



Northborough Housing Authority



Approved 3 May 2023



Family Resident Handbook



**Northborough Housing Authority
26 Village Drive
Northborough, MA 01532**

Telephone: 508-393-2408

8:00 a.m. - 4:30 p.m.

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The members of the Northborough Housing Authority welcome you as a resident. In our mutual desire that you be happy in your new home, and that Colonial Village and Heritage Village units be operated efficiently, we offer the following information. We will make every effort to assist you, maintain the buildings to the highest standards and make your living here the very best. We ask for your cooperation in the attainment of these objectives.



REGULATIONS GOVERNING HOUSING AUTHORITIES

Regulations may be found on the bulletin board outside the office in the Community Room, or a complete set is kept in the office and may be reviewed upon request.

LEASE

Please read your lease carefully and ask questions about any provision you do not understand. The Authority will hold you strictly responsible for all the provisions of the lease.



PAYMENT OF RENT

Rent is due on the **1st day of each month**, by personal or bank check or money order only, payable to the Northborough Housing Authority. No cash will be accepted. In the event a tenant fails to pay the entire rent due within 30 days of its due date, a late fee of \$25 will be imposed for failure to pay rent when due.

All changes in income and family composition must be properly reported to the office. Unreported income discovered at a later date will be back charged in accordance with your lease with the Housing Authority.

OCCUPANCY

Tenants and household members must physically occupy the leased premises as their principal place of residence for at least nine months during any twelve month period.

INSURANCE

It is strongly recommended that you obtain a tenant/homeowner policy, which will give you broad coverage for damage caused by fire and water and for personal liability claims. The Housing Authority is not responsible for damage to your personal belongings or vehicles.

MANAGEMENT OFFICE HOURS

The office is located at 26 Village Drive (Colonial Village), off Summer Street and is open from 9:00 a.m. to 4:00 p.m. – Monday thru Friday. The office telephone number is 393-2408 and we have provided an answering machine for your convenience. An after-hours answering service is used when the office is closed. There is always a maintenance person on-call for any emergencies that may arise after regular business hours.



MAINTENANCE

All maintenance requests must be handled through the office **ONLY**. Reporting your maintenance requests early in the day may allow for same day service. A maintenance work order is completed on each work item requested.

TIME AWAY FROM YOUR UNIT

The Housing Authority requests that you notify the office should you be away from your unit for any length of time.



UNIT INSPECTIONS

Move-In: An inspection of the unit will be conducted by a member of the Housing Authority staff and a maintenance staff member prior to a new tenant occupancy.

Annual: At least once a year, an inspection by the Authority will be conducted of your unit. The purpose of this visit is to observe the condition of your unit, to prevent any deterioration, which may result in costly repairs, and to observe for any safety and health conditions, which need to be corrected. Under no circumstances should extension cords be run across walk areas or under carpets, and no exit doors shall be blocked in any way. Doors should open fully with no obstruction of any kind. If adverse conditions are observed in your unit, the Authority will send you a written notice listing the problems noted. A follow-up date will be scheduled for re-inspection to ensure that all observed conditions have been corrected. Not less than a 48 hour notice will be given prior to inspection.

Move-Out: Upon vacating a unit, the resident must give a **written thirty (30) day notice** to the Housing Authority. This is a requirement of the lease. The Housing Authority would appreciate a 60 day notice if possible. When the Authority receives a vacate notice, a move-out inspection will be scheduled with the resident or resident's representative. This inspection will be to review the unit for damage beyond reasonable wear and tear. The Housing Authority will assess appropriate charges, if any.

APPLICATION FOR CONTINUED OCCUPANCY

Each year you will receive from the Authority an application for Continued Occupancy to determine your continued eligibility, the size of your unit, and your rent for the next year. Each resident is required by law to complete, and return to the Authority by the date requested. Failure to return the form, or to provide proper documentation as requested, by the specified date, could result in termination of your tenancy. All residents are required by law to report all changes in income and/or family composition.



KEYS

It is advisable that you leave a spare key with a neighbor or family member in case of lock-out. Should the Housing Authority be called after hours, you will be charged a \$25.00 lock-out fee.



MAILBOXES

Each family unit has an assigned mailbox either out in front of the house or if in the Rutland Road units they are located at the end of the driveway. The Post Office now charges \$35.00 for a key to that mailbox.

PARKING/VEHICLES

Adequate parking is available. Vehicles should be kept off the lawns and there should be no auto maintenance done on the premises except in an emergency.

There shall be no unregistered vehicles kept on the properties owned by the Northborough Housing Authority. Unregistered cars will be towed at tenant's expense.

No RV's or trailers are allowed on the property. Also, there shall be no ATV's and/or dirt bikes stored or ridden on properties owned by the Housing Authority.

In the winter, residents are responsible for clearing their own driveways and walkways of snow and ice. Also, snow must be cleared in front of the access door of the boiler rooms.

DUE TO FIRE LAWS

All open flame accessories (i.e., kerosene lanterns, candles and portable gas stoves) are prohibited from use within the buildings. Plug in air fresheners are not allowed. Flashlights with fresh batteries should be kept on hand.

Grills must be at least 10 feet away from the building.



SMOKE DETECTORS

All units are equipped with a smoke detector. **These smoke detectors are not to be removed or disconnected for any reason.** To do so is a violation of your lease.

TV ANTENNAS AND CABLE TV

No exterior antennas are provided. A master antenna is provided for those who do not wish to subscribe to cable television. Your unit is pre-wired for cable. The cable television provider for Northborough is Charter Communications (1-800-634-1008).



TELEPHONE JACKS

Most units are pre-wired with outlet jacks. It is the resident's responsibility to make arrangements with the telephone companies for installing and disconnecting telephone service.

HEATING

Families are responsible for their own utilities. The Housing Authority is responsible for the maintenance of all heating systems.

RANGES AND REFRIGERATORS

Are supplied for all units. If in doubt about the operation of them, please contact the office. No additional stoves or refrigerators are allowed.

BREAKAGE

The tenant is responsible for all damages to the unit and its equipment. Report any damage to the management as soon as possible.



DECORATING

Painting will be done by management only unless otherwise authorized. There are to be **no alterations or additions** to the interior or exterior of the leased premises or building without the express written approval of Management.

You may hang pictures and other wall decorations, however, please use extreme care when doing so. Hanging televisions must only be

WINDOW SHADES/CURTAIN RODS

Window shades and curtain rods are provided by the Housing Authority. They are not to be replaced unless authorized in writing by management. If traverse rods are authorized, they must be installed by maintenance.

DRAWERS AND CABINETS

All draw and shelf liners must be of the non-stick nature.

YARDS

Family tenants are responsible for the upkeep of their own yards including, but not limited to, mowing their lawns, raking leaves, trimming shrubs, and snow removal. Lawn mowers are provided and maintained by the Authority.

MISCELLANEOUS INFORMATION



GARBAGE/RUBBISH

Effective January 1, 2003, rubbish should be put in Town supplied plastic bags (green) - tied securely and put out for weekly pickup. Paper bags, boxes, and plastic grocery bags are not appropriate containers for holding garbage/trash. **NO HAZARDOUS WASTE OR MATERIALS ARE TO BE THROWN OUT WITH TRASH.** (IE. MOTOR OIL, GASOLINE, BATTERIES, NEEDLES ETC.) For trash disposal to be effective and sanitary, every resident must cooperate.

Effective January 1, 1993, all of our tenants will be required to participate in the town's recycling program. Every other trash collection day is recycling day. Newspapers should be put in paper bags, plastic and glass items washed out and put in your blue recycling bin. A blue plastic recycling bin is provided to each unit and will be the responsibility of each tenant. There will be a charge of \$5.00 should your bin have to be replaced. Directions on recycling may be obtained from the Town of Northborough Municipal Offices (508-393-5015).

GUESTS

As stipulated in the lease agreement, residents are responsible at all times for their guests. No guest may stay overnight for more than a total of twenty-one (21) nights in any twelve (12) month period without written approval of a temporary extension of the guest's stay from the Northborough Housing Authority.



TIPPING

There is to be **no tipping or gifts** given to any of the Housing Authority Staff or Board of Commissioners as per the Executive Office of Communities and Development's Standards of Conduct for Public Officials and Employees of Housing and Redevelopment Authorities.

WASHERS AND DRYERS

Families must provide their own washer and dryer. Mechanical rooms should not be used for storage or for the hanging of clothes.

IMPORTANT PHONE NUMBERS

Emergency	911
Police Non-Emergency	393-1515
Northborough Housing Authority	393-2408 (answering service will pick up when office is closed)
Town Hall (Town Clerk)	393-5001
Northborough Family Youth Services	393-5020