

APPLICANT AND TENANT HANDBOOK

Application Procedure:

If you would like to apply to live at Maple Hill Apartments, there are first a few things you should know:

Maple Hill is a Section 236 rental program, regulated and supervised by the U. S. Department of Housing and Urban Development (HUD). Under this rental program, a monetary subsidy is paid by HUD to the New York State agency which holds the mortgage for Maple Hill Apartments. The effect of this subsidy is to lower the rent paid by residents below the level that would be charged under conventional financing. Because this subsidy is ultimately paid for by the American taxpayer, HUD has ruled that those qualified to live at Maple Hill Apartments meet certain qualifications. Maple Hill is also approved by both Section 8 Program administrators in Tompkins County.

Qualifications for residency:

- Your income must fall within certain lower and upper limits as defined by HUD.
- Material or cash assets must not exceed certain limits as defined by HUD.
- There must be availability of an apartment unit that matches family size.
- All applicants must have U.S. citizenship or pending citizenship, or refugee status.
- A background check that does not reveal adverse credit or payment history, prior landlord grievances, criminal behavior, or a history of drug or alcohol use.

The owner of Maple Hill Apartments is obligated under its mortgage regulations to ask for and verify an applicant's response to questions relating to the above. Adverse information regarding the applicant, or refusal by the applicant to provide the owner with requested information, or applicant's refusal to allow verification of certain personal information can be considered grounds for an applicant to not qualify for the Section 236 multifamily housing program.

To apply to live at Maple Hill Apartments, simply visit our office at 301 Maple Ave, F-5; Ithaca, NY 14850, and pick up an application. Fill out the application in its entirety and return it to the office. If there is no apartment available upon the time of application, you will be placed on a waiting list of a first-come, first-served basis.

Waiting List

If your application is approved for residency, and we do not have a unit of the appropriate size available for move in, you will be placed on a waiting list. This list is of a first come, first serve basis. When a unit is available, the Maple Hill Apartments office will notify you.

Move-in Procedure

Upon move in, we will conduct an overall check of the condition of the apartment. We also ask that you as the new tenant write a letter as to the condition of the apartment, noting any flaws. This is to insure that you are not liable for these conditions upon move-out.

Security Deposit

We require a security deposit equal to one month's rent prior to move-in. The payment must be in the form of a Money Order. The Security Deposit will be placed in a savings account in the name of Head of Household at the Tompkins Trust Company, Ithaca, NY, and held until after the final inspection at the time of move-out. The deposit will be returned within two weeks after move-out. The prevailing bank interest rate shall apply.

Rent

Rent is due by the first of each month. The Landlord will collect a fee of \$5.00 for rent paid after the fifth, and \$1.00 for each day thereafter. Personal Check or Money Order should be made payable to **Abbott Associates**. Cash payments will not be accepted. Please make sure that your apartment is written on the check. Rent can be dropped into the appropriately marked box at the Rental Office. If you mail your rent payment, make sure we receive it no later than the 5th of the month.

Things To Know About Your Apartment

Kitchen

Oven- When a tenant smells natural gas, this is an indication that the pilot light is out. When the oven does not work, check the pilot which is located under the oven. Open the broiler door, take a lighter to the pilot light area, located about 7 inches from the back, and directly under the oven area. Once you light the pilot, the oven takes one to three minutes to turn on. Note: this does not apply to newer stoves with electronic ignition. If the stove is plugged into the wall, it will have to be repaired by our staff.

Top Burners- When the burners do not work, lift the top of the stove. Make sure that the two pilots are on. The pilots are located between the two burners on the left and the right under the stove top. After lighting the pilots, put the stove top back down gently so not to extinguish the flames.

It is the tenant's responsibility to keep the stove top, under the stove top, oven, and broiler pans clean. Oven cleaner from any store will do a nice job. Use as recommended on the can. Make sure the oven is cold and thoroughly rinse off the oven cleaner. Upon move-out, charges will be made for stoves that are not clean.

Refrigerator- Do not pack the freezer so that it is too full. The top vents in the freezer must not be blocked for it to operate properly. To clean the refrigerator, a mix of water and baking soda works nicely.

Sink- Make sure all grease is put in tin cans and disposed of in the garbage. Do not dump grease down the drain or down the toilet! Make sure you have a strainer basket for the sink to catch food scraps so that they do not plug the pipes. For slow drains, boiling hot water helps. If the drain is slow, then report it so that maintenance can clean the lines before it is totally blocked. **DO NOT USE DRAIN CLEANER OR ACID IN THE DRAINS.** It is advisable to check under the kitchen sink on a regular basis. If the trap leaks, or the faucet is dripping, report it to maintenance immediately so not to waste water.

Counters- To avoid cuts in the counter tops, a wooden or plastic cutting board is recommended. Do not place hot pots or pans on the counter top.

Floors- Clean them with a good cleaner that does not have ammonia in it. Ammonia will eat through the wax and cause wear to the linoleum.

Bathrooms

Toilets- We are constantly reminding tenants that **TOILETS ARE FOR HUMAN WASTE AND TOILET TISSUE ONLY.** All disposable items such as sanitary napkins, tampons, paper towels, disposable diapers, Q-tips, condoms, facial tissue, and food scraps should be put in the garbage. Disposable does not mean flushable. It is a good idea to purchase a

toilet plunger and have it handy in case of a clog. If your toilet is running or making a dripping sound after the tank has filled, report it to the office, as this will waste water.

Bathtub- A hair catcher is necessary for all tubs to catch hair before it clogs the drain. When the tub drain is slow, contact maintenance before it is completely clogged. DO NOT USE DRAIN CLEANERS DOWN THE DRAIN. When cleaning the tub, do not use cleaners that have abrasive cleaners in them.

Sink- If the faucet is dripping, then contact maintenance so not to waste water. If the drain is slow, contact maintenance before it becomes plugged.

Light Fixtures

The tenant is responsible for the replacement of incandescent light bulbs. If the bulb is the florescent, the landlord is responsible for replacement. The light bulb should never exceed 60 watts. Using light bulbs with a higher wattage could cause a fire or melt the fixture. Refrigerators take an appliance light bulb made for cold temperatures. This is the tenants' responsibility.

Smoke Alarms

Under New York State and local laws, all smoke alarms in the apartment must be working at all times. It is the Tenant's responsibility that all smoke alarms have working batteries. If the smoke alarm beeps, and continues to beep, this is a sign that it needs a new 9-volt battery. To install a battery, we have two types of smoke alarms: The one type is mounted on a plastic ring. Turn the whole smoke alarm to the right and it will come off the mount. On the backside is the battery compartment. After you open the compartment, remove the old battery and install the new one.

The second type of smoke alarm is located mainly in the bedrooms. The cover is on a hinge. Pull the hinge down to install the new battery. Our experience is that alkaline batteries work best and last longer. Smoke alarms should be tested at least once a month. If the smoke alarm has one button on it, then that is the test button. If you have the type of alarm with two buttons, the outside button is the test button, and the inside button is used to shut off the alarm for 12 minutes.

Heat

During the heating season when the outside temperature is below 50-degrees, all windows must be kept closed to prevent waste. Heat should never be set higher than 70-degrees. During the winter when the outside temperature is below freezing, leaving a window open, even one inch, can freeze the heat lines below the window.

Extermination

Preventative extermination is performed on the third Thursday of each month between 9:00 a.m. and 1:00 p.m. If you detect a problem with bugs or mice, promptly contact the Office prior to the extermination date for a special treatment.

Pets

Your Lease prohibits keeping dogs in your apartment. One indoor cat is allowed, as long as the cat is cared for and the apartment does not smell. Written permission from the Office is required for a cat to occupy the unit.

Outside Your Apartment

Garbage bags or recyclable items should never be placed outside a front door. You may be charged for the removal by our Staff for items found there.

Back porch

Tenants are responsible to keep their porch in a clean and sightly manner. Tenants must not store recyclables, garbage, broken furniture, or automotive tires on the porch. The patio door is a second form of egress in case of fire and must be left unobstructed.

Garbage Collection

Garbage cans are grouped in a central location for your convenience. Place garbage in a sealed plastic bag and place it completely in one of the large, white garbage cans.

Mandatory Recycling

Large blue recycling bins are also grouped in a central location. Please rinse containers prior to disposal. Cardboard boxes should be broken down and larger ones stacked behind the bins to prevent scattering. Two compost bins are available for food scraps.

Disposal Of Large Items

Do not put large, non-household garbage in the garbage cans. If you have furniture or large items to dispose of, please place them neatly together near the garbage area. Metal items should be placed against the north side of the Maintenance Shed.

Laundry

The Laundry Room is open 24 hours a day, unless otherwise noted. If you lose money in the machines, or a machine is malfunctioning, notify the Office.

Driveway

Please be aware that the driveway and parking areas are the private property of the owner. The Speed Limit is ten miles-per-hour for all vehicles.

Parking

There is no assigned parking at Maple Hill. The parking areas are private property, and thus subject to rules set by the Landlord. The Office reserves the right to tow any vehicle to an impound that is disabled, has no plates, or is parked in a restricted area. All vehicles must be moved during snow storms to help facilitate removal, or at the request of the Staff. Please observe signs.

Maple Hill Parking Permits Required

All automobiles that are parked on Maple Hill property must have a bumper sticker assigned by the office. All vehicle owners should copy their registration and license and bring it to the Office before a sticker is assigned. Automobiles without stickers are subject to towing.

How to Report Emergencies, Lockouts, or Security Concerns

To report any of the above, call the Office at **607-319-0692**. If no answer, you may leave a message in the Emergency Mailbox. Include your Name, Apt Number, Telephone Number, and clear information. Call back in forty minutes if there is no response. When you call, please identify the building you live in, say "A" as in apple, "B" as in boy, "C" as in cat, etc. Maintenance personnel will be paged immediately to address the problem. Medical emergencies, or those involving violence, should be reported first to **411**. Please note that all circumstances are not emergencies. If a situation can wait until the next business day, please so indicate or drop off a note to the Office.

Lockouts During Business Hours

Staff will issue a spare key temporarily if you are locked out. The key should be returned promptly. Keys not returned will be charged to the tenant. If a lock must be changed because keys have been lost by the tenant, the lock will be charged to the tenant. There may also be a lock-out charge for repeated instances.

Lockouts After-Hours

Tenant must contact the emergency line and leave a call-back telephone number to get a response from Staff.

When You Go Away

When you leave on vacation, or for more than three days during the winter, please call or drop off a note at the Office. We reserve the right to check for frozen pipes and open windows.

Please do the following before you go on vacation:

1. Make sure heat is set around 68 degrees, never off.
2. Close and lock all windows.
3. Turn off all lights, or use timers.
4. Place a stick in patio doors for added security.

You may be liable for water damage caused by broken pipes due to negligence.

Renter's Insurance

We recommend insurance to protect your personal belongings. It is easily obtained and relatively inexpensive. The Landlord is not responsible for damage to your belongings caused by personal errors, fire, or other events outside the Landlord's control.

Notice

The information contained in this Handbook is only provided as a courtesy and is not intended as a substitute for or interpretation of your Lease Agreement. Please review that document to familiarize yourself with its provisions.