



Redwood Park Townhomes Handbook



WELCOME TO REDWOOD PARK

The Management of Redwood Park Townhome, HANDS, and the Franklin County Housing Authority, would like to welcome you to Redwood Park.

You will find this Handbook to be a good reference tool for you while you reside at Redwood Park. Even though your Residential Lease provides a list of the rules and regulations, this Handbook will explain those rules and regulations in greater detail and contains worthwhile information that is not in your lease. Please note that as the tenant, you are legally bound by all the provisions of the lease and the handbook, and also by any addendums to either document.

In preparation of your move-in to your townhome, Franklin County Housing Authority staff, as the Managing Agent for HANDS, and representatives of PHFA, have inspected your unit for any deficiencies. These inspections were conducted to make sure that your home is ready for you. If any discrepancies are found, please contact our maintenance department by calling the Management Office immediately so that the repairs can be made.

Your home has been designed for your pleasure and convenience. It is our sincere hope that you will enjoy residing at Redwood Park.

MANAGEMENT OFFICE AND RENT PAYMENT LOCATION:

Redwood Park Townhomes
C/O Valley Community Housing Corporation
82 W. Queen Street
Chambersburg, PA 17201
(717) 977-3900

OFFICE HOURS: Monday through Friday: 9:00 am to 4:30 pm.
The office is closed weekends and all major holidays.

AFTER HOURS MAINTENANCE EMERGENCIES

Please contact the Maintenance Staff “ON CALL” at
Cell Number: 717-977-3900 as soon as you identify the emergency.

After hour emergencies include:

- Lock outs
- No heat during the winter months
- Broken or leaking pipes
- Electrical outages
- Fires
- Plumbing problems such as a clogged toilet
- Smoke detector malfunction
- Gas leaks

REQUESTING NON EMERGENCY REPAIRS

When repairs to your home are needed, promptly contact the office to request that a maintenance Work Order be issued. Not reporting a problem promptly may cause additional problems and expenses. The maintenance staff is extremely busy but they will do their best to address all Work Orders as quickly as possible. There is no charge for damages due to normal wear and tear; however if the damages were caused by you or your guests due to misuse or negligence the you will be charged accordingly.

Maintenance personnel will perform all necessary maintenance to the dwelling unit. You are not permitted to repair, install or modify any part of the dwelling unit without permission from management.

Reporting Damages

You must maintain your unit to the standards of the guidelines set forth and outlined in the Residential Lease. **You can avoid unnecessary charges by immediately reporting damages in your home to the housing office.** Failure to report damages is a violation of the lease and will result in the following penalties:

Penalties for Failure to report damages

- 1 to 2 violations: No penalty fee charged, only the cost of repairs.
- 3+ violations: \$35.00 penalty fee charged plus the cost of repairs.

Excessive Damages - Excessive damage to a townhome is defined as accumulated damages that exceed \$300.00 in a calendar year. If your unit accumulates \$300.00 or more of damages within a calendar year, you will be in violation of the lease and eviction proceedings may be initiated by management staff.

Examples of damages that must be reported:

Damaged or missing window screens
Door locks or knobs damaged
Stove burners not functioning due to build up
Problems with or damages to appliances
TV cable, phone cords, or other wiring creating a tripping hazard
Unreported holes in walls, ceilings, floors, or doors
Peeling paint
Roach or insect infestation
Light fixtures broken or missing bulbs
Bathtub or sink stoppers removed
Clogged or slow drains
Mold or mildew on walls, ceilings, or in bathroom around tub
Graffiti, writing, chalk, or paint markings interior or exterior
Gutters or spouting, down or damaged
Trash and debris inside or outside of units

MAINTENANCE CHARGES AND RATES

(Prices are reviewed annually and are subject to change)

The following are standard charges for repairs and/or replacement cost for tenant caused damages. All cost includes labor and materials unless otherwise specified.

CHARGES

BATH ACCESSORIES

BATHROOM GLOBE	\$5.00
GLASS SHELVES FOR MEDICINE CABINET	\$2.00
MIRROR FOR MEDICINE CABINET	Cost & Per Hour Labor Rate of \$23.25
PAPER HOLDER ROLLER (PLASTIC)	\$1.75
PAPER HOLDER REPLACEMENT	\$4.50
SHOWER ROD	\$20.89
SHOWER HEAD	\$8.00
SOAP DISH	\$4.75
SOAP DISH WITH GRAB BAR	\$8.50
TOWEL BAR BRACKET	\$2.50
TOWEL BAR 36"	\$12.00
TOWEL BAR 24"	\$9.13
TUMBLER AND TOOTHBRUSH HOLDER	\$4.75 EACH
TOILET SEAT (ELONGATED)	\$13.53
TOILET SEAT (REGULAR)	\$11.15
HANDICAP GRAB BAR (SMALL) 18"	\$19.99
HANDICAP GRAB BAR (LARGE) 24"	\$23.99

CLEANING VACANT UNITS

KITCHEN CABINETS	Per Hour Labor Rate of \$23.25
KITCHEN RANGE	Per Hour Labor Rate of \$23.25
KITCHEN RANGE HOOD	Per Hour Labor Rate of \$23.25
REFRIGERATOR	Per Hour Labor Rate of \$23.25
WALLS, CEILING, FLOOR PER ROOM	Per Hour Labor Rate of \$23.25
WINDOWS AND WINDOW HARDWARE PER WINDOW	\$6.00
CLEAN BATHROOM FIXTURES, BATHTUB, COMMODOE, LAVATORY (MEDICINE CABINETS)	Per Hour Labor Rate of \$23.25
TRUCK LOAD TRASH/APPLIANCES	\$25.00 + Cost at Landfill
CLEAN STAIR TREADS	Per Hour Labor Rate of \$23.25

DOORS

EXTERIOR DOOR	Cost & Per Hour Labor Rate of \$23.25
INTERIOR DOOR (BATHROOM, BEDROOM, PANTRY)	\$42.00
DOOR STOPPER	\$ 1.75

DOOR STOPPER CAP	\$.25
DOOR VIEWER	\$5.00
DOOR PROTECTOR	\$1.00
REPLACE INTERIOR DOOR TRIM	\$15.00

STORM DOOR

LATCH ASSEMBLY/PUMP AND CHAIN	\$15.00
LATCH	\$4.75
REPLACE DOOR	Cost & Per Hour Labor Rate of
\$23.25	
REPLACE FRAME	Cost & Per Hour Labor Rate of
\$23.25	
RESCREEN STORM DOOR, All Amps	Cost & Per Hour Labor Rate of
\$23.25	
STORM DOOR CLOSURE	\$8.75
STORM DOOR WINDOW CLIPS	\$ 3.50
STORM DOOR SCREEN (AMP ₁ , AMP ₃ , AMP ₄)	\$7.00
STORM DOOR SCREEN (AMP ₂)	\$40.00
STORM DOOR HANDLE (ELDER AVENUE ONLY)	\$6.00
STORM DOOR GLASS	Cost & Per Hour Labor Rate of
\$23.25	
STORM DOOR JAMB BRACKET	\$2.50
STORM DOOR CATCH ASSY PUMP, LATCH, CHAIN	\$15.00
STORM DOOR CHECK CHAIN	\$2.50

DRAINS

OPEN CLOGGED KITCHEN DRAIN	Cost & Per Hour Labor Rate of
\$23.25	
OPEN CLOGGED BATHTUB DRAIN	Cost & Per Hour Labor Rate of
\$23.25	
OPEN CLOGGED COMMODORE	Cost & Per Hour Labor Rate of
\$23.25	
OPEN CLOGGED COMMODORE (REMOVE FROM FLOOR)	Cost & Per Hour Labor Rate of
\$23.25	
OPEN CLOGGED COMMODORE (CONTRACTOR NECESSARY)	Cost & Per Hour Labor Rate of
\$23.25	

ELECTRICAL

KITCHEN GLOBE (10 INCH)	\$7.50
LIGHTING FIXTURES (FURNACE AND STORAGE ROOM)	\$5.00
LIGHTING FIXTURES (10 INCH)	\$14.65
SWITCH PLATE	\$1.10

SWITCH (SINGLE OR 3-WAY)	\$2.90
RECEPTACLE	\$1.75
RECEPTACLE PLATE	\$1.10
BEDROOM GLOBE Amp 2-A	\$3.84
BEDROOM LIGHT FIXTURE Amp 2-A	\$9.89
BATHROOM BULB TCP-33113SP	\$7.01
CEILING LIGHT FIXTURE BULB TCP-33113SP	\$4.00
RANGE HOOD BULB TCP-33113SP	\$4.00
PORCH LIGHT BULB TPC-8A08CL	\$10.50
BATHROOM LIGHT FIXTURE TCP-33113SP	\$4.00
FLOUWSCENT LIGHT BULB 12"	\$3.50
VANITY BULB TCP-2G25114PERM	\$8.00

HARDWARE

COAT HOOK	\$1.00
CLOSET RODS	\$6.25
ELBOW SPOUT	\$2.50
KEY REPLACEMENT	\$3.00
MAILBOX REPLACEMENT	\$9.27
PRIVACY LOCK	\$5.76
SPOUTING (PER FOOT)	\$1.00
STAIR RAIL BRACKETS	\$2.25
SPOUTING HANGER	\$.75
STRIKER PLATE FOR DOORS	\$1.50
SECURITY CHAIN	\$3.00
STAIR THREAD RUBBER	\$12.00
PASSAGE LOCK	\$6.49

KITCHEN BASE CABINET TOPS AND RANGE HOOD

FULL BASE TOP	Cost & Per Hour Labor Rate of
\$23.25	
RANGE HOOD LIGHT COVER	\$2.00
FILTER RANGE HOOD	\$6.37
CLEAN STOVE BURNERS	Cost & Per Hour Labor Rate of
\$23.25	

LOCK OUT

REGULAR OFFICE HOURS	\$2.00
AFTER OFFICE HOURS	One Hour Labor Rate of
\$23.25	
CHANGE LOCKS (FAMILIES)	\$10.00

CHANGE LOCKS (ELDERLY)	\$5.00
CHANGE SINGLE LOCK	\$5.00

PLUMBING

BASEBOARD HEAT CONVECTOR SPACER	\$4.00
CORNER CAP-BASEBOARD HEAT	\$8.00
END COVER-BASEBOARD HEAT	\$8.00
HANDLE FOR LAVATORY & KITCHEN Amp 1 & 2	\$19.74
AERATOR	\$10.00
WATER CLOSET TANK	Cost & Per Hour Labor Rate of
\$23.25	
WATER CLOSET TOP	Cost & Per Hour Labor Rate of
\$23.25	
WATER CLOSET BOWL	Cost & Per Hour Labor Rate of
\$23.25	
SINK BASKET STRAINER ASSEMBLY	\$12.50
STRAINER	\$5.00
LAVATORY STOPPER ASSEMBLY	\$15.00
SINK STOPPER RUBBER – KITCHEN	\$1.50
KITCHEN FAUCET HANDLE	\$12.00
KITCHEN FAUCET PA 34-2	\$69.32
KITCHEN FAUCET PA 34-1-3	\$71.99

RANGE

OVEN DIAL (60064-05 #1 WHITE OR BROWN)	\$9.69
SINGLE KNOB (TOP BURNER)	\$9.69
TOP BURNER GRATE	\$14.14

REFRIGERATOR

FREEZER DOOR	Cost & Per Hour Labor Rate of
\$23.25	
HYDRATOR COVER (16 CUBIC FEET)	Cost & Per Hour Labor Rate of
\$23.25	
HYDRATOR COVER (12 CUBIC FEET)	Cost & Per Hour Labor Rate of
\$23.25	
PLASTIC SHELF SUPPORT (WK 13X4 22)	Cost & Per Hour Labor Rate of
\$23.25	
PLASTIC SHELF SUPPORT (WK 13X4 25)	Cost & Per Hour Labor Rate of
\$23.25	

PLASTIC STRIP FOR HYDRATOR COVER	Cost & Per Hour Labor Rate of
\$23.25	
PLASTIC SHIELD FOR REFRIGERATOR BULB	\$5.00
PLASTIC DOOR LINER (16 CUBIC FEET)	Cost & Per Hour Labor Rate of
\$23.25	
PLASTIC DOOR LINER (12 CUBIC FEET)	Cost & Per Hour Labor Rate of
\$23.25	
REFRIGERATOR BULB	\$2.75
ICE CUBE TRAY	\$2.00 EACH
FREEZER DOOR PAN	Cost & Per Hour Labor Rate of
\$23.25	
HYDRATOR COVER PLASTIC (1123265)	Cost & Per Hour Labor Rate of
\$23.25	
REFRIGERATOR AND FREEZER DOOR RACKS	\$13.00
BOTTOM DOOR BARS	\$6.00
TOP DOOR BARS	\$6.00
BOTTOM DOOR BAR CLIPS	\$5.50
TOP DOOR BAR CLIPS	\$5.50

MISCELLANEOUS

CLOSET DOOR TRACK GUIDE	\$7.00
FLOOR TILE	\$5.00
MOWING, TRIMMING, AND/OR WEED CONTROL (FRONT & BACK)	\$35 per yard
MOWING AND/OR TRIMMING (EITHER FRONT OR BACK YARD)	\$10
WEEDING FLOWER BEDS	\$15
ANIMAL WASTE REMOVAL	\$15 per incident/per day
MAINTENANCE CHARGE FOR TRASH PICK-UP AFTER REGULAR SCHEDULED REMOVAL	\$25.00
TENANT REQUESTS FOR HAULING ITEMS CHAMBERSBURG	\$5.00 TO \$25.00
WAYNESBORO	\$5.00 TO \$25.00
PAINT PER GALLON EGGSHELL	\$23.98
PAINT PER GALLON SEMI GLOSS	\$24.82
PREPARATION OF GROUND FOR RESEEDING	Cost & Per Hour Labor Rate of
\$23.25	
SNOW REMOVAL	\$25.00
RECHARGE FIRE EXTINGUISHER	\$15.00
SMOKE ALARM – MISSING OR NOT REPORTED	\$25.00
NEW CORE IN DOOR LOCK	\$7.50
RECYCLE BIN	\$12.50
DRYER VENT KIT	\$17.50

LABOR	\$23.25/hr
TRASH CANS WITH WHEELS IN WAYNESBORO	\$90.00

WINDOW AND SCREENS

WINDOW GLASS	Cost & Per Hour Labor Rate of
\$23.25	
REPLACE FRAME AND SCREEN	Cost & Per Hour Labor Rate of
\$23.25	
RESCREEN WINDOWS	\$7.00 EACH
RESCREEN BATH AND PANTRY WINDOWS	\$4.50 EACH
WINDOW SPRING	\$9.50
WINDOW LATCH PA-1	\$3.50

HVAC

BRAEBURN 1000 NC THERMOSTAT, Amp 2-A	\$24.42
BRAEBURN 3020 W THERMOSTAT, Amp 1, 2-B, 3, & 4	\$38.14
CLEANING OF INSIDE UNITS	Cost & Per Hour Labor Rate of
\$23.25	
REPLACEMENT OF WASHABLE FILTER	\$25.00
A/C FILTER	\$12.50
A/C WINTER COVER	\$14.99
GE A/C REMOTE	\$19.66

MINI BLINDS

23"	\$4.88	39"	\$8.54
31"	\$6.66	41"	\$9.20
34"	\$7.24		
35"	\$7.84		

Your Keys and Lockout Charges

Please remember to lock your doors when leaving your home and always remember to carry your keys with you. If it should be necessary for maintenance to unlock your door for you during office hours the charge will be \$2.00 and \$5.00 if after hours or on weekends. Key replacement charges are \$10.00. Your garage remote, if lost, will cost \$40.00 for a replacement. Mail box keys are replaced through the Post Office.

Trash Disposal and Recycling

All garbage must be placed in trash bags, preferably cans, and set out at curbside for Thursday morning pickup. They may be set out Wednesday evening. Recycling is required. Contact the Borough of Chambersburg for bins. Maintenance staff will conduct weekly grounds inspections. If maintenance must pick-up trash or other items from your yard such as household furniture, paper, cans, bottles, etc., you will be charged \$25.00. for each incident.

Utilities

All tenants must have the utilities transferred into their name at the time of move-in. This is mandatory as outlined in the lease. All utilities to include gas, electric, water, sewer, and trash are your responsibility. They are provided through the Borough of Chambersburg. You can reach them at 717-264-5151 to initiate service.

IMPORTANT HOUSE RULES TO REMEMBER

- **Redwood Park is a smoke free community. No smoking is permitted in your home by you or your guests. Smoking is also not permitted within 20 feet of any entry way.**
- Take reasonable care of the dwelling unit both inside and out to prevent health or sanitation problems from arising.
- No alternate heating source such as kerosene heaters and space heaters are permitted.
- You are responsible for proper care of the carpeting provided throughout the home. Annual shampooing to upkeep cleanliness is recommended.
- When hanging items on the walls use the regular single nail hanger.
- Curtains must be hung at all windows. Bed sheets, cardboard, paper etc., are not acceptable window coverings.
- You may not use your home as a place of business. No advertising signs are allowed.
- **No pets are permitted.**
- Dwelling units or other Redwood Park property may not be modified in any manner.
- Contact paper is not permitted on shelves, cabinets or walls. Non-stick shelf liner is best.
- You should not paste mirrors on doors, walls or ceilings. This causes damage that you will be charged for.
- No permanent additions to walls, ceiling, or structures will be permitted. This includes no paneling, ceiling tile or paint, unless authorized.
- Do not overload wiring with too many appliances on one outlet. Do not place cords, or cable in high-traffic floor areas or pinched in doorways.
- Outside Christmas lights or electrical cords and appliances should be UL approved.
- Electric light bulbs were furnished for all fixtures when you moved in, therefore working bulbs will be required in all fixtures when you vacate.
- TV, CB, or radio antennas may not be erected or hung from the windows or roof or affixed to buildings in any way. Installation of a satellite dish is permitted. There is a \$50.00 deposit required. (See Satellite Dish Policy on page 16-17 before installing dish)

Outdoor Regulations

- Grass must be kept mown to no taller than 3" and is your responsibility.
- Watering the lawn to keep healthy and beautiful grass and landscaping is encouraged.
- During the winter months, remove snow from porches, patios, and sidewalks within 24 hours after the snow has stopped falling. (Handicapped residents who have provided the necessary documentation are exempted from this regulation).
- **NO POOLS are allowed.**
- NO TENTS are allowed.
- Children's toys and other yard items not in use must be stored in an orderly fashion in the garage or basement at the end of each day.
- Do not store flammable, combustible, or chemically unsafe items such as leaking car batteries or oil pans in your townhome or garage. Mowers and gasoline in approved containers may be kept in the garage.
- To prevent stains to the back porch, place a protective non-flammable mat under grills or keep grill off the deck.
- Only items meant to be for the outdoors should be outdoors. It is against Borough regulation to use indoor furniture outside. Items such as stuffed chairs or couches, dining table chairs, office chairs, etc. should remain indoors.
- Picnic tables are permitted.
- Respect your neighbor's space. Do not walk through their yards as a short cut. Use the sidewalks.

Visitors to Your Home

- Guests are not permitted to stay over 14 days within a one-year period without receiving prior permission from the Property Manager.
- You may not allow boarders, lodgers, or "permanent guests" to reside in your home. With the exception of newborn children, adopted children and foster children, only those whose names are on the lease may reside in the unit. New additions to the household must be approved by management. Report changes in household composition **in writing within 10 days** of the change.
- Persons barred from any Franklin County Housing Authority property will not be permitted to visit or reside in your unit.
- **Those who are not on your Residential Lease are not permitted to use your mailing address for any reason.** Doing so is considered evidence that the person is residing in the unit without authorization, and termination of the dwelling lease may be initiated.
- **Be aware that you are responsible for your guest's actions.**

Supervision of Children

- Children under the age of 12 years should not be left unattended. Parents are responsible for their children's actions.
- Bike riding must be done on the streets not on the sidewalks or grass. For your children's safety, insist that they wear helmets.
- Teach your children to respect other's property, not running or riding bikes through their yards, or littering.

Noise

- All residents have the right to the peaceful enjoyment of their accommodations. All Borough noise ordinances must be obeyed, especially in the evening and overnight hours.
- Televisions, radios, stereos, etc. should not be played in a loud manner that disturbs your neighbors.
- You must avoid screeching tires or creating other disturbances.

Vehicles

- No unregistered or inoperative vehicles may be kept on the premises at any time. Such vehicles will be towed away at owner's expense.
- No repair work on vehicles requiring more than two hours will be allowed. Oil loss or spillage damages the parking surface and must be removed as soon as detected.
- Vehicles are not permitted on the grass.

Pest Extermination

Management has a contract with a professional exterminator who will exterminate your unit when needed for any pest problem. There is no charge to you for this service. Please notify management at the first sight of any unwanted pest in your home.

If you have any pests, preparations of your home may be necessary to appropriately address the problems. For instance, it may be necessary for you to empty the contents of kitchen cabinets, pantries, and closets in order for more thorough extermination. Extermination will be more frequent in problem units. Failure to comply with these extra necessary procedures will be considered a violation of handbook rules.

ILLEGAL DRUG ACTIVITY **AND OTHER CRIMINAL ACTIVITY** **WILL NOT BE TOLERATED**

All drug-related criminal activity on or off the premises or other criminal activity occurring on or off the premises that threatens the health, safety, or right to peaceful enjoyment of the neighbors or Housing Staff will be just cause for termination of tenancy and eviction from the dwelling unit.

**TO REPORT PERSONS SUSPECTED OF DRUG ACTIVITY
IN YOUR COMMUNITY CALL:
THE 24 HOUR CONFIDENTIAL HOTLINE
AT: 717/261-1113**

Six Easy Steps to follow when preparing to move

- STEP 1:** Give the office **30 days notice in writing** that you are planning to move. Do not forget to provide your new address.
- STEP 2:** Thoroughly clean all floors, kitchen cupboards, appliances and bathroom (s).
- STEP 3:** Do not leave items belonging to you. Items left in the apartment will be assumed to be unwanted.
- STEP 4:** Lock all windows and doors.
- STEP 5:** Clear your account with the management office. Any charges remaining after you move will be deducted from your security deposit. If the security deposit does not cover all charges you will be billed for the remaining amount due.
- STEP 6:** Return all keys to the office or place them in an envelope with your name and place in the office mailbox. **You are charged rent for the apartment until the day the key is returned to the management office.**

Security Deposit

You are required to pay the Security Deposit along with the first month's rent. This deposit will be refunded by mail within 30 days after you move out if:

1. You provide us with a **written notice** of your intention to vacate 30 days in advance of your move out date.
2. All rent and other charges to your account are paid.
3. There are no move-out charges for damages, repairs and cleaning.
4. You provide the office with your forwarding address or arrange to pick up the check at the office.

Note: The day the unit is vacated is the day that the key must be returned. Otherwise the rent will continue to accrue until the key has returned. Once the key is returned any items remaining in the unit will become the property of the Redwood Park Apartments and Townhomes and will be disposed of as management chooses.

House Inspections

An **annual inspection** of your home will be conducted each year. This inspection is necessary to assure that the housing community continues to meet health and safety standards. If your housekeeping issues become a concern, additional inspections will be necessary. If housekeeping continues to be an issue through the additional inspections, your lease may be terminated.

Maintenance will also conduct a **monthly inspection** of the heating and cooling systems and the fire prevention equipment.

You will be notified in writing within 48 hours of any inspection, except in the case of emergencies which constitute a risk to the health and safety. Also, no prior notification of entry by staff needs to be given to you in the case of unauthorized pets suspected of being harbored in the unit.

Any time that staff enters your home and you are not home, a notice will be left indicating the entry and reason for the entry.

Housekeeping Standards

In an effort to improve the livability and conditions of the units owned and managed by Redwood Park, uniform standards for resident housekeeping have been developed for all families.

- (a) Management Responsibility: The standards that follow will be applied fairly and uniformly to all tenants. The management will inspect each unit at least annually to determine compliance with these standards. Photographs will be taken of failed inspections and management will advise You of the specific correction(s) required to establish compliance. Within a reasonable period of time, management will

schedule a second inspection. If this inspection is reported as failed, management will refer the You to local support agencies for assistance. Failure of a third inspection will constitute a violation of the lease terms and may result in the termination of the lease..

- (b) **Tenant Responsibility:** You as a tenant are required to abide by the standards set forth below. **Failure to abide by the Housekeeping Standards that results in the creation or maintenance of a threat to health or safety is a violation of the lease terms and can result in eviction.**

- (c) **Housekeeping Standards: Inside the unit:**

General—

- (1) Walls: should be clean, free of dirt, grease, holes, cobwebs, and fingerprints.
- (2) Floors: should be clean, clear, dry and free of hazards.
- (3) Ceilings: should be clean and free of cobwebs.
- (4) Windows: should be clean and not nailed shut. Shades or blinds should be in tact.
- (5) Woodwork: should be clean, free of dust, gouges, or scratches.
- (6) Doors: should be clean, free of grease and fingerprints. Doorstops should be present. Locks should work.
- (7) Heating units: should be dusted and access uncluttered.
- (8) Trash: shall be disposed of properly and not left in the unit.
- (9) Entire unit should be free of rodent or insect infestation.
- (10) Entire unit should be free of tobacco smoke, smell, and smoke damage.

Kitchen—

- (1) Stove: should be clean and free of food and grease.
- (2) Refrigerator: should be clean. Freezer door should close properly and freezer should have no more than one inch of ice.
- (3) Cabinets: should be clean and neat. Cabinet surfaces and countertop 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.
- (4) Exhaust Fan: should be free of grease and dust.
- (5) Sink and dishwasher: should be clean, free of grease and garbage. Dirty dishes should be washed and put away in a timely manner.
- (6) Food storage areas: should be neat and clean without spilled food.
- (7) Trash/garbage: should be stored in a covered container until removed by trash pickup service.

Bathroom—

- (1) Toilet and tank: should be clean and odor free.
- (2) 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.
- (3) Lavatory: should be clean.
- (4) Exhaust fans: should be free of dust.
- (5) Floor: should be clean and dry.

Storage Areas—

- (1) Linen closet: should be neat and clean.
 - (2) Other closets: should be neat and clean. No highly flammable materials should be stored in the unit.
 - (3) Other storage areas: should be clean, neat and free of hazards.
- (d) Housekeeping Standards: Outside the Unit

The following standards apply to general family development sites.

- (1) Yards: should be free of debris, trash, and abandoned cars. Exterior walls should be free of graffiti.
- (2) Porches (front and rear): should be clean and free of hazards. Any items stored on the porch shall not impede access to the unit.
- (3) Sidewalks: should be clean and free of hazards.

This list of housekeeping standards is a sample, and is not to be considered limited to only the items listed.

Satellite Dish Policy

POLICY: A satellite dish may be installed that meets the size limitations on the property the resident is renting and that is in the resident's exclusive use or control. All residents who wish to install a satellite dish must follow this policy and procedure, as developed from the rules adopted by the Federal Communications Commission concerning Over-the-Air Reception Devices, cited as 47 C.F.R. Section 1, 4000 and the subsequent amendments effective January 22, 1999 and May 25, 2001.

PROCEDURE:

I. General Requirements:

1. **A dish antenna may not exceed one meter in diameter. This means that the dish may not be more than three feet three inches when measured across its widest part.**
2. Dish antennas must be installed in areas for the tenant's exclusive use or control. "Exclusive use" means in your yard space only.
3. When running cable line from dish, tenants are to feed the line to the television through the crawl space under the unit into the downstairs living area and avoid running wiring under metal carpet edging strips in doorways or across floor areas creating tripping hazards

II. Tenant Notification Process:

1. Tenants must notify the management office prior to installing a satellite dish.
2. Tenants are required to pay a refundable security deposit prior to installing a dish antenna. The security deposit amount is \$50.00. Upon removal of the dish by the tenant and following an inspection of the premises, the \$50.00 security deposit will be refunded in full, less any cost for damages to the premises from improper installation. A tenant who fails to remove the dish and all wiring/conduit upon termination of tenancy will forfeit the security deposit refund.
3. Tenants who install a dish and fail to pay a security deposit will be in violation of the Satellite Dish Policy and must either remove the dish or pay the security deposit within 48 hours of written notification from the office.

III. Dish Installation Requirements Procedures:

1. **Dishes may only be installed in areas as described in “Section I – General Requirements.”**
2. **Residents may not install satellite dishes themselves.** Dishes must be professionally installed with a member of the maintenance department present.
3. Mounting and Installation Requirements:
 - a) Wire entrance to the unit can be achieved by drilling a hole through the wall only. The hole must be sealed inside and out. No holes may be drilled through windows or doors. Wires must be fastened to the building wall vertically or horizontally. No draping of wires is permitted.
 - b) Wire that must cross the ground to reach the dish must be underground. The wire must be run in conduit in a trench no less than 12” deep that runs directly to the dish. Dishes may not be mounted to the building in anyway.

Tenants who install a dish in violation of this policy will be required to remove the dish and pay all expenses related to the improper installation. Such expenses will be determined by the Maintenance Department after the damages have been assessed. The dish must be removed within 48 hours of notification from the office. Tenants who wish to reinstall the dish will be permitted to do so only after expenses related to the improper installation have been paid in full and as long as the installation meets the guidelines of the Satellite Dish Policy.

Community Events and Community Center

Good neighbors work together to make a great neighborhood. Your Property Management team and Supportive Service Coordinator will help to create opportunities to build a great neighborhood. We need YOUR input. Please feel free to call your Supportive Services Coordinator or your Property Manager with your ideas at any time!!!!

There is a community center available for use by you as a resident of Redwood Park. Please call the housing office for details on how to reserve this facility.

Complaints and Concerns

HANDS and the Franklin County Housing Authority want very much for you to enjoy your new home and take good care of it. We want to work to resolve any issues you may have with your home or its management. Please feel free to contact your Property Manager at any time.

All complaints and concerns should be submitted to the management office in writing. All pertinent information must be given such as the date, dates of any occurrences, full names and addresses, etc. We encourage that the enclosed complaint form be used.

Supportive Services

Redwood Park Townhomes has a Supportive Services Coordinator on staff whose mission is to provide you with whatever support you may need to fully enjoy and remain in your home. If you should have problems paying your rent or other bills, if you need assistance finding services in the community for specific needs, if you want to participate in a tenant association to plan activities for your neighborhood, feel free to contact the Supportive Services Coordinator.

Here is your Property Management Team:

Your Property Manager is: _____

Your Supportive Services Coordinator is: _____

Your Maintenance Aide is: _____



Redwood Park Townhomes

436 West Washington Street
Chambersburg, PA 17201
717-263-4200

Date: _____
Name of You: _____
Address: _____

Nature of Complaint or Concern: Please give a complete description of the problem, including details such as names or addresses of individuals, times and dates, etc.

Tenant Signature (not valid unless signed)

Date

Would you, if required, be willing to testify to the information you have provided?

YES

NO

Received by: _____

Time and Date: _____

Given to: _____

Date: _____

Referred to: _____

Action Taken: _____
