



TENANT'S HANDBOOK

ATTACHMENT 6 TO LEASE

REVISED:

September 1995

May 2016

May 21, 2024 via Resolution #2024-34

I. THE LEASE

The Lease is an Agreement between you as the tenant ("Tenant") and the Affordable Housing Corporation of Glassboro ("AHC"), which is an instrumentality of the Housing Authority of the Borough of Glassboro ("GHA") (AHC and GHA shall be collectively referred to herein as "GHA"). In the Lease, there are a number of obligations the parties each agree to do. The Lease is legally binding on both parties, and it is important that Tenant understand it thoroughly. Be sure to ask GHA staff about any points that Tenant does not understand. This Handbook is incorporated into the Lease, and, as such, the rules and regulations set forth herein have the same weight as the terms of the Lease. Both the Lease and this Handbook contain a number of obligations Tenant agrees to do, in return for which GHA will rent Tenant a dwelling unit ("unit").

A. Among other conditions, Tenant agrees to the following:

1. To pay a predetermined amount of rent for the unit and any other charges due, and to pay all amounts due, on or before the first day of the month at GHA's Administrative Offices located at 181 Delsea Manor Drive, Glassboro, New Jersey ("Administrative Office"). Failure to make timely payments will result in the application of late charges.
2. To furnish GHA with certain information about Tenant, including information about Tenant's income, at periodic intervals, as requested or required. Such information must be true and accurate.
3. To keep the unit and the grounds around it in a neat and orderly manner. It is also Tenant's responsibility to have consideration for Tenant's neighbors and their property. This will help to make the community an attractive and comfortable place in which to live.
4. To refrain from criminal, alcohol or drug activity or any other activity that violates GHA's "One Strike & You are Out" Policy.
5. To refrain from consuming alcohol in the common areas of the property.

B. GHA agrees to the following:

1. To provide Tenant with heat, electricity, water and gas, or to make a rent allowance for tenant-supplied utilities.
2. To provide each unit with a working refrigerator and range.
3. To complete all basic repairs resulting from ordinary use and normal wear and tear.
4. To clean and maintain common grounds and community spaces.
5. To maintain a convenient Administrative Office.

II. RULES AND REGULATIONS

GHA has the responsibility of seeing to it that each tenant may use and enjoy the tenant's apartment in relative comfort. This responsibility can be accomplished if all tenants live harmoniously and cooperate with each other and GHA maintains the community in an attractive, comfortable, and safe condition. The rules and regulations set forth in this Handbook were established to assist GHA in carrying out this responsibility.

A. Security Deposit

Tenant agrees to pay an amount equal to the determined monthly rent as a Security Deposit at the beginning of the Lease term. For example, if the determined monthly rent is \$200.00, the Security Deposit will be \$200.00. The Security Deposit will be used by GHA, when required, at the termination of the Lease toward reimbursement of the cost of repairing any intentional or negligent damage to the unit caused by Tenant, Tenant's family, dependent(s) or guest(s). The Security Deposit may also be used by GHA at the termination of the Lease to pay for any rent or other charges owed by Tenant. Payment of the Security Deposit is to be made upon signing of the Lease.

GHA shall deposit such Security Deposit in an interest-bearing account, crediting such interest as it may accrue to Tenant's rental account. GHA shall return the Security Deposit, with such accrued interest as may have been earned, to Tenant when Tenant vacates, less any deductions for any of the costs indicated above, provided that Tenant supplies thirty (30) days advance written notice to vacate and a valid forwarding address. If deductions are made, GHA will give Tenant a written statement of any such costs for damages and/or other charges to be deducted from the Security Deposit. The Security Deposit may not be used to pay rent or other charges while the Tenant occupies the unit.

B. Rent

Rent is determined by the amount of Tenant's Total Family Income, not by the size of Tenant's unit. Total Family Income will be calculated by GHA based on the information provided by Tenant and verified by GHA, as indicated in Section C below. Tenant pays the same percentage portion of Tenant's income for rent. Rent is calculated at approximately Thirty Percent (30%) of Tenant's income. For example, if Tenant's Total Family Income is \$400.00 per month, Tenant's monthly rent including all utilities would be approximately \$120.00.

The rent paid to GHA is GHA's primary source of revenue and is used to operate and maintain the housing project. It is, therefore, of utmost importance that rent is paid on time. As a safeguard to GHA and to tenants, rent is to be paid by personal check, bank check or money order only.

C. Statement of Income

Family eligibility for continued residence will be examined by GHA at least once each year. Eligibility will be based on GHA's verification of Tenant's family composition and income. Increases or decreases in income may be reflected in an increase or decrease in rent.

It is Tenant's responsibility to advise GHA in writing of any change in Tenant's income or family composition at any time throughout the year. Failure to timely report a change in family composition or income may result in retroactive payments to GHA.

D. Updated Information

GHA will contact Tenant on an annual basis to update information, including, but not limited to, a credit check and a check on any criminal convictions, in accordance with GHA's "One Strike & You are Out" Policy, a copy of which is included with the Lease. Tenant agrees to cooperate with the annual update as part of the annual re-evaluation process.

E. Repairs and Replacements

DO NOT ATTEMPT TO MAKE ANY REPAIRS!

Tenants shall immediately report any and all needed repairs or damages to GHA by calling the 24/7 work order telephone line at 856-881-5212, option #3. If the telephone call is not answered by a person, the Tenant shall leave a message containing the following information:

1. Tenant's name.
2. Tenant's complete address, including the unit number.
3. A telephone number where Tenant can be contacted.
4. A description of the repair/damage that requires inspection.

Repair or replacement of equipment or appliances will be made by GHA at no cost to Tenant provided the repair or replacement was not necessitated by intentional damage, misuse, negligence, or carelessness of Tenant or Tenant's guests and/or family. Tenants will be charged the actual cost of all repairs and replacements due to intentional damage, misuse, negligence, or carelessness.

F. Gas, Electricity and Water

The unit is equipped with electric refrigerators and gas ranges. Gas, electricity, water, and sewer services are provided by GHA at no additional cost to the Tenant at GHA's developments located at Willaims Street and Grillo Street, except for Tenant supplied appliances which are covered in Section G below. Gas, electricity, water, and sewer services are billed directly to the Tenant at GHA's development located at Delsea Manor.

G. Tenant Supplied Appliances

Tenant supplied appliances are limited to air conditioners meeting the requirements set forth in Attachment A to this Handbook and one small freezer subject to GHA approval as to size and location. No other Tenant supplied appliances are permitted in the unit. Tenant agrees to pay the following extra monthly charges for electricity for Tenant supplied appliances in addition to the rent. Charges have been set on the basis of an Atlantic City Electric chart setting forth the amount of electricity used by such appliances and current electric rates.

1. Air conditioner: \$45.00 per month for the months of June through September.
2. Small Freezer: \$15.00 per month.

At such time as the unit becomes individually metered for electricity, The above extra monthly charges, where applicable, shall cease and Tenant shall pay for electricity for Tenant supplied appliances directly to the electric utility.

Tenant, any member of the household, a guest, or another person under the Tenant's control, shall not operate or possess any portable flame source in or about the unit. Tenant shall not store or keep flammable material in the unit or on the premises. Tenant shall take reasonable precautions to prevent fires. The use of the kitchen oven and stove top to heat the unit is prohibited for safety reasons. Violations of this Section shall be considered a breach of the Lease and is grounds for eviction.

H. Painting and Alterations

Painting, attaching decals, wallpapering, making alterations or repairs or changing any locks without the prior written approval of GHA are all strictly prohibited. The cost of restoring a unit to its original condition, as the direct result of Tenant's failure to obey this rule, will be charged to Tenant's account.

I. Laundry Facilities

Coin-operated washing machines and dryers are provided for the use of tenants in the housing project. Tenants are requested to be very careful in the use of this equipment, leave the area neat and clean, and to report any damage or malfunction to the Administrative Office immediately. Please note that the hanging of clothes to dry outside the unit is no longer permitted, due to insurance and safety concerns.

Do not leave possessions unattended. For security, GHA has installed video surveillance on the grounds, as outlined in Section AA below, however, GHA will not be responsible for lost/stolen items.

The laundry facilities are not available to persons not living on the premises. Entrance doors to the laundry facility shall be closed at all times. Tenant may be held responsible for damages caused by Tenant's guests and/or uninvited individuals that may enter the laundry facilities due to Tenant's failure to properly close the entrance doors.

J. Extermination Services

GHA will regularly inspect and exterminate pests in all public spaces. GHA will provide extermination service in all units as needed. Tenant may request extermination service by calling the 24/7 work order telephone line at 856-881-5212, option #3. When GHA plans to exterminate in Tenant's unit, Tenant will receive prior notice and instructions as to the necessary preparation.

K. Garbage and Trash Disposal

The Borough of Glassboro provides garbage and trash collection weekly, as well as state mandated recycling of glass, cans, plastic, and newspapers. Containers for trash, garbage, and all recyclables (in bins) are conveniently located throughout all housing projects. Tenants are required to place household

garbage and trash in plastic bags and deposit in the appropriately marked containers as required by Borough of Glassboro ordinance.

Likewise, glass, plastic, cans, and newspapers should be placed in the appropriately marked containers. Be sure to replace the cover on the containers after use. If Tenant encounters trash, garbage or debris not properly disposed of around the containers, or anywhere else in the common areas, please contact the Administrative Office as soon as possible.

TENANT COOPERATION IN THIS MATTER NOT ONLY WILL SAVE GHA AND EACH TENANT MONEY BY SAVING TAXES; BUT WILL MAINTAIN THE BUILDINGS AND COMMON AREAS AND GROUNDS IN A DECENT, SAFE AND SANITARY CONDITION.

L. Keys and Locks

GHA has provided unit keys to Tenant. Additional keys may be obtained for a time and material fee. A time and material fee shall be charged for the service of a maintenance man to unlock doors for tenants who are locked out or lost unit keys. Under no circumstance will GHA admit someone other than Tenant into the unit. Do not try to enter the unit by forcing the door. Tenant will not add, remove, or change any locks without the prior written approval of GHA's management.

M. Guests and Boarders

Tenants are welcome to have visitors; however, boarders and roomers are not permitted. The only persons who may live in the unit are those named in the Lease. Advance written approval from the Executive Director must be obtained for any visitor who will be staying in the unit for more than seven (7) consecutive days.

ALLOWING SOMEONE TO STAY IN THE UNIT WITHOUT THE PROPER APPROVAL CONSTITUTES A BREACH OF THE LEASE AND IS GROUNDS FOR EVICTION.

N. Responsibility for Guests and Visitors

Tenant is responsible for the behavior of Tenant's guests and visitors. If Tenant's guests or visitors harass other tenants, disturb the peace, behave offensively, or destroy GHA property, then such conduct constitutes a breach of the Lease and is grounds for eviction.

O. Pets

GHA maintains a Pet Policy in accordance with federal law. Please refer to GHA's Pet Policy, a copy of which can be obtained online at www.glassborohousing.org or by contacting the Administrative Office. Feeding stray animals is PROHIBITED on GHA property. Consequently placement of food or water containers/dishes outside the unit is not permitted.

P. Parking and Traffic

GHA has provided a number of parking spaces on housing project premises for the use of its tenants (1 per unit); however, currently there is no registration of vehicles to assign individual parking spaces to

tenants. Please use common sense and courtesy when choosing a parking space. Any additional vehicles must be parked off the premises, and Tenant is responsible for making arrangements for same. GHA has also provided the required number of ADA accessible spaces. Any vehicle that displays the proper identification will be permitted to park in an ADA accessible space.

There shall be no repairing, washing, and/or detailing of automobiles GHA property or on the public streets adjacent to GHA property.

TENANTS AND THEIR VISITORS/GUESTS MUST FOLLOW POSTED SIGNAGE REGARDING SPEED, STOPS AND RIGHT OF WAY. IT IS IN EVERYBODY'S BEST INTEREST AND SAFETY TO FOLLOW THESE RULES.

Q. Businesses and Signs

GHA does not permit Tenant to operate any kind of business in the unit. No selling or solicitation is permitted. Business signs on walls or in windows, or signs of any type, are not permitted on or around the premises.

R. Antennas and/or Satellite Dish

No outdoor antennas and/or satellite dishes of any kind are permitted.

S. Telephone

Telephone outlets are provided in the unit, and Tenant is to make individual arrangements for service with the telephone company of Tenant's choice.

T. Care of the Grounds

Tenant is responsible for picking up paper and other litter at the front, side and rear yards of the unit. Destructive and careless behavior, such as carving trees, uprooting shrubbery and littering will not be tolerated. GHA will maintain the buildings and common areas and grounds in a decent, safe, and sanitary condition in conformity with the requirements of local housing codes and applicable regulations or guidelines of the US Department of Housing and Urban Development.

Willful destruction and defacing of GHA property, including but not limited to the trash and recycling containers, walls and windows, is destruction of government property. Any such destruction will result in the maximum fine permissible and possible eviction.

Tenant is not permitted to perform grounds keeping, gardening, including but not limited to the planting of flowers, trees, shrubs, bushes, and vines, or place garden decorations.

GHA has provided some housing projects with an outside grill for the tenants' enjoyment. Tenant is responsible for taking the necessary precautions to ensure safe use of the grill, proper disposal of charcoal, and clean up after use of the equipment and surrounding areas. Do not use gasoline or flammable fluids to ignite the charcoal. Do not leave trash behind after leaving the area. GHA will not be responsible for damage to personal property caused by Tenant due to misuse, neglect or

carelessness of use.

U. Use of Unit Patio/Porch

Tenant shall not use the patio/porch directly adjacent to the unit as a storage area, including but not limited to the storage of bicycles, electric bikes, and mobility scooters. Tenant is permitted to have two outdoor chairs and a small outdoor table on the patio/porch. Such outdoor furniture is designed for outdoor use and is typically made of weather resistant materials. All such outdoor furniture shall be in good condition and shall not obstruct ingress/egress to the unit. Use of indoor furniture on the patio/porch is prohibited. Outdoor furniture is prohibited anywhere else on the premises.

Outdoor plants and planters are also permitted on the patio/porch and are prohibited anywhere else on the premises. Tiki torches, rope lights, heat or fire sources, signage, banners, or other décor are prohibited.

V. Shopping Carts

The use or storage of shopping carts on GHA property is strictly prohibited, except carts provided by GHA for the use of Tenants. GHA provided carts shall be stored on GHA property in locations preapproved by GHA when not in use.

W. Noise

Out of consideration for all tenants, noise should be carefully controlled. The use of radios, stereos, tape players, televisions, etc., as well as the playing of musical instruments, should not be so loud as to interfere with other tenants' enjoyment of the premises.

Noise, including the playing of musical equipment from the inside of the unit, which interferes with other tenants' rights constitute a breach of the Lease and is grounds for eviction.

X. Infectious Diseases

Tenant shall immediately report to the Administrative Office and to the appropriate health authority any case of an infectious disease which occurs in the unit. Tenant shall also take whatever preventive steps that are required to ensure that the disease does not spread to other tenants.

Y. Smoking

NO SMOKING is permitted in the unit. NO SMOKING is permitted on the premises, except for designated smoking areas. When using designated smoking areas, it is the responsibility of Tenant to dispose of cigarette butts, ashes and/or waste related to smoking in a suitable and safe manner. Damage to GHA property caused by the improper, negligent, or careless handling of cigarette butts, ashes and/or waste related to smoking shall be the responsibility of Tenant.

Z. Conduct Toward GHA Staff and Contractors

Tenant shall cooperate in good faith with GHA staff and GHA contractors. Tenant shall refrain from,

and cause Tenant's household, guests, and visitors to refrain from, acting or speaking in an abusive or threatening manner towards GHA staff and GHA contractors, and their employees. Such conduct shall subject Tenant to eviction.

AA. Grievance

GHA maintains a Grievance Policy in accordance with federal laws. Please refer to GHA's Grievance Policy, a copy of which can be obtained online at www.glassborohousing.org or by contacting the Administrative Office, should Tenant disagree with any actions taken by GHA.

BB. Reasonable Accommodation

If Tenant, or anyone in Tenant's household, is a person with disabilities, requiring accommodations in order to fully utilize GHA's programs and services, please contact the Administrative Office.

CC. Security Cameras

For the safety of tenants, GHA has installed security cameras in the common areas of the property to deter misconduct or potential criminal activities. By signing the Lease, Tenant consents to the capture, use and process of your image for enforcement purposes only.

DD. Changes in the Rules

Whenever GHA, in its sole discretion, deems it necessary to make a change(s) in the rules or regulations set forth herein which affect GHA or one or all of GHA's housing projects, then GHA shall post a notice of such change(s) on the Bulletin Board at the Administrative Office. Such changes(s) will become effective as soon as posted. In addition, a copy of such notice shall be delivered to each household in the housing project affected by the change(s).

The rules and regulations set forth in this Tenant's Handbook is given in the interest of all tenants. The Rules and Regulations are basically items of common sense and common courtesy. Your adherence to these rules and regulations will make the community an attractive, pleasant place in which to live.

Tenant Signature

Date

Tenant Signature

Date