

This is a Special Edition of our Newsletter. We are going to discuss some things that have been forgotten, overlooked, or just plain ignored. We are going to discuss the rules and regulations, housekeeping, pet policy, overnight guests, respect for others and overall resident good manners. So please sit back and please read and anything that you don't understand you can call our office and we will explain them to you.

MOWING SEASON - The first thing that needs to be revisited is our mowing season. This is when we mow and weed eat the grounds and this happens from **April through October**. We have asked you to keep your yards free of lawn chairs, water hoses, BBQ grills, children's toys, and trash. During the mowing of this property, the maintenance team that does this don't have time to clean up your yard before they mow. They are responsible for mowing **Terrace Dr., Walnut St., Dalton St, Oakcrest St., Bluff Dr., Echo Dr., Patrick Manor and Riverside Manor**. That is a lot of property to mow, weed eat and blow the clippings from the sidewalks and porches. They mow when it is at its hottest in the summer. I know you know how hot it gets here in the summer and I am sure you do not stay outside very long when it is that hot. Well, they work 9 hours a day, Monday through Thursday when they mow. Of course, they cannot mow when it is raining or has been raining a lot, and that is the only time they are not mowing during the mowing season. As soon as they are able to get back on the mowers they do. All they ask is that you keep things picked up so they don't have to or if they don't see it, to keep from running over it. Please don't go outside and watch them when they are mowing around your apartment because it is dangerous. They can throw rocks and other debris and it can hurt

you. Please stay inside while they are around your apartment mowing, weed eating and blowing. This is for your safety and theirs.

OVERNIGHT GUEST - Next, it needs to be reminded about overnight guest. The rule states this, *“Guests are defined as individuals staying in the dwelling three (3) days or less per month. Any individual staying more than three (3) days per month is deemed an additional occupant. Unauthorized additional occupancy may result in eviction.”* What this means in a nutshell is that you cannot just move someone in with you. You have to have it approved by the office before anyone moves in with you. We have to have a copy of their identification, social security card, proof of income and they have to be able to pass a background check. If the individual does not pass the background check, they are not allowed to stay. This means they must not stay at your apartment. This is not a suggestion, it is a rule. We are HUD funded, that means that we receive money from the HUD (the federal government) so that you do not have to pay full market value for your apartment. That means you get a break on your rent. That rent is based on your income and family when you lease in. If you are caught with someone living with you who is not supposed to be there, you can be evicted for the offense.

RESPONSIBILITY - Your apartment is **YOUR** responsibility. This means that if anything is broken, not working, or has been destroyed by you or a guest you must tell the office as soon as you notice it so that it can be repaired. If the issue was something that could have been avoided or prevented, you may be charged for the problem. If you have people over and you are watching a football game or having a get together and somebody gets upset or over excited and breaks something in your apartment that is the

property of the housing, you have to tell us right away. You may be charged for the repair because it is your apartment, regardless of who does it.

CHILDREN - Children must be watched at all times while outside. It is your responsibility as their parent to watch over your children. They cannot be around the maintenance shop area; they do not need to be anywhere maintenance is working. It could be dangerous for them, and they are also keeping maintenance from their duties. Please keep an eye on your children.

HOUSEKEEPING & TRASH - Housekeeping is not just contained to your apartment. It also means your yard. When trash day comes and you have your trash out on the curb and it is just in a bag laying there, animals can get into that and get trash all over the yard. That is **YOUR** responsibility to clean up **YOUR** trash. After the trash runs on your designated day, please pick up your trash can and any trash that has been strewn around. April does not have the time to pick up after everyone on these properties. Her job duties are cleaning empty apartments to get ready for new tenants, not cleaning up after existing tenants. If you see it and know that it shouldn't be there, just pick it up and throw it away please. I know April and the rest of the staff would appreciate it greatly. If you are storing trash on your back porch, it **MUST** be in a trash can with a lid on it, otherwise put it in your storage room.

Parking is another hot button issue. You have all been assigned a parking space. That is your designated space and yours alone. No one is allowed to park in your space. Your visitors are to be parking in **VISITOR** parking only. Even if you do not have a vehicle or know that someone does not have a vehicle, you still do not have the right to park in that spot. The reason is simple, that person may

have family or an aide that needs that spot for that tenant. **DO NOT PARK WHERE YOU ARE NOT SUPPOSED TO!**

PETS/SUPPORT/SERVICE ANIMALS - Pets are like family. Support animals give support to calm or to ease someone. Service animals provide a service such as, seeing eye dog, or a seizure animal that can sense when that is about to happen, or an animal that helps someone open cabinets or doors. With this being said, if you have a PET, you must pay a \$200 pet deposit. We will need \$50 up front, and the rest can be paid out. We will need proof of shots; a photo and you will need to sign the pet policy. We will have to have these items **BEFORE** the pet comes to live here. You are only allowed 1 cat or 1 dog, you are not allowed to have 2 pets unless one pet is in a cage full time, like a hamster, gerbil, Guinea pig, etc. Support/Service animals do not have to pay a pet deposit, but we must have a letter from a licensed care giver that says you need this animal. We cannot take a certificate from an online source. We need something from a living, breathing human that we can call on the phone to verify. We also must have proof of shots and a photo. Only then will you be allowed to bring the animal in. You are only allowed to have multiple support/service animals if they provide a different support/service. Two animals cannot provide the same service or support. All animals, pet, service or support must follow the pet policy, **NO EXCEPTIONS**. You are also responsible for cleaning up after the dog on our property. This means you **MUST** clean up any mess the dog leaves behind.

WORK ORDERS - Work orders are to be called in as soon as they are noticed. **PLEASE DO NOT HOLD WORK ORDERS UNTIL YOU HAVE SEVERAL AT A TIME**. If you have a light out and it is one that WE are responsible for, call it in when you see it. If you

need assistance replacing a bulb, you must have the bulb to replace it. If you do not have the bulb, you will be charged for that. If your faucet is leaking, call it in as soon as you notice it. Keep in mind that if you do not call in a work order as soon as you notice it, the problem could persist and cause more damage and you could be held responsible for that repair. Another thing to keep in mind is that we are half staffed on Fridays. We also close the office at 3:30 pm and work orders should be called in before Friday. We understand that things happen and would like for you to call them in as early as possible on Fridays if you cannot call them in before. Anything called in after lunch on Friday may have to wait until the following week, unless it is an emergency. We like to go home when it is time, especially on Fridays.

RECERTIFICATIONS - Annual Recertifications need to be addressed when you start receiving your notices. You will receive 3 letters reminding you of your annual recertification. The first one is sent out 120 days before, the second is sent out 90 days before and the last one is sent out 60 days before. We have to have your recertification submitted the month before your yearly anniversary. As soon as you start receiving your reminder letters you need to call the office and either set up an appointment to come into the office, or you can send in or drop off your information or we can even get information through email. If you make an appointment to come in, when you get here at that appointment date and time, we will go over your information and you can sign the paperwork in the office. If you send your information in or drop it off, your recertification will be done and the paperwork will be mailed to you for your signature with a self-addressed stamped envelope to mail it back to us. If you choose to use the email option, you can simply take photos of your

information and email it to kwaymon@pha1320.com and the recertification will be done, and the paperwork will be emailed back to you for your electronic signature and emailed back to the office. If you do not get your information to the office in the time allotted and we go past your recertification date, your rent can go up to the market value of your apartment and you will be responsible for paying that rent. If during the year, you have a change in income, up or down, or a change in household members, you must tell us within 10 days of the change so that we can adjust your rent accordingly. If we find out on our own of a change depending on the amount of time that has passed, you may have to pay retroactive rent. Please don't let it come to that. Let us know of any change that you may have when it happens.

CDC EVICTION MORATORIUM - The CDC Eviction Moratorium has ended as of August 26th, 2021, as directed by the Supreme Court of the United States. This means if you have not paid your rent you can be evicted due to non-payment of your rent. You have been notified that you owe rent and you have also been told that you can make payment arrangements with Stephanie to repay what you owe. It is now time to pay what you owe or make arrangements to pay. The government has set up a rent relief program to help those who were affected by the Covid-19 virus. There are resources out there that you can use. You have to make that step; we cannot do it for you. You can go to [AR.GOV/RENTRELIEF](https://www.ar.gov/rentrelief) for information and resources. Please do this as soon as possible so that you do not lose your housing. We are here to adjust your rent when you lose a job or hours and we can help with that as soon as we know that but, let me be perfectly clear about this, your rent will change for the next month, not the current month, so you are still responsible for that rent. Let me say that again, if you lose your job in September,

and the office knows it, your rent will change in October. You are still responsible for September's rent.

COMPLAINTS - Complaints can be made in person or through email. We must have complaints in writing. Once we receive a complaint, we do our best to resolve the issue as soon as we can. Sometimes all it takes is a letter, phone call or a meeting but sometimes it takes a little more than that. We ask that you have some patience in those instances. If you do not agree with the outcome of our findings or decision you are more than welcome to file a grievance. Our Grievance procedure is on the last pages of the Rules and Regulations packet you should have. If you would like a copy of this, please call the office and we can either mail, email or you can pick it up at the office.

WEBSITE - We now have an interactive website. The web address is **pha1320.com**. You can use this address to update your contact information, make a work order, review the forms needed for a member in/out, as well as other forms, our newsletter is now on this website and a whole host of other things that you can do. Please take advantage of this, it is there for you to use.

BED BUGS & ROACHES - If you think or know you have bedbug, please call the office **FIRST. DO NOT SELF TREAT FOR ANYTHING PEST CONTROL RELATED.** The treatment that is out there for bedbugs does not work. It only makes them hide and it is very hard to see them. Let us know immediately and we will make an appointment with our pest control service to come and treat your apartment. When we have an appointment, we will let you know they are coming. You will have to leave for a night because they treat them with heat. It is extremely hot in your apartment and that kills them. Once we call you and give the

appointment date and time you will need to come to the office and a prep sheet that tells you what all you will need to do to have your apartment ready for them when they come and treat. When they come to treat your apartment and you do not have it prepped, you could be charged for the time it takes the technician to prep your apartment. Please come get the sheet and prep your apartment so they can come in and do their job and get rid of the bed bugs. If you see roaches, it is the same procedure. **DO NOT SELF TREAT.** Let us know and we will send pest control to your apartment even if it is not your pest control day. They will treat your apartment and you will not be able to spray over what they put down or it will cancel out what they have used. To keep roaches out please refer to your housekeeping rule. Be mindful of what you bring into your apartment, furniture, clothes, paper bags. Bugs can get into these things and be brought to your apartment.

LUNCH TIME - Please remember that we close everyday workday from 11:30 to 12:30 for lunch. If you call and we do not answer, just leave a message and we will return your call as soon as we are back from lunch.

UTILITIES - Utilities have to stay on to your apartment. If they are disconnected due to non-payment we are notified. When they are shut off, we are also notified and will notify you that you have 72 hours to get them turned back on or you can be evicted from the apartment. If you are going to be gone for a certain period of time you need to make arrangements for someone to come and check on your apartment to make sure everything is in working order.

PARKING STICKERS – If you do not have a parking sticker yet, come to the office and get one. We need your vehicle registration on file in order to give you this. Please check your parking sticker and

see if it is still readable. If it is not please come to the office and get a new sticker.

NEWSLETTER - This newsletter is here for your information of what is going on with the property. We try to make it interesting and informational for you, the resident. We try to get you involved with this newsletter, to give you some ownership of where you live. We try very hard to make this a clean, safe, nice place to live. All we ask is a little help, a little respect for what we have to do and a little pride on your part for where you live. These rules are the rules of HUD, OSHA and common sense. We are not trying to hinder your life or make it hard for you to live here. We want exactly the opposite. We want our residents to be happy to live here and proud of where they live. We want our residents to have a safe and clean place to live for them and their families. We cannot do this alone; we really do have to have your help.

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