.
- Never leave your apartment with doors unlocked.
- Call the Housing Manager, or 911 if you see something suspicious.

SMOKE FREE POLICY

Columbia Arms is a Smoke-Free Building

This includes all indoor areas—apartments, common areas, entryways, and hallways.

If you choose to smoke on the property, you must use the designated **smoking hut is located in the rear yard.**

Smoking is strictly prohibited in the following areas:

- Sidewalks
- Parking lots (including inside vehicles)
- Benches
- All other outside common areas



This policy applies to all residents, employees, visitors, subcontractors, and volunteers.

Violations of the Smoke-Free Policy:

- 1st Violation – Lease violation issued
- 2nd Violation – Lease violation issued with a mandatory conference scheduled
Failure to attend the conference will result in a Notice to Quit
- 3rd Violation – Notice to Quit issued

Note: Tenants are responsible for the actions of their guests. Lease violations will be issued if a guest smokes on the property.

A full copy of the Smoke-Free Policy is available on our website or by contacting the Federal Public Housing Manager.

SNOW REMOVAL

PHA plows the parking lots and walkways as soon as possible on the morning of a snowstorm. In the case of a continuing daytime storm, we will also periodically plow again during the day, as time and other snow related emergencies permit. However, we are not responsible for the removal of snow from tenant's vehicles or the snow which accumulates between assigned parking spaces. Tenants are responsible for clearing the snow off their own vehicle and for clearing the accumulated snow from between parked cars. Do not clear snow, from between cars, into the cleared parking lot.

TELEPHONE NUMBERS

Your telephone number must be on file at the PHA office at all times. If your number changes for any reason, you are required to give the office your new number. This information will be kept confidential and is only for our use.

TELEPHONE AND CABLE LINE REPAIRS

If you experience a problem with your telephone line, cable line or service, you should first call the phone or cable company to determine if the problem is their responsibility. If the phone or cable company advises you that the problem is with a line or connection inside the building which is PHA's responsibility, please contact the Maintenance Department. If a problem with a line or jack within the apartment is the result of tenant or guest damage, you will be responsible for the cost of necessary repairs.

TOWING OF VEHICLES

Failure to comply with the Housing Authority Parking Policy will result in removal of the vehicle at the owner's expense.

PHA reserves the right to tow without notice in cases where vehicles are parked on lawn areas, walkways, sidewalks, posted no parking areas, blocking another vehicle or handicapped spaces (without displaying required identification).

Any type of recreation vehicles are strictly prohibited from use and/or storage on PHA property. For purposes of this policy, recreational vehicle shall include boats, conveyance trailers, recreational trailers, motorized recreational vehicles intended for off-road use, i.e. ATVs, dirt bikes, mini-bikes, snowmobiles, go-carts, etc. Any such recreational vehicle on PHA property will be towed without notice, whether or not they are registered, inspected or fully operational.

TRANSFERS POLICY



The PHA may transfer tenants from one apartment to another under the following circumstances:

- **REASONABLE ACCOMMODATION:** The PHA will consider tenant-requested transfers as a reasonable accommodation. Examples of a reasonable accommodation transfer include, but are not limited to, a transfer to a first-floor unit for a person with a mobility impairment or a transfer to a unit with accessible features. The PHA will pay moving expenses to transfer a resident with a disability to an accessible unit as an accommodation for the resident's disability.
- **PHYSICAL HARM OR CRIMINAL ACTIVITY:** When there has been a verified threat of physical harm or criminal activity, such circumstances may, at the PHA's discretion, include an assessment by law enforcement indicating that a family member is the actual or potential victim of a criminal attack, retaliation for testimony, or a hate crime.
- **OCCUPANCY STANDARDS TRANSFER:** A tenant may request a transfer if the family size has changed and the family is now too large (over-housed) or too small (under-housed) for the unit occupied.

When requesting a transfer, the resident must do so in writing and meet the following criteria:

- Rent payment delinquency
- Can get utilities turned on in the name of the head of household (applicable only to properties with tenant-paid utilities)
- Have not engaged in criminal activity that threatens the health and safety of residents and staff;
- Good rent history;
- Good housekeeping habits;
- Pass unit inspection;
- Must be in compliance with the lease agreement and rules and regulations.

Violations of any of the aforementioned criteria will be grounds for denial of transfer.

When a transfer has been requested by the resident, the refusal of that offer without good cause will result in the removal of the family from the transfer list. In such cases, the family must wait six months to reapply for another transfer.

We cannot assure or guarantee either the type of unit or the location of the unit offered.

Tenants have 15 days to complete a transfer between two housing units. Tenants will be charged storage fees on a pro-rated rent basis for additional days and Contract Rent until keys to the original unit are returned to PHA.

The full Transfer Policy is available on our website, or you can obtain a copy by contacting the Public Housing Manager.

TRASH

Disposal

Trash chutes are located on each floor. All trash/garbage should be placed in small trash bags, tied securely and deposited down the chute. There is no separate recycling.

Cardboard, MUST be broken down and placed outside the 1st floor trash room. NO boxes or containers are to be thrown down the trash chute as this will clog the chute and cause a back up of trash.

Any tenant who leaves trash in the trash room (not placing the trash down the chute) or elsewhere in the building or on the grounds rather than disposing of it properly down the chute, will receive a tenant lease violation.

Animal waste possesses a serious health concern not only to your family, but also to your neighbors and our staff. Please dispose of waste by putting it in a securely tied plastic bag and depositing it down the trash chute.



Prohibited Trash

Absolutely NO FURNITURE is to be left outside. No exceptions. This includes but is not limited to mattresses of any size, cribs, dressers, tables, sofas etc. If you put items like this outside it is considered ILLEGAL DUMPING and you will be charged for their removal. As a tenant it is your responsibility to dispose of those types of items appropriately.

\$20 curbside sticker required for the following items and may be purchased at Carr Hardware, Price Chopper, Elm Street Hardware, Pittsfield City Clerk's Office and 100 North Street (floor M, DPW):

- automobile tires
- over-sized plastic
- toys wooden
- fencing
- MATTRESSES can be disposed of by ordering a pick-up through www.order.toughstuffrecycling.com The cost is \$65.00 per item (mattress and box spring = 2 items)
- carpet rolls (2 ft. diameter by 3 ft length)
- upholstered chair
- couches

**All amendments to this Federal Public Housing Handbook
will be publicly posted on the Authority's official website.**



9/3/2025