

General Information

The WHA administrative offices are located at 16 West Fourth Avenue, Suite 1, in Goodman Manor. Office hours are from 9:00 a.m. to 4:00 p.m., Monday through Thursday (excluding Holidays). Staff can be reached by calling (304) 235-3270. The fax number is (304) 235-3069.

Rent payments

All rent is due and payable on the first day of each month. Tenants are given until the 10th of the month before late fees begin accruing. Beginning on the 11th day of the month the Housing Authority starts charging a \$5.00 a day late fee for every day the rent is late. This charge accrues until rent is paid in full or the tenant has entered a written payment agreement with the Authority. Tenants who have not paid their rent by the 15th of the month will have eviction proceedings filed against them in the Mingo County Magistrate Court.

The Authority does not accept cash. Rent and work order charges must be paid with a personal check, money order or a cashier's check, made payable to **WHA**. Checks returned to the Authority for "insufficient funds" will be treated as nonpayment of rent and a processing fee of \$50.00 will be charged to the tenant's account. This fee is separate and apart from the rent payment, late fees and any work order charges owed. If a tenant's check is returned for insufficient funds, the Authority will no longer accept personal checks from the tenant.

Tenants should be aware, three late payments within any 6 month period is considered a major lease violation and can be grounds for eviction.

Utilities

Utilities must at all times be in the name of an adult identified on the lease. If the utilities (water, electric or gas) are turned off for any reason, the tenant will have 24-hours to have them restored. If the tenant fails to have the utilities restored within 24-hours, the Authority will file eviction proceedings immediately. Tenants are prohibited from tampering with meters.

Garbage Disposal

Tenants should take their garbage out regularly. All garbage should be sealed tightly in plastic bags to prevent leaks and spills.

- Goodman Manor residents have a trash chute on each floor. Boxes, glass, furniture, and large pieces of trash are to be taken to the dumpster located in the back parking lot. Tenants are prohibited from putting these items down the trash chute.
- Victoria Courts residents are to place their garbage in the concrete bins, located behind their kitchens.
- Williamson Terrace residents are to use the garbage cans that are provided by Authority. Trash cans are to be wheeled to the back alley the morning of garbage pickup day.
- Liberty Heights' residents are to carry their garbage to one of the two dumpsters, located at the top and bottom of the hill.

Door Keys

Entrance keys will be provided for each apartment. A tenant who loses his/her key should be aware that there is a \$25.00 fee for the replacement of each door lock that must be changed. In addition, Goodman Manor residents will be charged \$10.00 for the replacement of each missing or lost electronic key fob.

Insurance

The Housing Authority is not responsible for any damages and/or losses caused to a tenant's personal property or belongings, regardless of the reason the property was damaged. The Authority's insurance will NOT replace or cover the replacement cost for loss or damages to a tenant's personal property or belongings. The Authority strongly encourages tenants to purchase rental insurance.

Mail

The Authority provides a locked mailbox, with a key, to every household. It is the tenant's responsibility to check their mail daily. The Authority is not responsible for any packages that are stolen, lost, or damaged. The cost of a replacement post box key, should the tenant lose his/hers, is \$10.00. Tenants should be aware that while they may maintain an alternative mailbox at the local post office, the Authority mails all notices, invoices, and other documents to the mailbox provided by the Authority.

Doors/Windows

For emergency reasons, tenants are prohibited from blocking doorways, hallways or windows. Tenants may NOT place their own screens in windows. Tenants may NOT place air conditioning units in windows without prior approval from the Authority.

Move-Ins

Tenants have seven (7) days from lease signing to take up residence in their unit. Tenants are not allowed to park or drive over the grass or sidewalk while loading/unloading their belongings. Tenants should remove all packing boxes from the unit to an appropriate dumpster or garbage bin.

Move-outs

Tenants moving out must provide the Authority with two-week written notice before vacating their unit and return all keys upon move out. Tenants are expected to leave their dwelling unit in the same condition in which it was leased. A tenant who paid his/her security deposit will have a refund (or invoice) issued to them, within 30-days of the date the keys are returned to the Authority, provided the tenant leaves a forwarding address with the Authority.

Tenant charges will be subtracted from the security deposit for any unnecessary cleaning and repairs, once the unit is vacated. The Authority will hold from the tenant's security deposit refund any charges for repairing the unit, beyond normal wear and tear, and the cost of repairing damages. In addition, the Authority will hold out any back rent owed, outstanding work order charges and court costs.

Tenants should be advised that the Authority enters into HUD's Bad Debt Report information on every tenant who leaves public housing owing a debt. In addition, any tenant evicted or who abandoned their unit, engaged in criminal activity, or failed to comply with the Authority's lease provisions will be placed into HUD's Bad Debt Report information.

Parking

All vehicles parked on WHA public housing property must be operational, legal and in good repair. Tenants are not allowed to "fix" vehicles on public housing property. Tenants whose vehicles damage their assigned parking area due to oil or transmission leaks will be charged a \$25.00 cleanup fee, for each instance. Tenants may not leave tires or other vehicle parts outside of their units, along the fence, or in in the yard.

- Residents living in Goodman Manor must park their vehicle on the street or in their assigned parking spot, located on the west end of the building. Handicap parking, identified behind Goodman Manor, is for WHA customers or guests only. Tenants or their guests may not park in the storefront parking area. Employees of Goodman Manor residents must park on the street.
- Residents living at Victoria Courts must park on the street.
- Residents living at Williamson Terrace are allotted one parking place on the back of the building in which their unit is located. Guests should park in the parking lot, located on Vinson Street, in front of the project.
- Liberty Heights' residents are allotted one parking place. Guests must park on the street.

Exterior (Balconies, patios, yard, and playgrounds)

Residents are responsible for keeping the outdoor areas (tenant yards) and playgrounds clean and neat. Tenants may not place kitchen chairs or upholstered furniture outside. Tenants may not tie pets outside. Tenants are not allowed to have charcoal grills or fire pits. Extension cords are not allowed outside. Holiday decorations cannot be attached to the building and must be taken down within two days of the holiday concluding. Residents are responsible for their guests and family members and can be charged for damage done to playgrounds, sod, trees, shrubs, flowers and other plantings. Failure to keep the outside of a unit clean and in good repair can and will result in a \$25.00 clean up charge being applied to the tenant's account.

Interior

Alterations, redecoration and repairs to the interior of apartments is a responsibility of the Housing Authority. Only assigned maintenance personnel or a contractor, approved by the Housing Authority, are permitted to do this type of work. No painting is allowed in unit. The Williamson Housing Authority does not provide refrigerators. It is the tenant's responsibility to purchase a refrigerator. Because the Authority provides utility allowances, the Authority will not abide refrigerators that are not functioning properly. Refrigerators with broken seals or damaged doors are not acceptable.

Residents shall not damage floors, doors, woodwork, walls, or ceilings. However, the responsible hanging of pictures, mirrors and other wall decorations is permitted. Please use small nail-type hangers.

Wallpaper

Tenants may not install wallpaper or other type of wall coverings. If unauthorized wall coverings are installed the resident shall be responsible for the cost of having the wall covering removed and restored to its original condition.

Bathroom

Tenants may not put any unauthorized items down the toilet, sink, or tub drains. Tenants are to use only a non-abrasive cleaner on the bathroom fixtures (Tub and sink). If a sink, tub or toilet is not functioning properly the tenant is to call in a work order.

Windows

Tenants must keep windows closed during heavy rains and storms to avoid water damage. When leaving the apartment for any length of time, windows should be closed and locked to avoid energy loss and theft. If the tenant has any problems with opening or closing the windows or if the window will not function properly, the tenant should call in a work order.

Light Bulbs

Light bulbs are furnished in all fixtures at the time the resident moves into the apartment. Replacement of bulbs is the tenants' responsibility. Only Five Star energy efficient bulbs are acceptable. The WHA maintenance personnel will replace a bulb for a small charge. Tenants should call in a work order for a replacement bulb.

Loud Noise

Tenants should be considerate of their neighbors and refrain from making loud noise that will disturb other residents. When having over guests, playing the radio, stereo, or television or just talking, tenants should remember that noise travels. It is requested that no unnecessary noise be made after 10:00 p.m. or before 8:00 a.m. Residents are encouraged to call the police if their neighbors are creating a public disturbance.

Cable TV/Internet/Satellite Dishes

Tenants may purchase cable TV from a local vendor, provided the tenant contacts the Authority's maintenance department before installation. Cable wires are not allowed to be run over the roof, through windows, or across floors or staircases. Tenants may not drill holes through walls. Tenants may NOT have satellite dishes.

Exterminator/Bedbugs

The Authority provides exterminator services on a regular basis. Maintenance provides a 48-hour notice before the exterminator visits a project. Tenants cannot deny access to a unit. Tenants should call in a work order if exterminator’s services are needed between regularly scheduled visits.

Bedbugs are an ongoing issue in the City of Williamson. Bedbugs are brought into public housing when tenants are careless. Tenants should not bring furniture into their unit unless they are certain of the source and that it is bedbug free. Tenants should never dumpster dive. Maintenance personnel will gladly inspect used furniture for bedbug infestation, before it is brought into a unit, at no charge to the tenant. If bedbugs are suspected the tenant should immediately call in a work order. Repeated bedbug infestation is grounds for eviction.

Pets

The Authority has a strict pet policy which tenants must comply with. Pets are not considered guests and have no rights. Tenants cannot allow animals to visit and may not “babysit” pets for other persons. Guests must comply with the pet policy before bringing a pet into the unit. A copy of the Pet Policy can be picked up at the Authority’s Administrative Office.

No Trespass/Banned List

In order to secure your safety and enjoyment of your leased unit, the Housing Authority staff or contracted services, maintains a No-Trespass List of individuals prohibited from entry upon any property owned or operated by the Williamson Housing Authority. In accordance with Resolution # 2000-10, adopted August 9, 2000, individuals on this list may not trespass on any Housing Authority property. A list is provided to residents at move-in and is posted in the WHA office. Should you observe one of these individuals trespassing Williamson Housing Authority property please contact the Authority at (304) 235-3270 or contact the City of Williamson Police Department.

PLEASE NOTE, ANYONE EVICTED FROM THE WILLIAMSON HOUSING AUTHORITY IS AUTOMATICALLY BANNED FROM VISITING. Any Williamson Housing Authority tenant who allows person or persons identified on the NO TRESPASS LIST to enter onto Housing Authority property or residence will be immediately evicted.

Cleaning

Units are cleaned thoroughly prior to occupancy. Tenants are responsible for maintaining clean and sanitary conditions in their unit. Cleaning of all interior windows and floors is a tenant’s responsibility. The Housing Authority reserves the right to make periodic inspections of each apartment. A 48-hour notice, unless an emergency situation exists, will be considered notice to insure that desired standards of cleanliness and maintenance are being maintained. Any unit with serious problems noted on inspection will be placed on a more frequent inspection interval. The inspector will be checking for the following (not limited to):

- Cleanliness of the bathroom
- Cleanliness of kitchen and all appliances
- Cleanliness and visible clutter throughout the unit
- Smoke/Carbon Dioxide detectors properly working.
- Cleanliness of outside areas both front and back

Repeated failure to keep a unit clean, sanitary and in good repair will be grounds for eviction.

Williamson Housing Authority Housekeeping Standards

1) Walls, Ceilings, and Trim

Rating: E – Excellent

Washed, cleaned no dust, cobwebs, or grease.

S- Satisfactory

Slight grease splashes around stove, sink, and slight hand dirt at switches, handrails, and stairs

U – Unsatisfactory (Fail)

Accumulated grease around stove and sink, accumulated hand dirt, dust, and/or cobwebs.

2) Floors

Rating:

E – Excellent

Clean and polished, old wax and stains removed.

Carpet (if any) free of stains, defects with a clean fresh odor.

S – Satisfactory

Scrubbed, clean, stains removed. Carpet free of stains and defects.

U – Unsatisfactory (Fail)

Not scrubbed, accumulated dirt, dust.

3) Windows

Rating:

E- Excellent

Glass washed, clean curtains, shades/blinds in good repair. Frames free of dust and dirt.

S- Satisfactory

Glass washed recently, clean curtains, free of torn shades or blinds, frames free of dust.

U – Unsatisfactory (Fail)

Glass dirty, accumulated dirt and dust on frames.

Curtains, shades and blinds dirty, torn, tattered, or frayed.

4) Screens

Rating:

E- Excellent

Free of holes, dirt, dust, and stains

S- Satisfactory

Free of dirt, dust, and stains. Tiny holes may be temporarily repaired by tenant. Eventual replacement is needed.

U – Unsatisfactory (Fail)

Holes or tears that will let insects in. Dirt, dust, and/or stains.

5) Doors

Rating:

E- Excellent

Washed clean, no stickers, streaks, or dirt.

S- Satisfactory

Washed clean, no stickers.

U – Unsatisfactory (Fail)

Accumulated dirt, dust, or grease. Stickers on door.

6) Stairs/Handrails

E – Excellent

Stairs and handrails washed clean and polished. No stains.

S- Satisfactory

Washed clean, no stains, dirt, or dust.

U – Unsatisfactory (Fail)

Not washed. Accumulated dirt and/or dust.

7) Kitchen Cabinets, Shelves, and Countertops

Rating:

E- Excellent

Washed clean, polished, or streaks, stickers, stains, grease, or spilled food. Clean fresh odor.

S- Satisfactory

Washed clean. No stickers, stains, grease, or spilled food.

U – Unsatisfactory (Fail)

Splashed with grease. Spilled food, accumulated dirt, infested with roaches, roach deposits, or bad odor.

8) Range Hood

Rating: E- Excellent
stains.

Washed clean, polished, pre filter clean, no grease or

S- Satisfactory
U – Unsatisfactory (Fail)

Washed clean, no grease, stains, or dirt.
Accumulated dirt, dust, and/or grease. Clogged filter.

9) Refrigerator

Rating: E- Excellent

S- Satisfactory

Cleaned and polished outside. Defrosted and clean of spoiled food or food spills. Fresh odor inside. Washed clean inside and outside. Free of spoiled food and/or spills. Defrosted.
Dirt and/or dust on outside. Build up of ice in freezer. Spilled and/or spoiled food. Foul odor.

U – Unsatisfactory (Fail)

10) Range

Rating: E- Excellent

S- Satisfactory

Washed clean on sides, top, front, and under burners. Clean oven and broiler. No spilled food or stains.

U – Unsatisfactory (Fail)

Clean sides, top, front, and under burners. Oven and broiler reasonably clean. No accumulation of foods or grease.
Sides, top, and/or front is dirty. Accumulations of grease, food spills, dust, or dirt.

11) Bathroom Fixtures

Rating: E- Excellent

S- Satisfactory
U – Unsatisfactory (Fail)

Gleaming clean, free of dirt and stains. No scale in toilet.
Clean, free of stains and dirt. No scale in toilet.
Accumulated dirt, grease, and stains. Scale in toilet.

12) Closets

Rating: E- Excellent

S- Satisfactory

Clean shelves, no dust, dirt, and/or spills. Things neatly stored.
Clean shelves. No dust, dirt, or spills. Not over crowded with boxes, paper, etc.
Accumulated dirt, dust, and/or spills. Excessive stored boxes, clothes, etc. Over crowded.

U – Unsatisfactory (Fail)

13) Vermin Control

Rating: E- Excellent

S- Satisfactory

Free of signs of roaches, flies, spider webs, spiders, ants, food pests, beetles, etc.
Free of roaches, ants, food pests, beetles.
Occasional fly or spider.
Infestation of roaches, flies, spider webs, spiders, ants, food pests, and /or beetles.

U – Unsatisfactory (Fail)

14) Yard

Rating: E- Excellent

No litter, including cigarette butts, around building. No graffiti on outside walls or sidewalks.

S- Satisfactory
U – Unsatisfactory (Fail)

No furniture on lawn. Bikes stacked nicely against building.
No litter around building. No furniture on lawn. Accumulated trash, litter, broken glass around building. Cigarette butts on lawn. Furniture on lawn. Bikes not neatly stored against building.

15) Porches/Patios/Walks/Outside Walls

Rating: E- Excellent

S- Satisfactory

U – Unsatisfactory (Fail)

Free of paint, stains, writing, or any signs of graffiti. No dirty siding. No stored items or litter. This includes concrete walks, patios, and porches. Siding clean, concrete clean, no stored items. No litter or trash. May have small stain on concrete or marked up brick from previous tenant. Stored items on porches or patios. Trash/litter build up. Recent paint or writing on brick or siding. Cluttered with toys, spilled garbage. Etc.

16) Furnace/Water Heater Room

Rating: E- Excellent

hot water heater clean.

S- Satisfactory

U – Unsatisfactory (Fail)

No stored items. (mops, food, buckets, etc.) No dust, dirt, trash, or litter in furnace room. Furnace and

Little or no stored items. Maintenance able to service and/or repair furnace or water heater without moving items. No dust, dirt, or trash.

Water heater and furnace or free of dust and dirt.

Room packed with items. No easy access to furnace or water heater. Dust, dirt, litter or trash is present. Dust on furnace or water heater.

17) Fire and Safety Hazards

Rating: E- Excellent

S- Satisfactory

U – Unsatisfactory (Fail)

No combustibles in furnace room or apartment. No blocked exits or Egresses. No stored boxes, papers, rags, etc. Smoke and/or carbon monoxide detectors in good working order. Not over crowded or cluttered.

No combustibles in furnace room or apartment. No blocked exits or Egresses. Smoke and/or carbon monoxide detectors in working order. Stored items not excessive.

Combustibles in furnace room or apartment. Blocked exits or Egresses. One or more smoke or carbon monoxide detectors inoperative. Excessive storage in closets or rooms. (Stacked boxes, clothes, papers, rage, etc.) Excessive grease on or around range. Unit over crowded/cluttered.

18) Trash Control

Rating: E- Excellent

S- Satisfactory

Trash can with tight fitting lid. Clean and no odor. No loose trash in or around bin. No broken glass. Trash can with bagged trash. No loose trash /odor.

U – Unsatisfactory (Fail)

No trash can(s). Open or torn garbage bags. Loose or spilled trash. Foul odor, flies, etc.

19) Parking Area

*Rating: E- Excellent
S- Satisfactory*

No fluid stains, dirt, mud, or litter.

Swept clean. No dirt, mud, or litter. Little or no fluid stains.

U – Unsatisfactory (Fail)

Dirt, mud, stains, litter, grass clippings, excessive fluid stains, or spills.

Work Orders

The tenant may request maintenance service by calling (304) 235-3270 ext. 105. Upon receiving the voice mail message, the tenant should leave his/her name, project and unit number and an explanation of the problem. If an emergency maintenance problem should arise after office hours or on weekends tenants should call (606) 625-1169. **If NO emergency exists when maintenance is called out after hours or on weekends the tenant will be charged no less than \$25.00 per hour.**

Emergency work order items

- No heat when the temperature is below 50 degrees.
- No water.
- Fire or extensive fire damage.
- Electrical power-failure of Williamson Housing Authority owned items and/or exposed electrical lines.
- Flooded apartment or other areas around your apartment.
- ANY gas leak
- Broken water heater
- When toilet is stopped up.
- Broken water line.
- Structural failure that could result in injury.
- Elevators not working.
- Entry door or window lock that CANNOT be secured.
- Broken stairs or railing that may result in injury.
- Inoperable fire alarms or equipment.
- Broken or missing windows that jeopardize or could cause injury or major loss of heat.
- Unsecured vacant apartments that may attract vandalism and criminal activity.
- Major roof leak.
- Natural disaster.
- Misaligned or failed gas exhaust ducts.

The four reasons why maintenance personnel may be in a tenant's unit

- **Work orders-** Tenants do not need to be home, once a work order is placed, in order for maintenance personnel to fix the problem. An entry notice will be left.
- **Housekeeping inspections-** The Authority will give notice before conducting a housekeeping inspection. Tenants are not allowed to deny Authority entry the unit.
- **Preventive maintenance inspections-** Periodically, maintenance personnel will inspect all units for rodent or insect infestation and for damages or needed repairs.
- **Emergency –** Maintenance personnel will take immediate action to contain a situation, if water or smoke are observed coming out from a unit, or if any other issue comes to light that the Authority fears may endanger lives or property.

When no one is home, maintenance personnel will always leave an entry notice that is initialed and dated.

Tenant Work Order Charge Policy

Williamson Housing Authority, unlike private apartment complexes, charges a below market rent for its residents. This allows you to pay a rent that is in line with your earnings.

For the most part, your rents pay for all the expenses incurred to manage and maintain Williamson Housing Authority. Only a small portion of costs come from the federal government. Given federal cutbacks, the Authority anticipates this amount to shrink even more in coming years, so it is accurate to say that YOU, as a resident, pay for the maintenance of this community.

However, because the Authority does not charge a full market rent, it cannot absorb all the costs, particularly maintenance costs, for each and every tenant. It is unfair that if avoidable damage occurs with one resident, that all the other residents should incur the cost of the bill. In other words, if your neighbor breaks his or her own window or screen door, why should you be required to pay for it?

Consequently, the Authority only charges those residents who damage or allow their apartments to be damaged for the maintenance cost. A charge list is posted by the payment window in the main office, where the most common charges are listed. Other charges which happen on a less frequent basis or cannot be accurately estimated are charged on a time and materials basis. Copies of the actual bills, in these cases, are provided with your billing statement.

If you have a charge, you should make arrangements to pay it as soon as possible. Larger bills may be paid over a period of time, if you have a good payment history with the housing authority. Please note that the Authority will make every effort to separate maintenance items which are routine (which we DO NOT charge for), and maintenance items that are due to damage or neglect (which we DO charge for). As a rule, if the maintenance issue should have been avoided (such as breakage or neglect), the tenant will likely be charged.

On the other hand, if it is strictly due to wear and tear, then it probably won't be charged. While we do inspections annually, we encourage residents to report all maintenance items as soon as possible. By doing so, you eliminate the possibility of a large bill, if there in fact is damage, that is found during the annual inspection. Second, a small maintenance charge reported early may eliminate a larger charge later. For example a water leak probably would not be charged, but if it was allowed to leak for a long period and it damaged the floors, you would be liable for the damage to the floors, since a timely call could have avoided the damage in the first place.

Understand we are not doing this to punish or penalize you in any way. We want to provide you with the very best service we can, and we can't do this by subsidizing needless repairs. With your help, your apartment will be a pleasant, comfortable and enjoyable place for you and your family.

Guidelines for the “Employed Families Payment Program”

- 1) The “Employed Families Payment Program” is a program intended to help tenants who are currently employed and earning wages. It is our hope that this program will assist in making it easier for working families to pay their rent. HUD does not require the Williamson Housing Authority to have such a program; it is a service we offer to our residents.
- 2) You must read, sign, and return all required forms to the leasing department at the Goodman Manor office. You will not be eligible for the program until ALL required forms are signed, turned in, and filed in your chart.
- 3) The household must have income from an earned wage. This does **NOT** include Social Security, SSI, child support, TANF, food stamps, unemployment, family contributions, etc. The income must come from wages earned from employment.
- 4) No less than ½ of your entire balance must be paid no later than NOON on the 10th of each month. The remainder must be paid **in full** no later than NOON on the 24th of each month. If the 10th or the 24th fall on a weekend or a holiday, the payment is due no later than NOON on the following business day. The 10th and the 24th are the due dates, **there can be no adjustments made to these dates.**
- 5) The entire balance includes any rent, work order charges, late fees, and all other amounts owed to the Williamson Housing Authority.
- 6) There are no grace periods for this program. All payments must be made on time. If your payment is made at 12:01 PM on the 10th or 24th, it is considered late. If payments are made in a timely manner, no late fees will be added to your account.
- 7) If a payment is late, this agreement becomes null and void. At that time all appropriate late fees will be added to your account and your entire balance will be due immediately. Also, you will no longer be eligible for the program. From that point forward, all rent, late fees, and any other balances will become due the 1st day of each month.

Earned Income Disallowance

HUD’s Earned Income Disallowance (EID) allows tenants to go to work and keep more of their paycheck. With an EID, qualified residents can return to work, and when their income increases, their rent will not increase at all, for up to twelve (12) months. Are you eligible for an EID? Contact your Leasing staff for further information.

Information for Goodman Manor Residents

Laundry Rooms

Tenant laundry rooms are located on the 3rd and 7th floors and are open 24 hours a day. Due to the larger number of people using the laundry room, the Authority asks that residents only use two washers and dryers at one time. The laundry rooms are for tenant use only and only tenant clothing and household items are to be washed. Pet bedding should not be washed in the Goodman Manor laundry rooms. Guests and family members are prohibited from using the laundry rooms for personal use. Residents are asked to take responsibility for their laundry and not leave items in the laundry room.

Shopping carts

The Authority provides carts for Goodman Manor residents, or the tenant may opt to purchase their own cart. Carts provided by the Authority are to be returned to the first floor once the tenant's groceries are unloaded. Carts may not be kept in a tenant's unit for an extended period of time.

Grocery carts belonging to local retail outlets are not allowed in Goodman Manor. Any tenant, who brings a shopping cart into Goodman Manor, belonging to a local store, has committed theft. Tenants are prohibited from bringing stolen property into the building. Tenants must return the grocery cart back to the store from which it came immediately.

Security

Each tenant has an electronic key fob that must be used to enter Goodman Manor. Tenants must use the key fob to activate the interior sliding glass doors. Inside the main entrance of Goodman Manor is a marquee that lists residents by last name, next to their unit number. Guests and employees must enter the tenant's unit number into the keypad, located on the wall next to the marquee. Once the unit number is entered into the key pad a designated phone will ring, alerting the tenant that he/she has guests. The tenant must then buzz the guest through the sliding glass door by pressing "9." Tenants have the option of watching who comes to the front door by entering channel 96 on their TV. Tenants should NEVER buzz anyone in the building if they are not expecting the person or do not know them.

The exterior sliding glass on the outside of the building door is locked each night from 10:00 p.m. until 6:00 a.m. Guests do not have access to the interior panel during these hours. Tenants must use their electronic key fob to enter the building.

Emergency Pull Cords

Tenants have two emergency cords located in their unit, one in the bathroom and one in the bedroom. If pulled the cords trigger an alarm on the tenant's floor, notifying his/her neighbors of an emergency. Pulling the cords does NOT alert the fire department or notify 911 services. Tenants are encouraged, if they hear the alarm ringing, to check on their neighbor and contact emergency personnel if needed.

If the emergency pull card is pulled by mistake, the resident may simply push the black button back up and the tone will stop. Pets and children should not be allowed to play with the cords. The cords cannot be blocked by furniture.

Community Room

See the Executive Director for information about reserving the community room.

Activities

Residents are encouraged to participate in recreational activities in the building. Different service organizations offer health, educational, recreational, and religious services throughout the year. There is no charge of attend and services are available to all public housing residents.

Fire Alarms

Goodman Manor is equipped with a fire alarm system. Each unit is equipped with smoke and heat alarms that if triggered, notify the Williamson Fire Department of an emergency.

If a fire alarm has been sounded in the building tenants are encouraged to use the stairwell to exit the building (elevators will be automatically shut down.) Tenants should always listen for further announcements and/or instructions from the Fire Department.