

Maintaining Your Home/Tenant Obligations:

### **Playground Equipment**

The installation and use of privately owned playground equipment including swing sets, trampolines and swimming pools is prohibited on all HACEP properties. In addition, playground sets are often left in disrepair, posing a hazard and an eyesore to others. Items frequently left in a state of disrepair lead to point reductions when the Federal Government inspects the quality of our units in its periodic assessment. It is very important that HACEP earn a high performance status each year, to qualify for additional streams of federal funds to reinvest back into our public housing communities.

### **Use of Barbecue Grills**

HACEP stresses the importance of refraining from use of barbecue grills in any manner which may create a fire hazard. Only charcoal grills are permitted. Tenants may not use or store propane grills or devices at any time for any reason on HACEP property. Propane tanks are a hazard due to the possibility of explosion, leaking gas, and trash when not used, stored, or disposed properly. Propane tanks on HACEP's property results in major point deductions on our federal inspections.

### **Smoke Detectors**

Smoke detectors installed in each unit are the most important device to ensure the safety of residents. Therefore, all tenants are responsible for keeping working batteries in each smoke detector. Tenants are also responsible for replacing dead, non-functioning, or missing batteries and installing new ones. Any defective smoke detector must be reported immediately by the tenant to the management office. Any person in the household or guest determined to have tampered with, destroyed or removed batteries from any smoke detector will be charged an administrative fee of \$150. Any second offense will result in termination of the lease.

### **Major Appliances**

Tenant may not install or store any major appliance including, but not limited to, cooking stoves, wood burning stoves or fireplaces, refrigerators, freezers, dishwashers, washing machines, clothes dryers, ceiling fans, satellite dishes, or cable hook-ups without prior written approval of HACEP. Tenant may not cause any hole to be made in any wall for the purpose of installing any appliance, electronic equipment or any other device. Unauthorized appliances, equipment or devices shall be removed by HACEP at tenant's expense.

HACEP enforced this regulation after a number of tenants were found storing major appliances in units with covered patios or garages, creating a perfect haven for rodents and insects. HACEP has also experienced costly damage to units from tenants who tried to install these items on their own. Please be sure that you request and receive

written approval from your property manager prior to acquiring, storing, or installing any major appliance in your unit. If not, then you will face costly charges and fees from HACEP.

## **Community Service**

Section 512 of the Quality Housing and Work Responsibility Act of 1998, which amends Section 12 of the Housing Act of 1937, established the requirement for non-exempt residents of public housing who are 18 years of age and older to contribute eight hours of community service each month or to participate in a self-sufficiency program for eight hours each month.

This means if you live in public housing and do not have a job, then you have to perform at least eight hours of community service every month. Exceptions to this requirement are granted for anyone over the age of 62, persons with disabilities, full-time students, primary care providers, or tenants who participate in a HUD-sponsored self-sufficiency program. If you are a non-exempt resident of public housing over the age of 18 and do not perform your eight hours of community service per month, you face the risk of lease termination. While community service sounds punitive in nature, it is HACEP's purpose to empower residents to take control of their own lives and take pride in maintaining their community. This can range from grounds keeping, volunteering, and cleaning. The Community Services Department offers a full range of self-sufficiency programs as well that are available to all residents. For a full list of Community Service opportunities, contact your property manager.

## **Parking**

Tenants who own a vehicle and wish to park it on HACEP property must have a parking permit. Permits may be obtained through the property manager's office and all permits must be renewed during recertification. Also, each household is permitted a maximum of two vehicles. The "Parking Permit Application" requires that each vehicle have current registration and license fees paid to the County and State. A third-party towing service patrols each public housing community and will tow vehicles which do not conform to the parking policy at the owner's expense.

Other details regarding important parking policies include:

- Parking permits must be displayed on all authorized vehicles at all times;
- Vehicles must not leak fluids such as oil or gasoline on the pavement. If a vehicle does leak fluids, tenant is responsible for the clean-up of fluids and any cost incurred by HACEP to clean up the fluids, including pavement repair.
- Only EMERGENCY REPAIRS, such as changing a tire or replacing a battery, may be conducted in the parking lot.
- Washing of vehicles, including motorcycles, is not allowed on HACEP property.
- Commercial vehicles, trailers, motor homes, and buses owned or used by tenants may not park in community parking lots.
- Motorcycles must be parked in an approved and designated parking space.
- Unauthorized and/or improperly parked vehicles are subject to removal at the owner's expense. This includes blocking an access, yellow curbing, fire lanes,

etc. The towing company and a phone number where the vehicle was taken to are posted at the entrance of the parking lot.

- Any vehicle may be removed by HACEP without prior notice to the tenant in emergency situations, including situations requiring access or

### **Parking Continued:**

egress by police, fire, and other emergency vehicles or leaking a fluid that presents a hazard or threat to persons or property.

- A vehicle displaying an expired registration insignia or an invalid vehicle inspection certificate may be removed.

### **Guests and Visitors:**

HACEP is committed to ensuring that our residents enjoy the highest quality of life as possible and recognizes that life is best enjoyed in the company of others, especially family and friends. Therefore, the Residential Lease Agreement makes special accommodations for family members and friends who wish to visit our tenants, but in a manner that does not infringe upon the privileges that are provided for other tenants. Therefore, HACEP has defined the difference between a guest and a visitor, where they are to park, and for how long they can stay.

**Guest:** A person allowed by any family member to stay overnight for no more than 14 days per 12 month period.

**Visitor:** A person allowed by any family member to enter the unit, but is required to park outside the premises after 10:00 p.m. on the same day of visit.

- Guest parking is only allowed in spaces designated for "GUEST PARKING."
- Visitor parking is only allowed in spaces designated for "VISITOR PARKING."
- Visitors and/or guests are not allowed to park in tenant parking spaces.
- If no guest or visitor parking is available in a community parking lot, guests and visitors must park on the street outside of the community.
- Unauthorized vehicles are subject to removal at the owner's expense.
- In parking lots where visitor parking is available, visitors' vehicles must be removed from the community by 10:00 p.m. each night.
- Any vehicle parked after that time is deemed to be an unauthorized vehicle and subject to removal.

### **Housekeeping:**

HACEP strives to ensure we uphold our pledge to not only provide safe housing, but also decent housing. In this respect, HACEP requires the assistance of all of our public housing tenants to keep their units clean and pest free. Your property manager will provide you with a copy of the Housekeeping Standards. These standards identify the conditions in which the interior and exterior aspects of your unit are to be maintained. Inspections will be conducted by your property management team and will occur at least once per year. Repeated failure or refusal to maintain your unit according to the Housekeeping Standards will result in the termination of your lease. We cannot underscore the importance of your cooperation in this regard as most of the housekeeping standards are simply good common sense. If you take out your trash and keep walls, floors, ceilings, doors, storage areas, bathrooms, porches, and windows clean, and in proper operating condition, then you should have no problem passing the Housekeeping Inspection. You are also responsible for maintaining the landscaping around your unit, which includes mowing the lawn, removing weeds and trash, and trimming hedges and shrubbery. Your property manager will be happy to lend you hand tools located in the maintenance shed.

### **Pest Control/Bed Bugs:**

Please note that HACEP pays a local pest control company to treat all interior units at least once per year in order to keep insects, rodents, and critters outside where they belong. Occasionally, however, pests do infiltrate units, especially those from folks who do not follow the housekeeping standards as previously mentioned. Due to the importance of pest control, no tenant of public housing has the right to refuse access to their unit for pest control. Refusal or repeated rescheduling of pest control services will result in the termination of your lease. In order to make this as convenient as possible, advance notice will be provided to you prior to the treatment of your unit. Please note that you have the responsibility to report any instance of infestations, especially for bed bugs.

### **Pest Control Continued:**

HACEP asks and greatly appreciates you moving items and furniture away from your walls so that the pest control technician can quickly treat all areas of your unit.

### **Maintenance Charges:**

Your property manager will provide you with a Schedule of Maintenance and Other Charges. This document identifies the costs that are associated with damages to dwelling units that are caused by tenants or unreported instances of normal wear and tear. For example, if you lock yourself out of your unit, HACEP will charge you \$60 during the day and \$90 after business hours to let you back in. This schedule also identifies charges corresponding to three levels of violations. Level one violations incur a penalty of \$50; Level two violations are \$100; and Level three violations are \$150. Also, some repairs entail labor and material charges, in addition to an administrative

fee. Please read this document carefully so that you, your family, and your guests are fully informed of these charges.

### **Renter's Insurance:**

Although this item is not mentioned in your lease, HACEP highly recommends you explore the option of acquiring renter's insurance. Renter's insurance is very affordable and will protect your valuable possessions within your unit in the event that they are destroyed by fire, flood, or stolen by reimbursing you for the full replacement cost. There have been occasions when fires and floods resulted in the total loss of tenants' possessions. Since they did not have a renter's insurance policy, they were not reimbursed for the loss of their personal property. Renter's insurance is an excellent way to protect you and your family if a disaster should occur and is easily obtained by contacting a major insurance company.

### **Work Orders:**

Keeping our properties safe, decent, and affordable is only possible when our residents notify us when maintenance-related issues occur in and around your unit. Tenants in need of repairs within their unit will need to call the Work Orders Department. To report routine work orders during the day between the hours of 8 a.m. to 5 p.m., call 915-849-3744. If you have an emergency work order, then you need to call 915-849-3743. You can also access the work orders department by calling the main HACEP number at 915-849-3742.

### **Criminal Activity:**

In order to ensure the safety and well-being of all public housing residents, HACEP strictly enforces a number of rules relating to tenant conduct and behavior. These rules are explicitly outlined in the Residential Lease Agreement. If these rules are broken, HACEP's security officers and El Paso Police Department officers will immediately respond.

Criminal activity on or near HACEP property is prohibited and shall result in the immediate termination of the lease. The "One Strike and You're Out" law states "any tenant, any member of the tenant's household composition, guest, or any other person under the tenant's control:

- (a) Shall not engage in any criminal activity while the tenant is a tenant in public housing. Any such activity shall be cause for immediate termination of tenancy.
- (b) Shall not engage in the illegal manufacture, sale, distribution, use of, possession of, intent to manufacture, sell, distribute, or use any controlled substance, while the Tenant continues tenancy with HACEP. Any such activity shall be cause for immediate termination of tenancy.
- (c) Shall not engage in the abuse of any alcoholic substance in such a way as to interfere with the health, safety, or right to peaceful enjoyment of the

### **Criminal Activity Continued:**

premises by other Tenants, guests, HACEP employees or contract employees of HACEP. Repeated activity of this nature shall be cause for termination of tenancy.

- (d) Shall not engage in any activity which creates or maintains a threat to the health, safety or right to peaceful enjoyment of the premises by other tenants, guests, employees of HACEP or contract employees of HACEP.
- (e) Shall comply with all obligations imposed upon the Tenants by applicable provisions of City, State and Federal Codes materially affecting health and safety.

**Fraud:**

HACEP has a full-time fraud department which investigates and prosecutes individuals who commit fraud. Fraud includes, but is not limited to, submitting false payment records, misappropriating Federal funds, HACEP funds, Resident Association funds, or HACEP equipment or facilities. The imposition of unauthorized fees of any kind, including but not limited to "service fees," on the use of community halls, community hall furniture and furnishings, and/or community hall equipment constitutes fraud. Unauthorized dwellers, or individuals who are not on the lease but who reside within a unit with an authorized tenant, also constitutes fraud. To report fraud, simply call the main HACEP number at 915-849-3742 and ask to speak to the fraud department.

**Criminal Trespass:**

Please note that the premises of HACEP's public housing communities are for the exclusive use and enjoyment of the Tenants, members of their households, their guests and visitors, and other such persons who have legitimate business on the premises. All other persons on the Community's premises will be regarded as trespassers subject to prosecution as allowed by state law or municipal ordinance. Any person who refuses to provide personal identification or cannot show authority to be on the Community's premises shall receive a "trespass warning," ordering the person to leave the Community's premises or be subject to arrest and prosecution to the extent permitted by state law or municipal ordinance.