



TENANT HANDBOOK



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WELCOME FROM THE PROPERTY MANAGER

The entire staff of Valley Terrace Townhomes and Valley Community Housing Corporation works extremely hard in an effort to provide you with quality housing at a rent that you can afford. We only ask that you maintain your home in the same condition in which you found it.

After you sign your lease a member of our staff will accompany you to your unit to do a complete inspection. This inspection is to make sure that your home is ready for you. If any items are found that had been missed by our maintenance department we will notify them immediately so that the repairs can be made prior to your move-in date.

We are very happy to have you in our community. We ask that you follow one simple rule “practice consideration and respect for your neighbors at all times”.

You will find your Handbook to be a good reference tool. It is intended to explain what the management expects from you and what you can expect from the management.

Your Dwelling Lease lists all of the rules and regulations but this Handbook will explain them in greater detail and contains worthwhile information that is not in your lease. It is important that you read both your Dwelling Lease and this Handbook. If you should have questions, contact the Valley Terrace Townhomes office and staff will be happy to discuss your concerns with you.

Your home has been designed for your pleasure and convenience. It is our sincere hope that you will enjoy residing in our housing community.

This Handbook is an addendum and is part of the Lease Agreement between the landlord and the tenant.

MANAGEMENT OFFICE

Located on site at the Community Center. Offices hours vary, please see hours posted on front door.

RENT PAYMENT LOCATION AND MAILING ADDRESS:

**Valley Terrace Townhomes
PO Box 519
Chambersburg, PA 17201
P: (717) 977-3900 Fax #: (717) 655-2982**

OFFICE HOURS: Monday through Friday: 9:00 am to 4:30 pm.

The Valley Community Housing Corporation office is closed weekends and all major holidays and a notice will be posted in all of our offices for any non-predetermined or un-scheduled closing dates or times.



PAYMENT OF RENT

Your rent is to be paid by the fifth day of every month to avoid late charges. There will be a late charge of \$10.00 for unpaid rent on the sixth and an additional \$25.00 will be added on the 16th of the month if rent is still not paid in full. (If the fifth day or sixteenth day of the month falls on a Saturday, a Sunday, or an official holiday, rent will be due on the following work day and late charges will be applied the following day.) If rent is not paid in full by the 5th of the month a Proposed Termination Notice will be issued to begin termination of the lease.

AFTER HOURS MAINTENANCE EMERGENCIES

TENANTS PLEASE CALL: 717-977-3900

IF YOU RECEIVE A VOICE MESSAGE PLEASE LEAVE YOUR NAME AND ADDRESS AND THE ON CALL STAFF PERSON WILL CALL YOU BACK WITHIN THE HOUR. ALSO SPEAK AS CLEARLY AS YOU CAN.

POSSIBLE MAINTENANCE EMERGENCIES

Maintenance may be contacted after hours for the following emergencies:

- Locked out of your unit: (you must show proper ID that shows you reside in the unit before maintenance will let you in)
- Broken Locks which affect the security of the unit.
- Broken window glass which affects the security of the unit and during inclement weather.
- The smell of gas fumes.
- Plumbing leaks which could flood the unit or cause damage to the unit.
- Backed up sewage.
- Electrical hazards.
- No Heat.
- Smoke detector not functioning.
- Clogged toilet or clogged tub, if on a weekend and have no second tub and/or toilet.
- Completely clogged kitchen sink
- Landlord-provided Refrigerator/Freezer not working.
- Stove or oven not working.

REQUESTING REPAIRS

When repairs to your home are needed, promptly contact the VCHC office to request that a maintenance Work Order be issued. Not reporting a problem promptly may cause additional problems and expenses to Valley Terrace Townhomes. The maintenance staff is extremely busy however 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 the tenant or tenant guests due to misuse or negligence the responsible party will be charged accordingly.



Please see list of all maintenances charges and rates on Page 6 of this handbook. (Page is subject to change)

(Approaching a member of the maintenance staff about repairs needed in your home is not permissible. Work Orders must be requested by contacting the Authority office.)

REPORTING ALL DAMAGES

Tenants must maintain their units to the standards of the guidelines set forth by PHFA (Pennsylvania Housing Finance Agency, our state agency) and outlined in their Residential Lease. Tenants are required to report damages to the office in a timely manner and are not permitted to alter or modify the unit. Tenants can avoid unnecessary charges by immediately reporting damages in their units to the housing office and by not modifying their units. Failure to report damages is a violation of the lease and may result in the termination of your lease agreement.

Excessive Damages

Excessive damage to a unit is defined as accumulated damages that exceed \$300.00 in a twelve (12) month period. If a tenant's unit accumulates \$300.00 or more of damages within a twelve (12) month period, the tenant will be in violation of the lease and eviction proceedings will be initiated by management staff. (Excess damage does NOT include fees charged for trash removal).

Examples of Possible Violations:

- Storm door hardware broken or missing
- Damaged or missing window and storm door screens
- Door locks or knobs damaged
- Stove burners not functioning due to build up
- TV cable, phone cords, or other wiring creating a tripping hazard
- Unreported holes in walls, ceilings, floors, or doors
- Peeling paint
- Roach, bedbug, or other 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
- Gutters or spouting, down or damaged
- Trash and debris inside or outside of units

YOUR KEYS AND LOCK OUT 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, please see lock-out charges in Maintenance Charges and Rates on Page 8 (page number subject to change).



MAINTENANCE CHARGES AND RATES

Standard charges for repairs and/or replacement cost for tenant caused damages are listed below to include but not limited to:

All tenant caused damages, above normal wear and tear, are based on the current hourly rate unless otherwise specified below:

CHARGES

BATH ACCESSORIES

BATHROOM GLOBE	Cost plus Current Labor Rate
GLASS SHELVES FOR MEDICINE CABINET	Cost plus Current Labor Rate
MIRROR FOR MEDICINE CABINET	Cost plus Current Labor Rate
PAPER HOLDER ROLLER (PLASTIC)	Cost plus Current Labor Rate
PAPER HOLDER REPLACEMENT	Cost plus Current Labor Rate
SHOWER ROD	Cost plus Current Labor Rate
SHOWER HEAD	Cost plus Current Labor Rate
TOWEL BAR BRACKET	Cost plus Current Labor Rate
TOWEL BAR 36"	Cost plus Current Labor Rate
TOWEL BAR 24"	Cost plus Current Labor Rate
TOILET SEAT (ELONGATED)	Cost plus Current Labor Rate
TOILET SEAT (REGULAR)	Cost plus Current Labor Rate
HANDICAP GRAB BAR (SMALL) 18"	Cost plus Current Labor Rate
HANDICAP GRAB BAR (LARGE) 24"	Cost plus Current Labor Rate
FAUCET	Cost plus Current Labor Rate

CLEANING VACANT UNITS

****ABOVE NORMAL WEAR AND TEAR****

KITCHEN CABINETS	Current Labor Rate
KITCHEN RANGE	Current Labor Rate
STOVE BURNERS	Current Labor Rate
KITCHEN RANGE HOOD	Current Labor Rate
REFRIGERATOR	Current Labor Rate
WALLS, CEILING, FLOOR PER ROOM	Current Labor Rate
WINDOWS AND WINDOW HARDWARE	Current Labor Rate



CLEAN BATHROOM

Current Labor Rate

DOORS

EXTERIOR DOOR
INTERIOR DOOR (BATHROOM, BEDROOM, PANTRY)
DOOR STOPPER
DOOR STOPPER CAP
DOOR VIEWER
DOOR PROTECTOR
REPLACE INTERIOR DOOR TRIM

Cost plus Current Labor Rate
Cost plus Current Labor Rate
Cost plus Current Labor Rate
Cost plus Current Labor Rate
Cost plus Current Labor Rate
Cost plus Current Labor Rate
Cost plus Current Hourly Rate

STORM DOOR

LATCH ASSEMBLY/PUMP AND CHAIN
LATCH
REPLACE DOOR
REPLACE FRAME
RESCREEN STORM DOOR
STORM DOOR CLOSURE
STORM DOOR WINDOW CLIPS
STORM DOOR SCREEN
STORM DOOR
STORM DOOR GLASS
STORM DOOR CATCH ASSY PUMP, LATCH, CHAIN

Cost plus Current Labor Rate
Cost plus Current Labor Rate
Cost & Per Hour Labor Rate
Cost & Per Hour Labor Rate
Cost & Per Hour Labor Rate
Cost plus Current Labor Rate
Cost plus Current Labor Rate
Cost plus Current Labor Rate
Cost plus Current Labor Rate
Cost plus Current Labor Rate
Cost plus Current Labor Rate

DRAINS

OPEN CLOGGED KITCHEN DRAIN
OPEN CLOGGED BATHTUB DRAIN
OPEN CLOGGED COMMUNE
OPEN CLOGGED COMMUNE (REMOVE FROM FLOOR)
OPEN CLOGGED COMMUNE (CONTRACTOR NECESSARY)

Cost plus Current Labor Rate
Cost plus Current Labor Rate
Cost plus Current Labor Rate
Cost plus Current Labor Rate
Cost plus Current Labor Rate

ELECTRICAL

GLOBES
SWITCH PLATE
SWITCH (SINGLE OR 3-WAY)
RECEPTACLE
RECEPTACLE PLATE

Cost plus Current Labor Rate
Cost plus Current Labor Rate
Cost plus Current Labor Rate
Cost plus Current Labor Rate
Cost plus Current Labor Rate



HARDWARE

KEY REPLACEMENT	\$10.00
PRIVACY LOCK	Cost plus Current Labor Rate
PASSAGE LOCK	Cost plus Current Labor Rate
CLOSET RODS	Cost plus Current Labor Rate
SPOUTING (PER FOOT)	Cost plus Current Labor Rate
SPOUTING HANGER	Cost plus Current Labor Rate
STRIKER PLATE FOR DOORS	Cost plus Current Labor Rate
STAIR RAIL BRACKETS	Cost plus Current Labor Rate

KITCHEN BASE CABINET TOPS

FULL BASE TOP	Cost plus Current Labor Rate
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LOCK OUT

REGULAR OFFICE HOURS	\$5.00
AFTER OFFICE HOURS	One Hour Current Labor Rate
CHANGE LOCKS	Cost plus Current Labor Rate

PLUMBING

HANDLE FOR LAVATORY & KITCHEN	Cost plus Current Labor Rate
AERATOR	Cost plus Current Labor Rate
SINK BASKET STRAINER ASSEMBLY	Cost plus Current Labor Rate
STRAINER	Cost plus Current Labor Rate
LAVATORY STOPPER ASSEMBLY	Cost plus Current Labor Rate
SINK STOPPER RUBBER - KITCHEN	Cost plus Current Labor Rate
KITCHEN FAUCET HANDLE	Cost plus Current Labor Rate
KITCHEN FAUCET	Cost plus Current Labor Rate

RANGE

OVEN DIAL	Cost plus Current Labor Rate
SINGLE KNOB (TOP BURNER)	Cost plus Current Labor Rate
TOP BURNER GRATE	Cost plus Current Labor Rate
RANGE HOOD LIGHT COVER	Cost plus Current Labor Rate
RANGE HOOD FILTER	Cost plus Current Labor Rate



REFRIGERATOR

FREEZER DOOR	Cost plus Current Labor Rate
PLASTIC DOOR LINER	Cost plus Current Labor Rate
ICE CUBE TRAY	Cost
REFRIGERATOR AND FREEZER DOOR RACKS	Cost plus Current Labor Rate
BOTTOM DOOR BARS	Cost plus Current Labor Rate
TOP DOOR BARS	Cost plus Current Labor Rate
BOTTOM DOOR BAR CLIPS	Cost plus Current Labor Rate
TOP DOOR BAR CLIPS	Cost plus Current Labor Rate

MISCELLANEOUS

CLOSET DOOR TRACK GUIDE	Cost plus Current Labor Rate
FLOOR TILE	Cost plus Current Labor Rate
RECHARGE FIRE EXTINGUISHER	Cost plus Current Labor Rate
SMOKE ALARM – MISSING	Cost plus Current Labor Rate
SMOKE ALARM-TAMPERED WITH OR UNREPORTED	\$25.00
NEW CORE IN DOOR LOCK	Cost plus Current Labor Rate
RECYCLE BIN	Cost

WINDOW AND SCREENS

WINDOW GLASS	Cost plus Current Labor Rate
REPLACE FRAME AND SCREEN	Cost plus Current Labor Rate
RESCREEN WINDOWS	Cost plus Current Labor Rate
WINDOW SPRING	Cost plus Current Labor Rate
WINDOW LATCH	Cost plus Current Labor Rate

HVAC

THERMOSTAT	Cost plus Current Labor Rate
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MINI BLINDS

ALL SIZES	Cost plus Current Labor Rate
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TRASH DISPOSAL and RECYCLING

All garbage must be placed in trash bags and tied shut before being placed into the community dumpster. Trash bags should not be left sitting on porches before being taken to the dumpster. This is



unsightly and is an attractant for pests. If your garbage is found lying on the ground and not in the dumpster, lease violations will be sent.

Recycling is required. A separate designated container will be provided near the trash dumpster area.

Maintenance 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 may be charged up to \$25.00. This includes throwing of food into the field, which again attracts unwanted rodents and animals.

UTILITIES

All new tenants must have the electrical utilities transferred into their name at the time of move-in. This is mandatory as outlined in the lease. Charges incurred from date of move-in until the electric is transferred will be charged to the tenants account. The electric provider is West Penn Power, who can be reached at 1-800-686-0021.

To conserve utilities, and avoid additional costs, please report all dripping faucets and leaks immediately.

ANNUAL TENANT RECERTIFICATION

Management is required by PHFA to recertify tenants at least once a year. You will be notified of your appointment 120 days prior to your recertification date in writing. It is important that all adult household members be present. Failure to cooperate will be cause to terminate your dwelling lease for non-compliance.

IMPORTANT HOUSE RULES TO REMEMBER

INDOOR

- No firearms of any kind are allowed on Valley Terrace Townhomes property.
- No alternate heating source such as kerosene heaters and space heaters are permitted.
- Tenants are responsible for proper care of the carpeting provided throughout the home. Annual shampooing to upkeep cleanliness is required.
- Take reasonable care of the dwelling unit both inside and out to prevent health or sanitation problems from arising.
- You may not use your home as a place of business. No advertising signs are allowed.
- Curtains may be hung at all windows. Bed sheets, cardboard, paper etc., are not acceptable window coverings.
- No pets are permitted with the exception of fish (maximum 20 gallon tank).



- Waterbeds are not permitted.
- Dwelling units or other Valley Terrace property may not be modified in any manner.
- Contact paper is not permitted on shelves, cabinets or walls.
- Tenants shall not paste mirrors on doors, walls or ceilings.
- No permanent additions to walls, ceiling, or structures will be permitted. This includes no paneling, ceiling tile or paint, unless authorized.
- Overloading too many appliances into one outlet may trip a breaker or cause a fire. Placing cords and cables across doorways are a tripping hazard.
- Only use outside Christmas lights or electrical cords and appliances that are UL approved.
- 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 18-19 before installing dish)

OUTDOOR REGULATIONS

- NO POOLS are allowed (to include kiddie pools).
- NO TENTS are allowed.
- Children's toys and other yard items not in use **MUST** be stored in an orderly fashion in the back yard against the building or in your storage unit 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 storage unit.
- To prevent stains to the back porch, place a protective non-flammable mat under grills. Charcoal or flammable gas grills are not permitted within 6 feet of a building.
- Only items meant to be for the outdoors should be outdoors. It is against township regulation to use indoor furniture outside. Items such as stuffed chairs or couches, dining table chairs, office chairs, etc. should remain indoors.
- Swing sets and picnic tables are permitted; however, they must be periodically moved to different locations in order to mow the yard.
- Dispose of pipe ashes, cigarettes and cigars in proper receptacles. **Do not throw cigarette butts on the ground or around your porch or patio area.**



- Respect your neighbor's space. Do not walk through their yards as a short cut. Use the sidewalks.
- Bike riding must be done on the streets, not on the sidewalks or grass. Ball playing must be done away from buildings.

VISITORS TO YOUR HOME

- Do not permit long-term guests in excess of 14 days within a one-year period without receiving prior permission from Management.
- You may not allow boarders, lodgers, "permanent guests", or persons barred from Housing Authority owned and managed properties 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, prior to their residing in the unit.
- Use your home as a residence only for **your** family. **Those who are not on the dwelling lease are not permitted to use your mailing address for any reason.** Doing so is evidence the person is residing in the unit without authorization, and termination of the dwelling lease will be initiated.
- Tenants are responsible for their guest's actions.

SUPERVISION OF CHILDREN

- **Children under the age of 12 years should be accompanied by an adult. Township Ordinances and curfews must be obeyed. Parents are responsible for their children's actions.**

NOISE

- All residents reserve the right to peaceful enjoyment of their accommodations. All township noise ordinances must be obeyed, especially in the evening hours. Waynesboro's quiet times are from 10 PM to 6 AM every day of the week.
- Televisions, radios, stereos, car stereos, etc., should not be played in a loud manner that disturbs your neighbors.

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 will damage the parking surface and must be removed as soon as detected.
- No washing of cars in the development.



- Vehicles are not permitted on the grass.
- Operate motor vehicles in a safe speed within the development. WATCH OUT FOR CHILDREN PLAYING.
- Loud music and screeching tires are not permitted.

HOW TO AVOID UNNECESSARY CHARGES TO YOUR ACCOUNT

In order to avoid unnecessary charges to your account make it a good practice to pay your rent on time and take care of the inside and outside of your home. Avoid damages to window screens, interior and exterior doors, window blinds and walls, clogged drains and toilets. Yards should be kept free of trash and debris. Maintenance conducts an inspection of the development weekly. If they provide any services as a result of their inspection you will be charged accordingly.

PRE-PHFA INSPECTIONS

PHFA, our state monitoring agency, requires our units be inspected annually. This inspection ensures that our units continue to meet health, safety, and housekeeping standards. If during the inspection it is found that your unit does not meet housekeeping standards you will be issued a lease violation. Please refer to the housekeeping standards included in the handbook on page 16 (pages subject to change).

Maintenance will also conduct monthly preventative maintenance of the heating and cooling systems, water heaters, and the fire prevention equipment.

Management may enter the dwelling unit at any time without advance notice when there is reasonable cause to believe that an emergency exists. Management will be allowed to enter any dwelling unit on an emergency basis when management has a reason to believe or has received notice of an unauthorized guest or an unauthorized pet and that the unauthorized guest and/or pet pose an imminent threat to the health and/or safety of the tenants or community.

EXTERMINATION

Tenants **must** permit the extermination of apartments so that infestation does not become a problem. If necessary, tenants must empty the contents of kitchen cabinets, pantry, and closets and fully cooperate with the exterminator. Failure to cooperate will result in a lease violation.

PAINT POLICY

Tenants are not permitted to paint their homes. If we repaint your unit after you have painted the unit, you will be charged cost of supply and labor.



GOING AWAY FOR SEVERAL DAYS

If you are planning to take a vacation or you are absent from your unit for several days or longer please let the management office know so that we can keep a watchful eye on your home while you are gone.

DO'S AND DON'TS FOR YOUR SAFETY

DO'S:

Report all emergencies to the management office between the hours of 9:00 A.M. and 4:30 P.M. After hour emergencies should be reported to the maintenance on call. Be particularly prompt about reporting water leaks, gas leaks, and electrical power failures.

Check the wiring on your own electrical appliances for frayed edges and replace where worn.

Keep the space around the stove, furnace and water heater clear of paper, clothes and other items that are considered a fire hazard.

Report storm damage.

DON'TS:

Do not store paint, gasoline, rags, papers, etc. in your home.

Do not leave lighted candles unattended.

Do not leave electric fans running when you are not at home.

Do not remove the battery from the smoke/fire detector for any reason.

Do not remove screens from the windows.

Do not use any alternative heating sources such as gas fireplaces or kerosene heaters.

SIX EASY STEPS TO FOLLOW WHEN PREPARING TO MOVE

STEP 1: Give the Management office **60 days notice in writing** that you are planning to move. **If you neglect to give 60 days written notice to vacate, you will be charged two (2) full months.** Do not forget to provide your new address.

STEP 2: Thoroughly clean the unit.

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 Valley Terrace Townhomes. 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. Mail key should be returned to the post office where you received it. (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 60 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.**

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 is returned. Once the key is returned any items remaining in the unit will become the property of Valley Terrace Townhomes and will be disposed of as management chooses.

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 Management 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**

OR LOG ONTO: www.drugtaskforce.org



SUPPORTIVE SERVICES COORDINATOR

Valley Terrace Townhomes has a Supportive Services Coordinator on staff who is available to assist you if you should have problems paying your rent or other bills. The Supportive Services Coordinator is also available if tenants are experiencing difficulties or emergencies where referral, advice, or assistance is needed.

COMMUNITY EVENTS & COMMUNITY CENTER

Management is always searching for new ideas for community events but 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 the tenants of Valley Terrace. Please call the management office for details on how to reserve this facility. You will be required to sign a consent form prior to renting the facility. A full kitchen and public restrooms are provided. Abuse of the community center, as defined by the rules and regulations set forth by the management office, by residents or their guests will result in a permanent ban from future use of the community center.

BOARD OF DIRECTORS

Valley Terrace Townhomes, as a project of the Valley Community Housing Corporation, has a voluntary board of directors which meets every month at the management office of Valley Community Housing Corporation. Meetings are open to the public for comment. If interested in attending, contact the housing office for location, dates, and times of the meetings.

HOUSEKEEPING STANDARDS

Tenant is required to abide by the housekeeping standards set forth below at all times. If the unit is found not to be compliant with housekeeping standards, photos will be taken. Failure to abide by the Housekeeping Standards at any time will result in a lease violation for poor housekeeping. If a violation for poor housekeeping is issued, management will perform a follow up inspection to ensure the unit meets housekeeping standards in at least 30 days. Additional inspections may be necessary depending on the condition of the unit at that time. Per the lease, any three violations of the lease will constitute a serious or repeated violation of the lease and termination of the lease may begin.

(a) 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



intact.

- (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.

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 to the disposal area.

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 and should be utilized when showering to avoid mildew accumulation.
- (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.

(b) 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) Steps (front and rear): should be clean, and free of hazards.
 - (4) Sidewalks: should be clean and free of hazards.
 - (5) Parking lot: should be free of abandoned cars. There should be no car repairs in the lots.
 - (6) Hallways: should be clean and free of hazards.
 - (7) Stairwells: should be clean and uncluttered
 - (8) Laundry areas if applicable: should be clean and neat. Remove lint from dryers after use.
 - (9) Storage Units should be free of debris, motor vehicle parts, and flammable materials.

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.

REVISION DATE: April 2014

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. Satellite Dishes may only be installed at the rear of the tenant's leased property.

II. Tenant Notification Process:

1. Tenants must notify the office prior to installing a satellite dish. The notification serves to inform the office where the dish will be installed and identify the professional installer:



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:**

Residents:

- 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 any way.

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 Management 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 new installation meets the guidelines of the Satellite Dish Policy.

Crime Free Policy

In consideration of the execution or renewal of a lease of the dwelling unit identified in the lease, Valley Terrace Townhomes and Tenant/Resident agree as follows:

Definitions:

- a) The term “Premises” shall mean the building, complex or development in which the affordable housing dwelling unit is located. “Premises” shall include all real property

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and buildings owned and operated by Valley Terrace Townhomes, including, but not limited to common areas and grounds.

- b) The term “Guest” shall mean a person temporarily staying in the unit with the consent of a tenant or other member of the tenant’s household.
- c) The phrase “Other person under the tenant’s control” shall mean a person who is, or was at the time of the activity in question, on the premises because of an invitation from the tenant or other member of the tenant’s household. (Examples of other persons under the tenant’s control including party attendees, regular visitors, and people who provide a commercial service to a household member on a regular and frequent basis, such as an in-home nursing care provider.) Absent evidence to the contrary, a person temporarily and infrequently on the premises solely for legitimate commercial purposes is not under the tenant’s control – for example, the pizza delivery man.

Tenant, any members of the tenant's household, a guest, or other persons under the tenant’s control:

- 1. Shall not engage in criminal activity, including, but not limited to, drug-related criminal activity, on or near the premises. "Drug related criminal activity" means the illegal manufacture, sale, distribution, use, or possession with intent to manufacture, sell, distribute, or use an illegal or controlled substance (as defined in Section 102 of the Controlled Substance Act [21 U.S.C.802]. “Drug related criminal activity” also includes the possession of drug paraphernalia.
- 2. Shall not engage in any act intended to facilitate criminal activity.
- 3. Shall not permit the dwelling unit to be used for, or to facilitate criminal activity, regardless of whether the individual engaging in such activity is the tenant, a member of the household, a guest, or other person under the tenant’s control.
- 4. Shall not engage in the unlawful manufacturing, selling, using, storing, keeping, or giving of an illegal or controlled substance as defined in the Pennsylvania Crimes Code, at any location, whether on or near the dwelling unit premises.
- 5. Shall not engage in any illegal activity, including: prostitution as defined in 18 Pa.C.S.A. §5902; rioting, disorderly conduct and related offenses as defined in 18 Pa.C.S.A. §5501, *et seq*, *viz.* harassment, stalking, public drunkenness, disrupting public meetings, cruelty to animals, holding a lottery, gambling, facsimile weapons of mass destruction; assault as prohibited in 18 Pa.C.S.A. §2701 and §2702, *et seq.*; including but not limited to the unlawful discharge of a weapon, on or near the dwelling unit premises; or any breach of the lease agreement that otherwise jeopardizes the health, safety, and welfare of the Housing Authority’s agents, or other tenants, or involving imminent or actual serious property damage.
- 6. Shall not be in violation of a condition of probation or parole imposed under Federal or State law.



VIOLATION OF THE ABOVE PROVISIONS SHALL BE DEEMED A SERIOUS VIOLATION OF THE MATERIAL TERMS OF THE LEASE AND GOOD AND SUFFICIENT CAUSE FOR IMMEDIATE TERMINATION OF TENANCY. A single violation of any of the provisions of this added addendum shall be deemed a serious violation, and evidence of material and irreparable non-compliance. Termination of the Lease and eviction shall not require a criminal conviction.

Tenant further agrees to permit criminal history searches for all household members at least annually to determine compliance with this lease addendum.

In case of conflict between the provisions of this addendum and any other provisions of the lease, the provisions of this policy shall govern.

Smoke-Free Policy

To promote the quality of air and the safety of residents in Valley Terrace Townhomes, along with all other developments, community centers and offices managed by Valley Community Housing Corporation, smoking is not permitted in any building including apartments. Smoking is only permitted in areas that are at least 20 feet from any entrance or window.

Adopted:

1. **Purpose of No-Smoking Policy.** The parties desire to mitigate (i) the irritation and known health effects of secondhand smoke; (ii) the increased maintenance, cleaning, and redecorating costs from smoking; (iii) the increased risk of fire from smoking; and (iv) the higher costs of fire insurance for a non-smoke-free building;

2. **Definitions.**

Smoking. The term “smoking” means the inhaling, exhaling, breathing or carrying any lighted or heated cigar, cigarette, or other tobacco product or plant product in any manner or in any form. Smoking also includes use of an electric or an electronic cigarette.

Electronic Cigarette. The term “electronic cigarette” means any electronic device that provides a vapor of liquid nicotine and/or other substances to the user as she or he simulates smoking. The term shall include such devices whether they are manufactured or referred to as e-cigarettes, e-cigars, e-pipes or under any product name.

3. **Smoke-Free Complex.** Tenant agrees and acknowledges that the premises to be occupied by Tenant and members of Tenant's household have been designated as a smoke-free living environment. Tenant and members of Tenant's household shall not smoke anywhere in the unit rented by Tenant, or the building where the Tenant's dwelling is located or in any of



the common areas or adjoining grounds within 20 feet of such building, nor shall Tenant permit any guests or visitors under the control of Tenant to do so.

Smoking outside any Management operated building including housing units is limited to the following area(s): 25 feet from any entrance or window, or public sidewalks.

Any deviation from the smoke-free policy by any tenant, a member of their household, or their guest will be considered a lease violation. Three (3) violations will be considered a serious and repeated violation of a material term of the Lease Agreement and will result in eviction. A cleaning charge will be assessed and added to the tenant account for each violation.

“No Smoking” signs will be posted outside and inside the buildings.

4. Tenant to Promote No-Smoking Policy and to Alert Landlord of Violations.

Tenant shall inform Tenant's guests of the no-smoking policy. Further, Tenant shall promptly give Landlord a written statement of any incident where tobacco smoke is migrating into the Tenant's unit from sources outside of the Tenant's apartment unit.

5. Reports by Tenants. If a resident smells tobacco smoke in any building, they are to report this to the office as soon as possible. Management will seek the source of the smoke and take appropriate action.

6. Employees and Services. For the health and safety of the Valley Community Housing Corporation employees and their representatives, no resident shall have any type of tobacco or related product burning at such time as any employee or representative of the Housing Authority enters and remains in their housing unit. If any resident refuses to put out the burning tobacco or related product prior to the employee or representative entering the unit, or if the resident lights a tobacco or related product while an employee or representative remains in the apartment, the employee or representative shall vacate the apartment immediately and not return until such time as there is no longer any tobacco or related product burning, which may result in a significant delay of services to the apartment.

7. Landlord Not a Guarantor of Smoke-Free Environment. Tenant acknowledges that Landlord's adoption of a smoke-free living environment, and the efforts to designate the housing development as smoke-free, do not make the Landlord or any of its managing agents the guarantor of Tenant's health or of the smoke-free condition of the Tenant's unit and the common areas. However, Landlord shall take reasonable steps to enforce the smoke-free terms of its leases and to make the housing development smoke-free. Landlord is not required to take steps in response to smoking unless Landlord knows of said smoking or has been given written notice of said smoking.

8. Disclaimer by Landlord. Tenant acknowledges that Landlord's adoption of a smoke free living environment and the efforts to designate the housing development as smoke-free do



not in any way change the standard of care that the Landlord or managing agent would have to a Tenant household to render buildings and premises designated as smoke free any safer, more habitable, or improved in terms of air quality standards than any other rental premises. Landlord specifically disclaims any implied or express warranties that the building, common areas, or Tenant's premises will have any higher or improved air quality standards than any other rental property. Landlord cannot and does not warranty or promise that the rental premises or common areas will be free from secondhand smoke. Tenant acknowledges that Landlord's ability to police, monitor, or enforce the agreements of this Addendum is dependent in significant part on voluntary compliance by Tenant and Tenant's guests. Tenants with respiratory ailments, allergies, or any other physical or mental condition relating to smoke are put on notice that Landlord does not assume any higher duty of care to enforce this Policy than any other landlord obligation under the Lease.

APPEALS/GREIVENCES/COMPLAINTS

Tenant Appeal Process

Tenant appeal procedures apply to all individuals who disagree with an action taken or decision made by Valley Terrace Townhomes Management, except appeals concerning an eviction because of criminal activity or other activity that threatens the health, safety or right to peaceful enjoyment of the premises of other residents or HA employees, or any drug related activity on or off the Housing Authority premises.

Tenant must request an Informal Appeal Hearing in writing to the housing office within fourteen (14) days from the date of the letter the tenant received from management. The request must state the reason the tenant is requesting the hearing and must include the tenant's signature, address and phone number. If after the Informal Appeal Hearing the tenant still remains dissatisfied, a request for a Formal Panel Hearing can be made. This request must be submitted to the housing office within fourteen (14) days from the decision of the informal hearing.

If a tenant is unhappy with a member of the staff they may contact the Executive Director at (717) 977-3900.

Complaints and Grievances

All complaints and grievances must be submitted to the housing 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.





PO Box 519 • Chambersburg, PA 17201
(717) 977-3900 • Fax (717) 655-2982

TENANT COMPLAINT FORM

Date: _____
Name of Tenant: _____
Address: _____

Nature of Complaint: 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: _____

