Lebanon Housing Authority

RESIDENT HANDBOOK

People Helping People Help Themselves

Lebanon Housing Authority
49 Upton Heights
Lebanon, TN 37087
615-444-1872

Equal Housing Opportunity

LEBANON HOUSING AUTHORITY

UPDATED January 2014

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WELCOME RESIDENTS

The Lebanon Housing Authority welcomes you and looks forward to being of service to you and your family.

We sincerely hope that you will find your apartment comfortable and enjoy living here. Let me encourage you to get acquainted with your neighbors and be active in your community. Please call on us when we can be of service.

GREETINGS FROM THE DIRECTOR

Welcome to Lebanon's public housing community. As you move into your unit, I ask that you take pride in your unit and neighborhood. Help us to maintain safe, decent, sanitary housing for all of our residents. Please study your lease and become familiar with what is required of you as a part of the public housing community. Work with your neighbors to make your development a model of community cooperation and a source of pride. Remember you are responsible for your family and visitors, encourage them to help make this a safe family community.

Please let me or the staff know if we can be of assistance to you.

Patrick Johnson-Executive Director

VISION STATEMENT
People Helping People Help Themselves

MISSION STATEMENT

Lebanon Housing Authority mission is to provide affordable, quality housing, services and opportunities to low income families and ensure program integrity by all program participants

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BOARD OF COMMISSIONERS

Lebanon Housing Authority currently has five members:

Ronnie Kelly, Chairman
Liz Reese, Vice Chairman
Dan Jandura
Bill Durham
Mary Kirkendoll

Board Commissioners meets every 1st Thursday of the month at 4:00 pm at the Housing Authority Office.

Management office Hours
Monday through Friday 8:00 am – 5:00 pm (closed for lunch 1:30-2:30)
Closed Saturday, Sunday, and major holidays

LHA Office Staff phone numbers

Patrick Johnson-Executive Director
Blake-MOD Coordinator ext. 119
Misty-Accountant ext. 117
Alisa-Occupancy Specialist ext. 120
Linda-Resident Services Coordinator ext. 113
Becca-Cashier/Occupancy clerk ext. 110
Work orders ext. 110

Maintenance Staff
Maintenance Supervisor-Ron Reed
Maintenance techs-Wade, Jerome
Maintenance workers-Gary, T.J., Frank, Timmy, and Terrance

RENT COLLECTION NOTICE TO ALL RESIDENTS OF LEBANON HOUSING AUTHORITY

Effective January 1st, 2014

Lebanon Housing Authority will no longer accept cash payments. Payments must be made by personal check, cashier's check, money order or debit card. Rent must be paid in full no later than 14 days after the late fee is applied. Failure to do so will result in a detainer warrant being issued and eviction proceedings will begin. **Partial payments will not be accepted**. The late fee will be $20. If you have any questions about this, please contact the office at 444-1872.

LHA has now installed a drop box for rent payments. When the office is closed you can now use the drop box . Remember your rent has to be in the form of check, money order or cashier check.

All letters, and notices will be mailed out starting in January. If you do not have a key to your mailbox, you will need to contact the Post Office.

There are six developments within Lebanon Housing Authority :

1. Upton Heights
2. Inman Ct.
3. Head Homes
4. Parkview
5. Hillcrest
6. Watertown

City of Lebanon-Trash pickup

Per the City of Lebanon's ordnance, each week place your trash cart to the front curb, after it has been emptied, please return the cart to the rear of your unit. You could be charge a fee of non-compliance by LHA.

Schedule pick-up times:

- **Head Homes**-Tuesday
- **Upton Heights and Inman Court**-Thursday

Watertown has no trash service; residents are responsible for their own trash disposal.

Community Service

Your Occupancy Specialist is available for appointments between the hours of 9:00am - 4:00pm Monday through Friday

YEARLY ELIGIBILITY CHECK

Every year you are required to apply for continued occupancy of your unit. At this time, the Authority re-examines your family status and income to determine your eligibility for continued occupancy. Your cooperation is required and you must provide verification of eligibility.

YOUR LEASE

When you move in you must sign a lease. This lease is the agreement between you and the Authority. It tells you what is required of you and the Authority.
Please read the lease carefully several times and ask any questions. Please pay attention to rent paying requirements and the Section on **"OBLIGATIONS OF RESIDENTS"** on page 4 of your lease. Remember that anyone who lives in your unit must be on your lease and that your visitors and guest are governed by the same rules as you. You are responsible for their behavior and you could be evicted for their violations.

SECURITY DEPOSIT

You must pay a security deposit when you move into your unit. This money is held in an account and returned to you when you move out if you have no damages to the unit, your rent is paid and you gave the proper two weeks notice.

RENT

Rent is due on the 1st of each month in advance and without notice. If rent is not paid in full by 5:00 p.m. on the 5th working day of the month, a late charge is added to your account and eviction proceedings are started. Other charges added to your account are repair charges in accordance with posted "Schedule of Tenant Charges" and Excess Utility Charges. These charges are due and payable on the 1st of the second month after being incurred.
Rent is based on total family income and the ages and number of people living in your unit and appearing on your lease. You must report changes in family composition and income to the office. If you are not sure if it should be reported, it is best to report and let the office decide. Unreported income that effects rent could result in retroactive rent being charged to you. This is rent that was due to be paid but was not reported. It will be charged from the date it should have been reported. False reporting of income and family members can result in your eviction.

TERMINATION OF LEASE

Repeated violations of your lease can lead to the ending of the Lease Agreement through eviction. Termination of the lease is covered on page 8 of your lease, please review. Some of the reasons for evictions are:

- Not paying your rent or other charges.
- Misrepresentation of income or family changes
- Drug activity by you or your guest.
- Unsanitary and unhealthy household practices.
- Destruction of property by you or your guest.
- Disturbances or illegal activities causing repeated police visits or neighbor complaints.
- Unreasonable damage of your unit.

Lebanon Housing Authority and Lebanon Police Department have teamed together to help reduce loitering and trespassing throughout the LHA area. Officer Sandefur and Officer Pickens, will work with us to help solve problems. With the addition of Resident ID cards and guest passes, we are hoping this will reduce the number of problems that have surrounded LHA in the past.

ONE Strike your out policy

Current laws as identified by the "Housing Opportunity Program Extension Act of 199", describing the "One Strike and you're out" program require verification of any present or past criminal, alcohol, or drug activity. A copy is in your resident file.

Guest

Lebanon Housing Authority recognizes that everyone will have "guest" come to their apartment and visit them. Please note that a guest is a visitor and as visitor they are not allowed to live in your dwelling at LHA. You as the lease holder are always responsible for their actions when they are visiting your resident. Guests are not to be left unattended or to loiter on LHA property. If you as the lease holder leave your apartment, then your guest must also leave. It is your responsibility to inform LHA if your guest will be staying at your apartment for more than 7 days. It is a violation of your lease to allow someone to live in your apartment and not inform the Housing Authority. A copy is in your resident file.

GRIEVANCE PROCEDURE

All residents have the right to dispute the decisions of Authority management. Please review the copy of the Grievance Procedure you were given at move-in.

MAINTENANCE

A resident must keep their unit in good repair. You will not be charged for repairs due to normal use. You will be charged for damages caused by abuse or neglect. Please see the Schedule of Resident Charges for the cost of repairs. Your yard is mowed by the Authority, but we ask that you keep the yard clean of objects that might restrict the cutting of the grass. Keep all toys, bikes, chairs, grills and other items on your porch or inside the unit. If you plant flowers around your unit, you are responsible for maintaining that part of your yard.

PHONE NUMBERS	
LOCAL PHARMACIES	
Buckeye Discount Drug Center	444-2999
Gibbs Pharmacy	449-3355
K-Mart Store	444-8814
Kroger	449-4653
Medical Arts Pharmacy	444-0380
Revco Drug	444-4471
Wal-Mart Pharmacy	440-0611
University Medical Center	444-8262
Ambulance emergency	911
Fire emergency	911
Fire Dept. non-emergency	443-2837
Lebanon Police Dept.	444-2323
Watertown Police Dept.	237-3326
Wilson County Sheriff Dept.	444-1412
TN Bureau of Investigation	741-0430
TN Highway Patrol	741-2060
Driver's License	443-2757
Lebanon City Hall	443-2839
Mt. Juliet City Hall	754-2552
Watertown City Hall	237-3326
Cumberland Mental Health	444-4300
City of Lebanon garbage pick-up	444-0825
Lebanon Post Office	444-2672
Watertown Post Office	237-3044
City of Lebanon Utilities	444-4905
Middle TN Electric Corp.	444-1323
Voter Registration	444-0216
Schools	
City of Lebanon	449-6060
Wilson County	444-3282

GENERAL CLEANING INFORMATION

In order to keep the LHA developments safe and pleasant places for all residents, Housekeeping Standards are enforced. Here are some specific actions we expect each resident to take to help maintain our facilities in the best possible condition. This is also a reminder that the housing authority may charge the tenant for repair costs when it appears damage was the result of intentional or negligent acts.

General:

Walls: Should be clean, free of dirt, grease, holes, cobwebs, and fingerprints.
Floors: Should be clean, clear, dry and free of hazards.
Ceilings: Should be clean and free of cobwebs.
Windows: Should be clean and not nailed shut. Shades or blinds should be intact.
Woodwork: Should be clean, free of dust, gouges, or scratches.
Doors: Should be clean, free of grease and fingerprints. Doorsteps should be present. Locks should work.
Water Heaters: Keep items away from heating unit (do not store clothing around or on unit).
Trash: Shall be disposed of properly in plastic bags and emptied into trash container. Do not leave trash in the unit.
Entire unit: Should be free of rodent or insect infestation.

KITCHEN

Stove: Should be clean and free of food and grease.

Refrigerator: Should be clean, freezer door should close properly and freezer should have no more than one inch of ice.

Cabinets: Should be clean and neat. Cabinet surfaces and counter top should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs. Heavy pots and pans should not be stored under the sink.

Exhaust Fan: Should be free of grease and dust (not in all units).

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

Food Storage Areas: Should be neat and clean with no spilled foods.

Trash/Garbage: Should be stored in plastic bags and placed into trash can.

Floor: Should be clean and dry.

STORAGE AREAS

Toilet and Tank: Should be clean and odor free.

Tub and Shower: Should be clean and free of excessive mildew and mold. Where applicable, shower curtains should be in place, and of adequate length.

Sink: Should be clean.

Exhaust Fan: Should be free of dust (not in all units). Floors should be clean and dry.

STORAGE AREAS

Linen closet: Should be neat and clean.
Other closets: Should be neat and clean.
(NO highly flammable materials should be stored in the unit)

EXTERIOR HOUSEKEEPING STANDARDS

Outside the unit (Front and Back)
Yards: Should be free of debris, trash, and toys, grills. All toys and grills, and any other outdoor item should be placed at the back of unit against wall.
Porches: Should be clean and free of debris and hazards. Any items on the porch shall not block access to the unit. **NO sofa's or large chairs allowed.**
Steps: Should be clean and free of hazard.
Sidewalks: Should be clean and free of hazards.
Storm Doors: Should be clean.
Screens Doors: Should be clean with screens intact and with working locks and doorknobs.
Parking Lot: Should be free of abandoned cars. There should never be any car repairs in the lot or parking area.
Hallway: Should be clean and free of hazards.
Remember to always report plumbing, electrical or other problems immediately to prevent further damage to your unit to Lebanon Housing Authority 444-1872.

ADDITIONAL CLEANING AND SAFETY GUIDELINES

- Remove all wet garbage every day to your trash container, especially in warm weather. Never leave garbage bags on the ground where animals can get into your bags.
- Never feed wild or stray animals.
- Keep stoves, refrigerators and food storage closets or cabinets clean to avoid attracting insects or rodents. If you see insects in abnormal numbers, call the Main Office.
- Do not discard garbage or objects of any kind into toilets.
- Do not use walls or doors for bulletin boards.
- Parking areas and grounds may not be used to store trailer or vehicles. Park vehicles only in parking areas. No driving on LHA yards.

LEBANON HOUSING AUTHORITY
49 UPTON HEIGHTS
LEBANON, TN 37087

PHONE: 615-444-1872
AFTER HOURS MAINTENANCE NUMBER:
444-1873